

THE Gatekeeper NEWSLETTER

Annual Parkway Tree Trimming

For those unaware, the annual parkway tree trimming forms are now processed entirely electronically. This is to be more cost effective, and to update our process.

Notices and signature forms are no longer going through the mail.

Beginning September 15th, residents who are eligible and want the complimentary parkway tree trimming service can obtain the form on the resident portal, or send a request for the form via email to: communitycenter@castlehills.org

Once your address is confirmed, you will be emailed the form, where you will then sign and return it via email or drop off at the community center, located at: **2501 Queen Margaret Drive, Lewisville TX, 75056.**

Their hours are **Monday - Saturday, 9AM-5PM** and can be reached at **972-899-7500.**

Walk in's will also be accommodated for those who prefer that method.

Property owner signatures are still required on this form in order for it to be processed!

Tenant signatures will not be accepted.

Enclosed:

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Am I Eligible For the Parkway Tree Trimming?

Residents must be current on their dues, and have parkway trees on their property.

The below areas of Castle Hills either do not have parkway trees, or are in newly developed areas and their trees do not need trimming at this time.

- ◆ **Castle Hills North**
- ◆ **Chateaux at the Shops**
- ◆ **Golf Villas I & II**
- ◆ **The Reserve**
- ◆ **The Retreat**
- ◆ **Quarters at the Shops**
- ◆ **Townhomes at Northpointe I, II & III**
- ◆ **Castle Hills Northpointe**

You can also email us your address and we will confirm if you are eligible or not: communitycenter@castlehills.org

For those unfamiliar, more details regarding this tree trimming service can be found on page #2.

The hard deadline for signed forms to be returned is October 31st, 2024!

Parkway Trees, Lawn Trees: *What's The Difference?*

Parkway trees are located in the land between the sidewalk and the street (see graphic below). These trees are in front of and/or along the side of the home, depending on if the home is a corner lot or not.

Parkway trees were implemented in Castle Hills to give streets a canopy effect as these trees continue to grow.

Lawn trees (or 'private' trees) are planted within the actual lawn of the property (not in the parkway).

All estate trees are requirements of the Castle Hills Landscape Design Guidelines, however, each phase of the community differs in tree requirement specifics, and some areas do not have parkway trees, but only lawn trees.

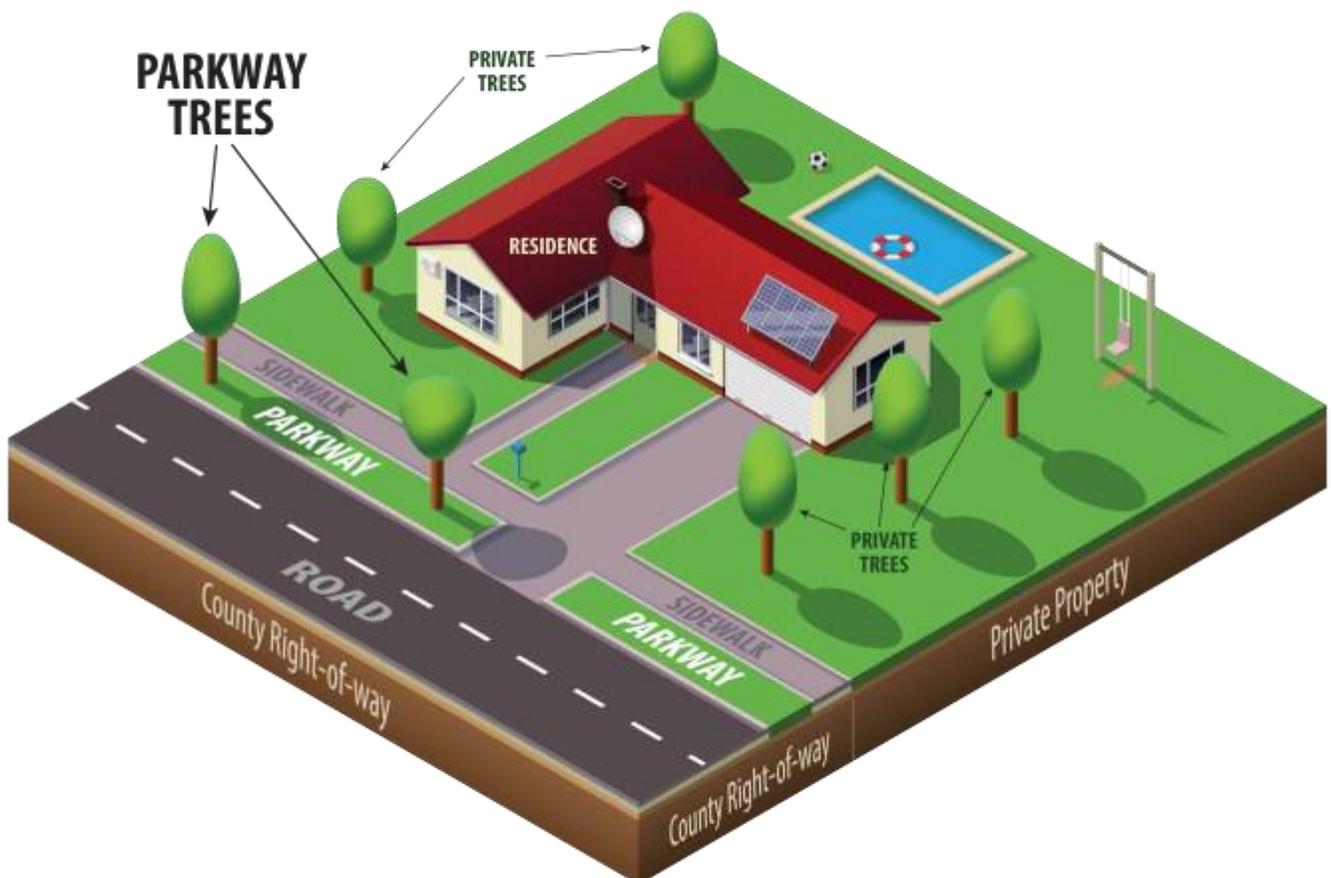
All estate trees are the responsibility of the homeowner should they need trimming or replacement.

