

THE Satekeeper NEWSLETTER

Easter Egg Hunt

Saturday, April 12th @ Lake Avalon Park

The 0-3 age group will start promptly at 10AM and the other age groups (4-6 and 7-10) will start about 5 minutes later. This gives parents of the little ones time to assist them during their hunt

prior to the others starting. The Easter Bunny is sure to make an appearance, so bring your smiles and cameras!

Kiddos will need to bring their own baskets for hunting. Before you leave, please empty the contents of the plastic eggs in your baskets and leave the plastic eggs in one of the containers by the Easter Bunny so we can recycle and use them again next year.



If you don't leave the plastic eggs the day of the event, you can drop them off at the Community Center at 2501 Queen Margaret Drive during their business hours.

Can't wait to see you there! Happy hunting!



We are very excited to welcome back **Lewisville ColorPalooza** and **Chalk This Way** at this year's Easter Egg Hunt!

Deep Ellum-based artist Carissa Nalley (aka Rissilient Art) will create a chalk art mural at the event, and Chalk This Way will be on site with chalk for kids to create their own chalk art

masterpiece. We hope to see everyone at **ColorPalooza** on **April 26 in Old Town Lewisville**.

Carissa Nalley (aka Rissilient Art) is a full time multidisciplinary artist specializing in an array of mediums. Creating vibrant and detailed works, she loves capturing the essence of life!





Lids Crafts SATURDAYS



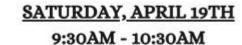
Queen Margaret Community Center 2501 Queen Margaret Drive Lewisville, TX 75056

Children MUST be accompanied by parent



SATURDAY, APRIL 5TH 2:00 PM - 3:00PM

Pinwheels



Pot Decorating & Planting





Brought to you by the Castle Hills Events Committee & Legacy Southwest!





CHAT & DO BATTLE WITH YOUR NEIGHBORS!

Every 1st & 3rd Thursday of the month, 1PM-3PM

Queen Margaret Community Center
2501 Queen Margaret Drive
Lewisville, TX 75056



Brought to you by the Castle Hills Events Committee & Legacy Southwest!

APRIL 2025 UPCOMMISSION EN/EN/TS

APR

5

9 AM - 1 PM

Castle Hills Outdoor Market

@ VILLAGE SHOPS

APR

13

9 AM - 1 PM

Classic Car & Truck Show

@ VILLAGE SHOPS

APR

25

8:15 PM

The Wild Robot Movie Night

@ THE REALM

follow @castlehillscommunity for details

therealmcastlehills.com

castlehillsvillageshops.com



90 Minute Foot + Hot Stone Massage

We're excited to announce that hot stone therapy can now be added to our 90-minute foot massage for \$15!

Treat yourself to the ultimate relaxation with the soothing heat of hot stones!



\$45 - 1 Hour Foot Massage

(40 mins on the feet and 20 mins on the body including 10 mins on the back)

\$55 - 1 Hour Swedish Body Massage

New client only. Expire on April 30th, 2025 Pre-book discount available for next visit







castlehills@cloud9.spa



cloud9.spa/loc/castlehills

3964 State Highway 121. Suite 900 Lewisville TX 75056

It's Pool Season!

Pool Memberships are on sale now at the community center:

2501 Queen Margaret Drive Mon-Sat: 9AM-5PM 972-899-7500



Access to the pools requires the submission of an application (online or hardcopy), key-fobs and the purchase of a pool membership. The application is available for download in the main email *The Gatekeeper* came through, and in your resident portal through CINC Systems.

Skip The Line!

Submit your completed pool application online to: communitycenter@castlehills.org

After the completed application is received, you will get a follow-up email with instructions on obtaining your pool membership and key-fobs. This allows the community center staff to prepare your pool ID cards and paperwork ahead of time. They will notify you when your packet is ready for pick up.

When notified, you will pick up your pool packet and submit payment at the Queen Margaret Community Center.

*Walk-ins are welcomed but may be subject to a wait time as residents who pre-submitted their application will be processed first.

