

# VISTAS OF CARMONA HILLS

## The Vistas of Carmona Hills

Carmona Pass/SW Loop 410  
San Antonio, TX 78252

### Spectrum Assoc. Management

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## 2019 ASSESSMENTS

Assessments for 2019 will be mailed this week. Please look for your statement in your mailbox within the next few days.

**NOTE:** If you've already paid your 2019 bill, we appreciate your timeliness.

Whether you prefer to pay your assessments by mail, or within minutes online or by phone, paying your bill is quick, easy, and convenient:

**Pay Online-** Use our online service to view, receive, and pay your bill at [www.SpectrumAM.com](http://www.SpectrumAM.com). Register for an account or, if you already have an account, simply log in to your homeowner account by entering your email address and password. Click here to log in to your account and select the 'Account Information' link under the 'For Homeowners' category at the top of the web page.

- You can make a one-time payment via bank draft or set up recurring payments. To pay with a debit/credit card, our processor, PayLease, accepts Visa, MasterCard, Discover, and American Express. You will be charged a small convenience fee if you choose this option.
- \*For debit/credit card payment issues with PayLease, please call 1-877-342-6233.

**Pay by Phone-** To pay by phone using a debit/credit card, call 1-877-342-6233. PayLease agents are available 24/7, excluding holidays. You will be charged a small convenience fee if you choose this option.

**Bill Pay-** You can set up bill pay with most banks; see your bank for bill pay options.

**Pay by Mail-** Payments can be placed in the return envelope received with your assessment statement. Mailed payments are processed electronically; please do not send cash! Check or money order payments should be made payable to the association and mailed to:

**Spectrum Association Management**  
P.O. Box 299008  
Lewisville, TX 75029

It is our goal to provide convenient payment options. Thank you for your partnership with SpectrumAM in the management of your community.

Regards,

***Spectrum Association Management***

# HELPFUL INFORMATION:

What is an HOA's role in relation to noise complaints or vehicles parked on public streets? These are complaints that may be addressed by the City, if city ordinances are being violated. Noise complaints may be reported to the SAPD non-emergency line, (210) 207-7273. Complaints regarding vehicles on public streets can be reported by calling 3-1-1.

## Neighborhood Information:

PROPERTY LOCATION INFO	
CITY COUNCIL:	DISTRICT 4
COUNCIL MEMBER:	4 - REY SALDANA
CENSUS TRACT:	161802
VOTER PRECINCT:	1094
SCHOOL DISTRICT:	SOUTHWEST ISD
MUNICIPALITY:	SAN ANTONIO
SAPD SUBSTATION:	SOUTH
ZIP CODE:	78252

WASTE COLLECTION SERVICES	
GARBAGE:	FRIDAY
RECYCLE:	TUESDAY
ORGANICS:	TUESDAY
BRUSH:	Nov/2018 & May/2019
BULKY:	Mar/2019 & Aug/2019

**SAFFE OFFICERS:** Assigned to specific areas or neighborhoods within the city, and work closely with both residents and the district patrol officers also assigned to those areas. SAFFE officers establish and maintain day-to-day interaction with residents and businesses within their assigned beats, in order to prevent crimes before they happen. SAFFE officers also act as liaisons with other city agencies, work closely with schools and youth programs, coordinate graffiti-removal activities, and serve as resources to residents who wish to take back their neighborhoods from crime and decay. Visit <https://www.sanantonio.gov/SAPD/SAFFE> for more info.

**Community Web Pages:** In addition, several SAFFE units have produced special "Community Web Pages" containing special information of interest to residents, including crime alerts, crime prevention tips, and information on special SAFFE activities.

**Substation Web Pages:** Each of the six SAPD Substations now has its own page on this web site. These pages contain useful information for residents, including names and contact numbers for the substation command staff, service area crime data, calendars of substation activities and events, and a map showing substation location.

### San Antonio Police Department South Substation

Address: 711 W. Mayfield, San Antonio, TX 78211

#### Contacts:

- Front Desk (210) 207-8191
- SAFFE (210) 207-8964
- Property Crimes (210) 207-7184

#### Substation Staff:

- Commander - Captain Randall Smith
- Patrol Shift Lieutenants - (A) Lt. Katharine Frisce; (B) Lt. Charles Garcia; (C) Lt. Ricardo Ramirez; (T) Lt. Michael Vaughan
- Property Crimes Sergeant - Sgt. James Conn
- SAFFE Sergeants - Sgt. Earl Tovar and Sgt. Jesse Arguello

# CRIME PREVENTION TIPS

<https://www.sanantonio.gov/SAPD/Crime-Prevention-Tips>

## When You are at Home...

- Replace or rekey all locks when you move into a new home or apartment.
- Install one-inch case hardened steel deadbolt locks on all exterior doors.
- Keep windows and doors locked at all times.
- Have curtains or blinds on all windows, and keep them drawn.
- Install a 190-degree door viewer or door scope in your front door. Look before opening your door to anyone.
- Require Identification from all repair persons or public service individuals without opening the door.
- Hang up on frightening or obscene calls. Invest in an answer machine and screen your calls.
- On your answer machine message, never say you are not at home. Just say you are not by the phone.
- If a prowler enters your home, GET OUT!! Go to a neighbor and call the police.
- If you come home and you think someone is in your home, DO NOT ENTER!! Go to a neighbor and call the police.
- Contact the SAPD Crime Prevention Specialist at your substation and schedule a free home security survey.