The tree trimming service that is offered by the Castle Hills Master Association (CHMA) is for the parkway trees only, and does not include the lawn trees. This trimming services aids in the upward growth of the parkway trees, and helps keep them limbed up to a 7ft-8ft clearance of the streets and sidewalks.

Only the lower branches are pruned AS NEEDED at the discretion of the landscape crew. The trees will not be shaped, thinned out or otherwise manicured. If a more detailed service is desired, residents may make those arrangements **separately from this trimming service**, with any vendor they wish.

The landscape crew doing the trimming service CANNOT accommodate any special requests!

This service is done during the winter months (November to February), and there is no set schedule to relay as the community is large and the landscape company will be processing phases as they go. If you have additional questions regarding the parkway tree trimming, please contact us at: hoa@castlehills.org





CASTLE HILLS FALL FESTIVAL

OCTOBER 19TH | 2:00 PM - 5:00 PM

LAKE AVALON PARK

BOUNCE HOUSES, LAWN GAMES, ARTS & CRAFTS,
COSTUME PARADE & MORE!

Featuring:



Fletcher's
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Millions sold since 1942!

Fall Festival Details

Be sure to mark your calendars and join us for the last HOA event of the year!

We are excited to welcome you and your families to a revised Fall Festival this year! Much like this year's 4th of July Freedom Festival, this year's fall event will take place in Lake Avalon, and offer some favorite activities, as well as some new, fall-themed family-friendly offerings such as photos ops, and a costume parade!



Kiddos can wear their costumes to the event, and take part in a parade around the Lake Avalon circle. There will be a parade every 30 minutes from 2:30 pm to 4:30 pm, so if you miss one, you can catch the next one!

We are also very excited to announce we have teamed with the iconic Fletcher's Original Corny Dogs this year as the exclusive food truck of the event. If you don't want to trek to the State Fair, we have you covered!

We look forward to seeing everyone, and hope you enjoy this year's Fall Festival!

The Castle Hills Village Shops will officially end the event's season with their annual Holiday in the Plaza event in late November (details will be available closer to event time).

