



\* Caracol community news for HOA members & residents only.

May / June 2024

## COMMUNITY CONTACT INFO

### Board of Directors

#### President

Roza Sypniewski

#### Vice President

Tawnie Martin

#### Treasurer/Secretary

Andres Delatorre

Contact BOD via email at [caracol.hoa.president@gmail.com](mailto:caracol.hoa.president@gmail.com)

### Committee Officers

#### Architectural (ACC)

Christopher Henry  
John Urban

The ACC will review all applications for exterior home improvements. Please contact Associa Hill Country for the application form and instructions. The application form is also included inside this newsletter. You must receive an approval from the ACC before the start of your project.

Compliance and Park committees are VACANT and homeowners are invited to apply. Our Association is better when homeowners take part in the decision making process.

#### Find us on Facebook!

[facebook.com/groups/250569528652881](https://facebook.com/groups/250569528652881)

A private page for Caracol Creek and Heights residents ONLY. This page contains updates in the community and events.

## Message from the Board

Hello Neighbors,

We want to wish our prior Community Manager Leah well and thank her for all she did for our neighborhood. Here is a message from our new community manager...

"Hello,

*My name is Allison Mahbubani, I am your new community manager for Caracol Creek HOA! I look forward to serving your community. "*

*Allison Mahbubani*

## Recent Updates

Our new renovated entrance walls



## Future Events

**Next BOD Meeting: June 12 2024 @ 6:30 pm - our next meeting will be held at our park's pavillion at 227 Empresario Drive**

Social events for the Caracol community are organized by volunteers with the approval of our BOD. Please remember if you want to volunteer for any event, make sure that you have a second in command and helpers. Occasionally the main organizer can't deliver the dedicated time and someone else can step in and replace. This way we don't disappoint our community. We are still looking for the leaders of the following events this year:

**4th of July and National Night Out (NNO):** Date is 7/4/24 Please join us at the next BOD meeting in the pavilion if you are interested in volunteering at our social events.



## Events & Holidays 2024 Calendar



<b>May 27</b>	Memorial Day
<b>May 28</b>	Runoff Election
<b>June 14</b>	Flag Day
<b>June 16</b>	Father's Day
<b>June 19</b>	Juneteenth
<b>June 21</b>	First Day of Summer
<b>July 4</b>	Independence Day

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## Questions & Answers

**Where can we get a copy of the HOA rules asking new homeowners and new renters?**

**Answer:** The homeowner got all the rules during the completion of the purchase of the house and they are also available online at the Townsq website maintained by our HOA managing company Associa Hill Country.

New renters should get those rules from the landlord or the company managing his/her property.

It is important to remember that HOA (Home Owners Association) is managed for the homeowners only and communicates with the homeowners. HOA is not keeping track of who rents which property. Inspections of the external appearance of all houses and yards around it are done routinely and reminders for making corrections in upkeep are mailed only to the owners of the house which needs that remainder.



## Are you over or under-insured?

Homeowner's insurance policies are primarily classified by the HO (Homeowner's) policy form they use. Each form offers a different level and type of coverage, tailored to specific needs and situations. It's important to know what your policy covers and the cost associated so you have the appropriate level of coverage. Here's a breakdown of the most common HO forms:

### 1. HO-1 (Basic Form):

- Offers the most basic coverage, typically covering only 10 named perils like fire, lightning, windstorm, and theft.
- Suitable for older homes with low market value or for budget-conscious homeowners who want minimal coverage.

### 2. HO-2 (Broad Form):

- Expands coverage beyond the 10 named perils in HO-1 to include additional perils like falling objects, ice and snow damage, and vandalism.
- Still considered a relatively basic policy, but offers more protection than HO-1.

### 3. HO-3 (Special Form):

- The most common homeowners insurance policy in the US.
- Covers all perils except those specifically excluded (flood, earthquake, etc.)
- Provides "open peril" coverage for the dwelling structure, meaning anything not excluded is covered.
- Personal belongings are covered for named perils only.

### 4. HO-4 (Contents Broad Form):

- Similar to HO-3, but designed specifically for renters or condo owners who only need coverage for their personal belongings.
- Provides "all-risk" coverage for personal belongings, meaning anything not excluded is covered.

### 5. HO-5 (Comprehensive Form):

- The most comprehensive homeowners insurance policy available.
- Covers all perils for both the dwelling and personal belongings, with no named exclusions.
- Offers higher coverage limits and broader protection for valuable items like jewelry or artwork.

# Caracol Creek & Height's 2nd Annual Fiesta!

It was a 3-hour event in our playground with games for kids and snacks for all. There were fewer people than last year and perhaps having the rain-resistant poster hanging at the park fence a week in advance of the event would help in participation. We will try it next time. Please review some pictures from the recent event. Big thanks to Teresa Martinez and her volunteer assistants in pulling of this lovely local event.



**Breaking News! Download the new and improved 311SA Mobile App**

FAQ: [www.sanantonio.gov/CustomerService/MobileApp](http://www.sanantonio.gov/CustomerService/MobileApp)

Residents can submit service requests reports for the following services:

- Aggressive Animal
- Animal Cruelty
- Dead Animal Pick Up
- Damaged Garbage Cart
- Graffiti in Parks
- Garbage/Recycle No Pick Up
- Graffiti Public Property
- Traffic Sign Missing/Down
- Graffiti Private Property
- Trapped/Confined Animal
- Junk Vehicle
- Injured Animal
- Overgrown Yard
- Pot Hole Repair

**Take a picture from your mobile phone and send it to: 311SA**

**CHILDREN IN YOUR COMMUNITY NEED YOUR HELP.**

**SCAN ME! >>**

*Help rewrite their stories.*

EARN A PROFESSIONAL SALARY WHILE CHANGING THE LIFE OF A CHILD

BECOME A PROFESSIONAL FOSTER PARENT TODAY

**PATHWAYS**  
Youth & Family Services

## The Caracol Creek & Heights Informer

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SCAN ME



Homeowners,

It is our goal to ensure you have multiple options to contact your community's management team.

The most convenient way to communicate with Associa is to submit a Request in [Townsq.io](https://townsq.io). The functionality of submitting a request is very similar to sending an email, with the added benefits of keeping an organized record of your communication with management. Your Assistant Manager and Manager are both notified when a request is submitted and can respond directly to the request in TownSq. Additionally, you will receive a notification from TownSq upon receipt of a response from Associa. You can find the Requests feature in the toolbar on the left side of your screen.

Should you wish to use other methods of communication, please see the direct contact information listed below for specific departments within Associa. If you are transferred to voicemail, please leave a message and include your community name, account number or address, phone number, and the reason for your call and we will work to follow up with you promptly. In addition, our main office number is 210-545-1888 and it can be used for after-hours emergencies.

### Customer Service (for general inquiries)

[AHC.Info@associa.us](mailto:AHC.Info@associa.us)

210-545-1888

### Escrow/Resales Inquiries

[customerservice@communityarchives.com](mailto:customerservice@communityarchives.com)

1-833-544-7031

### Community Association Manager

Allison Mahbubani  
Associa Hill Country

Associa® - To bring positive impact and meaningful value to every community.

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### Assistant Community Manager

Erica Aguirre

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