



April/May 2021
Volume 20, Issue 8



2021 NWC Board of Directors

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Ken Pfeiffer

Vice President
Helen McAndrews

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Dora Martinez

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**Customer Service
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Wendy Diaz

**Customer Service
Representative**
Karen Leppard

Neighborhood Watch
Helen McAndrews

**Swim Team 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—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

Dear Homeowners:

As of this writing, we seem to be turning the corner on the COVID-19 virus. As government guidelines become less restrictive, we will evaluate and take prudent steps to make our facilities available. As we did last year, the pools will be open during the summer months with some restrictions (see pages 11-12). We have also begun to rent the clubhouse spaces also with some restrictions (see page 4). The key to the safety of all is personal and parental responsibility.

The City has begun several street repair projects in our neighborhood and we expect several more as the year progresses. They should be notifying you as your street gets on the schedule.

A huge THANK YOU! to the almost 92% of homeowners who have taken care of the 2021 assessment. Thanks also to the NWC volunteers who participated in the neighborhood cleanup event on March 20th and particularly Lexi Bachran from District 6 and the Junior League volunteers she brought to the event.

As mentioned in the last newsletter, we are now using CellBadge instead of the plastic ID cards for accessing our pools and other facilities. Please use the information found below to register your household before swim season begins. This form of ID is also needed for tennis courts and parks!

For now, we are requiring face masks and social distancing at the office and during Board meetings.

As the weather improves, you will see more maintenance and facility improvement activities in the neighborhood. We have repaired the damage from the winter storm and hope you got through it without too much damage.

We are seeing an uptick in tagging and vandalism. Please report and save any security camera video so we can help SAPD track down and arrest the criminals.

Wishing you all a safe and happy Spring.



Remember! CellBadge registration is required for all individuals who wish to use the NWC parks, tennis courts, and pools.

Log into NWCrossing.cellbadge.com to complete your registration.

In order to help our NWC residents with CellBadge registration, NWC staff members, Wendy Diaz and Karen Leppard, will be extending office hours during the months of April and May.

Tuesdays 10:00 a.m.—3:00 p.m.

Saturdays 8:00 a.m.—1:00 p.m.



HELPFUL NUMBERS

ON-SITE OFFICE..... (210) 647-0689

Clubhouse rentals, Community Events, Volunteering

WEBSITE..... www.nwchoa.org

EMAIL..... nwc@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

..... (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  @Northwest Crossing Soccer

SWIM TEAM..... nwcdolphins@gmail.com

WEBSITE..... www.nwcdolphins.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

SAPD SAFFE, OFFICER PRUDENA.. (210) 207-7169

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

3rd Wednesday monthly at 6:30 pm

Weybridge Clubhouse

10280 Dover Ridge

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

Homeowners

4th Thursday of January annually

NW Crossing Elementary Cafeteria

10255 Dover Ridge

NWC HOA ACTIVITIES AT-A-GLANCE



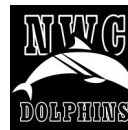
Zumba Fitness. CURRENTLY ON HOLD due to COVID-19. Check nwchoa.org and NWC Facebook page for updates on when you can once again join to burn over 400 calories/hour with this fun and energetic workout.



Yoga. Monday through Thursday 7:00 am to 8:00 am. Join this class to help you increase your peace, flexibility, and wellness. For information, contact our Yoga Instructor, Thomas Shipman, at: Thomas.peacefulliving@gmail.com 210-781-0229.



NWC Community Garage Sale. April 9th to 11th. All garage sales will be held at your own address. Must obtain your own permit. Contact the NWC Office at (210)647-0689 to add your garage sale to the master list for advertising.



NWC Swim Team is back! Registration is May 6th, 7th, and 10th, 6:00 pm to 7:30 pm at the back patio facing the Weybridge pool. For more information visit: www.nwcdolphins.com.



NWC HOA Pools. Opening date is schedule for May 22nd. Check our website for more Information www.nwchoa.org.



Monthly NWC HOA BOARD Meeting. 3rd Wed. April 15th and May 19th 6:30 pm, Weybridge Clubhouse.



HOT TOPICS!

Spring is coming and Northwest Crossing residents take pride on working hard to keep their property front lawn nice and presentable, but when you live in an HOA, you have to remember that HOA regulations are there for a reason. To keep a community looking nice and uniform. In this issue, we will talk more about front lawn Architectural Control Committee (ACC) requirements and illegal dumping.

