

January 2025

# THE Gatekeeper NEWSLETTER

## 2025 Annual Assessment: NOW DUE!

- The 2025 Annual Assessment is \$1,360 and invoices were mailed in October  
-A portion of this amount (\$100) will go into the capital reserve account for the community.
- The Annual Assessment is due in full on January 1st every year
- It can be paid through January 31st without penalty
- Past due notices will be sent in February
- Interest of 18% per annum will begin accruing February 1st
- Demand letters will be mailed to delinquent accounts in March
- **If you did not receive your invoice, you can pull it through your resident portal in CINC Systems.**



Payment options and instructions can be found on page #2.

*Thank you to all residents who have paid their 2025 annual assessment!*



## Transition to Legacy Southwest

As of January 1st, management of Castle Hills has transitioned from Bright Realty Management to Legacy Southwest Property Management.

Account balances are still in process of being uploaded to Legacy Southwest's platform, CINC Systems, with an anticipated completion date of January 31st, so payments made prior to transition or other outstanding assessments are not being reflected in the CINC resident portal at this time.

Community documents, CCR's and forms will also be uploaded into CINC Systems by January 31st, enabling residents to access these documents along with account information through their resident portal.

If you have any questions during this time, please email us your address and inquiry at [HOA@castlehills.org](mailto:HOA@castlehills.org).

At only 2 weeks into transition of the over 5,000 homes in Castle Hills, your continued patience is appreciated!



# Account Payment Methods

Residents have a variety of payment methods for the annual assessment, or any other charges that may need to be paid on their accounts.



Below are instructions for each of the available payment methods for Castle Hills.



## Pay Online (Credit/Debit Card or ACH)

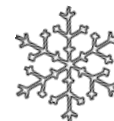
The Castle Hills Residential Association, Inc. web portal is available through CINC Systems for accessing and updating your information, viewing your account/balances, make online payments, and more.

Visit [lswpm.cincwebaxis.com](http://lswpm.cincwebaxis.com) and follow these steps to get started:

1. Select **Sign In** at the upper right corner.
2. Click **Create Account** at the bottom right.
3. Enter your property details into the form.
4. Once registration is confirmed, you'll receive an email with a link to set your password.  
*\*Please allow 24 hours for your registration to be validated by Legacy Southwest.*



**Please note, there is a processing fee of 3.25% for credit cards, and \$2.99 for echeck.**



A short video on how to register can be found at: <https://www.youtube.com/watch?v=gyveFNCiGNA>

## Bill Pay Through Your Bank



### **How to Make Payments Through Your Bank's Online Bill Pay**

When setting up payments through your bank's online bill pay service, please use the following details:

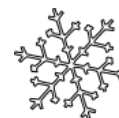
- ♦ **Payee Name:** Castle Hills Residential Association, Inc.
- ♦ **Payee Address:** c/o Legacy Southwest Property Management, PO Box 294047, Lewisville, TX 75029-4047



## Mailing In Your Payment

### How to Pay by Check (Lockbox Payment)

1. **Write a Check Payable To:** Castle Hills Residential Association, Inc.
2. **Include on the Check:** Your property address to ensure the payment is properly applied.
3. **Mail Your Payment To Legacy Southwest:** Castle Hills Residential Association, Inc.  
c/o Legacy Southwest Property Management  
PO Box 294047, Lewisville, TX 75029-4047



## Drop Off Payment

Residents may also drop off payments (check or money order only - **NO CASH**) in person at any of the below locations.

