



**SILVER Oaks**  
**Homeowners Association, Inc.**

1600 N.E. Loop 410, Suite #202  
San Antonio, Texas 78209  
(210) 829-7202 Office | Fax (210) 829-5207  
[www.ams-sa.com](http://www.ams-sa.com)

Dear Homeowner,

Prior to purchasing your home, you were informed of the Silver Oaks Homeowners Association and its many fine features. The Board of Directors and the Architectural Control Authorities 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 Silver Oaks 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 or visit our management company's website at [www.ams-sa.com](http://www.ams-sa.com).

### **Association:**

The Silver Oaks 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, greenbelt landscaping, sprinkler systems and improvements.

Every homeowner is an automatic member of the Silver Oaks Homeowners Association, shares a portion of the responsibility for it's support and pays mandatory assessments.

**The Silver Oaks HOA assessments are billed semi-annually and are due on the 1<sup>st</sup> of January and the 1<sup>st</sup> of July of each year. (If you do not receive a statement, your account is still due and you should make arrangements for payment.) Please call AMS at 829-7202 for the current amount of the HOA assessments.**

### **Administration:**

The offices of the Association are located on the access road off of Loop 410 East at Harry Wurzbach. It is a two-story tan 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, (210-829-7202). Hours of operation are: Monday through 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. 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 review.

## Building & Improvements Approval:

The Architectural Control Authority (ACA) must approve any exterior improvements to your home or property before work may be started. It is the responsibility of each owner to submit plans for any improvement to the ACA for review at the time of submission of the plans. **Plans must be approved in writing prior to commencing construction.**

"Improvement" is defined as any addition or change to the existing property. Everything is covered from home additions, to sidewalks, replacement or treatment of fences, landscaping, lawn sculptures, pool, patios, decks, flagpoles, basketball goals, athletic equipment, radio/TV antennae, satellite dishes, backyard sheds, gazebos, playscapes, swing sets, exterior colors to home, changing of windows, etc.

For improvements, 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 along with the Improvement Request Form included in this packet. Additional copies of the form may be obtained from the Association office or downloaded from our website at [www.ams-sa.com](http://www.ams-sa.com).

## 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.** In addition, please clean up after your pet when taking them for a walk, no one wants their landscaping damaged nor wants to clean up after someone else's pet.

## Utilities & Services:

CPS (City Public Service) provides electric and gas -	210-353-2222	<a href="http://www.citypublicservice.com">www.citypublicservice.com</a>
SAWS (San Antonio Water System) provides water -	210-704-7297	<a href="http://www.saws.org">www.saws.org</a>
SBC Communications provides telephone service -	800-464-7928	<a href="http://www.sbc.com">www.sbc.com</a>
Time Warner Cable provides Cable TV service -	210-244-0500	<a href="http://www.timewarnercable.com">www.timewarnercable.com</a>
Waste Management, Inc. provides garbage collection -	210-368-5000	<a href="http://www.wm.com">www.wm.com</a>

## Streetlights:

City Public Service (CPS) maintains the streetlights. If you notice a light out, please report it to CPS at 210-353-2222 or call the association office at 210-829-7202 or submit a request on the city's SA Citizens Request website at [www.sanantonio.gov/sacr/](http://www.sanantonio.gov/sacr/).

## Speed Limits & Traffic Signs:

The streets are public. Traffic and pedestrian control signs and speed limits are installed and maintained by Bexar County Public Works. For additional information visit the Bexar County website at [www.bexar.org/](http://www.bexar.org/) or call Public Works at (210) 335-6718.

## Newspaper Delivery:

Delivery of the San Antonio Express News is available by calling 210-250-2000. For additional information visit their website at [www.mysanantonio.com/](http://www.mysanantonio.com/).

