

July 2020



The Castle Hills Reporter

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A bi-monthly newsletter for the residents of the City of Castle Hills published by Neighborhood News, Inc.

MESSAGE FROM THE MAYOR



Friends,

I was hopeful that when you received the last reporter things would get better, and for a brief moment they were, but we are now seeing that was short lived. While these days are a far stretch from the normalcy that we all know and miss, the optimist in me is always looking for the silver lining. Between work and City obligations I have been able to carve out some time to improve my BBQ skills and tying up loose ends around the house. It goes without saying, I certainly am ready to get back to life as we knew it! Until then, I have some good information to share about what is going on in your City.

Slurry Seal

Street Maintenance has officially begun in the Castle Hills Estates. There was some chatter about what the Slurry Seal would do for the streets. Some of the concerns were that aesthetically the "new street look" might not last very long. Please know that while we can all appreciate the new street appearance; the intent of this essential street maintenance is to ensure that these streets see their full useful life. Prior to having Intermountain Slurry Seal start in Castle Hills, City Manager Ryan Rapelye and I took a trip to visit a nearby jobsite in San Antonio. In short, we were very pleased with what we saw! Intermountain Slurry Seal operated efficiently, cleanly, and provided a quality product. In talking with Intermountain, they informed us that the coating we are getting is anywhere from 3/16" to 1/4" thick. In the picture below you, I used 3 quarters to give you an idea of what that thickness looks like. Rest assured that this coating will help protect your street!



COVID-19 Community Action Group Follow Up

In the last Reporter, we shared that I had been asked to serve as the Suburban Cities' representative on Judge Wolff's and Mayor Nirenberg's Community Action Group on Business and Employment. In the time of COVID-19, there are recovery dollars coming from almost every level of government, but the unfortunate reality is that those dollars are finite. Some of

(Continued on page 3)

CITY COUNCIL

JR Trevino
Mayor

Joe Izbrand
Mayor Pro-Tem, Place 1

Frank Paul
Place 2

Kurt May
Place 3

Jack Joyce
Place 4

Douglas Gregory
Place 5

CITY STAFF

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Finance, (210) 293-9674

James "Jim" Ladewig
Fire Department Chief
(210) 342-2341, ext. 217

Johnny Siemens
Police Department Chief
(210) 342-2341

Rick Harada
Public Works & Animal Control
Department Director
(210) 293-9676

**ALL EMERGENCIES, EMT, FIRE
& POLICE CALL 911**

Non-emergency (210) 342-2341

Monthly Meetings

All meetings are held at
City Hall unless otherwise posted.

City Council
2nd Tuesdays, 6:30 p.m.

Architectural Review Committee
1st Wednesday, 7:00pm
Upon Request

Board of Adjustment
4th Monday, 5:30 p.m.
Upon Request

Zoning Commission
1st Tuesday, 7:00pm
Upon Request

**Crime Control & Prevention
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3rd Monday, 5:30pm
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our discussions have centered around how to stretch those dollars. In some of my work with San Antonio Economic Development, I've seen the City of San Antonio's and Bexar County's SMWBE (Small Minority Women and Veteran Owned Business Enterprise - I am not sure why the "V" in Veteran isn't included in the acronym, but it is not) program initiatives. Thinking back on those initiatives gave the group a great jumping off point on how to support small businesses.

In our discussion, the topic of the Maestro Entrepreneur Center came up. The Maestro Entrepreneur Center is a business incubator on the Westside of San Antonio that helps small businesses that are in the process of getting their business off the ground. Aside from space to operate your business, they provide invaluable resources to help business owners get their businesses to the next level. Maestro has a new initiative called "Buy Local Grow SA." Deciding that the Group did not want to duplicate Maestro's efforts, we decided to support them by starting a challenge of our own in getting the top 50 biggest businesses in Bexar County to make a good faith effort to choose small businesses first. In talking to Maestro's Board President, Julissa Carielo, she was incredibly supportive of the challenge. Before we knew it, the "Choose Local First" pledge was born.



