



Aug/Sept 2020
Volume 40, Issue 4



2020 NWC Board of Directors

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**Customer Service
Representative**
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Brittany Franklin

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Program Director**
Deb Roberts

24-hour Security Patrol
(210) 363-5770

**On-Site Office
Hours**

Sun & Mon Office Closed
Tues 10 am—2 pm
Wed 3:30 pm—7:30 pm
Thurs 10 am—2 pm
Fri 10 am—2 pm
Sat 8 am—12 pm

NORTHWEST CROSSING

NOTES FROM THE PRESIDENT'S DESK

I hope everyone is safe and in good health during these trying times. Your Association is closely monitoring government guidelines and adjusting our operations accordingly.

The pools are now open. At least one pool is open every day and open earlier in the day than in years past. For everyone's safety and in compliance with guidelines, the pools close for 30 minutes every two hours to sanitize and check chemical levels. Thanks to all who are practicing social distancing and following the new rules regarding parental oversight.

Our playgrounds are now open, and we ask that parents exercise precautions here as well. Masking, distancing, and using hand sanitizer all help to keep your children safe.

We have restarted our monthly Board meetings. Here again we have modified our practices with required masks and distancing as well as limited seating.

Thank you to the more than 97% of homeowners that have taken care of this year's annual assessment. These funds allow us to maintain and repair our associations facilities, pay the bills, and provide services like security that help make Northwest Crossing a great place to live. Fence painting continues, and we built fencing to stop dumping and make our neighborhood more secure from vandals. New Citizen on Patrol (COP) signage was installed at all entrances to the neighborhood. We continue to learn of burglaries in the area. Please lock your cars, turn on your security lights, and be vigilant.

Looking ahead, if anyone is concerned about their 2021 annual assessment please contact the On-site Office to learn about setting up a payment plan. This will allow you to make monthly installments before the bill arrives in December and avoid stress and potential additional cost of late fees in the new year.

Your HOA continues to work with SAPD, City Council District 6, and USPS to deal with the cluster mail box break-in issue. Please report any instances of this crime to SAPD, our security patrol, and USPS (1-800-876-4255 option 3). Multiple reports/complaints seem to get the best response. USPS has replaced several cluster units with new tamper resistant models, but there is a backlog of requests so replacements are taking a long time. Please see article on page 3 of the February/March 2020 eNewsletter for more information.

Finally, thanks a million to Deb Roberts who has been a wonderful and creative face of NWC at the Weybridge office for the last three years. We will miss you, Deb.

HELPFUL NUMBERS


ON-SITE OFFICE..... (210) 647-0689
Clubhouse rentals, Community Events, Volunteering
WEBSITE..... www.nwchoa.org
EMAIL..... nwc@nwchoa.org
FOLLOW ON  @NWCSATX

ON-SITE MANAGER..... (210) 837-7774

24-HR SECURITY PATROL..... (210) 363-5770
EMAIL..... northwestcrossingg4s@gmail.com

PATRIOT OFFICE..... (210) 568-1558
..... (210) 354-7403

Payments, Deed restriction violations, Architectural Control Requests
PATRIOT FAX..... (210) 568-6198
WEBSITE..... www.patriothoa.com
EMAIL..... info@patriotcm.com

SOCCER PROGRAM..... nwchoa.soccer@gmail.com
FOLLOW ON  @northwestcrossingsoccer

SWIM TEAM..... nwcrdolphins@gmail.com
WEBSITE..... www.nwcrdolphins.com

NISD POLICE..... (210) 397-5600

CITY SERVICES..... 3-1-1
Solid waste, animal care services, code violations, graffiti

EMERGENCIES..... 9-1-1
Non-EMERGENCY SAPD..... (210) 227-7201
PRUE SUBSTATION..... (210) 694-7600
SAFFE OFFICERS: Garza..... (210) 207-5820
Pruneda..... (210) 207-5826
King..... (210) 207-5822

FIRE/EMS..... (210) 207-7744
CITY COUNCIL, DISTRICT 6..... (210) 207-3749

Please note numbers for non-emergency SAPD and 24-hour security patrol above. If you believe a serious crime is being committed do not hesitate to call 911. We need your participation in eliminating opportunities for crime.

