

Tuscan Oaks Homeowners Association
1600 N. E. Loop 410, #202
San Antonio, Texas 78209
(866) 232-4386- Toll Free * (210) 829-7202 -Office * (210) 829-5207-Fax

Dear Homeowner,

Prior to purchasing your home, you were informed of the Tuscan Oaks Homeowners Association and its many fine features. The Board of Directors and the Architectural Control Committee 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.

To ensure Tuscan Oaks is a great place to live and enhance long term property values, everyone must comply with the Declarations of Covenants, Conditions and Restrictions (DCCR'S) which are provided at time of closing. Because most violations occur as a result of insufficient or misinformation, the following information is also addressed to help clarify the requirements. If you have any questions, please call the Association Office at (210) 829-7202.

Association:

Tuscan Oaks 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, buildings and grounds, walls, pathways, sprinkler systems, green belt, landscaping, and improvements.

Every homeowner is an automatic member of the Association and shares a portion of the responsibility for its support and will pay mandatory assessments. Assessments are billed, in advance, on a quarterly basis (January-March, April-June, July-September, and October-December).

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 building with "Association Management Services". The actual mailing address is 1600 N. E. 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. ([map](#))

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Responsibilities are to represent the Association in providing for the physical maintenance and operation of the common facilities as well as administer the services of all contractors providing services to the Association.

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 as well, such as enforcing regulations and assisting in architectural control.

Building & Improvements Architectural Approval:

The Declaration of Covenants, Conditions and Restrictions (DCCR's), state in part: ...no Improvement shall be erected, altered, added onto, placed or repaired on any Lot in the subdivision until the Required Plans are submitted and approved in writing to the Architectural Control Committee (ACC) as to the conformity and harmony of exterior design with existing Improvements in the subdivision....

"Improvement" is defined as any addition or change to the existing property such as the installation of sidewalks, fences, swimming pools, decks, spas, gazebos, and lighting. It is the homeowner's responsibility to obtain the necessary permits, etc., after the ACC has first approved the plans. [Download the Improvement Request Form](#)

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. Initial landscaping of the backyard shall be completed within ninety (90) days from the date a lot is sold.

The front yard maintenance is taken care of by the Association; this service is included in the HOA fee's.

Swimming Pool and Spa Installations:

If a pool or a spa is to be installed, a fence must be provided for safety reasons as well as for screening the pool equipment. Plans detailing the pool and equipment location, pool decking, safety fencing, filter back-wash sewer connection and surface water drainage, must be approved by the ACC, prior to start of construction.

Newspaper Delivery:

Delivery of the San Antonio Express News (210) 250-2000 is available. Visit [subscriptions](#) on-line and access the [vacation hold request](#).

Call 911 for Emergency Services!

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Garbage Services:

Garbage is picked up by [Texas Disposal System](#) at 483-1900 on Wednesday and Saturday at 7am. Trash cans are to be placed curbside **ONLY ON THE MORNINGS** of pickup by 7 a.m. Please do not leave trash or grass leaves cans/bags on the curb for pickup; they must be stored out of sight until the morning of pickup. Large items will be collected on the last pick-up day of the week. Please be advised, tree limbs must be bundled and no larger than 4 feet in length.

Trash cans must be stored inside or in a screened area so that they are not visible from any street or the adjoining property. Firewood, building materials, equipment, etc. must also be stored in this same manner. For additional information, or to set up service please call

Mail Delivery:

Delivery is made Monday through Saturday and deposited in mailboxes located near your home. Boxes are assigned by the mailman. For any general questions regarding your mail service or the post office in general, please call: 1-800-275-8777. The Encino Park Post Office, located at 20403 Encino Ledge, serves Tuscan Oaks. This substation can be reached at: 497-6391. Your zip code is 78261. www.usps.com

ALL EMERGENCY SERVICES MAY BE REACHED BY DIALING 911

Utilities and City Services:

City Public Service provides electric and gas -	353-2222	www.citypublicservice.com
San Antonio Water System provides water -	704-7297	www.saws.org
GVTC provides telephone service -	800-464-7928	www.gvtc.com
Texas Disposal Systems provides trash pick up	483-1900	
Time Warner Cable Systems -	244-0500	www.timewarnercable.com
Animal Control Department -	737-1442	
Bexar County Sheriff Department non-emergency	335-6000	
Fire Department - non- emergency -	980-4733	
Texas State Drivers License Center -	533-9171	
Better Business Bureau -	828-9441	
Chamber of Commerce -	299-2100	

Schools:

Comal Independent School District - (830) 629-1247

Fire Protection:

Fire fighting service is provided by the Bexar/ Bulverde Volunteer Fire Department (980-4733) for non-emergency service.

