

WEST AIRPORT NEWS

Happy Spring Break!

Enjoy Family and Friends



A Community in the Brays Oaks District!

A Community Newsletter

Spring 2021

Board of Directors

Donald Scott

President

Marsha Fisk

Vice President

David Fisk

Secretary/Treasurer

Margaret Murrell

Architectural/Deed Restrict.

Sondera Malry

Section 1

Angela Brown

Section 2

Denise Warren

Section 6

Randall Management

6200 Savoy Drive, Suite 420

Houston, Texas 77036

Phone

(713) 728-1126, Option 3

West Airport

Management Team:

Direct Number for Team

832-702-4782

Kiara Herrera

Assistant Manager

kherrera@randallmanagement.com

Imelda Garza

igarza@randallmanagement.com

Randall Q. Smith

Team Supervisor

Collections

713-728-1126, Option 1

(Account Receivables)

Collections@randallmanagement.com

Collections2@randallmanagement.com

Collections4@randallmanagement.com

Enforce Security

(832) 367-3429

Welcome to the Neighborhood!



To the new owners of WAHOA, we would like to extend a warm welcome and look forward in working together to further improve our community. When you purchased your new home, you became part of the West Airport Homeowners Association, Inc. This means there is a partnership between owners with a common goal to improve the community value. Active, involved and concerned residents are essential to create a strong community in any homeowners association.

It is important to learn and understand the established Association rules by visiting www.randallmanagement.com, selecting Association Management, then selecting West Airport. All Association documents are downloadable.

It is important that you contact Randall Management and make sure your home is in compliance with HOA rules and that your property's account has a zero balance. By doing so, you may prevent future issues with the Association. See page 5 for online payment instructions.

Patrol Service



We are proud to announce, our first year with Enforce Security has been a good addition to the community. The officer has done a great job in reporting issues to the city, police and

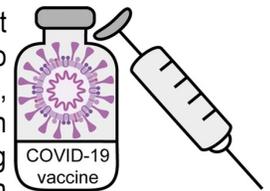
Association. The officer is available during patrol hours by calling (832) 367-3429.

Vacation Watch is also available by scheduling with the officer at least (7) seven days in advance.

COVID-19 Vaccine

Where to get it??

If you would like to find out information on how to receive COVID-19 vaccine, you may schedule an appointment by calling Harris County Public Health at (832) 927-8787 or City of Houston at (832) 393-4220. You may register online by visiting <https://houstonemergency.org/covid-19-vaccines/>.



Supply is limited due to demand. Wait times could be weeks - if not months - based on availability and distribution phases.

What is going on with your property values?

According to the Houston Association of Realtors (HAR), as of January 2021, the average value of your property has increased by 11%. This is great news! There are several factors that play a role in appreciation rates. The real estate market, economic shifts and the condition of your home. Although, the values have been increasing, there is always a chance they may not increase. It is good practice to continue maintaining your by completing repairs, sprucing up your landscaping. Encouraging your neighbors by improving your home, may help the neighborhood market rates.





Spring, the time for planning of projects...

Maintenance

Protect One of Your Most Valuable Investments By Developing a Consistent Maintenance Schedule

City Permit - We urge all owners to contact the City of Houston Permitting Department to verify if your projects require permits. Structural changes, several types of fences, projects using steel and masonry material, in-ground pools and solar panel installations are just a few that require permits. It is each owners responsibility to obtain the proper permits. To speak with a city Project Planner about your project, call (832) 394-9000 or email at houston.permittingcenter@houstontx.gov or visit houstonpermittingcenter.org to submit a permit request or to check the status of a permit/inspection.

Painting - It is important to put a good coat of paint on your home. This means painting every four years on average depending on the quality of the paint. Painting obviously improves the appearance of your home and protects your wood from the elements reducing rotten wood. Don't forget your ACC application, which must be processed and approved first! To obtain the ACC Application visit www.randallmanagement.com.

Pressure Washing - Pressure washing may be an alternative to painting and a cheaper way to improve the appearance of your home. The dirt and grime that builds on your home may cause long lasting damage. Cleaning regularly may assist to preserve your paint coat and prevent mold and mildew build up.

Gutters - Gutters need to be cleaned out on a regular basis. Gutters that fill with water and do not drain properly need to be cleaned. The extra weight will cause the gutter nails to become loose and the gutter will sag or fall from your home. Gutters are important to protect the fascia boards which will rot more rapidly without the protection of gutters.

