



**BENTWATER®**  
**PROPERTY OWNERS ASSOCIATION, INC.**  
170 Hillsborough Dr. West • Montgomery, TX 77356  
936-597-5532 • 800-599-2134 • Fax: 936-597-6221  
Website: bentwaterpoa.com

Welcome to Bentwater! We are so glad to have you in our neighborhood!

Now that you have closed on your property, you may have several questions on where to start to get things set up. Please begin by submitting a copy of the signed and recorded Warranty Deed as well as your Final Settlement Statement that details the amounts to be wired to the Bentwater Property Owner's Association for the property to be transferred into your name. You can do that by emailing them to: [Closings@BentwaterPOA.com](mailto:Closings@BentwaterPOA.com) or you can drop off paper copies at the office in the dropbox to the left of the front door.

Your next step is to fill out the online "New Owner Registration", which is included in this packet but can also be found online at:

[http://www.bentwaterpoa.com/resources/forms and Applications](http://www.bentwaterpoa.com/resources/forms_and_Applications)

Please fill out the form on page 2 and get it back to the office as soon as possible so we can complete the setup of your access to Bentwater. You can email it to [Closings@BentwaterPOA.com](mailto:Closings@BentwaterPOA.com) or you can drop it off at the office in the dropbox to the left of the front door.

The forms on pages 2 - 4 can be printed and filled out or on a computer. They are also available on the website. Once you have sent in page 2, you can register for electronic access, the instructions to assist you with that are below.

1. On the website main page, click on the "New Resident Registration" button in the top left corner.
2. Enter the email address that you gave us on the "New Owner Registration" form
3. Continue through the process from there.

Page 3 is the form to add your vehicles and RFID tags for the resident entrance system. You may make extra copies as needed. Only vehicles of residents may be added to the RFID system.

Page 4 is the Permanent Guest List signature page

Pages 5-8 of this document is about the Visitor Management System, guest approvals

Page 9 of this document contains contact information for the utilities and area.

**Every property in Bentwater must have a membership to the  
Bentwater Yacht & Country Club (a separate company from the POA)  
Call 936-597-6219 for information**



# BENTWATER<sup>®</sup>

## Property Owners Association, Inc.

Phone: (936) 597-5532  
Facsimile: (936) 597-6221

### PROPERTY OWNER INFORMATION FORM

Name of Property Owner(s) on Deed: \_\_\_\_\_

Name of Tenant(s) or Residents (not on deed): \_\_\_\_\_

Lease Start Date: \_\_\_\_\_ Lease End Date: \_\_\_\_\_

Bentwater<sup>®</sup> Street Address \_\_\_\_\_ Section \_\_\_\_\_ Block \_\_\_\_\_ Lot \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/State//Zip: \_\_\_\_\_

Name: \_\_\_\_\_ Phone# \_\_\_\_\_ Type (circle): Work Cell Home

Name: \_\_\_\_\_ Phone# \_\_\_\_\_ Type (circle): Work Cell Home

Name: \_\_\_\_\_ Phone# \_\_\_\_\_ Type (circle): Work Cell Home

Name: \_\_\_\_\_ Phone# \_\_\_\_\_ Type (circle): Work Cell Home

Email Address for \_\_\_\_\_

Email Address for \_\_\_\_\_

Property Owner Signature: \_\_\_\_\_

**EMERGENCY CONTACT INFO:**

Name of Contact: \_\_\_\_\_

Relationship to Property Owner: \_\_\_\_\_

Phone# \_\_\_\_\_ Type (circle): Work Cell Home

Phone# \_\_\_\_\_ Type (circle): Work Cell Home

Email Address: .....

