

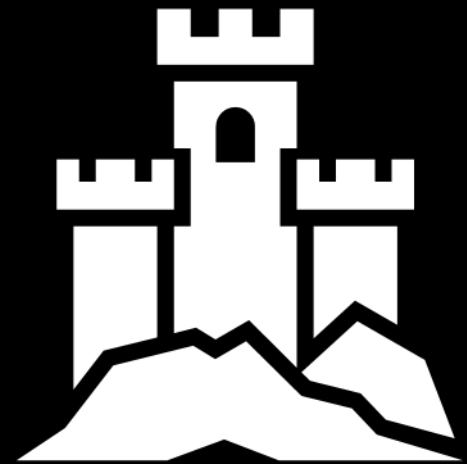


# Castle Hills Residential Association, Inc.

Annual Meeting 2024

# Meeting Agenda

- Welcome & Introductions – Kristen Fritz
- Certify Quorum
- Approval of Minutes of Preceding Meetings
- HOA Facts & Information
- Report of Officers - Eric Stanley



# Introductions

- Castle Hills HOA Team:
  - Kristen Fritz - Senior Association Manager
  - Krissy Kelly - Assistant Association Manager
  - LaTonya Coleman - Compliance Coordinator
  - Desja'nay Wellons - Resident Coordinator
- Castle Hills Residential Association Board of Directors:
  - Harvey Bright
  - Parker Bright
  - Eric Stanley
- Winstead PC Legal Representation
  - Jennifer Martin

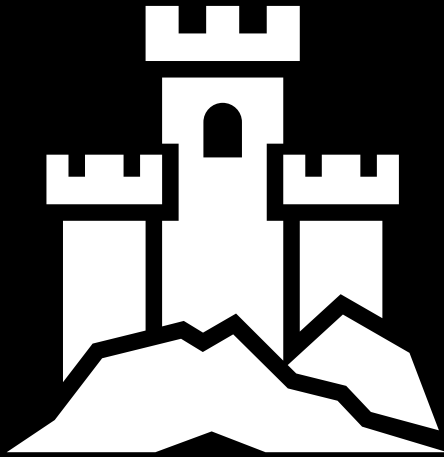






# Quorum & Minutes

- Confirmation of Quorum
- Approval of Minutes of Preceding Meetings
  - Motion to approve 2023 meeting minutes