Choose Local First is designed to help stretch the recovery dollars by keeping the dollars in our local economy. While we realize that there may be services or product that cannot be sourced locally, we ask that Maestro be notified so that we can identify opportunities and help continue to build our local economy. The group felt that the best way to share our initiative was to write an op-ed, which I was asked to help take the lead on writing. You may have seen the op-ed in the San Antonio Express News last month; if you are interested in reviewing the full op-ed, please email me and I will send a copy. The crux of the article is based on a study by local economist Dr. Steve Nivin, which studied the City of San Antonio's spending from 2011 through 2015. Dr. Nivin showed that the \$473 million spent with small businesses turned into \$900 million dollars as a result of the "multiplier effect." The idea is simple, money spent in San Antonio trickles down in the San Antonio economy through property taxes, sales tax, jobs, etc. You will see below that HILMY has graciously designed a seal to be included as part of the branding for this pledge. Please keep in mind that we are initially focusing on the top 50 biggest businesses. Spending your dollars locally is something that we all can do with our daily expenditures.

COVID Testing

One of the projects that has been of particular interest is COVID-19 testing. There is a myriad of testing options, and each raise their own set of questions. In working to address these issues I have been working closely with San Antonio Metro Health and Bexar County Office of Emergency Management. These people truly are the silent heroes in our community and I'd be remiss if I didn't recognize them and

thank them for their service. These dedicated individuals have been working around the clock to provide services to our community. One project that we have been working on, and hopefully will come to fruition, is COVID-19 testing in Castle Hills. We have seen that the Freeman Coliseum has been a testing location, but for some of residents that is quite a drive. Metro Health and Bexar County Office of Emergency Management graciously agreed to support a mobile testing site in Castle Hills. While I do not have any details to share at this time, I look forward to sharing good news in next month's article.

Lastly, I want to remind everyone that budget season is around the corner. We always appreciate input, ideas, and questions this year is no exception. My intent, so long as the Governor allows, is to make certain that the public will be able to be join and participate in all meetings via Zoom until COVID-19 is under control. Please keep in mind that if you are not comfortable or familiar with Zoom that you can always use email or call in as well. If this pandemic has shown us anything it is that innovative solutions will allow us to keep moving forward. While we wait; I encourage you to wear a mask, practice social distancing, and check on the most vulnerable in our community.

Yours in service,

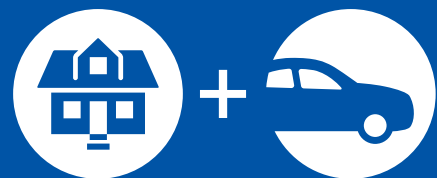
JR Treviño

Mayor

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MESSAGE FROM THE CITY MANAGER

By Ryan D. Rapelye, City Manager

The impact of COVID-19 has continued to change our daily activities at City hall and how we operate. The City of Castle Hills has been very proactive with the safety and well-being of our customers, staff, and ultimately the community we serve during this public health emergency.

Over last four months, our City staff has done an excellent job in responding to residents via the phone or email while we have been closed to the public. Earlier this year, when we had “stay at home” measures, some of our employees worked remotely. We also staggered employees in and out of City Hall when they were required to physically be in the office in order to minimize exposure. The City developed guidelines for certain employees to work from home, but to remain flexible, and if necessary, report to the office workspace. As a result, City staff is still responsive, but is doing their part to potentially reduce their exposure to COVID-19 to other staff and the citizens they serve. We have continued to encourage residents to utilize our online services for permitting/inspections, court and to report code compliance issues in our community.

The Castle Hills Police Department and the Castle Hills Fire Department have and will continue to provide the highest level of service to our community during this public health emergency. Sanitation services through our Public Works Department has maintained normal operations even though demand has risen.



Originally, we had hoped to open City Hall back-up to the public in mid-June on a limited basis but have been cautious due to the elevated spikes in COVID-19 in our area. Despite this, we are still here to serve our residents and customer service is as a top priority which has not wavered. We are here for you Castle Hills!

