

Encino Ranch Homeowners Association
1600 N. E. Loop 410, #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 Encino Ranch 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.

Homeowners in Encino Ranch 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. 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:

Encino Ranch Homeowners Association (ERHOA) 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, streets, pool, 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 due, in advance, on a quarterly basis, (January 1, April 1, July 1, and October 1). Please contact your association manager for the current assessment rates.

Administration:

The Association office is located at 1600 N.E. Loop 410, San Antonio, Texas 78209 Suite 202. The physical location is on the access road of Loop 410 at the Harry Wurzbach exit. It is a two-story tan building with "[Association Management Services](#)" on the front. The phone number is 210-829-7202 and the hours of operation are: Monday - Friday, 8:00 a.m. - 6:00 p.m.

The 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 budget, and maintaining all financial and administrative records of the Association. The management company provides other services as instructed by the Board of Directors.

Building & Improvements Architectural Approval:

As stated in the Declaration of Covenants, Conditions and Restrictions, no building, fence or other structure or improvement shall be erected, placed or altered on any Lot in the subdivision until the plans and specifications, including exterior elevations and exterior colors and materials and showing the location of the improvement must be approved in writing by the Architectural Review Committee (ARC) prior to construction or installation. Improvement Request Form s available to download at www.AMS-SA.com/Forms

Within thirty (30) days after the request is submitted, the Committee shall notify the owner in writing the submitted plans are approved or disapproved. If the committee has not responded within thirty (30) days, the plans shall be deemed approved, but such deemed approval shall **not** permit a violation of any of the terms of these covenants.

"Improvement" is defined as any addition or change to the existing property such as the installation of sidewalks, fences, swimming pools, decks, spas, gazebos, lighting. It is the homeowner's responsibility to obtain the necessary permits, etc., after the ARC has first approved the plans.

Landscaping:

It is the homeowner's responsibility to provide adequate planting and landscaping for their property. Landscaping plans must be submitted to the ARC for approval prior to commencing the work. Front and side yards must be sodded within 3 months of occupancy. It is requested that landscaping be installed within the same time period.

Decorative ground cover rock in the front and side yard may be used in lieu of grass but may not exceed ten percent (10%) of the total area of the front and side yard without written approval from the Architectural Review Committee.

Outbuilding requirements:

Every building, inclusive of such structures as a detached garage, storage building, gazebo, spa, greenhouse or children's playhouse, shall be compatible with the dwelling to which it is appurtenant in terms of its design and material composition. No metal storage buildings shall be allowed. All such outbuildings shall be subject to approval of the ARC.

Pool Rules:

Only ONE KEY is issued to a family. *NOTE* Keys are only issued to members whose accounts are current. Additional keys may be purchased for \$10.00 from the Association.

Newspaper Delivery:

Delivery of the San Antonio Express News is available online at <http://www2.mysanantonio.com/aboutus/expressnews/circ/> or by calling 210-250-2000 or 800-456-7411). Paper Vacation hold Link – [Here](#).

Garbage Services:

Garbage and recycling is picked up by the city of San Antonio on Mondays and Thursdays. Recycling will be collected on Thursdays. Please call 311 set up service, or visit <http://www.sanantonio.gov> Trash cans are to be placed on curbside for pickup by 7 a.m. Please do not leave trash or grass leaf cans/bags on the curb for pickup; *they must be stored out of sight until the morning of pickup.*

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.

Mail Delivery:

Delivery is made Monday through Saturday and deposited in mailboxes located near your home. Boxes are assigned by the mailman. The Encino Park Station, located at 20403 Encino Ledge, serves Encino Ranch. Please visit www.usps.com or call: (210) 497-7358 or 1-800-275-8777. The zip code is 78259.

Utilities and City Services:

City Public Service provides electric and gas-	353-2222
San Antonio Water System (SAWS) provides water/sewer -	225-5222
AT&T provides telephone service -	1-800-464-7928
Time Warner Cable System provides Cable service -	244-0500
Animal Control Department -	311
Sheriff's Department - Administration Office -	651-9150
Fire Department - Administration Office -	207-7744
Texas State Drivers License Center -	533-9171
Police Department non-emergency number-	207-7273
City of San Antonio Customer service number-	311

DIAL 911 FOR ALL EMERGENCY SERVICES!

Fire Protection:

Fire fighting service is provided by the [City of San Antonio](#) 207-7744 for non-emergency service.

Police:

The [San Antonio Police Department](#) provides public law enforcement service to Encino Ranch. That office can be contacted by calling 207-7273.

EMS:

Emergency service is provided by the [City of San Antonio](#),
Non emergency - 207-7744

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 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.

Street Lights:

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

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.

Schools:

[Northeast Independent School District](#) - (210) 804-7000

Welcome to Encino Ranch!

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

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Important Access and Gate Operation Information

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 Association office (829-7202) immediately. 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 manager.

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GATE and ACCESS INFORMATION

[AMS Gate Department Link](#)

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

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 make the change 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.

At the direction of the Board of Directors, the Bulverde gate will be locked closed to *incoming traffic only*, from 7:00am to 8:30am weekdays.

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 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, you 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 an additional transmitter, you may obtain them from the Association office. 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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GATE UPDATE FORM

[Use on-line form – click here](#)

OWNERS NAME: _____

(LAST): _____

(FIRST):
SPOUSE: _____

ADDRESS: _____

EMAIL: _____

HOME TELEPHONE: _____

FOUR (4) DIGIT CODE: _____

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

Return this form to:

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