

The Seventh at Sonterra FAQs

Updated 1/1/19

www.theseventhatsonterra.com

www.triohoa.com

I am new to the neighborhood. How do I request trash service?

Please contact Republic Services at www.republicservices.com or 210-304-2700. As of May 2018, the quarterly charge was \$75.18 which includes two weekly pickups on Monday (trash and recycle bin) and Thursday (trash only, NO recycle). Republic will provide a large blue plastic trash container and a smaller blue container for recyclables, if not left by prior owner. Anyone needing repairs made to their trash container can contact Dana with Republic Services at 210-304-2700.

Does the HOA have a policy restricting when trash bins can be present on the curb?

Yes. Articles 1 and 2, of the CC&R's (Covenants, Conditions & Restrictions) authorize the Association to take the necessary steps to maintain the integrity of the community and the overall appearance of homes and yards. The Board adopted Fining Policy, filed with Bexar County March 9, 2016, which shall be enforced if a violation of the listed restrictions occurs: No bins, bags, containers or receptacles for the storing or disposal of trash, garbage, refuse, rubble, uncontained debris of any type or recyclable materials shall be stored, kept, placed or maintained on any lot where visible from another lot or street except solely on a day designated for removal of trash, garbage, refuse, rubble, uncontained debris and recyclable materials. **Such bins, bags, or debris may be placed only in front of a residence and beside a street for removal between the hours of 6 p.m. the night prior to collection day and 8 p.m. the day of collection.** Failure to comply can result in enforcement via the fining policy in effect for the community. This policy is available under the "documents" section of the HOA website at www.theseventhatsonterra.com.

How do I obtain a mail box key?

The HOA owns the mailboxes, NOT the United States Postal Service (USPS). The USPS is not responsible for providing keys to individual mailboxes. If you did not receive a key from the prior owner, please contact Trio HOA Management Customer Service at 888-874-1978. Trio can identify the number of the box assigned to an owner's address. It is the owner's responsibility to remove the old lock and install a new lock purchased from any hardware store or locksmith. Alternatively, owners can employ a locksmith, at their own expense, to make this change.

Our United States Post Office branch is located at 20403 Encino Ledge, San Antonio, TX. They can hold your mail until you get your lock changed. Their phone number is 210-497-6391.

How do I obtain a pool key?

Visit Trio HOA Management at 17806 IH W, Suite 300, San Antonio, TX 78257 to obtain a pool key. If you did not receive a pool key at purchase from seller, or if lost, the cost of a replacement key is approximately \$30.

How do I have my name put on the entry gate directory? Please contact Trio HOA Management at 888-874-1978 and request your name be added to the digital entry gate directory. They will confirm your correct phone number to be called, if someone enters the 3-digit code associated with your name.

How do I obtain a remote for the entry gate?

To obtain an entrance gate remote at a cost of approximately \$50, please visit Trio HOA Management at 17806 IH W, Suite 300, San Antonio, TX 78257.

Once you have a remote, most vehicles have a version of Homelink that will allow you to program your vehicle with the gate code. The remote is required to accomplish this set up. Please consult your vehicle manual to determine if you have this option available.

When and where are the Board of Directors meetings held?

HOA Board meetings are typically held at 6:00pm at the clubhouse each quarter (January, April, July and October). The Executive Session of the meeting (consisting of Board members only) is held after the open session. Owners are provided notice of the pending Board meetings and agenda via Trio emails to all residents. In rare instances when a quorum of the Board cannot be met, the meeting may be re-scheduled. If this occurs, all owners with an active email address registered with the HOA will receive notice of the change. All owners are encouraged to attend the quarterly HOA meetings and participate in the betterment of their community.

How often is the Board elected and what are the terms?

There are a total of 5 Board members with elections occurring at the annual meeting, typically in February of each year. Board terms are staggered so every year, 2 or 3 Board positions will be up for election to 2-year terms. After each annual election, the new and continuing Board members select the President, Vice President, Treasurer and Secretary. Owners DO NOT vote on the specific position each Board member will hold.