- ⇒ **An ACC Form is required if you are changing your flower bed extension.**
- ⇒ **An ACC Form is required to remove a tree.**
- ⇒ **An ACC Form is required if you are planting a big tree.**
- ⇒ **An ACC Form is required to add paving stones or a walk way.**
- ⇒ **An ACC Form is required when you are doing an extension of your driveway.**
- ⇒ **An ACC Form is required to install a garden fountain.**

Please remember! Cutting grass, trimming edges, trimming trees, watering the lawn, raking leaves, and keeping your lawn looking clean and uniform is the property owner's responsibility.



Homeowners are required to care for their own landscaping, following any HOA rules that might be in place.

In this community, NWC Covenants require "Every dwelling erected on any lot shall present a good frontage on the street upon which said lot fronts."

Regarding lot maintenance, "The owner or occupant of all lots at all times shall keep weeds and grass thereon cut in a sanitary, healthful, and attractive manner."

Illegal Dumping

Illegal dumping is improper disposal of waste at any vacant location other than an authorized landfill or special facility.

Why Is Illegal Dumping Bad? It pollutes our waterways. Illegally dumped trash can get swept into streets, storm drains, and drainage ditches when it rains and enter our rivers and creeks. It's against the law.

Illegal dumping violates the San Antonio City Ordinance Section 34-703 ("Placing brush cuttings, clippings and or/rubbish into the MS4") and Section 14- 47 ("Objectionable or unsightly matter and dumping declared nuisances"). Don't get fined!

What can I do?

Report it! If you find or witness illegal dumping, call the City of San Antonio's 3-1-1 Customer Service Hotline and submit a report.



We are ready to party!

The NWC HOA has three clubhouses available to rent for events. For more information and photos, visit our website www.nwchoa.org.

Dover Ridge Clubhouse

7208 Valley Trails - 100 people maximum

Deposit Fee: \$150 Rental Fee: \$275

Security Fee*: \$30.00/hr. (3 hours min)

Provided furnishings/equipment:

100 folding chairs

11 – 6' tables

Microwave & refrigerator (no stove)

Restrooms (separate women & men)

Dolphin & Armadillo Clubhouses

10280 Weybridge - 120 people maximum

Deposit Fee: \$150 Rental Fee: \$300

Security Fee*: \$30.00/hr. (3 hours min)

Provided furnishings/equipment:

120 folding chairs

20 – 6' tables

Microwave & refrigerator (no stove)

Restrooms (separate women & men)



**Security must be arranged by NWC HOA for parties with more than 70 people in attendance, when alcohol will be present, and/or when guests are primarily teenagers. This mandatory fee will be added to the rental fee.*

1. Only NWC HOA residents in good standing are permitted to rent clubhouses. Resident is responsible for enforcing COVID-19 safety recommendations.
2. NWC HOA member must sign contract and be present for full duration of function.
3. Booking must be made 2 weeks in advance – deposit paid and contract signed in person. Cancellations must be made at least two weeks in advance of the scheduled function.
4. Rental period is for one day (10 am—12 am Friday, 8 am—12am Sat & Sun). Access to the clubhouse will not be granted the day before the event. Functions must be completed no later than 12:00 midnight.
5. No helium balloons, glitter, candles, silly string, pop streamers, feathers, or confetti. No decorations can be attached to walls, windows, or ceiling in any way. Violation to these policies will result in an additional cleaning fee withheld from your deposit.
6. Use of the fireplace at Dover Ridge is prohibited. Use of inflatables is prohibited, except with rental of Dolphin clubhouse. Inflatable must be placed in designated area.
7. The rental fee for all functions covers basic cleaning the inside of the clubhouse. The outside is the responsibility of the NWC HOA resident. All food, beverages and personal items must be removed from the clubhouse and surrounding areas at the end of your function.



It has been more than a year since the arrival of the Coronavirus. This virus brought a new phase of need to many, and while many of us volunteered in different ways to support our Food Bank Program, it is also good to recognize the efforts the Food Bank made to quickly ramp up all its resources to help meet the needs of many.