- |   |   |   |
|---|---|---|
| ♦ <b><u>Castle Hills HOA Office</u></b><br>2520 King Artur Blvd, Ste #200<br>Lewisville, TX 75056<br>Monday—Thursday: 9AM— 5PM<br>Friday: 9AM— 3PM<br><b>*Drop box available</b><br>972-410-6614 / <a href="mailto:hoa@castlehills.org">hoa@castlehills.org</a> | ♦ <b><u>Community Center</u></b><br>2501 Queen Margaret Drive,<br>Lewisville, TX 75056<br>Monday—Saturday: 9AM— 5PM<br><b>*Drop box available</b><br>972-899-7500 /<br><a href="mailto:communitycenter@castlehills.org">communitycenter@castlehills.org</a> | ♦ <b><u>Legacy Southwest</u></b><br>8668 John Hickman Pkwy, Ste #801<br>Frisco, TX 75034<br>Monday—Thursday: 9AM— 5PM<br>Friday: 9AM— 3PM<br>214-705-1615 /<br><a href="mailto:generaloffice@legacysouthwestpm.com">generaloffice@legacysouthwestpm.com</a> |
|---|---|---|

# Special Assessment: PAST DUE

The special assessment of \$325 was due in full on October 30th.

Accounts that have not yet paid the special assessment are subject to late fees and subsequent accruing interest.

The Board of Directors for the Master Association decided to levy a one-time \$325 Special Assessment to the members of the Residential Association to address several key areas that require immediate attention.

The invoice included a detailed letter providing the reasons for the special assessment, which are provided below:

- **Mail Center Renovations**
- **Capital Reserve Balance**
- **Increased Insurance Premiums**
- **Operating Expenses Coverage**

If you would like a copy of the letter that was provided with the invoice for additional details as to how this decision was made, you may email us at [hoa@castlehills.org](mailto:hoa@castlehills.org) and we will provide it to you via email.



The new HOA office hours as of January 1st, 2025 are as follows:

**Monday - Thursday: 9AM-5PM**

**Friday: 9AM-3PM**

The community center and mail center hours will remain the same.

## Did Ya Build A SNOWMAN? Show Us!

Did you build a snowman or do a snow angel during our recent snow days? Did your fur babes chase snowflake or zoomie through the backyard? Did you just enjoy the view? Show us!

Send us pictures of how you and your family enjoyed your snow days and we'll include them in February's edition of *The Gatekeeper*.

It's always fun seeing residents enjoy their community—and the weather when it cooperates for a little fun!

Send photos to Krissy Kelly at [krissy.kelly@castlehills.org](mailto:krissy.kelly@castlehills.org)



# Wanna Get Involved? Here's How!

## Seeking Residents As New Members of the Architectural Review Committee (ARC)

We are looking for residents from all phases of the community who would like to volunteer to be part of the ARC.

This committee gathers twice a month (the 2nd & 4th Monday @ 1PM) and reviews the modification applications that residents submit for changes to their properties.

**Applicants must be available to meet in person for these two days a month.**

Some knowledge of property improvements and easements is preferred, but not required.

**The review process requires familiarity with the Castle Hills Design Guidelines and Texas State Property Code to ethically and efficiently make decisions on modifications.**

***Volunteers must be familiar with these documents, or willing to learn.***

Please email [latonya.coleman@castlehills.org](mailto:latonya.coleman@castlehills.org) if you are interested in more information.



## Castle Hills Events Committee

As the development of residential homes comes to an end, we are looking for more hands-on involvement from Castle Hills residents in the planning and execution of community events.

To accommodate this we have implemented the Castle Hills Events Committee.

This resident committee works independently and along side the HOA management company to come up with activities, coordinate with vendors, and work the events.

Having residents involved will further promote a sense of belonging that Castle Hills was designed for, where families know each other and friendships are developed and nourished through community comradery.

If being part of this committee interests you, please email [hoa@castlehills.org](mailto:hoa@castlehills.org) and request a copy of the application.





