

**REDLAND RANCH AT ELM CREEK
HOMEOWNERS ASSOCIATION, INC.**

**1600 N. E. Suite #202
San Antonio, Texas 78209**

Office (210) 829-7202 * Texas Toll Free (866) 232-4386 * Fax (210) 829-5207

Dear Homeowner,

Prior to purchasing your home, you were informed of the Redland Ranch at Elm Creek 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 Redland Ranch at Elm Creek 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 Declarations of Covenants, Conditions and Restrictions (DCCR's) and the Declaration of Use Restrictions for Redland Ranch at Elm Creek, 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 on line at www.ams-sa.com.

Association:

Redland Ranch at Elm Creek 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. If you do not receive a statement, your account is still due and you should make arrangements for payment.

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. Notice of this meeting will be mailed in advance to each member of the Association.

Redland Ranch at Elm Creek
Welcome Letter - pg. 2

Administration: ([Map](#))

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 terra cotta 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 am - 6:00 pm.

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: ([Improvement Request Form](#))

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" 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. The Improvement Request Form is available to download at www.ams-sa.com.

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.

Landscaping:

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

Newspaper Delivery:

Delivery of the San Antonio Express News is available by calling 210-250-2000. SA EN
[Subscriptions Link](#)
[Vacation Hold Link](#)

***Redland Ranch at Elm Creek
Welcome Letter - pg. 3***

Mail Delivery:

Delivery is made Monday through Saturday and deposited in mail box units located on the common facilities. Boxes are assigned by the Thousand Oaks Station, located at 15160 Henderson Pass, please call: 1-(800)275-8777 to get your key. Your new zip code is 78247.

Garbage Services:

Garbage service is provided by the [City of San Antonio Solid Waste Division](#) for more information call: 210-207-6400 or 311. Service will begin when electricity is turned on and billed monthly on your CPS bill. Garbage is picked up on Monday mornings and recycling on Thursday mornings. Trash needs to be on the curb by 7:00 am the morning of pick up.

Utilities:

City Public Service provides electric and gas -	210-353-2222
San Antonio Water System provides water -	210-225-5222
AT&T provides phone service -	210-820-6666
Police Department - Administration Office -	210-207-7484
Fire Department - Administration Office -	210-207-8400

Schools:

Northeast Independent School District -	210-804-7000
Transportation - Routing -	210-657-8805

***All emergency services may be reached by dialing 911
Other City Services may be reached by [dialing 311](#).***

Fire Protection:

Fire fighting service is provided by the [San Antonio Fire Department](#).

Police:

[San Antonio Police Department](#) provides public law enforcement service; this office can be contacted by dialing 210-207-7484.

***Redland Ranch at Elm Creek
Welcome Letter - pg. 4***

EMS:

Emergency service, 911, non-emergency, 210-207-7744.

Pets:

All household pets shall at all times, except when they are confined within the boundaries of a private single-family residence, shall 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.

Signs:

The Declaration of Use Restrictions for Redland Ranch at Elm Creek prohibit the construction and maintenance of signs, billboards and advertising structures of any kind on any lot, except that one sign advertising the rental or sale of the lot is permitted, provided it does not exceed three feet (3') by five feet (5') in size and except that signs of a larger size advertising the Subdivision may be erected by a builder, if approved by Declarant.

Welcome to Redland Ranch at Elm Creek!

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

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 messages, and e-mails within 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.

GATED ENTRY

1. Contact person for the gate company - calling in service, repairs, updating or deleting telephone numbers, and address directory, assigning transmitters and notifying police, fire, EMS and newspaper delivery of entry codes.
2. Establish and maintain a register of owner entry codes and transmitter identification for the gate operating system.
3. Coordinate required and emergency service on gates with contractor.

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 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

[Gate department and on-line services](#)

Each homeowner is entitled to purchase transmitters for the access gate. Each of the transmitters will be programmed to activate the gate. Transmitters are available for purchase at the Association office. You will need your code or a transmitter 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, and then hang up.

Certain key persons will have access to the subdivision through a specific and separate code. This includes the fire department, EMS, San Antonio Police Department, utility companies, San Antonio Express News delivery service as well as the garbage company.

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.