ASSOCIATION MEETINGS

Board of Directors Meeting

3rd Wednesday of the month
6:30 pm, Weybridge Clubhouse

*Note: meeting schedule changed in July
from Tuesdays to Wednesdays

Annual Homeowner Meeting

Save the Date: January 28, 2021

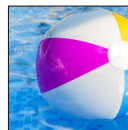
NWC HOA ACTIVITIES AT-A-GLANCE



Zumba Fitness. Currently ON HOLD, Weybridge Clubhouse. Check nwchoa.org and NWC Facebook page for updates on when you can once again join to burn over 500 calories/hour with this fun, energetic workout.



Yoga. Has returned to NWC Mon-Thurs 8:00-9:30 am, Weybridge Clubhouse. Join our small group for increased peace, flexibility, and wellness. Space is limited. More information on page 4.



NWC HOA Pool Season. Closes Monday, Sept. 7th. Thank you for your patience with limitations and new waiver requirements due to COVID. See pages 5-7 for 2020 NWC Pool Schedule and Rules.



NWC Youth Fall Soccer Season. Due to an abundance of concern over the safety of our residents regarding the spread of COVID-19, feedback from participants in past seasons, and to support efforts allowing students back inside schools, the Fall season has been canceled.



Fall Community Garage Sales. Fri, Sat, Sun Oct. 2nd, 3rd, and 4th. Just in time for city bulky item pick up! All sales will be held at individual residences; city permit required. **Please social distance and wear masks.** Contact On-site Office to advertise your sale by Wed, Sept 30th at 6:00 pm.



NWC PHOTO ID CARDS

**REQUIRED FOR ALL
NWC FACILITIES
AND PARKS**

HOW DO I GET ONE?

- Must be a permanent resident in NWC age 6+. No guest cards issued in 2020.
- Must be present at NWC On-site Office to have photo taken for the ID.
- Photo ID with proof of residency in NWC is required for 18+ (we accept State ID, recent pay stub, or auto insurance).
- If renting in NWC, current lease must be provided. Each adult must be listed on the lease.
- Each adult must sign a liability waiver and sign one for each dependent under age 18.
- The replacement fee for a lost card is \$10. Tenant cards are \$10. We only take money orders or checks with a NWC address printed on them.



With nearly 4,000 homes in a relatively small area, there is bound to be some conflict between neighbors. This is a place to get accurate and timely information about the neighborhood you live in. This issue covers reminders about deed restrictions within Northwest Crossing.

IMPROVEMENTS, ADDITIONS, & OUTBUILDINGS

Changes to the exterior—front, side, or back—of your property must be approved by the Architectural Control Committee (ACC). A survey/plat of your property may be required.

BUSINESS OPERATIONS

All properties within NWC are single-family residences. Subletting is a violation. Operating a business from your home is a violation.

Just because you see a neighbor doing something, that doesn't mean it's allowed in NWC.

WATERCRAFT, TRAILERS, RECREATIONAL VEHICLES, ETC.

Parking and storage of watercraft, trailers, recreational vehicles, inoperable vehicles (including vehicles with expired registration), and oversized vehicles are not permitted on or in front of your property for any amount of time except when loading and unloading. All vehicles must be parked legally and not impede access to sidewalks and neighbors' driveways.

POLITICAL, REAL ESTATE, & YARD SALE SIGNS

One real estate sign is permitted on or in front of your property. Political signs no larger than 4'x6' or 36' total area are permitted on or in front of your property—limit one sign per candidate or measure. One yard sale sign with required permit is permitted on or in front of your property. Signs placed in NWC anywhere other than on private property will be removed with the exception of real estate open house or NWC event signs.

Reporting: A NWC compliance inspector cites violations and issue notices. Neighbors may also report violations to the NWC On-site Office or to Patriot HOA Management in person or via phone or email. Reports may remain confidential. Neighbors should report construction projects and illegal parking or vehicle storage to the City by dialing 3-1-1 and asking for Code Enforcement.

Enforcement: Courtesy notices may be mailed to homeowner. If not resolved within 20 days, a \$50 fee may be assessed and a notice mailed to homeowner. If not resolved within 50 days, a \$50 fee may be assessed every 10 days and notices mailed to homeowner until resolved.

WHY HOA RESTRICTIONS ON CITY TRASH CARTS AREN'T PETTY?

