



**FirstService**  
RESIDENTIAL

# WELCOME TO THE COMMUNITY

# Silver Oaks HOA

3424 Paesanos Pkwy Ste. 100

Shavano Park, TX 78231

Phone: (210) 829-7202 \* Fax: (210) 829-5207

sanantonio@fsresidential.com

Dear Owner(s):

FirstService Residential is proud to have been selected as the Managing Agent for Silver Oaks HOA and we look forward to serving the needs of your community.

Our mission is to deliver exceptional service and solutions that enhance the value of every property and the lifestyle of every resident in the communities we manage. The Board of Directors 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.

Owners in your community strive to make it a great place to live and enhance the long-term value of the property. To do this, everyone must comply with the Declarations of Covenants, Conditions, and Restrictions (DCCR) which are provided at time of closing. Most violations occur because 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 Association is a non-profit organization. The Association owns and maintains the common area properties and facilities.

***Every homeowner is an automatic member of the association, shares a portion of the responsibility for their support, and pays mandatory assessments.***

Here are three ways you can make your payment:

1. Submit a check to our payment processing center:  
Silver Oaks HOA  
c/o FirstService Residential  
PO Box 30357  
Tampa, FL 33630-3357
2. Pay Online: To make a payment online, [www.ClickPay.com/FirstService](http://www.ClickPay.com/FirstService) , you will also need to:  
Click Register and create your online profile  
Connect Your Unit using the property account number found on your statement or coupon  
Set up Automatic Payments or click Pay Now to make one-time payments  
For Help with ClickPay please call 1.888.354.0135(option 1)  
Make sure to pay using an e-check as it is FREE! If you use a credit/debit card, there will be a fee charged by ClickPay.
3. Set up Auto Bill Pay with your financial institution.

## **ADMINISTRATION:**

The FirstService Residential office is located on Paesanos Parkway off the access road of N. Loop 1604 E. in the Huntington West Office Building. The physical address is 3424 Paesanos Pkwy Ste. 100, Shavano Park, TX 78231. Hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m.

FirstService Residential Community Managers work at the direction of the Board of Directors. The overall responsibilities of FirstService Residential include collecting assessments, making disbursements, establishing the budgets, keeping financial records, and maintaining all administrative records of the Association. They also ensure the proper maintenance and operation of the common area facilities, in addition to managing the services of all contractors working on behalf of the Association.

## **COMMUNITY RESIDENT PORTAL:**

To access your community's information, simply register on your Resident Portal at <https://SilverOaksHOA.connectresident.com> and click on Resident Access in the top-right corner. In order to successfully register, you will need to make sure FirstService Residential has your email address and at least one phone number on file. This is how the system will verify you as a resident of the community. We have posted two brief instructional videos at this website for your information: <http://connect.fsresidential.com/>

For the best experience with your new community resident portal, we suggest that you access it using one of the following browsers:

Google Chrome  
Firefox  
Safari

Don't wait! Register today to start taking advantage of all that FirstService Residential Connect has to offer. If you have any issues with registering, please contact our 24/7 Customer Care Center at 1 (877) 378-2388 for assistance.

## **BUILDING AND IMPROVEMENT APPROVAL:**

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 an electronic set of plans via email to [accsatx@fsresidential.com](mailto:accsatx@fsresidential.com) plus any applicable fees 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 goals, athletic equipment, radio/TV antennae, satellite dishes, backyard sheds, gazebos, exterior colors to home, changing of windows, etc. Please submit a site plan (showing lot, existing house and any additions, intended placement on site, list of materials, colors, screening, etc.) to the Managing Agent's office.

## **LANDSCAPING:**

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

## **NEWSPAPER DELIVERY:**

Delivery of the San Antonio Express News is available by calling (210) 250-2000.

## **MAIL DELIVERY:**

Delivery is made Monday through Saturday and deposited in mail box units located on the common facilities. Keys can be picked up at your local post office. The mailboxes are the property of the USPS, not the Association.

Post Office – Mail Box Key: Leon Valley Station  
6825 Huebner Rd, San Antonio, TX 78238

1 (800) 275-8777

## **GARBAGE SERVICES:**

Garbage service is provided by Tiger Sanitation. Call Tiger to set up service. The number is provided below. Service pick up will be provided at the time of set up. Trash needs to be at the curb by 7:00 AM the morning of pick up. As a reminder, trash receptacles are not to be left in view of the street or neighboring lots until such days designated for collection. They must be stored out of view by the end of the day that the trash was collected.