## When You are Walking...

- Always be aware of your surroundings, and the people who are around you.
- Avoid walking alone; either walk with someone, or walk in areas where others are near.
- Stay in well lighted areas, away from alleys, bushes, and doorways.
- Avoid shortcuts through alleys, parks, vacant lots, or other deserted places.
- Walk in the middle of the sidewalk facing traffic.
- NEVER HITCH-HIKE OR ACCEPT RIDES FROM STRANGERS!!
- If the driver of a car stops and harasses you, walk in the opposite direction.

*(Continued on page 3)*

**REAL ESTATE AGENT  
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Call 210-558-3160 or send an email to  
[sales@neighborhoodnews.com](mailto:sales@neighborhoodnews.com)

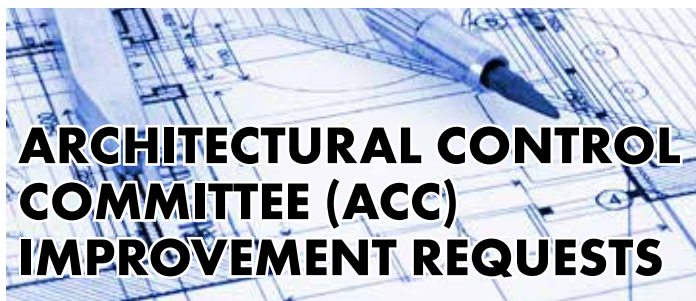


(Continued from page 2)

- If you are walking to your car in a parking lot, and anything makes you feel uncomfortable, TRUST YOUR INSTINCTS, go back in the store. Get someone to walk with you to your car.
- When you approach your car, check the back seat and under the car.
- Have your keys in your hand. Enter the car, lock the doors, and drive away.
- DO NOT SIT IN THE CAR IN THE PARKING LOT AND CHECK YOUR PACKAGES!!!
- ALSO : If you have a cell phone, carry it with you when walking or driving and be prepared to use it to call for help. Know what numbers to call and be prepared to give your exact location to the emergency operator.

### When You are Driving...

- Never pick up hitchhikers.
- Keep the car doors locked and the windows rolled up at all times.
- Keep your car properly maintained and be sure you have enough fuel.
- Leave enough space from the car in front of you to maneuver.
- Look for pedestrians, many carjackers approach on foot.
- Learn your area, especially your neighborhood.
- If you feel you are being followed, DO NOT GO HOME!! Go to an open business, or a Police Sub-Station or Fire Station to get help.
- If you are bumped in the rear, DO NOT GET OUT OF THE CAR!! Go to an open business, or a Police Sub-Station or Fire Station and call the Police.
- Try to park your car in well lighted areas, as close to the door as possible.
- Avoid drive through ATMs at night after the banks are closed.
- Again, carry and be prepared to use your cell phone.



## ARCHITECTURAL CONTROL COMMITTEE (ACC) IMPROVEMENT REQUESTS

**Reminder** - All exterior improvements made to your property must be submitted to Spectrum Association Management and approved by the Board or ACC prior to start of project. Please visit [www.spectrumam.com](http://www.spectrumam.com) for information regarding ACC Improvement Requests. Please refer to the Carmona Hills Association Declaration of Covenants, Conditions, and Restrictions (CC&R's), Article 2. Architectural Control, for more details. If you do not have the printed copy provided during your home purchase, you can view them in the "Documents" section of the HOA website provided by Spectrum.



## THE VISTAS OF CARMONA HILLS COMMUNITY FACEBOOK PAGE

This page has been set up by a fellow homeowner for neighbors to share information as a community. Check out the following link for more info: <https://www.facebook.com/CarmonaHillsHOA/>. However, please remember as with Next Door and other social media sites, this is not an official or acceptable source for conducting HOA and homeowner account-related business. It is simply a tool to promote a sense of community among neighbors. You will need to contact Spectrum Association Management directly for action to be taken on all HOA-related business.

## BUILDER NEWS

Spectrum Association Management will not be able to help with any home warranty or details regarding KB Home development. For KB Home buyers please send any questions or concerns regarding home warranty to KB Home by emailing KB Home Customer Service at [SanAntonioCS@KBHome.com](mailto:SanAntonioCS@KBHome.com) or calling (210) 308-1441.



### Were you denied life insurance benefits because your insurance company claims your loved one lied on the policy application?

While this is one of the tactics used by insurance companies to deny life insurance claims, the standard necessary to prove such misrepresentation is very high in Texas. Don't let a life insurance company take advantage of you. Contact us at (210) 733-4177 to set up a free consultation on your life insurance denial claim. We will fight to get you the benefits you deserve.

### ¿Se le negó un reclamo de beneficios de seguro de vida porque la compañía de seguro insiste que su ser querido mintió en su aplicación?

Aunque ésta es una de las tácticas que usan las compañías de seguro de vida para negar reclamos, el nivel de evidencia necesario para probar una representación falsa es muy alto en Texas. No deje que una compañía de seguro de vida se aproveche de usted. Contáctenos al (210) 733-4177 para fijar una cita de consulta gratis para discutir su reclamo de seguro de vida. Pelearemos por ayudarlo a recuperar los beneficios que se merece.

### Law Offices of John F. Younger Jr.

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Board Certified in Personal Injury Trial Law by The Texas Board of  
Legal Specialization since 1980  
<http://www.youngerlaw.net>