Landscaping - Trees, shrubs, and seasonal flowers add a great deal to the value of your home and the community. This is the time for planting flowers and sodding to brighten up your home. Please remember that over time, trees and shrubs can become overgrown and deter from your home. Please keep your landscaping trimmed so that it enhances your home and does not interfere with the street.

No Fruit or vegetable plants may be planted in the front of the home. The Association has received several complaints of overgrown fruit/vegetable plants. The main concern is that the overgrowth has caused issues with safely walking or driving in the community. If you currently have fruit/vegetable plants, you will be required to keep them trimmed.

Driveway and Walkways - Areas that get overlooked are the driveways and walkways. It is recommended to conduct annual or semi-annual inspections of your driveway and walkways. Areas in distress, with cracks, uneven sections, and trip hazards should be inspected. Filling in cracks is important to prevent further deterioration of the driveway. Over time, water and dirt fill these cracks, causing cracks to deepen and expand. Look for trees that may be nearby to determine if the roots are causing damage to the driveway, walkways and/or your foundation. If replacing the driveway or sidewalks, please submit an ACC Application prior to making the improvements.

ACC Committee

Please don't forget to submit your ACC application before making a change to the exterior of your home. The ACC Committee tries to process the applications as quickly as possible. Supplying the specifications of your improvement and a sample or detailed list of materials to be used will also help speed up this process. If you need an ACC applications, you may visit www.randallmanagement.com.



The West Airport Yard of the Month Program is designed to reward the owners that do such a great job on their landscaping. If you have a home that you would like to nominate for this award, you may submit the address by e-mailing Imelda Garza at igarza@randallmanagement.com.

Yard & Garage Sales

Yard Sales will commence July 2021 and requires registration with the Association in advanced. To register your yard sale with the Association, you must call Kiara at (832) 702-4782 or email kherrera@randallmanagement.com to request and complete the registration form. The registration form must be filed with Randall Management no later than a week prior to your scheduled sale.

Each home may hold up to two (2) yard sales days per year. Residents who hold more than two (2) sale days per year, will be considered as running a business out of their home. Therefore, residents will be reported to the State Comptroller's office as a business by calling (713) 426-8200. Once you are reported as a business, you will be required to obtain a permit and pay taxes on all sales. Note, running a business out of your home is a deed violation and subject to \$75.00 fines and legal enforcement.

Yard Sale signs may not be placed on the esplanades and all signs must be picked up after each sale. Note, District K drives on Saturdays and picks up any signs not properly placed.



Neighborly Reminders

1. *Be a Responsible Pet Owner*

There are health risks to you, your neighbors and their pets when you do not pick up after your pets. By not picking up after your pets, you are allowing for possible parasites, viruses like the Parvovirus to spread. The sooner the dropping is picked up, the less chance there will be a pet or person coming in contact with it and spreading disease.

2. *Pets Must Be Leashed*

The Association has received numerous reports of loose dogs and cats on property. Dogs and cats may not run at large in Houston. Running at large means going on public or private property without the owner or another person having direct physical control of the animal. An animal on a leash is considered to be under direct physical control of a person. When animals are not on a leash they must be otherwise restrained either behind a fence or in some other enclosure that will prevent their escape. Running at large may result in impoundment of the animal or in the issuance of one or more citations! If you see any dogs or cats roaming the neighborhood, please call 311 or (713) 229-7300 to report the animals to BARC. If you see a resident with their pet without a leash or not picking up their pet's droppings, please report them to Enforce Security Services at (832) 367-3429 and Randall Management for enforcement.

3. *Report Vandalism and Suspicious Behavior to the Police*

Report vandalism at the common areas and keep an eye out for your neighbor's home, yard, and cars. If you see suspicious individuals or activity, please call the Enforce Security at (832) 367-3429 and HPD at (713) 884-3131.

4. *Drive Slow & Watch for Pedestrians*

Drive Slowly Through the Subdivision and Watch for Children

There have been several complaints of speeding throughout the community. Please take the time to drive slowly through the neighborhood. It is also important that you instruct your friends and visitors to also be cautious and drive slowly while in our community. If you would like to assist your community and know someone that speeds through the neighborhood, please report them to Randall Management and the police.