# CASTLE HILLS AMENITIES

## Queen Margaret Community Center

2501 Queen Margaret Drive

Lewisville, TX 75056

Monday - Saturday: 9AM-5PM

[communitycenter@castlehills.org](mailto:communitycenter@castlehills.org)

972-899-7500

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

## Amenity Center Locations

- ◆ **2501 Queen Margaret Drive**

*(Only Staffed facility)*

Workout Room, Game Room, Community Library,  
Pool, Banquet Room, Playground,  
Basketball, Pickleball & Tennis Courts

- ◆ **701 Sword Bridge Drive**

Workout Room, Pool & Playground

- ◆ **2010 Joyous Circle**

Workout Room, Pool & Playground

- ◆ **201 Anna Avenue**

Workout Room, Pool, Banquet Room, Playground,  
Basketball & Sand Volleyball Courts



## How Do I Get Amenity Access?

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

Key-fobs can be obtained from the Queen Margaret Community Center.

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 check or online payment only.

Resident's must be current on their dues in order to obtain and maintain amenity access.

If you are leasing, we will need your leasing details and the amenity access authorization form completed.

## Pool Access

Pool season is April 1st - October 31st, and access requires a key-fob, and the purchase of a pool membership.

Memberships go on sale the last week of March, and can be purchased at the community center, or processed online.

*\*Additional details on the online payment options to come*

- ◆ **700 Proud Knight Lane**

Workout Room, Pool, Banquet Room  
& Playground

- ◆ **1714 Lady Bettye Drive**

Workout Room, Pool, Playground & Obstacle Course

- ◆ **Sand Volleyball Court**

Located in Castle Hills Northpointe at Sir Kelly Street  
and Dragon Banner Drive

- ◆ **Disc Golf Course**

Located in Castle Hills Southwest: Take Ivory Horn  
Drive, then right on Dame Carol Way

*\*Workout room hours are from 5AM - 11PM,  
seven days a week*

*\*All Castle Hills parks close at dusk; temporary  
lighting is not permitted.*

# Sports Fields 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 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](mailto:communitycenter@castlehills.org) or dropped at: 2501 Queen Margaret Drive



***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***



## Castle Hills Mail Delivery

New residents will need to contact the mail center to get their mail delivery set up.

**701 Sword Bridge Drive**

**Lewisville, TX 75056**

**(972) 899-0030**

**[chmc@castlehills.org](mailto:chmc@castlehills.org)**

**Monday-Friday: 9AM-5PM**

**Saturday: 10AM-3PM**



### How Castle Hills Mail Delivery Works

USPS delivers mail/packages to each resident's mailbox at the Sword Bridge Mail Center. The Castle Hills mail staff pulls the mail to deliver to each resident's home the following day. Items such as certified and registered mail requiring a signature will need to be picked up at either: the Colony Post Office (Lewisville residents) or the Carrollton Post Office (Carrollton residents).

Every effort is made to deliver packages the same day they are received. The Castle Hills Mail Center will also hold your mail for vacations and re-deliver to you upon your return home.

If you are expecting a package delivery, please:

1. **Leave your front porch light on during the evening**
2. **Make sure your address number is visible from the street.**

These simple items will assist all mail center personnel to efficiently and accurately deliver your items.



There are 16 garden plots that measure 4ft by 16ft that can be divided into smaller 4ft by 8ft plots, making 32 plots available. Please contact the community center at the above email if you have any questions.

- ◆ Be sure to drip your faucets and open doors to sink pipes to keep them warm during imminent freezing weather conditions .
- ◆ Cover all exterior hose bibs and insulate any water lines that run along exterior walls so your water supply will be less likely to freeze.

**2025**  
market days

Jan 4  
Feb 1  
Mar 1  
10am-2pm

9am-1pm  
April 5  
May 3  
June 7  
July 5  
Aug 2  
Sept 6

Oct 4  
Nov 1  
Dec 6  
10am-2pm

**CASTLE HILLS**  
VILLAGE SHOPS & PLAZA

**Outdoor Market**

First Saturdays



# COMPLIANCE CORNER

## New Compliance Process for Castle Hills

We are excited to announce an updated and streamlined Compliance process for Castle Hills with Legacy Southwest!

First, a new email has been created for residents to submit all things compliance to:  
[compliance@castlehills.org](mailto:compliance@castlehills.org)

This email is monitored by the new compliance officer assigned exclusively to Castle Hills,  
**Jae No!** Welcome Jae!