## Mail Delivery:

Delivery is made Monday through Saturday and deposited in the cluster mailboxes provided by the builder. The USPS Leon Valley Station, located at 6825 Huebner Road, serves the Residents of Silver Oaks; please call 1-(800)-275-8777 if you have delivery problems. Keys and locks associated with individual mailboxes are the responsibility of the resident upon issuance of the initial keys. Any damage or loss of keys is the sole responsibility of the homeowner. For more information visit the USPS website at [www.usps.com](http://www.usps.com). **Your new zip code is 78254.**

## Garbage Services:

Waste Management, Inc. provides garbage service. To set up service, call Waste Management at 210-368-5000. Garbage is picked up on Wednesdays - Trash cans are to be placed curbside **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 actual morning of pickup. For more information, visit their website at [www.wm.com](http://www.wm.com).

## Public Schools\*:

Northside Independent School District (NISD) -	210-706-8500	<a href="http://www.nisd.net">www.nisd.net</a>
Ward Elementary, 8400 Cavern Hill -	210-397-6800	<a href="http://www.nisd.net/ward/">www.nisd.net/ward/</a>
Zachry Middle School, 9410 Timber Path -	210-397-7400	<a href="http://www.nisd.net/zachry/">www.nisd.net/zachry/</a>
Taft High School, 11600 FM471 West -	210-397-6000	<a href="http://www.nisd.net/taft/">www.nisd.net/taft/</a>

\* Due to enrollment caps, the schools listed above are subject to change. Please consult your school district's main office for future plans.

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

### Fire Protection & Rescue:

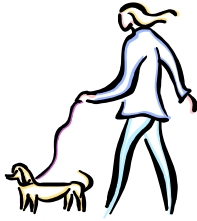
The Helotes Fire Department provides fire fighting & rescue services. In non-emergency situations call 210-695-3572 or visit their website at [www.helotesfiredept.com/](http://www.helotesfiredept.com/). Additional information may be obtained from the Bexar County Fire Marshal's Office at 210-335-0300 ([www.co.bexar.tx.us/bcfmo/](http://www.co.bexar.tx.us/bcfmo/)).

### Police:

The Bexar County Sheriff's Department provides public law enforcement service. In non-emergency situations call 210-335-6000 or visit their website at [www.bexar.org/bcsheriff/](http://www.bexar.org/bcsheriff/).

# Welcome to SILVER *Oaks!*

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



# Animal Control Facility

The San Antonio Animal Control Facility provides the following services to the residents of San Antonio and Bexar County:

- Pick up unwanted/stray dogs and cats
- Investigate animal bite reports (for rabies)
- Investigate animal abuse reports
- Provide dog/cat license/tags (required by law)
- Provide healthy dogs/cats for adoption
- Coordinate low cost spay neuter program (city only)
- Public education (grade schools, neighborhood associations, etc.)

The Animal Control Facility enforces the following animal codes (laws) in San Antonio and Bexar County:

- All dogs/cats must be vaccinated for rabies annually
- All dogs/cats must be restrained at all times (cats in house; dogs fenced or tied)
- Dog and cat licenses must be purchased annually (\$5.00 if spayed/neutered; \$20.00 if not spayed/neutered)
- Maximum number of pets allowed: 3 cats, 5 dogs (in San Antonio only)
- Dogs must be on a leash when taken for a walk
- Dogs must have shelter (dog house) if left outside all the time
- Animals may never be abused (no food, water, shelter, veterinary care, etc.)

Anyone caught violating these animal codes may be issued a citation by an Animal Control Officer (minimum fine of \$100.00).

Have-A-Heart animal traps are available to the public at the Animal Control Facility for a 12-day checkout period. There is no rental charge for these traps. However, a refundable cash deposit is required (\$30 - cat trap; \$75 - dog trap). These traps are the most humane way to remove stray cats/dogs from your property.

The Animal Control Facility is located in Brackenridge Park at: 210 Tuleta Drive, San Antonio, Texas 78212-3177. It is across the street from the San Antonio Zoo. Hours of operation are: 8:00 a.m. - 6:45 p.m. (Mon. - Fri.) and 11:00 p.m. - 5:00 p.m. (Sat.). Emergencies (injured animals, dog bites, etc.) may be reported after hours (any time) at: 207-8880.