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Police:

The Bexar County Sheriff's Department provides public law enforcement service to Tuscan Oaks. The office can be contacted by calling non-emergency (210) 335-6000.

EMS:

Emergency service is provided by the American Medical Response (AMR). The office can be contacted by calling the non-emergency (210) 497-5555.

Speed Limits and Traffic Signs:

The speed limit in the residential areas is 20 MPH. Please be careful of children in the streets. As more families move into Tuscan Oaks we must be more 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. Tell any contractor or employee working for you to observe the traffic rules.

Pets:

All household pets shall at all times, except when they are confined within the boundaries of a private single-family residence, shall 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 landscaping damaged nor wants to clean up after someone else's pet. Call 311 to report loose or noisy pets.

Street Lights:

The street lights are private. Call the Association office if you observe inoperable street lights.

House Numbers:

Although deed restrictions do not require illuminated house numbers, it is recommended that illuminated house numbers be located as near the front entry as possible, to aid emergency personnel in locating your address.

Signs:

The DCCR's prohibits all signs in yards and vacant lots except those advertising the property for sale, not to exceed 18" x 24" in size.

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Contractors Work Hours Weekdays/Weekends & Holidays:

Work hours are from 7a.m. to 7p.m., Monday through Sunday. No work is permitted before or after these hours without special permission. No outside work using loud equipment is permitted on Holidays.

Parking in Streets:

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

Satellite Dishes - Antenna:

Nothing shall be placed on a lot without fully enclosed, retractable or fully screened from public view.

Welcome to Tuscan Oaks!

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

Tuscan Oaks HOA

Gate Operations

[AMS on-line Gate Department](#)

1. **DO NOT OPEN THE GATE MANUALLY, HOLD IT OPEN OR PROP IT OPEN** with a rock, stick, etc. This causes the safety breaker to shut the motor off to prevent damage to the motor. The gate will stay open until the safety breaker has been manually set.
2. **INSTRUCT YOUR CHILDREN** how to open the gate with the entry codes when leaving or entering the subdivision on foot or bike.
3. **INSTRUCT YOUR CHILDREN** not to play near, on, or with the gate.
4. **DO NOT GIVE YOUR CODE OUT** to friends, service companies or delivery people. They should gain entry by calling you from the keypad using the assigned directory code displayed next to your name. If you need a special code to allow access for repeated weekly services when you will not be home, such as a cleaning company or landscaping company, please call the Association office (829-7202) and we will program a special code into the system for their use.
5. If you are planning on having a party involving a number of guests, advise the Association office. A temporary code may be issued to you for the time of the party and removed from the system immediately after. Your guests may use the code for entry (the same instructions used for your four digit code apply). If you plan to send out invitations, you may want to call the Association office early for a temporary code and include that temporary code number with the invitations.
6. Check the directory at the keypad occasionally for your name and press the directory code to dial your number to be sure it is working correctly. Report any incorrect information or malfunctions to the [AMS on-line Gate Department](#) or call the association office (210-829-7202). We have a 24 hour number, and you may leave a detailed message with the answering service. If it is an emergency, ask the answering service to page the anager.

If you have any additional questions or experience any problems with the gate or your transmitter, contact Association Management at 829-7202.

[AMS on-line Gate Department](#)

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AMS on-line Gate Department

GATE INFORMATION

Each homeowner is entitled to purchase transmitters for the access gate. Each of the transmitters has already been programmed to activate the gate.

The access gates will be open during the daylight hours until the last home is built. The gates will automatically close at dusk and you will need your transmitter or your code to enter at night.

To open the access gate, press the button on the transmitter as you approach the entry gate. You may also open the gate by entering your PIN number, on the keypad at the entrance. The PIN number can be changed if you desire...just call us and let us know what you wish your new PIN number to be and we will change it for you. You do not need to use your transmitter to exit the subdivision in a car as the gate is activated automatically as you drive out.