Next, compliance violation notices will now be processed through the CINC System, so notices, photos, status, etc. will now be available to view on your CINC Resident Portal accounts.

Using the CINC System also allows compliance violation notices to be sent out in real time, cutting down on the administrative work allowing for more time inspecting the community.



Before Jae hits the Castle Hills community for his first full inspection, we wanted to send the following list of frequently seen compliance issues in Castle Hills as a reminder of some things he will be looking for:

- ♦ **Landscape Maintenance:** keeping lawns and landscape beds neat and tidy (i.e. mowing and edging, weed control, removing dead landscaping, flower beds mulched and free of weeds and grass)
- ♦ **Trash Receptacles in Public View:** trash cans must be located within the garage or inside the fenced area of the yard on non-collection days
- ♦ **Fence Staining:** faded fences should be cleaned and stained to an even medium brown color.
- ♦ **Property In Disrepair:** needed maintenance on property, up to and including deteriorating landscape borders, faded exterior painting, hazards on property (i.e. loose tree wires, leaning fences/columns, low hanging tree branches)
- ♦ **Unapproved Work:** any modification to the exterior of the property needs to be submitted for approval by the Architectural Review Committee prior to commencement

These changes to the Compliance process should help make it more efficient and offer a more direct line of communication between residents and the compliance officer – promoting a connection that will further nurture the values and aesthetic appeal of the community we all love.

*Keep Castle Hills Beautiful!*



# 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](mailto:brucegoldberg@gmail.com)  
[www.facebook.com/groups/castlehillscommunity](http://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](mailto: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](mailto: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](mailto:RARC@brightco.com)

**Riverstone Ministry**  
Castle Hills Bible Study  
[riverstoneministry.com](http://riverstoneministry.com)  
For more information contact: [sarahdawnnelson@hotmail.com](mailto: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](mailto:philkessler@yahoo.com)

<https://www.facebook.com/groups/castlehillscommunity>  
To add or edit your group contact on this page, email:  
[krissy.kelly@brightrealty.com](mailto: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](mailto:k.meck@hotmail.com)

**Castle Cuties — Born August 2018 - August 2019**  
Jen Wilder, [Jen.manuel.wilder@gmail.com](mailto:Jen.manuel.wilder@gmail.com)  
Kelly Reimer, [Kelish7@yahoo.com](mailto:Kelish7@yahoo.com)

**Castle Little of Castle Hills—Born August 2019- August 2020**  
Jennifer Fiske, [jennfiske@yahoo.com](mailto: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](https://www.facebook.com/groups/840178121068656/?ref=share_group_link)

**\*NEW GROUP\***  
**Castle Hills Explorers" Born August 2020 - August 2021**  
<https://www.facebook.com/share/g/S71j9jDa27iC7vXA/>

## Facebook Groups

Facebook Groups (2023-2024 School Year)

12th Grade - "Castle Hills Class of 2025"

11th Grade - "Castle Hills Class of 2026"

10th Grade - "Castle Hills Class of 2027"

9th Grade - "Castle Hills Class of 2028"

8th Grade - "Castle Hills Class of 2029"

7th Grade - "Castle Hills Class of 2030"

6th Grade - "Castle Hills Class of 2031"

5th Grade - "Castle Hills Class of 2032"

4th Grade - "Castle Hills Class of 2033"

3rd Grade - "Castle Hills Class of 2034"

2nd Grade- "Castle Hills Class of 2035"

1st Grade - "Castle Hills Class of 2036"

Kindergarten - "Castle Hills Class of 2037"



