

Willow Wood Homeowners Association

1600 N. E. Loop 410, Suite #202

San Antonio, Texas 78209

(210) 829-7202 - Office * (210) 829-5207 – Fax

www.AMS-SA.com

Dear Homeowner,

Prior to purchasing your home, you should have been informed of the existence of the Willow Wood Homeowners Association and its many fine features. The Board of Directors would like to provide you more information about the Association's rules and regulations, outside services provided by agencies, utilities and phone numbers for your convenience.

Homeowners in Willow Wood 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's) which are provided at time of closing. Since most violations occur as a result of insufficient or misinformation, the following is provided to help clarify the requirements. If you have any questions, please call the Association Office at 829-7202.

Association:

Willow Wood Homeowners Association (WWHOA) 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, walls and fencing, entry landscaping, monuments and irrigation systems. If there is an issue with the common or community property, please use the on-line AMS [Action Request Form](#) to report it.

Every homeowner is an automatic member and shares a portion of the responsibility for its support and will pay mandatory assessments. Assessments are billed in advance on a quarterly basis, due on January 1, April 1, July 1 and October 1, each year. Current assessment rates are available by calling 210-829-7202 or [E-mail](#).

Administration:

The offices of the Association are located on the access road off of Loop 410 East at Harry Wurzbach. It is a two-story terra cotta colored building with "Association Management Services" on the front of it. The actual mailing address is 1600 N.E. Loop 410, Suite #202, San Antonio, Texas 78209, (829-7202). Hours of operation are: Monday through Friday, 8:00 a.m. to 6:00 p.m.

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 to maintain all administrative records of the Association. The Association has other responsibilities as directed by the Board of Directors, such as assisting in enforcing regulations and in architectural control.

Building & Improvements Approval:

Any exterior improvements to your home must be approved by the Architectural Control Committee (ACC) before work can begin. It is the builder/owner's responsibility to submit plans for new construction and any improvement to the ACC for approval. Plans must be approved before construction is to start. [Improvement Request Form](#).

"Improvement" is defined as any addition or change to the existing property. This includes but is not limited to additions to homes, sidewalks, fences, pool, patios, decks, flagpoles, basketball goals, athletic equipment, radio/TV antennae, satellite dishes, backyard sheds, gazebos, etc.

Please submit two sets of the site drawing (showing lot, existing house and any additions, intended placement of new improvements, list of materials, easements, etc.) to the Association office.

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 the work.

Solicitation:

Solicitation is discouraged.

Newspaper Delivery:

Delivery of the San Antonio Express News is available by calling 225-5533 or visiting [Subscriptions](#). Delivery [vacation hold](#) is recommended for dates you will not be home.

Garbage Services:

Garbage service is with Allied Waste - (210) 648-5222. Each Homeowner is responsible for contacting Allied Waste to set up an account. Trash days will be on Monday and Thursday, with recycling on Mondays. Please have trash and recycling bins curbside by 7:00 am. Recycling bins are provided for recycling service pickup.

Trash cans and bags are to be placed on curb side NO EARLIER THAN 6 PM THE EVENING BEFORE COLLECTION. Trash cans should be removed the evening of collection. Please do not leave trash or grass leaf cans/bags on the curb for pickup. They must be stored out of sight until the evening before pickup. Trash cans must be stored inside 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 mailman. The key and box number can only be obtained from the Lockhill Station, located at 12951 Huebner Road. To set up services please call the [US Post Office](#) at 800-275-8777. Your zip code is 78230. [Mail Hold link](#).

Utilities:

[City Public Service](#) provides electric and gas - 353-2222
[San Antonio Water System](#) provides water - 704-7297
San Antonio Water System provides sewer service - 704-1205
[AT&T](#) provides telephone service - 800-464-7928 or 860-6666
[Time Warner Cable](#) System provides cable service - 244-0500.

Schools:

[Northside Independent School District](#) - 397-8500

All Emergency Services May Be Reached By Dialing 911

Fire/EMS Protection:

Fire fighting and EMS services are provided by the [City of Shavano Park](#). Call 911 for emergency service.

Police Protection:

Shavano Park [Police Department](#) provides public law enforcement service. To contact police dispatcher (to reach a patrol officer) call 804-0110. Please call 492-9248 for non-emergency issues.

Street Lights:

On lots with street light fixtures, it is the homeowner's responsibility to provide electricity (credit on quarterly assessments) and the Association's responsibility to maintain the street lights. Call the Association office if you notice a street light does not work. Entry lighting is the responsibility of the Association.

House Numbers:

It is recommended that house numbers be located as close as possible to the front entry so that the numbers can be easily read from the street at night to aid in locating the home during emergencies.

Signs:

The DCCR's prohibits all contractor and supplier signs in yards and vacant lots except those approved by the ACC. Tell your contractor or supplier installing any improvement that temporary or permanent signs of any kind are prohibited.

Contractors Work Hours Weekdays/Weekends & Holidays:

Work hours are from 7:00 am to 7:00 pm, Monday through Saturday. Work is discouraged before or after these hours without special permission. No outside work using loud equipment is permitted on Sundays or Holidays.

Parking in Streets:

It is desirable to not have any vehicles parked in the streets overnight as they impede emergency vehicles, garbage trucks and similar services.

Boats, boat trailers, trailers, recreational vehicles, motor homes, inoperable vehicles, and any vehicle with commercial advertising signs, or insignia, cannot be parked or stored in the streets, front yards or driveways. Refer to the deeded DCCR's for a listing of prohibited vehicles. Parking of contractor's trucks, machinery and equipment, if stored for long periods during or after projects is prohibited.

Speed Limits & Traffic Signs:

The speed limit on all streets is **20 MPH** and **please be careful of children in the streets**. We must observe the traffic rules. Please help by asking all members of your family to comply with the speed limits and STOP signs. Tell any visitor, contractor or employee working for you to observe the traffic rules. The streets are not owned by Willow Wood Homeowners Association.

Basketball Backboards, Poles or Other Sporting Equipment:

Basketball goals, backboards, poles or similar sporting equipment, of either a temporary or permanent nature, shall not be placed within twenty feet (20') of the front property line of any Lot or the side lot lines of corner lots without written consent of the ACC.

Pets:

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

Welcome to the Willow Wood Community!

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