

The Heights Homeowners Association
1600 NE Loop 410, Ste 202
San Antonio, TX 78209
(866) 232-4386 TX Toll Free * (210) 829-7202 Office * (210) 829-5207 Fax

Dear Homeowner,

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

Homeowners in the Heights 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 Declaration 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:

The Heights Homeowners Association is a nonprofit organization. The Association owns and maintains the common properties and facilities. The common properties and facilities include, but are not limited to, public rights-of-way or easements, entry monument, landscaping, sprinkler systems, streets, entry gates, etc.

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 1st, April 1st, July 1st, and October 1st).

Administration:

The offices of the Association are located on the access road of NE Loop 410 at Harry Wurzbach, east of the Airport exit. It is a two-story, tan colored building with "Association Management Services" on the front of it. The actual mailing address is 1600 NE Loop 410, Ste #202, San Antonio, TX 78209, ((210) 829-7202). Hours of operation are: Monday through Friday, 8:00 a.m. to 6:00 p.m. ([MAP](#))

Association Management Services has been retained by the Board for the day to day operation of the Association. 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, keeping financial records and maintaining all administrative records of the Association. The Association has other responsibilities as well, such as assisting in regulations and architectural control.

Building & Improvements Approval:

Any exterior improvements to your home must be approved by the Architectural Committee (AC) before work can be started. It is the responsibility of each owner to submit two (2) sets of plans for any improvement to the AC for review. Plans must be approved before construction is to start. **The Improvement Request form is available to download at www.ams-sa.com.**

"Improvement" is defined as any addition or change to the existing property. Everything is covered from additions to homes, sidewalks, fences, (no chain link unless located entirely behind a six foot high wood fence), landscaping, pools, patios, decks, flagpoles, basketball boards (must be behind building setback), athletic equipment, radio/TV antennas, satellite dishes (larger than 39"), backyard sheds, gazebos, exterior colors to home, changing of windows, etc.

Please submit an Improvement Request Form (see attached) with a site plan (showing Lot, existing house and any additions, intended placement on site, list of materials, colors, screening, etc.) to the Association office. This form can also be found on our website (www.ams-sa.com), by clicking on the AMS Forms link and then the ACC Improvement Request Form link.

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:

Door to door solicitations by persons are prohibited.

Newspaper Delivery:

Delivery of the San Antonio Express News is available [on-line](#) subscription request or by calling (210-250-2000)

Garbage Services:

Garbage is picked up on Tuesday and Friday of each week by the [City of San Antonio](#) (210-207-6400). Trash cans and bags are to be placed on curb sides **ONLY ON THE DAY OF PICKUP**. Please store your trash out of sight 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 manner.

Recycling is available and is picked up on Tuesday of each week. If you would like to order a green recycling bin you may call 299-8654 or 311 and one will be delivered to you within 2-3 weeks. If you have any other questions regarding garbage pick up, call the City of San Antonio Solid Waste Division, (210) 207-6400.

Mail Delivery:

Delivery is made Monday through Saturday and deposited in mail boxes located near your home. Boxes are assigned by the Lockhill Station, located at: 12951 Huebner, please call: (800) 275-8777 or (210) 493-9257. The zip code is 78248. <http://www.usps.com>

Utilities:

City Public Service provides electric and gas	210-353-2222
San Antonio Water System provides water	210-704-7297
San Antonio Water System provides sewer service	210-704-1205
AT&T provides telephone service	800-464-7928
Time Warner Cable System provides Cable service	210-244-0500
Animal Control Department	210-737-1442
Police Department - Administration Office	210-207-7484
Fire Department - Administration Office	210-207-7744

Schools:

Northeast Independent School District	210-804-7000
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ALL EMERGENCY SERVICES MAY BE REACHED BY DIALING 911!

Fire Protection:

Fire fighting service is provided by City of San Antonio.

Police:

The San Antonio Police Department provides public law enforcement service to The Heights. This office can be contacted by calling 210-207-7484. The San Antonio Police Department Non Emergency number is 210-207-7273 and the San Antonio EMS and Fire Department Non Emergency number is 210-207-7744.

EMS:

Emergency service, 911, is provided by the City of San Antonio. For information call (210) 207-7744.

Street lights:

Street lights in The Heights are maintained by the Association. If you notice a light out, please report it to the Association office by calling (210) 829-7202.

