

Newcomers FREQUENTLY ASKED QUESTIONS

1. **Where can I find an HLR Directory?** You can purchase Holly Lake Ranch Administration Office 903 769-3646
2. **Where can I get a Map of HLR?** Holly Lake Ranch Administration Office 903 769-3646
3. **Do you have Refrigerator Magnets with Important Numbers?** Yes, you can purchase Holly Lake Ranch Administration Office 903 769-3646
4. **Is there a Lost and Found at HLR?** Yes, at Security 903 769-2164 and Holly Lake Ranch Administration office 903 769 3646.
5. **Where can I get a list of Clubs and Activities?** www.hollylakeinfo.com click on the "Clubs/Groups" tab.

You may pick up a Holiday Inn activity schedule at the Registration Office or the Holiday Inn Activity Center, located on the East side.

6. **Is there an Activity Calendar?** www.hollylakeinfo.com click on calendar. You may pick up a monthly calendar at the Administration Office and they are mailed out with the monthly statement.
7. **Do I need a Fishing License?** No, because the lakes here at Holly Lake are private lakes.
8. **Where can I find the Boating Rules for each of the Lakes?** See the Holly Lake Ranch Association Rules and Regulations page 14 #2 Watercraft Compliances.
9. **Is there anywhere to ride a 4-wheeler or ATV?** NO.
10. **Where can I park an RV or Boat?** You can rent a spot at the RV/Boat upon availability See the Holly Lake Ranch Association Rules and Regulations page 11, #3 Parking Recreational Vehicles, Travel, Watercraft and Utility Trailers. Call Administration to check on availability.
11. **Where can I find the 911 signs on Mailboxes?** 911 Reflective address sign order forms can be found in the Administration Office. You can also obtain an order form thru the Hook and Ladder Club.
12. **Where can I find rules for children operating Golf Carts, PWCs (jet skis)?** See the Holly Lake Ranch Association Rules and Regulations Golf Carts page 10 #2 Unlicensed Motorized Vehicles – golf carts, all-terrain-vehicles (ATV). In regards to PWCs see page 14 #2 (d).
13. **Who can go on the Golf Cart Paths?** Golf Carts are allowed on the golf cart paths. No walking, running, bikes, roller blades, skates, skateboards, or cars are allowed on the golf cart paths.
14. **Where are the different Walking Trails?** A "Take A Hike" trail map of ALL three trails can be picked up in the Administration Office.
15. **Do I need special permission to add a Gazebo or Deck?** A permit is required from the ACC, which can be obtained at the Administration Office.
16. **Can I use the amenities on all of HLR? The pools? Miniature Golf? Shuffle Board?** Yes, as long as all necessary release forms have been signed (example: fitness center), and HLR member is in Good Standing (see page 5 sections C #2) you can use all amenities/pools/miniature golf/shuffle board.

17. **Where do I get the Supplies for the Games?** Supplies for miniature golf, shuffle board, etc.... can be found at the Holly Hut (red building on Holly Lake) and at the Holiday Inn Activity Center.

18. **Where can I rent a Paddle Boat or Kayak or Canoe?** Holly Hut (red building on Holly Lake). The Holly Hut does have seasonal hours.

19. **Can anyone use the Beaches?** Holly Lake residents and their guest may use the beaches.

20. **Are there places to get Drinks or Snacks? A Restaurant? A Grill?** You can grab a bite or cocktail/beer at The 19th Hole/Fore Seasons Restaurant located by the Golf Course. The Holiday Inn Activity Center located near the East Side Pool also has a grill and snacks.

21. **Can I get a Mixed Drink or Beer? Where are they allowed?** The 19th Hole/Fore Seasons serves alcoholic beverages to be consumed on the restaurant's premises. **Please see the Holly Lake Ranch Association Rules and Regulations page 5 section B #3 Alcoholic Beverages.** Call security for clarification.

22. **Do I need a key to get in the Fitness Center? Can children use as well?** Your gate card will gain you access to the fitness center as long as a waiver is on file with HLRA. Children 12 and under are not allowed in the Fitness Center. See the Holly Lake Ranch Association Rules and Regulations page 15 & 16 Holly Fitness Center in regards to Children 12 age and under (page 16).

23. **Where is the Gun Range? What are the rules?** The Gun Range is located off HWY 49 at the RV/Boat Storage. You must attend a mandatory class before using the Gun Range. Check with Security for a list of authorized Range Officers for mandatory class. See the Holly Lake Ranch Association Rules and Regulations page 18 Gun Range Policies.

24. **Who is the Law Enforcement here? How do I call them?** Security 903 769-2164, 911 OR Wood County Sheriff 903 763-2201

25. **Is there a Noise Ordinance?** Yes, see the Holly Lake Ranch Association Rules and Regulations page 8 section H #2 (c)

26. **Who do I call about a dog running loose?** Security 903 769-2164

27. **Who do I call about an injured Wild Animal?** Security 903 769-2164

28. **Are there regular events like Fire Works, or Parades, Fairs or Boating?** Yes, for upcoming events check:

- the General Managers Updates (via email).
- all Marquees located at the gate entrances .
- Holly Lake Ranch Association Facebook.

29. **Is there Recycling or Bulk Pick UP? What about Limbs or Brush I want to get rid of?** Yes, 2nd Saturday Recycling happens every month on the 2nd Saturday at the airport. For more brush & dump information go **to hollylakeinfo.com click on amenities then on Brush/Recycle.**

30. **Is there somewhere there is Public Internet Access?** There are guest wifi at the Administration office, Holiday Inn Activity Center and 19th Hole/Fore Seasons.