I am interested in playing a more active role in the HOA but I do not wish to run for the Board at this time. Are there other options?

Yes, there are multiple committees available and owners can volunteer to participate in these committees at any time. Committees include: Landscaping/Maintenance, Social/clubhouse and Architectural Review. Please contact any Board member at any time if you are interested in volunteering for a committee!

I am interested in reserving the clubhouse for a party. What do I need to do?

Contact Morgan Bertram at 7thclubhouse@gmail.com or 210-717-6690 and confirm the desired date and time is available. Morgan maintains the master calendar for the clubhouse and will reserve the date and time, if it is open. Next, visit the website at www.theseventhatsonterra.com and from the homepage click on "Documents." Click on the button for "Clubhouse Reservations" and print out the forms for your review and signature. Prior to your event, A Board member or designee will provide you with a key for the clubhouse. Please ensure the clubhouse is returned in as good of a condition as you found it, or a cleaning fee will be deducted from your deposit. A Board member or designee will review the condition of the clubhouse with

you before and after your event and answer any questions. **Note: your HOA account must be current to reserve the clubhouse.**

My roof is leaking and/or has missing/cracked tiles. Who is responsible for repairs?

All roof maintenance and repairs are the responsibility of the owner. It is recommended you contact your insurance agent to understand your individual policy for any potential coverage for roof damage.

Am I responsible for the exterior paint of my residence?

The owner is responsible for all exterior paint including trim, stucco, pergola, guttering, downspouts, garage doors and front gate. The trim, pergola and guttering (parallel to trim) are the same color (code below) while the stucco, garage doors and downspouts share a different color (code below). A separate color for the front metal gate is also provided (code below).

Any deviations from the provided paint color/code for each type of surface will result in a warning letter from the management company. If the color is not corrected within 30 days of receiving the warning letter, the owner will be charged a fine for each month the color is not corrected. This fine will be added to their Association account.

Who maintains the guttering on my unit?

Owners are responsible for all guttering systems on their townhome. All sagging, falling or disconnected guttering is the owner's responsibility to repair. Owners will receive a letter from the management company if necessary repairs are not made in a timely fashion, consistent with the CC&Rs (Covenants, Conditions & Restrictions).

The wooden pergola outside my front door is rotting out and/or needs painting. Who is responsible for this?

The owner is responsible for the maintenance and repair of all pergola structures on their property. In the situation where a portion of the pergola is shared with an adjacent unit, it is up to the owners to coordinate with one another and agree on a contractor and sharing the repair expense. ONLY ONE paint color is approved for the pergola. It is the same color used for the trim and guttering (paint code below). Any deviation in paint color will result in a warning letter from the management company. If the color is not corrected after receiving the second warning letter and 30 days, the owner will be charged a fine for each month the color is not corrected. This fine will be added to their Association account.

Who is responsible for repair and maintenance of the metal gate at the front entrance of my unit?

The owner is responsible for repair, maintenance and paint of their front gate. ONLY ONE paint color is approved which is provided below. Any deviation in paint color will result in a warning letter from the management company. If the color is not corrected after receiving the second warning letter and 30 days, the owner will be charged a fine for each month the color is not corrected. This fine will be added to their Association account.

Who is responsible for repair and maintenance of the stucco “party wall” between my neighbor and me?

Article Ten on page 13 of the Declaration of Covenants Sections 1 and 2 in part states: *“Each wall which is built as a part of the original construction ... and placed on the dividing line between two lots shall constitute a party wall. The cost of the reasonable repair and maintenance of a party wall be shared by the owners who make use of such wall in proportion to such use.”*

During an ad hoc Board meeting on 9/13/14, the Board unanimously agreed that, based upon the Declaration of Covenants, the maintenance and repair of all party walls is the shared responsibility of each owner. Furthermore, the HOA is not responsible for maintenance of metal fences in between units, including paint.

My sprinkler/drip system is not working. Who do I contact?