The following is an excerpt of an article we found while doing a quick internet search. We feel it really helps residents understand the reasons behind the rules.

Full article: <https://cleancans.com/hoa-trash-can-rules-good-communities>.

It's not a good look ... or smell

If we chronically leave our cans out where people can see them, it can damage curb appeal. Let's face it. Those big, bulky cans aren't so easy on the eyes. Especially when they are a beautiful "muddy brown" or "lawn trimmings green" color.

The foul smell can also be bothersome to our neighbors on the sidewalks walking their dogs or taking an after-dinner stroll with their spouse. HOA trash can rules help us to be great neighbors and keep that clean look that attracted us to our communities in the first place.

There are pesky critters among us... and they're hungry!

It doesn't matter where you live. There are animals out there that see your leftovers as a King's feast! Cans left curbside or stowed in driveways are magnets for possums, raccoons, skunks and other unwanted guests looking for their next meal.

Keeping cans behind your yard fence or in your garage can deter these pests from rummaging through your trash and making a mess on your property.

HOA trash can rules protect your personal information

Identity theft affects millions of Americans everyday. Your trash can is a big target for thieves trying get your personal info and access your credit. Sure, maybe you have the latest model of the Shredmaster 500 to destroy your documents, but something always slips through the cracks. Your 20 pre-approved credit offers in your mailbox this month may have made their way to the trash can.

Thieves can't steal what they can't see. Most HOA trash can rules state that you must stow your cans out of sight. This plays a big role in protecting homeowners from identity theft predators.

KUDOS KORNER



NWC residents generously donated much needed items to benefit healthcare workers who are treating COVID-19 patients around the clock. We will deliver them to Christus Santa Rosa Hospital Westover Hills. Thank you to all of our kind-hearted residents!



One final thank you to the Leituala family. They moved away this month, but they were a positive part of our community for 8 years. We appreciate all the good they did here in NWC. They gave service to their neighbors and painted fences at the NWC pools. One of their daughters worked at the pools. For



several years, they placed beautiful American flags around the neighborhood on patriotic US holidays. NWC manager, Dusty Hathorne, and Board president, Ken Pfeiffer, purchased the flags and donated them to NWC so we can continue to enjoy them!



Mon/Tues/Wed/Thurs 8:00-9:30 AM

NWC Weybridge Clubhouse:
10280 Dover Ridge

Instructor Thomas Shipman
Thomas.peacefulliving@gmail.com
(210) 781-0229

Classes resume July 6th

\$50/month
\$10/drop in

Will accept students
up to 30 mins late.

Come experience increased peace,
deeper breathing, increased flexibility,
better posture, and pain reduction.

NWC August 2020 Pool Schedule

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1 BOTH 11-8:30
2 BOTH 11-8:30	3 WBP 11-8:30	4 DRP 11-8:30	5 WBP 11-8:30	6 DRP 11-8:30	7 WBP 11-8:30	8 BOTH 11-8:30
9 BOTH 11-8:30	10 WBP 11-8:30	11 DRP 11-8:30	12 WBP 11-8:30	13 DRP 11-8:30	14 WBP 11-8:30	15 BOTH 11-8:30
16 BOTH 11-8:30	17 WBP 11-8:30	18 DRP 11-8:30	19 WBP 11-8:30	20 DRP 11-8:30	21 WBP 11-8:30	22 WBP 11-8:30
23 DRP 11-8:30	24 DRP 3-8:30	25 DRP 3-8:30	26 WBP 3-8:30	27 DRP 3-8:30	28 WBP 3-8:30	29 WBP 11-8:30
30 DRP 11-8:30	31 DRP 3-8:30					

NWC September 2020 Pool Schedule

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 DRP 3-8:30	2 WBP 3-8:30	3 DRP 3-8:30	4 WBP 3-8:30	5 BOTH 11-8:30
6 BOTH 11-8:30	7 BOTH 11-8:30 Labor Day	8 POOLS CLOSED	9	10	11	12

DRP - Dover Ridge Pool Only

WBP - Weybridge Pool Only

Temporary Pool Operation Timeline

11:00 - 12:30 Open

1:00 - 2:30 Open

3:00 - 4:30 Open

5:00 - 6:30 Open

7:00 - 8:30 Open

12:30 - 1:00 Closed for cleaning and testing

2:30 - 3:00 Closed for cleaning and testing

4:30 - 5:00 Closed for cleaning and testing

6:30 - 7:00 Closed for cleaning and testing

8:30 - 9:00 Closed for cleaning and testing

Northwest Crossing Pool Rules & Regulations

The following rules and regulations are for the protection and benefit of all to assure safe and sanitary operation of the pool facilities. Your cooperation in abiding by these conditions will afford pleasant relaxation and recreation for all members/guests. Parents are requested to caution their children to observe all rules and regulations.

