

**ENCLAVE AT WILLOW POINTE  
HOMEOWNERS ASSOCIATION, INC.**

**1600 N. E. Loop 410, Suite #202  
San Antonio, Texas 78209  
(210) 829-7202 - Office \* (210) 829-5207 - Fax**

Dear Homeowner,

Prior to purchasing your home, you were informed of Enclave at Willow Pointe 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, services provided by outside agencies, utilities and phone numbers for your convenience.

Homeowners in the Enclave at Willow Pointe subdivision 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 were provided to you at the 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:**

Enclave at Willow Pointe 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 right-of-way or easements, walls, fences, 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 pays mandatory assessments. Assessments are billed semi-annually. Current annual assessment rates for improved lots and for unimproved lots are available by calling the association office at 210-829-7202. Assessments are due twice per year, one half in January and one half in July.

**Administration:**

The Association office is located on the access road off of Loop 410 at Harry Wurzbach (east of the airport exit). It is a two-story grey 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, and (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. Additional responsibilities include collecting assessments, making disbursements, establishing the budgets, keeping financial records and maintaining all administrative records of the Association. The Association has other responsibilities, at the direction of the Board, such as assisting in architectural control.

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**Building & Improvements Approval:**

Any exterior improvements to your home must be approved by the Architectural Control Authority (ACA) before work can be started. It is the responsibility of each owner to submit plans for any improvement to the ACA for approval. Plans must be approved before construction starts. The Improvement Request Form is available to download at [www.ams-sa.com](http://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, landscaping, pools, patios, decks, flagpoles, basketball boards, athletic equipment, radio/TV antennae, placement of satellite dishes, backyard sheds, gazebos, exterior colors of home, changing of windows, etc. Please submit an Improvement Request Form, and a site drawing, showing lot, existing house and intended placement of any additions/improvements. Also include a list of materials, colors, screening, etc. when returning the form to the Association office.

It is your responsibility to obtain the necessary permits, etc., from the City, after the ACA has first approved the plans to make sure that the proposed improvements comply with the deed restrictions. Please call City Hall to obtain instructions for submitting applications, requirements, etc.

**Newspaper Delivery:**

A subscription to the San Antonio Express News can be arranged by calling (210) 250-2000 or by visiting their website. [Subscriptions](#) or [Vacation Hold](#)

**Garbage Services:**

Garbage is picked up by the [City of Cibolo](#). Call the City of Cibolo Public Works department at 658-9900 to establish service. Trash cans and bags are to be placed on curb side **ONLY ON THE MORNINGS** of pickup by 7 a.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.

**Mail Delivery:**

Delivery is made Monday through Saturday and deposited in mail boxes located near your home. Boxes are assigned by the [US post office](#). The Cibolo Station, located at 725 FM 1103, serves The Enclave at Willow Pointe. Please call 1-(800)275-8777 with any questions regarding mail service. The zip code is 78108. [Mail Vacation Hold](#)

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**Utilities:**

Guadalupe Valley Electric Cooperative -	658-7033,	<a href="#">website</a>
Green Valley provides water -	1-800-914-2330	
AT&T provides telephone service -	800-464-7928	<a href="#">website</a>
Time Warner Cable provides Cable service -	210-244-0500	<a href="#">website</a>
Police Department - Office (non emergency) -	659-1999	
Fire Department - Office (non emergency) -	659-2673	
City of Cibolo Web Site	<a href="http://www.cibolotx.net">www.cibolotx.net</a>	

**Schools:**

The Enclave at Willow Pointe is located in the [Schertz-Cibolo-Universal City Independent School District](#). Please contact the District Information line for specific campus information at 945-6200. The number of the Transportation Department is 210-945-6224.

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

**Fire Protection:**

Fire fighting service is provided by the Cibolo Fire Department 659-2673 (non emergency). Call 911 for emergency service.

**Police:**

The Cibolo Police Department provides public law enforcement service to The Enclave at Willow Pointe. That office can be contacted by calling 659-1999. Call 911 for emergency service.

**House Numbers:**

The deed restrictions require that house numbers be illuminated and located as near 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.

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**Signs:**

The Declarations of Covenants, Conditions, and Restrictions prohibit all contractor and supplier signs in yards and vacant lots except those approved by the ACA. Please inform your contractor or supplier installing any improvement that temporary or permanent signs of any kind are prohibited.

**Parking in Streets:**

Boats, boat trailers, trailers, recreational vehicles, motor homes, inoperable vehicles, and any vehicles with commercial advertising signs, or insignia, cannot be parked in front yards or driveways unless they are within an enclosed structure. Refer to the Deed Restrictions for specifics.

Please be careful of children in the streets and observe all traffic regulations. Please help by asking all members of your family to comply with the speed limits and the STOP signs at street corners. Tell any contractor or employee working for you to observe the traffic rules.

**Loud Noise Nuisances:**

Noise nuisance applies to radios and parties, as well as machinery and equipment. No offensive activity, including, without limitation, unreasonable noise will be carried on upon any Lot.

**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 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.

*Welcome to the*  
*Enclave at Willow Pointe*

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