

All Spectrum Association Management offices will be closed on Thursday, July 4, 2024. The community manager will be out of office on Friday, July 5, 2024, as well.

ALL FIREWORKS ARE ILLEGAL in the City of Highland Village

To report illegal fireworks, please call the Police non-emergency number at 972-317-6551 Castlewood Connection July 2024



Community Manager Jennifer Hansen <u>jhansen@spectrumam.com</u> Office Hours- Monday & Thursday 9:00 am to 5:00 pm Onsite phone- 972-317-2457 Business phone- 972-236-6214 <u>www.castlewoodhoa.com</u> www.spectrumam.com

Download the Spectrum App Our app allows you to: • View your account details • Homeowner resources • Pay your bill 24 hours a day. 7 days a week.



App Store

Just a friendly reminder. The Association does not employ pool monitors or lifeguards.

If you see any behavior that has the potential to be dangerous, if you witness vandalism anywhere in the community, or encounter a group at the pool that is rough housing, cursing, consuming alcohol or drugs, or any behaviors that would prevent residents from safely using the pool or other amenities please call the City of Highland Village Police Department at 972-317-6551 immediately. You can remain anonymous.

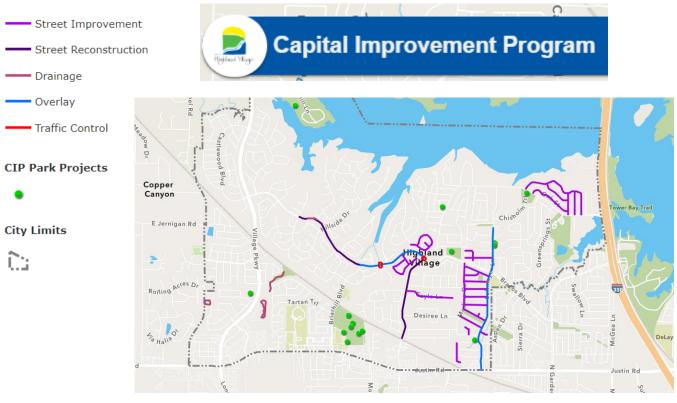
You can follow up with Spectrum after you have notified the police at <u>contact@spectrumam.com</u>. The association cannot discuss any actions against a homeowner or individual. Details from your report will be used to establish a timeline, review surveillance cameras, and access logs, and follow up with HVPD as needed.

Per the City of Highland Village, all gates that provide access to a pool must always remain locked and secure. <u>Propping open a gate</u> <u>is strictly forbidden</u>. Propping open gates also damages the gate itself preventing it from automatically swinging shut. Each summer your assessments go towards repairing the gates numerous times during pool season. If you see an open gate, CLOSE IT!

In the event of a true emergency call 911.

E Legend

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HVPD Vacation Watch Registration Is Easy

To register online: <u>https://www.frontlinepss.com/highlandvillage</u>.

To register by phone: Call (972) 317-6551, be sure to have your information ready.

To register In Person: Stop by the PD and complete the form or drop it off at anytime.

HVPD will patrol your home while you are on vacation. Officers look for any signs of unusual activity or suspicious persons around your home. During the past year, we conducted thousands of vacation watch checks while homeowners were out of town.

Note: The US Postal Service offers an online tool to suspend mail service while you are out of town and resume it upon your return. For more information visit USPS.







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