Failure to comply with these rules shall be considered cause for any action deemed necessary by the Management or Board of Directors, including the temporary suspension of violators from the use of the pool area.

The pool manager will oversee qualified lifeguards/attendants, all of whom will be under the direct supervision of the Association. All members and guests using the pool will be required to register with the attendant. Your assistance is not only needed but also required to make the pools safe and enjoyable facilities.

1. **All members** ages six (6) and older must bring their ID cards to be admitted into the pool. One family member may not sign in others in the same household as guests.
2. No one shall use the pool unless it is officially open, and lifeguards/attendants are on duty.
3. The on-duty lifeguards/attendants will oversee the pool operation and are responsible for the enforcement of the Rules and Regulations.
*** All persons must obey the instructions of the lifeguards/attendants.**
4. The Association, lifeguards, attendants, and Board of Directors will not be responsible for loss or damage to any personal property of any kind.
5. All persons using the facility do so at their **own risk** in conformance with the rules and regulations. **Any person may be suspended from the recreational facilities, at the sole discretion of the lifeguard/attendant in charge, for violations of the rules and regulations or for any other reason, which in their judgment, constitutes a hazard to others.**
6. After a person has been removed from the pool area, a written notice will be given to the homeowner. After removal, the person will be suspended from using the pool area, and the ID card will be confiscated. Reinstatement will occur upon approval of the Board of Directors only.
7. No pets are allowed in the pool area.
8. Admission will be refused to all persons having any infectious diseases, colds, nasal or ear discharges, or any communicable diseases of any kind.
9. Glassware is forbidden in the pool area.
10. No alcohol is allowed in the pool area.
11. Food may be allowed in the pool area; however, no cooking will be allowed inside the fenced area except during private parties at Association's discretion. No food, drinks, bottles, or gum chewing is permitted at the pool's edge or in the pool.
12. All trash such as food wrappers, soda cans, etc. must be placed in containers provided for such use.
13. Smoking is allowed in designated areas only.
14. Skates, skateboards, bicycles, and similar devices will not be allowed inside the pool area.
15. **GUEST POLICY:** Adult (18+) members are permitted to sign in up to 4 guests per household at either pool. A resident of NWC HOA cannot be signed in as a guest. Resident must accompany guest(s) for duration of their stay.
16. Children under eighteen (18) must be accompanied by an Association member 18 years or older.
17. **SWIMMING ATTIRE POLICY:** Proper swimming attire must be worn by anyone entering the water. No cut-offs, diapers, street shirts or shorts, etc. will be allowed in the pool. A plain white t-shirt may be worn for additional sun protection. Indecent exposure will not be allowed in the pool area.
18. Children must be proficient swimmers to be allowed in the deep area of the pool.
19. Floating devices attached to the swimmer for safety is allowed in the shallow end only.
20. No inner tubes, balls, Frisbees, snorkels, glass lens face masks, or glass lens goggles may be used in the pool. Nerf balls and similar playing equipment are allowed at the discretion of the lifeguards/attendants if their use does not interfere with other people.
21. Running, horseplay, wrestling, ball playing, or causing undue disturbance in or about the pool is not allowed.
22. Spitting or spouting water, dunking, running, scuffling, or horseplay of any kind is not allowed. **Abusive or profane language will NOT be tolerated.**
23. No loitering on ladders.
24. **No diving.**
25. Pool games are allowed at the discretion of the lifeguards/attendants.
26. Injuries should be reported to the lifeguards/attendants immediately.
27. The attendants will close the pool area after 1 ½ hours to perform required sanitization and chemical checks. Everyone will leave the pool area for approximately 30 minutes before re-entry.
28. You may bring your own chairs to use.
29. Radios and sound equipment must be kept at a reasonable volume and will be monitored at the lifeguards'/attendants' discretion. No loud radios or sound systems will be allowed.
30. No loitering in the restrooms or parking lots.
31. Pool area parking lot must be vacated at the end of the day.
32. No photography or video recording is allowed without approval of the Association.**

*The lifeguards/attendants have the authority to use their judgment in making decisions regarding the enforcement of the Rules and Regulations. Any disagreement over the rules and regulations or the method of enforcement should be directed to the Board of Directors at nwc@nwchoa.org.

