



2020 NWC Board of Directors

President Ken Pfeiffer

Vice President Helen McAndrews

> **Secretary** Dora Martinez

Treasurer Nicole LeDuc

Members at Large Denise Ochoa Randy Elgin Ben Saine

Committee Directors

Customer Service Representative Wendy Diaz

Customer Service Representative Karen Leppard

Neighborhood Watch Helen McAndrews

Soccer Program Director Brittany Franklin

Swim Team Program
Director
Laurie Owen

24-hour Security Patrol (210) 647-0689

On-Site Office Hours

| Sun & Mon | Office Closed |
|-----------|---------------|
| Tues | . 10 am-2 pm |
| Wed 3 | :30-7:30 pm |
| Thurs | |
| Fri | |
| Sat | |



NORTHWEST CROSSING

NOTES FROM THE PRESIDENT'S DESK

Happy Holidays to all! We hope you are all safe and well.

ANNUAL MEETING, January 28, 2021, 7:00 pm at the Weybridge Clubhouse.

With the Northwest Crossing Elementary cafeteria not being available, and the situation regarding governmental emergency orders evolving, we will hold our annual meeting at the Weybridge Clubhouse across from the school. We will follow all the appropriate protocols (masks, distancing, temperature checks, etc.) to keep everyone safe. For those folks that may still be leery of attending meetings, PLEASE EXECUTE A PROXY and turn it in at the On-Site office drop box. Proxies are included with the meeting notice and annual assessment mailing that you will receive in December at your address of record. DO NOT include your proxy with your annual assessment payment. The proxy must be received by 5:00 pm January 22nd to be counted.

The annual assessment for 2021, due January 1st, is \$250.00. That is the fourth consecutive year with NO INCREASE!! The Northwest Crossing Office is currently accepting payments for 2021 if you would like to pay now.

At the annual meeting, we will be electing three members to the seven -member Home Owner Association Board. Helen McAndrews and Ben Saine have agreed to stand for re-election. If any property owner would like to be considered to serve on the Board please contact the office and fill out a short form so you can be included on the ballot. The Board meets monthly (except December) on the third Wednesday of the month at 6:30 pm at the Weybridge Clubhouse. Attendance by Board members is required.

Happy Holidays everyone and please stay safe!

Did you know that every year a household is raffled at our HOA meeting when you turn in your proxy form? The family selected gets their HOA paid for the year! Make your vote count! Your involvement is vital to help us preserve the quality of the Northwest Crossing Community!

HELPFUL NUMBERS

| ON-SITE OFFICE |
|--|
| Clubhouse rentals, Community Events, Volunteering WEBSITE www.nwchoa.org |
| EMAILnwc@nwchoa.org |
| JOIN @Northwest Crossing Association of San Antonio |
| ON-SITE MANAGER (210) 837-7774 |
| 24-HR SECURITY PATROL (210) 363-5770 |
| PATRIOT OFFICE (210) 568-1558 |
| Payments, Deed restriction violations, Architectural Control Requests |
| PATRIOT FAX |
| WEBSITE www.patriothoa.com |
| EMAILinfo@patriotcm.com |
| SOCCER PROGRAM nwchoa.soccer@gmail.com |
| FOLLOW ON 🕤 @Northwest Crossing Soccer |
| SWIM TEAMnwcrdolphins@gmail.com |
| WEBSITE www.nwcrdolphins.com |
| NISD POLICE(210) 397-5600 |
| CITY SERVICES |
| Solid waste, animal care services, code violations, graffiti |
| EMERGENCIES |
| Non-EMERGENCY SAPD(210) 227-7201 |
| PRUE SUBSTATION(210) 694-7600 |
| SAPD SAFFE, OFFICER PRUDENA (210) 207-7169 |
| FIRE/EMS |
| 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

3rd Wednesday monthly at 6:30 pm Weybridge Clubhouse 10280 Dover Ridge *NO MEETING IN DECEMBER*

Homeowners are invited to attend. To schedule time to address the Board, contact Dusty (210) 837-7774.

Homeowners Annual Meeting January 28, 2021 7:00 p.m.