The San Antonio Food Bank takes pride in fighting hunger, feeding hope in 16-county service areas. They believe that no child should go to bed hungry, adults should not have to choose between a hot meal and utilities, nor a senior sacrifice medical care for the sake of a meal.

The San Antonio Food Bank was founded in 1980 and has quickly grown to serve 58,000 individuals a week in one of the largest service areas in Texas. Their focus is not only for people to have food for today but also to have the resources necessary that will give the people the opportunity to be self-sufficient in the future.

Fighting hunger is the Food Bank's number one priority, but they also serve to educate and help in many other ways. They achieve this through a variety of programs and resources available to families, individuals, seniors, children, homeless, and military members in need.



"Fighting hunger and Feeding hope in San Antonio and Southwest Texas"

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 to nwc@nwchoa.org!

FOOD BANK PROGRAMS AND RESOURCES:

BENEFITS ASSISTANCE. The San Antonio Food Bank assists clients with application and renewal assistance for various federal benefits to include SNAP, Adult Medicaid, CHIP, long-term care, WIC, TANF, and Healthy Texas Women

CULINARY TRAINING PROGRAM. The Food Bank's transformative Culinary Training Program addresses hunger through training the unemployed and underemployed, who in turn nourish those in need.

FARMERS MARKET. The San Antonio Food Bank is committed to providing nutritious fresh fruits and vegetables to those they serve.

FOOD ASSISTANCE AND DISTRIBUTION. Through their network of 500 partner agencies, the San Antonio Food Bank distributes thousands of pounds of food through mobile pantries and food fairs. These programs work to move perishable and non-perishable food items quickly to qualifying families and individuals.

HUNTERS FOR THE HUNGRY. Through the program, hunters can drop off legally tagged, field-dressed deer with participating meat processors. The partner processors prepare the venues for distribution through local food banks.

JOB ASSISTANCE. The most common reason that adults are forced to rely on food pantries to meet their nutritional needs is a lack of job training and the inability to find sustainable employment that pays a living wage.

MOBILE MERCADO. The Mobile Mercado brings residents in food-deserted areas access to locally grown, farm-stand quality produce and other healthy foods, at affordable price points.

NUTRITION HEALTH AND WELLNESS. The San Antonio Food Bank is committed to improving the prospects that individuals in the community will make healthy and affordable food choices and engage in physically active lifestyles consistent with the current USDA Dietary Guidelines.

PROGRAMS FOR CHILDREN, SENIORS AND PETS. The San Antonio Food Bank offers 3 different programs to assist children facing hunger needs: The Back-Pack Program, Kids Café, and Summer Food Service. For Seniors in need, they offer the Senior Grocery program and the Senior Farmers' Market. For Pet assistance, The Food Bank partners with the Daisy Cares program to help provide pet food to families struggling economically.

If you are someone in need of food assistance or know a family in need, contact the Food Bank at: 5200 Enrique M. Barrera Pkwy, San Antonio, TX 78227 PHONE:210-337-FOOD, 210.337.3663 info@safoodbank.org

Kudos Corner

Kudos to the 110 of our neighbors who participated in the March 20th Dial-A-Trailer event —another step toward a Cleaner, Safer, Better neighborhood! Thanks also to our City Councilwoman, Melissa Cabello Havrda, who came out to support us, and the Junior League ladies, who cleaned ditches and the green belt areas. And finally, thanks to our BOD President, Ken Pfeiffer, and our Community Manager, Dusty Hathorne for all their support during this event.



BIG KUDOS TO CUB SCOUT PACK 458! THESE LITTLE ONES NOT ONLY DO FUN ACTIVITIES, BUT ALSO LEARN IMPORTANT VALUES BY GETTING INVOLVED IN THE COMMUNITY. THIS CUB SCOUT PACK HAS BEEN HELPING THE COMMUNITY BY CLEANING UP THE MISTY BROOK PARK, PACK 458 WILL BE WELCOMING NEW MEMBERS SOON. FOR MORE INFORMATION, CONTACT ROXANNE AT 210-564-4165.



2021 BOARD OF DIRECTORS

NWC is happy to introduce our 2021 Board of Directors members. From left to right: Member at Large Ben Saine, Vice President Helen McAndrews, President Ken Pfeiffer, Member at Large Diane Lopez, Member at Large Denise Ochoa, Secretary Dora Martinez, and Treasurer Nicole Leduc. We appreciate their VOLUNTEER time and their hard work to help shape Northwest Crossing into a pleasant place to live.