**Lifeguards/attendants may allow photography/video recording with approval of those being photographed or recorded. Private parties, social events, and sporting events may allow photography/video recording with permission of the individuals hosting the event (i.e. swim team, water aerobics, parties).

These rules and regulations may be amended or added to at any time by the approval of the Board of Directors.

ADDITIONAL COVID-19 OPERATION POOL RULES

- All patrons MUST practice social distancing. Face coverings must be worn by anyone age 10 and older when entering and exiting pool gates. No masks are to be worn in the water.
- Maximum occupancy is 50 individuals inside gates.
- Swim at your own risk; NO LIFEGUARDS ON DUTY. All pool rules listed on previous page remain in force.
- Must be 18 years of age or older and in same household to sign in a minor under the age of 18. A resident with a valid ID and signed waiver on file may sign in up to 4 guests who reside outside of NWC.
- All residents sign NWC Association waiver on On-site Office prior to arriving at pool facility. NWC ID Cards will be marked with verification sticker.
- Open to residents from 11:00-12:30 pm, 1:00-2:30 pm, 3:00-4:30 pm, 5:00-6:30 pm, and 7:00-8:30 pm. Scheduled 30-minutes closures are for sanitization procedures.
- Pool attendant will visually verify ID & update sign-in roster. Patrons will not touch roster, pen, etc. ID cards will be returned upon leaving the facility.

NOTE: COVID-19 Operation Pool Rules are subject to change with updated City, County, and State guidelines and requirements.

CLUSTER MAILBOX VANDALISM & THEFT

The NWC Board of Directors is aware of this issue. They have and will continue to do what is in their power to assist residents. NWC Board President, Ken Pfeiffer, contacted the District 6 office and expects all residents affected by the vandalism to do the same. NWC security made reports of mailbox vandalism to SAPD, and all residents are expected to do the same. SAPD has, in the past, used various methods with success to catch mailbox vandals and thieves.

It is important that residents of NWC recognize, as frustrating as it is, that mail is private property and cluster mailboxes are owned by USPS. They do not belong to the HOA. Residents must do what is in their power to protect their property and organize their efforts. Residents can arrange for a nearby neighbor to provide video from a security camera aimed at the box. Residents can organize a round-the-clock crime watch. For some, getting a PO box will give peace of mind.

Residents must make repeated complaints to the Postal Inspector (<https://uspis.gov/report>) requesting mailbox replacement. Newer boxes are engineered differently, although even those have been broken into in neighborhoods outside NWC. The problem is not getting the boxes; the problem is that just one crew repairs and replaces boxes for all of San Antonio. As vandalism is a citywide problem, the crew can't keep up with demand.

NWC Association contracts a 24/7 security patrol to deter crime, however, patrol officers have no enforcement authority. Only one patrol officer is in a car is on duty at any given time, responding to calls from any of the 4,000 neighborhood homes, as well as securing HOA property. It is simply unlikely that with 35 miles to patrol every street in NWC, an officer would catch a vandal in the act. Residents need to be more alert and observant. SAPD



provides free Citizen on Patrol (COP) training for residents who want to know how to be more observant, what to look for, and how to report. Several NWC residents have completed the training, but many more should take advantage of the course. We have frequently advertised COP training in eNewsletters past.

Crime is an ongoing problem in San Antonio neighborhoods, and NWC is not immune. Contracting 24/7 security in NWC has been successful in decreasing crime overall. This problem requires partnership between persistent and observant residents, NWC security, USPS, SAPD, and government representatives to send the message that NWC residents are on alert. For more information, read mailbox FAQs at <https://nwchoa.org/FAQ>.