Once we do re-open to the public, City staff has already developed an operational plan to limit access and restrict movement to delineate social distancing in our permitting and municipal court lobby. We will also have signage on the outside of the building at certain access points associated as it relates to

a certain City service. When we do re-open, we will monitor and restrict the number of people at any one time in the permit/court lobby. The intent of limiting access, restricting movement and staggering services is to reduce any potential exposure, and work to promote and still encourage the utilization of online services for permit and court. We have had a cleaning crew provide a deep clean disinfectant in the administrative offices, council chambers, police department and even our police vehicles. Staff has taken the steps to acquire disinfectant equipment to do routine cleaning of our facilities and offices at City hall.

City Council approved an Interlocal Agreement (ILA) in June with Bexar County for distribution of federal coronavirus relief funds related to reimbursement of expenses as a result of COVID-19. These reimbursement funds have a certain eligibility and guidelines under the Coronavirus Aid, Relief, and Economy Security Act, 2020 (CARES Act). The City has been tracking and accounting for expenditures related to COVID-19 and through the ILA with Bexar County submit for reimbursement.

The City of Castle Hills Municipal Court has been operating court cases through video-conferencing capabilities and will continue this process through July. City Administration has continued on a limited basis to conduct face-to-face collaborative meetings with citizens and other stakeholders regarding various current or future projects. All participants in such meeting will have go through proper screening measures prior to such meetings including the requirement to facial mask. We have continued to have in-person public meetings with the use of video/teleconference technology for anyone on City Council, a board or commission to participate including our residents who wish to participate remotely if desired.

The City of Castle Hills will continue to evaluate employee status and safety and implement further measures in our operations, if required, which could potentially impact of City services. We have and will continue to adjust and/or modify the plan of action initially developed in response to COVID-19.

The City of Castle Hill's City Council approved the FY 2021 Budget Calendar on June 9, 2020. The FY 2021 Budget Calendar is now available on the City website. The FY 2021 budget meetings/workshops are underway and will continue through September. The adoption of the tax rate and annual budget is scheduled to occur September 15, 2020. Citizens are welcome to attend in person or have the option to utilize teleconference and/or video conferencing (Zoom) to provide input. The goal of these meetings is to discuss and assess community needs, priorities, City services, challenges, and opportunities as a part of the formulation of the FY 2021 Proposed Budget. The City budget serves as a communication device, a policy tool and a financial plan. The budget document is much more than just financial numbers.

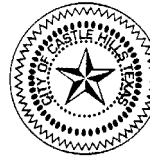
City staff continues to monitor revenue and expenditures within our current FY 2020 Budget as a result of the current public health emergency related to the COVID-19 pandemic and the potential impact it may have on current and future City operations. As we prepare the FY 2021 Proposed Budget, the City could have some

challenges due to the pandemic and will be working to ensure that City services are impacted as little as possible.

The Banyan/Glentower drainage project is currently underway. This project is running smoothly and ahead of schedule. Earlier this year, the City completed the Antler Roadway project and recently a number of streets were microsurfaced as a part of the street maintenance program. City staff is working with our financial advisers to develop a financing plan which will focus on long-term street and drainage projects, most importantly address the City's failing streets and improve drainage infrastructure in the community. With the Antler Roadway project complete and the current Banyan/Glentower project underway, this is a great start to tackling our total infrastructure needs. The City of Castle Hills has nearly \$43 Million in required infrastructure improvements related to streets and drainage. The City will need \$3-4 million alone in to address some of the worst streets based on the pavement condition in our City, these streets require full-depth reconstruction.

I would specifically like to thank the Castle Hills Woman's Club for the donation made to acquire the new water fountain in the Commons, I appreciate it all you do for Castle Hills! Please contact me at rrapelye@castlehills-tx.gov or at the office at 210.293.9673 if you have any questions on projects or need assistance with services from the City of Castle Hills. ***We are here for you, Castle Hills!***

"The statements and facts contained in newsletter articles from the Mayor and City Council Members are their own personal views and should not be considered official city sponsored statements or facts and should not be relied upon as such."



COUNCIL COMMENTS



JOE IZBRAND

PLACE 1
Mayor Pro-Tem

Over the next several weeks you will likely be hearing about the Castle Hills city budget and the process we are undertaking this summer to prepare next year's financial roadmap.

One of the fundamental responsibilities of the city council is to develop a fiscally sound, balanced budget that ensures the quality of services that our residents expect and pay for with their taxes.