Initials of Property Owner Authorizing: \_\_\_\_\_ Date: \_\_\_\_\_

# Bentwater Property Owners Association

## Automobile RFID Tag for Member Gate Access

To qualify for a Bentwater® registered RFID Vehicle, you must be registered as a Bentwater® property owner or their dependent living with them. **Presentation of your vehicle registration or vehicle insurance card reflecting your Bentwater® or other registered address is a requirement for each registration.**

**\*Complete One Form Per Property Owner Vehicle\* PLEASE PRINT LEGIBLY**

Make \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_ Color \_\_\_\_\_

License Plate# \_\_\_\_\_ State \_\_\_\_\_

TOLL TAG TYPE AND # : Type: \_\_\_\_\_ NUMBER: \_\_\_\_\_

Supported Types: HCTR, EZ-Tag, TX Tag, NTTA (DFW & DNT ONLY)



**NOT SUPPORTED: NTTA (skinny tag) & Oklahoma Pike Pass**



Resident Name \_\_\_\_\_

Resident Address \_\_\_\_\_

Phone# \_\_\_\_\_ Property Owner \_\_\_\_\_ Renter \_\_\_\_\_ POA \_\_\_\_\_ BWCC \_\_\_\_\_

I understand that I am personally responsible for the above-mentioned vehicle and I attest that this vehicle does belong to my family. I agree to obey all Bentwater traffic regulations. This RFID access is issued as a privilege, not an obligation and may be revoked or denied if deemed necessary by the Bentwater Property Owners Association. If an outstanding balance exist on your Bentwater POA Account, your RFID entrance, may be revoked or denied by the Bentwater Board of Trustees.

Submit Proof of Automobile Liability Insurance with this completed form.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**If you have sold a vehicle OR replaced your toll tag, please provide as much information as possible so we can remove it from the system.**

Make \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_ Color \_\_\_\_\_

License Plate# \_\_\_\_\_ State \_\_\_\_\_ TOLL TAG# \_\_\_\_\_

# Permanent Guest List

## GUESTS AUTHORIZED BY YOU TO ENTER BENTWATER and ACCESS YOUR HOME SITE EVEN WHEN YOU ARE NOT AT HOME

This list is entered and maintained by the POA Office Staff. Once you have access to the POA Website, you can fill out the online form. Below are the instructions on how you will do that.

The Permanent Guest list is limited to 10 guests. Companies like Dominos, Uber Eats, Uber... are not allowed on the list.

- a. The form to update your Permanent Guest list is found on the website menu on the left:
  - i. Select Quick Actions
  - ii. Select eForms
  - iii. Select the "View" button out to the right
  - iv. Scroll down to "Permanent Guest List", select it, fill out and submit the form
  - v. Once submitted office staff will make the changes by the end of the next business day.

If you need to clear a guest before you have website access, you can call the Main Entrance at **(936) 597-4190**.

**BENTWATER PROPERTY OWNERS ASSOCIATION, INC., ITS OFFICERS, DIRECTORS, MANAGERS, EMPLOYEES, AGENTS, AND ALL RELATED ENTITIES (COLLECTIVELY THE "ASSOCIATION") MAKE NO WARRANTY, EXPRESS OR IMPLIED, OR ASSUME ANY LEGAL LIABILITY OR RESPONSIBILITY FOR ANY AND ALL ERRORS OR OMISSIONS RELATED TO THE ASSOCIATION AUTHORIZING OR NOT AUTHORIZING ANY OR ALL OF ANY BENTWATER PROPERTY OWNER'S GUESTS, INVITEES OR LICENSEES ENTRANCE TO BENTWATER SUBDIVISION. I HEREBY INDEMNIFY, PROTECT, HOLD HARMLESS, AND DEFEND (ON DEMAND) THE ASSOCIATION FROM AND AGAINST ALL CLAIMS (INCLUDING WITHOUT LIMITATION CLAIMS BROUGHT BY OWNER OR BY ANY GUESTS, INVITEES, OR LICENSEES OF OWNER, IF SUCH CLAIMS ARISE OUT OF OR RELATE TO THE ASSOCIATION'S AUTHORIZING OR NOT AUTHORIZING ANYONE ENTRANCE TO THE BENTWATER SUBDIVISION.**

Signature(s) (**Names** must be on the deed of the referenced property)

