Savanah Welcome to Savannah

You've Arrived



WELCOME TO YOUR COMMUNITY

On behalf of your Board of Directors and property management team, it is our pleasure to welcome you to Savannah! The idyllic 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, swimming pools, and clubhouse, which are for the exclusive use of our residents. We also host several fun and exciting social events throughout the year that are open to all residents providing a wonderful foundation for building lasting friendships.

As a new 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 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. These documents may also be accessed via the community's website www.savannahca.com

For a smooth transition, we have provided all pertinent details for a successful relationship with your community. Active committees: Social, Hospitality, Landscape, and Safety. Not to mention additional classes and clubs!

After Closing

- 1. Register on the homeowner portal <u>www.Savannahca.connectresident.com</u> using the registration code sent in your Savannah welcome letter.
- 2. Schedule an appointment at the clubhouse during business hours to obtain your amenity access badges.

We hope you will get involved and volunteer for one of our active committees as our success is directly proportionate to our residents' feedback and involvement. We also feature several additional clubs and classes. For more information on how you can become involved with a group in your HOA, please contact us at (972) 346-3020 or email <u>manager@savannahca.com</u>. For additional information, please visit <u>www.savannahca.com</u>.



IMPORTANT INFORMATION New Savannah and Isabella Homeowners

<u>Moving In:</u>

Please have your movers use ALTERNATE ENTRANCES other than the main entrance. Examples: Fish Trap Road, FM 1385 and other 380 entrances. You will be responsible for damages caused by your movers.

Amenity Access Badges:

In order to begin enjoying the amenities that are offered throughout the Savannah Community, an amenities access application must be completed along with a photo release form. Forms are available at the clubhouse or on our website <u>www.savannahca.com</u>.

1. If your name is not yet in our system, we will require a copy of your purchase agreement,

contract, or HUD statement. (generally, only the first page is required if your name and Savannah address is notated);

Upon completion and receipt of the above documents, 2 amenity access badges will be issued to the homeowners. Any additional badges will be \$25 per badge. Lost badges can be replaced for \$25 per badge.

- Access Badges are only available to permanent residents of the home.
- Access Badges are available to permanent residents 13 years of age and older (with proof of age). Children under 13 should be on the Access Badge picture with their guardians. Additional Badges for children 13 and over will be \$25 per badge unless the homeowner would like to use one of the initial 2 Access Badges given when the home was purchased.
- If Access Badges are purchased for anyone who is not a permanent resident of the household, Access Badge privileges can be revoked for all members of the household.

Rental Properties:

If you have purchased your home with the intent on leasing it out there is a list of rules that must be adhered to. Please access these rules at <u>www.savannahca.com</u> under HOA > Forms and Docs (Article 19 & Rental & Leasing Rules).



Exterior Home Modifications:

Before making any changes or improvements to the exterior of your new home, please get written approval by filling out a Savannah Community Association Architectural Standards Committee (ASC) form and submitting it to the Association for approval. You may find the ASC form on the community website <u>www.savannahca.com</u> or stop by the clubhouse for one. Example of changes that require prior approval are satellite dishes, landscaping (planting new trees and shrubs, flower bed edging), gutters, storm doors, arbors, patios, pools, sheds, etc.

Approved Signs:

- Professionally made security signs no larger than 1 square foot
- Standard political yard signs may be erected no earlier than 6 weeks before and election, and must be removed 7 days after the election.
- A temporary sign identifying the home as the site of a social event is permitted for 24 hours.
- Directional signs for yard sales can be displayed for 24 hours prior to the sales and must be taken down 24 hours after the sale.
- Signs placed in the yard by the Association.
- Any other type of sign must be approved in writing by the Association prior to installation.

Trash/Recycling Receptacles:

Trash and recycling day are collected every Wednesday. Bulk/Extra Trash: collected on 2^{nd} and 4^{th} weeks of each month on <u>normal</u> collection day. Trash/Recycling may go out at dusk on the morning before trash pick-up day until dusk on the day of trash pick-up. Receptacles must be kept inside the house, garage, or fenced yard and may not be visible from a street or another lot.

KEEPING YOU INFORMED

THE MAGNOLIA TIMES

The Magnolia Times is now a beautiful glossy magazine! The Magnolia Times contains information about upcoming events, clubs, classes, new developments in the community, and an events calendar. We will have printed copies available in the Clubhouse every quarter. They will not be mailed out.

HOMEOWNER PORTAL

The Connect homeowner portal <u>www.Savannahca.connectresident.com</u> is the best place to go for up-to-date account balance, meeting minutes, work orders and more. All homeowners have been provided with a registration code in the initial welcome letter. For help with your registration code, please contact the management staff at <u>manager@savannahca.com</u>. or call (972) 346-3020.

HOA WEBSITE

The community website is <u>www.savannahca.com</u>. This website is open to the public. You may access forms, documents, view the community calendar of events and a whole lot more.

COMMUNITY E-NEWS

A weekly e-mail is sent to all who opt-in every Wednesday. To opt-in visit the front desk, call the clubhouse (972) 346-3020 or via the community website <u>www.savannahca.com</u>.

Social Media

For social media updates like and follow the community's official Facebook page at https://www.facebook.com/SavannahHOATexas/



Your Association Board and Staff love answering any questions you may have, but we would like to provide answers to the most common questions that we receive. If you do have additional questions, or would like clarification, please contact us at <u>manager@savannahca.com</u>.

What is the Purpose of the HOA or CA?

The purpose of a Homeowners Association (HOA) or Community Association (CA) is to maintain common property owned by the association and to protect your property values. The HOA is responsible for the entryways, the Amenity center/pool areas, parks, and retention areas. The HOA must also control architecture of structures and enforce your CC&R's in order to create and keep harmony.

What is ClickPay?

ClickPay is a billing and payment solution for property managers. Their goal is to help management companies simplify and streamline how they accept payments from their owners.

How much are the HOA Dues and when do we pay them?

Your HOA dues are assessed biannually every April 1st and October 1st in the amount of \$530, a yearly total of \$1,060. To avoid late fees, your HOA dues should be paid at the time the statement is received. You don't have to wait to pay them biannually, you can make regular payments into your HOA account via <u>www.ClickPay.com/FirstService</u>

What happens if I don't pay my dues?

