

The Heights of Carriage Hills Homeowners Association
1600 N. E. Suite #202
San Antonio, Texas 78209
Office (210) 829-7202 * Fax (210) 829-5207

Dear Homeowner,

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

Homeowners in The Heights of Carriage Hills Homeowners Association 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. Most violations occur as a result of insufficient information or misinformation the following information is provided to help clarify the requirements. If you have any questions, please call the Association Office at 210-829-7202.

Association:

The Heights of Carriage Hills 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, public rights-of-way or easements, walls, fencing, safety lanes, green belt landscaping, sprinkler systems, and improvements.

Every homeowner is an automatic member and shares a portion of the responsibility for its support and will pay mandatory assessments.

Assessments are billed annually in advance on a quarterly basis. Call AMS for the current assessment rates. 210-829-7202

Gate Operations:

The gate is open during peak times (6:30 AM - 8:30 AM & 4 PM - 6 PM) Monday through Friday. Gate transmitters are available through the association office, currently at a cost of \$40.00 each. Please do not give transmitters to unauthorized persons. **Report issues with the gates or codes or remotes on-line [AMS Gate Department](#).**

Annual Meeting of Members:

There is one annual meeting scheduled for the membership each year. Notices of this meeting will be mailed.

Administration:

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

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, at the direction of the Board, such as assisting in architectural control.

Building & Improvements Approval:

Any exterior improvements to your home or property must be approved by the Architectural Control Committee (ACC) before work can be started. It is the responsibility of each owner to submit two (2) sets of plans for any improvement to the ACC for review. Plans must be approved before construction is to start. [Improvement Request Form](#).

"Improvement" is defined as any addition or change to the existing property. Everything is covered from additions to homes, sidewalks, fences, landscaping, pool, patios, decks, flagpoles, basketball board, athletic equipment, radio/TV antennae, satellite dishes, backyard sheds, gazebos, exterior colors to home, changing of windows, etc. Please submit a site drawing (showing lot, existing house and any additions, intended placement on site, list of materials, colors, screening, etc.) to the Association office.

It is the Homeowner's responsibility to obtain the necessary permits, etc., after the ACC has first approved the plans to make sure that the proposed improvements comply with the deeded restrictions.

THIS IS A BRIEF SUMMARY OF THE RESTRICTIONS.
PLEASE READ THE DECLARATION OF COVENANTS IN FULL.

Signs:

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

Solicitation:

Door to door solicitations by persons is 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.

Athletic and Recreational Equipment:

Outdoor athletic and recreational facilities such as basketball goals, playscapes, swing sets and sport courts of a permanent nature shall not be placed on any Lot in the subdivision between the street right-of-way and the front of a Unit and must be approved by the ACC.

Vehicles, Campers, Boats, etc:

No campers, boats, boat trailers, marine craft, golf carts, travel trailers, motor homes, camper bodies, recreational vehicles and other types of recreational and non-passenger vehicles, equipment, etc. may be kept on any Lot for more than 24 hours to facilitate loading, unloading or cleaning, unless the same are fully enclosed within the garage located on such Lot and/or said vehicles and accessories are screened from view.

Pets:

Please do not let your pets run loose. No one wants their landscaping ruined or to clean up after someone else's pets. No livestock, poultry, dangerous animals are allowed. Animals may not be kept for commercial purposes and are limited to four adult animals.

Antennas:

No television or radio receiving or transmitting antenna (including citizen band radio), satellite dish or similar implement or apparatus which is larger than one (1) meter, television aerial wires or solar collector panels or equipment upon any Lot unless such apparatus is erected and maintained in such a way that it is screened from public view.

Newspaper Delivery:

Delivery of the San Antonio Express News is available. [Subscribe](#) / [vacation hold](#). 210-225-5533

Mail Delivery: <http://www.usps.com/>

Delivery is made Monday through Saturday and deposited in mail boxes located near your home. Boxes are assigned by the mailman. The Cedar Elm Station, located at 5837 De Zavala, please call: 1(800)275-8777, they serve The Heights of Carriage Hills and the zip code is 78249.

Garbage Services:

Garbage is picked up on Tuesday and Friday by [City of San Antonio](#) (207-6400 or 311). Trash cans and bags are to be placed on curb side **ONLY ON THE DAY** of pickup. Please does not leave trash or grass leaf cans/bags on the curb for pickup; they must be stored 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, and etc. must also be stored in this manner.

Utilities:

City Public Service provides electric and gas -	353-2222
San Antonio Water System provides water -	704-7297
San Antonio Water System provides sewer service -	704-1205
AT&T provides telephone service -	1-800-464-7928
Time Warner Cable System provides cable service -	244-0500
Animal Control Department -	737-1442
Police Department - Administration Office -	207-7484
Fire Department - Administration Office -	207-8400
Non Emergency - Police -	207-7273

Schools:

[Northside Independent School District](#): 706-8500

All emergency services may be reached by dialing 911.

Fire Protection:

Fire fighting service is provided by [City of San Antonio](#).

Police:

[San Antonio Police Department](#) provides public law enforcement service to The Heights of Carriage Hills. That office can be contacted by calling 207-8126.

EMS:

Emergency service, **911**, is provided by the City of San Antonio. (207-7744).

Welcome to The Heights of Carriage Hills Community!

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

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.

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

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GATE INFORMATION

[AMS Gate Department Website](#)

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 one to 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

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 AND FAX OR MAIL IT TO THE ABOVE ADDRESS.