5. *Stop At the Stop Signs*

Always stop at the stop signs. This law has no exceptions!



6. *Ask Guests to Park in your drive or in front of your own home.*

In the event that you are having a large family gathering or a party, it is always best to keep your neighbors updated so that they will know the approximate time the event will end. Please make sure that you or your guests are not blocking your neighbor's driveway. It is very frustrating to your neighbors when they can't back out of their driveway.

7. *All Cars Must Be Operable at All Times. All Tires must be inflated and Display a Current Registration.*

Only light mechanical work is allowed such as changing your tire and jump starting your vehicle. Please make sure to clean up oil from the driveway.

Vehicles that are inoperable or seemed to be abandoned, will be reported to the police for enforcement.



8. *No Farm Animals Allowed*

No animals, livestock, or poultry of any kind shall be raised, bred, or kept on any lot, except dogs, cats, or other household pets. Household pets may be kept, provided that they are not kept, bred or maintained for commercial purposes. Legal action will be taken against violators.



9. *No Businesses Allowed*

Some homeowners are operating business in their home. Per the Deed Restrictions, All homes shall be used for single family residential purposes only and not for businesses, professional, commercial, or manufacturing use. Please know their are repercussions.

10. *Mosquito Control*

The Association has a Mosquito contract to spray the subdivision once a week during the months of June through October. We ask that you do your part by eliminating standing water on your property.



11. *Maintaining Your Yards*

Deed Violation letters are frustrating, but they do help improve the appearance of the neighborhood. Take pride in your home and properly maintain the home and yard. There is a lot of weeds needing removal, trees and/or bushes needing trimming in the subdivision. Consider installing a sprinkler systems for the summer's dry hot weather. Please remember that an ACC Application is required for sprinkler system installation.

See page 2 regarding fruit and vegetable plants.



Items of Note



West Airport is Part of the Brays Oaks Management District

located on 10103 Fondren Rd, Suite 300
Houston, Texas 77096
Tel: 713.595.1221
info@brayoaksmid.org

Community Meeting Schedule

Super Neighborhood #36
1st Tuesday, 6:30 PM, Braeswood Assembly of God,
10611 Fondren Rd., Houston, TX 77096

Brays Oaks CERT
2nd Monday, 7:00 PM, 10810 Braesridge Dr.

Positive Interaction Program Meeting (PIP)
2nd Tuesday of each month
7:00 PM at 13097 Nitida

Many property owners, business owners and residents, even within the Brays Oaks District, know little about the quasi-governmental entity that is helping their community become a desirable place to live, work and play. The information below helps fill that need.

Purpose - The Brays Oaks Management District encompasses 14.4 square miles and is one of 28 management districts in the Greater Houston Area. The District comprises parts of City Council Districts J and K and Harris County Precincts 1 and 3. Super Neighborhood 36 (Brays Oaks) lies entirely within the District along with parts of Super Neighborhood 30 (Braeburn) and 37 (Westbury). The purpose of the District is to enhance the physical, social, and economic wellbeing of the community it serves. The District is empowered to finance services and projects related to public safety, mobility and transportation, environmental and urban design, and business and economic development. The District is managed by an all-volunteer board of directors which meets on the third Tuesday of the month at the District office. Board meetings are public meetings and visitors are welcome to register and speak on matters of interest or concern pertaining to the District. The board is supported by a staff of specialists who perform administrative functions under the board's direction. Service, Improvement & Assessment Plan All activities of the District are guided by a Service, Improvement & Assessment Plan. The original plan, approved by the District board in 2006, was a 7-year plan. This plan expired in 2012, at which time a new 15-year plan was prepared and adopted. The plan focuses on seven areas: • Business & Economic Development • Environmental & Urban Design • Public Safety & Security • Marketing & Public Relations • Mobility & Transportation • Education • Flood Control.



West Airport Board of Directors Meeting

The Board of Director meetings are scheduled on the fourth Wednesday of each month except for February and December. Due to COVID-19, meetings will be held by Zoom. If you would like to address the Board with any personal concerns, please contact Imelda Garza at Randall Management in advance to be placed on the Agenda schedule.