All accounts must be current to access the pool and other amenities or to attend some HOA events. If dues are left unpaid, access cards may be de-activated until the account is current and the balance due is paid. If the account remains unpaid the account will incur fees and is eventually sent to collections. If you require assistance due to extenuating circumstances please call the HOA, there may be options you weren't aware of. The key is to communicate with the management staff.

When can I expect my call to be returned?

FSR staff will make every effort to return your call and/or email by the next business day. If we have not, there is a breakdown in communication, and we may not have received the inquiry.

What is the process to enforce a CC&R compliance matter?

It all depends on the type of compliance issue being addressed. In a perfect world all homeowners would do what was agreed upon during the closing of their home. All homeowners are provided a copy of the community's CC&Rs, they are also asked to sign a document stating they agree and understand.

Your management staff works hard to make sure the CC&R's are followed within limits of the Texas State Property Codes. We have a dedicated Compliance Liaison that canvases the community in pursuit of compliance. If you receive a notice and the compliance issue has already been completed i.e. mowing, you may disregard the letter or contact the HOA to provide an update. If there are extenuating circumstances preventing you from meeting a compliance date, please contact the HOA Staff as soon as possible. We are always happy to work with our homeowners to resolve issues!



When does the fining process start and where do these funds go?

You will not be charged a fine immediately. Texas state law requires we provide a reasonable number of days to remedy the situation. Each letter provides the resident with a compliance date. Once this date has expired the fining process can begin and can occur every 10 days until the matter has been remedied. If you have failed to remedy the issue after several fines the HOA can take legal action. All fine income goes right back into the HOA. Your HOA is a non-profit agency. Everything which comes into the HOA goes out.

Why doesn't the HOA do anything about my neighbor's back yard?

The Compliance Liaison does indeed canvas the neighborhood, but we the management staff are limited to what we can see. This means that compliance staff may not see that a back yard is a problem if there is no alleyway access. If you see that a backyard is becoming a problem, please report it right away to our management staff.

Why is there different Law Enforcement in Savannah?

Savannah is unincorporated, which means it is outside of the surrounding municipalities. Savannah has its own police force, Denton County Fresh Water District Police. Please make sure if you have an issue regarding your property such as vandalism, break-ins, suspicious activity, or any sort of crime you contact the Denton County Sheriff's Office and they will dispatch our local police. The HOA is not law enforcement and cannot affect any situation under DCFWSD#10PD purview.

Non-Emergency- 940-349-1600 opt 9 Emergency- 911

What can the HOA do about barking and annoying dogs?

If you are having problems with your neighbor's dog or excessive noise from a neighbor, please make an attempt to talk with your neighbor about the issue. The majority of pet issues are resolved in this manner. If you have exhausted your options, you can call the HOA office and your association manager may send the homeowner a notice telling the homeowner about the nuisance. This report is subjective and ultimately difficult to enforce as it requires ongoing homeowner reports to progress. Savannah does not have a noise ordinance; however, you may also contact the police department for assistance. All dogs and cats are required to be put on a leash when outside the house. If you see a homeowner who is not in compliance with this law, please call the Denton County Sheriff's Office at 940-349-1600.

What is an ASC request? How is it processed?

An Architectural Standards Committee (ASC) Request or Modification Request is something enforceable by the HOA in order to assure your property will hold its value and to ensure the modification is within the design guideline standards. The HOA staff will process your request, which is turned in by you the homeowner, and sent to the ASC. The ASC then has up to 60 days to approve or deny your request (the committee currently meets twice per month and requests are reviewed rather quickly but please allot for that time interval). Please read your CC&R's to make sure you will not receive a letter to remove something that has not been approved through the ASC. This also includes additional landscaping.

Kids playing in the street:

Your Association cannot be responsible for kids playing in the street. Please watch your children.

Responsibility Matrix for Savannah

Savannah HOA Managed by FirstService Residential 972-346-3020 manager@savannahca.com	Elm Ridge WCID www.elmridgetx.org Office: 469-296-1026 customerservice@elmridgetx.org	Elm Ridge Police Department Office: 469-481-6433 Nonemergency: 940-349-1600 Emergency: 911	Mustang Water www.mustangwater.com 940-440-9561 ext. 107 lfangman@mustangwater.com	Rhino Removal www.RhinoRemoval.com 469.607.4466
Contact for Questions/Comments Related to: Common Areas Pool Passes Assessments HOA Events Compliance issues	Contact for Questions/Comments Related to: Street/Alley issues Street Signs Infrastructure questions	Contact for Questions/Comments Related to: Criminal Activity Speeding Parking issues Suspicious Activity	Contact for Questions/Comments Related to: Water Sewer	Contact for Questions/Comments Related to: Trash Recycle Large Item Pickup
 <u>General Responsibilities</u> Created to protect and increase property values Owns and maintains common areas such as pools, playgrounds, parks and trails Enforce Covenants Conditions and Restrictions (CC&R's), property and architectural standards Accounting-Financials, tax filings, process payables and receivables, as well as collections Administrative- Resident inquiries, process closings/transfers, communications Property Management- 24/7 Customer Care, manage vendors, property inspections, modifications requests, manage facilities, lifestyle activities, assists committees 	 General Responsibilities A Fresh Water Supply District is a separate political subdivision of the State of Texas that owns and maintains the public water, sanitary sewer, storm drainage, and road infrastructure within its boundaries. Contracts retail water and sewer service Contracts for fire protection, supplemental peace-officer patrol and refuse management services Traffic signage, crosswalks, bike lanes, and other traffic measures as required Approves development plans, coordinates with engineers and contractors 	 <u>General Responsibilities</u> Investigates crimes, enforces traffic regulations, makes arrests Serves writs, seizes property after judgement Maintains communication with community and other law enforcement agencies Coordinates VIPS (Volunteers in Police Service) program Coordinates with Savannah Safety Committee 	 General Responsibilities Operates and maintains the FWSD's public water and sanitary sewer infrastructure Sets up water service for new customers Bills individual properties for utility usage. 	General Responsibilities Coordinates trash and recycling services



AMENITIES RULES



Welcome Home to Savannah!

An impressive community that's full of style – and luxurious amenities. The 20,000-square-foot clubhouse features a ballroom, library, kitchen, café, weight room, sauna, conference room, and more. For outside enjoyment, this 2,500 home community has baseball, basketball and multiple soccer fields, lakes, pools, a spray park, and play structures. Four tennis courts, miles of walking trails, sand volleyball and more await you in Savannah. This country club offers all the fun and amenities anyone could hope for.