When guests or service people arrive and the access gate is closed, they can look up your name on the directory at the keypad located conveniently outside the entry gate. Next to your name is a three digit code which they can use to ring your home telephone, following the instructions at the keypad. Once you answer and the caller has been identified, simply press the "9" button on your telephone to open the gate for your visitor.

Certain key persons will have access to the subdivision through a specific and separate code. This includes the fire department, county sheriff, utility companies, garbage company, and the homebuilders.

DO NOT GIVE YOUR CODE TO ANYONE, IT ALLOWS THEM ENTRY 24 HOURS.

If you should need additional transmitters, you may obtain them from the Association office, currently at a cost of \$40.00 each. The battery for the transmitters should last approximately two years and replacement batteries are available from any supermarket or drugstore locally.

In the past we have experienced some problems with the access gate. We have found that when the entrance gate remains open, it is often due to misuse of the gate; i.e. improper code entered. This memo contains important information about the proper use of the gate. Please read it carefully and keep it handy for future reference. Your familiarity with the proper use of the gate will help insure that it continues to function well.

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[AMS on-line Gate Department](#)

GATE UPDATE FORM

OWNERS NAME:

(LAST) _____

(FIRST) _____

(SPOUSE) _____

ADDRESS: _____

HOME TELEPHONE: _____

FOUR (4) DIGIT CODE: _____

(This code is provided by you and used to grant access into the community.)

PLEASE COMPLETE FORM ON LINE at

[AMS on-line Gate Department](#)

or FAX OR MAIL IT TO THE ABOVE ADDRESS.

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**MANAGEMENT RESPONSIBILITIES
ADMINISTRATIVE**

1. Maintain a current register of all lots and owners. Prepare and mail new homeowner packets containing bylaws, welcome letter and brief synopsis of covenants.
2. Prepare and send assessment statements to all lot owners.
3. Receive, record and deposit all revenues received by the Association.
4. Monitor delinquent accounts and as prescribed, send appropriate notices and file liens with attorney, when necessary.
5. Maintain all checking and saving accounts.
6. Verify all statements for services rendered and/or materials received. Prepare accounts payable checks for signatures. Promptly mail payments to vendors, suppliers or contractors.
7. Establish and maintain check request forms.
8. Transact all matters pertaining to insurance claims, premium payments and ensure association coverage is current.
9. Perform all bookkeeping functions for the association, using a modified accrual basis and coordinate with the CPA office, as required, for delegated accounting functions and for annual financial/tax purposes. Pay all taxes incurred by the Association.
10. Coordinate with Board to ensure accuracy of the releases as they pertain to association and Board activities.
11. Attend four Board meetings.
12. Attend one annual meeting.
13. Coordinate with Board Secretary in the preparation of minutes and agenda; distribute to all directors prior to the regular meeting; review monthly financial statements and send copies to the directors.
14. Provide financial data to committee chairpersons preparing annual budgets; coordinate with

them, if requested.

15. Provide the Treasurer with all financial reports on a monthly basis.

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16. Prepare monthly and annual financial statements.
17. Obtain bids and contract for services in support of the current operations and maintenance of the association properties.
18. Ensure all contractors provide a certificate of insurance prior to commencing work.

OFFICE OPERATION

1. Maintain established office hours 8:00 a.m. to 12 p.m. and 1 p.m. to 6:00 p.m., Monday through Friday, with 24 hour answering service for emergency calls.
2. Respond to all telephone calls.
3. Handle all incoming and outgoing mail.
4. Safeguard association records, materials and supplies.
5. Maintain master file of all Declarations and Plats.
6. Initiate or respond to correspondence pertaining to the administrative affairs of the Association.
7. Provide information to mortgage companies, real estate and title company representatives regarding the homeowners association.
8. Contact the President on any matters/problems beyond the scope of administrative affairs of the association.

RESTRICTION ENFORCEMENT

1. Tour the subdivision twice a month.
2. Respond to homeowner complaints of violations by visually confirming the alleged violations, report to Architectural Control Committee.
3. Initiate and prepare correspondence to violators and prescribe a time period for compliance.
4. Follow-up on violator and, if warranted, send a second notice, prescribing a time period for compliance.

5. If violation persists, refer to the Board for further action-COORDINATE WITH ATTORNEY.