

**IRON HORSE CANYON HOA**  
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San Antonio, Texas 78209  
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[www.fsresidentialsa.com](http://www.fsresidentialsa.com)

Dear Homeowner(s),

On behalf of your FirstService Residential community management team, it is my pleasure to welcome you to Iron Horse Canyon! The vision for our community is carefully nurtured by the Homeowner's Association - a non-profit corporation formed to preserve property values through architectural and design guidelines, and deed restrictions. The association is charged with maintaining the common areas, amenities, and any association owned assets, which are for the exclusive use of our residents.

As a new resident and member of the association, you should have received a packet of information at closing which provides the formal documents for the community. Please review this important information carefully as it provides you details that will allow you to fully enjoy your amenities, be a good neighbor and identify in detail your responsibilities to fellow residents.

The FirstService Residential Community Dashboard offers you the opportunity to view HOA documents, receive updates from the HOA, pay your dues online and participate in the online directory. We encourage you to go to [www.fsresidentialsa.com](http://www.fsresidentialsa.com) and or [www.texas.fsrconnect.com/ironhorsecanyonhoa](http://www.texas.fsrconnect.com/ironhorsecanyonhoa) request a registration code to sign-up for your community dashboard.

The FSResidentialSA website also allows you to update homeowner information, access online payment information, submit a form to reserve the amenities in your community (if applicable), report a problem with your pool card or gate remote, respond to a letter received, report a maintenance concern, request assistance from the Architectural department or just contact us for general information.

The FirstService residential office is located at 1600 NE Loop 410, suite 202, San Antonio, Texas 78209. We are available Monday through Friday from 8:00 am – 5:00 pm. You are welcome to stop by anytime nonetheless please don't hesitate to let us know what you need so we can make it available for you in advance of your arrival.

## **FREQUENTLY ASKED QUESTIONS**

### **1. What is a homeowners association?**

Automatic and mandatory homeowners associations are part of an overall concept of residential property ownership. Purchase of a home or lot brings with it membership in the association which provides the structure for operation and management of the residential community concept. Membership includes certain mandatory obligations, financial responsibilities and rules of the association.

### **2. What is the overall purpose of the HOA?**

The community association gives continuity to the community, preserves the architectural integrity, maintains the common properties, and promotes the community concept while protecting the community's property values.

### **3. What is the purpose of the governing documents?**

The purpose of a community association's governing documents is to provide for the legal structure and operation of the community. The documents:

- Define the rights and obligations of both the association and its owners
- Create a binding relationship between each owner and the association
- Establish the mechanisms for governing and funding the association's operations
- Set forth rules and standards for the:
  - Protection of both owners and the community
  - Enhancement of property values
  - Promotion of harmonious living

### **4. What do my dues cover?**

All community associations have fees or dues (assessments) that must be paid to the association. Depending on the association, the assessments may be paid monthly, quarterly, or annually and may cover such costs as, but not limited to:

- Landscape and maintenance of common areas
- Repairs and maintenance of amenities
- Social activities
- Insurance

### **5. What doesn't the HOA do?**

Your HOA management team is there to serve the residents. However, it cannot resolve domestic disputes or disagreements between neighbors, act as a substitute for police or law enforcement, supply security services or attempt to control county or city services.

### **6. What are the CC&R's?**

The Covenants, Conditions & Restrictions are guidelines that were established to ensure a level of design consistency and help establish an overall character for the community. All residents are required to familiarize themselves with these documents and receive the necessary review and approvals to comply with the terms of the CC&R's in the event you wish to make any changes or improvements to the exterior of your home or lot. Builders are typically responsible for initial construction.

### **7. What is the role of the Board of Directors?**

The board manages the community. The role and scope of authority of the board may be broad or specific, depending on the association's governing documents and the law. Examples of the powers generally granted by the governing documents and state law to the board include:

- The authority to set goals, standards, and policies for the association
- Enforcing the governing documents
- Maintaining the property
- Maintaining the association's financial stability
- Purchasing adequate insurance
- Entering into contracts for services
- Creating and supervising committees
- Conducting annual meetings and board meetings

**8. Why do we need FirstService Residential if we have a Board?**

**FirstService Residential** specializes in managing community properties and provides expertise in all areas of fiscal service including financial preparation, collections, administrative, record keeping, transfer and resale certificates, governing document compliance, common area maintenance, board of director and committee development, resident services, newsletter preparation, and more. In addition, boards are not accustomed to serving as a contact with repair contractors, developers, local politicians, city/county or state government agencies, and other offices with which community associations need to work.

**9. What is my role as a homeowner and member of the HOA?**

Members of the homeowners association have two responsibilities, one to themselves and to their individually owned property and one to the association and the community concept. Apathy by individual members can render the association ineffective and can destroy the community concept. To maintain the quality of life that accompanies a well-maintained residential community, each individual member must do his or her part. The success of the homeowners association will depend on how well each member meets and keeps the responsibilities that are established by the covenants creating the overall community concept.

**10. How else can we foster the community concept?**

Resident involvement in community associations is increased when owners partner with the management team and become actively involved as volunteers to create fun programming that fosters community spirit and creates lifelong friendships among neighbors. Community spirit means pride in a community. And spirited communities, like safe neighborhoods, have higher resale values. Community spirit also creates an emotional equity that sets communities apart from the rest.