

# HIGHLAND HEIGHTS BLUFF HOMEOWNERS ASSOCIATION, INC.

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San Antonio, TX 78209

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[www.ams-sa.com](http://www.ams-sa.com)

Dear Homeowner,

During the home buying process, you were told about the Highland Heights Bluff Homeowners Association. On behalf of the association's Board of Directors, welcome to Highland Heights Bluff. This welcome pamphlet was developed in an effort to provide you with information you might find useful in getting settled in our community. It will also discuss some of the key provisions of the association's by-laws and Declaration of Covenants, Conditions and Restrictions (DCCR). Prior to the closing for your home, you should have received a copy of the DCCR from your builder. It's a good idea to keep it handy as a ready reference.

## Association

The Highland Heights Bluff Homeowners Association is a non-profit organization. It was created in an effort to foster a harmonious living environment while maintaining and promoting property values. The Board of Directors provides the association with leadership and a sense of direction. The Board develops the association's budget, approves and monitors expenditures on an on-going basis. Effectively managing a homeowners' association is a complex endeavor. As a result, the Board has selected Association Management Services (AMS) to manage the day-to-day operation of the association.

Owning a home in Highland Heights Bluff requires membership in the association. An annual assessment is paid by each homeowner. All homeowners share the responsibility for adhering to association guidelines, policies and procedures. If you haven't already done so, please take the time to read through the DCCR. It's your primary source for locating information about guidelines, policies and procedures.

## Association Administration

The association office is located in San Antonio on the Loop 410 south access road, just west of Harry Wurzbach. It's in a two-story terra cotta building with "Association Management Services" in large letters on the front. The letterhead on this page provides mailing address, telephone and fax numbers and the AMS website. Hours of operation are 8:00 a.m. to 6:00 p.m., Monday through Friday with 24 hour answering service for emergency calls.

## Building & Improvements Approval

Most of us have driven down a street and seen a yard or landscaping that just took our breath away. That can be good or bad. Beauty can take your breath away, but so can shock and awe. To guard against the "shock and awe factor," the association's Architectural Control Committee (ACC) was established. All plans for exterior improvements to property must be reviewed and approved by the ACC. Frequently, city permits are also required before work can be started. "Improvement" is defined as any addition or change to the existing property. Additions and major changes to your home and property that require prior ACC approval include, but are not limited to, the installation of sidewalks, fences, swimming pools, decks, spas and gazebos. Improvements such as additional landscaping, basketball goals, playground equipment, **fence staining** and exterior painting must also be approved **before** the project is started. In most cases, the improvement request form must be supported by a copy of the construction plans; a site

drawing showing proposed location of the structure in relation to the house and lot easements; and a listing of materials by color, composition and manufacturer.

It is the homeowner's responsibility to submit an ACC Improvement Request form with supporting documents and obtain ACC approval **prior to the start** of any applicable project. A copy of the request form can be downloaded at [www.ams-sa.com](http://www.ams-sa.com).

## **Fence Staining**

Wooden fences may be **stained** (not painted) to protect the wood. The **color of the stain** must be in harmony with the neighborhood and **must be approved** by the Architectural Control Committee (ACC).

## **Landscaping**

It is the homeowner's responsibility to provide adequate planting and landscaping for his/her property. Landscaping plans should be submitted to the ACC for approval prior to commencing the work. Landscaping your yard isn't an inexpensive endeavor. Don't get caught up in the tendency to purchase plants based primarily on their cost. Check to see if the plant you're interested in can handle several hours of direct sun each day. Is it drought resistant or will it require frequent watering to stay alive? Effective landscaping does require thought and planning.

## **Landscape Watering**

San Antonio does have an ordinance that prohibits landscape watering between the hours of 10:00 a.m. and 8:00 p.m. year-round, except when using a hand held hose, bucket or drip irrigation.

## **Basketball Goals**

Basketball goals are springing up like weeds all over. Where they are placed has become an issue. San Antonio city ordinance prohibits a basketball goal being placed in a manner that would inhibit the use of a public right-of-way (street or sidewalk). When not in use, a portable basketball goal must be stored in the garage, up against the garage door, or on the side of the house. Any permanent, non-portable basketball goal must be approved by the ACC prior to installation. Such goals cannot be affixed to the house or fence.

## **Solicitation**

Door to door solicitation is discouraged. If children are selling items for school, church or other organizations, parents should accompany them to better ensure their safety.