REMINDER: Annual HOA Meeting

Annual HOA Meeting
September 23rd @ 2PM

The Lakes Golf Club
699 The Lakes Blvd
Lewisville, TX 75056



Campaign Signs: Rules Reminder

- Campaign signs may be posted as early as 90 days before an election. **NO EARLIER.**
- They must be removed within 10 days after the election
- It is illegal to place any signs on or within the right of way.
This includes posting signs on trees, telephone or light poles, traffic signs and any other object in the right of way.
- Campaign signs may be placed in the yard of your home. **This does NOT include the parkway (strip between the street and sidewalk) or common areas—signs will be removed if seen in these areas.*



UPCOMING EVENTS

SEPT

7

9 AM - 1 PM

**Castle Hills
Outdoor Market**

@ VILLAGE SHOPS

SEPT

14

9 AM - 12 PM

Kidsgiving Day

@ VILLAGE SHOPS

SEPT

15

9 AM - 1 PM

**Classic Car
& Truck Show**

@ THE REALM

SEPT

22

9 AM - 1 PM

**Classic Car
& Truck Show**

@ VILLAGE SHOPS

SEPT

27

7:10 PM

Movie Night

@ VILLAGE SHOPS

OCT

3

5 PM - 7PM

Art & Wine Walk

@ VILLAGE SHOPS



follow @castlehillscommunity for details

therealmcastlehills.com

castlehillsvillageshops.com



TheRealmCastleHills.com

DINING SHOPS & SERVICES EVENTS

The Realm is expanding...

If you haven't visited this 324-acre development on the north end of Castle Hills lately, you're missing out! Check out the list below to see who opened their doors this year and who's moving in soon.

NEW RESTAURANTS

- Cocinero Mexican Cuisine
- Marble Slab / Great American Cookies
- Ked's Ice Cream, Waffles & Crepes
- Bluebonnet Brunch House
- Bagel Bar

COMING SOON

- Voodoo Brewing Co.
- Tifa Chocolate & Gelato
- Pizza Twist
- RT Bakery & Cafe
- The Dream Tacos
- Foxhouse Bar & Grill
- The Monk's
- Haraz Coffee House

NEW SHOPS & SERVICES

- Carlson Gracie Jiu-Jitsu
- Solomon & Co. Jewelers
- Discover Strength
- White Tiger Taekwondo

COMING SOON

- Cloud 9 Foot Spa
- Image Studios
- Festivogue



View all Retailers at
TheRealmCastleHills.com

True Blue: New Chief Talks Castle Hills Focus

After more than two decades of policing in North Texas, Lewisville Police Departments newly appointed Police Chief Brook Rollins knew he could lead an empowered force for a safe, collaborative community. As it turned out, Lewisville was just that place. Rollins took the helm in February after finding his new home in Castle Hills.

“I didn't apply to many other places. I was very selective about where I wanted to work,” Rollins said.

As a Coppell High School graduate, Rollins is no stranger to the area. In his younger days Rollins could frequently be found hanging around Vista Ridge Mall, and like so many other teens of the time, he shares the ubiquitous standard transmission driving education in the mall's parking lot.

“So, I had some familiarity geographically with the area, and I knew that I would enjoy it,” he said. “It's got the lake, it's got this is a largely residential neighborhood, and I really like the ability to be close to people and not businesses. You know, you get to other cities that are more commercial.”

In fact, that residential atmosphere is the perfect fit for Rollins' policing style. So, make no mistake, Rollins isn't using Lewisville as a steppingstone. Despite multiple degrees, certifications, and experience in several police divisions, he set out to serve a city that could benefit from his skill set and allow a synergistic police force.

“I'm not going anywhere. I don't want to go be the next big city police chief, and I know I'm a member of the International Association of Chiefs and Police, but I don't care about being on boards and commissions,” Rollins said. “I want to be able to run a department where I can empower people to run the department. I don't like top-down leadership. I've never enjoyed that. And I know a lot of leaders say that and they don't practice it. And it's on me to prove that that's what I want to do here. But I wanted a city that was going to allow that.”

Because of combination of location, concentration of residents, and the proximity to adjoining cities, Rollins says it's important to keep a consistent police presence in Castle Hills.

“I do expect my officers to be present in Castle Hills and to be visible and seen,” he said. “I want the residents to know they can see police, and so that's generally been the assignment. I don't expect that to reduce any time soon.”

Residents' concerns are at the forefront for officers on the Castle Hills beat, and much of that focus is channeled into traffic enforcement. As a result, Rollins hopes to educate residents on what's allowed and how police handle the lion's share of complaints that come in.

