

# Castlewood CONNECTION



September 2023

**Stay Informed! Update/Add Your Contact Information**

Did you know the HOA community manager occasionally sends important information to residents via email?

- Have you changed phone numbers or email address(es)?
- Did you register your job email and have changed jobs?
- Do you wish to add a spouse's contact information?
- Would you like to add another email address?

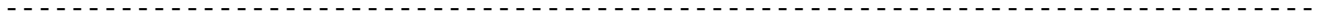
Our community manager keeps residents up-to-date on current community events, office closings, major Highland Village city notices such as Castlewood mosquito spraying, and notification of an amenity closed due to repairs or breakdowns. Reminders also go out about fun HOA community-wide events you and your family may want to attend.

It's important to keep your phone and email contact information up-to-date with the community manager. ***This information is NOT shared with residents nor used for any solicitation purposes.*** All contact information is confidential between you and the community manager.

To update contact information, or add another contact, email the community manager at: [manager@castlewoodhoa.com](mailto:manager@castlewoodhoa.com). Please put your street address in the Subject line.

OR

Complete the form below and return to the dropbox at the Clubhouse.



Name(s) \_\_\_\_\_

Address: \_\_\_\_\_

Email #1: \_\_\_\_\_

Email #2: \_\_\_\_\_

Email #3: \_\_\_\_\_

Are there email address on your account that are no longer valid and need to be removed? If so list below.

\_\_\_\_\_

Cell phone #1: \_\_\_\_\_

Cell phone #2: \_\_\_\_\_

**See Something--Say Something!**

Hey fellow residents! *If you see something, say something.*

Every repair call costs the community--which is YOU. Let's work together to keep our community beautiful...free of litter, damage, and non-working amenities. Our community manager conducts site drives of the property twice a month but emergencies and damage can occur at any time. If you observe damage, vandalism, or something just doesn't seem right **please** take a moment to report it.

Let the HOA office know about damage to any of our amenities, common areas, walking trails, lighting, sprinkler system, or the main entrance.

**Non-emergency issues should be reported via email to: [manager@castlewoodhoa.com](mailto:manager@castlewoodhoa.com). List the issue in the subject line. Examples are:**

- Non-working amenity lighting at the pool, playground, or tennis court.
- Damage to playground equipment.
- Damage to the soccer field.
- Vandalism to any HOA amenity that would not cause harm if not addressed quickly.

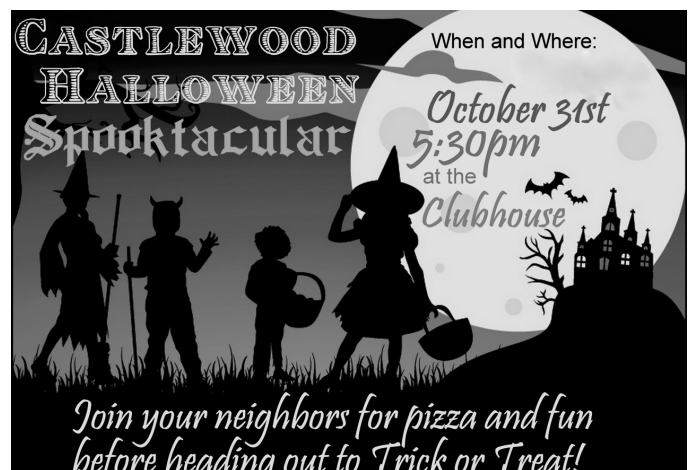
**Emergency issues should be reported to the HOA after hours line at 972.236.6214. Emergency examples are:**

- A water leak on community common areas such as the Clubhouse, pool area, playground, or walking trails.
- Sprinkler malfunctions in common areas where you notice the sprinklers are running continuously.
- A broken gate at the pool or tennis court.
- A leak or plumbing issue in the Clubhouse bathroom or kitchen.

Damage (or vandalism) to any HOA property that could cause harm to someone if not quickly addressed.

If you witness vandalism as it is occurring, please call the Highland Village Police Department and report it immediately.

Thank you for being attentive to our community.



## New Office Hours

The office is now open on Mondays and Thursdays from 9:00 am to 5:00 pm. The community manager is still available five days a week by email at [jhansen@spectrumam.com](mailto:jhansen@spectrumam.com).

*Mark your Calendar*

### **September BOD Meeting**

*September 20, 2023 @ 6:00*

*Pool Season ends  
October 1, 2023*

*Watch your mailbox for  
annual meeting notices in  
October*

*Watch your mailbox for  
annual billing notices in early  
November*

*Annual Meeting  
December 10, 2023*

*2024 Assessments Due  
January 1, 2023*

**Assessment payments  
can no longer be made in  
the office.**

**Residents can mail  
checks using the envelope  
and payment slip  
provided by Spectrum OR  
pay online at  
[www.spectrumam.com](http://www.spectrumam.com)  
or on the Spectrum app.**



## Clubhouse Reservation Reminders

With Fall fast approaching, the holidays are not far behind! The holidays are always a popular time for people to reserve the Clubhouse for family gatherings and other events. For residents new to our community, and anyone wishing to make a Clubhouse reservation, please review the updated policy and reservation procedures on the HOA website.

The Clubhouse **Reservation Policies** and the **Reservation Request** form can be found at [www.castlewoodhoa.com](http://www.castlewoodhoa.com), On the **Community** tab, click **HOA Amenities**, and select **Amenity Reservations**.

Listed below are a few reservation policy highlights. Residents are encouraged to read the **full** policy on the HOA Community website.

