



The Annual Meeting of the Membership will be held on December 10, 2024, in the Clubhouse. Watch your mailbox for details. Be sure to return your absentee ballot/ proxy if you are unable to attend.

## Castlewood Connection October 2024



Community Manager  
Jennifer Hansen  
[jhansen@spectrumam.com](mailto:jhansen@spectrumam.com)  
**Office Hours- Monday & Thursday**  
**9:00 am to 5:00 pm**  
Onsite phone- 972-317-2457  
[www.castlewoodhoa.com](http://www.castlewoodhoa.com)  
[www.spectrumam.com](http://www.spectrumam.com)  
October BOD Meeting  
October 15, 2024, at 6:00 pm





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- Pay your bill

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Halloween Safety Tips from the City of Highland Village  
Halloween is a cherished tradition that children look forward to.

To help keep your trick-or-treaters safe, remember the following tips.

- Accompany children along their route.
- Walk on the sidewalks, not in the street.
- Travel in groups.
- Use flashlights.
- Wear bright, reflective and flame-retardant clothing.
- Make sure costumes or masks do not block a child's vision.
- Decorate costumes and bags with reflective tape.
- Do not talk to strangers along the way.
- Go only to well-lit houses with porch lights on.
- Do not enter a home.
- Bring candy home for inspection - if in doubt, throw it out.
- Report any suspicious or criminal activity to the police.



Halloween Spooktacular- October 31, 2024  
Turkey Trot- November 28, 2024  
Cookies with Santa- December 7, 2024

# New Violation Fining Policy

The Board of Directors recently approved and adopted a new fining policy. In the past the community was inspected two times per month. On each visit new violations were opened when necessary and existing violations were either closed or escalated. Each notice provided homeowners 10 days to cure the violation. Under the new policy the community will be inspected once a month and homeowners will be given 21 days to cure.

To interact with your compliance driver and respond to the violation, be sure to create a Spectrum account by visiting [www.spectrumam.com](http://www.spectrumam.com) or downloading the Spectrum AM app on your mobile device.

Status	Violation Procedure	Action Required
1st Sighting or Report of Violation	Send a courtesy notice.	21 days to correct violation
2nd Sighting / Not Repaired / No application for extension	Send Notice of intent to fine \$10 daily if the violation is not resolved within 21 days from the notice (sent certified mail).	21 days to correct violation
3rd Sighting / Not Repaired / No application for extension	(\$10 daily fine) Send Notice of applied fine of \$10 daily and intent to fine \$10 daily if not resolved within 21 days from the notice (sent certified mail).	21 days to correct violation
4th Sighting / Not Repaired / No application for extension	(\$10 daily fine) Send Notice of applied fine of \$10 daily and intent to fine \$10 daily if not resolved within 21 days from the notice. (sent certified mail).	21 days to correct violation
Recurring / Final Notice	(\$10 daily fine) Send Final Notice of applied fine of \$10 daily with intent to continue to fine \$10 daily if not resolved (sent certified mail).  The Board may also escalate the matter to the Association's attorney by sending a final notice that the file will be forwarded to the attorney to correct the violation through the court system in thirty (30) days if the violation is not resolved (sent certified mail).	21 / 30 days to correct violation

EFFECTIVE: 10/1/2024

To view the fill policy visit [www.castlewoodhoa.com](http://www.castlewoodhoa.com)





## Community Improvements

The Board of Directors recently approved some much-needed maintenance and updates in the community.

Both the main pool and baby pool will be replastered beginning October 1, 2024, weather permitting. This includes all new pool coping (tiles), new mastic, and expansion joints on the deck! The process takes roughly 21 days, once complete, the pool covers will be installed and we will be all set for the 2025 pool season!

The exterior of the clubhouse is slated to be painted including all exterior doors and trim in mid October and the BOD plans to replace the “well-loved” sofas and armchair by the end of 2024!



### It's Beginning to Look a Lot Like Christmas?

Every year Christmas lights and decorations go up earlier and earlier. Whether you are a “do- it- yourselfer” or hiring a professional, Christmas lights and outdoor decorations and permeant programable lighting can not be displayed until the second week in November.

Light displays and decorations must be removed by January 13, 2025.

To view the Design Guidelines, visit [www.castlewoodhoa.com](http://www.castlewoodhoa.com)



## 2025 Assessments

2025 Assessments will remain \$650 for the 15<sup>th</sup> consecutive year!

Watch your inbox for the annual billing mailer. Payments can be made by logging into your Spectrum account, over the phone, or by mail. Details can be found on the mailer.

## Onsite Office Changes

The Board of Directors recently approved staffing changes for the onsite community office.

To reduce administrative costs and maintain the ease and availability of resources here in the community, an onsite employee will be hired specifically to serve Castlewood. Jennifer Hansen, the community manager, will no longer be working out of the onsite office. Spectrum is currently in the process of bringing on an employee who will be onsite between 16 and 20 hours a week. They will be able to assist with pool/tennis court cards, reservation questions, and many of the day-to-day issues that arise in the community.

Jennifer will remain in her role as community manager and will continue to handle contracts, billing, vendor relations, BOD and Annual meetings etc.

When a suitable employee has been hired, we will provide more details including the new office hours.

The community website remains a valuable resource. Residents can make reservation requests, view the community documents, schedule a spot on the soccer field and more.

We encourage you to create an account with Spectrum Association Management if you have not already done so. Some community functions such as improvement requests have already moved to the Spectrum website or mobile app exclusively.

Homeowners wishing to request extensions on an open violation, report they have cured a violation, or receive clarification can interact directly with the compliance driver through the website or mobile app.

Watch your inbox and the community website for more details as they become available.



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