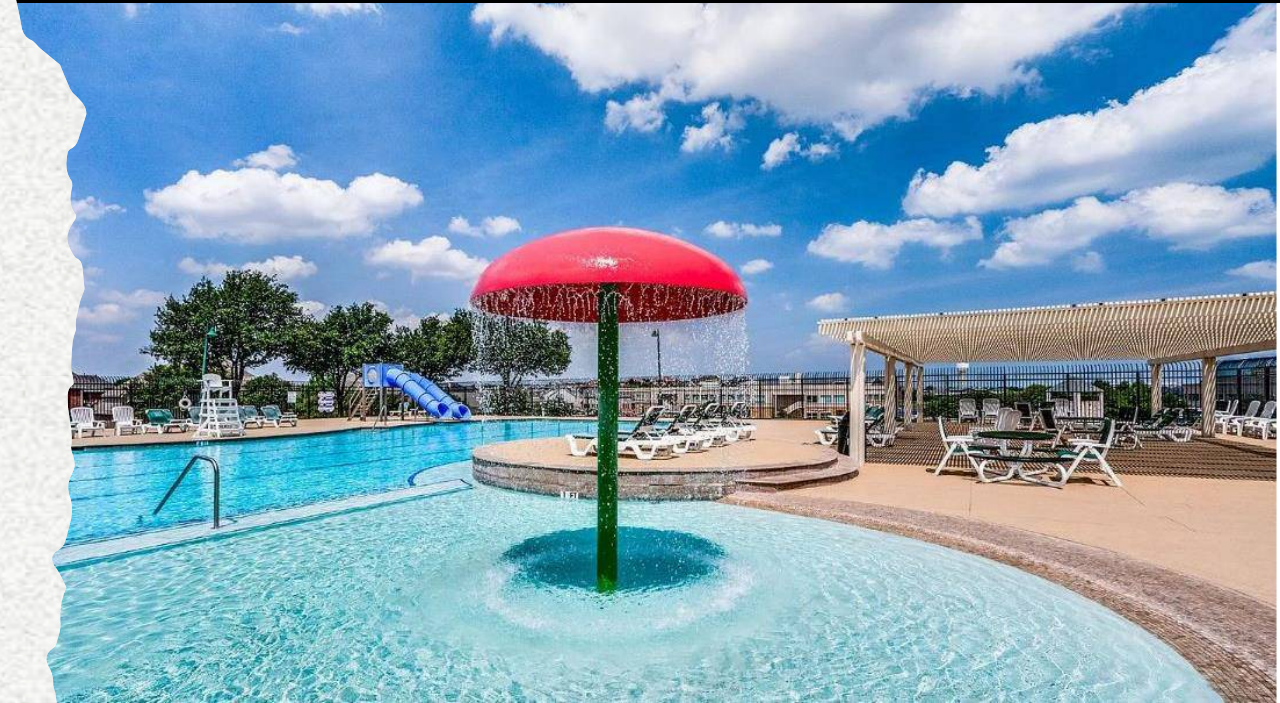


# HOA Facts & Information – Amenity Centers



# Queen Margaret Community Center

- 2501 Queen Margaret Drive
- Built in 1999, renovated 2021
  - *Only Staffed Amenity Center*
- Amenities Offered:
  - Swimming Pool
  - Workout Room
  - Playground
  - Banquet Room\* (may be rented by residents for a fee)
  - Basketball & Tennis Courts (due to be resurfaced in 2025)
  - Pickleball Court (due to be resurfaced in 2025 and additional striping added to Tennis Courts)
  - Game Room & Community Library





# Sword Bridge Amenity Center

- 701 Sword Bridge Drive
- Built in 2004
- Amenities Offered:
  - Swimming Pool (renovated 2018)
  - Workout Room
  - Playground
  - Community Garden
- This Amenity Center shares its location with the main Mail Center for Castle Hills, which services 4,015 of the 5,075 residential homes





# Joyous Circle Amenity Center

- 2010 Joyous Circle
- Built in 2008
- Amenities Offered:
  - Swimming Pool
  - Workout Room
  - Playground





# Anna Avenue Amenity Center

- 201 Anna Avenue
- Built in 2010
- Amenities Offered:
  - Swimming Pool
  - Workout Room
  - Playground
  - Banquet Room\* (may be rented by residents for a fee)
  - Basketball Court (resurfaced 2019)
  - Sand Volleyball Court





# Proud Knight Amenity Center

- 700 Proud Knight Lane
- Built in 2015
- Amenities Offered:
  - Swimming Pool
  - Workout Room
  - Playground
  - Banquet Room\* (may be rented by residents for a fee)





# Lady Bettye Amenity Center

- 1714 Lady Bettye Drive
- Built in 2022
- Amenities Offered:
  - Swimming Pool
  - Workout Room
  - Playground
  - Agility Course
- This Amenity Center has a satellite Mail Center for Castle Hills, which services 284 of the 5,075 residential homes



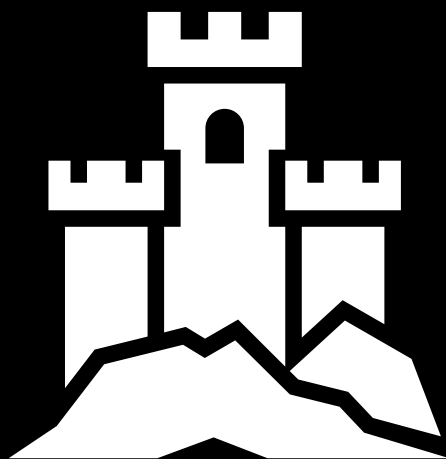


# Additional Amenities & Parks

- Sports Fields (residents & youth sports only)
  - Refurbished, backstops replaced & additional parking installed 2022
- Disc Golf Course (Dame Carol Way)
- Sir Kelly Sand Volleyball Court & Mail Center
  - Satellite Mail Center for Castle Hills, servicing 485 of the 5,075 homes
- Tall Knight Park & Mail Center
  - Playground with Pavilion
  - Satellite Mail Center for Castle Hills servicing 314 of the 5,075 homes







# HOA Facts & Information – Community Parks & Grounds Maintenance

# Castle Hills Parks & Green Spaces

- Castle Hills was designed with the idea that every home should be within a 10-minute walk to a Park or Green Space
- In the execution of that idea, over 86.5 Acres of Parks and Green Spaces, known as Common Areas, were created in Castle Hills
- These Common Areas are spread across the community in 126 parcels, and are either maintained by City of Lewisville or Castle Hills Master Association (CHMA)







