



## Flintrock at Hurst Creek POA

### Welcome Home!

As a new resident, it can be difficult to decipher where to find information on your community and the Property Owners' Association (POA). This is helpful information that we think you may need.

#### Your POA Management Company:

FirstService Residential is the management company for the Flintrock at Hurst Creek POA and will be your point of contact for anything regarding the Property Owners' Association. You can call 512.266.6771 or email [infoaustin@fsresidential.com](mailto:infoaustin@fsresidential.com) for assistance. You can also stop by the management office, which is located at 7 Lakeway Centre Ct., Suite 200, Lakeway, TX 78734 (behind the Taco Bell on RR 620).

#### How to Obtain a Gate Code:

There are two different types of gate codes. A standard code can be used at the gate keypad and when entered, will open the gate. There is also a directory code that can be assigned to your name in the call box directory at the gate. A driver would enter the directory code at the gate, and the call box would call your telephone. You could then answer, request that the driver identify themselves, and if you wish to allow them access, you would press the number 9 on your telephone to open the gate for them. If you would like to set up a standard code, directory code, or both, please contact the POA management company, FirstService Residential at 512.266.6771.

#### Updating Your Information:

It is imperative that FirstService Residential has your email address, phone number, and accurate mailing address (if you would prefer your mail be sent somewhere other than your home in Flintrock). Please use the attached Homeowner Information Update Sheet to send FirstService Residential your contact info. You can also visit [www.fsresidentialaustin.com](http://www.fsresidentialaustin.com), and click on the

"Account Info Update" circle at the bottom of the homepage to fill out the eForm.

#### How to Purchase an RFID Tag:

You can purchase an RFID tag at the Flintrock Guardhouse. Please note: The POA must have an email address and phone number for you before a tag can be registered to you. Follow the steps described in the paragraph above to update your info. Tags are \$10 each plus a \$5 credit card fee. Please note: the guards do not take cash. If you already have an RFID tag because you were a member of the Club prior to moving to Flintrock, to obtain full access to all of the gates, please be sure to stop by the guardhouse and swap out your member tag for a resident tag at no charge.

#### POA Website:

You can access the POA website by visiting [www.flintrockpoa.com](http://www.flintrockpoa.com). Once on the site, you'll want to request a login, which will grant you access to the private side of the website and will ensure that you receive important news via email bulletins from the POA. Features of the website include an address book, electronic forms, community legal documents, POA financials, etc.

#### How to Pay Your Assessments:

Your assessments are due on the January 1<sup>st</sup> and the July 1<sup>st</sup>. Statements are sent the month prior, but please keep in mind that statements are sent as a courtesy. Interest is applied on the 15<sup>th</sup> of every month. There are three ways that you can pay your dues:

1. Online with credit card (fee applies) or eCheck (usually free), through Community Association Bank (CAB). To access, you can visit [www.flintrockpoa.com](http://www.flintrockpoa.com) and click on the

“Pay Now” button. You can register with CAB or make a one-time payment. You will need your POA account number, which is located on your statement. If you do not have your account number, you may contact FirstService Residential. You will also need the following information-

Association ID: FF

Management Company ID: 4013

2. Bill Pay through your personal banking institution, payable to Flintrock at Hurst Creek POA. Reference your account number and have payments sent to:

Flintrock POA

c/o FirstService Residential

PO Box 65733

Phoenix, AZ 85082

3. Mail a check with your statement stub to PO Box 65733, Phoenix, AZ 85082. The check should be made payable to Flintrock at Hurst Creek POA and should include your account number and property address in the memo field.

#### Obtaining Architectural Approval:

Before making any improvement or change to the exterior of your home, you must obtain approval from the Architectural Control Board (ACB). Improvements include, but are not limited to, changing paint colors, installing a pool, trampolines, playscapes, landscaping projects (includes planting trees), decks, patio extensions, fences. You may contact the FirstService Residential office to obtain the necessary forms and fee information needed to submit for your architectural project.

#### Board and Committees:

Currently the POA has a Board of Directors, which consists of 5 resident members. The POA also has 5 committees. The committees include:

- *Architectural Control Board (ACB):* The ACB meets every other week to review and vote on everything from landscape plans to new home construction plans.
- *Finance Committee:* The Finance Committee makes recommendations to the Board, reviews audit results, and works with the board during preparation of the annual budget.
- *Landscape Committee:* The Landscape

Committee helps make suggestions to the Board regarding landscaping projects, plant replacements, and landscape budget.

- *Roadway Improvement and Construction Committee (RICC):* The RICC recommends policies, processes and actions that the board should consider taking with regard to roadway improvements, construction, repairs and maintenance within the roadway network within Flintrock at Hurst Creek. They also gather information regarding road work taking place near the community.
- *Social Committee:* The social committee helps plan POA events, such as the quarterly meet & greet happy hour. They also greet and hand out welcome bags to new residents.

#### Cut-Through Rules:

In 2003 Gate Management Guidelines were put into place between The Hills, Flintrock Falls and Club Corp to outline procedures concerning the construction, operation, and maintenance of the “Shared” gate, located at the intersection of Jack Nicklaus Drive and The Hills Drive. The Guidelines stated that both The Hills POA and Flintrock Falls POA agree that if a resident from either community uses the Shared gate as a cut-through, the violator’s remote access device (RFID tag) would be deactivated for a certain period of time. A cut-through for a Flintrock resident is defined as the vehicle entering the shared gate and exiting out any one of the Hills gates within 5 minutes time. The same applies with entering any of the Hills gates, then exiting through the Shared gate within 5 minutes time. The 5 minute rule applies to Hills residents using the Flintrock gates as well. The deactivation schedule is as follows:

- 1st cut-through: Violator automatically receives a warning email (Note: it is the resident’s responsibility to ensure that the POA has the correct email address).
- 2nd cut-through: RFID tag is instantly deactivated at the Shared Gate for 30 days (Note: the RFID tag will continue to function at all other Hills and Flintrock Gates).
- 3rd cut-through: RFID tag is instantly deactivated at the Shared Gate for 6 months.
- Each subsequent cut-through will continue to result in 6 month deactivations at the Shared Gate.