Swim is
BACK
in 2021

Ages 5-18

Must be able to swim
length of pool
independently.

DIVE IN
and be part of the
TRADITION & FUN

\$135

per swimmer

Registration
May 6, 7 & 10
6:00-7:30 pm

WB Clubhouse, back patio
facing the pool

Visit our website for more info

**Space is
limited!**

Parents, please note:
Volunteering is **REQUIRED**. We will train you!

We are looking for **SPONSORS!** Team sponsorship
is only \$200 for the season and provides one
swimmer **FREE** membership.

See our website for more info!





Are You Looking For A Summer Job?

Northwest Crossing will be hiring pool monitors and certified Swimming Lesson Instructors this summer. There will be NO life guards on duty at the pools for the 2021 season. Adults, and college and high school students who have completed The American Red Cross Lifeguard Training, First Aid, CPR, or Water Safety Instructor (WSI) courses may be eligible to apply for these positions. Certification is NOT required for monitor positions.

Contact the NISD, NEISD, The JCC, Fort Sam Houston, or The San Antonio Red Cross for certification information.

For more information

Email: bryanheathnpm@yahoo.com

or stop by the NWC On-site Office to fill out an application



Mon/Tues/Wed/Thurs 7:00-8:00 AM

NWC Dover Ridge Clubhouse:

7280 Valley Trails

Instructor Thomas Shipman

Thomas.peacefulliving@gmail.com

(210) 781-0229

Classes resume March 15th

\$50/month

\$5/drop in

Will accept students up to 30 mins late.

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



Welcome new home owners! NWC Association has an On-site Office at 10280 Dover Ridge across from NW Crossing Elementary. Staffers Karen and Wendy would like to welcome you to the neighborhood. They have a welcome packet full of helpful information and can guide you through account set up and the Cell-Badge ID registration processes. Make sure to access our website at nwchoa.org for more helpful information.



Summer is just around the corner! In order to serve our residents more efficiently during the summer months, the On-site Office will be change its hours beginning June 1st.

Tuesday	10 am to 3 pm
Wednesday	2 pm to 7 pm
Thursday	10 am to 3 pm
Friday	10 am to 3 pm
Saturday	8 am to 12 pm
Sunday & Monday	—Office is closed.

Northwest Crossing Offers Security 24/7

One of the great advantages of living in Northwest Crossing is having 24/7 Security. Although many of the officers come and go over time, we appreciate all their contributions to our community safety. When you see a G4S, please take the time to wave at them to say hello and ask for their name. Here is a list of just some of the ways G4S contribute to our community.

- ◆ Assist residents with a wide variety of complaints—Noise, vandalism, theft, and any suspicious activity.
- ◆ Vacation patrols (only at residents request!) when property is vacant during short periods of time.
- ◆ In cooperation with SAPD, clear neighborhood streets from inoperable vehicles.
- ◆ Report loose animals and protect them from cruelty situations by contacting Animal Services.
- ◆ Report broken or vandalized mail boxes to SAPD.
- ◆ Report issues to the city—vandalized street lights or city property.
- ◆ Patrol areas not frequented by or within view of residents—green belts, ditches, and tunnels.
- ◆ Coordinate efforts with various governmental agencies to address crime spree and illegal behaviors.

G4S Patrol can be reached 24 hours a day, 7 days a week at (210)363-5770. If you reach voicemail while they are responding to another call please be sure to leave your full name, a call back number, address, and a brief description of why you are calling.

NWC HOA COLLEGE



SCHOLARSHIP

**Last call for NWC
scholarship applicants!**

The submission deadline to apply for the scholarship is May 1st.

Carefully read all the requirements before you apply. The scholarship is granted only to seniors in high school who will be attending college in the Fall of 2021 and also those already enrolled in college.