This 636-acre master-planned community was carefully created with beautiful streetscapes, extensive landscaping new home designs created exclusively for Savannah, and recreational features more extensive than the finest resorts. It is everything you've aspired to and so much more.

A Waterpark You Won't Believe

The private water park, designed for all ages, includes a Jr. Olympic swimming pool with 25meter racing lanes. 16'- and 25'-tall open-air slides that are 200' long exit into a separate pool that cascades three feet to the main pool. A separate adult pool features a romantic waterfall, an 11' deep end.

An amazing rock grotto and a 15'-tall rock waterfall tumbling into the lake and pool add to the ambiance. The spray park, beach entry kids' pool with tanning island, separate covered sand beach and bath house complete the features. There's no better place to have a party than our pool pavilions.

Paddle Boats

The Savannah paddle boats, "Donald", and "Pelli" are available for your enjoyment during the Pool Season (subject to the availability of staff). These boats are fun for all ages! Please call ahead to confirm availability. You will need to sign a liability form, so please bring a photo ID with your Savannah address on it.

More Features:

- Junior Olympic swimming pool with racing lanes
- Separate adult pool
- 16' & 25' tall open-air inner tube slides
- Separate waterslide pool cascades three feet to main pool
- 15' tall rock waterfall in surrounding lake
- Rock grotto in pool
- Water spray park
- Beach entry kiddie pool with island
- Covered play area
- Bath house



Fitness Center

- Marble locker rooms with saunas
- Complete weight room
- Cardio room with treadmills, elliptical trainers, and bikes
- Huge balconies over great room and patio
- Exercise room with floor-to-ceiling windows

Outdoor Recreation

- **Baseball/Softball Field** Savannah's baseball/softball field is located on Magnolia Boulevard adjacent to the playground facilities. The facilities include player benches, backstop, bases, and picnic tables for spectators to enjoy the game.
- **Basketball & Party Pavilion** The covered Basketball Pavilion is fully operational and available for those 3- on-3 pickup games or full court 5-on-5s. The full-size court is covered and lighted so that play can continue in the evenings. This multi-use facility will also be used as a Party Pavilion for large community functions.
- Play Structures and Picnic Areas Playground equipment and numerous picnic areas have been placed throughout the neighborhood to provide lots of opportunity for fun and family time.
- Soccer Fields Savannah offers an irrigated, landscaped, regulation soccer field. Located adjacent to the baseball field on Magnolia Boulevard, the soccer field may be used for league games or just a friendly pick up.
- Sand Volleyball Court Whether you're into league play or a little two-on-two the sand volleyball court will offer a great opportunity to dive for a save or dig out a spike without scraping your knees.
- **Tennis Complex** Savannah's tennis complex is located on the corner of Dogwood Trails and Magnolia Boulevard. It features four courts that are regulation size, fully lighted and protected by windscreens to enhance your playing enjoyment. All lights are on a timer system for nighttime play. Residents can reserve a court to ensure use of the facility at a specified time.
- 5 Fishing lakes
- Walking trails
- Play structures and picnic areas
- 3 Dog parks



TABLE OF CONTENTS PAGE

POLICIES

Homeowner Code of Conduct	5
General Guest Policy	6
Use of Public Land	6
General Alcohol Policy	7
Event Food Service	7
Enforcement	7

CLUBHOUSE

General Club Rules	8
Access Cards	8

FITNESS CENTER

Fitness Rules	9
Hot Tub Rules	11

SWIM FACILITIES

Guests	12
Pool Facility Rules	13
Water Slide Rules	14
Toys & Games	15

SPORTS COMPLEX

Basketball/Sports Pavilion/ Tennis Court Rules	16
--	----

Savannah	
FISHING PONDS	
Fishing Rules	17
MOTORIZED VEHICLES	
Motorized Vehicles Rules	17
SAVANNAH COMMUNITY PONDS	
Kayaking Rules	17



Introduction

The safety and enjoyment of the owners and their guests are of primary concern in the operation of the common areas. Owners and guests are required to show courtesy and consideration for others at all times with regard to use of the common areas and cooperate with the Association in its daily management of the common areas.

A. Homeowner Code of Conduct Policy

To ensure the tranquility of the community and the enjoyable use of the common areas and facilities therein, the owners and their guests shall abide by the following at all times:

- 1. Owners and their guests shall adhere to all rules and regulations of the Association pertaining to usage of amenities.
- 2. Owners and their guests shall be courteous and respectful to others at all times.
- 3. Owners are responsible for the conduct of their guests and their renters.
- 4. Owners and their guests shall refrain from any and all activity that may jeopardize or interfere with the rights and privileges of other owners and their guests except in cases of emergency, or when maintenance is being performed.
- 5. Owners and their guests shall refrain from profane, indecent, and/or abusive language or actions. Physical or verbal abuse directed at any person is forbidden.
- 6. Owners and their guests shall refrain from conduct which causes unsafe conditions within the community.
- 7. Owners and their guests shall not interfere with the work of persons contracted to conduct work on behalf of the Association.
- 8. All residents must have their access badge on their person to use the common areas and facilities within the community. Anyone without a valid amenities badge is subject to criminal trespass under Texas Penal Code 30.05 Criminal Trespass.
- 9. No person shall harass or accost any other person on property owned by the Association.
- 10. Owners and guests are prohibited from profiting financially from their membership or invitation by charging guests for use of property owned by the Association.
- 11. Alcohol is prohibited on property owned by the Association without prior approval by the Board of Directors and;
 - All persons are prohibited from using Association common areas while intoxicated.
 - All persons under legal drinking age are prohibited from consuming alcohol on common area property.
 - All persons are prohibited from giving alcoholic beverages to any person under legal drinking age for consumption at an Association sponsored event.



- 12. Illegal drugs are prohibited on property owned by the Association.
- 13. It is unlawful for a person to carry a weapon on this premise unless the weapon is a handgun and the person is licensed under subchapter H, chapter 411 of the government code.
- 14. Owners and their guests may be held responsible for any intentional damage to property owned by the Association.
- 15. Savannah Community Association assumes no responsibility for the loss, theft or damage to personal property items while using any of the common areas and / or facilities.
- 16. Savannah Community Association assumes no responsibility for any personal injuries to anyone resulting from the use of any of the common areas and/or facilities.
- 17. The use of any or all Savannah common areas and facilities may be revoked by the Board of Directors at any time due to violations of this policy.
- 18. In Case of Emergency Call 9-1-1.
- 19. All Savannah amenities, with the exception of the swimming pools, are unstaffed. Community members and their guest use these amenities at their own risk.