“Castle Hills experiences about half the amount of rate of crime than the rest of the city and also has about twice as many police officers assigned to it than the rest of the city,” he said. “It makes sense to have an officer in the northeast sector of the city available to respond to calls. Not just in Castle Hills, but being available out there, there is development that is way beyond Castle Hills out there that these officers are accountable to.”

Additionally, he said, with the convergence of two major highways, traffic behavior and vehicle crashes require nearby police presence at all times.

“We have to spread the resources we have as best we can, and at the end of the day, I have to provide policing resources to the entire city, right? So I've got to be fair and impartial with how that's being done. It needs to be equitable.



I can't have one neighborhood over off Edmonds that receives less police presence than Castle Hills.”

No matter what, Rollins says, his door is open. Whether he's behind it may be another question, however, because he makes every effort to spend time in each division as much as possible

“My phone number and my address have been published to my entire department. If you need something, just come talk to me. And I say all that to say that I believe that there's going to be more for us to learn. And if we're out learning it instead of just listening to what people are saying, what I've learned is ‘Sure, we're busy, but we really do have good coverage,’” he said.

Keeping Your Community Safe

Citizen involvement is key in creating a safe, informed community, and the Lewisville Police Department offers a number of ways to keep residents in the loop.

Chief of Police Brook Rollins says one way to help your neighbors is simply introducing yourself.

“Best thing for our residents is to go out and meet your neighbors, all of them, and introduce yourself and say ‘hello’. And that is the best thing. That's one of the best parts about where we live that I like,” he says.



“We're all connected. Everybody knows each other. You don't have to be in my private business, I just know who you are, that's all.”

This is particularly helpful when you're heading out of town or having work done on your home.

For those looking to level up their involvement, LPD invites citizens to ride along with a police officer. This gives them the opportunity to see the day-to-day patrol in real time. Additionally, going forward Rollins hopes to host community forums that will allow residents to raise their own concerns and get information straight from the source.

Currently, residents have the chance to sign up for the annual Citizen's Police Academy (CPA) where they can get firsthand knowledge of what police officers do in weekly classes from Sept. 5-Nov. 7. Through education in multiple topics ranging from K-9 program, Crisis Negotiations, S.W.A.T., Criminal Investigations, Narcotics and more, the program seeks to improve the relationships between residents and police.

Graduates can join the CPA Alumni Association and be considered for participation in Citizens On Patrol – the volunteer program managed by citizens that provides the police with extra eyes and ears through patrolling activities.

“I wouldn't be able to run this department without my volunteers, the people that just donate time with the police department,” Rollins said. The fall session will meet from 9 a.m. to noon every Thursday at Lewisville City Hall. More CPA opportunities for bilingual residents and those with time constraints are in the works.



David Margulies

David Margulies is a longtime Castle Hills resident. If you have other topics you would like to discuss he can be contacted at davidm@prexperts.net.

To join a waitlist for the CPA, visit <https://forms.gle/XfrZxXvPujPPUQZA8>.

Be sure to follow LPD on social media at [instagram.com/lewisvillepd/](https://www.instagram.com/lewisvillepd/) and [facebook.com/LewisvillePD](https://www.facebook.com/LewisvillePD).



4925 Greenville Ave
Suite 840
Dallas, TX 75206

469.518.0505

2700 Via Fortuna
Suite 240
Austin, TX 78746

512.758.6004

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Houston, TX 77056

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COMMUNITY CENTER
2501 Queen Margaret Drive
Mon-Sat: 9AM-5PM
972-899-7500
communitycenter@castlehills.org

- Access Key-Fobs
- Banquet Room Rentals
- Sports Courts Reservations & Access Code
- Pool Memberships (during pool season)
- Sports Fields Reservations
- Community Garden Plot Rentals
- Driving & Park Maps
- General Information & Forms

Access to the workout rooms and pools (during pool season with purchase of a pool membership) is with a key-fob.

Each estate is allowed a maximum of two (2) active key-fobs.
Residents get the first one (1) at no charge.
An additional or replacement fob is \$20 cash or check.



Fishing in Castle Hills

- ◆ A fishing permit from Denton County is required.
- ◆ Ponds are catch and release only, **no swimming**.
- ◆ Fishing is only allowed at the ponds located at Lake Avalon, Merlin's Ponds & Boot Park.
- ◆ Ponds that are on the golf course are not available to the public for fishing.



