

The Seventh at Sonterra FAQs

Updated 4/26/23

www.theseventhatsonterra.com

www.triohoa.com

I just moved in and have not received a welcome letter 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 your welcome letter which includes information on how to access the owner's portal. Many documents are available at the HOA's public website: www.theseventhatsonterra.com.

Am I allowed to rent my home out for short periods of time?

No. As of 11/2020, more than two-thirds of owners voted to require leases of 90 days or more in our community. In order to protect the enjoyment and property values of our community **short term rentals are not allowed**. This rule is strictly enforced.

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

Please contact Republic Services at www.republicservices.com or 210-304-2700. Republic Services is our exclusive vendor through contract with Stone Oak POA. The quarterly charge is approximately \$75, 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. Should you need repairs made to your trash container, please contact 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 on 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 mailbox 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 fob and pool bathroom key?

If you did not receive a pool key at purchase from seller, or if lost, the cost of a replacement pool key fob is \$15 and bathroom key is \$15. Visit Trio HOA Management at 17806 IH W, Suite 300, San Antonio, TX 78257 to obtain a pool key fob and pool bathroom key.

How does the entry gate operate?

RFID tags: The RFID (Radio Frequency Identification) entry gate access system was installed in October 2019. Simply drive up to the gate and it will open; there are no buttons to push, batteries to replace or complicated vehicle programming. Replacement tags can be purchased for \$15.

Owner keypad codes: Each owner is also assigned a 4-digit gate code by Trio HOA Management that can be entered into the entrance gate keypad, after first entering # (for example: #1234) To enhance community security, please do not provide your personal 4-digit code to anyone but family members. The keypad directory can be used or temporary codes can be requested for all others needing access.

Keypad directory: Guests and service providers can use the entrance keypad directory to locate and select your name on the directory, which will dial the phone number you have designated. Or you can provide guests with your 3-digit directory code that can be entered directly into the keypad (example:123), and the system will dial your designated phone number. Once contacted, you can open the gate remotely by pressing 9 on your phone. Please contact Trio HOA Management at 888-874-1978 and request your name be added to the digital entry gate directory. Trio will confirm the phone number you wish to be called when someone enters the 3-digit code associated with your name.

Vendor/event codes: If you need a permanent or temporary entrance gate code for a vendor/contractor/service provider or social gathering please contact Trio in advance and they will provide a specific code that can have an automatic expiration date, depending on the need.

When and where are the Board of Directors meetings held?

HOA Board meetings are typically held at 6:00pm via Zoom each quarter (January, April, July and October but can vary significantly based upon scheduling limitations). The Executive Session of the meeting (consisting of Board members only) is typically held before the open session with the open session beginning at approximately 6:30pm. 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 on these committees at any time. Committees include: Landscaping/Maintenance, Social/clubhouse and Architectural Review. Please contact Trio or any Board member 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 Trio at contact@trio.com and confirm the desired date and time is available. Trio 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 and forward to Trio at email above. Prior to your event, A Board member or designee will provide you with a key for the clubhouse. Please ensure the clubhouse is returned to as good of a condition as you found it, or a cleaning fee will be charged to your HOA account. 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 stucco, garage doors and downspouts share the same color (#1 “Accessible Beige” color code below). The wood trim, pergola, guttering (parallel to trim) and metal courtyard gates/fencing between some Lots share another color (#2 “Virtual Taupe” color 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 HOA account.

Who maintains the guttering on my townhome?

Owners are responsible for all guttering systems on their townhome. All sagging, falling, disconnected or clogged guttering is the owner’s responsibility to repair or clean out. It is also the Owners responsibility to maintain gutters free of debris and plant growth. Owners will receive a letter from the management company, if necessary repairs or cleaning 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 townhome, 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, guttering and metal gates/fencing (paint code for “Virtual Taupe” 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 townhome and parallel metal fencing between some Lots? The owner is responsible for repair, maintenance and paint of their front gate. ONLY ONE paint color is approved and provided in the Approved Paint Color section at the end of this document. It is the same color as the trim, pergola and guttering (color #2 “Virtual Taupe”). 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 HOA account.

Who maintains the locking mechanism on my metal gate?

Owners are responsible for maintaining the locking mechanism on their front gates and any other metal gates they may have, including those bordering a common area. The Board unanimously re-affirmed this long-standing policy during the July 24, 2019 meeting.

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 September 13, 2014, 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 townhomes, including paint.