Weybridge Clubhouse 10280 Dover Ridge

NWC HOA ACTIVITIES AT-A-GLANCE



Zumba Fitness. CURRENTLY ON HOLD due to Covid 19. 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. 8:00-9:30 am, Weybridge Clubhouse. Check *nwchoa.org* and NWC Facebook page for updates on when you can once again join our group for increased peace, flexibility, and wellness. Space is limited. If you are interested, please contact Instructor Thomas Shipman. Thomas.peacefulliving@gmail.com (210) 781-022



Monthly NWC HOA BOARD Meeting. No meeting in December.



LETTERS TO SANTa. Starting December 5th drop off your letters to Santa at the Weybridge Clubhouse during office hours and receive a treat bag for the kiddos



Annual Homeowner's Meeting. January 28th at 7:00 pm, Weybridge Clubhouse. Masks are required in order to enter the building.

2021 NWC Annual Homeowner Assessment due January 1st \$250.00

Payments can be made at the On-site Office in person or via the drop box, mailed to Patriot HOA Management, made on-line, or through your bank's online bill pay service. Payments received after January 31st are considered late and fees will be applied to the account. Payment plans can be arranged upon request prior to January 31st to avoid late fees. To request Payment Plan (PPA) contact nwc@nwchoa.org before January 31st.



In each issue of the NWC eNewsletter, we highlight issues within the HOA that might be confusing to old and new residents, in the hopes that homeowners are better informed to make wise decisions about their property and avoid conflict with neighbors. In this article, we are providing useful information in regard to the **ARCHITECTURAL CONTROL COMMITTEE** (ACC) IMPROVEMENT FORM, FENCES, PATIO COVERS AND CITY TRASH CANS.

Common Improvements Requiring NWC ACC Approval:

- Additions to the structure of the home
- Fence replacement
- Exterior modifications
- Sheds, greenhouses, pools, other structures
- Widening driveway
- Siding, windows, solar screens, roof
- Exterior paint change
- Solar panels, rain barrels, xeriscaping
- Removing trees, planting trees
- Installing stone or concrete paths
- Patios and/or covering a patio

For more ACC information visit our website at www.nwchoa.org or stop by the On-site Office to obtain the ACC Request Form.

Patio Covers. Must have ACC approval prior to construction. The roofing material must match the main house. Side covers cannot be closer than 5 feet from neighboring structures. If you have a current roof that does not meet this requirement – it may adversely affect the future sale of your home.

City Trash Carts. Must be removed from view before the day following collection and may not be stored within view from the street. If your cart is scheduled to be exchanged, please contact the on-site office to make a note of it in your account.

Fences, walls, and hedges.

In order to ensure a general uniform appearance, fence sections shall be six-foot vertical privacy fences composed of cedar and/or masonry. In no event shall a yard fence extend any closer to the street than the front outer-most corner the dwelling. On corner lots, fences must be set back at least five feet from the side property line abutting the side street. Sight distances and City ordinances and surveys may affect placement. No chain -link fences are permitted on the exterior of any Lot (may be used internally e.g., dog run).

Following these guidelines can prevent encountering any problems with your HOA or with your neighbors.

- 1. First and foremost, always remember to communicate. The HOA can help you determine fence ownership, but If you are the owner, you are financially responsible to maintain the fence and make necessary repairs to pickets, posts, etc. according to the Association Covenants, Conditions, and Restrictions specific to your property. Neighbors are encouraged to work together to maintain fences and share costs where feasible, however the Association does not get involved in neighbor disputes. In the rare case of a truly shared fence, both neighbors will be held responsible for maintaining the fence and will receive notices from the Association until the issue is resolved by one or both owners.
- 2. **Know the HOA Rules**. Most fences within NWC are not shared. In general, fence posts are visible on the responsible party's side while pickets are seen on the non-responsible party's side. If you have the posts on your side of the fence, you are most likely the owner of that length of fence and responsible to maintain it at your own cost. The only definitive way to determine ownership is by referring to the survey of the property
- 3. **Follow Zoning Regulations**. The ACC committee can help you determine fence ownership and responsibility for maintenance by reviewing your survey if you provide it. The city may require a permit for replacing more than 25% of a fence, but the Association does not ask for proof of permits for such repairs

Lets talk about Holiday trash and learn how to do it right!...