Signs:

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

House Numbers:

The deed restrictions require that house numbers be illuminated and located as near to the front entry as possible, so that they are easily seen from across the street at all times. The color and size of the numbers must provide high contrast with the masonry. House numbers must be illuminated so that they can be easily seen at night to aid emergency personnel in locating your address.

Speed Limits and Traffic Signs:

The streets in The Heights are privately owned by the Association. Traffic and pedestrian control signs and speed limit signs are installed and maintained by the Association.

Please be cautious of children crossing the street. Be careful and observe the traffic rules in The Heights. Please help by asking all family members to comply with the speed limits and STOP signs.

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. Please do not let your pets run loose. No one wants their landscaping damaged nor wants to clean up after someone else's pet.

Pool:

Pool keys are available - the first key is a \$50.00 deposit that is refundable. If the key is lost, a \$50.00 non-refundable fee for replacement key will apply.

Gates:

You will need to visit the [AMS Gate Department on-line](#) or contact our office to establish your personal four digit code for access to the community.

Certain people will have access to the subdivision through a specific and separate code. This includes the fire department, police department, utility companies, garbage pick-up, home builders, etc.

DO NOT GIVE YOUR CODE TO A NON-RESIDENT!

If you would like gate transmitters, you may purchase them from the Association office at a cost of \$40.00 each.

If you feel someone has obtained your code, you may change it at any time by calling the Association office at 210-829-7202

WELCOME TO THE HEIGHTS

*If we can provide any additional information, please feel free to call the Association office
at (210) 829-7202.*

Gate 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 (210-829-7202) 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 (210-829-7202) 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 Association Management Services at
(210) 829-7202.*

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 effect 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.

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, 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 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.

WELCOME TO THE HEIGHTS

The Heights is an exclusive gated community made up of 116 platted lots. The Heights I has 68 lots and Heights II has 48. This upscale subdivision is ideally located off of Bitters Road between Huebner Road and Loop 1604, making freeway and local shopping easily accessible. Custom executive homes have been built by Partners in Building, Edwards and Wells, Japhet, Perry Homes, Paul Allen and Bill McCarthy.

A recent profile of the current homeowners reveals a professional community made up of doctors, lawyers, senior military officers, executives of Fortune 500 companies, small business owners, educators and retirees. The community's school age children attend the award winning Northeast ISD. Primary and middle school buses come into the community for pickup. The high school students are picked up just outside the gates.

The Heights has a pro-active homeowners association that works closely with the developer and builders to help continue the growth of this unique family oriented community. Homeowners also have a newsletter, a monthly ladies coffee, quarterly socials and other interest groups.

If we can be of further assistance to answer any of your inquiries please feel free to contact Association Management Services.

Welcome to your new home.....

***Association Management Services
1600 NE Loop 410, Ste 202
San Antonio, TX 78209
(210)829-7202***

Please call AMS as soon as possible with your new address and phone number so that your name can be registered in the computer for gate access.

Gate transmitters may be purchased from AMS. The cost for each transmitter is \$40.00. If you do not wish to purchase a transmitter, you may give AMS a 4 digit code that will allow you to gain access through the gates.

Pool keys are available - the first key is \$50.00, refundable. And a non-refundable \$50.00 if the pool key is replaced.

Garbage Service is provided by the City of San Antonio. Trash collection is on Tuesday's and Friday's. Recycling is on Tuesday's. If you wish to order a green recycling bin, call (299-8654 or 311) and one will be delivered within 2-3 weeks.

To obtain school bus schedules call 657-8805 or contact your school office. Grammar school and middle school students are picked up inside the community, high school students are picked up outside the gates.

The nearest Post Office is on Huebner between Lockhill-Selma and Vance Jackson. You may call them at 800-275-8777 or 493-9257.

General Info.: The Heights has an active Homeowner's Association. If you would like to join a committee or have any questions, please contact Association Management Services.

A community newsletter is delivered quarterly with your community information. A phone directory is available with homeowner's names and numbers and a list of neighborhood interest groups and services provided by the children in the community.

Please contact Elissa Sherlock (210-492-1864) with your name, address and phone number so that your name may be included in the next directory. Updates are noted in the newsletter.

We hope you enjoy your new home & community and we look forward to meeting you and your family.

Sincerely,

Your Neighbors

**THE HEIGHTS HOMEOWNERS ASSOCIATION
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.

**THE HEIGHTS HOMEOWNERS ASSOCIATION
MANAGEMENT RESPONSIBILITIES
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, voicemail messages and e-mails within 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.