

**AVALON HOMEOWNERS ASSOCIATION, INC.**

**1600 N. E. Loop 410, #202**

**San Antonio, Texas 78209**

**(210) 829-7202 - Office \* (866) 232- 4386 TX Toll Free \* (210) 829-5207 - Fax**

Dear Homeowner,

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

Homeowners in Avalon 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 information is also addressed to help clarify the requirements. If you have any questions, please visit [www.ams-sa.com](http://www.ams-sa.com) or call the Association Office at 210-829-7202.

**Association:**

Avalon 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. The assessments are billed quarterly. For the current assessment rates, contact your community manages at 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). The mailing address is 1600 N. E. Loop 410, Suite #202, San Antonio, Texas 78209, and (210-829-7202). Hours of operation are: Monday - Friday, 8:00 a.m. - 6:00 p.m.

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 to maintain 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:**

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 Control Committee (ACC) prior to construction or installation. Download the Improvement Request Form at [www.ams-sa.com](http://www.ams-sa.com).

Within thirty (30) days after the request is submitted, the Committee shall notify the owner in writing if the submitted plans are approved or disapproved. If the committee has not responded within thirty (30) days, the plans shall be deemed disapproved.

"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, statuary, etc. These improvements may also require a permit from the city. It is the homeowner's responsibility to obtain the necessary permits, etc., after the ACC 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 ACC for approval prior to commencing the work.

### **Gate Operations:**

The gate will be open at 7:00 a.m. and close at 7:00 p.m. during daylight savings time and 6:00 p.m. all other times. Gate transmitters are available from the association office at a cost of \$40.00 each. Please do not give transmitters to unauthorized persons. Visit the [Gate Department](#) on-line for more information.

### **Solicitation:**

Door to door solicitation is prohibited.

### **Newspaper Delivery:**

Delivery of the San Antonio Express News is available by visiting [www.mysa.com](http://www.mysa.com) or calling 210-225-5533. [Vacation Hold Link](#)

### **Garbage Services:**

Garbage service is provided by [Texas Disposal Services](#). Homeowners are billed \$25.00 per month and are billed quarterly. Pickup is on Monday. Recycling is also on Monday. Trash cans and recycling bins should be placed on curb side **ONLY ON THE MORNINGS** of pickup. (Route starts at 7:00a 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.

**Schools:**

North Side Independent School District-

706-8500

O'CONNOR High School 2007-2008  
12221 LESLIE  
HELOTES, TX 78023  
210-397-4800

[School Info & Maps](#) [Bus Info](#)

WANKE ES 10419 OLD PRUE SAN ANTONIO, TX 78249 210-397-6700	STINSON MS 13200 SKYHAWK SAN ANTONIO, TX 78249 210-397-3600	BRANDEIS HS 13011 KYLE SEALE PKWY SAN ANTONIO, TX 78249 210-397-8500 2008-2009
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**Mail Delivery:**

Delivery is made Monday through Saturday in the mail boxes located near your home. The general phone number for information regarding the [USPS](#) is 1-800-275-8777. The Cedar Elm Station which serves Avalon is located at 5837 DeZavala. The zip code is 78240. [Mail Hold Link.](#)

**Utilities and City Services:**

City Public Service provides electric and gas -	353-2222	<a href="http://www.citypublicservice.com">www.citypublicservice.com</a>
San Antonio Water System provides water -	704-7297	<a href="http://www.saws.org">www.saws.org</a>
A T & T provides telephone service -	800-464-7928	<a href="http://www.att.com/">http://www.att.com/</a>
Time Warner Cable Systems -	244-0500	<a href="http://www.twc-sa.com">www.twc-sa.com</a>
Police Department - Administration Office -	207-7484	<a href="http://www.sanantonio.gov">www.sanantonio.gov</a>
Fire Department - Administration Office -	207-8400	<a href="http://www.sanantonio.gov">www.sanantonio.gov</a>

San Antonio Customer Service, Animal Control, Code Compliance [311](#)

***ALL EMERGENCY SERVICES MAY BE REACHED BY DIALING 911.***

**Fire Protection:**

Fire fighting service is provided by the City of San Antonio 207-7744. Call 911 for emergency service.

**Police:**

The San Antonio Police Department provides public law enforcement service to Avalon. The non-emergency phone number is 207-7425.

**EMS:**

Emergency service is provided by the City of San Antonio, call 911 for emergency service.

**Loud Noises Nuisances:**

Noise Nuisances, Article III, Section 21-52, of City code applies to radios, parties, as well as machinery and equipment. Code Compliance can be reached by dialing 311. [Code](#)

**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.

City Code, Animal Nuisances, Article VI, Section 5-201, provides that it is a misdemeanor to keep "an animal that barks or whines in such a manner, with such intensity, or with such continued duration so as to annoy, distress or disturb the quiet, comfort or repose of persons of normal nervous sensibilities." Codes will be enforced by the City responding to complaints by homeowners. Code Compliance can be reached by dialing [311](#).

***Welcome to Avalon!***

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

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**AVALON HOMEOWNERS ASSOCIATION, INC.**

**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.**
- 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 6:00 p.m., Monday through Friday, with 24 hour answering service for emergency calls.**
- 2. Respond to all telephone calls, voice mail and e-mail messages in 48 hours..**
- 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.**

**NOTE: Not all associations contract for the same management services. For a question specific to your association, Please contact your manager at 210-829-7202.**

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## *Gate & Access Operations*

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.

*If you have any additional questions or experience any problems with the gate or your transmitter, contact the [AMS Gate Department](#) or Association Management at 829-7202.*

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**GATE INFORMATION**

Report gate or code problems [here](#).

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 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, 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, police department, 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, 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.

Report gate or code problems [here](#).



**AVALON HOA**  
**1600 N. E. Loop 410, #202**  
**SAN ANTONIO, TEXAS 78209**  
**(210) 829-7202 OFFICE \* (210) 829-5207 FAX**

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**GATE UPDATE FORM – fax Copy**  
**Fax # 210-829-5207**  
**On- Line form - [Link](#)**

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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.)

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