

Welcome Home to ORV!!

Dear Homeowner,

Prior to purchasing your home, you were informed of Oak Ridge Village (ORV) Homeowners Association and its many fine features. The Board of Directors and the Architectural Control Committee (ACC) would like to welcome you to our community and 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 Oak Ridge Village 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 during the transaction of the purchase of your home. 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 Management office at (210) 829-7202 or visit their website at [FirstService Residential](#).

Association:

The Oak Ridge Village 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, clubhouse, swimming pool, greenbelt landscaping, sprinkler systems and improvements.

Every homeowner is an automatic member of Oak Ridge Village Homeowners Association, shares a portion of the responsibility for its support and pays mandatory assessments.

The Oak Ridge Village assessments are billed in installments semi-annually and are due on the 1st day of January and the 1st day of July of each year. If you do not receive a courtesy reminder statement, your installment is still due, and you should contact the HOA Management company to make arrangements for payment. Dues not paid within 30 days are delinquent and clubhouse and pool privileges are suspended, and your key cards are deactivated.

Administration:

The offices of the Association are located at ([MAP](#)). The mailing address is 3424 Paesanos Parkway, Ste 100, Shavano Park, TX 78231, and their phone number is (210) 829-7202. Hours of operation are Monday – Friday, 8:00 a.m. – 5:00 p.m.

Administrative 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.

To facilitate these administrative duties and responsibilities, the Board of Directors has hired FirstService Residential as the Association’s management company.

Building & Improvements Approval:

The Architectural Control Committee (ACC) must approve any exterior improvements to your home or property before work can begin. It is the responsibility of each homeowner to submit plans for any improvement to the ACC for review at the time of submission of the plans. PLANS MUST BE APPROVED IN WRITING BY THE ACC 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 antenna, satellite dishes, backyard sheds, gazebos, playscapes, swing sets, exterior colors to home, changing of windows, etc.

For improvements, please submit (1) a copy of the official site plan (no hand-drawn or computerized replicas) of your property showing the exact location of the survey ([Site Plan Example](#)) showing the Lot with easements, setbacks and a footprint of the home, (2) list of materials, colors, screening, etc. along with the (3) Improvement Request Form included in the Oak Ridge Village website at www.orvhoa.org. Additional copies of the form may be obtained from the Association office or downloaded from their website at ([Improvement Request Form](#)).

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 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. Immediately report stray animals to Animal Control by dialing "3-1-1".

Barking Dogs and Other Noise Nuisances:

If your neighbors' dog is barking and disturbing you on a regular basis, or if there are any other "nuisance" type problems with a neighbor, please follow these procedures for the most expedient resolution:

1. Contact the HOA Office to file a complaint. A letter will be sent to the offending owner asking them to be courteous to their neighbors and to resolve the issue at once in an effort to promote harmony in the community (you will remain anonymous).
2. You, as the Complainant, should call "3-1-1" and register a complaint, so that a file can be opened at Animal Services and/or Code Compliance. Make sure to get a complaint/report number from the operator when you call. You can also call the non-emergency number at (210) 207-SAPD (7273) to report a disturbance when it is occurring, so the police office can be a witness to the event.
3. Call "3-1-1" a few days later and request the status of the complaint/report number you were given above. Please note that Code Compliance policy states that it may take up to a week to 10 days to investigate the complaint.

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4. If necessary, the Complainant should go down to Municipal Court and swear out a complaint using the complaint/report number given. At this point, your anonymity can no longer be preserved. The Municipal Court will serve the Defendant with a court date. Both the Defendant and Complainant must appear in court. Multiple Complainants will carry more weight in court, if more than one neighbor is affected.

The Complainant cannot be the HOA, it must be the party being affected. Furthermore, the complaining party has the duty of “providing the preponderance of the evidence”. In other words, you must prove that the dog(s), or other nuisances, are obstructing your Texas Property Owner’s right to quiet and peaceful enjoyment of your own property.

Utilities & Services:

- City Public Service (CPS) – provides electric & gas services
 - (210) 353-2222
 - www.cpsenergy.com
- San Antonio Water System (SAWS) – provides water service
 - (210) 704-7297
 - www.saws.org
- AT&T – provides telecom services (phone, internet, cable, satellite TV)
 - (800) 464-7928
 - www.att.com
- Spectrum – provides telecom services (phone, internet, cable)
 - (855) 243-8892
 - www.spectrum.com
- City of San Antonio – provides all city services
 - Dial 311 for assistance and list of services

Streetlights:

CPS Energy defines placement and 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 request repairs via CPS ([Streetlight Repair Form](#)) website.