## **Garbage Services**

Garbage service is provided by the City of San Antonio. Environmental Services (Waste Services) can be reached by calling 311. Trash must be kept in sanitary refuse containers with tightly fitting lids. Containers and bags must be placed curb side for pickup. Trash containers and bags should be put out no earlier than the evening prior to scheduled pick up. They must be removed and placed out-of-sight (garage or back yard) the evening of pick up.

## Mail Delivery

Your zip code is 78223. Delivery is made Monday through Saturday and deposited in a bank of mail boxes located near your home. Boxes are assigned by the [US post office](#). If you have any questions about your mail delivery, the telephone number is (210) 532-3803.

## Schools

Highland Heights Bluff is located within the [San Antonio Independent School District](#).

San Antonio Independent School District	(210) 299-5799
SAISD Police Department	(210) 271-3124 (dispatch)
Transportation Office (School Buses)	(210) 223-9792
Schenck Elementary School	(210) 333-0611
Rogers Middle School	(210) 333-7551
Highlands High School	(210) 333-0421

## Helpful Numbers

Trash/Garbage	<a href="#">311</a>
City Public Service ( <a href="#">CPS</a> ) (Electric)	(210) 353-4357 (emergency service) (210) 353-2222 (customer service)
San Antonio Water System ( <a href="#">SAWS</a> )	(210) 704-7297 (emergency service) (210) 704-7297 (customer service)
<a href="#">San Antonio Fire Department</a> (Non-Emergency)	(210) 207-7744
<a href="#">San Antonio Police Department</a> (Non-Emergency)	(210) 207-7273
SAPD East Substation	(210) 207-7781 (front desk) (210) 207-7866 (SAFFE program)
<a href="#">Bexar County Sheriff</a> (Non-Emergency)	(210) 335-6010
<a href="#">Code Compliance</a>	311
<a href="#">AT&amp;T</a>	(210) 464-7928
<a href="#">Time Warner Cable</a>	(210) 244-0500
<a href="#">Newspaper</a> (San Antonio Express News)	(210) 250-2000
<a href="#">City of San Antonio website</a>	www.sanantonio.gov
Highland Heights Bluff HOA	(210) 829-7202 (office) (210) 829-5207 (fax)
Legacy Homes Customer Service	(210) 293-4918 (office) (210) 293-4938 (fax)

## Signs in Yards

Signs in yards can easily get out-of-control. The DCCR provides guidance in this area. Contractor and supplier signs in yards and vacant lots are prohibited, except those used by the builder to advertise the property. So, if you're having blinds installed for your windows and the contractor wants to put a sign in your yard, please tell him/her that the association's rules won't allow it.

## **Pets**

Pet ownership carries responsibilities with it. Even after graduating from obedience training, dogs flatly refuse to clean up after themselves. So, his or her owner gets to do it. If you walk your dog, take along the items necessary to clean up any “souvenirs” he or she may leave behind. Doing so is required by San Antonio Code of Ordinances, Article I, Section 5-23. Failure to do so is “declared to be a health and safety related misdemeanor crime, and upon conviction, the violator shall be subject to a fine of not more than two thousand dollars (\$2,000.00).”

General pet guidelines:

- Limited to two (2) of each type of domestic household pets.
- Must be on a leash when not in the home or within the fenced back yard.
- Enclosed or fenced pet areas must be clean, sanitary, and reasonably free of refuse, insects and waste at all times.

## **Vehicles and Parking**

It is desirable that vehicles not be parked in the street overnight. Doing so could impede the movement of emergency vehicles, garbage trucks, etc. The deed restrictions state “No boat trailers, boats, travel trailers, inoperative motor vehicles, campers, or vehicles of any kind shall be semi-permanently or permanently stored in the public street right-of-way or forward of the front building lone.” Equipment and machinery must be stored in the garage or enclosure approved by the ACC. For more detailed information regarding vehicle parking and storage, check your copy of the association’s Declaration of Covenants, Conditions and Restrictions (DCCR).

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This packet certainly doesn’t answer all the questions you may have. If you have suggestions as to other information that would be helpful, please let us know and we’ll try to research it. The success of a homeowners association is greatly correlated with the positive degree of teamwork existing within it. If you’d like to volunteer to be a member of a committee (Social, Safety, Communications, Grounds), please let us know.

***Welcome to Highland Heights Bluff***