Residential Architectural Review Committee (RARC)

The RARC is in place to ensure that any additions and/or changes made are done correctly for both the aesthetic appeal of Castle Hills and adherence to the Deed Restrictions and Design Guidelines that encumber each estate.

-You **MUST** have RARC approval for ANY additions or changes made to the property.

This includes but is not limited to the following:

- Fence Replacement (fences must be smooth side out and stained to a medium brown finish)
- Trash Pad Installation
- Satellite Dish Installation
- Landscape Border Additions Around Flower Beds & Trees
- Roof Replacements (they must have the brand, style and color of the shingle, even if it is 'same as existing')
- Pools, Arbors, Covered Patios, Driveway Gates, New Front Doors, etc.

-You do **NOT** need RARC Approval for the following:

- Cleaning & Staining your fence to a medium brown finish
- Painting exterior trim the same color (includes all doors)
- Removing and replacing dead landscape with the same or similar plants
- Exterior repairs that are restoration to original condition
- Parkway tree replacement with the correct tree species for your street and tree size is a minimum 3 ½" inch caliper (diameter) tree when measured 12" inches from the base of the tree.

THANK YOU, SPONSORS



Primrose School
of Castle Hills



Committee & Group Contacts

Castle Hills Community Center
2501 Queen Margaret Drive
CommunityCenter@castlehills.org
972-899-7500

Castle Hills LinkedIn.com Group
Bruce Goldberg: brucegoldberg@gmail.com
www.facebook.com/groups/castlehillscommunity

Castle Hills Mail Center
701 Sword Bridge Drive
castlehillsmailcenter@castlehills.org
972-899-0030

Castle Hills Progressives & Liberals Club
Meets once a month on the 3rd Tuesday
chprogressives@gmail.com

Castle Hills Security Patrol
24 hours a day, 7 days a week: 214-274-2057

Familia Latina de Castle Hills
For all Spanish speaking neighbors
Facebook Group: <https://www.facebook.com/groups/CHFamilialatina/>
To join, please email: maribaradell@gmail.com

Pickleball & Tennis Friends!
Are you an adult age 21 and over looking to play pickleball with neighbors and fellow pickleball enthusiasts? Join the Facebook Community "Castle Hills Pickleball & Tennis" and get into the game!
It's about Family, Friends, Fitness and Fun!

NEW GROUP

If you are a homeowner in Castle Hills, join the Facebook Page, "**Castle Hills Courtside Discussion Forum - CH Homeowners**" for updates and general information on improvements regarding the tennis, basketball and pickleball courts.

Residential Architectural Review Committee
Meet every 2nd & 4th Monday of the month to review resident modification applications.
If interested in being on the committee, please email: RARC@brightco.com

Riverstone Ministry
Castle Hills Bible Study
riverstoneministry.com
For more information contact: sarahdawnnelson@hotmail.com

Tennis Men's Casual Doubles
Every other Saturday 9-11 am, Courts 3 & 4
Phil Kessler: 214-536-7566, philkessler@yahoo.com

<https://www.facebook.com/groups/castlehillscommunity>
To add or edit your group contact on this page, email:
krissy.kelly@brightrealty.com



Children's Play Groups

The following are the current play groups by age:

Castle Hills Crusaders — Born August 2016 - August 2017
Kendall Meck, k.meck@hotmail.com

Castle Cuties — Born August 2018 - August 2019
Jen Wilder, Jen.manuel.wilder@gmail.com
Kelly Reimer, Kelish7@yahoo.com

Castle Little of Castle Hills—Born August 2019- August 2020
Jennifer Fiske, jennfiske@yahoo.com
<https://www.facebook.com/groups/136638321623075/>

Castle Hills Little Lords and Ladies—Born August 2021-August 2022
https://www.facebook.com/groups/840178121068656/?ref=share_group_link

Facebook Groups

Facebook Groups (2023-2024 School Year)

12th Grade - "Castle Hills Class of 2024"

11th Grade - "Castle Hills Class of 2025"

10th Grade - "Castle Hills Class of 2026"

9th Grade - "Castle Hills Class of 2027"

8th Grade - "Castle Hills Class of 2028"

7th Grade - "Castle Hills Class of 2029"

6th Grade - "Castle Hills Class of 2030"

5th Grade - "Castle Hills Class of 2031"

4th Grade - "Castle Hills Class of 2032"

3rd Grade - "Castle Hills Class of 2033"

2nd Grade - "Castle Hills Class of 2034"

1st Grade - "Castle Hills Class of 2035"

Kindergarten - "Castle Hills Class of 2036"



Do you have a play group to add or update?