B. General Guests Policy

Residents are permitted to bring guests to many of our wonderful amenities. Each amenity will have a different limit to the number of guests allowed. Residents remain responsible for the actions of their guests - at all times - and will ensure that all guests follow the Association's rules. Guests will remain with the resident host at all times. The definition of "guest" will include any third party or parties whom any member or resident allows into a secured area by opening a door or otherwise allowing them in without going through amenity badge check. Any damage occurring from use or misuse of amenity by a guest will be charged back to the member host and could result in that member's suspension of amenity access. Guests can be asked to leave at any time due to behavior or issues with capacity. Owners and guests are prohibited from profiting financially from their membership or invitation by charging guests for use of property owned by the Association.

C. Use of Public Land Policy

When using any public park or land that the Association has oversight of and/or maintains for any governmental authority, owners agree to obtain appropriate permits, abide by rules and regulations established for usage, and coordinate use of such land with the Association for any planned event that might affect the safety and well-being of owners or guests.



D. General Alcohol Policy

In an effort to take precaution to reduce liability from any issues that may result in a resident or guest becoming intoxicated at an Association event, the following Policy is adopted:

- 1. Any event involving alcoholic beverages will be marked as legal age only and identification may be required.
- 2. Residents will surrender any alcohol to be consumed on common area to a licensed TABC certified bartender. The Association may purchase alcohol and serve it as long as it is being provided on a complimentary basis and served by a TABC certified bartender.
- 3. Bartenders will number the residents' alcoholic beverages, including beer, and will place that number on the resident's wristband.
- 4. Bartender will serve and/or mix drinks for each resident from the beverage cooler that corresponds to the number on their wristband.
- 5. A security officer is required to be present at any event that involves alcoholic beverages.
- 6. Each event will require one (1) bartender and one (1) security officer for every 100 people in attendance.
- 7. The Association may choose to deviate from this Policy at any time, but such deviation will require Board approval.

E. Event Food Service Policy

In an effort to take precaution to reduce liability from any issues that may result in a resident or guest becoming ill from food served at an Association event, the following Policy is adopted:

- 1. [OPTION 1 CATERED BY A LICENSED PROFESSIONAL] This would be the preferred option and would result in the least amount of liability on the Association but may not always be within the committee's budget. Association events must be catered by a licensed professional.
- [OPTION 2 TAKE OUT FROM A RESTAURANT, DELI, GROCERY STORE] For example this would be deli trays, desserts, precooked items, etc. that would be prepared and packaged in a licensed kitchen, grocery, etc. and either delivered or picked up by Association staff. Association events may serve prepared foods from a restaurant, deli, or grocery store.

F. <u>Enforcement</u>

Non-compliance by an owner or guest may result in a [A] fine or [B] suspension of the use of common area. [will depend on authority in Association governing documents]



CLUBHOUSE RULES

IN CASE OF EMERGENCY CALL 911

Please adhere to the following rules when entering the Clubhouse:

- Cover-ups/shirts must be worn at all times.
- Wet swimwear is not allowed inside the Savannah Clubhouse.
- Shoes must be worn at all times.
- Children under 12 must be accompanied by an adult, 18 or over.
- Please do not run inside the Clubhouse.
- Noise level should be kept to a minimum.
- Please request assistance from an HOA Staff Member, when using the Theatre.
- Savannah Community Association assumes no responsibility for the loss, theft or damage to personal property items left in the clubhouse.
- Savannah Community Association assumes no responsibility for any personal injuries to anyone resulting from the use of the clubhouse.

ACCESS CARDS

Homeowners may pick up access cards in the Clubhouse during normal operating hours. Be prepared to update your information for the HOA system.

- Make sure everyone in your household 13 and over has an access card; everyone 12 and under is identified on parent's card before attempting to enter the pool area.
- Anyone without a valid access card will need to be accompanied by a homeowner and use a guest pass. There will be no exceptions to this rule. **The entrance gate staff does not have guest passes for sale.** Seasonal Guest passes must be purchased with a check or credit card in the HOA Office. *If you are a renter, please adhere to the rental rules and completed rental registration.*
- Valid access cards should contain a current photo of all members of your household on the reverse for identification purposes.

If your 24-hour access card needs to be replaced because it is lost, stolen, or missing, please contact the HOA office at 972-346-3020. *There is a fee associated with an access card replacement.*



FITNESS CENTER RULES IN CASE OF EMERGENCY CALL 911 WARNING: SAVANNAH FITNESS CENTER IS NOT STAFFED. WORK OUT AT YOUR OWN RISK

Please adhere to the following rules when entering the Fitness Center:

No person may be near a piece of gym equipment without either being a competent operator of that piece of gym equipment or being under the constant supervision of a competent operator of that piece of equipment.

A competent operator is a person who can both use the piece of equipment safely for its intended purpose and can proficiently make adjustments to the piece of equipment to match the person's skill and strength level.

All persons operating a piece of gym equipment shall comply with any and all manufacturer's requirements for said equipment.

Persons violating these rules may be asked to leave the gym facilities. Any person repeatedly found to be in violation of these rules may have their access to the amenities suspended

- Fitness Center is not a safe environment for small children.
- Guests must be accompanied by a resident. Residents are limited to 3 guests per day.
- All residents <u>MUST</u> have their access badges to use the gym. Individuals allowing guests in without access badges will be held responsible for the unauthorized person's actions and may lose their access privileges.
- No one under 15 years of age will be allowed in the fitness center without adult supervision.
- No one under 18 allowed in the Fitness Center before 9:00 a.m. or after 6:00 p.m. daily without adult supervision.
- No running or rough play.
- Proper attire should be worn at all times (i.e., athletic shoes, shirts and shorts)
- Weights should be lifted in a slow, controlled manner.
- Please return dumbbells to their appropriate slots.
- Wipe vinyl surfaces after each use.
- Please limit time to 30 minutes on cardiovascular equipment during peak hours.
- No eating or smoking will be permitted in fitness center.
- No glass containers.
- No abusive language, loud music, or excessive noise. Earbuds required for individual listening.
- Alcoholic beverages may not be brought into or consumed in the Fitness Center, Locker Rooms, Hot Tub, or Cool Down Area.



