

Canyon Rim Homeowners Association
1600 N. E. Loop 410, Suite #202
San Antonio, Texas 78209
(210) 829-7202 - Office * (210) 829-5207 - Fax * (866) 232-4386 Toll Free

Dear Homeowner,

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

Homeowners in Canyon Rim 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 the 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 829-7202.

Association:

Canyon Rim Homeowners Association (CRHOA) 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, the grounds, as well as private streets, safety lanes, green belt landscaping, sprinkler systems and improvements.

Every homeowner is an automatic member of the Association, and therefore shares a portion of the responsibility for its support and will pay mandatory assessments. Assessments are billed quarterly, in advance, to each owner.

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, building with "Association Management Services" on the front of it. The actual mailing address is 1600 N.E. Loop 410, Suite #202, San Antonio, Texas 78209, (829-7202). Hours of operation are: Monday through Friday, 8:00 a.m. to 6:00 p.m.

The responsibilities include but are not limited to representing the Association in providing for the physical maintenance, operation of the common facilities, collecting assessments, making disbursements, establishing the budgets, and keeping financial records. Also, maintaining all administrative records of the Association, enforcing regulations and assisting in architectural review.

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Building & Improvements Approval:

All plans for exterior improvements to your property must be approved by the Architectural Control Committee (ACC) and, in most cases, by the City Department of Building Inspections before work can be started. It is the builder/owner's responsibility to submit plans for new construction and any improvement to the ACC for approval. Plans must be approved before construction begins.

An "improvement" is defined as any addition or change to the existing property. Additions and major changes to your home and property improvements such as installation of sidewalks, fences, swimming pools, decks, spas, gazebos, etc. will require a building permit, plan approval, inspection and Certificate of Occupancy from the City. The only improvements not covered by the City, but still required by the Homeowners Association's ACC are landscaping, basketball goals, playground equipment, etc.

Garbage/Recycling:

Garbage/Recycling Services is provided by [Stone Oak Property Owners Association](#) who subcontracts with Waste Management to provide the service. Please contact SOPOA at (210) 490-9481 to begin service. Trash pick-up days will be on Wednesdays and Saturdays, and recycling bins will be picked up on Saturdays.

Solicitation:

Door to door solicitations by persons 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.

Landscaping:

It is the homeowner's responsibility to provide adequate planting and landscaping for their property.

Newspaper Delivery:

Delivery of the San Antonio Express News (250-2000) is available. [Subscribe](#) or [Vacation Hold](#)

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Mail Delivery:

Mail delivery is made Monday through Saturday and deposited in mail boxes located near your home. Boxes are assigned by The United States Postal Service. You will have to pick up your keys at the Encino Park Station, located at 20403 Encino Ledge, San Antonio, 1-800-275-8777, they serve Canyon Rim. The zip code for Canyon Rim is 78258. www.USPS.com

Utilities and City Services:

Bexar Metropolitan Water Dist. provides water -	922-1221
City Public Service provides electric and gas -	353-2222
AT&T provides telephone service -	(800) 464-7928
Time Warner Cable System provides cable service -	244-0500
Animal Control Department -	737-1442
Administration Office - Police Department -	299-7273
Administration Office - Fire Department -	299-8400

Schools:

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

ALL EMERGENCY SERVICES MAY BE REACHED BY DIALING 911.

Fire fighting and EMS services are provided by the [City of San Antonio](#). The San Antonio Police Department provides public law enforcement service to Canyon Rim.

Signs:

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

Contractor's Work Hours Weekdays/Weekends & Holidays:

Work hours are from 7a.m. to 7 p.m., Monday through Saturday. No work is permitted before or after these hours without special permission. No outside work using loud equipment is permitted on Sunday or Holidays. Indoor work or outdoor work with light equipment is permitted after 1:00 p.m. on Sundays.

Loud Noises, Nuisances:

Noise Nuisances, Article III, Section 21-52, of City code applies to persistent barking of dog(s), radios, parties, as well as machinery and equipment. Call 311 to report a Noise Nuisance. [See Fine Schedule.](#)

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Parking in Streets:

Boats, boat trailers, trailers, recreational vehicles, motor homes, inoperable vehicles, and any vehicle with commercial advertising signs or insignia cannot be parked on the street, in front yards, or driveways unless they are within an enclosed structure. Refer to the DCCR's for a listing.

Gates:

For the access gates you will need your gate transmitter and/or four digit codes to enter at night. 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. [AMS Gate Department](#)

DO NOT GIVE ANY CODE TO A NON-RESIDENT!

If you would like to use transmitters, you may purchase them from the Association office at a cost of \$40.00 each. The battery for the transmitters should last approximately two years, and replacement batteries are available from a supermarket or drugstore. If you feel someone has obtained your code, you may change it at any time by calling the Association office at 829-7202. See "Do's and Don'ts" instructions to familiarize yourself with the system and the correct procedures of the gate. [AMS Gate Department](#)

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, 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. Call 311 to report loose or barking animals.

WELCOME TO THE CANYON RIM COMMUNITY!

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



Gate Operations

[AMS Gate Department](#)

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. [AMS Gate Department](#)
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 Association Management at 210-829-7202 or visit the AMS Gate Department on-line.

[AMS Gate Department.](#)

Additional Gate Information

[AMS Gate Department](#)

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, 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. [AMS Gate Department](#)

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

[AMS Gate Department](#)
GATE UPDATE FORM

OWNERS NAME: _____

(LAST) _____

(FIRST) _____

(SPOUSE) _____

ADDRESS: _____

HOME TELEPHONE: _____

CELL Phone: _____

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**

**or use the convenient, on-line form at the
[AMS gate department.](#)**

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.
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.