RESIDENT SPOTLIGHT:

NWC SCHOLARSHIP RECIPIENT, JENNA OULELA



Jenna graduated this year with a 3.8 GPA from Warren High School. In addition to excelling in academics, Jenna lettered three times in Varsity volleyball and was the team captain. She was a member of the National Honor Society and made First Team Academic All District and Second Team All District. She volunteers at Christus Santa Rosa, received an excellent recommendation from one of her teachers/mentors, and volunteered at school events. Jenna attributes her successes to a strong work ethic and determination not to make excuses or give up. She views difficulties in her life as tools that have shaped her into who she is today.

In addition to her essay, Jenna made just one note under the “Personal Remarks” section of the scholarship application: I have lived in Northwest Crossing since I was born.

We congratulate her for all her successes thus far, and we wish her the best as she begins her studies at UTSA this fall. We are proud to be the community that Jenna has always called home!

NWC awards two \$500 scholarships annually. The application process begins around March and ends in early May. For more information visit <https://nwchoa.org/scholarship>.



D O N ' T W A I T
REGISTER NOW

www.alamo.edu/nvc/register



**#1 Community
College in Texas**
#6 In The Nation



ALAMO COLLEGES DISTRICT
Northwest Vista College

NEW HOMEOWNERS



NWC Association has an On-site Office at 10280 Dover Ridge across from NWC Crossing Elementary. Staffers Deb and Wendy would like to welcome you to the neighborhood.

Although a visit right now under the circumstances will be brief, please stop by. They have a welcome packet full of helpful information for you and can issue your NWC photo ID card so you can access NWC pools, parks, and other amenities.

Welcome to NWC!

**NORTHWEST CROSSING
ASSOCIATION**
of SAN ANTONIO, Inc.

On-site Office:
10280 Dover Ridge
San Antonio TX 78250

Mailing Address:
1826 Grandstand Dr
San Antonio TX 78238

Phone: 210-647-0689
E-mail: nwc@nwchoa.org

www.nwchoa.org



NWC COVID-19 PRECAUTIONS

We are abiding by City recommendations for cautious operations and safety of all residents.

- **NWC On-site Office**

We are open and return to regular office hours after Aug 1st. We continue to encourage residents to stay home and contact us by phone and email. We also encourage residents to make payments online or through the drop box at the On-site Office. The Patriot HOA Management office is closed; customer service is available by email.

- **NWC Pools, Parks & Tennis Courts**

All NWC amenities are open to residents who have updated NWC photo ID cards, including the waiver sticker. Masks are required for those 10 years and older when social distancing is difficult.

- **NWC Meetings & Clubhouse Use**

Board meetings will take place at the Weybridge Clubhouse Aug 19th and Sept 16th. Clubhouse use for anything other than Board meetings is not permitted at this time.

STAY IN THE KNOW

Would you like to receive notifications of what's going on in your neighborhood?

We recommend three ways to stay in the know.



Go to **Nextdoor.com** and register for an account; your address is required. NWC security and SAPD highly recommend you join. *NWC staff and Board members are not admins of Nextdoor.*



We are on Facebook **@NWCSATX**. Follow our page for important announcements from the community.

Please note: Using Nextdoor or Facebook is not a good way to contact NWC on-site office or NWC security.



Email! Send us an email at **nwc@nwchoa.org**. In the subject line type: **Join**. We will add you to our email group. We will not send emails more than once a week.



Northwest Crossing HOA

Bi-Monthly Newsletter Advertising Options

NWC IS HOME TO NEARLY 4,000 RESIDENCES IN SAN ANTONIO!

Our eNewsletter is published in-house every other month and gives readers information about community events, volunteer opportunities, safety and security concerns, homeownership tips, and more. The newsletter is public on our website making it available to more than just NWC residents. Businesses are invited to advertise their services and products in the electronic newsletter. See below for the publication schedule and pricing.

Issues are published on the 1st of these months:

February

August

April

October

June

December

Ads must be submitted by the 10th of the month prior to publication.

Contact the NWC HOA on-site office at (210) 647-0689 or nwc@nwchoa.org.

HALF PAGE

5" X 7.5"

\$200

****6-issue contracts of same-size ads
receive one ad free.***

QUARTER PAGE

5" X 3.75"

\$100

BUSINESS CARD

2.5" X 3.5"

\$50