- Savannah Community Association assumes no responsibility for the loss, theft or damage to personal property items left in the fitness center area.
- Savannah Community Association assumes no responsibility for any personal injuries to anyone resulting from the use of the fitness center equipment.
- Facilities may be monitored using video cameras. Any vandalism to any community property will result in fines and a suspension of use privileges.

If your 24-hour access card needs to be replaced because it is lost, stolen, or missing, please contact the HOA office at 972-346-3020. *There is a fee associated with an access card replacement.*



HOT TUB/SAUNA RULES WARNING: SAVANNAH SPORTS COMPLEX AREA IS NOT STAFFED. USE AT YOUR OWN RISK.

IN CASE OF EMERGENCY CALL 911

Please adhere to the following rules when entering the Hot Tub/Sauna:

- The code to the hot tub is managed by HOA staff. **Do not share with other patrons**.
- Residents 18 years and older may use the hot tub.
- No glass containers at any time in the hot tub area.
- Adults should not use the hot tub/sauna alone.
- Hot tub/sauna should only be used for a maximum of thirty minutes per visit.
- No eating, drinking, or smoking while in the hot tub/sauna area.
- No running or rough play.
- No diving.
- No abusive language, loud music, or excessive noise.
- No rafts or large flotation devices are allowed.
- Swim wear must be worn no cut-offs, street-clothes, or nudity.
- Swimmers must shower before entering the hot tub/sauna.
- No animals allowed in the pool, hot tub, or enclosed areas. Service animals are excluded from this rule.
- Alcoholic beverages may not be brought into or consumed in the Hot Tub.
- Guests must be accompanied by a resident. Residents are limited to 3 guests only and all must be over 18.
- All residents <u>MUST</u> have their access badges to use the Hot Tub/Sauna. Individuals allowing guests in without access badges will be held responsible for the unauthorized person's actions and may lose their access privileges.
- Savannah Community Association assumes no responsibility for the loss, theft or damage to personal property items left in the hot tub/sauna area.
- Savannah Community Association assumes no responsibility for any personal injuries to anyone resulting from the use of the hot tub/sauna.

If your 24-hour access card needs to be replaced because it is lost, stolen, or missing, please contact the HOA office at 972-346-3020. *There is a fee associated with an access card replacement.*



SAVANNAH SWIM FACILITIES GUESTS POLICY

IN CASE OF EMERGENCY CALL 911 OBEY

LIFEGUARDS AT ALL TIMES

Please adhere to the following rules for guest access

- Owners remain responsible for any damage or issues caused by their guests and could lose pool privileges as a result of their guest's infractions.
- Each Savannah household receives one free guest pass for each swim season. Only the current season's pass is valid.
- Guests include anyone outside of your immediate family who does not permanently reside in your residence. For example: Grandparents, cousins, etc.
- Each guest pass allows for 30 guest visits per year.
- Limit of 5 guests per day per household for any of the pool facilities. Does not include pool pavilion rentals.
- Additional guest passes can be purchased at the HOA office each season with either a check or credit card. No cash may be accepted.
- All swim pool facilities rules apply to guests.



SAVANNAH SWIM FACILITIES RULES

IN CASE OF EMERGENCY CALL 911 OBEY LIFGUARDS AT ALL TIMES

Please adhere to the following rules and guidelines when entering any pool facility:

- Lifeguards are onsite for specific pool facilities features, to ensure these features are being utilized appropriately and to ensure safety of the bathers. Homeowners and guests should listen to and obey all directions provided by the lifeguards. Failure to comply may result in up to and including permanent suspension of privileges. Additionally, even when lifeguards are present homeowners and guests acknowledge use of the pool facilities is an at-risk activity.
- Pools are available to Savannah Homeowners. (See Guest Policy)
- Fecal contamination prevention requires incontinent persons to wear swim diapers covered by an extra layer of protection, i.e. Neoprene diaper cover, and will need to be seen by pool attendant.
- Appropriate swimming attire must be worn NOT permitted are cut-offs, street clothes, thong bathing suits, and Speedos.
- Swimmers must shower before entering pools.
- No glass containers are allowed in pool facilities at any time. Coolers will be inspected.
- Alcoholic beverages may NOT be brought into or consumed in any of Savannah's pool facilities.
- No eating or drinking while in the pool water or on the side of the pool.
- Smoking and e-cigarettes are permitted only in designated areas violators will be liable any damage.
- At established intervals, ALL swimmers must exit pool for a 10-minute safety break.
- No running or rough play is allowed inside pool facilities.
- No abusive language, loud music or excessive noise is allowed inside pool facilities.
- Keep off rocks and out of the landscape beds inside the pool facilities.
- No animals, bikes, skateboards or scooters are allowed inside the pool enclosures. Service animals are excluded from this rule.
- No riding of hoverboards inside pool enclosures
- Wet swimwear is not allowed inside the Savannah Clubhouse.
- Savannah Community Association assumes no responsibility for the loss, theft, or damage to any personal property or items left in the pool facilities. The Lost and Found will be emptied at the end of each month.
- Savannah Community Association assumes no responsibility for any personal injury to anyone resulting from the use of the pool facilities.

If your 24-hour access card needs to be replaced because it is lost, stolen, or missing, please contact the HOA office at 972-346-3020. *There is a fee associated with an access card replacement.*



SAVANNAH WATER SLIDE RULES IN CASES OF EMERGENCY CALL 911 OBEY LIFEGUARDS AT ALL TIMES

Please adhere to the following rules when entering the Water Slide area:

- Lifeguards are onsite for specific pool facilities features, to ensure these features are being utilized appropriately and to ensure safety of the bathers. Homeowners and guests should listen to and obey all direction provided by the lifeguards. Failure to comply may result in up to and including permanent suspension of privileges. Additionally, when lifeguards are present homeowners and guests acknowledge use of the pool facilities is an at-risk activity.
- Slides are ONLY open when lifeguards are present and will be closed at all other times.
- Riders must be in good physical condition and free from any physical limitations to participate. Pregnant women, persons with, or having a history of heart, back, neck or joint problems should NOT ride.
- Do not enter the slide/ride until the lifeguard says you may do so. Start yourself down the launch ramp only after the lifeguard signals you.
- No standing/surfing, horseplay, kneeling/surfing, spinning or aggressive stunts.
- One person only down the slide at a time, no human chains.
- For safety reasons swimmers must be at least 48" tall to ride the slides or pass a swim test administered by the lifeguards.
- Riders may not be 'caught' at the end of the slides.
- No free swimming in the slide pool area. Riders must exit the area quickly.
- Mats allowed in the waterslide area only.



