CASTLE HILLS





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:

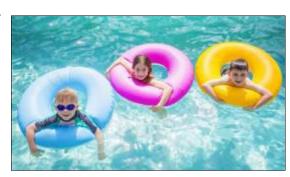
- \$100 Single/Couple: Up to 2 family members, one of which being at least 18 years of age
- \$160 Family: Up to 6 family members that are full time residents at the address listed on the application

*Each additional beyond 6 members is \$15 each

For In Person, Please Remember to Bring:

- Check & Money Order 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



Opening Delay:

Opening of the Sword Bridge pool is still delayed due to the weather preventing inspection.

NEW: Pay Online!

Payments can also now be made online through your resident portal to your property account.

Kids Crafts SATURDAYS





9:30 AM - 10:30 AM Queen Margaret Community Center 2501 Queen Margaret Drive Lewisville, TX 75056 Limited Quantity! First Come, First Served!

Children MUST be accompanied by parent.

SATURDAY, MAY 3RD

Sewing Craft



SATURDAY, MAY 17TH

Birdhouse Painting



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!





Wanna Get Involved? Join the Castle Hills Landscape Committee!

In an effort to get resident's more involved in their community, we are continuing to form committees, focused on specific aspects of Castle Hills that resident's have an interest in, such at the Events Committee, and Mail Delivery Committee. We are now looking to establish a Castle Hills Landscape Committee.

For those wishing to be more hands on, this opportunity is a great way to contribute to your community!

This committee gives you the opportunity to help shape the outdoor spaces in your neighborhood—whether it's beautifying common areas and entrances, selecting plant varieties, or ensuring maintenance plans are in place and followed.



To accommodate this we are implementing a Castle Hills Landscape Committee!

Whether it's selecting plants, designing common areas, or ensuring proper maintenance, the committee helps create an inviting and beautiful environment for residents to enjoy.

This committee will work along side the HOA management company to aid in routine inspections of community common areas, inspect the grounds and landscaping conditions, come up with suggestions and work together to maintain the desired look within a set budget.

If you're passionate about landscaping, joining this committee sounds like a perfect fit!

If you are interested in joining this committee, please reach out to us at: hoa@castlehills.org





Award Winning Family-Friendly Spa

Package Sales!! 20% Off!!

All packages are valid for 2 years!!
Sale ends May 31st - Don't miss out!

you can purchase packages online or in store



One-hour body massages with **Free** Hot Stone.

Choose from 40/40 combo, 90-minute, or 2-hour sessions - all with **Free** Hot Stone and Aromatherapy.

Prebook at checkout to receive FREE add-ons for next visit.

5-Star Rated on Google!

phone: email:

website:

972-528-0380

castlehills@cloud9.spa

cloud9.spa/loc/castlehills

3964 State Highway 121. Suite 900 Lewisville TX 75056

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 April 1st, and can be purchased at the community center, or processed and paid online.



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 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

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

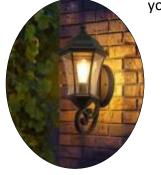
USPS delivers mail/packages to each resident's mailbox at the Sword Bridge Mail Center. The Castle Hills mail staff pulls the mail to deliver to each resident's home the following day. Items such as certified and registered mail requiring a signature will need to be picked up at either: the Colony Post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



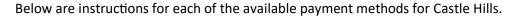


Terms & Conditions -

- SHOW THE COUPON TO CLAIM THE OFFER, I - OFFERS ARE VALID AT KED'S LEWISVILLE OUTLET ONLY, I - OFFERS ARE NOT APPLICABLE ON CAKES, QUARTS AND CATERING ORDERS.

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 homeowner 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
*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 /

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





















CASTLE HILLS

















COMPLIANCE CORNER

Parkway Tree Maintenance

Do your trees have 'leaves' growing up the trunk like the indicated picture? These are called 'Tree Suckers'.

Tree Suckers are branches that grow low on the tree trunk and 'suck' the water and nutrients from the main tree, stunting it's growth and ability to thrive into a healthy, mature tree.

If your trees have 'suckers' you need to remove them as soon as possible to help ensure your tree is healthy and can grow to it's full potential.

Trees that are not rid of these 'suckers' become full at the base, and eventually look like a bush rather than a tree.

All lawn and parkway trees on an estate are the responsibility of the estate owner and are to be maintained routinely to encourage growth and contribute to the aesthetic appeal of the community.

Parkway trees are to be trimmed up to a 7'-8' foot clearance from the street and sidewalk for the safety of pedestrians and vehicles.

Also, if you have a parkway tree that is obscuring the view of any street signage, particularly stop signs, it needs to be trimmed so the sign is visible. This is a request from Denton County and the local Police Departments.

These situations, if not addressed, are subject to a violation.





Take a look at your trees and see if they need the above mentioned maintenance and help keep Castle Hills the aesthetically appealing community everyone expects it to be.

Jae Yong | Compliance Officer, Castle Hills compliance@castlehills.org
214-705-1615, ext. 303

Committee & Group Contacts

Castle Hills Events Committee

Krissy Kelly: hoa@castlehillsorg

Castle Hills Linkedin.com Group

Bruce Goldberg: <u>brucegoldberg@gmail.com</u> 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

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 kristen.fritz@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

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
 chmc@castlehills.org



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.



The Castle Hills HOA office hours as of are as follows:

Monday - Thursday: 9AM-5PM

Friday: 9AM-3PM

The community center and mail center hours are the same.



LOST AND FOUND

Lose a bike? Sporting equipment? Your keys?

Just a reminder that the Queen Margaret community center has a 'lost and found'.

You can always call and inquire if a lost or misplaced item has been turned in to them.

They get quite a few items and can only hold on to them for 90 days due to lack of storage.

Be sure have them on your contact list should you find you've misplaced an item.

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