HOLIDAY REYCLING REMINDERS

- Online Ordering? Flattened cardboard shipping boxes are recyclable. (Put packing Styrofoam and cushion in trash.)
- A lot of mail? Flyers, circulars, and catalogues are recyclable. (Paper foil, glitter, and metallics go on regular trash.)
- Cooking more? Bottles, jars, jugs, and cans should go in the blue cart loose, empty, and clean.
- Electronic gifts? Take the old ones and also batteries to Household Hazardous Waste (HHW).
- When decorations come down, do not put "tangles" in the blue cart such as wires, cords, ribbon, rope, hangers, and light strands.



HOLIDAY ORGANICS REMINDERS

- Raking a lot? Yard trimmings can go in paper or leaf bags ~ never plastic.
- Cooking more? Food waste can go in a plain brown paper bag. Roll up tightly and place in the green cart.
- Trying to save time? Food soiled paper and cardboard like pizza boxes can go in the green cart.
- When decorations come down, live (unflocked) Christmas trees cut into pieces can go in the green cart –but only if all fits and the lid can close.
- Natural wreathes or garlands made with wire cannot go in the green cart. Live Holiday plants are organic, but put their pots, sticks, labels, or decorations in the trash.



HOLIDAY CURBSIDE COLLECTION SCHEDULE:

Curbside collection days are only affected during this upcoming Holidays:

- 1. **Christmas Day:** Regular Thursday, December 24 collection will be collected on Wednesday, December 23. Regular Friday, December 25 collection will be collected on Thursday, December 24.
- 2. **New Year's Day:** Regular Thursday, December 31 collection will be collected on Wednesday, December 30. Regular Friday, January 1 collection will be collected on Thursday, December 31.
- 3. Martin Luther King, Jr. Day: Regular Monday, January 18 collection will be collected on Tuesday, January 19. Regular Tuesday, January 19 collection will be collected on Wednesday, January 20.

Collection days will remain unchanged for all other holidays. For more information, contact Solid Waste Management Department or 3-1-1.

Spot a Problem? Report it!

311 CITY SERVICES AT YOUR FINGERTIPS

What can 311 City Services help me with?

- Garbage/Recycle Service Information
- Code Enforcement Concerns
- Pothole/Street Repair Requests
- Graffiti in Parks an on Private Property
- Birth, Death, and Immunization Records Information
- City Events and Services
- Public Nuisance (animals, properties)
- Brush/Bulky Pick-Up
- Park Maintenance Concerns
- Animal Care Services
- Traffic Signal Malfunctions
- Aggressive Animals
- Park Services
- Garbage Pickup

HOW DO I ACCESS 311 CITY SERVICES

- City info and help line (Dial 311 or 210-207-6000)
- 311 Call Center is open 7 days a week
- 7 am-7pm weekdays; 8am-5pm weekends
- On-line self-service portal available 24/7 at www.sanantonio.gov/311
- Free 311 Mobile App





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REALTOR

210-601-5253 jacob@sa-broker.com www.jacob.sa-broker.com

SPECIALIZING IN RESIDENTIAL SALES, PROPERTY MANAGEMENT, AND INVESTMENT PROPERTIES

(Paradona of Cont. 14)



BEXAR COUNTY
DISPUTE &
RESOLUTION CENTER
(210)335-2128
www.bexar.org/drc

NEIGHBOR DISPUTES

There are many conflicts between neighbors that an HOA cannot resolve. In some cases, we refer residents to the Bexar County Dispute Resolution Center that offers mediation services free of charge.

"The BCDRC's mediation programs take a common-sense approach to resolve conflicts and settle disputes. They offer several types of mediation in which both parties reach a mutually acceptable understanding."

They can help with the following disputes AT NO CHARGE:

- Animal nuisance
- Auto repair
- Child visitation
- Consumer/Merchant disputes
- Family matters
- Landlord/Tenant disputes
- Non-payment of money owed
- Neighbor disputes
- Property damage
- •Real estate disputes
- Unsatisfactory services
- Workplace issues

HALLOWEEN CONTEST WINNERS!

In order to keep our community safe and to avoid the spread of the virus, the annual Halloween Trunk or Treat was replaced with a couple virtual contests. These contests were announced in our past newsletter, social media page, Next-door page, and marquees. Contest winners were chosen by creativity and we are happy to present and share some of the pictures we received. We thank you all for participating!