CITY OF  
LEWISVILLE, TEXAS

To report an issue at any of  
the City of Lewisville parks,  
please call 972-219-3550

- Almsbury Park
- Berndt Park
- Castle Park
- Damsel Caitlyn Park
- Dragon Park
- Fan Park
- Hidden Park
- King Lionel Park
- King Mark Park
- Lake Avalon
- Pirate Park
- Round Table Park
- Stoney Passage Park
- Teardrop Park
- Train Park
- Windsor Castle Park



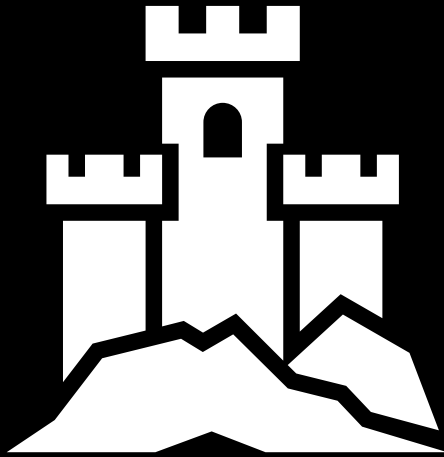


# CASTLE HILLS

To report an issue at any of  
the Castle Hills Master  
Association (CHMA) parks,  
please call 972-410-6614

- Academy Park
- Sports Fields
- Tall Knight Park (Southwest)
- Disc Golf Course
- Sir Kelly Sand Volleyball Court
- Hike and Bike Trail (Northpointe)
- 6 Amenity Center Playgrounds





# HOA Facts & Information – Mail Centers

# Sword Bridge Mail Center

- Built in 2004, located at 701 Sword Bridge Drive
- Main hub for the Mail and Package Delivery, housing 4,015 of the 5,075 mailboxes for the homes in Castle Hills
- Has a staff of 40 full time employees:
  - 1 Manager, 2 Supervisors, 30 Mail & Package Carriers, and 7 Mail Clerks
- The Mail Center is currently delivering to 4,955 homes, split into 8 routes
  - That amount will increase to 5,075 at the end of 2024
- Castle Hills Mail Center utilizes 15 vehicles to deliver mail and packages, Monday-Saturday every week





# Satellite Mail Centers



- Mail Center for Carrollton in Phase 11
  - Built in 2018, located at 4540 Tall Knight Lane
  - Services 314 of the 5,075 homes in Castle Hills
- Mail Center for Lewisville section of Phase 10
  - Built in 2020, located at 3715 Sir Kelly Drive
  - Services 485 of the 5,075 homes in Castle Hills
- Mail Center for Carrollton section of Phase 10
  - Built in 2021, located at 1714 Lady Bettye Drive
  - Services 284 of the 5,075 homes in Castle Hills

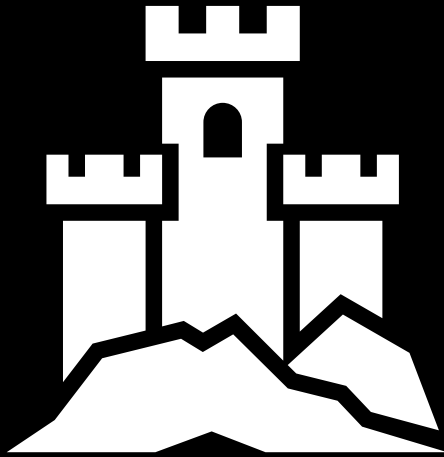
# Packages, Packages, Packages, Oh My!

- The largest component of the Mail Center's operations is package delivery
  - We are in the On Demand age!
- 2023 package delivery stats:
  - 259,390 packages delivered year end
  - Average of 859 packages delivered per day
  - 2023 saw a 11.5% decrease in package delivery from year prior
- 2024 package delivery stats so far:
  - 168,824 packages delivered
  - Average of 831 packages delivered per day so far this year
  - Increase of 2,809 from last year so far (1.7% increase)