Please email Krissy Kelly below to update or add play group information to this page:

krissy.kelly@brightrealty.com

Village Shops and Plaza Shopping Directory

The Village Shops are open 7 days a week. Call individual stores for specific hours.

Convenience Stores

CASTLE SPIRITS
972-899-0906

VILLAGE MARKET
972-899-3488

Food & Beverages

THE GRIND BURGER BAR &
TAP ROOM
972-410-0320

HILLS CAFÉ
972-410-0164

KANZI SUSHI & HIBACHI
972-899-9779

LONDON BAKER
972-410-0106

PI.E 3.14 EVERYDAY EATERY
972-899-2718

RAMEN, IZAKAYA AKIRA
972-410-0294

SOPHIA'S KITCHEN
972-899-9665

T.B.D KITCHEN
972-899-2073

Z'S WOK
972-899-1087

Professional Services

ATCHLEY CHIROPRACTIC
972-899-9737

AMERICAN LEGEND HOMES
DESIGN GALLERY
972-410-5721

EDWARD JONES FINANCIAL
972-899-3021

FARMERS INSURANCE
972-620-3026

LIBERTY POSTAL BUSINESS CENTER
972-899-9275

RENEE MEARS REALTORS
972-899-1953

Specialty Services

DALLAS CONSERVATORY
469-444-7971

ESTILO JEWELRY
Suite #171

KIDDIE ACADEMY
972-410-4675

KIM'S TAILOR
972-899-1801

MUSIC ACADEMY OF
CASTLE HILLS
972-899-1315

THE READING RANCH
214-436-5533

Health & Beauty

CASTLE HILLS DENTAL
972-899-9288

GENERATIONS SALON
972-424-2465

NEW TENANT

KING NAILS & SPA
972-410-0297

Sports & Fitness

ALLOY PERSONAL TRAINING
CASTLE HILLS
972-360-9103

CASTLE HILLS
TAEKWONDO AMERICA
972-899-1119

PLATINUM PILATES
972-316-9220

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For leasing information, please contact:

Britton Lankford - 972-410-6600
brightrealty.com



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Sat : 9am - 6pm
Sun : Closed

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AlloyPersonalTraining.com/location/castle-hills-tx

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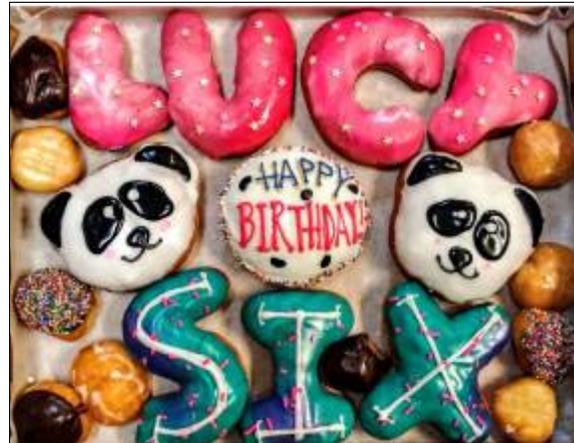
REGISTER ONLINE: www.CastleHillsTA.com

MON-FRI: 7AM-2:30PM

SAT-SUN: 7AM-3PM

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P: 972.899.9275
F: 972.899.9276

libertypostal@gmail.com
www.libertypostal.com
www.facebook.com/libertypostal

Useful Community Contacts & Information

Castle Hills HOA

2520 King Arthur Blvd, Ste #200
Lewisville, TX 75056
972-410-6614
hoa@castlehills.org

Castle Hills Mail Center

700 Sword Bridge Drive
Lewisville, TX 75056
972-899-0030
chmc@castlehills.org

Community Center

2501 Queen Margaret Drive
Lewisville, TX 75056
972-899-7500
communitycenter@castlehills.org

Castle Hills Patrol

214-274-2057

Residential Architectural Review Committee (RARC)

rarc@brightco.com

City of Carrollton (Water/Trash)