Pricing for 2025:

- \$100 Single/Couple: Up to 2 family members, one of which being at least 18 years of age
- \$160 Family: Up to 6 family members that are full time residents at the address listed on the application
- *Each additional beyond 6 members is \$15 each

For In Person, Please Remember to Bring:

- Check ONLY for pool membership payment. NO CASH!
- Proof of Residency in Castle Hills (if you are leasing you will need to bring a copy of your lease, or written authorization from your landlord for you to access the amenities)
- Last year's Picture ID Cards & Key Fobs (if applicable)

*Residents must be current on their HOA dues to purchase a pool membership

Pool Locations & Closure Days

- ♦ 2501 Queen Margaret Drive
 - **Closed: Mondays**
- **→ 701 Sword Bridge Drive**
 - **Closed: Tuesdays**
- ♦ 2010 Joyous Circle

Closed: Tuesdays

- ♦ 201 Anna Avenue
 - **Closed: Wednesdays**
- ♦ 700 Proud Knight Lane
 - **Closed: Thursdays**
- ♦ 1714 Lady Bettye Drive

Closed: Fridays

*Pool closures exclude major holidays.

Opening Delay:

Opening of the Queen Margaret and Sword Bridge pools is temporarily postponed, pending inspection.

All other pools (listed to the left) are now open for pool season.

BEARFOOT

○ ○ ○ □ LIFEGUARDS

WHY BEARFOOT

- No Experience Needed
- Hires 15 years and older
- Competitive Pay
- Flexible Hours
- · Stay Physically Active
- Gain Confidence
- Leadership Experience
- Learn Valuable life-saving skills

STARTING PAY \$10.50

SIGN UP FOR LIFEGUARD TRAINING



APPLY NOW!

Questions? Textline 866-938-5545 www.bearfoot.net

TRAINING DATES

STARGUARD ELITE LIFEGUARD CERTIFICATION COURSES

SESSION 1: APRIL 4 - 6

SESSION 2: APRIL 11 - 13

SESSION 3: APRIL 25 - 27

SESSION 4: MAY 2 - 4

SESSION 5: MAY 9 - 11

SESSION 6: MAY 16 - 18

SESSION 7: MAY 19 - 21

AND MORE TO FOLLOW!

AVAILABLE ACROSS DALLAS & FORT WORTH

ONLY \$50 FOR CERTIFICATION

CASTLE HILLS AMENITIES

Queen Margaret Community Center

2501 Queen Margaret Drive Lewisville, TX 75056 Monday - Saturday: 9AM-5PM 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.

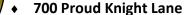
Pool Access

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



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 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 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

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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
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.



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.





CINC Systems

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 **Iswpm.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.
- Mail Your Payment To Legacy Southwest: Castle Hills Residential Association, Inc.
 c/o Legacy Southwest Property Management
 PO Box 294047, Lewisville, TX 75029-4047

Scan the QR code to download the app!



Drop Off Payment

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

◆ Castle Hills HOA Office
2520 King Artur Blvd, Ste #200
Lewisville, TX 75056
Monday—Thursday: 9AM— 5PM
Friday: 9AM— 3PM

Friday: 9AM— 3PM
*Drop box available
972-410-6614 / hoa@castlehills.org

Community Center
2501 Queen Margaret Drive,
Lewisville, TX 75056
Monday—Saturday: 9AM— 5PM
*Drop box available
972-899-7500 /
communitycenter@castlehills.org

Legacy Southwest 8668 John Hickman Pkwy, Ste #801 Frisco, TX 75034 Monday—Thursday: 9AM— 5PM Friday: 9AM— 3PM 214-705-1615 / generaloffice@legacysouthwestpm.com

CASTLE HILLS 2025 Events Sponsorship

Castle Hills is a 2,500-acre master-planned residential development with more than 5,000 single family homes, condos, and townhomes.

Our events take place in Lake Avalon, one of the largest and oldest parks in the community.

These events are free to attendees and include family -friendly activities, takeaways, and a variety of entertainment for all community residents.

The thousands of people who attend our events each year primarily hail from Castle Hills (located in Lewisville and Carrollton), with some attendees from surrounding cities including Frisco, Plano, and The Colony.

THE EVENTS

Sponsorship packages support the three biggest, and most attended events within Castle Hills yearly.

EASTER EGG HUNT

FREEDOM FESTIVAL

FALL FESTIVAL





































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 remain the same.

New Trash Services for Lewisville Castle Hills Residents

Trash and Recycling Services for the Lewisville homes in Castle Hills is provided through the City of Lewisville, and they have selected a new trash and recycling provider, Republic Services.

The Castle Hills HOA does not provide trash and recycling services and had no part in the City of Lewisville's decision to change vendors.