Our city budget is aligned to the calendar year, from January to December. The current budget is approximately \$7 million, which has been generally consistent over the past several years.

The sources of revenue for our current \$7,064,294 general fund budget are:

- Property taxes: \$3,547,038 (50 percent of budget income)
- Sales Tax & Mixed Beverage Tax: \$1,111,656 (16 percent of budget income)

(Continued on page 6)

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- Court Fines and Fees: \$945,000 (13 percent of budget income)
- Franchise Fees: \$557,000 (8 percent of budget income)
- Garbage Collection Revenue: \$455,000 (6 percent of budget income)
- Permits/Licenses/Code Enforcement: \$275,000 (4 percent of budget income)
- Miscellaneous Revenue: \$135,600 (2 percent of budget income)
- Police & Fire Revenues: \$38,000 (1 percent of budget income)

From those revenue sources, budget dollars are allocated in this manner:

- Police Department: \$2,568,829 (36 percent of budget expense)
- Fire Department: \$1,816,354 (26 percent of budget expense)
- Administration: \$1,036,295 (15 percent of budget expense)
- Sanitation: \$516,102 (7 percent of budget expense)
- Capital Projects: \$410,341 (6 percent of budget expense)
- Streets: \$384,445 (5 percent of budget expense)
- Courts: \$321,928 (5 percent of budget expense)
- Miscellaneous: \$10,000 (Less than 1 percent of budget expense)

Like each of us in our personal lives, planning a budget requires anticipating where money is coming from and the reliability of those sources, identifying how the money will be spent, preparing for unexpected situations and emergencies, and adjusting our plans accordingly based on those numbers.

In the coming fiscal year, the city could face some uncertainties because of the disruption caused by the COVID-19 pandemic.

While initial reports from the Texas Comptroller's Office indicated that sales and beverage taxes remained stable in April, just as the coronavirus was beginning to have an impact on business, reports for May and June, when many businesses were closed or operating at reduced capacity, could be more telling. Those reports will soon be released.

A prolonged decline in sales tax revenues could have a noticeable effect on our ability to fund all of our priorities in next year's budget. Given that 69 percent of the city budget goes to essential functions such as police, fire and sanitation, there are few good options for reducing costs during tight economic times without impacting services.

Steps are being taken, though, to ensure that the city remains in good overall financial health. This past spring, the city council approved engaging a financial advising firm that specializes in municipal finances to help identify options for maximizing current investments and explore options for a limited borrowing plan.

Cash reserves that are set aside as a safety net for the continued

operations of the city will be invested in funds with maximum interest rate yields.

At the same time, borrowing while interest rates are low makes additional dollars available to improve the pace of street and drainage improvements in the city while keeping general revenue street funds available for ongoing maintenance.

The city council will hold several budget workshops throughout the summer, with the draft of the proposed FY 2021 budget submitted by the city manager in early August. From there, council will discuss the tax rate, hold public hearings on the budget and proposed rate, and adopt next year's budget in mid-September.

I am committed to maintaining our quality of city services and staffing while acting with prudence and common sense given the economic uncertainties that exist due to the COVID-19 pandemic.

I encourage you to participate in the budget workshops, ask questions and offer your suggestions. You can also share your thoughts, ideas and comments with me via email at IzbrandPlace1@gmail.com.

I am tremendously honored to serve as your Place 1 Alderman. I invite you to stay in touch, and let me know how I can be of service to you. Connect with me at www.facebook.com/IzbrandPlace1. Thank you for the opportunity to be of service to our community.



FRANK PAUL
PLACE 2

RAIN SLEET OR SNOW, WHO KEEPS ON THE GO? Yes, the U.S. Postal system and the Castle Hills Public Works Department. These are the city employees who brave the elements to ensure that trash, brush, leaves, recycling, and discarded household items are removed from your curbside for legal and efficient disposal. Pothole on your drive? Just notify Public Works and they will risk their lives to stand in the street and make the needed repairs. Street sign suddenly disappears. Call Public Works and a new sign will be ordered and replaced as soon as possible. Loose dog in your yard or roaming your neighborhood? The animal control officers in Public Works will assist in corralling the canine for return to their owners. Found a stray? Public Works helps to find it a loving new home. When storms are approaching, Public Works ensures that barricades are available for areas that are inundated with stormwater runoff. If drainage areas are blocked by debris, it is Public Works that braves the storm to remove debris to allow the stormwater to pass.