The sprinkler heads and lines, outside of the courtyard gate, are serviced by the HOA. All heads and lines inside the courtyard gate, as well as the electronic control unit in the garage, are the owner’s responsibility. The HOA also maintains and provides required inspections for the backflow unit in each yard which is part of the irrigation system.

It is each owner’s responsibility to properly water their lawn to maintain the health of the lawn/landscaping. If the owner does not keep their lawn/landscaping watered and it requires replacement, the owner will be billed for the cost of replacement.

To report an issue with the sprinkler/drip system outside of your front courtyard gate, please contact Trio HOA Management at 888-874-1978, and they will pass the information to our irrigation contractor for repair.

Who is responsible for the landscaping around my residence?

All landscaping inside your front and back gates (inner portion of the lot) is your responsibility. The landscaping outside your gate (outer portion of the lot) is maintained by the HOA which is why it is critical that any desired changes are approved by the Association prior to installation. If you have any landscaping concerns/requests, please contact Trio HOA Management at 888-874-1978 to communicate your request or concern. ANY landscaping changes outside the gate or visible from the street must be approved in advance. Please submit a detailed proposal to the Architectural Review Committee (form available at www.triohoa.com after logging into your account and also on the Association’s public website at www.theseventhatsonterra.com). The committee will respond to your request within **45 days** of submission.

Additionally, it is the owner’s responsibility to provide proper watering for all landscaping and vegetation in front of their gate even though the areas are maintained by the HOA. The HOA reserves the right to activate an owner’s irrigation system from the street to ensure proper watering. In this event, the owner is responsible for the cost of the water. An extra fee of \$25 per month may be charged by the HOA to the owner for the labor costs required to actuate the irrigation system at least 4 times per month. Alternatively, the HOA may convert grass areas to decorative rock requiring no watering, if grass has been severely damaged by lack of proper watering by the owner.

My lot backs up to the golf course and the weeds are not being mowed, who should I contact?

This is not an HOA issue but a matter that must be resolved by The Club at Sonterra. Please contact their grounds manager and advise of your concern.

If my residence backs up to the golf course, can I discard my yard refuse over the fence and the Sonterra Golf Course will pick it up for me?

No, this is strictly prohibited. Each owner is responsible for the disposal of their own yard waste. The golf course is one of the best advertisements for The Seventh at Sonterra and a clean kept appearance from the golf course is in everyone's interest.

Can I store any items in common areas? How do I dispose of my live holiday tree after the holidays?

Absolutely nothing can be stored in any of the common areas around the property. Additionally, live holiday trees and any other yard refuse **cannot** be discarded in the common areas. For several weeks after the holidays, Republic Services will dispose of live trees, as a courtesy, if small enough and placed curbside with your regular trash. The live tree must be cut up into pieces no longer than 4 feet and weighing no more than 35 lbs. The pieces must be bundled. If you want them to take a whole tree, you must call to schedule a pick up, and there is a \$20 fee (as of 1/2015). It is always the responsibility of the owner to dispose of their refuse.

Another option is to take the tree to one of the city's holiday tree recycling locations typically from January 10-18, between 8am to 1pm. Please check the San Antonio Waste Management website at: <http://sanantonio.gov/SWMD/> for current year pickup dates and locations.

No toys, bicycles, skateboards, yard games etc. should be left outside overnight. Grass areas in common areas and front yards, should not be used for practicing golf, as this can damage the grass and result in unnecessary repair and replacement fees to the community.

I am leasing my unit, am I responsible for the actions of my tenant?

It is the responsibility of each owner to communicate all rules, policies and regulations to anyone leasing their townhome. The owner is ultimately liable for any fines levied to their account resulting from failure to comply with all Association governing documents.

What is the Stone Oak Property Owner's Association and why do I have to pay \$58 twice per year (January/July), in addition to my \$280 monthly Seventh at Sonterra Association assessment?

