

# The 7<sup>th</sup> at Sonterra FAQs

Last Updated 4/5/14

[www.theseventhatsonterra.com](http://www.theseventhatsonterra.com)

## **I am new to the neighborhood. How do I get set up for trash service?**

Please contact Republic Services at [www.republicservices.com](http://www.republicservices.com) or 210-304-2700. As of March 2014 the quarterly charge was \$70.20 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.

## **How do I get a mail box key?**

Contact the United States Post Office in person at 20403 Encino Ledge, San Antonio, TX. You will need a driver's license with your new address on it. Approach the quick service counter and fill out a request form. The Post Office can hold your mail until the lock can be changed. Once the lock is changed, the Post Office will call you to advise when the key is ready for pickup. Their phone number is 210-497-6391. This process can take 2-3 weeks.

## **How do I obtain a pool key?**

Visit Asset Property Management at 8200 Perrin Beitel, Suite 128, San Antonio, TX 78218 (210-342-1181). The first pool key is provided at no charge but after that, if lost, replacement keys will cost \$25.

## **How do I get my name put on the entry gate list? How do I get a remote for the front gate?**

Contact Asset Property Management at 210-342-1181 and request your name be added to the entry gate list. They will confirm they have the correct contact phone number to be called, if someone pushes the button next to your name. To obtain a front gate remote at a cost of \$36 each, please contact TexDoor at 11202 Bomar Lane, San Antonio, TX 78233 (210) 657-2798.

Once you have a remote, most modern vehicles have a version of Homelink that will allow you to program your vehicles 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.

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

Visit the website at [www.theseventhatsonterra.com](http://www.theseventhatsonterra.com). From the homepage click on "documents." Next, click on the button for "Clubhouse Reservations". Please print and fill out the required paperwork and provide, along with a deposit check for \$100 to the APMI office or a Board member. As long as no one else has the clubhouse reserved, a board member will provide you with a key and alarm code 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. Note: you must be current on your HOA dues to reserve the clubhouse.

**Am I responsible for the exterior paint of my residence?**

The owner is responsible for all exterior paint with the exception of the trim (wood only). The HOA uses a 5-year rotation, assuming funds are available, to paint the exterior trim of the units. The guttering, downspouts, stucco and garage doors are the owner's responsibility. ONLY ONE stucco paint color is approved which is provided below. Any deviations 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 60 days, the owner will be charged a fine for each month the color is not corrected. This will be added to their HOA balance.

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

All roof maintenance and repairs due to normal wear and tear 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. The HOA's insurance policy is limited to damage caused by wind /storm and fire and has a \$5,000 deductible (per event, not per unit).

**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, even those in the front of the unit. In the situation where some 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 expense of the repair. ONLY ONE paint color is approved for the pergola. It is the same color used for the trim and guttering (photo of paint codes below). Any deviations 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 60 days, the owner will be charged a fine for each month the color is not corrected. This will be added to their HOA balance.

**Who is responsible for repair and maintenance of my metal gate?**

The owner is responsible for repair, maintenance and paint of their gate. ONLY ONE paint color is approved which is provided below. Any deviations 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 60 days, the owner will be charged a fine for each month the color is not corrected. This will be added to their HOA balance.

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

The sprinkler heads and lines outside of the gate are serviced by the HOA. All heads and lines inside the gate as well as the electronic control unit are the owner's responsibility. It is each owner's responsibility to properly water their lawn to maintain the health of their grass. If the owner does not keep their lawn watered and it requires replacement, the owner will be billed for the cost of grass replacement. To report an issue with the sprinkler/drip system outside of your front gate, please contact Asset Property Management at 210-342-1181 to report the matter.

**I hear converting my sprinkler system to a drip zone system can conserve water and may qualify for a SAWS rebate. Is this correct?**

Yes, at the time of publication SAWS offers a \$200 rebate per zone that is converted to drip. To qualify for the rebate, SAWS must come to your residence and certify it has sprinkler heads. After the system is converted to drip, a SAWS representative will need to visit again to certify the conversion.

All drip conversions are not equal. If the drip conversion is not professionally completed with quality parts, the HOA cannot be responsible for the maintenance cost of the system outside your front gate. As a reminder, the HOA is never responsible for repairing the electronic control unit.

**Who is responsible for the landscaping around my residence?**

All landscaping inside your front and back gates is your responsibility. The landscaping outside your gate is maintained by the HOA, unless the owner or prior owner has made changes that require a higher level of ongoing maintenance such as non-approved plants, etc. If you have any landscaping concerns/requests please contact Kurt Bertram or Aurelio Valdez who co-chair the Landscaping & Maintenance Committee (contact info below). ANY landscaping changes outside the gate or visible from the street must be approved by the board in advance. Please submit a detailed proposal to the Architectural Review Committee (form available on the website at [www.theseventhatsonterra.com](http://www.theseventhatsonterra.com)) who will respond to your request within 45 days of submission.

