

**Glenwood Property  
Owners Association, Inc.  
1600 N.E. Loop 410, Suite #202  
San Antonio, Texas 78209  
Office (210) 829-7202 \* Fax (210) 829-5207 \* Toll Free (866) 232-4386**

***WELCOME TO THE COMMUNITY!***

Dear Property Owner,

Prior to purchasing your property, you were informed of the Glenwood Property Owners Association and its many fine features. The Board of Directors and the Architectural Control Committee (ACC) 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.

Property Owners in Glenwood 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 [www.ams-sa.com](http://www.ams-sa.com).

**Association:**

The Glenwood Property Owners Association is a non-profit organization. The Association owns and maintains the common properties and facilities. The common properties and facilities may include, but are not limited to, public rights-of-way or easements, walls, fencing, safety lanes, green belt landscaping, sprinkler systems, parks and recreational areas.

Every property owner is an automatic member of the Property Owners Association and shares a portion of the responsibility for its support. The assessments are billed in advance on an annual basis. Please contact the association for the current assessment rates. If you do not receive a statement, your account is still due and you should make arrangements for payment.

**Administration:**

The offices of the Association are located on the access road off of Loop 410 and 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 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 assessment collection, disbursements, budget preparation, financial records and maintaining all administrative records of the Association. The Association has other responsibilities. at the

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**Building & Improvements Approval:**

Any exterior improvement to your home or property must be approved by the ACC before work can be started. It is the responsibility of each owner to submit two (2) sets of plans 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 goals or backboards, athletic equipment, radio/TV antennae, satellite dishes over one meter (39 inches), 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 by clicking [here](#) or request on by e-mailing [ACC@ams-sa.com](mailto:ACC@ams-sa.com)

**Landscaping:**

It is the owner's responsibility to provide adequate planting and landscaping for their property. Landscaping plans must be submitted to the ACC for approval prior to commencing the work. [Improvement/Landscape Request Form.](#)

**Newspaper Delivery:**

Delivery of the San Antonio Express News on-line at [www.mysa.com](http://www.mysa.com) and is available by calling (210) 250-2000. [Paper Hold Link.](#)

**Mail Delivery:**

Delivery is made Monday through Saturday. Boxes are assigned by the [USPS](#) Bulverde Post Office located at 30131 Bulverde Lane, Unit 1 in Bulverde. Please call (830) ASK-USPS to establish mail delivery for your residence. The zip code for your area is 78163.

**Garbage Services:**

Garbage services are provided by [I.E.S.I.](#) You may set up service by calling them directly at (800) 581-5825. Trash pickup day is Thursday.

**Utilities:**

[Pedernales Electric Cooperative](#)

(830) 964-3346

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**Other Helpful Numbers:**

City Of Bulverde	<a href="http://www.ci.bulverde.tx.us/">http://www.ci.bulverde.tx.us/</a>
Animal Control Department	(830) 885-4883
Humane Society	(830) 438-7387
Bulverde Animal Shelter	(830) 980-2247
<a href="#">Bulverde/Spring Branch Chamber of Commerce</a>	(830) 438-4285
Bulverde/Spring Branch Library	(830) 438-3666
Bulverde Community News	(830) 980-3336

**Schools:**

[Comal County Independent School District](#) - (830) 885-7674

**Fire Protection:**

Fire fighting service is provided by the Bulverde Area  
[Volunteer Fire Department](#) - (830) 438-2900

**Police:**

[Comal County Sheriff](#) provides public law  
Enforcement service - (830) 885-4883 or 620-3400

**EMS:**

Please call 911.

**Athletic and Recreational Facilities:**

Athletic and recreational facilities located in the community are for the use of all Glenwood property owners.

**Signs:**

The DCCR's prohibits all contractor and supplier signs in yards and vacant lots except those approved by the ACC. Please inform your contractor or supplier installing any

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**Campers, Trucks, Boats and Recreational Vehicles:**

They may not be kept on any Lot unless they are fully enclosed within the garage located on such Lot and/or screened from view by a screening structure or fencing approved by the ACC, and said vehicles and accessories are in an operable condition.

**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 Glenwood Community!***

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

**Glenwood Property  
Owners Association, Inc.**

**1600 N. E. Loop 410, #202**

**San Antonio, Texas 78209**

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

**GATE INFORMATION**

Each homeowner is entitled to purchase transmitters for the access gate. The transmitters are available for purchase at the Association office. Your transmitters, once purchased, will be programmed by the [Gate Department](#) to activate the gate. The battery for the transmitters should last approximately two years and replacement batteries are available from any supermarket or drugstore locally.