The Seventh at Sonterra is one of many communities that comprise The Stone Oak Development. The Stone Oak POA is responsible for maintenance and upkeep of 11 miles of landscaped medians within Stone Oak boundaries. The POA also funds annual projects to beautify the common areas and keep landscaping to standard.

I just moved in and have not received a welcome package from the HOA, how do I get one?

Please contact Trio Management Customer Service at 888-874-1978 and let them know you are a new homeowner. They will ensure you receive these important documents which include payment vouchers and copies of the HOA bylaws. Many of the documents are available at the HOA's public website: www.theseventhatsonterra.com

Is there a way to clean my home's exterior walls?

Yes, the HOA owns a pressure washer and it's available for checkout at no cost. Please contact a Board member (listed below) to make arrangements. Another option: Clean with a solution of ½ bleach ½ water. Please note that the pressure washer can also be used to clean driveways and curbs, however, owners are encouraged to exercise extreme caution regarding the pressure used on their driveways as holding the power washer too close to the surface can greatly accelerate the removal of red color from the area. The concrete is not colored all the way through.

*Note: When using the pressure washer it is critical **to never leave the engine running for extended periods of time (2 or more minutes) while not engaging the wand.** The ceramic gaskets in the pump will overheat and fail resulting in an expensive repair.

I would like to replace my aged or worn out exterior lights, what are my options?

In July 2013, the board approved a new LED exterior coach lamp available at Costco for approximately \$37.99 (plus tax). These LED units have lifetime bulbs that do not require replacement (during the life of the unit which is rated for 50,000 hours) and have a built-in sensor which turns them on at dark and off again in the morning. **Please note: once the LED component has reached end-of-life, the entire fixture will require replacement.** Since this particular model is no longer available, alternative replacement options are under review.

Where is extra parking available?

There is clearly marked extra parking on south and east sides of the property. **No parking is permitted on the street, sidewalks or cul-de-sac. No "sideways" parking (parallel to street) is allowed in driveways or on sidewalks. The sidewalks are not properly reinforced to support the long-term weight of vehicles and, over time, sinking and cracking to the sidewalk result.** When vehicles park on the street, it is a safety hazard, due to decreased visibility for drivers coming around the corners. Additionally, these vehicles commonly hit sprinkler heads in the grass which require regular replacement at a cost carried by all owners. No Trailers are allowed overnight without permission of the HOA. In the interest of maintaining the beauty of our community, no non-working vehicles are permitted in driveways or other visible parking spots. **Parked vehicles cannot extend past the beginning of the curb at the end of driveways,** as this creates an unsafe situation for road traffic, pedestrians and cyclists. **Violators may be fined consistent with the Association's fining policy. Additionally, illegally parked or abandoned vehicles may also be towed at owner expense.** If your vehicle is towed, please contact Bexar Towing at (210) 590-6200 to make arrangements to obtain your vehicle.

Bicycles, skateboards and scooters must remain on the road or sidewalk in order to avoid damage to sprinkler heads and landscaping.

What are the rules regarding pets in the neighborhood?

As of 2/23/2016, per Board approved policy, only 2 pets per household are allowed in the community, and this policy is strictly enforced (prior to this change, only 1 pet was allowed per the governing documents). All pets, regardless of size, must be on a leash at **all** times. This is to protect your pet as well as for the safety of others in the neighborhood. Also, all pet owners are required to clean up after their pets. Failure to comply with the 2 pet limit will result in action based upon the approved fining policy.

Please reference the City of San Antonio's website for further details regarding local animal codes.

Are there any restrictions regarding holiday decorations/lighting visible from the street or other units?

While we encourage all owners to enhance our neighborhood's festive appearance, there are general guidelines. All exterior holiday lights outside of gates (visible from the street) are restricted to white or clear in color. The purpose is to maintain consistency with the overall holiday lighting scheme of the Seventh. Additionally, no inflatable displays are permitted in the neighborhood. Our landscaper has advised that inflatable displays can have a detrimental effect on the grass underneath and create replacement/maintenance costs for the Association. Restriction of these displays will further enhance the consistency of the existing holiday lighting program. (11/25/14 Board minutes)

Who can utilize the common areas?

