

# Watkins Middle School

Cypress-Fairbanks ISD

## B A N D

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**Date:** Thursday, August 17, 2006

**To:** Beginning Band Parents who contracted for an instrument with H&H Music

**Re:** Current status of H&H Music

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This is the most current information that we have concerning H&H Music.

1. The new owners of H & H Music want to have a viable rental/service program to supply instruments for your students. The Willowbrook store is open.
2. They are currently renting/selling the instruments that they have in stock.
3. They have asked employees to stay with the company. The employees at the counters are doing their best to keep up.
4. All contracts and rentals will be honored.
5. The new owners have agreed to purchase missing supplies and mouthpieces to fulfill the orders that have been delivered to your schools.
6. If your parents wish to get a refund on missing supplies or books, they should contact the H & H Willowbrook store. They will give them a refund on those items for them to purchase elsewhere.
7. Bach mouthpieces are not available due to the Bach factory strike.
8. Woodwind mouthpieces are going to be ordered by the new owners to fulfill the instruments they have delivered. If your parents do not wish to wait, they will refund the price of the mouthpiece.
9. All of your parents are in the process of being called, if H & H cannot deliver the instrument they rented.

### **FROM BROOK MAYS**

As Brook Mays undergoes a change in ownership, please be assured that we will continue to rent instruments in the future and provide a high level of service in which you have become accustomed. At this time we are unsure if all retail locations will remain open for the long term, but in any event the rental business is continuing. If your student needs to exchange or turn in their rental, please have them call us as they have in the past or visit one of our retail locations. As per the rental agreement, if you need to return your instrument, all rental returns are to be made at the store or to a company representative and a receipt for the return should be obtained.

Should your student's instrument need service, they may still drop-off their instrument as they have in the past. We do not anticipate that there will be a change in our normal turnaround time on instrument repairs.

All customers should continue paying for rentals as they have in the past.

If you have any questions or concerns, please call or e-mail.  
Steve Silva  
Ruben Escobar