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

The sprinkler heads, valves and lines, outside of each Lot’s 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 Owner’s Lot 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 diagnosis/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 or another lot, 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. 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 responsibility. It is a matter that must be resolved by The Club at Sonterra. Please contact their grounds manager and advise of your concern (210-496-1560).

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 important attractions 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?

No items may be stored or disposed of in any of the common areas around the property.

All owners and their family can enjoy our common areas. No items 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. Please read the Common Area Policy located at www.theseventhatsonterra.com under "documents" tab to obtain more detail on proper use of common areas.

How do I dispose of my live holiday tree after the holidays? 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 pickup, and there is a small fee. 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 recycling locations.

I am leasing my townhome, 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 \$116 annually (January), in addition to my \$285 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. It is the Owner's responsibility to provide and maintain accurate contact information on file with the Stone Oak POA to ensure receipt of billing and other important notices.

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

Exterior stucco may be cleaned with a solution of ½ bleach ½ water and a pressure washer. A 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 remove the red stain requiring re-application. Touch up stain can be purchased at Sherwin Williams using the product and codes listed in paint section below. It is critical the driveway area to be stained is pressure washed and allowed 24 hours to fully dry prior to stain application or the product may not cure properly and bubble/peel within a week to 6 months. No vehicular traffic on the driveway for at least 48 hours after last stain application.

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

The ARC or Board approves exterior coach lantern light fixtures as the available style is changed by the manufacturer. The legacy fixtures have lifetime LED 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.** On average, each fixture requires about 15 minutes of labor to replace.

In August 2022, the ARC approved Koda exterior coach lantern light fixture Item #1577492 available at **Costco.com**. These retail for about \$65 plus tax and shipping and are occasionally discounted to \$45.

As these models routinely change every 1-3 years, the ARC and Board will continue reviewing and approving current models deemed appropriate for the community and consistent with the community aesthetics.

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 frequently damage sprinkler heads in the grass along the edge of sidewalks 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 (this includes vehicles without plates or current registration) 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. Please reference the Association's parking policy at www.theseventhsonterra.com for further details.

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 February 23, 2016, per Board approved Pet Policy filed with Bexar County, **only two (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 or other Pet Policy items will result in action based upon the approved fining policy.

The full HOA Pet Policy is attached and also available at www.theseventhsonterra.com under the Documents tab.

Key points include:

- Owners/guests areas responsible for securing animals inside the residence, with no opportunity to escape and with no opportunity for contact with another resident or animal residing elsewhere...
- OR the animal must be secured by leash held by a person fully capable of controlling the animal.
- When walking an animal on the premises, it shall be on a leash held by a person fully capable of controlling the animal. Any solid discharge from the animal must be immediately retrieved and discarded in an appropriate trash receptacle.
- Owners are liable to all other Owners, residents, their families, guests or invitees for any personal injury or property damage caused by any animal brought or kept on the premises by an Owner, resident, members of their family, tenants or guests.
- No animal is allowed to bark excessively or create an unreasonable disturbance.
- Any Owner failing to comply with the policy may be fined and/or assessed for related costs. Fines can be as high as \$200 for a first offense.
- If an animal is determined by the Board to be a dangerous animal based upon exhibited aggressive behavior and or failure of owner to control, with proper notice, it must be removed from the community to ensure the safety of all owners and guests.

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

Snake information from Texas Parks and Wildlife Department

Sightings of venomous snakes (rattlesnakes, coral, cottonmouth, copperhead) have increased recently in the Stone Oak [area](#). Reports of venomous snakes at The Seventh have been received. Spring is their breeding time and more are likely to be seen as it warms up. Snakes, as well as coyotes, skunks, raccoons, foxes and bobcats, are attracted to an area by pet food placed outdoors and also by brush or

wood piles. Texas Parks and Wildlife experts recommend that no type of pet food should be left outside. Even bird feeders should be kept 5-6 feet off the ground.

Feral cats have been associated with a significant decline in Texas bird and mammal wildlife. They transmit diseases to other animals and humans. Texas Parks and Wildlife does not support feral cat management colonies. Please protect the health of our community and do not place any pet food outdoors for your own pets or the feral cats.

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

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)*

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. In June 2021, the Board approved allowing Google Fiber to install fiber within the community and completed Google's required online authorization. However, **this does not guarantee if or when** Google may decide to provide high speed internet service in the community.

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. Townhomes that have one or more disconnected satellite dishes attached to their roof can detract from the beauty of our neighborhood.

How is the HOA managed and what are the fees?

