

PRESERVE AT ALAMO RANCH
6391 DE ZAVALA RD., STE 223D
SAN ANTONIO, TEXAS 78249
210-561-0606 *210-690-1125 fax
www.preseveatalamoranch.com

February 17, 2017

Dear Homeowners,

This letter is aimed at providing you some important information regarding recent changes within our community. We ask that you take a few moments to review the information below and let us know if you have any questions or concerns.

1. TRASH SERVICE. The HOA's Board of Directors recently signed a "Preferred Vendor" contract with Tiger Sanitation which will result in a uniform rate for all Tiger customers. The contract is for the next five (5) years starting in March 2017. The contract affects all current Tiger customers and anyone who signs up with Tiger during that time. In addition to a set rate, the contract also guarantees an annual bulk trash pick-up date **for Tiger customers only**, and trash pick-up service for the pool. These two items were previously not guaranteed and had to be negotiated on an "as needed" basis. Please note that this contract does **NOT** make Tiger the sole service provider for our HOA. Homeowners are still free to use whatever trash removal company they wish. ***Please remember to store your trash containers out of view on non-collection days.***

2. POOL. After last summer's vandalism, the Board of Directors voted to install card readers on the bathroom doors at the pool. The new system will allow us to better secure the bathrooms when the pool is closed. The new system incorporates the current access cards that we use, therefore ***no new cards are needed.*** However, with this new system, exiting the bathroom requires that you press the 'exit button' located inside the bathroom in order to open the door. This is similar to how we currently exit the pool area.

3. SIGNAGE. In order to comply with current Texas law, new signs regarding the Open Carry and Concealed Carry of firearms will be posted at the pool. The HOA's current pool rules have been in effect since the pool was first installed. The new signage is required in order to ensure the HOA is in compliance with current legislation regarding notification of the rules.

4. SPEED LIMIT. You may have noticed the new speed limit signs which were recently installed throughout our community. For the safety of all our residents we ask that you abide by the established speed limit of 20 miles per hour, and encourage others to do so as well.

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5. SELLING YOUR HOME

a. Realtors: When selling your home, you may request an **additional gate access code** for your realtor in order to allow them access through the HOA gate, just as you would for another service provider/contractor. You can request the additional access code by sending an e-mail to Diamond Association Management & Consulting (DAMC) at eva@damctx.com or jenny@damctx.com. Include in your e-mail the name and phone number of the realtor, your complete name and the property address. **Additional codes for service providers, only work between 7am to 7pm daily unless special provisions are coordinated with DAMC. Please remember to let your Realtor know, they must use the # sign before the code.**

b. Open Houses: Gates will not be left opened to accommodate an Open House event. However, the keypads at our gates can be programmed so that people attending an Open House can select "REALTOR" from the list of entries. A unique three digit code will be associated with the word "REALTOR". When this code is used it will connect the guest to a person of your choosing who can grant them access through the gates by pressing the number nine (9) on their phone. This process is similar to how your guests can reach you by using the keypads at our gates. Access codes for Open House events are only good for the day of the event. You will need to contact DAMC at jenny@damctx.com or eva@damctx.com **one week in advance** to set up these codes.

c. No signs or flyers of any kind may be attached to the keypads at the gates at any time. Any gate access codes that are openly displayed or made available to the public (via signs, flyers, advertisements, etc.) will be immediately deactivated. Also, individual homeowners may not post any signs on any common areas of the Association. This includes, but is not limited to, "For Sale" and "Open House" signs; if found, these signs will be removed immediately. **However, homeowners may post a "For Sale" sign in the yard of the home being sold.**

REMINDER: PLEASE DO NOT PROVIDE YOUR PERSONAL GATE ENTRY CODE TO OTHERS. IF YOU BELIEVE YOUR CODE HAS BEEN COMPROMISED, YOU CAN CHANGE YOUR CODE AT ANY TIME THROUGH DAMC.

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6. POSTING SIGNS. The HOA's rules describe what signs are and are not allowed within the Preserve at Alamo Ranch.

3.20 Signs. No sign or emblem of any kind may be kept or placed upon any Lot or mounted, painted or attached to any residence, fence or other Improvement upon such Lot so as to be visible from public view except the following:

- (i) For Sale Signs. An Owner may erect one (1) sign not exceeding 2 x 3' in area, fastened only to a stake in the ground and extending not more than three (3) feet above the surface of the ground advertising the property for sale.
- (ii) Declarant's and Homebuilders' Signs. Signs or billboards may be erected on any Lot by Declarant or any Homebuilder.
- (iii) Political Signs. Political signs may be erected upon a Lot by the Owner of such Lot advocating the election of one or more political candidates or the sponsorship of a political party, issue or proposal; provided, however, that such signs (a) shall not be erected more than ninety (90) days in advance of the election to which they pertain and (b) are removed within fifteen (15) days after the election.

3.21 For Lease Signs. Signs or emblems of any kind advertising a Lot, Improvement, or residence within the Property for lease or rent are expressly prohibited and may not be kept or placed upon any Lot or mounted, painted or attached to any residence, fence or other Improvement upon such Lot so as to be visible from public view.

7. ANNUAL MEETING. Please Mark Your Calendar, the Annual Meeting of the HOA's membership is scheduled for March 29th at the Hoffman Elementary School cafeteria. Sign-in will be at 6:45 pm and the meeting will start at 7:00 pm. Along with other business, we will be electing a new member to the Board of Directors at this meeting. Included in this package is a Call to Serve form. If you wish to serve on the Board of Directors, please complete that form and return it to Diamond Association Management & Consulting no later than 5:00 pm on **March 10, 2017**. Forms can be submitted via regular mail, fax or e-mail.

If you have any questions, please contact the HOA Board of Directors at preservehoaboard@yahoo.com or DAMC at 210-561-0606 or Ms Eva Hecox at eva@damctx.com

Thank you for your cooperation.

Eva Hecox, Association Manager
On behalf of the Board of Directors of
The Preserve at Alamo Ranch HOA