- The following fees apply to ALL reservations:
- Monday through Thursday = \$50
- Friday/Saturday/Sunday = \$75
- Security deposit = \$150
- Reservations are limited to six (6) months in advance of the event date.
- Residents must use the Reservation Request form to submit a single date request.
- **NO PHONE OR EMAIL RESERVATIONS ARE ACCEPTED.**
- A reservation is pending until the Community Manager emails confirmation to the resident.
- If the Community Manager does NOT receive the signed Rental Agreement, deposit, and rental fee from the resident within 72 hours after the email Reservation Acknowledgement has been sent, the PENDING reservation will be CANCELLED.
- All **date changes** or **cancellations** must be made in writing via email to the community manager.
- **NO PHONE CANCELLATIONS OR CHANGES ARE ACCEPTED.**

With the recent changes to the Community Manager's on-site schedule, following the reservation request and cancellation policies becomes critical to ensure all residents have fair access to their requested dates, and nothing gets overlooked. Dates are honored in the date/time order they are received via the emailed reservation request. No other method of reservation is accepted.

From time to time the HOA website experiences Internet glitches and the calendar may not be viewable for a short time. Be patient with the technology and check back to view the calendar. Please do not contact the community manager after hours requesting reservations or to check date availability.

Thank you for your consideration.

## Access Cards

Access cards can be picked on Mondays and Thursdays. To request a new access card, a replacement card, or to have an existing card reactivated please submit an access card request form. If payment is required, you will be mailed an invoice. Be sure to pay the invoice prior to coming to the clubhouse to collect your access card. Scan the QR code or visit the community website at [www.castlewoodhoa.com](http://www.castlewoodhoa.com) select the CONTACT TAB/ ACCESS CARD REQUEST



## Party Time Balloons

Happy Back To School!  
To Order Text Hannah At  
817-343-7685

Need a New Roof?

- Castlewood resident for 23 years
- Locally owned company
- Call Laura Rojas for a free inspection

214-732-6042

O: 972-420-6500  
F: 972-420-6505  
C: 214-732-6042

lrojas@sageroofingllc.com

LAURA ROJAS  
Project Manager

O: 972.420.6500  
F: 972.420.6505  
C: 214.732.6042

826 Office Park Circle #106  
Lewisville, TX 75057

lrojas@sageroofingllc.com  
sageroofingllc.com

## THE TEMPERATURE IS NOT THE ONLY THING THAT IS HOT!

Castlewood Resident  
for 23 years

Member of the  
Castlewood HOA  
Board of Directors



Home values in Castlewood remain high as our incredible neighborhood continues to be in great demand! 70% of the homes sold in the last 90 days received more than asking price, and every house currently for sale is under contract.

*Let Melody Help*

- Reach out to get a free review of your home equity
- Learn what is really happening in the Castlewood and DFW real estate market
- Ask about my Castlewood sellers discount

214.697.7760  
melodyorrantia@gmail.com

ADVERTISE  
YOUR  
BUSINESS  
HERE

Visit the  
community  
website for more  
information.

*Thank You from Castlewood!*

**TONY LEONE**

from North Country Wood  
for beautiful prize engraving services  
and smoking the delicious brisket!

**JEFF BAILEY**

for smoking the delicious  
pulled pork for us!

**MOSQUITO JOE**

for sponsoring our super fun Corn Hole  
competiton with awesome prizes!

## Yard of the Month

Sponsored By  
**CALLOWAY'S**  
NURSERY®  
Life Lived Beautifully®  
calloways.com



# CASTLEWOOD RESIDENT AND FULL-TIME REAL ESTATE AGENT

**18**  
Years  
Experience

**1000+**  
Real Estate  
transactions

Fall is quickly approaching!  
Now that the kids are back in school, you can focus on putting your home back in order from all the summer fun! I plan on taking a trash bag around my house and picking up the lingering wrappers and junk!  
Together, we can restore order in our homes!

**CONTACT**  
Tricia Hoffmann  
RealtorTriciaH@gmail.com **972-740-4108**  
Flexible commission structures as low as 0%



## Hi Neighbor

My name is Don Meisinger. I have resided in Highland Shores since 2017.




I recently retired from Hunter Engineering Co. following a 52 year career in automotive technology.

In retirement, I am offering a vehicle diagnostic service, at your home, which prepares you with a diagnostic report to take with you for vehicle service at an auto dealer or other type of car repair.

The instrument used is made by Bosch, the world largest designer and maker of vehicle sensors for computer control.


214-724-2747  
donmeisinger@aol.com



## VIRGINIA WALTERS

### Realtor

Cell/txt 214-566-7893  
vwalters@FathomRealty.com  
FathomRealty.com




## HALIE'S SWEET TREATS

TEXT 817-343-7685

INSTAGRAM  
@HALIESSWEETTREATS



# we make outside fun again

**\$49<sup>99</sup> first treatment**  
New customers only. Valid up to 1/2 acre. Cannot be combined with other offers.



Best of Denton County  
Mosquito Control Company 2015 - 2021  
**972-584-1641**  
MetroNorthwestDFW.MosquitoJoe.com

Locally owned and operated • Botanical treatment options  
Misting system and service programs • No contracts necessary  
10% HERO discount for Military and First Responders

a neighborhood company

Independently owned and operated franchise  
© 2022 Mosquito Joe SPV LLC. All rights Reserved

**Lee & Hollie Woodham**  
Owner  
TPCL 0809118

940-231-0004  
PO Box 335  
Ponder, TX 76259

ponderpestcontrol@gmail.com  
ponderpestcontrol.com



Your Locally Owned Exterminating Service



CASTLEWOOD HOMEOWNERS ASSOCIATION  
3420 FAIRFILED LANE  
HIGHLAND VILLAGE, TX 75077



**4133 Abigail**

A special thank you to the Architectural Review Committee for reviewing  
the candidates and for all they do for the community!