All owners and their family can enjoy our common areas. Parents are asked to supervise their children when they are playing in the common areas. All toys and other items must be removed from the common areas after each use.

What Television and Internet Service Providers are Available at the Seventh?

AT&T DSL (internet) and Time Warner Cable (television and internet), Dish Network (television only) and DIRECTV (television only) are available. Please contact these companies directly to determine which service is best for you. AT&T Uverse is not available at this time.

Am I allowed to install a satellite dish on my property?

Yes. As a courtesy to all residents, please make every effort to place the dish in a location that minimizes its visibility to others. If you are changing providers and adding a new dish, it is required that the homeowner have the old dish, mount and wiring removed. This can typically be done at minimal additional expense at the time of new install if requested by the owner. Units that have 1 or more disconnected satellite dishes attached to their roof can detract from the beauty of our neighborhood.

Seventh at Sonterra HOA payment address:

\$255 due on the 1st of each month (\$280 if received after the 10th of each month) through
Make checks payable to “**The Seventh HOA**”. Owners should include the **townhome address**
and **Trio account number**.

The Seventh HOA
C/O Trio HOA Management Processing Center
PO Box 93683
Las Vegas, NV 89193-3683
*Monthly assessments are subject to change with proper notice.

Trio HOA Management Customer Service: 888-874-1978
Open 9pm-5pm Monday-Friday (except holidays)

Email Trio at: contact@triohoa.com

Trio Website: www.triohoa.com

Our Community Manager (CM) is:

Jessica Ramirez
jessica@triohoa.com
888-874-1978 (Trio)

*Once registered on the Trio owner portal, you will have access to view account balances,
Association documents, financial reports, historical minutes and other important documents.
Additionally, you can pay by check (no fee), credit card (fee applies) or setup automatic ACH
transfer (no fee) from your checking account and request services using the portal.

Stone Oak Payment address:

\$58.00 due on January 1 and July 1 of each year (as of 1/2018)

Stone Oak POA
19310 Huebner #100
San Antonio, TX 78258
210-490-9481
www.stoneoakpoa.com

*All dues are subject to change with proper notice.

The 2018 HOA Board:

President	Kurt Bertram	kurt.bertram@bertramgroup.com
Vice-President	Reed Randolph	reed.randolph@marriott.com
Treasurer/Secretary	Lori Jones	loriaj@satx.rr.com
Member	Robert “Bob” Hubbard	texstar0001@gmail.com
Member	Manny Marrufo	mannymarrufo@dtsi.com

Seventh at Sonterra Approved Paint Colors

*We strongly recommend purchasing paint from Sherwin Williams at **19190 Stone Oak Parkway** (approx. 1.5 miles from the Seventh, near SE corner of Huebner/Stone Oak intersection). This will ensure maximum consistency with the existing approved colors as they have our paint codes on file. Please note the paint codes below can **only** be mixed at the Stone Oak Sherwin Williams location.

They have our 4 paint codes on file as follows (#s correspond to photos on next page):

- 1)** "7th Stucco Walls"
- 2)** "7th Garage Door" (also for down spouts extending vertically from soffit to ground)
- 3)** "7th Trim" (wood trim and also for horizontal gutter running parallel to trim)
- 4)** "7th Gate/Metal Fence"

***Reference "Order #0064081" when ordering to easily locate any of the 4 codes in the Sherwin Williams store's system.**

*There are **paint color sample sticks available** for check out to take in to store and compare to mixed product to ensure a close match with the newly mixed batch before purchasing. These paint sticks are helpful for reducing expensive mismatches if the color is not mixed correctly at the store. Please contact Trio to request one. As there are only a few sticks on hand, it is important that you return them to a Board member after use.




4 - courtyard gate/ fence between units around pool (industrial enamel)

(1) Stucco (2) Garage Door and Downspouts:


Note: You will need Sherlastic elastomeric latex paint for the stucco. You will also need to purchase semi-gloss acrylic paint for the metal downspouts and garage doors in the **same color** as the stucco paint.