For information, contact the office at nwc@nwchoa.org or call: 210-647-0689



ENERGY SAVING TIPS:

- ◆ Set your thermostat between 78° and 80°. Raise it by 2°-3° when you're not at home.
- ◆ Have your system inspected by a licensed and bonded professional at least twice a year, spring and fall.
- ◆ Check and/or replace your air filters every two weeks May through October.
- ◆ Replace your filters every month, November through April.
- ◆ Close your curtains and blinds where practical during the day.
- ◆ Take shorter showers to minimize run time for reheating water.
- ◆ Wash clothes in cold/medium temperatures rather than hot water and do full loads.
- ◆ Maintain the hot water temperature at 120°.
- ◆ Turn off lights in unoccupied rooms.
- ◆ Use LED bulbs that use at least 75% less energy than incandescent bulbs.
- ◆ Set refrigerator temperature between 37° and 40°.
- ◆ Set freezer temperature between 0° and 5°.
- ◆ Close the damper on your fireplace when not in use.
- ◆ Unplug appliances not in use every day.



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



nwchoa.org

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 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.

NWC HOA Pool

Northwest Crossing HOA residents enjoy the use of two pools during the summer months. This year NWC pools are scheduled to open May 22nd with some restrictions. Please visit our website at www.nwchoa.org for more updates!

Most Asked Questions?

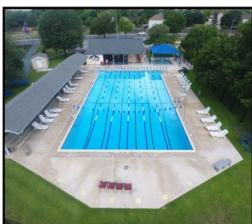
Is the NWC ID required to enter the pool? Yes, in order to have access to ANY of the Northwest Crossing facilities, you are required to be registered in our new CellBadge ID system. If you are not familiar with it or do not know how to register, call the office for more information at 210-647-0689 or go to: [NWC Photo ID Cards – Northwest Crossing Association of San Antonio, Inc. \(nwchoa.org\)](http://www.nwchoa.org).

Does a parent have to be present? This year NWC will only hire pool attendants and not lifeguards, this means children 17 and under must be accompanied by a caretaker at least 18 years old.

Is food allowed? Food and drinks are only allowed if you are social distancing your group or family from others. No glass containers and no food or drinks at the pool edge. Please clean up your area.

Can I take a friend? Adults (18+) registered on CellBadge are permitted to sign in up to four guests daily at either pool. Resident is responsible for ensuring that pool rules and COVID-19 safety recommendations are followed by their guests at all times.

NWC May 2021 Pool Schedule						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22 BOTH 11-9
23 BOTH 11-9	24	25	26	27	28 WSP 3-9	29 BOTH 11-9
30 BOTH 11-9	31 BOTH 11-9					
NWC June 2021 Pool Schedule						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 DRP 3-9	2 WBP 3-9	3 DRP 3-9	4 WBP 3-9	5 BOTH 11-9
6 BOTH 11-9	7 WBP 1-9	8 DRP 1-9	9 WBP 1-9	10 DRP 1-9	11 WBP 1-9	12 BOTH 11-9
13 BOTH 11-9	14 WBP 1-9	15 DRP 1-9	16 WBP 1-9	17 DRP 1-9	18 WBP 1-9	19 BOTH 11-9
20 BOTH 11-9	21 WBP 1-9	22 DRP 1-9	23 WBP 1-9	24 DRP 1-9	25 WBP 1-9	26 BOTH 11-9
27 BOTH 11-9	28 WBP 1-9	29 DRP 1-9	30 WBP 1-9			
NWC July 2021 Pool Schedule						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 DRP 11-9	2 BOTH 11-9	3 BOTH 11-9
4 BOTH 11-9	5 WBP 11-9	6 DRP 11-9	7 WBP 11-9	8 DRP 11-9	9 WBP 11-9	10 BOTH 11-9
11 BOTH 11-9	12 WBP 11-9	13 DRP 11-9	14 WBP 11-9	15 DRP 11-9	16 WBP 11-9	17 BOTH 11-9
18 BOTH 11-9	19 WBP 11-9	20 DRP 11-9	21 WBP 11-9	22 DRP 11-9	23 WBP 11-9	24 BOTH 11-9
25 BOTH 11-9	26 WBP 11-9	27 DRP 11-9	28 WBP 11-9	29 DRP 11-9	30 WBP 11-9	31 BOTH 11-9
NWC August 2021 Pool Schedule						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 BOTH 11-9	2 WBP 11-9	3 DRP 11-9	4 WBP 11-9	5 DRP 11-9	6 WBP 11-9	7 BOTH 11-9
8 BOTH 11-9	9 WBP 11-9	10 DRP 11-9	11 WBP 11-9	12 DRP 11-9	13 WBP 11-9	14 BOTH 11-9
15 BOTH 11-9	16 WBP 11-9	17 DRP 11-9	18 WBP 11-9	19 DRP 11-9	20 WBP 11-9	21 WBP 11-9
22 DRP 11-9	23 WBP 4-9	24 DRP 4-9	25 WBP 4-9	26 DRP 4-9	27 WBP 4-9	28 WBP 11-9
29 DRP 11-9	30 WBP 4-9	31 DRP 4-9				
NWC September 2021 Pool Schedule						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 WBP 4-9	2 DRP 4-9	3 WBP 4-9	4 BOTH 11-9
5 BOTH 11-9	6 BOTH 11-9 Labor Day	7 POOLS CLOSED	8	9	10	11