## Packages delivered by year:

- 2019: 213,558
- 2020: 266,010
- 2021: 252,628
- 2022: 293,053
- 2023: 259,390





# HOA Facts & Information – Community Events



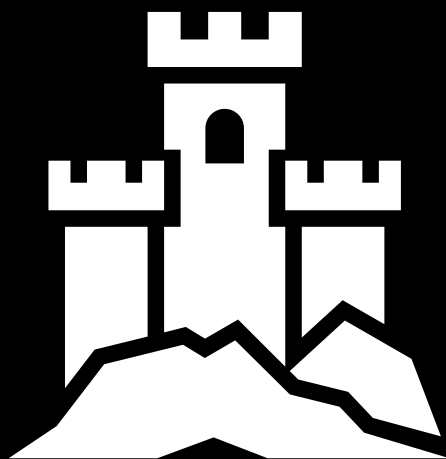
# New Event Season for Castle Hills

- Castle Hills Master Association has revamped the events for the 2024 season and beyond. The goal was to make the events more about the community and connecting with neighbors.
- Establishment of an Events Committee, who have been instrumental in curating and executing the events for the community.
- Majority of funds for Events continue to come from collection of Sponsorship from local businesses.



# 2024 Castle Hills Events

- Easter Egg Hunt
  - Taking place in Lake Avalon, 15,000 hand-stuffed eggs are “hidden” for kids ages 0-10 years old to hunt. Once all eggs are found, the Easter Bunny shows up for family photos!
- 4th of July Freedom Festival
  - Now taking place in the morning of the 4th of July, the Parade ending in Lake Avalon kicks off the festivities, which includes family friendly favorites (bounce houses, face painters, free crafts, a DJ, lawn games, etc.) and then the usual spectacular Fireworks show is in the evening!
- Fall Festival
  - Mid-afternoon event in October, featuring the usual family friendly offerings, pumpkin themed crafts and activities, plus a costume parade around Lake Avalon Park!



# HOA Facts & Information – Enforcement



# Violation Notices

- **Compliance & Enforcement:**
  - 2023: 1,755 violation letters issued
  - 2024 YTD: 1,733 violation letters issued
- **Most common compliance issues:**
  - Maintain Estate - Landscaping
  - Improper Trash Receptacle Storage
- **These letters are intended to create compliance, not revenue.**
  - Fines are imposed only in the most severe of cases, when no response is received.



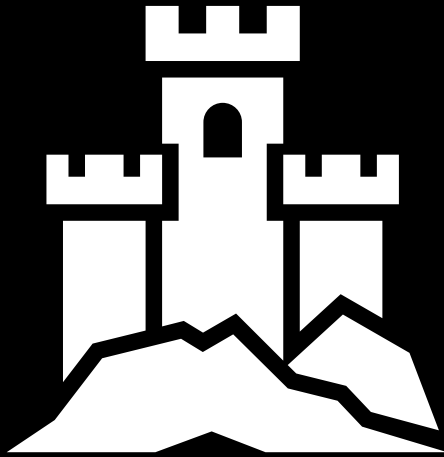




# Compliance

- The violation letters are generally well received and encourage communication to clarify the rules and regulations that encumber all estates in the community.
- The process may seem lengthy but has proven effective in getting desired results to protect property values and the aesthetics of the community.
- Compliance is only as effective as residents are cooperative. By working together, the aesthetics and values of Castle Hills are maintained.
- Residents are encouraged to reach out if they see a violation that needs to be addressed, and any reports received are kept anonymous.





# HOA Facts & Information – Who to Contact

# Have an Issue? Here is the number to call:

- **Castle Hills Master Association (HOA)**
  - Amenity centers and their grounds (*pools, workout rooms, sports courts & fields, playgrounds, etc.*) – (972) 410-6614
  - Banquet Room Rentals, Tennis & Pickleball Court & Sports Fields Reservations – (972) 899-7500
  - Residential Architectural Review Committee (RARC) - RARC@brightco.com
- **Streetlights**
  - CoServ Electric is responsible for streetlight additions, replacement & repairs
  - 1 (800) 274-4014 (press #4, then #5 for repair & maintenance)
- **City of Lewisville**
  - Streets, Sidewalks & Screening Walls – (972) 219-3510
  - Report Water Leak Or Sewer Issue – (972) 219-3510
  - Animal Services – (972) 219-3478
  - Hazardous Waste – (972) 219-3699
  - Code Enforcement – (972) 219-3480
    - Not applicable to HOA rules
- **Trash Pick Up & Receptacles**
  - CWD for Lewisville residents only - (972) 392-9300
  - Carrollton residents call the City of Carrollton at (972) 466-3120

*All inquiries applicable to the above areas are encouraged to be directed to the appropriate entity by the resident.*



# Report of Officers

ERIC STANLEY

