



Hidden Trails Community Association, Inc.

2020 Annual Meeting Pre-Submitted Questions

**Submitted questions have been summarized to accommodate relative submissions. Answers provided in red.*

Common Areas/Community Standards

1. **There is a lot of trash littered in the HOA-controlled landscaping. Such as behind the mailboxes on Blue Ivy. Why is this not regularly being addressed?** Trash in the common areas is addressed by the landscaping contractor during scheduled visits. A recent change to the landscaping operations allows for closer monitoring of areas needing more time and attention. Residents are urged to report any concerns of trash build-up to management using the MAINTENANCE ticket option via the community website.
2. **How much work is done by the Gardeners of Hidden Trails Community Association Inc.? I do a great deal of weeding in our community.** The landscaping contractor visits the property twice per week February-October and twice every other week November-January based on the community's landscaping needs. Native areas should not be maintained by homeowners. The intent for native areas is for the vegetation to grow to maturity and be maintained quarterly or as needed adding natural mulch 2-3 times per year. Any concerns with weeds in common areas should be reported to management.
3. **When will all the lights be working? The main Hidden Trails sign on Stahl and Mustang Vista is off like 50% of the time. Also, the Hillside sign lights have never been on.** The monument lights at the entrance of Hidden Trails are working and may be turned off by the landscaping crews in error. We will add secured boxes to the controls to prevent mishaps to the power switch during routine maintenance. The lights at Hillside require excavation to repair damaged wiring underground. This project is currently being addressed and may take several weeks to complete.
4. **What is going to be done about all the trash, a lot of it is construction material, littered along the walking paths?** We will continue to communicate with the construction teams to secure trash as best as possible. Our landscaping contractor cleans the trails during their quarterly (or as-needed) mowing schedule. Residents are urged to report (with pictures for location markers) any concerns of trash on the trails to management using the MAINTENANCE ticket option via the community website.
5. **The amount of dogs running loose in our neighborhood...Folks are outside with them but they are not on leashes. Are there rules on this for the neighborhood? Think some folks need to be reminded.** Yes, there are restrictions in the governing documents that state pets must be kept on a leash or confined within the home or property fence. Residents can also report leash law violations to the county animal services.

Miscellaneous/Administrative

6. **Gym hours need to be extended to 8 PM for those that work outside the home.** Based on the recent spikes in COVID-19 cases in Comal County, minimal change in mandates from the State of Texas, and recommendations by the CDC, the Board has opted to keep the fitness room hours in conjunction with business hours while staff is present to monitor capacity limits. Staff is carefully considering other availability outside of normal hours to accommodate more needs. Updates will be announced via the community newsletter.

7. **Better resource on website for shared vendors.** There is a Resident Recommended Vendor List accessible to residents via the community website under COMMUNITY. Residents can share vendor contact information with their neighbors.
8. **I have noticed and so have my neighbors that we do have more flies and mosquitoes than in our prior neighborhoods.** I was wondering if we could maybe remind everyone once a quarter that daily poop patrol in each our backyards would greatly help the fly situation for the entire neighborhood. We will add this courtesy reminder to the circulation in the community newsletter.
9. **We see a lot of water in our yard now due to many others watering more than needed.** Anyone can ask a neighbor for help with the sprinkler system if they need to reset. And hoping there is a way to get this information to renters as well in case their landlords don't forward community information. Tenants have access to the newsletter and other HOA resources per the governing documents. However, communication may not reach tenants as quickly as homeowners. Residents are urged to report specific concerns (including the address) to management for assistance.
10. **Can the HOA make a deal with a vendor to have the black flow prevention devices checked for a discounted rate?** The going rate now is 65-100 dollars and has to be done annually on all homes with irrigation systems, which I believe is all the homes. With so many homes it could be quite beneficial for both sides to have this as an option. We will explore this item further and request resident input on known companies in the area that may offer some incentive. All recommendations are welcome. This may be something the NAC can help facilitate. Email ht_advisory@hiddentrailslife.com.