Public Works staff are also responsible for landscape maintenance on city properties, decorating the Commons for the holidays, and assisting with building maintenance of city facilities. These jobs require diverse knowledge spanning from obtaining a commercial driver's license, operation of a tractor/front end loader, engine repair, animal control certification and many other technical skills. Public Works staff serve as an extra set of eyes keeping watch on Castle Hills. They drive the streets and alleys, they know many of the residents, and they report suspicious vehicles, persons and activity. As you can see, your Castle Hills Public Works Department is truly a valuable asset to our City.

Thank you, Rick Harada, and your outstanding staff!

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KURT MAY
PLACE 3

I am thinking about history—our past history, our present historic circumstance, and the history yet to be written. In 2021, Castle Hills will celebrate its seventieth year since it's the founding. That founding was based on the concept of preserving the unique value of a community "close enough to the city to make it easy of access yet sufficiently far out to afford the delights of a country residence." Early on, the city touted its broad, native tree-lined residential friendly streets, filled with beautiful homes, and self-governed by an involved citizenry.

As we continue to create an ideal place to grow up, raise families, and retire in Castle Hills, we should reflect on our unique local history. To that end, I am sending out a public request for citizens interested in creating a Castle Hills Historical Society to step forward. In the next few weeks, I will be sponsoring a Resolution before the City Council to endorse the formation of a citizen-directed committee to plan our 70 and 75-year City founding celebrations, preserve our city's history, and document our present.

Our shared history includes our community's response to the COVID-19 Pandemic. I continue to be inspired by our community leaders in this time of trial and opportunity: Councilman Gregory for sponsoring the last two City Council resolutions supporting mask requirements in our local businesses to keep our citizens safe; Councilman Joyce for leadership in establishing a Castle Hills' business association to support local businesses, hit hard by closures (which I also strongly support); Councilman Paul for lending his experience, insight and input to the new Council; Councilman Izbrand for continued modelling of civility and direction; and our Mayor Treviño, who serves on county-wide committees, keeping Council informed on regional directives and joint projects. Our citizens continue to actively serve ably on several Boards, Commissions, Committees, and local organizations.

What will be written about Castle Hills' history a generation from now? That is up to each and everyone one of us, now.

Kurt May

Kurtgenemay@gmail.com

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JACK JOYCE
PLACE 4

Friends and Neighbors,

Although the spring election campaign was short-lived, the one message that came through loud and clear was the desire for change. Before lockdown I was fortunate to walk our neighborhoods, listening to residents. The citizens of Castle Hills told me, loud and clear, they are tired of the bad publicity and the inability of elected officials to get much done.

I am pleased to report that we have already seen a change at City Hall. Our first meetings have been productive and congenial. With the variety of professional talent that sits on Council, under the leadership of Mayor Trevino, we will be effective and a credit to our beautiful City.

Planning is vitally important to the future of Castle Hills and the first task will be reviewing the various master plans and studies commissioned by the city over the years. Master Plan – 2020 (currently being compiled); Strategic Plan – 2018/2019; Walkability Plan – 2016; Texas A&M Study- 2006; Comprehensive Plan -1997. These studies contain important data and recommendations that need to be acted upon. Of course, our primary task will be to identify funding for the street and drainage projects. My goal is to identify the best ideas and propose a path forward with them. Citizen input is truly important in this task. We will invite the public to join us with ideas and comments as we work together to devise our action plan for 2021 and beyond.

Economic development is equally important. I am planning a new initiative to form a business association. If you own a business in Castle Hills, I would like to visit with you about this new initiative to bring businesses together to energize our city. The Council is unified in their support of this initiative with Councilmen May and Izbrand contributing ideas to foster unity and generate publicity.

The COVID virus has certainly turned our lives upside down. My wish is that you are all coping well and practicing the recommended safety measures to minimize the chance of exposure. There will of course be an impact to City finances as sales tax receipts drop, but we are in good financial shape and expect to weather the storm just fine. Councilman Gregory, with his many years as Treasurer, will keep a close eye on our finances.