Property Owner #1 \_\_\_\_\_

Property Owner #2 \_\_\_\_\_

# Quick Guide to Visitor Management

1. Login to [www.bentwaterpoa.com](http://www.bentwaterpoa.com) using the “Resident Sign-in” in the top right corner.
  - A. Your login information is your email address and the password you set up when registering.
  - B. Go to the menu on the left side.
  - C. Select “Visitor Management”
2. YES, there is an app. The app is a scaled down version of the functions on the website, so not everything is available on it, but Visitor Management is available. If you want to use your phone or a tablet, the information about the app is at the end of this document.
3. Update/setup your notification settings/preferences:
  - A. Near the top right, select the button “Visitor Management Settings”.
    - a. Call Priority {Phone numbers from your account that the greeters will use to contact you. They should be listed in the boxes by priority: call first, call second...}
    - b. Guest Management Settings
      - I. Verbal Code: this is a code word that you can set up if you want the greeters to verify who you are. If you are calling the gate to update/add your temporary guests. Example: you call the gate to add Aunt Marge to come in tomorrow, the greeter will ask for the Verbal Code. If you can’t supply the code the guest will not be added to the list.
      - II. Call Restrictions: this is for general instructions to the greeters, if needed. Example: never call us after 8pm.
    - c. Notification Settings: How and when you will be notified about guests
      - I. Guest Registration: When a new guest is added to your list you can receive an email, if you like, no matter who is adding the guest to the system.
      - II. Guest Entry: available by email and/or text when your guest enters through the gates. You must provide your cell phone number and cell phone provider for this to work. Phone numbers must be preceded by a +1 calling code.  
\*\*\* The speed of this service is a function of the cell phone provider. POA Staff have no control of the speed of the service.
    - d. Property Settings: this is where you can let the greeters know if you are going to be away and do not want any guest admitted, including permanent guests.
      - I. The default is “occupied” – uncheck the box when you will be away.
      - II. Enter the Start and End dates.
      - III. Add any notes you want the greeters to see.
      - IV. When the end date passes, the property will automatically revert to occupied. There is no need to reset it when you return.
4. Review and update the permanent guest list
  - A. To review the permanent guest list
    - a. In the Visitor Management tab, go to Permanent Guest
    - b. Review the list, if changes need to be made see letter B
  - B. Permanent guests can only be added/removed by the POA Office.

- a. The Permanent Guest list is limited to 10 guests. Companies like Dominos, Uber Eats, Uber... are not allowed on the list.
  - b. The form to update your Permanent Guest list is found on the website menu on the left:
    - i. Select Quick Actions
    - ii. Select eForms
    - iii. Select the “View” button out to the right
    - iv. Scroll down to “Permanent Guest List”, select it, fill out and submit the form
    - v. Once submitted office staff will make the changes by the end of the next business day.
5. Add a temporary guest
- A. Select “Temporary Guest” on the horizontal menu
  - B. Select the “Invite a Temporary Guest” button out to the right
  - C. In the window that opens enter the guest’s information:
    - a. Leave the “Guest Type” and “Pass Type” as they are
    - b. Fill in First Name, Last Name, and Company as appropriate
    - c. Add their email address or cell phone number if you want to send them an electronic guest pass (QR code) that will be scanned at the gate. **Phone numbers must be preceded by a +1 calling code to be valid.**
    - d. Select the start and end dates for their visit – Temporary Guests can only be added for up to 30 days.
    - e. Attendant Notes are optional but can be added if needed.
    - f. The “Send ePass to guest” check box – the system will email/text your guest the QR code only if you put a check in the box. [Note: the check box is under the attendants notes box]
    - g. Click Submit
  - D. TO EDIT an already created guest, you can Select the 3 little dots out to the right of their name and choose “edit”
6. Add a list for a party
- A. Select “Parties” on the horizontal menu
  - B. Select the “Create a Party” button out to the right
  - C. Fill out the fields, Name the party & set the date(s)
  - D. Select “Continue”
  - E. Select the “add another guest” blue link
  - F. Filling the First and Last name of the guest
  - G. Continue adding guests by selecting the “+add another guest” blue link until all guests are entered.
  - H. Select the blue “Add Guests” button to save all the guests for the party
  - I. Select the blue “Create Party” button to save the party