Declarant Board/Developer

11. **The second Amenity Center- what will be included and when will it be built?** A junior Olympic style pool with restrooms, concession area, and outdoor seating in the green space. Due to COVID-19 construction on the project has been delayed; scheduled for completion in Fall of 2021. Ready for use by 2022.
12. **Pocket Parks- when and where will they be built?** At a previous meeting one was discussed for toddlers, most playground equipment is too advanced for young kids. Locations in area 4 and 6 (not yet confirmed); toddler-friendly play equipment will be included.
13. **What is the anticipated date that the entire community (all houses) etc. and future trails will be completed?** Community is anticipated to complete by 2024-25.
 - (a) **Can you tell us if the trails will all connect from the road?** The trail across the street from the amenity center in that big open field can't be reached from the road and makes it hard for strollers and bikes. There was a trail behind us on upper Acacia Vista and when they cleared out all that land the sidewalks disappeared too. This was along the backside of Kleck Park. There are no plans to connect the trails from the road with the exception of the existing tunnel near the big park.
14. **Are there any plans to add amenities, for example tennis courts or a dog park?** Besides the 2nd pool and additional pocket parks, there are no plans to add additional amenities.
15. **Will the HOA (assessments) decrease as housing stock increases?** There is no way to be certain year to year, however, in order for residents to be self-sustaining in funding the operating budget after the declarant has transitioned out of the community, assessments are likely to increase each year.
16. **Are there any plans for the annexation with the City of Bulverde?** The Board is not aware of any plans to annex with the City of Bulverde.

17. **What is the timeframe for the second pool to be constructed?** Late 2021; grand opening in Spring 2022.
18. **I was just wondering why if the community voted a committee member into the position as a rep for the residents, how or why was he removed from the position without a vote from the community?** Per the charter, the decision to select the Neighborhood Advisory Committee members was solely at the discretion of the board. The board initially requested resident feedback on the committee candidates to aide in that decision. The reason for the removal was sensitive in nature and did not warrant disclosure to the public or require a vote from the residents. **Please note: The specific committee members' name has been omitted from the question to protect member privacy.*

Post Annual Meeting Q&A

19. **I have never seen any patrolling that was HOA sanctioned. Can we know what the patrols look like?** We contracted a patrol service during the Summer as a result of trespassing after-hours at the pool and vandalism at the park amenities after-hours. The company is SMR Security Services LLC. They visit the property (common area amenities only) 4 times a night into the early mornings Friday-Sunday in white SUVs (Mitsubishi outlander SUV and a Jeep Patriot) marked with the company decal on the exterior. Patrol lights will also be on. Management receives a report daily of times and if there were any occurrences take place during the visit. **Days and frequency of visits are subject to change.*
20. **What about the recent break-ins at homes on Bard?** Contact local law-enforcement to discuss break-ins. The HOA has no involvement with criminal activity of personal property. HOA patrols monitor common area amenities only.
21. **What about people from outside the community using the park!!! Every weekend there more people from outside the community then actual residents.** As mentioned in previous email communications, there is no way to prevent people from visiting the park or any amenity that is not enclosed or gated. Per Comal County Sheriff's office, unless someone is causing damages or participating in illegal activities at the park, there is little that can be done.
22. **Every single time i go through the tunnel there are kids in there smoking pot and there's no light. I refuse to go through there with my 5 year old.** Contact the police to report criminal activity.
23. **What about soccer fields?** The Developer has elected not to build a soccer field due to the expense.
24. **I know we will be having some more signage up, but can we have speed bumps put up for some of the streets like Nimbus that we get lots speeding cars on.** There will be no speed bumps added to any streets in Hidden Trails at this time.
25. **What can be done with the vendors/contractors that drive recklessly through the developed areas of the neighborhood?** Take down information and photos/videos of the vehicle and contact the police. The Association is adding supplemental signage along Mustang Vista to deter speeding. Ultimately, law

enforcement will have to get involved. This may be something the NAC can assist with. Email ht_advisor@hiddentrailslife.com.

26. **Will the sidewalks that were removed for the new construction adjacent to Acacia Vista be rebuilt?**
There are plans to place sidewalks in the area.
27. **What about the cars that are stopped in the morning in lanes of traffic waiting for the bus...?** Contact the non-emergency police to enforce traffic violations. Request they assign someone to monitor the area at the school bus loading times. Comal County may offer assistance with signage after conducting a study of the area. This may be something the NAC can assist with. Email ht_advisor@hiddentrailslife.com.
28. **I would like to hear if anything will be done to enforce the posted Mustang Vista speed limits. This is the jurisdiction of law enforcement. Now that it has been clarified by Comal County to enforce speeding in Hidden Trails, we should see some improvement.** Take down information and photos/videos of the vehicle and contact the police. The Association is adding supplemental signage along Mustang Vista to deter speeding. Ultimately, law enforcement will have to get involved.