NWC HOA POOL RULES

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 be in charge of qualified pool monitors, both 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 be registered in the CellBadge Id system 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 pool monitors are on duty.
 3. The on-duty pool monitors will be in charge of the pool operation and are responsible for the enforcement of the Rules and Regulations. **All persons must obey the instructions of the pool monitors.**
 4. The Association, pool monitors, 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 pool monitor 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 twice, he/she or a parent (if a minor) will be notified in writing. After the third removal, the person will be suspended from using the pool area, and CellBadge Id will be invalid. Re-instatement 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 will 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: Each ADULT (18+) member is allowed to sign in up to 4 guests at either pool. A resident of NWC HOA cannot be signed in as a guest. Resident must accompany guests for duration of their stay.**
 16. Children 17 years and under must be accompanied by a caretaker at least 18 years old.
 17. **SWIMMING ATTIRE POLICY: Proper swimming attire must be worn by anyone entering the water.** No cut-offs, diapers (special swim diapers are allowed), 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. Their proficiency will be determined by the pool monitor standards.
 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 pool monitors, as long as 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 pool monitors.
 26. Injuries should be reported to the pool monitors immediately.
 27. The pool monitors may declare a fifteen (15) minute rest period once every hour on the fourth quarter hour. Only persons eighteen (18) and older will be allowed to swim at that time.
 28. No pool equipment, furniture, etc. may be removed from the pool area.
 29. Radios and sound equipment must be kept at a reasonable volume and will be monitored at the pool monitors 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 upon pool closing.
- No photography or video recording is allowed without approval of the HOA.**

NOTE: The pool monitors have the authority to use their judgment in making decisions regarding the enforcement of the Rules and Regulations. Any disagreement of the rules and regulations or the method of enforcement should be directed to the Board of Directors at nwc@nwchoa.org.

**Pool Monitor may allow photography and or 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.



Emergency and Non-Emergency Contact Procedures

Emergency dial 911

Identify yourself with name, address, phone number, and type of emergency “medical event, vehicle crash, fire, burglary of a home or vehicle that is in progress”.

You can also choose not to give your information and remain anonymous.

Non-Emergency dial 210-207-7272

Identify yourself with name, address, phone number and type of non-emergency “suspicious vehicle/ person, neighbor disputes, animal related, traffic related violations”.

You can also choose not to give your information and remain anonymous.

If you are a witness, or wish to give more information to an incident, you may request to have them contact you via phone or in person. “*State to the call taker which you prefer*”. If you decide to speak with an officer and wish to forward the information to your HOA Board, Security Company or the SAFFE Officer for follow up, please obtain a CFS number “Call For Service”. If there is video of the incident, please send it to the appropriate person.

If you are observing a crime being committed, please obtain the best description as possible, without putting yourself in harm’s way. “Clothing/ Vehicle descriptors (color, make, model), direction of flight”. Be as clear and concise as possible.

Be a good Witness!

Code issues, ACS, Public works, SAWS or any City Services

Dial 311

SAFFE Officer’s for Northwest Crossing

Shawn King

210-207-5822

Email: shawn.king@santonio.gov

Marco Garza

210-207-5820

Email: marco.garza@santonio.gov



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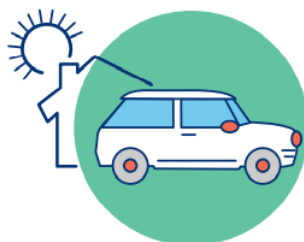
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Issues are published on the 1st day of the first of the two months listed:

February/March

April/May

June/July

August/September

October/November

December/January

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

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