KUDOS KORNER

A big Thank You to Ms. Sarah Acuna, realtor at Coldwell Banker real estate, for donating four tickets to Fiesta Texas for our Halloween family costume contest!!!



Thank you to this group of volunteer ladies:

Taylar Thompson, Morgan Young, Jenna Casias, Mia-Paola Sanchez, and Naomi Gamboa. This group of young ladies belong to Zachry Middle School and represent part of their National Junior Honor Society.











Northwest Crossing resident, Gina Vrdialez and her daughter graciously donated two boxes of children's books to the NWC free little library. Thank you, Gina for your generous donation!



RANSDAY Every year Northwest Crossing holds a Veteran's Day breakfast to recognize the Veterans in our community. Sadly, due to COVID-19

we couldn't hold the same event this year, but instead the board approved the purchase of aift cards that were mailed to each of the Vets we had on our list from past events. The card just represents a small part of how thankful we are for the greatness of their service.

The Northwest Crossing HOA would like to give a big thank Deb Roberts and Gilles for their! Deneen collaboration by creating and editing the NWC eNewsletter for the past two years. Making an in-house newsletter, helps! community the to save thousands of dollars!

Northwest Crossing Association

ANNUAL HOMEOWNER MEETING

Thursday, January 28, 2021
7:00 pm
Weybridge Clubhouse

BOARD MEMBER ELECTIONS
YEAR END REVIEW

Sign in at 6:30 pm

If you cannot attend, please be sure to turn in a proxy form to the on-site office by Jan 22nd.



REGISTER NOW

www.alamo.edu/nvc/register



#1 Community
College in Texas
#6 In The Nation



Introducing Cell Badge, the new approach to touchless IDA

Northwest Crossing is happy to implement a more modern approach to ID Cards for 2021. CellBadge is a safe security badging application and uses your smart phone as your ID Card, replacing the old plastic badge.

CellBadge features online paperless registration and stores members' photos. The new process will facilitate social distancing and record the execution of liability forms. With the CellBadge tools, you will be able to see if pools are open and if the pool is at capacity before you go. The staff will be able to record chemical levels and track pool usage and guest participation more easily. Even members without smart phones will be included in the database and with this, we will get rid of those expensive plastic cards, colored wrist bands or key fobs. In addition, there will be no more fees to replace your card if you lose it, and the advantage of instant homeowner updates. We will have more info coming soon!

Are you ready to get started? Follow the steps below:

- 1. Log into NWCrossing.cellbadge.com
- 2. To register, select "Initial Add Request" you will receive a PIN number. Login using that PIN and then enter your last name, address, phone, emergency phone, and e-mail address.



- 3. All information will be confirmed and approved by an administrator and you will be sent a confirmation email. For the first year, an administrator will need to add your photo, after the first year you can add photos yourself.
- 4. Once operational you will be able to use your smart phone to access pools, tennis courts, clubhouses, and parks.

LETTERS TO SANTA

Starting December 1, 2020 at the **Northwest Crossing Weybridge** Clubhouse

Please drop off your letters to Santa during On-site



office hours and receive a holiday gift bag for each of your children from the NWC office staff.

NWC HOLIDAY DISPLAY CONTEST

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Every year one residence from each subdivision is chosen as the **BEST** holiday light and decoration display. The winners receive a GIFT CARD and are announced in the February/March issue of the newsletter.

So put on your best this year and spread cheer to your NWC neighbors!

Please remember all holiday decorations must be removed within 45 days following the holiday.

Decorations must be up by December 13, 2020 to be considered.



The On-site Office will be closed December 24th through January 5th so that our staff can spend time with their families.

Assessment payments can be dropped off in the On-site Office drop box; it will be checked regularly.

Alternately, you may mail payments to Patriot **HOA Management at 1826**

> Grandstand Drive, San Antonio, Texas 78238





RESIDENT SPOTLIGHT:

In this issue, we want to share the spotlight with a very fun person that makes all children around the globe happy and excited during the Christmas season. Can you guess who it is? Yes, you got it right! It is Santa!!! And in the Northwest Crossing Community we not only have Santa, but we also have Mrs. Claus. Mr. and Mrs. Swisher have lived in our community since 1986, and Mr. Swisher is also a USAF Veteran. Both Mr. and Mrs. Swisher are very kind and loved to get involved in the community when it was possible. Let us learn a little more about their interesting lives as Mr. and Mrs. Claus.