SAVANNAH POOL FACILITIES PERMITTED TOYS/GAMES

There will be a badge check-out for all games for pool area.

Please utilize the following guidelines related to pool toys:

- Only Coast Guard approved life vests are recommended.
 - Arm floaties and baby floats are allowed. Guardian or parent should remain within arm's reach.
- Only appropriate toys (see pictures below) will be allowed in the pool facilities
- No rafts or other flotation devices are permitted.
 - EXCEPTIONS are made in the adult pool **only.** Moderate in size, flat floaties/ rafts are permissible.
- Beach toys are **only** permitted in the sandbox (shovel, bucket, etc.).
- No water guns over 24" are permitted. Nerf Guns are not allowed.





SPORTS COMPLEX AREA RULES

(Includes Tennis Courts, Basketball Courts, Volleyball Court and adjacent parking area)

WARNING: SAVANNAH SPORTS COMPLEX AREA IS NOT STAFFED.

USE AT YOUR OWN RISK.

IN CASE OF EMERGENCY CALL 911

Please adhere to the following rules when entering the Basketball/Sports Pavilion:

- No glass containers.
- No hanging from the hoops.
- No abusive language, loud music, or excessive noise.
- No climbing on the Sports Complex perimeter fencing, water fountains or tennis court netting.
- No animals allowed in the court area. Service animals are excluded from this rule.
- Alcoholic beverages may not be brought into or consumed in the Sports Complex Area.
- No one under 13 years of age is permitted in the area without an adult 18 years or older
- Children must be supervised by an adult at all times
- No glass containers on the court or enclosed areas
- No skating, biking, skateboarding, or scooters allowed on courts.
- Alcoholic beverages may not be brought into or consumed in the Sports Complex Area.
- If people are waiting to play, please be courteous and limit play time to 45 minutes.
- All guests must be accompanied by a resident. Residents are limited to 3 guests per day.
- All residents MUST have their access badges to use the sports complex. Individuals allowing guests in without access badges will be held responsible for the unauthorized person's actions.
- Savannah Community Association assumes no responsibility for the loss, theft or damage to personal property items left in the sports complex area.
- Savannah Community Association assumes no responsibility for any personal injuries to anyone resulting from the use of the sports complex area.



FISHING PONDS

- Fishing in community ponds is open to residents and their guests only.
- Residents must have their Amenities Badge on their person.
- All fishing in community ponds is to be catch and release fishing only so as to not deplete the stock of fish.
- From time to time, the Association will announce catch and keep fishing. Unless noticed or posted, all fishing is catch and release.
- Any violation of this policy will result in loss of amenity privileges or monetary damages to replenish stock of fish.

MOTORIZED VEHICLES

- Motorized vehicles, including golf carts or ATVs may not be used in any community park or unpaved surface without Board approval.
- Motorized vehicles are not permitted on community jogging trails.

KAYAKING RULES

- Kayaking by members is ONLY permitted in Savannah Lake (by clubhouse) or in Wisteria lake.
- Residents must wear life jackets and proper equipment.



Resident Notice PAYMENT & BILLING OPTIONS

Dear Resident,

Welcome to FirstService Residential. As the managing agent for your community, we ask that you please review the following information on how we accept your payments.

Manage & Pay Your Charges Online

As the **preferred way** of accepting payments, we request that you create an account online with our provider, **ClickPay**. Through this convenient platform, you can view your balance due and make individual or automatic recurring payments from your smartphone, tablet or other media device.

Payments can be made online by e-check (ACH) from a bank account at no cost to you or by credit or debit card for a 2.95% fee. Get started by visiting the web address below and following the instructions listed:

www.ClickPay.com/FirstService

- ① Click **Register** and create your online profile with **ClickPay**
- **2** Connect Your Home using the account number found on your coupon or statement Set up
 - 3 Automatic Payments or click Pay Now to make one-time payments

Please set up your payments 3-5 business days prior to your "late date"

For help with your account or setting up payments online, please contact **ClickPay** through their online help center at **www.ClickPay.com/GetHelp**.

Mailing Address for Payments

If you choose to submit your payments by paper check, money order or through your bank's Online Bill Pay feature, please mail your payments to the address listed below.

Association Name c/o FirstService Residential P.O. Box 30343 Tampa, FL 33630-3343

Please make all checks payable to the entity listed on your statement or coupon, include the remittance slip with your payments, and write the account number found on your statement or coupon in the notes section of your check or Online Bill Pay settings.



Step

Step

Manage & Pay Your Charges & Assessments Online

We provide a convenient and secure way for you to manage and make payments online through **Click***Pay*. Get started by following the instructions listed below.

Creating Your Profile

Visit <u>www.ClickPay.com/FirstService</u>, click **Register**, and then create your online profile.

Account Already Exists?

If you receive a message stating that an account alreadyexists, you have already been pre-registered within ClickPay. Clickthe link within the activation email sent to you or simply request a password reset linktogain you access to your existing profile.

Connecting Your Property

Enter the FirstService Residential account number found on your statement or coupon and the Last Name listed on the property agreement.

Last Name Entered Not Working?

Try the co-owner last name or if a business, the full name of the business associated with your unit.

Direct-Debit Users

If you're looking to gain access to your existing automatic ACH Direct-Debit profile transition to ClickPay, you will be required to verify your banking details associated with this payment schedule.

Step 3

Setting Up Payments

From the home screen, select **Auto Pay** in order to set up automatic recurring payments or select **Pay Now** to make one-time payments.

Adding a Payment Option

When setting up one-time or automatic payments, you will be required to select a new or existing payment option, including e-check (ACH) for **FREE** or credit and debit card for a nominal fee.

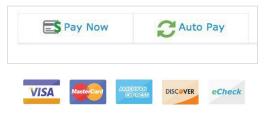
Managing Your Account

From the home screen, select My Account in order to:

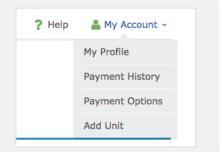
- Manage or Update Your Profile
- View Your Online Payment History Manage or
- Add/Remove Payment Options Add or Remove
- 🧹 additional properties

Onl	ine Payments		
Make	your payments online for FREE b	y e-Check (ACH) from a bar	nk account
or by	credit card for a fee.		
	Username or Email		
	Password		
	Remember me	Forgot Passwor	<u>d?</u>

L	ookup Address	
	Please enter your Account Number (found on your monthly statement)	
	Account Number:	Submit Go Back



For more information on how to set up an automatic recurring payment through ClickPay, visit <u>www.clickpay.com/gethelp</u>.



