

Dear Owners,

We are excited to announce that **effective May 01, 2026**, Rise Association Management Group will take over management services for **River Oaks Council of Co-Owners, Inc.** We at Rise Association Management Group are industry professionals who believe in highly personalized service and care built on the foundation of solid relationships. We are ready to assist you and answer any questions you may have relating to your Homeowners' Association.

RISE's approach to providing management services for Community Associations emphasizes efficient and professional service to the residents, enhancement of property values, financial responsibility, judicious enforcement of the governing documents, proactive physical property management, and maintaining open lines of communication between the property owners, the Board, and management.

Homeowner Web Portal- Online Registration and Communications

Communications are incredibly important, and we want to ensure we can reach you. **You will receive an account registration email shortly.** Please follow the link in that email to complete your account setup.

Through your online account, you can "opt-in" to future email distributions and access community documents and even view and submit work orders for the Association.

Homeowners will receive a follow-up email containing a secure link to auto-register for the homeowner portal. Please be sure to review this email and complete your registration to access your account and community information.

Did you know your Community Association has an App? [Please download the app today.](#) If you don't already have a user account, the app will guide you through registration.

Payment Information

Please be sure to send payments to the address below for any outstanding assessments. Any payments received by previous management after **May 01, 2026**, will be forwarded to Rise's office. Please note, you will need to update the mailing address as follows for all future payments including check payments and automatic bill pay transactions.

Address for Payments:

River Oaks Council of Co-Owners, Inc.
c/o Rise Association Management Group
PO Box 270841
Flower Mound, TX 75027-0841

General Correspondence & Inquiries:

Rise Association Management Group
3131 Eastside St. Ste. 130
Houston, TX 77098

After the first 30 days of our service, you will receive an e-statement if there are any outstanding balances on your account. And to ease the transition, we are extending a grace period of 60 days from the commencement of our management services before late fees are applied to payments.

Online Payment Options:

We offer eCheck and credit card online payment options through the web portal. These can be one-time payments or recurring payments. To utilize online payments or to update an existing recurring payment, please use the following instructions:

1. Log in to the app and select the Payments tab at the bottom (or log into the website and select the Pay Assessments option in the top menu)
2. Choose a payment option:
 1. Pay by eCheck
 2. Pay by Credit Card
 3. New Recurring Payment

3. Proceed with entering the payment information to submit your payment.

ACH Payments:

If you would like to use our “set and forget” automatic ACH payments, please see the [online ACH form here](#). **Automatic ACH payments automatically draft the entire account balance on the 3rd of every month, ensuring the account never goes into collection. Plus, ACH payments have no transaction fees.**

Your RISE Team

We have a few individuals dedicated to assisting with River Oaks Council of Co-Owners, Inc. but you only need to know that you can contact us at support@riseamg.com or 713-936-9200. **We will get your request to the right person.**

Ultimately, your Association Manager is responsible for ensuring all Rise service/support teams are meeting the needs of the association and providing direct reporting to the Board on the status of the association’s operations. Kaye Follie will be your Association Manager for River Oaks Council of Co-Owners, Inc. transition to RISE.

Town Hall Meeting

We would like to inform all residents that a Town Hall Meeting will be held on April 16th at 6:00 PM at 3131 Eastside St., Suite 100, Houston, TX 77098. This will be a great opportunity to meet and get to know the new management team taking over the community. If you are interested in setting up your dues on ACH, please bring a voided check to the meeting. We look forward to seeing you there.

Contact Us

If you do have any questions, please email us at support@riseamg.com or call us at 713-936-9200. For any after-hours emergencies, please call 713-936-9200 and follow the prompts to reach the After-Hours Service.

On behalf of the team, we are looking forward to our partnership with your community! If you have any questions, please do not hesitate to reach out to us.

Thank you and have a great rest of the week!

Best Regards,

Kaye Follie
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Houston, TX 77098
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