**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](mailto:krissy.kelly@brightrealty.com)

# CASTLE HILLS

## VILLAGE SHOPS & PLAZA

### DINING

<b>Hills Cafe</b>	<i>Breakfast &amp; Lunch</i>
<b>Kanzi</b>	<i>Sushi &amp; Hibachi</i>
<b>MoonGlow</b>	<i>Japanese Fusion</i>
<b>PI.E 3.14</b>	<i>Everyday Eatery</i>
<b>Ramen Akira</b>	<i>Japanese Ramen</i>
<b>Sophia's Kitchen</b>	<i>Coffee, Breakfast, Lunch</i>
<b>T.B.D. Kitchen</b>	<i>Latin Cuisine</i>
<b>The Grind</b>	<i>Burger Bar + Tap Room</i>
<b>The London Baker</b>	<i>A Premier Bake House</i>
<b>Z's Wok</b>	<i>Chinese Cuisine</i>

### DIRECTORY & EVENTS



CastleHillsVillageShops.com

**RETAIL FOR LEASE**  
**OFFICE FOR LEASE & SALE**

Contact Lincoln at 214-740-4333

### SHOPS & SERVICES

Academy of Ivy Art  
Alloy Personal Training  
ALH Design Gallery  
Atchley Chiropractic Centers  
Castle Hills Dental  
Castle Hills Taekwondo America  
Castle Spirits  
Creative Soul Music School  
Dino Kidz  
Edward Jones  
Estilo Concept Store  
Farmers Insurance  
Generations Salons  
Kiddie Academy  
Kim's Tailor  
King Nails & Spa  
Liberty Postal  
Platinum Pilates  
The Reading Ranch  
Renee Mears Realtors  
The Dallas Conservatory  
Tide Cleaners  
Village Market

### COMING SOON

Village Arcade + Bar  
Cabinetry & Co.



# CASTLE HILLS

## VILLAGE SHOPS & PLAZA



**RAMEN**  
IZAKAYA  
**AKIRA**

2540 King Arthur Blvd  
Ste 126, Lewisville,  
TX 75056

[www.ramenizakayaakira.com](http://www.ramenizakayaakira.com)

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972.316.9220  
[www.Platinum-Pilates.com](http://www.Platinum-Pilates.com)

Franz Lucas DDS

**Castle Hills**  
DENTAL

2540 King Arthur Blvd.  
Suite 160  
Lewisville, Texas 75056

972-899-9288  
[castlehillsdental.com](http://castlehillsdental.com)

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(Plus a FREE Uniform - \$45 Value!)



\*New students only. Certain restrictions apply.

REGISTER ONLINE: [www.CastleHillsTA.com](http://www.CastleHillsTA.com)

MON-FRI: 7AM-2:30PM

SAT-SUN: 7AM-3PM

Suite #109

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[SophiasKitchen.Love](http://SophiasKitchen.Love)



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[ReneeMears.Com](http://ReneeMears.Com)

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[www.facebook.com/libertypostal](http://www.facebook.com/libertypostal)



# CASTLE HILLS

## VILLAGE SHOPS & PLAZA

### KING NAILS & SPA

2560 King Arthur Blvd Ste 110  
Lewisville, TX 75056  
972-410-0297  
Mon - Fri : 9:30am - 7pm  
Sat : 9am - 6pm  
Sun : Closed

Check out our menu and call to book an appointment today!



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## FREE TRIAL CLASS

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2520 King Arthur Blvd Ste 101  
Located in the Castle Hills Village Shops

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[AlloyPersonalTraining.com/location/castle-hills-tx](http://AlloyPersonalTraining.com/location/castle-hills-tx)

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469.444.7971 | [CastleHills@TheDallasConservatory.org](mailto:CastleHills@TheDallasConservatory.org)  
2520 King Arthur Blvd, Suite 104

[TheDallasConservatory.org](http://TheDallasConservatory.org)





# Community Contacts & Information

## Castle Hills HOA

2520 King Arthur Blvd, Ste #200  
Lewisville, TX 75056  
972-410-6614  
[hoa@castlehills.org](mailto:hoa@castlehills.org)