31. What FB/internet pages are run by HLRA? Who runs the other FB pages? Who runs nextdoor.com?

The various Facebook pages run by HLRA are:

- Holly Lake Ranch Association is the only Facebook page ran by the association.
- 19th Hole/Fore Seasons by the Restaurant manager.
- HLR nextdoor.com is run by a few residents of Holly Lake Ranch.
- Some of the clubs have their own facebook pages and can be found under the “club/group” tab in hollylakeinfo.com.
- All other facebook pages are run by random residents.

32. What is the Official HLRA Web Site? hollylakeinfo.com

33. Who can I call if I have a question? Administration 903 769-3646

34. Are there any Emergency Evacuation Plans? Any Alert Systems in Place? One call system will contact every resident in case of an emergency. Make sure you are registered by checking with Security 903 769-2164. Emergency gates are located throughout the Ranch and can be found on the big map that was given to you on the day of closing.

35. Who puts up the Seasonal Decorations and how are they paid for? Can I help? Every season other than Christmas is decorated by Administration. There is Christmas Decorating Group and they are always looking for volunteers around November. Some decorations have been paid for by HLRA and some have been donated. All decorations are in storage.

36. How many Committees are there? How do I become part of one? There are three standing committees, Finance, Architectural Control and Election Committee. The current Board is considering adding a Governing Documents Committee. Typically, each Board member selects a member for the committees but Committee recommendations are also considered as the committee members know the type of volunteer they need. Committee openings are announced at the monthly Open Board meetings. The Committees all have a Board liaison, a non-voting member, who acts as the connection between the Committee and Board. Often the work groups and ad hoc committees may report to the GM. If you have an interest in one of the committees you can contact their Chair Person and if you're interested in a work group you can apply to the group or to the GM.

37. I see personal Decorative Signs. Can I put one up? How do I get approval? Yes, you can put up personal decorative signs, but before you do see the Holly Lake Ranch Association Rules and Regulations pages 11-12 section K (especially #7).

38. Who is responsible for The Deer? May I feed them? Why not? Deer are wild animals and take care of themselves. We are not allowed to feed them here at HLR and can be fined. According to the Game Warden if a deer is injured and is still able to move leave them alone. If a deer is injured and cannot move call security 903 769-2164. For more information see Holly Lake Ranch Association Rules and Regulations page 5 Section B #10 Feeding of ANY wild life AND page 22 #2g fines for feeding wildlife or evidence of feeder.

39. Do we have Fire Department? How can I help? Yes, we have Holly Lake Volunteer Fire Department. To volunteer contact the Fire Hall 903 769-4341.

40. **What if I have a Medical Emergency? Who do I call?** Call 911

41. **Who do I call about a Fire? A Vicious Animal?** Call 911 for a fire and contact security 903 769-2164 for a vicious animal.

42. **Who do I call about Children without Life vest or Horse playing in a Canoe?** Security 903 769-2164

43. **Is Bingo year-round? Do they have snacks? What about the money raised?** Bingo is played EVERY Saturday night from the first Saturday of March until the last Saturday in November. Snacks are sold. Money raised from Bingo goes to the Holly Lake Volunteer Fire Department. For more information go to hollylakeinfo.com click on "Clubs/Groups" and click on Bingo

44. **Who do I call about a Tree Across a Road? Fallen on an Electric Line? Power outage?** Call Security if a tree has fallen across a HLR road. If a tree has fallen on a power line call Upshur Electric 903 843-2536.

45. **Is there a Leash Law? Are Collars and Tags required? What about a Nuisance Dog?** Yes, there is a Leash Law. All dogs shall be tagged (see Holly Lake Ranch Association Rules and Regulations page 13 section N #2,3,4). For Nuisance dogs call Security 903 769-2164 (see Holly Lake Ranch Association Rules and Regulations page 8, section H).

46. **Are Garage Sales Allowed? Can we put up signs?** Garage Sales are allowed. Signs must be obtained by the office. A refundable \$10 sign deposit (maximum 4 signs) is returned upon return of signs. For more information see Holly Lake Ranch Association Rules and Regulations page 12 #9a Estate/Garage Sale Signs.

47. **Where do I get the Flags I see displayed? Are there rules? How do I dispose of one?** The Flag Program with the Kiwanis Club sets out and picks up your flags. Kiwanis Club Flag program information can be found in the Administration Office.

48. **Can I get a copy of the Rules and Regulations before I buy?** Yes, a copy can be obtained by calling Administration 903 769-3646 and online hollylakeinfo.com click on "Administration" then click on "Governing Documents" then click on Rules and Regulations.

49. **Will someone go over the Dues and what happens if I get behind?** HLRA Dues should have been addressed during the New Home Owners Orientation at the Administration Office. Please call the office for clarification. For Delinquent Dues Please See the Holly Lake Ranch Association Rules and Regulations page5 Section C #2 Delinquent Dues.

50. **Is there a list of contractors?** You can find a list of NON-VESTED Contractors compiled by a resident of HLR on I Love Holly Lake face book under "files" and on nextdoor.com as well. A list of contractors is included in the General Information, new home owner's packet

51. **If I'm driving my golf cart on Holly Lake Ranch Roads, am I required to pull over to let cars pass?** YES, you must safely pull over to let car pass. See the Holly Lake Ranch Association Rules and Regulations page11 Section D Must yield to all licensed motorized vehicles. Sub title on page 10.