Board Meeting Schedule for 2021:

January 27, 2021	July 28, 2021
*February 17, 2021	August - No Meeting
March 24, 2021	September 22, 2021
April 28, 2021	October 27, 2021
May 26, 2021	November - No Meeting
June - No Meeting	December 1, 2021



Items of Note

City Council - District K Meetings and Committees



The City Council is the City's legislative body, with the power to enact and enforce all ordinances and resolutions. Houston City Council meets every Tuesday at 1:30 p.m. and Wednesday at 9 a.m. in the Council Chamber on the second floor of City Hall. The Tuesday sessions are devoted to public comments and concerns, while the Wednesday sessions are for matters that require council action. All meetings are open to the public. The City of Houston City Council agenda is published on Friday afternoons and details the actions that Council will consider the following week. You can also watch meetings live online. Visit <http://www.houstontx.gov/council/k/> for details.

Capital Improvement Projects

To review a list of current projects and completed projects for District K, please visit <http://www.houstontx.gov/council/k/cip.html>.

To sign up to District K Martha Castex-Tatum Council Member's Newsletters, please email: districtk@houstontx.gov

Help Reduce Crime & Keep Our Street Lights Lit Up!



Report Neighborhood Street Lights
By calling (713) 207-7777 or
emailing the work order to
www.centerpointenergy.com/outage
Make sure to have the pole number
and address available.

If not, there is a map on the website with



2021 Annual Assessment Reminder

Just a quick reminder! If you have not paid your assessments please be aware that collection fees are being charged to your account each month. Please contact Randall Management to set up a payment plan and prevent further collection fees.

Assessment Payments

There are several options available to make your assessment payments. One is by visiting www.propertypay.cit.com and making a one-time online payment. There is no service charge for payments made through your checking account. The payment will be deducted from your bank account on the same day, if submitted prior to 3:00 p.m. If you would like to utilize your credit card, you may do so for a fee as stated on the website. Please allow Randall Management two (2) business days to post the payment onto your account, as the payment is digitally sent to RMI the next business day.

E-check or Credit Card Procedure

To begin the process, please visit the CIT Bank website at www.propertypay.cit.com, then click on "Make a Payment", and you will need to provide the following information listed below.

Management ID: 3053

Association ID: WA00 (zeros not letters)

Property account: (listed on your statement)

Account Balance: (\$ amount, call RMI for balance to submit)

If you need assistance with the online payment, please call [1-866-800-4656](tel:1-866-800-4656).

If you need to set up a payment plan, please contact our Accounts Receivables Department at [713-728-1126, Option 1](tel:713-728-1126), or email at collections@randallmanagement.com or collections4@randallmanagement.com.

See page 7 for details on penalties charges.



Download the 311 App on your smartphone to report requests for specific city services like pothole repair, traffic signal malfunction, sewer concerns, inoperable and abandoned vehicles on the streets and neighborhood complaints, by creating a Service Request in 311's Service Management system.



Important Information

Trash Services

Trash is picked up every Thursday. **Trash cans visible from the front of your home before or after the allowed pick up times are against the City Ordinance and subject to a citation.** "Heavy Trash" is picked up on the 3rd Thursday **EXCEPT** for Section #6 (8600 Candlegreen, 8600 Dawnridge, 12000 Arrowhead Glen, 12000 Pecan Meadow, 12000 Merewood Ln.) which would be the 2nd Friday of the even months (**February, April, June, August, October and December**). **Tires and Refrigerators are not picked up with heavy trash.** The "Tree Waste" is also picked up on the 3rd Thursday **EXCEPT** Section #6 which would be the 2nd Friday of the odd months (**January, March, May, July, September, and November**). "Tree waste" is defined as clean wood waste such as tree limbs, branches, and stumps. Heavy trash should not be left out for the entire month that tree waste is scheduled. It must be removed and put out at the appropriate time. Trash should be placed on the curb no earlier than 6:00 p.m. the night before pickup and before 7:00 a.m. the morning of pickup. Trash containers, lawn clippings and other debris should be stored out of public view except when at the curb for pickup during the designated hours. Trash cans need to be out of view after pickup within a 24 hour time period. Please contact 311 to confirm your scheduled pick up days. If junk waste/heavy trash is placed at the curb at any time other than on the scheduled date, Homeowners are subject to a \$275.00 fine by the City of Houston officers. If the fine is not paid, your Texas Driver's License will be subject to non-renewal. Trash signs will be out the Friday before **Heavy Trash** and **Tree Waste** days. **If there are grass and leaf bags placed out for pick up and are not approved by the city, they will not pick up any bags.**

Before placing trash out, call 311 or visit www.houstontx.gov/311/ or obtain the 311 App to confirm your regular and heavy trash pick up schedule.