## Castle Hills Mail Center

700 Sword Bridge Drive  
Lewisville, TX 75056  
972-899-0030  
[chmc@castlehills.org](mailto:chmc@castlehills.org)

## Community Center

2501 Queen Margaret Drive  
Lewisville, TX 75056  
972-899-7500  
[communitycenter@castlehills.org](mailto:communitycenter@castlehills.org)

## Castle Hills Patrol

214-274-2057

## Architectural Review Committee (ARC)

[hoa@castlehills.org](mailto:hoa@castlehills.org)

## City of Carrollton (Water/Trash)

972-466-3120

## Republic Services (Lewisville Trash)

972-316-0789

## City of Lewisville Water Billing

972-219-3440

## Vector Security Monitoring

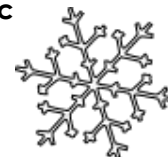
817-424-3838

## CoServ Gas & Electric

800-274-4014

## Atmos Energy

888-286-6700



## HOA Contacts For Inquiries & Concerns

HOA Office, General Contact  
[hoa@castlehills.org](mailto:hoa@castlehills.org) / 972-410-6614

LaTonya Coleman, Resident Coordinator  
[latonya.coleman@castlehills.org](mailto:latonya.coleman@castlehills.org)

Jae No, Compliance Officer  
[compliance@castlehills.org](mailto:compliance@castlehills.org)

Krissy Kelly, Assistant Association Manager  
[krissy.kelly@castlehills.org](mailto:krissy.kelly@castlehills.org)

## 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 through your resident portal account on CINC Systems: [lswpm.cincwebaxis.com](http://lswpm.cincwebaxis.com)

## Mandatory HOA/Annual Assessment

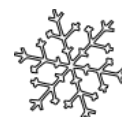
Castle Hills is an HOA community and all residents pay an annual assessment that is invoiced at the end of the year, and is due January 1st every year.

## 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 your resident portal, The Gatekeeper or you may request a copy at: [hoa@castlehills.org](mailto:hoa@castlehills.org)



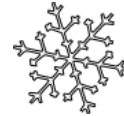
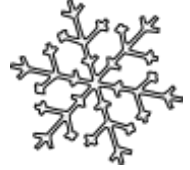
# Who To Contact?

## Community Directory & Information

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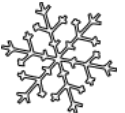
### Castle Hills Master Association

- ◆ 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](mailto:hoa@castlehills.org)
- ◆ Banquet Room Rentals, Sports Fields & Tennis Court Reservations  
Community Center: (972) 899-7500  
[communitycenter@castlehills.org](mailto:communitycenter@castlehills.org)
- ◆ Architectural Review Committee (ARC): [hoa@castlehills.org](mailto:hoa@castlehills.org)
- ◆ Compliance Concerns: [compliance@castlehills.org](mailto:compliance@castlehills.org)
- ◆ Mail Set Up & Delivery: (972) 899-0030  
[chmc@castlehills.org](mailto:chmc@castlehills.org)



### 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*



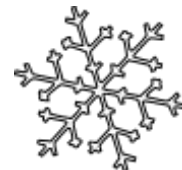
### Streetlights

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



### Trash Pick Up & Receptacles

- ◆ **Republic Services** for Lewisville residents only: (972) 316-0789
- ◆ **City of Carrollton** for Carrollton residents: (972) 466-3120



### Fishing in Castle Hills

- ◆ A fishing permit from Denton County is required
- ◆ Ponds are catch and release only; **NO SWIMMING**
- ◆ Fishing is only permitted at Lake Avalon, Merlin's Ponds & Boot Park - ponds located on golf course property **ARE NOT** available to the public for fishing.





## REMINDER!

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Please have all exterior holiday lights  
and décor removed by  
**February 1st, 2025.**

Properties that still have exterior  
holiday décor visible after this date  
may be issued a violation notice.



Have something to add to the  
newsletter? 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 in the newsletter.

**[krissy.kelly@castlehills.org](mailto:krissy.kelly@castlehills.org)**

*Happy New Year!*