

**CANYONS AT STONE OAK  
HOMEOWNERS ASSOCIATION, INC.  
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 The Canyons at Stone Oak Homeowners Association and its many fine features. The Board of Directors and the Architectural Control Authority 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 Canyons at Stone Oak 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 because 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 829-7202 or visit [www.ams-sa.com](http://www.ams-sa.com).

**Association:**

The Canyons at Stone Oak 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 in advance on a quarterly basis. Call the Association for the current assessment fees.

**Board of Directors Meetings:**

The Board of Directors will meet as required to address Association matters.

**Annual Meeting of Members:**

There is one annual meeting scheduled for the membership each year. Notices of this meeting will be mailed at least 14 days in advance.

**Administration:**

The offices of the Association are at 1600 N. E. Loop 410, Suite 202, San Antonio, Texas 78209, (829-7202). Hours of operation are Monday - Friday, 8:00 a.m. to 6:00 p.m.

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.

## **Administration: (cont.)**

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. If you would like to report an area in need of attention, please use the Action Request Form on-line [here](#).

## **Building & Improvements Approval:**

All plans for exterior improvements to your property must be approved by the Architectural Control Authority or Committee (ACC or ACA) 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 is to start. The Improvement Request Form can be downloaded from [www.ams-sa.com](http://www.ams-sa.com) or requested by contacting [ACC@ams-sa.com](mailto:ACC@ams-sa.com). Please include your community name in your form request.

"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 improvement, not covered by the City, but still required by the Homeowners Association ACC is landscaping, basketball goals and playground equipment, etc.

**Declarations – (DCCRs) - [link](#)**

**Collections Resolutions: [link](#)**

**Parking Resolutions: [link](#)**

## **Newspaper Delivery:**

Delivery of the San Antonio Express News is available at [www.mysa.com](http://www.mysa.com) or 210-225-5533.  
[Vacation Hold Link.](#)

## **Mail Delivery:**

Delivery is made Monday through Saturday and deposited in mail boxes located near your home. Boxes are assigned by the post office. You will have to pick your keys up at the Encino Park station, located at 20403 Encino Ledge, San Antonio, Texas 78259. Visit [www.USPS.com](http://www.USPS.com) or call: 1-800-275-8777. The zip code for Canyons at Stone Oak is 78258. [Mail Hold Link.](#)

## **Garbage Services:**

Garbage/Recycling Services is provided by [Stone Oak POA](#) who subcontracts with Waste Management to provide the service. Please contact Stone Oak POA at (210) 490-9481 to begin service. Trash pick-up days will be on Wednesday and Saturdays (Saturday is recycle pick up).

**Utilities:**

<a href="#">Bexar Metropolitan Water</a> Dist. provides water -	922-1221
<a href="#">City Public Service</a> provides electric and gas -	225-2574
<a href="#">AT&amp;T</a> provides telephone service -	820-6666
<a href="#">Time Warner Cable</a> System provides cable service -	244-0500
<a href="#">Animal Control Department</a> -	311
Administration Office - <a href="#">Police Department</a> -	207-7273
Administration Office - <a href="#">Fire Department</a> -	207-7744

***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 Canyons at Stone Oak. That office or non-emergency number is 207-7273.

**EMS:**

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

**Schools:**

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

A listing of schools is available on the NEISD website and is subject to change.

***Welcome to the Canyons at Stone Oak!***

***If we can provide any additional information, please call the  
Association office at 210-829-7202***

# General AMS 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, voicemail and e-mails ([Action Request Form](#)) with 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.

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GATE INFORMATION

Each homeowner is entitled to purchase transmitters for the access gate. Each of the transmitters has already been programmed by the [Gate Department](#) to activate the gate. If you received your remote from a previous resident, it must be reprogrammed to function. Gate Department Link

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 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, four or five digit code that they can use to ring your home telephone, following the instructions at the keypad. Once you answer and the caller has been identified, 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, police, utility companies, Garbage Company, and the homebuilders.

**DO NOT GIVE YOUR CODE TO ANYONE, IT ALLOWS THEM ENTRY 24 HOURS.**  
**[Get a service or temporary code here.](#)**

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.

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**GATE UPDATE FORM**

[Use the on-line gate form here.](#)

OWNERS NAME: \_\_\_\_\_

(LAST) \_\_\_\_\_

(FIRST) \_\_\_\_\_

(SPOUSE) \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PRIMARY CODE: \_\_\_\_\_

SERVICE CODE: \_\_\_\_\_

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.**

[Use the on-line gate form click here.](#)