**Paint labels below are from Sherlastic elastomeric stucco paint (left) and acrylic garage door and downspout paint (right)*

1

SHERWIN-WILLIAMS 8577	05/07/18
210-490-2148	Order# 0064081
EXTERIOR	ARCHITECTURAL
SHERLASTIC	LATEX
FLAT	STANDALONE
7TH TAUPY BEIGE- STUCCO WALLS	
CUSTOM MANUAL MATCH	
CCE*COLORANT	0Z 32 64 128
B1-Black	2 21 1 -
R2-Maroon	- 15 1 -
Y3-Deep Gold	2 48 - 1
FIVE GALLON	EXTRA WHITE
A05W00651	650432453
STUCCO/MASONRY	
Non Returnable Tinted Color	
CAUTION: To assure consistent color, always order enough paint to complete the job and intermix all containers of the same color before application. Mixed colors may vary slightly from color strip or color chip.	
	
0064081-001	

2

SHERWIN-WILLIAMS 8577	05/07/18
210-490-2148	Order# 0064081
INT/EXT	ARCHITECTURAL
PRO INDUSTRIAL	ACRYLIC
SEMI-GLOSS	STANDALONE
7TH TAUPY BEIGE- GARAGE DOOR	
CUSTOM MANUAL MATCH	
CCE*COLORANT	0Z 32 64 128
B1-Black	- 17 - -
R2-Maroon	- 3 - -
Y3-Deep Gold	- 22 1 -
ONE GALLON	EXTRA WHITE
B66W01151	650827181
Non Returnable Tinted Color	
CAUTION: To assure consistent color, always order enough paint to complete the job and intermix all containers of the same color before application. Mixed colors may vary slightly from color strip or color chip.	
	
0064081-001	

Recommended Stucco Roller

A specialized 1.5 inch nap roller, such as the one pictured below, is recommended for the rough textured **stucco** used on the earliest built homes in the 1980s. This will make it much easier to apply the elastomeric paint thick enough and get it into difficult to reach areas. Spraying is **not recommended** for the stucco.



(3) Trim (wood trim and horizontal guttering running parallel to trim but **NOT downspouts**): Sherwin Williams satin latex

3


SHERWIN-WILLIAMS 8577 05/07/18
210-490-2148 Order# 0064081

EXTERIOR ARCHITECTURAL
A-100 LATEX
SATIN STANDALONE
7TH MISSISSIPPI MUD- WOOD TRIM
CUSTOM MANUAL MATCH

CCE*COLORANT	0Z	32	64	128
W1-White	2	63	-	-
G2-New Green	-	1	1	1
N1-Raw Umber	4	43	-	1
Y3-Deep Gold	-	19	1	-

ONE GALLON ULTRADEEP
A82T00154 640399754

Non Returnable Tinted Color
CAUTION: To assure consistent color,
always order enough paint to complete
the job and intermix all containers
of the same color before application.
Mixed colors may vary slightly from
color strip or color chip.



0064081-001

(4) Metal Fences/Gates: Sherwin Williams industrial enamel

4

SHERWIN-WILLIAMS 8577 05/07/18
210-490-2148 Order# 0064081

INT/EXT IND MAINT
INDUSTRIAL ENAMEL ALKYD
GLOSS STANDALONE

7TH GATE/METAL FENCE
CUSTOM MANUAL MATCH

BAC COLORANT	OZ	32	64	128
W1-White	6	34	1	-
B1-Black	2	6	-	1
R2-Maroon	-	15	-	1
Y3-Deep Gold	-	59	1	1

ONE GALLON ULTRADEEP
B54T00104 796999993

Non Returnable Tinted Color
CAUTION: To assure consistent color,
always order enough paint to complete
the job and intermix all containers
of the same color before application.
Mixed colors may vary slightly from
color strip or color chip.



0064081-001