The flyer that was provided to residents has been included as a PDF attachment in the CINC email that the *The Gatekeeper* came through.

Any questions not answered by the flyer may be answered on Lewisville's trash and recycling page: Trash and Recycling Information | City of Lewisville, TX or you can reach out to them by phone at 972.219.3699.

You can reach out to Republic Services directly at: 972.316.0789 .

Any inquiries regarding new and old trash receptacles need to be directed to the above contact information.



City of Lewisville Service Guide

Republic Services is proud to partner with the City of Lewisville to provide automated cart service for recycling, waste and bulk collection for residents.

COMPLIANCE CORNER

Spring Has Sprung!

- Treat weeds in the lawn with a post-emergent weed control: Treat only the weeds, not the grass.
- Fertilize your yard: This is what helps make your lawn green and thicken.
- Fertilize all trees and shrubs with a granular fertilizer made for trees and shrubs: Don't rely on your lawn
 fertilizer to do this work.
- Your lawn needs weekly mowing: Don't bag, but mulch and don't scalp your lawn. Be sure to trim and edge the lawn as well.
- Spring watering suggestions: Water your lawn 15 minutes twice a week and landscape beds 15 20 minutes twice a week. You can set each station of your sprinkler system for the appropriate amount of time and this still keeps compliance with the Stage 2 water restrictions for Castle Hills, just be sure you are watering on the correct days.
- **Plant seasonal color:** Begonias or pentas in the sun and for shade you can plant impatiens or caladiums. There are many other plants to choose from, these are just some suggestions.
- Springtime is a good time to **mulch the landscape beds** for a fresh look: 1 ½ inches to 2 inches deep. Hardwood, pine bark, and cedar mulch are all good to use.
- If your trees are a year or more old, consider removing the stakes (including parkway trees): As the tree grows the part of the stake that is wrapped around the tree tightens and the tree can actually start to grow around it, potentially causing damage to the tree. Also, the tree being continually staked can make the root system not develop properly so the tree does not grow. If the stakes are no longer connected to the tree, please remove the stake and wire. It does not look good and it may be a safety hazard for pedestrians and animals.
- Remove dead plants, grass and weeds from landscape beds (including around trees):
 Grass and weeds in landscape beds detract from the appearance of your home and the aesthetics of the community.

The Deed Restrictions and Design Guidelines that encumber your home requires:



"All landscaping shall be maintained in a neat, clean and healthy condition. This includes pruning, mowing of lawns, weeding, removal of litter, fertilizing, replacement of plants where necessary, the application of pest control substances, and the regular watering of all plant material."

Committee & Group Contacts

Castle Hills Linkedin.com Group

Bruce Goldberg: brucegoldberg@gmail.com www.facebook.com/groups/castlehillscommunity

Castle Hills Progressives & Liberals Club

Meets once a month on the 3rd Tuesday chprogressives@gmail.com

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!

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@castlehills.org







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

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

CASTLE HILLS

VILLAGE SHOPS & PLAZA

DINING

Hills Cafe Breakfast & Lunch

Kanzi Sushi & Hibachi

MoonGlow Japanese Fusion

PI.E 3.14 Everyday Eatery

Ramen Akira Japanese Ramen

Sophia's Kitchen Coffee, Breakfast, Lunch

T.B.D. Kitchen Latin Cuisine

The Grind Burger Bar + Tap Room

The London Baker A Premier Bake House

Z's Wok Chinese Cuisine

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.

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

Architectural Review Committee (ARC)

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 / 972-410-6614

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

Jae No, Compliance Officer compliance@castlehills.org / 214-705-1516 EXT 303

Krissy Kelly, Assistant Association Manager **krissy.kelly@castlehills.org**

Kristen Fritz, Senior Association Manager <u>kristen.fritz@castlehills.org</u>

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

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, landscape borders or pool installations, must be approved prior by the ARC 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 or you may request a copy at: hoa@castlehills.org

Who To Contact? Community Directory & Information

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, Sports Fields & Tennis Court Reservations Community Center: (972) 899-7500 communitycenter@castlehills.org
- Architectural Review Committee (ARC): hoa@castlehills.org
- Compliance Concerns: compliance@castlehills.org
- Mail Set Up & Delivery: (972) 899-0030 <u>chmc@castlehills.org</u>

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: (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.





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