Residential streets are typically lighted so that a silhouette is created by anything or anyone on the road at night. This is created by providing a streetlight at each intersection and sometimes at mid-block, if the block is over 600 feet in length.

If you are interested in spearheading an initiative to get additional street lights, please volunteer and become a member of the [Safety Committee](#) or call “3-1-1” or make a request online through the City’s [Web Portal](#). If an additional light is warranted, you will be mailed a form (basically a petition), which neighbors can sign. Signatures are required from all neighbors residing adjacent to the proposed location of the light.

Parks & Recreation:

Most city parks are open from 5:00 a.m. to 11:00 p.m. For more information on park hours and special event permits, call the reservations office at (210) 207-7275 or visit their website at www.sanantonio.gov/parksandrec.

- **McAllister Park**
13102 Jones-Maltsberger Rd.
(210) 207-7275
www.sanantonio.gov/McAllister-Park
- **Department of Texas Parks & Wildlife**
(210) 348-7375
www.tpwd.state.tx.us/
- **Park Police**
(210) 207-8590

Parking, Speed Limits and Traffic Control Signs & Signals:

The streets are public rights-of-way of the City of San Antonio and parking is permitted by anyone at any time. Traffic and pedestrian control signs, street maintenance, and speed humps are installed and maintained by the City of San Antonio Public Works. Call “3-1-1” to report damaged streets, sidewalks, signs or signals. Traffic and parking violations enforcement is the responsibility of the San Antonio Police Department. Towing from public streets can be ordered by law enforcement only. Call the non-

emergency number at (210) 207-SAPD (7273) to report traffic parking and/or moving violations.

Looking at the complaints and comments regarding traffic and streets, it's obvious that there is considerable concern over the congestion caused by so many cars being parked in the street. With so many cars parked along the curb, line-of-sight is greatly reduced when it comes to seeing children playing on the sidewalk or driveway and cars backing out of driveways. Since we're not a gated community where the streets are private, we have no authority to regulate parking in the street. Our streets are city property and parking are regulated by state law and city ordinances. Whenever possible though, please park your cars in your garage or driveway rather than in the street. The safety of our children far outweighs any convenience that parking in the street may bring.

Below is a quick refresher course in parking laws and ordinances that come into play within Oak Ridge Village:

- Angle parking is permitted only in approved and marked areas. No street within Oak Ridge Village, **including cul-de-sacs** have been designated for angle parking. - **city ordinance**
- Can't park an oversized vehicle on a residential street. Oversized is defined as greater than 8 feet tall, or greater than 8 feet in width, or greater than 24 feet in length including any attached trailers. - **city ordinance**
- Can't park unused cars in the street for more than 24 hours or at any time for purposes of storage, washing, greasing, repair, sale, or display of advertising signs/postures fixed to such vehicle. - **city ordinance**
- Can't park a vehicle on a sidewalk, in an intersection, or on a crosswalk. - **state law**
- Can't park within 20 feet of a crosswalk at an intersection. - **state law**
- Can't park within 30 feet on the approach to a stop sign or yield sign. - **state law**
- Can't park within 15 feet of a fire hydrant. - **state law**
- Can't park in front of a public or private driveway. - **state law**
- When parallel parking on two-way street, the right-hand wheels of the vehicle must be parallel to and within 18 inches of the right-hand curb. - **state law**

Although the Homeowners' Association doesn't have the power to self-enforce city ordinances and state laws, homeowners can ask for the assistance of local law enforcement to do so by calling the non-emergency number at (210) 207-SAPD

(7273). **The license number of the vehicle must be known.** Please report speeding violators to (210) 207-SAPD (7273), the HOA offices at (210) 829-7202, or the [Safety Committee](#) to relay to our community's [S.A.F.F.E](#) Officer.

Newspaper Delivery:

Delivery of the San Antonio Express News is available by calling (210) 250-2000. For additional information visit their web site at [MySanAntonio.com](#).

