

**WINN BROOK ESTATES
HOMEOWNERS ASSOCIATION, INC.**

1600 NE Loop 410, Ste 202
San Antonio, TX 78209
Office (210) 829-7202 * Fax (210) 829-5207

Dear Homeowner,

Prior to purchasing your home, you were informed of Winn Brook 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 Winn Brook 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 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.

Association:

The Winn Brook 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.

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 in advance.

Administration:

The association office is located on the NE Loop 410 access road at the Harry Wurzbach exit. It is a two-story tan building with "Association Management Services" in large black letters on the front of the building. Office hours are Monday - Friday, 8:00 am - 6:00 pm. with 24 hour answering service for emergency calls. Contact information can be found in the heading on the first page of this packet.

Management company responsibilities are to represent the Association in providing for the physical maintenance and operation of the common facilities. Additional responsibilities include collecting assessments, making disbursements, identifying violations of the deed restrictions and city ordinances, budget preparation with the Board, keeping financial records, maintaining all administrative records of the association and serving as liaison between the association and its attorney. The Association has other responsibilities, at the direction of the Board, such as assisting in architectural control.

Building & Improvements Approval:

All plans for exterior improvements to your property must be approved by the Architectural Control Committee (ACC) 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.

"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.

Newspaper Delivery:

Delivery of the San Antonio Express News (210-225-5533) is available.

Mail Delivery:

Delivery is made Monday through Saturday and deposited in mail boxes located near your home. Boxes are assigned by the post office. The Northeast Annex located at 11119 Landmark 135 N, services Winn Brook. Please call: 1-800-275-8777. The zip code is 78239.

Garbage Services:

Garbage/Recycling Services is provided by the City of Windcrest. You may set up service by calling Windcrest City Hall at 210-655-0022, ext. 214. Trash pick-up days will be on Tuesday/Friday and recycling will be on Friday.

Utilities:

Bexar Metropolitan Water Dist # 10. provides water	210-655-0022
City Public Service provides electric and gas	210-225-2574
Southwestern Bell provides telephone service	210-820-6666
Time Warner Cable System provides cable service	210-244-0500
Animal Control Department	210-737-1442
Administration Office - Police Department	210-655-2666
Administration Office - Fire Department	210-655-0022

Schools:

Northeast Independent School District (NEISD)	210-804-7000
Windcrest Elementary, 465 Faircrest Dr	210-564-1650
Ed White Middle School, 7800 Midcrown	210-650-1400
Roosevelt Theodore High School, 5110 Walzem	210-650-1200

All emergency services may be reached by dialing 911

Fire Protection:

The City of Windcrest provides fire fighting and rescue services. In non-emergency situations please call 210-655-0022.

Police:

The Windcrest Police Department provides public law enforcement services. In non-emergency situations please call 210-655-2666.

EMS:

Emergency service, 911, is provided by the City of Windcrest. (210-655-0022 ext. 232).

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

Welcome to Winn Brook!

**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.**
- 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 violators and, if warranted, send a second notice, prescribing a time period for compliance.**
- 5. If violations persist, refer to the Board for further action-COORDINATE WITH ATTORNEY.**

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