I feel very privileged to be a Councilman. We owe a debt of gratitude to Councilman Paul for withdrawing from the contested race, setting the stage for the cancelling of the election and the immediate seating of this Council. My thanks to Mr. Paul and to all who supported my campaign. Let's work together to make Castle Hills an even better place to live and work!

Please follow me on Facebook at Jack Joyce, My Choice or email me directly at jjoyce@castlehills-tx.gov.

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DOUGLAS GREGORY
PLACE 5

We are living through extraordinary times. With having to contend with the effects of a pandemic, we must now deal with rioting in the streets, attacks on police departments and question whether America has the ability to improve racial relationships. Time will sort this out, but history will write the conclusion.

Here in Castle Hills, life goes on. Being a close community, we look after one another. Amid all the violence and fear in the world, sometimes something special happens to bring joy into our lives. One such event occurred the other day with the 90th birthday celebration of a long time resident, Mr. William Buehler. Between 25-35 cars, filled with his friends, drove by his home to wave and wish him a happy birthday. Everyone was overjoyed to be a part of such a special celebration.

Turning to the business of Castle Hills, as your City Treasurer, I am meeting with our City Manager, Finance Director, and our financial advisors to take a hard look to determine if the city can continue to upgrade our streets and address dangerous drainage situations while at the same time continue to provide essential city services. There are two major unknowns. First, how much sales tax revenue was lost due to the "shelter at home" provision mandated earlier this year. Second, property taxes are based on January 2020

valuations, two months before the economic depression started. What the revenue loss to the city will be is unclear.

We will come through this pandemic, crazy behavior and rioting. I expect that when the economy returns to normal, we will have learned many lessons, the greatest of which might be that you treat your neighbor as you would like to be treated.

Castle Hills Fire Department

By Chief Jim Ladewig

Hydrant Awareness

You may have noticed the past month, the fire department out flowing water from the fire hydrants in your area. This is, at a minimum, an annual process that we perform to ensure that the hydrants function properly when there is an emergency. These hydrants, without the annual inspections, could go unused for an extended amount of time not receiving the required maintenance. They perform a very vital role in providing the needed water flow to our apparatus during a structure fire. The city's ISO rating is also based in part on the flowing, testing and maintenance of the hydrants which effects your homeowner insurance premiums. During these inspections the hydrant is checked to see that it opens and closes properly, is not damaged, does not leak and is pressure tested to assure that it flows the proper amount of water. Also, corrosion can cause difficulty in opening the hydrant and allowing damaging debris to flow from the hydrant.

All of this information is documented by the firefighters and documented in the hydrant maintenance file. Any needed repairs are documented and reported to SAWS with major issues reported to SAWS dispatch for immediate attention. There are



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instances at times when flowing a hydrant that a weak section in the water main ruptures while flowing and shutting off the hydrant. This causes large amounts of water to come up from the ground or street. Though unfortunate, we would much rather have this occur during testing and repaired than to have the line fail during an emergency.

During these inspections the firefighters are also looking to see that the hydrant is easily located and accessible. Blue traffic reflectors are placed in the street adjacent to the hydrant, favoring the side of the street the hydrant is on. This will assist your firefighters in locating the fire hydrant when responding to incidents at night or mutual aid departments who are not familiar with the area and location of hydrants. Accessibility to the hydrants is also checked and noted if access is impeded in any way. Though the hydrant in your front yard may not be the most aesthetic object in your yard, it is a great advantage to have in close proximity when needed and important for the fire department to access. It may be tempting to "camouflage" or landscape around the hydrant, please refrain from planting bushes or landscaping around the hydrant. The hydrant should have at least 3 feet of clearance all the way around the hydrant and be clearly visible from the street. Also, though great care is taken when flowing the hydrants, damage to landscaping around the hydrant could occur during inspection. We would like to ask all our residents to help in maintaining the fire hydrants, keeping bushes and landscaping trimmed back while notifying the fire department if you notice a hydrant leaking or damaged.