Need Additional Help? Visit <u>www.ClickPay.com/GetHelp</u> or call 1.888.354.0135 (option 1).



Scheduling Automatic Payments Online

Owners have a convenient and secure way to automatically pay assessments online through **ClickPay**. Activate your account via the email sent to you or create your account online at **www.ClickPay.com/FirstService** and select the **Auto Pay** option as listed below.

FirstService		
IPayNow	ZAuto Pay	? Help & My Account
PayNOW!		
123 Any Street Dallas, TX 75219		
		LAST PAYMENT
Amount Due Special		\$1,000.00 fdit No payments made previously
Assessment		\$750.00

OSelect the bank account or credit/debit card you wish to pay from

8 Select the start date of your payment schedule

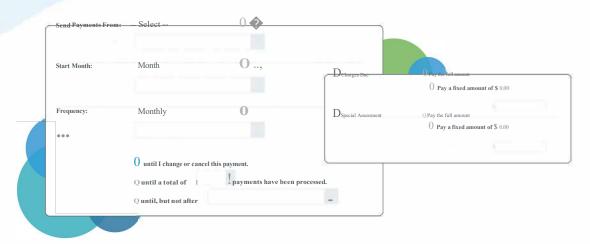
Please schedule your payment at least two (2) days in advance of your association's assessment due date, as referenced on your FirstService Residential Homeowner Statement.

8 Select the frequency and length of your payment schedule

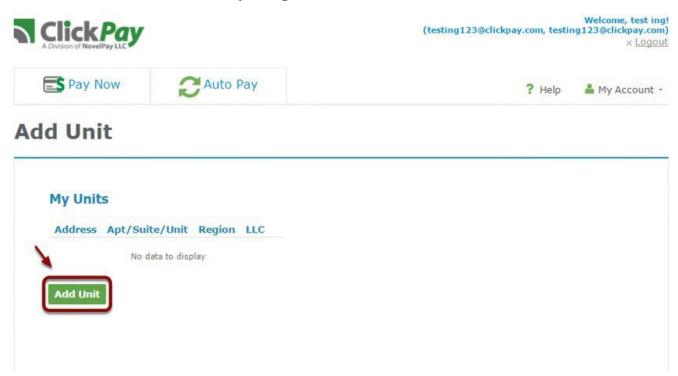
8 Select the amount you wish to pay:

Full Amount: If your charges vary from statement-to-statement, you can set up your automatic payment to charge each bill's balance in full. Please ensure your payments are scheduled to run no earlier than the 25th of the month prior to your payment being due, as your balance will not be available to pull through C/ickPay until this date.

FixedAmount: If you wish to pre-pay your assessments or simply pay the same amount each time your automatic payment runs, select the Fixed Amount payment option.



Need Help? Visit **www.ClickPay.com/GetHelp** or call **1.888.354.0135 (option 1).** **E-check (ACH) payments can be made for FREE. Credit/debit card payments are accepted for* a *nominal fee.* 1. Select "Add Unit" within your profile



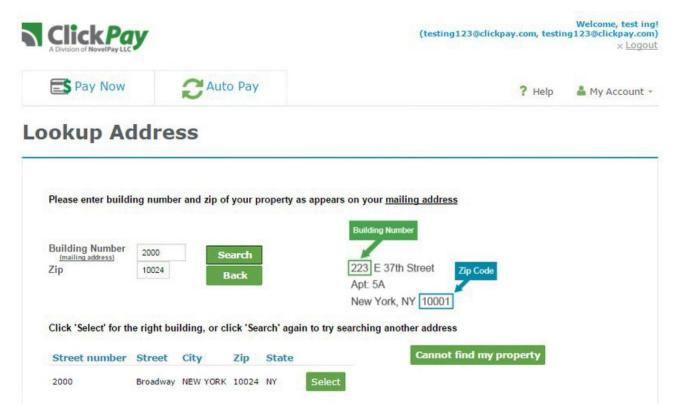
2. Enter your building number and Zip Code and click "Search



Depending upon your management company, you may be asked to enter an account number or tenant code in addition to your building number and Zip.

If ClickPay is requesting an account number or tenant code to register, please locate a previous bill to find your account number and enter it as directed. **Please proceed to Step 4**

3. Once your unit is successfully found in ClickPay, please click "select" to add to your profile



4. (Only If your property manager requires you to enter an account number for your unit)

The request to enter an account number may appear differently on your screen depending upon your property manager and you may be asked to enter a "tenant code"

The below are a few examples of what may be asked of you to add your unit.

Lookup Address

Please enter your Account I			
(found on your monthly state	ent)		
		Culturality	
Account Number:		Submit	
		Go Back	
	er can be found on yo		

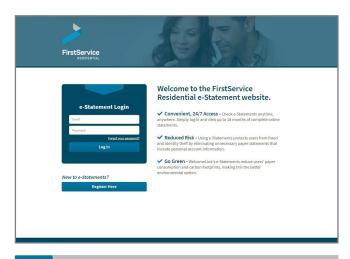
eStatement Quick Reference Guide

We have made registering for eStatements quick and easy. Just follow four simple steps!



Create Your eStatement Account

Go to *http://estatements.welcomelink.com/dallas* and click "Register Here." Enter the basic account information from your most recent statement.

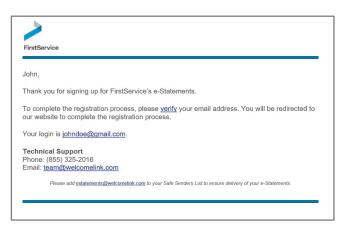




Verify Your Email Address

After finishing the account setup, a verification email will be sent to the email address provided.

You must click the link in the email to finish the verification process and receive electronic statements.





Set Up Password and Security Question

You will be required to set up a password as well as answer a security question. The security question will be used to reset your password should you forget it in the future.

Security Information		
Password	Strength: Too Short	
	Your password must be at least eight characters in length and contain one letter and one number.	
Confirm Password		
Security Question	What is your pet's name?	
Security Answer		
Statement Account Inf	ormation	
	Note: If you have multiple accounts, enter information for the first account. Once you have successfully verified your first account, you will be able to add new ones.	
Account Number		
Name		
Street 1		
Street 2		
City		
State/Province		
Zip/Postal Code		
	I have read and agree to the Terms of Use	
	Submit	



View Your Statements

To view your statements, simply click the month and year that correlates to the statement you'd like to view. You may then download the statement to a PDF format.