**If my residence backs up to the golf course, can I throw 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 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 Garbage will sometimes dispose of live trees, as a courtesy, if it is small enough and placed curbside with your regular trash. It is always the responsibility of the owner to dispose of their refuse.

**What is the Stone Oak Property Owner's Association and why do I have to pay \$58.08 twice per year, in addition to my \$232 monthly Seventh at Sonterra HOA dues?**

The Seventh at Sonterra is one of multiple communities that comprise The Stone Oak Development. The Stone Oak POA is responsible for maintaining all of the common areas throughout the Stone Oak Development. For example, this includes landscaping and flowers visible along Huebner and Stone Oak.

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

Please contact Asset Property Management at 210-342-1181 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 by laws. Many of the documents are available at the HOA website: [www.theseventhatsonterra.com](http://www.theseventhatsonterra.com).

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

Yes, the HOA purchased a power washer several years ago and it's available for checkout. Another option: Clean with a solution of ½ bleach ½ water.

**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 \$43.26 (including tax). These LED units have lifetime bulbs that never need replacement and have a built in sensor which turns them on at dark and off again in the morning. If anyone would like assistance updating to the new lights, please contact Kurt Bertram (816-665-5244) who maintains a supply of them for purchase at cost and is happy to install them for free.

**Where is extra parking available?**

There is extra parking on north and east sides of the property. **No parking is permitted on the street or 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 dangerous 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 members. No Trailers are allowed overnight without permission of the HOA. In the interest of maintaining the beauty of our area, no non-working vehicles are permitted in driveways or other visible parking spots.

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

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

The HOA cannot restrict your placement of a satellite dish. 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 1-2 disconnected satellite dishes attached to their roof can detract from the beauty of our neighborhood.

**Seventh at Sonterra HOA payment address:**

\$232 due on the 1<sup>st</sup> of each month, \$257 if received after the 10<sup>th</sup> of each month (as of 5/2014)  
Asset Property Management  
8200 Perrin Beitel  
Suite 128  
San Antonio, TX 78218  
[www.a-pm.com](http://www.a-pm.com)

\*All dues are subject to change.

**Stone Oak Payment address:**

\$58.08 due on Jan 1 and July 1 of each year (as of 5/2014)

Stone Oak POA

19310 Huebner #100

San Antonio, TX 78258

210-490-9481

[www.stoneoakpoa.com](http://www.stoneoakpoa.com)

\*All dues are subject to change

**The 2014 HOA Board:**

President	Debbie Bertram	<a href="mailto:bertramgp@aol.com">bertramgp@aol.com</a>
Vice-President	Aurelio Valdez	<a href="mailto:aurelio.valdez@att.net">aurelio.valdez@att.net</a>
Board Member	Lisa Garcia Watkins	<a href="mailto:lwatkins3430@gmail.com">lwatkins3430@gmail.com</a>
Secretary	Kurt Bertram	<a href="mailto:kurt.bertram@bertramgroup.com">kurt.bertram@bertramgroup.com</a>
Treasurer	Donna Shaver	

# Approved Paint Colors

## Stucco, Garage Door and Gutter Downspouts:

Note: you will need to get this color in paint formulated for use on metal for garage doors and gutter downspouts. You will need elastomeric paint for the stucco.

SHERWIN-WILLIAMS 02/25/14  
Sher-Color(tm) Order# 7494-0139745

EXTERIOR SPECIALTY  
SHERLASTIC ELASTOMER/ACRYL  
FLAT IFC 8112NP


C/M KINDA TAUPY BEIGE  
CUSTOM MANUAL MATCH

CCE*COLORANT	OZ	32	64	128
B1-Black	2	21	1	-
R2-Maroon	-	15	1	-
Y3-Deep Gold	2	48	-	1

FIVE GALLON EXTRA WHITE  
A05W00151 640515367

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.



0139745-001

**Metal Fences/Gates:** Sherwin Williams direct to metal

SHERWIN-WILLIAMS 09/05/11  
Sher-Color(tm) Order# 7242-0106791

INT/EXT IND MAINT PART 1  
DIRECT TO METAL ALKYD  
SEMI-GLOSS IFC 411X

CM BIEGE  
CUSTOM MANUAL MATCH

BAC COLORANT	OZ	32	64	128
W1-White	34	45	-	-
B1-Black	10	31	-	1
R2-Maroon	2	12	-	1
Y3-Deep Gold	8	42	1	1

FIVE GALLON 855T00104 ULTRADEEP 1360072

**Trim (wood trim and guttering running parallel to trim):**

SHERWIN-WILLIAMS	02/28/14
Sher-Color(tm)	Order# 7462-0264846
EXTERIOR	ARCHITECTURAL
A-100	LATEX
SATIN	IFC 411XN
MANUAL MISSISSIPPI MUD	
CUSTOM MANUAL MATCH	
CCE*COLORANT	OZ 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.



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