I would also like to invite you, when you see the firefighters in your area, to go up to them to ask any questions you may have about what they are doing or any other general questions. We look forward to getting to know the residents we serve. As always please call or come by the station with your questions or concerns.

Respectfully,
Chief Jim Ladewig

Code Compliance

By Luis Zamarron,
Assistant to the City Manager/Code Enforcement

Happy Independence Day! I would like to start off by introducing our new patrol Code Compliance Officer, **John De La Garza**. He comes to us with 2 years experience in code enforcement and 11 years experience as a peace officer. He is from the San Antonio area and is a graduate from John Marshall High. He is married with family. In his off time he enjoys fishing and is a big Dallas Cowboy fan. You will be seeing John addressing some issue which have been in existence for some time as well as current issues.

On that note, I would like to remind citizens of two codes, violations for which seem to be on the uptick. Sec. 50-67 (b) prohibits the parking of utility and recreational vehicles. This includes trailers, boats and recreational vehicles as well as utility vehicles in the A Single-Family District. You may be granted

a three-day exception for RVs and boats (for provisioning and cleaning/repair) by the City Manager or their designee (Sec. 50-67 [d] [2]). Another area of concern to the placement of trashcans. Sec. 36-30 states that after a garbage container has been emptied by the city it shall be removed from the public street on the same day of collection and placed in an area not readily visible from the street. This includes storing trashcans in an alleyway, if available.

As we are not at the end of the oak-trimming moratorium, please remember to obtain tree trimming permits from the permits department- either in person or at permits@castlehills-tx.gov and have the wounds painted within one hour of the cutting, trimming, pruning or wounding of the tree with asphaltic using a black exterior oil, or a black latex-based paint to prevent contact with contaminated nitidulid beetles who spread oak wilt (Sec 48-104 [a]).

Thank you for your time and as always, if you need anything from the Code or Permit offices, please do not hesitate to contact us!



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Castle Hills Police Department IN THE NEWS

By Lieutenant Wayne Waggoner

Recent events in Minneapolis, Minnesota regarding the tragic and criminal in-custody death of George Floyd has strained relationships between law enforcement and the citizens we serve. These relationships are founded on trust between the community and their officers, and are nurtured every day through positive interactions. Even when circumstances exist that may lead to someone's arrest, there is still an opportunity to have a positive interaction with law enforcement. For example, it is not uncommon to hear someone who has been arrested by our officers, thank the officer for treating them with respect during the process. As we have all seen, one officer's actions can cripple that same relationship. The Castle Hills Police Department places a premium on the relationships we build with our citizenry. From every action that is taken, to every decision that is made we consider how this will affect our community and police legitimacy.

A Chief of Police once told me, "One complaint can erase five that-boys". It has never been truer than now. Law enforcement officers discuss events that impact our career field both locally and nationally. During these types of discussions, I have not heard one officer attempt to justify Derek Chauvin and they all recognize the impact his criminal actions have had on our career field. Law Enforcement has a duty to earn and then maintain the trust of their community.

The Castle Hills Police Department is extremely blessed to have such a positive relationship with the community. The nurturing of this

relationship is cyclical whereby police administration sets the tone and places an emphasis on hiring the "right" people for our agency. From there, officers and supervisors on patrol embrace the community-oriented approach, further reinforcing citizen trust in their department. This is not lost on criminal investigators as they continue to raise those levels of trust through top-shelf investigations and more positive police contacts. Our first responders in the dispatch center often receive the most praise and further our mission. Lastly, it becomes evident that we are trending in the right direction through continued citizen feedback and subsequent actions. The expectations for each member of your department is to continue nurturing these relationships within the community. I am often asked, why work in Castle Hills? The first reason I provide is because of the community. You would be hard pressed to find a community that shows overwhelming support for its officers like Castle Hills does.

In conclusion, I want to thank the residents who have recognized the difficult time that law enforcement and our country is experiencing and have taken a moment to express their gratitude for what we do. This means more than you know to our officers. The department will strive to earn and keep the trust that we share with our residents. Without this trust, there is no police legitimacy. We will accomplish this by applying the Law Enforcement Code of Ethics and remaining to true to our mission statement, ***"to provide unrivaled policing services to an engaged and diverse community."***



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