Tell us more about the history of Mr. and Mrs. Claus. How did it all start?

It started out with Mrs. Claus working at Lackland AFB school in 1985. We were asked to play the roles for a child who had Leukemia that could not go out to the mall to see Santa. Her parents were so thrilled and thankful that after that moment we decided to become the official Mr. and Mrs. Santa Clause for the Lackland AFB elementary school. The shy children would go to Mrs. Claus first, she would talk to them to get them ready to see Santa, this was a tremendous help for me!

Since when have you been playing the role of Santa?

Since the mid 80's until 2015.

Why do you like playing Santa?

Because of the joy it brings to the kids and their families,. The excitement, smiles and the hugs make Santa very happy.

Who is your favorite reindeer?

All of them because without all of them, Santa can't fly.

What is the one thing in your life that makes you feel very proud?

Playing the role of Santa with my beautiful and talented wife and seeing the joy it brings to the children.

Complete the sentence: On December 24 we will... Rest, unless Santa is needed by someone at the last minute.

SPOTLIGHT SEARCH

We are looking for inspiring spotlights for future issues of the NWC newsletter.

Do you or your neighbor have an interesting job?

Do you serve in the community or have you observed another giving service?

Has your neighbor overcome seemingly insurmountable obstacles?

How about a good person you think others would like to know more about? Send us a story!









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Northwest Crossing has a new security vehicle—a 2020 Chevy Trax! You can reach security at (210) 363-5770. If you see them drive by give them a wave!







Package Theft Prevention

The holiday season is here and with the unprecedented times we are living in on—line shopping has now become a very useful tool to avoid the stores. Daily, we see packages dropped off at their destinations. These packages are very often easy to see from the street, where they more likely could sit for several hours if the resident is not home. This makes them very tempting targets for thieves. For this reason, we have a few safety tips that might help you prevent the theft of package deliveries during this holiday season.

- Choose alternate delivery options like a neighbor's house or your office if allowed.
- Install video monitoring and security equipment.
- Request signature confirmation.
- Request a reroute or redelivery. Often you can request packages be held at the delivery facility, rerouted to another location, or delivered on another day.
- Use a temporary mailbox service. Although most delivery services will not deliver to a post office box, there are many mailbox service locations you can use to receive your packages.
- Purchase a lockbox for your front porch. Several lockable options for accepting package deliveries are available through on-line retailers and at hardware stores.
- Request packages be placed in an out-of-sight location. While it is not the most secure option, most delivery services offer the option to describe where packages should be dropped off.
- Insurance is another smart option. Insuring the value of your packages will not stop a thief, but it may allow you to recoup the value or get a replacement of any lost or stolen.

Remember that PREVENTION IS KEY! Please report any suspicious activity to our NWC Security staff at (210) 363-5770 or to the Non-Emergency Police at (210) 227-7201.





STAY IN THE KNOW

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

We recommend three ways to stay in the know.



Go to **Nextdoor.com** and sign up for an account; your address is required. You can personalize settings and notifications to receive email updates or alerts to your phone. NWC HOA security and SAPD highly recommend you join. Please note, this is not a good way to contact NWC On-site Office or NWC security.



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



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.

Do you own a small business or know of someone does? We invite them to advertise with us.

Northwest Crossing HOA Bi-Monthly Newsletter **Advertising Options**

REACH NEARLY 4,000 RESIDENCES IN NW SAN ANTONIO!

Northwest Crossing HOA is made up of nearly 4,000 homes including single-family residences and duplex condos. Every other month the On-site Office staff produces an eNewsletter letting residents and homeowners know about community events, volunteer opportunities, safety and security concerns, homeownership tips, and other information. Local businesses are invited to advertise their services and products in the electronic newsletter. Below is the issue schedule and pricing.

February/March April/May June/July

August/September October/November **December/January**

*6-issue contracts receive one ad free.

Contact NWC HOA On-site Office at (210) 647-0689 or nwc@nwchoa.org.

| \$200* BUSINESS CARD 2.5" X 3.5" \$50* | QUARTER PAGE 5" X 3.75" \$100* HALF PAGE 5" X 7.5" |
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