FirstService	Les El
Account(s) Add Account Profile Logout	
e-Statements - 48670000000101	HOMEOWNERS ASSOCIATION
② 2018 April	John Doe 12345 MAIN STREET
② 2018 March	Anytown US 12345
② 2018 February	Account Number:
	Mail My Statements
	Instructions
	View your statements
	View a different account
	Add another account
	Update your settings 👻



HELPFUL PHONE NUMBERS

Savannah HOA Clubhouse 972-346-3020

FirstService 24 hr. Customer Care Center 1-877-378-2388

PUBLIC SERVICES

Animal Control – Denton County	Non-Emergency 940-349-1600 (Option 9)
Aubrey Fire Department – Navo Fire Station	Non-Emergency 972-347-3802
Denton County Sheriff's Dept.	Non-Emergency 940-349-1600 (Option 9)
Elm Ridge WCID	469-296-1026
Elm Ridge Police Department	Office: 469-481-6433
Office Hours Monday – Friday 8a – 5p	Non-Emergency: 940.349.1600 (Option 9)
USPS (Aubrey)	940-365-2621
<u>Service Providers & Utilities</u>	
AT&T	800-331-0500
(TV, Internet, & Wireless)	
AT&T U-verse	800-288-2020
(TV, Internet, & Wireless)	
CoServ - Gas/Electric	940-321-7800
Mustang Water	940-440-9561
Rhino Removal	469-607-4466
Suddenlink (Internet, Phone, & Security)	972-346-4000
Verizon (Internet TV, &Wireless)	800-922-0204



Elm Ridge Police Department

Dear Residents of Savannah, Artesia and ArrowBrooke,

The Elm Ridge Police Department serves as the police department for the communities of Savannah, Artesia, and ArrowBrooke. The Denton County Sheriff's Office serves as the call takers and dispatchers for our agency.

In an emergency, dial 9-1-1 and you should reach the Denton County Sheriff's Office. You will provide the information to the operator who will dispatch an Elm Ridge Police Officer to your location.

For non-emergency calls, dial 940-349-1600 (then Press 9) and you will be connected to a non-emergency operator. You will provide the information to the operator who will dispatch an Elm Ridge Police Officer to your location.

Additional PD Information:

The police department is located at 728 Savannah Boulevard, Savannah, Texas 76227 (adjacent to the Savannah clubhouse).

The police department operates 24 hours a day, 7 days a week. The police department lobby is open Monday through Thursday from 8:00 A.M. until 5:00 P.M and Fridays from 8:00 A.M. until 12:00 P.M. After normal business hours, you will need to contact the Denton County Sheriff's Office directly as the police department building is not staffed after hours (officers are out on the streets).

The Police Department has a current authorized strength of 23 police officers, which includes a Chief of Police, a Captain, a Lieutenant, 4 Patrol Sergeants, 12 Police Officers, 1 Detective Sergeant, 1 Detective, a Community Resource Officer, and a School Resource Officer for Savannah Elementary School.

The main (non-emergency) number to the police station for administration purposes is 469-481-6433.

You can learn more about our department at our website: www.elmridgetx.org

We look forward to serving you!

Sincerely,

Brandon Kennedy Chief of Police Elm Ridge Police Department 469-481-6433 Brandon.Kennedy@elmridgetx.org



ELM RIDGE POLICE DEPARTMENT

For Emergencies, residents should dial 9-1-1 to be connected to the Denton County Sheriff's Office. The Denton County Sheriff's office dispatches for the Police Department.

Non-Emergency calls may be directed to the Denton County Sheriff's Office at 940-349-1600 (option 9).

The Elm Ridge Police department is a full-service police department that operates 24 hours a day, 7 days a week. The office is located at 728 Savannah Boulevard, Savannah, Texas 76227. The lobby of the police department is open Monday through Thursday from 8:00 A.M. until 5:00 P.M. and Friday from 8:00 AM until 12:00 P.M.

Open Records Requests can be made using the following URL: https://elmridgetx.org/open-records-requests/

Chief of Police:

Brandon Kennedy

Brandon.Kennedy@elmridgetx.org

469-481-6433

Captain:

Erica O'Bryon

Erica.Obryon@elmridgetx.org

469-481-6433

Criminal Investigations Sergeant:

Darin Smith

Darin.Smith@elmridgetx.org

469-481-6433



SAVANNAH COMMUNITY ASSOCIATION

COMMITTEE INTEREST FORM

Name:	
Street Address:	
Phone Numbers: Day:	_Evening:
Email:	

Check the committee(s) that interests you:

_____Architectural Standards Committee (ASC): The ASC reviews applications for all new construction, renovations or exterior changes to homeowners' properties. Approval in writing must be received from the committee before construction begins. The committee also works with the Board of Directors to interpret and enforce the protective covenants.

____Social Committee: The Social Committee initiates and plans social events for the community. Activities range from holiday parties, community barbeques, children's play groups, pool socials, selected themes for events, etc.

___Hospitality Committee: The Hospitality Committee actively participates in welcoming new homeowners to Savannah and also helps with other community-wide activities such as hosting Meet & Greets, and putting together events to introduce New Homeowners to Savannah.

____Safety Committee: The Safety Committee works with the local police department to promote the Neighborhood Watch Program. Additionally, the committee works with Denton County to address other safely concerns such as traffic flow, speed enforcement and other civil issues. The committee also helps to plan the National Night Out that informs homeowners about safety issues along with fun activities.

Landscape Committee: The "eyes" of the community and advises FirstService Residential onsite management on any landscaping needs, i.e. broken sprinkler heads, broken entry lights, etc. The committee works toward increased properly values in the community by education and encouraging owners in the community to keep their properties well maintained, through articles in the newsletter and yard-of-the-month program.

Thanks for volunteering! You will receive information about the committee(s) you have chosen. If you have any questions, contact the onsite Manager at 972-346-3020, or e-mail <u>manager@savannahca.com</u>.

NOTE: When you are a committee member or committee chair, your contact information may be published in the newsletter or portal so other homeowners may contact you with their questions or comments. Feel free to provide a secondary or alternative e-mail address for that purpose.

701 Savannah Blvd, Savannah, Texas 76227 TEL: 972-346-3020 FAX: 972-346-3022