## **UTILITIES:**

City Public Service provides electric	(210) 353-2222
San Antonio Water System provides water/sewer	(210) 704-7297
AT&T provides telephone/cable/internet	(210) 820-6666
Spectrum provides telephone/cable/internet	(210) 244-0500
Tiger Sanitation - Trash/Garbage Pickup	(210) 333-4287

## **SCHOOLS:**

Northside Independent School District	(210) 397-8500
Transportation Department - Bus Routing (code W)	(210) 398-1550

**\*\*\*The schools that service this community are as followed:**

**Franklin Elementary School**  
**Folks Middle School**  
**Harlan High School**

## **EMERGENCY:**

Fire (Non-Emergency, District 7 Fire & Rescue)	(210) 688-0665
Police (Non-Emergency, City of Helotes Police Department)	(210) 695-2500

**ALL EMERGENCY SERVICES MAY BE REACHED BY DIALING 911**

## **SIGNS:**

The DCCR prohibits all contractor and supplier signs in yards and vacant lots. Please inform your contractor or supplier that installing any temporary or permanent signs of any kind are prohibited.

## **ATHLETIC AND RECREATION FACILITIES:**

Athletic and recreational facilities either of a permanent or temporary nature shall not be placed within the required front setback. Lighting and fencing shall be allowed only with the approval of the ACC.

## **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. These vehicles and accessories must be in 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.

## **VEHICULAR AND PEDESTRIAN GATES:**

The pedestrian gates that allow you to enter or exit the neighborhood are located at the vehicular entrance gates. Both of these gates can be accessed by pressing 2 and 4 together, release, then press 3. Please remember to ensure that the gates fully close behind you to prevent access by individuals who do not live in the community. Please immediately call in any gate problems to FirstService Residential at (210) 829-7202.



**Please Call Our Customer  
Care Center**

**24 Hours a day:**

**1 (877) 378-2388**

Fax: (210) 829-5207

[www.fsresidentialsa.com](http://www.fsresidentialsa.com)

3424 Paesanos Pkwy Ste. 100  
Shavano Park, TX 78231



**Making a Difference.  
Every Day.**

**For Improvement Requests and Status:**

**Architectural Department**

Email: [accsatx@fsresidential.com](mailto:accsatx@fsresidential.com)

**For Pool Gate Key Cards or Issues:**

**Gate Department**

Email: [gatessatx@fsresidential.com](mailto:gatessatx@fsresidential.com)

**Amenity Reservations:**

Email: [sareservations@fsresidential.com](mailto:sareservations@fsresidential.com)

**For Account Balances or Payments:**

**Account Receivable Department**

Email: [arsatx@fsresidential.com](mailto:arsatx@fsresidential.com)

**For Closing Information:**

**Resales Department**

Email: [resalessatx@fsresidential.com](mailto:resalessatx@fsresidential.com)

**Business Hours: Monday-Friday 8:00 AM-5:00 PM**

**HOA Management Contact**

Phone: (210) 829-7202

Fax: (210) 829-5207

[sanantonio@fsresidential.com](mailto:sanantonio@fsresidential.com)

[casatx@fsresidential.com](mailto:casatx@fsresidential.com)



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3424 Paesanos Pkwy., Ste 100  
San Antonio, TX 78231



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## Your HOA Management Team

>> Normal Business Hours <<

**Community Manager**

**Peggy Spore**

210-829-7202, ext. 34460

[Peggy.Spore@FSResidential.COM](mailto:Peggy.Spore@FSResidential.COM)

**Community Administrator**

[caSATX@FSResidential.com](mailto:caSATX@FSResidential.com)

**Community Director**

**Rhonda Shaw**

210-829-7202, ext. 34457

[Rhonda.Shaw@FSResidential.com](mailto:Rhonda.Shaw@FSResidential.com)

# Homeowner Information Sheet

Residents, please complete and return to [casatx@fsresidential.com](mailto:casatx@fsresidential.com) .

FirstService Residential  
3424 Paesanos Pkwy, Ste 100  
Shavano Park, TX 78231  
210.829.7202 Office \* 210.829.5207 Fax

Please help us maintain accurate homeowner records by filling out the information below. Your correct mailing address ensures timely billing and correspondence. Providing an e-mail address and mobile number allows for rapid and paperless communication from the Association only (we will never sell or distribute your e-mail address). Please also include an emergency contact for use in the event of a major emergency at your residence.

**Property Address:** \_\_\_\_\_

## **Owner Information:**

**Owner(s) Name(s):** \_\_\_\_\_

**Owner(s) Mailing Address:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_ **Work Phone:** \_\_\_\_\_ **Mobile:** \_\_\_\_\_

**E-mail Address:** \_\_\_\_\_

(For HOA communication only – we do not share or distribute personal information)

**Emergency Contact:** \_\_\_\_\_

\*Please notify us of any changes to the above information.\*

It is the responsibility of the homeowner to notify the Association of changes to their personal information.