WAHOA on the web...

Go to <http://www.randallmanagement.com>
Select West Airport & South Meadow, Select document you would like to view the below documents are available on the website:

- Association Documents and Forms
- Process Payments to West Airport HOA
- West Airport Deed Restriction Information
- Update Your Owner or Tenant Information
- Contact Information and Association News

Important Contact Information

SECURITY

Enforce Security Services	832-367-3429
Emergency	911
Houston Police Dept. Non-Emergency	713-884-3131
South Gessner HPD Station	832-394-4700

CITY OF HOUSTON

Dist. K, Council Martha Castex-Tatum	832-393-3016
Deed Restriction Enforcement (City Legal)	832-393-6333
Platou Community Center	713-726-7107
Morris Frank Library	832-393-2410
Mayor's Citizen Assistance Office	832-393-0955
Houston Help & Information	311

For missed garbage pickup, water line breaks, potholes sewer repairs, dead animals, traffic signals, heavy trash violations, neighborhood nuisances, and other city services

CENTERPOINT ENERGY

Electric outage	713-207-2222
Suspected natural gas leak	713-659-2111
Street light repairs	713-207-2222
<i>Report Neighborhood Street Lights by phone or email the work order to www.centerpointenergy.com/outage. Make sure to have the pole number and address available. If not, there is a map on the website with all the pole numbers</i>	

OTHER IMPORTANT CONTACTS

CIP Meeting Information	832-393-3016
PIP Meeting Information	713-308-9079
Pct. 1 County Commissioner, Rodney Ellis	713-755-6111
Pct. 7 Constable, May Walker	713-643-6118
Animal Control (BARC)	713-229-7300
SPCA	713-869-7722
Graffiti	311
Shopping Cart Removal	www.braysoaksmid.org
Brays Oaks Mgmt. District - Use "report a problem" link	
Poison Control	1-800-222-1222
Harris County Tax office	713-368-2000
Harris County Appraisal District	713-957-7800

VACATION WATCH

Take advantage of the Vacation Watch. Enforce Security will keep a watchful eye on your home while you are away on vacation. To sign up for the Vacation Watch, contact Enforce at least seven (7) days in advance of your vacation at (832) 367-3429.

Home Owner Association Legal Fees

Typical Schedule of Attorney's and filing fees Incurred In a Collections Case

Assessment Collection	Cost to Homeowner
Initial Demand Letter (does not include documents)	\$140.00
Final Demand Letter (does not include documents)	\$140.00
Review Title Information for Foreclosure	\$25.00
Return Check	\$50.00
Notice of Lien & Lien Affidavit	\$195.00
Foreclosure	
Lienholder Notice Letter (does not include documents)	\$140.00
Appointment of Trustee	\$125.00
Initial Foreclosure Letter	\$140.00
Expedited Foreclosure – Filing Documents w/Court	\$450.00
Final Notice of Foreclosure and Notice of Sale	\$375.00
Foreclosure Sale	\$250.00
Trustee's Deed & Trustee's Affidavit	\$100.00
Redemption Notice and Affidavit	\$175.00
Redemption Process	Hourly Rate
Deed to Redeeming Owner	\$125.00
Notice of Non-Redemption	\$100.00
Payment Plan	\$150.00
Payment Processing Fee	\$ 30.00
Judicial Foreclosure	
Fees quoted as needed	As Needed
Original Petition for Money Judgment	
Plaintiff's Original Petition for Money Judgment	\$395.00
All filing and Service fees	Charged at Cost
Motion for Default Judgment	\$250.00
Oral Hearing (for Default or Trial)	Hourly Rate
Bankruptcy	
Notice of Appearance	\$ 75.00
Proof of Claim	\$150.00
Bankruptcy Status Review (Standard-Advanced)	\$45.00-\$100.00
Oral Hearings	Hourly Rate
Deed Restrictions	
Initial Deed Restriction Violation Letter (does not include documents)	\$350.00
Final Deed Restriction Violation Letter (does not include documents)	\$175.00
Certificate of Non-Compliance (does not include documents)	\$140.00
Deed Restriction Petition (does not include documents)	\$425.00
All Filing and Service Fees	Charged at Cost
Initial Discovery	\$325.00
Motion for Default Judgment (Submission)	\$250.00
Motion for Summary Judgment (Submission)	\$350.00
Oral Hearing (for Default, Summary Judgment or Other Hearings)	Hourly Rate

