

**Acadia Heights Estates Homeowners Association**  
**1600 NE Loop 410, Suite #202**  
**San Antonio, Texas 78209**  
**(210) 829-7202 - Office \* (210) 829-5207 - Fax**

Dear Homeowner,

Prior to purchasing your home, you were informed of the Acadia Heights Estates Homeowners Association and its many fine features. The Board of Directors and the Architectural Control Committee would like to provide you with more information about the Association's rules and regulations, services provided by outside agencies, utilities and phone numbers for your convenience.

Homeowners in the Acadia Heights Estates subdivision want to make it a better place to live and enhance long term property values. In order to do this, everyone must comply with the Declarations of Covenants, Conditions and Restrictions (DCCR) which were provided to you at the time of closing. Most violations occur as a result of insufficient information or misinformation. The following information is provided to help clarify the requirements. If you have any questions, please call the Association office at (210) 829-7202.

**Association:**

The Acadia Heights Estates Homeowners Association is a non-profit organization. The Association owns and maintains the common properties and facilities. The common properties and facilities include, but are not limited to, public rights-of-way or easements, entry gates, walls, fences, safety lanes, green belt landscaping, sprinkler systems and improvements.

Every homeowner is an automatic member and shares a portion of the responsibility for its support and pays mandatory assessments. Assessments are billed annually, due on the first of January. The assessments for Acadia Heights Estates are available by calling 210-829-7202. There is also an annual fee for the Park at French Creek gate access and road usage fee. Additionally there will be a one time Origination Fee and a transfer fee for each lot; these fees will be assessed at the time of closing and the amounts are available by calling 210-829-7202.

**Administration:**

The Association office is located on the access road off of Loop 410 at Harry Wurzbach (east of the airport exit). It is a two-story, tan colored building with "Association Management Services" written on the top front. The actual mailing address is 1600 NE Loop 410, Suite #202, San Antonio, Texas 78209, (210) 829-7202. Hours of operation are: Monday - Friday, 8:00 a.m. - 6:00 p.m. with 24 hour answering service for emergency calls. [MAP](#)

Responsibilities are to represent the Association in providing for the physical maintenance and operation of the common facilities. Additional responsibilities include collecting assessments, making disbursements, establishing the budgets, keeping financial records and maintaining all administrative records of the Association. The Association has other responsibilities, at the direction of the Board, such as assisting in architectural control.

### **Building & Improvements Approval:**

Any exterior improvements to your home must be approved by the Architectural Control Committee (ACC) before work can be started. It is the responsibility of each owner to submit plans for any improvement to the ACC for approval. Plans must be approved before construction starts. The Improvement Request Form is available to download at [www.ams-sa.com](http://www.ams-sa.com).

"Improvement" or "Improvements" shall be mean every structure on the Property and all appurtenances thereto of every type and kind, including, but not limited to, building, outbuilding, storage sheds or buildings, guest quarters, gazebos, patios, driveways, walkways and paved areas, tennis courts, fountains, large barbecue units, green houses, barns, basements, and large visible decorative items, swimming pools, garages, fences, screening walls, retaining walls, stairs, decks, landscaping, poles, signs, exterior air conditioning, water softener fixtures or equipment and pumps, tanks, pipes, lines, meters, antennas, satellite dishes, towers and other facilities used in connection with water, sewer, gas, electric, telephone, regular or cable television or other utilities.

It is the Homeowner's responsibility to obtain the necessary permits, etc., after the ACC has first approved the plans to make sure that the proposed improvements comply with the deed restrictions.

### **Landscaping:**

It is the homeowner's responsibility to provide adequate planting and landscaping for their property. Landscaping plans must be submitted to the ACC for approval prior to commencing work.

### **Solicitation:**

Door to door solicitation is prohibited.

### **Gate Operations:**

Please fill out the "gate update form" [on-line](#) so that we may program a code for you. If you are planning to have a party, you may get a temporary code. Please e-mail the request to the gate department [on-line](#) or call the association office before you send your invitations and we will provide a temporary code which you may print on your invitations so that your guests will be able to open the gate. For convenience, pedestrian gates are located at both subdivision entrances. The pedestrian gate code is available by calling 210-829-7202. As with any gate code, you should not give the code to persons outside your family.

Certain people will have access to the subdivision through a specific and separate code. This includes the fire department, police department, utility companies, garbage pick-up, home builders, etc. When receiving calls from visitors at the gate, dial "9" for access.