972-466-3120

City of Lewisville Water Billing

972-219-3440

CWD

972-392-9300

Vector Security Monitoring

817-424-3838

CoServ Gas & Electric

800-274-4014

Atmos Energy

888-286-6700

HOA: General Community Inquiries & Concerns

General Contact: hoa@castlehills.org
972-410-6614

Desja'nay Wellons, Resident Coordinator
desjanay.Wellons@castlehills.org

LaTonya Coleman, Compliance Coordinator
latonya.coleman@castlehills.org

Krissy Kelly, Assistant Association Manager
krissy.kelly@brightrealty.com

Construction Hours in Castle Hills:

Mon-Fri: 7AM-7PM

Sat: 8AM-6PM

Sun & Major Holidays:
-NONE-

**If you observe construction
outside of these hours, contact
Castle Hills Patrol.*

Castle Hills CCRs & Guidelines

These documents and more are available electronically under the Resident Portal section of www.castlehills.com

Mandatory HOA/Annual Assessment

Castle Hills is an HOA community and all residents pay an annual assessment that is invoiced at the end of the year, and is due January 1st every year.

Not Residing in the Neighborhood?

If you own a Castle Hills property, but do not live in the neighborhood, it is your responsibility to provide us with a current mailing address to ensure you receive important community notices and invoices.

ARC Approval & Application

Any changes or additions made to the property, including but not limited to, re-roofing, fence replacement, satellite dish addition, or pool installations, must be approved prior by the RARC to ensure the work is done correctly and maintains the integrity of the property and the aesthetic appeal of the community. The application is available on the Resident Portal section of www.castlehills.com, or you may request a copy from: hoa@castlehills.org



Who To Contact?

Community Directory

Castle Hills Master Association

- ◆ Amenity centers and their grounds (pools, workout rooms, sports courts, playgrounds, etc.), account status, ledger copies, document requests, etc.
Castle Hills HOA: (972) 410-6614
hoa@castlehills.org
- ◆ Banquet Room Rentals & Tennis Court Reservations
Community Center: (972) 899-7500
communitycenter@castlehills.org
- ◆ Residential Architectural Review Committee (RARC):
RARC@brightco.com



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

Streetlights

- ◆ **CoServ Electric** is responsible for Street Light additions, replacement & repairs
800-274-4014 (press #4, then #5 for repair & maintenance)

Trash Pick Up & Receptacles

- ◆ **CWD** for Lewisville residents only: (972) 392-9300
- ◆ **City of Carrollton** for Carrollton residents: (972) 466-3120



Sports Fields Use & Reservations

The sports fields are for the use of Castle Hills residents only. Residents must be current on their HOA dues to reserve a field. Fifty percent of the rosters must be Castle Hills residents. The fields are for youth practice. Officiated games and league play are not permitted at any time.

The fields are for the use of community resident youths only.

If you see anyone using the fields that should not be, please call patrol at 214-274-2057

The seasons are as follows:

- **February 10th: Spring Season** (March-April-May)
- **May 10th: Summer Season** (June-July-August)
- **August 10th: Fall Season** (September-October-November)
- **November 10th: Winter Season** (December-January-February)



-The deadline to have applications submitted is the 10th of the month prior to the start of the season

-Applications received after these dates will be processed on a space available basis for the current or next upcoming season.

-Applications received by the deadline date, will have scheduling conflicts resolved using a lottery method.

-Applications can be emailed to communitycenter@castlehills.org or dropped at: 2501 Queen Margaret Drive

An advertisement for Lewisville Animal Services. It features a black dog with a white chest and a small grey kitten. The text reads: "Discover the unconditional love a pet brings into your life. Adopt a shelter pet today." Below this is the contact information: "Lewisville Animal Services, 995 E Valley Ridge Blvd • 972-219-3478". A QR code is located at the bottom right. In the background, there are several "For sale" and "Wanted" signs, with one "Seeking" sign circled in red that says: "Seeking A home in Castle Hills. Meet me at Lewisville Animal Services."

Have something to add to the community corner? Do you pet sit, baby sit or house sit? Do you offer other services such as tutoring or teaching in the community?

Are there school events, activities or student achievements you'd like to share?

Please email Krissy Kelly to include any of the above on this page.

krissy.kelly@brightrealty.com