West Airport Collection Policy

- Assessment Fees for West Airport are due on January 1st of each year.
Note: At any time the owner establishes an official payment plan, the late charges will Not be accrued as long as the correct monthly payments are submitted on time.
- If not paid in full by January 31st, a collection fee of \$25 will be assessed on February 1st. For the remainder of the year, a \$25 collection fee will be assessed on the 1st of each month, March 1st – December 1st for all accounts that are not paid by the last of the preceding month and shall bear a monthly interest of 9.5% per annum.
- In addition, the owners that have not paid by March 15th will receive a certified demand notice and will receive a \$15 Mail Processing Fee.

Attention Homeowners with Delinquent Accounts!

Owners with financial difficulties should contact Randall Management at (713) 728-1126, Option 1 to setup a payment plan to avoid legal action. Owners who were current and only owe one year Assessment's may be eligible to set up a payment plan and all owners who owe more than one year will be reviewed for legal collections.

There are two ways to avoid additional fees

1. Pay Assessments on time each year.
2. Establish an official payment plan with the Association.

LAMBRIGHT ★ MCKEE

RMWBH
ROBERTS MARKEL WEINBERG BUTLER HAILEY

940 Corbindale
Houston, Texas 77024
Phone: (713) 840-1515
Office Fax: (713) 840-1521
Attorney – Sean Farrell
Paralegal – Sorayda Garcia

2800 Post Oak Blvd., 57th Floor
Houston, Texas 77056
Phone: (713) 840-1666
Office Fax: (713) 840-9404
Attorney – Teddy Holtz
Paralegal – Jazmin London

Procedures for Deed Restriction Violation Notice and Implementing of Fines

Effective May 1, 2010, the fining system will be enforced. Please contact Randall Management for any deed restriction violations that are not corrected and prevent costly fines. The cost of the violations will be \$75.00 per inspection if the violation is not corrected. In order to keep the legal cost down the Board of Directors had to implement the fining system. Below are the steps that will be taken:

The Owner will be sent a First Notice courtesy letter upon inspection of a violation requesting immediate cure of same. If the violation is not cured within 10 days from the date of the letter, the Owner will be sent a Second Notice.

The Second Notice will advise the Owner that a violation fine totaling \$75.00 will be imposed on the Owner's account should the owner fail to cure the violation. This letter will comply with notice requirements set forth under Texas Law including, but not limited to, the Texas Residential Property Owners Protection Act, and will advise the Owner that the Owner has the right to request a hearing before the Board of Directors. Said request for a hearing must be received in writing within 30 days from the date of the receipt of the letter. If said violation is not cured within 30 days from the date of the receipt of the letter or a hearing date has not been established, the Owner will be sent a Third Notice.

The Third Notice will impose an additional violation fine totaling \$75.00. This letter will also advise the Owner that the Owner has the right to request a hearing before the Board of Directors. Said request for a hearing must be received in writing within 15 days from the date of the letter. If said violation is not cured within 15 days from the date of the letter or a hearing date has not been established, the Owner's file will be sent to the Board of Directors for attorney referral and review of each violation.

West Airport Homeowners Association, Inc. (WAHOA)

2021 Annual Meeting

Due to the Winter Storm, the 2021 Annual Meeting was cancelled. The Board of Directors is reviewing dates to reschedule the Annual Meeting. A mailer will be sent to each owner with a notice, agenda, ballot and Zoom login instructions.

Catalytic Converter Theft Alert!

It was brought to the Association's attention there is a spike in the area involving catalytic converter being stolen from vehicles. Please keep a watchful eye on suspicious activity and report such activity to the police. If it is possible, we encourage residents to park their vehicles in their garage.

Holiday Décor Theft

During the Christmas holiday, the Association placed a wreath out on the pool monument. The wreath was stolen from the monument and the Association has decided to no longer place holiday decorations.

The Board of Directors Would Like to Wishes Everyone a Happy Easter & Summer!

West Airport H.O.A. 6200 Savoy St. Suite 420 Houston, TX 77036
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RETURN SERVICE REQUESTED