The Seventh HOA is professionally managed by Trio HOA Management

They are available from 9pm-5pm Monday-Friday (except holidays)

Customer Service: 888-874-1978

Email Trio at: contact@triohoa.com

Trio Website: www.triohoa.com

Our Community Manager (CM) is:

Krystle Botello, krystle@triohoa.com

Trio has provided your account number in your welcome letter. You can register on the Trio owner portal with this number.

The Seventh HOA Fees

The Seventh HOA fees are due on the 1st of each month. Currently, the fee is **\$285** (\$310 if received after the 10th of each month). Monthly assessments are subject to change with proper notice. Make checks payable to “The Seventh HOA”; be sure to include the townhome address and Trio account number. The payment address is:

The Seventh HOA
C/O Trio HOA Management Processing Center
PO Box 93683
Las Vegas, NV 89193-3683

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. If monthly fees become in arrears after three months, collection actions will be taken.

Stone Oak HOA Fees

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.

Stone Oak POA Assessment of \$116.00 is due on January 1 each year (as of 12/2020). The payment address is:

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

What are the approved paint colors and how do I purchase paint?

Seventh at Sonterra Approved Paint

***We strongly recommend using Sherwin Williams paint** (with exception of red driveway/courtyard stain which can be purchased at Sherwin Williams) to ensure maximum consistency with the existing approved colors.

The approved paint colors are as follows (#s correspond to photos on next page):

***We Recommend owners obtain a color card at Sherwin Williams**

and compare to mixed product to ensure a close match with the newly mixed batch before purchasing. These paint color cards are helpful for reducing expensive mismatches, if the color is not mixed correctly at the store.

- **Color #1: Accessible Beige (SW7036)**
 - Stucco – elastomeric, flat finish
 - Garage doors, downspouts* – latex, satin finish
- **Color #2: Virtual Taupe (SW7039)**
 - Wood trim, gutters*, pergola
 - Metal gate/fence)

***Please note gutters and downspouts are different colors**

Rear/Front Patio Doors/door frames:

- Owner can choose from (lightest to darkest):
- Accessible Beige (SW7036)
- Tony Taupe (SW 7038)
- Virtual Taupe (SW 7039)

***Owner can decide whether to use latex or oil-based paint on patio doors. If latex, use satin finish.**

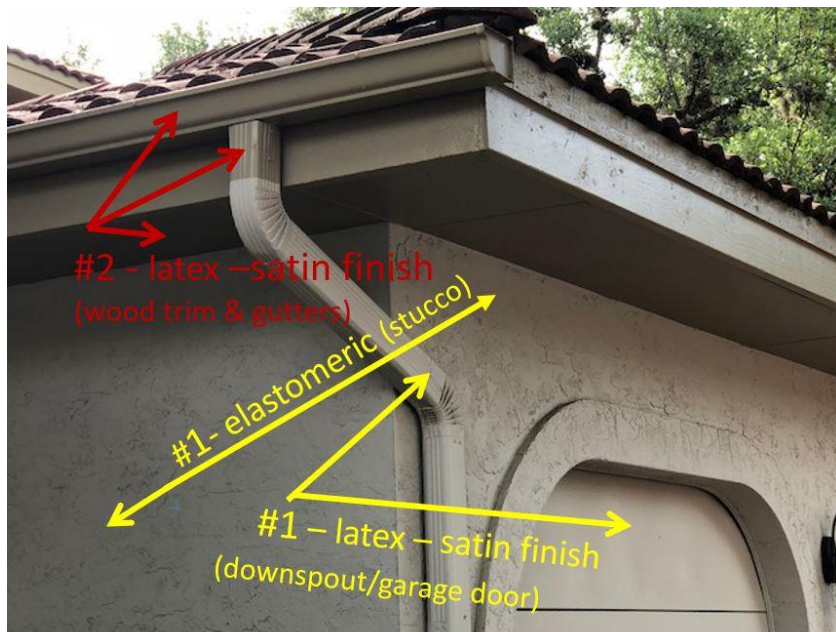
Driveway/Inner/Outer Courtyard/Sidewalk:

- H&C “Heavy Shield” water based, solid color satin
- Red Barn Custom match (provide label below)

***Available at Sherwin Williams. Surface must be pressure washed thoroughly and allowed to completely dry (typically 24 hours, depending on sun exposure) prior to stain application. If applied to driveway, no vehicular traffic for a minimum of 48 hours after last application.**



***Note: formula above is for 5 gallon container and will need to be adjusted for 1 gallon purchases**



#2 - courtyard gate/ fence between Lots around pool (oil based for exterior metal)

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.