The access gates are closed twenty-four hours a day/seven days a week. 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 needed. Go on-line to the [Gate Department](#) or call 210-829-7202 and ask for the Gate Department. Give them your new PIN number to be and we will change it if that code is available. 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 are at the gate, they can look up your name on the directory at the keypad located conveniently outside the entry gate. Next to your name is a code which they can enter 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.

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 PRIMARY CODE TO ANYONE, IT ALLOWS THEM ENTRY 24 HOURS. Secondary and temporary codes can be issues on-line at [AMS Gates](#).**

In the past we have experienced some problems with the access gate. When the entrance gate remains open, it can be due to power outages which default to the open position, or other problems that need to be called in to the management offices. When an incorrect code is entered 3 times, the system goes into a 5 minute time-out to reset.

The following 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.

# Important Gate Operation Information

## "DO'S AND DON'TS":

- 1) **DO NOT OPEN THE GATE MANUALLY NOR HOLD IT OPEN NOR PROP IT OPEN** with a rock, etc. This causes the safety breaker to shut the motor off to prevent damage to the motor. The gate will then stay open until the safety breaker has been manually reset.
- 2) **INSTRUCT YOUR CHILDREN** how to open the gate with 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 entrance by calling your home phone from the Keypad at the entrance using the code assigned to you in the directory. 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 a landscaping company, please call us and we will program a special code into the system for their use.

**NOTE: WE CANNOT ALLOW ANYONE IN THE GATE IF THEY ARE CALLING ON THE EMERGENCY NUMBER UNLESS THEY ARE A RESIDENT.**

- 1) If you are planning to have a party involving a number of guests, advise the management company. A [temporary code](#) may be entered to allow access to the gate for your party.
- 6) Check the directory at the keypad occasionally for your name and press the code to dial your number to be sure it is working correctly. Report any incorrect information or malfunction to us immediately. Notify the association office if you change your phone number - the system will not work with an incorrect phone number.
- 7) **"SYSTEM IN USE"** When a wrong code is entered three (3) times, it will lock up the gate system for a period of up to five (5) minutes. The display will show "System in use." If you keep trying to put in a code, or use your transmitter, the five (5) minute cycle will start over again. Please be patient. Allow the system to unlock itself.

If you have additional questions or should experience any problems with your transmitter or with the access gate, contact [gates](#) or the management company at 829-7202. The members of your Board of Directors may also be able to answer your questions.

## **MANAGEMENT GENERAL 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, voice-mail and e-mail messages 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 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.



\*Please Note: These are the general management guidelines. Each association has contracted for specific services. Please contact your association manager for your community's management requirements.

### **Architectural Control Committee (ACC)**

#### **Frequently Asked Questions:**

1. What is the Purpose of the ACC?

The primary purpose of the ACC is to help maintain property values by protecting the environmental and architectural integrity of the subdivision in accordance with the provisions of the Declaration. The covenants state that no building, structure or improvement of any character shall be erected, placed, added to or altered on any lot until the building plans, specifications and a site plan showing the location of the proposed structure or structures have been submitted to, and been approved by the ACC. All improvements must be in compliance with the restrictions as to the use, quality of workmanship and materials, nature of materials, harmony of external design and color with existing and proposed structures, and location of improvement with respect to topography, finished grade elevation, lot boundary lines, and is within the scheme and design of the Declarant.

2. What action is required of homeowners?

Prior to making any change or improvement, any owner planning to change or add to the existing structures on a lot must submit a request in writing to the ACC stating the details of the intended change, improvement or need for variance, and attaching samples or plans to more clearly describe the projected change or addition. If any change, improvement, or action in variance from the Declaration is taken prior to written approval of the ACC, the Association reserves the right to require the owner to remove the improvement and/or change from the property.

3. What types of items require written approval?

Some examples of improvements/alterations requiring written approval from the ACC include, but are not limited to: building structures such as garages, storage buildings, patio covers, play structures, fencing and walls, solar collectors, flagpoles, light fixtures, etc.

4. Can the committee grant variances for certain details?

The Committee is authorized to grant variances for things such as location, height, number of improvements, materials, etc. The owner must however request a variance giving reasons why it should be granted, so that the Committee can make a reasoned decision accordingly.

5. Why do we have to put everything in writing?

The formal approval process is necessary to assure that every owner's desire to improve his or her property can be given due process without discrimination. It will also provide the owner, the ACC, and the Association Board, with a permanent record of actions taken.

6. Why do we need to submit a request?

A number of owners have already requested and been granted approval to add improvements to their property by following the procedures outlined in the Declaration, but there are some owners who

have expressed surprise and consternation about having to ask permission to improve their own property. Your subdivision was developed and made subject to a Declaration, and all owners are obligated to follow the terms of the Declaration when they receive the deed to their property.

Welcome to the Community!

Please contact AMS if you have any questions.

[www.ams-sa.com](http://www.ams-sa.com)

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