- J. TO EDIT guest after you have created the party, you can Select the 3 dots out to the right of the party name and choose “edit”
7. Restrict a guest (block/ban them from entering)
    - A. Select “Restricted” on the horizontal menu
    - B. Select “Restrict a Guest” button out to the right
    - C. Fill in all the information
    - D. Select Save Restriction
    - E. This restriction will not expire. It will stay on your property until you remove it.
7. Vendor List
- A. This list is used by the POA Staff for builders and contractors. It is not used by residents.

**MOBILE APP Instructions** – for cell phone or tablet use

Download the correct Frontsteps app from your app store. Frontsteps Community: subtitle HOA & Condo Community



**FRONTSTEPS  
Community**  
HOA & Condo Community...

**Guest Management:**

1. Use the sign on that you setup at [www.BentwaterPOA.com](http://www.BentwaterPOA.com) (your username is your email address and self-selected password)
2. To manage guests: select the Three Lines in upper left and select “Visitor Management”
3. Select the box with your address in it
4. Select “Create new Guest”
5. Fill in the form.
6. If you want to send them an ePass, fill in either the guest’s email or cell phone
7. Select “Save Guest” OR “Save and Send ePass” button

**Notification Settings:**

1. Sign in to the app
2. Select the Three Lines in upper left and select “Visitor Management”
3. Select the box with your address in it
4. Select the gear icon in the top right corner
5. Select an area to update by selecting the box: Call Priority, Guest Management Settings, Notification Settings, Property Status.
6. Fill in the information needed in each area, selecting save at the bottom of each screen

### **Helpful contact information:**

Bentwater is designated as Montgomery County Municipal Utility District No. 18 and it has chosen Hays Utility to supply the water and sanitary sewer services. MUD 18 has also contracted Best Trash to provide the trash collection and recycling services. To sign up for water and trash services, please visit the following website: [www.mcmud18.com](http://www.mcmud18.com) or call (281) 313-2378.

Electricity is provided by Entergy.

[www.entergy.com](http://www.entergy.com)

{800} 368-3749

Gas services are provided by Centerpoint Energy/ Entex.

[www.centerpointenergy.com](http://www.centerpointenergy.com)

{800} 752-8036

For telephone, cable, and internet services, Bentwater has three options:

Consolidated Communications

[www.consolidated.com](http://www.consolidated.com) (936) 441-0611 or (936) 539-7296

Optimum

[www.Optimum.com](http://www.Optimum.com) (877) 794-2724

Tachus

[www.tachus.com](http://www.tachus.com) (832) 791-1100

For property owners in Harborview, Somerset, and Yacht Harbor, landscaping and lawn maintenance are provided by Hauser Land Services. Their schedule and scope of work can be found online at [www.hauserlandservices.com/bentwater](http://www.hauserlandservices.com/bentwater). You can reach them via telephone at (832) 883-8873 or via email at [support@hauserlandservices.com](mailto:support@hauserlandservices.com).

Bentwater has many organizations available to join, including Bentwater Ladies Organization, Bentwater Civic Association, and Men of Bentwater just to name a few. More information about these organizations can be found by clicking on the individual links found here:

<https://bentwaterpoa.com/numbers-links/>. That link also has many other useful websites and phone numbers for resources in our area.

For ease of access to the community, Bentwater has invested in a radio frequency identification system that utilizes your existing toll tag. Once registered, you will be able to enter through the right lane member gate at both entrances rather than going through the left lane guest gate.

The entrance staff is happy to welcome your guests into Bentwater via the left lane guest gate at both entrances. The hours at the West Gate are 6am to 10pm. You will need to approve all guests in advance of their arrival by adding them to your Temporary Guests in Visitor Management on our Resident Website.

**If you have questions, please click on the Contact Us button on the website [www.bentwaterpoa.com](http://www.bentwaterpoa.com) to find a variety of options for direct inquiries.**