**PLEASE SEE THE ATTACHED GATE INSTRUCTIONS FORM  
DO NOT GIVE ANY CODE TO A NON-RESIDENT!**

If you would like to use transmitters, you may purchase them from the Association [office](#) at a cost of \$40.00 each. The battery for the transmitters should last approximately two years, and replacement batteries are available from a supermarket or drugstore. If you feel someone has obtained your code, you may change it at any time by calling the Association office at (210) 829-7202. Also, enclosed are some "Dos and Don'ts" instructions to familiarize you with the infinity system and the correct procedures of the gate.

### **Newspaper Delivery:**

Delivery of the [San Antonio Express News](#) is available by calling (210) 250-2000.

## **Garbage Services:**

Garbage Service will be provided by [C-6 Disposal Systems](#). Pick up days are on Mondays and Thursdays. Please contact Jennifer at (210) 375-0066 to schedule service.

Garbage pick up is on Wednesdays and Saturdays. Your trash is to be placed at the curb side **ONLY ON THE MORNINGS** of pickup by 7 a.m. Please do not leave trash or grass/leaves cans or bags on the curb for pickup; they must be stored out of sight until the morning of pickup. Trash cans must be stored in the garage or in a screened area so that they are not visible from any street or adjoining property. Firewood, building materials, equipment, etc. must also be stored in this same manner.

## **Mail Delivery:**

Delivery is made Monday through Saturday and deposited in mail boxes located near your home. Boxes are assigned by the post office. The Helotes Station serves Acadia Heights. It is located at 12790 FM 1560 north and can be reached at 210 695 5219. The zip code is 78023. It will be necessary for you to obtain a key from the post office in your area. You will need to provide documentation verifying that you are the new owner along with sufficient ID.

## **Utilities:**

<a href="#">City Public Service</a> provides electric/gas service	(210) 353-2222
<a href="#">San Antonio Water System</a> provides water	(210) 225-5222
<a href="#">AT&amp;T</a> provides telephone service	1-800-464-7928
<a href="#">Time Warner Cable</a> provides Cable service	(210) 244-0500
<a href="#">Animal Control Department</a>	(210) 737-1442
<a href="#">Police Department</a> - Administration Office	(210) 270-6000
<a href="#">Fire Department</a> - Administration Office	(210) 695-3572
City of San Antonio	<a href="#">Website</a>
City of San Antonio <a href="#">Customer Service</a>	311
City of Helotes	<a href="#">Website</a>

## **Schools:**

<a href="#">Northside Independent School District</a>	(210) 706-8500
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**ALL EMERGENCY SERVICES MAY BE REACHED BY DIALING 911!**

## **Fire Protection:**

Fire fighting service is provided by the [City of Helotes Fire Department](#) (210) 695-3572. Call 911 for emergency service. This department also handles EMS calls.

## **Police:**

The [Helotes Police Department](#) provides public law enforcement service to Acadia Heights. That office can be contacted by calling (210) 695-3087 and for emergencies you can call either "911" or (210) 695 2500.

## **House Numbers:**

House numbers should be visible and located as near the front entry as possible, so that they are

easily seen from across the street at all times. The color and size of the numbers must provide high contrast with the masonry. House numbers must be illuminated so that they can be easily seen at night to aid emergency personnel in locating your address.

### **Signs:**

As a general rule, no signs of any kind shall be displayed to the public view on any single-family residential lot except one sign, commercially attractive of not more than six (6) square feet advertising the property for sale or rent. However, during the construction period of the dwelling within the Subdivision each builder may have one sign up to thirty (32) square feet advertising their particular homes and or services, and may include a lenders name providing construction financing.

### **Parking in Streets:**

Boats, boat trailers, trailers, recreational vehicles, motor homes, inoperable vehicles and any vehicles with commercial advertising signs or insignia, shall be kept in enclosed structures or screened from view. Each residential structure constructed within the Property shall have sufficient garage space or screened area to the rear of the residence to house all other vehicles to be kept on the lot.

Please be careful of children in the streets. As more families move into Acadia Heights, we must be careful to observe the traffic rules. Please help by asking all members of your family to comply with the speed limits and the STOP signs at street corners. Tell any contractor or employee working for you to observe the traffic rules and that continued violators will be denied entrance to the development.

### **Loud Noises Nuisances:**

Noise nuisance applies to radios and parties, as well as machinery and equipment. This includes a prohibition of builders and construction workers working after daylight hours.

### **Pets:**

All household pets shall at all times, except when they are confined within the boundaries of a private single-family residence, be restrained or controlled by a leash, rope or similar restraint. Please do not let your pets run loose. No one wants their landscaping damaged nor wants to clean up after someone else's pet.

***Welcome to the Acadia Heights Community!***

***If we can provide any additional information, please call the Association office at (210) 829-7202.***