Mail Delivery:

Delivery is made Monday through Saturday and deposited in the cluster mailboxes provided by the builder. The USPS Thousand Oaks Station, 15610 Henderson Pass, serves the residents of Oak Ridge Village; please call (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 web site at [www.usps.com](#). **Your new zip code is 78247.**

Garbage Services:

- The City of San Antonio [Solid Waste Services](#) provides garbage services. Garbage (**Brown Container**) is picked up on **Monday**. The recyclables (**Blue Container**) & Leaves and Grass clippings (**Green Container**) are picked up on **Thursday**. The City issued covered trash containers should be placed at curb side only on the mornings of the scheduled collection days.
- **City of San Antonio, Codes and Ordinances, Chapter 14, Section 14-11 ([Codes and Ordinances - Chapter 14](#)) states in part:**
 1. "It shall be the duty of the owner, manager, tenant or occupant of any dwelling, building or premises to place all containers at the designated point of collection **no earlier than 6:00 p.m.** of the day preceding scheduled collection. Containers not set out in non-CBD areas by 7:00 a.m. on the day of collection or not at the point of collection when the collection crew passes may not be serviced until the next regularly scheduled collection.
 2. It shall be the duty of the owner, manager, tenant or occupant to any dwelling, building or premises to remove all containers from the collection point **by 10:00 p.m.** on the same day as the collection, except where such containers may be stored in alleys designated for collection. Containers not removed shall be declared a public nuisance and may be removed by the city."

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- For more information on Dial-A-Trailer, Brush Collection, Recycling Options, call the City's Customer Service number "3-1-1" or visit the City's web site at [Solid Waste Management](#).

Municipal Court:

- 401 South Frio Street, at the corner of Frio and Durango, just west of I.H. 35 S.
- Hours: Monday-Thursday from 8 AM-4:30 PM and Fridays from 8 AM-7 PM.
- Call United Way at "2-1-1" to see if you Qualify for a public defender (210) 207-8970.

Transportation:

- Texas Department of Public Transportation (TxDOT):
www.txdot.gov/public-transportation
- San Antonio VIA Metropolitan Transit - Information: (210) 362-2050
www.viainfo.net
- Driver's License Offices (schedule appointments on-line):
www.dps.texas.gov/DriverLicense
 - Leon Valley Mega Center (San Antonio Metro Area) - (210) 531-1000
 - 7410 Huebner Road, Leon Valley, TX 78240-3176
 - Universal City Pat Booker
 - 1633 Pat Booker Road, Universal City, TX 78148-3432 - (210) 945-1900
- Airport: 24/7/365 assistance line: (210) 207-3433 www.sanantonio.gov/sat

Garage Sales:

- Community Wide Garage Sales are dependent upon [Social Committee](#) volunteers to plan and organize these events. (Check the [Calendar of Events](#) for schedule of Community Wide Garage Sales)
- Individual homeowner garage sales are allowed. The HOA asks that any signs that are placed in the community promoting these sales be removed promptly after the end of the sale period.
- Garage Sale Permits are required in the city limits of San Antonio. Call "3-1-1" for more information on these permits. Permits are now available online at www.sanantonio.gov/ces/garagesales

Public Schools*:

- Northeast Independent School District (NEISD) - (210) 407-0000
 - 8960 Tesoro Drive - www.neisd.net
- Wetmore Elementary - (210) 407-8800
 - 3250 - Thousand Oaks - www.neisd.net/wetmore
- Driscoll Middle School - (210) 356-3200
 - 17150 Jones-Maltsberger www.neisd.net/driscoll
- MacArthur High School - (210) 356-7600
 - 2923 MacArthur View - www.neisd.net/macarthur

**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 “9-1-1”

Fire Protection & Rescue:

- The San Antonio Fire Department provides firefighting and rescue services. In non-emergency situations, call (210) 207-7744 or visit their web site at www.sanantonio.gov/SAFD.

Police:

- The San Antonio Police Department provides public law enforcement services. In non-emergency situations, call (210) 207-SAPD (7273) or visit their website at www.sanantonio.gov/sapd/.

District 10 City Council:

- The Oak Ridge Village community is located within the city limits of San Antonio and is part of District 10. Visit the District 10 web site for more information on our current councilman and events at www.sanantonio.gov/council/d10.

- Building Permits (210) 207-1111
- Garage Sale Permits Call 3-1-1
- Burn Ban Permits (210) 335-0300
- Fireworks Hotline (210) 207-0202