

January 2018



The Castle Hills *Reporter*

Happy
2018
New Year

INSIDE THIS ISSUE:

Message from Mayor Howell p.2
Message from the City Manager p.3
City Council Comments p.4-5
Election Deadline p.6

City Council Highlights p.7
Code Enforcement p.8
New Ladder Truck for Fire p. 8
Police Chief p.9
Vehicle Safety p.9
Lighting of the Lights p. 10

Tree Trimming Requirements p. 10
Shop Castle Hills p. 11
Anniversaries/Promotions p. 11
Blue Santa p. 11
City Snapshots p.12
Public Works Schedule p.14

Message From the Mayor



*Tim Howell
Mayor*

"Unity is strength When there is teamwork and collaboration, wonderful things can be achieved" – Mattie Stepanek. What a thought invoking statement. What really makes this even more interesting is that Mattie Stepanek was an American poet who wrote as a peace advocate until his death at age 13. If someone who lived such a short life can grasp the importance of unity and teamwork, then shouldn't we as adults understand and live by these principles?

As a council we are constantly reviewing proposed ideas and projects. We often have varying opinions and sometimes the projects fade away because a consensus cannot be reached. To aid us in building unity to achieve strength, the city council will meet the first weekend of February for the development of a Strategic Plan. We will utilize this opportunity to focus our goals for Castle Hills. Through this process, each council member has the opportunity to express their immediate and long-term goals for Castle Hills. As a group we will prioritize these goals creating a clear path into the future. This process will guide us as a unified front. We will find the strength we need through teamwork and collaboration.

Young Mattie Stepanek was wise beyond his years. This concept provides a clear path. There will be shifts in the economy, society, the political climate, and many other external and internal forces that may alter how we achieve the goals, but the goals should remain steady. I am excited to start the New Year developing our strategic plan. These goals will be our bedrock upon which we lead our future with a collective vision, mission and supporting strategic themes and initiatives. The strategic plan will aid us in budgeting for projects outside of the day to day operational budget.

The start of a new year is often the time to start anew with better habits and resolutions to improve our quality of life. Maybe each of us as a household or business should also create a strategic plan to guide our personal lives as well. Being unified with our co-workers, spouses, and business partners can give us a better quality of life.

Cheryl and I wish you prosperity, strength, peace and happiness in 2018.

Timothy A. Howell

Mayor City of Castle Hills Texas

210-535-9094

mayortimhowell@gmail.com

CITY COUNCIL

Tim Howell
Mayor

JR Treviño
Mayor Pro Tem
Place 1

Maretta Scott
Place 2

Amy McLin
Place 3

Frank Paul
Place 4

Douglas Gregory
Place 5, Treasurer

CITY STAFF

TBD
City Manager, (210) 293-9673

Minerva Gonzales
City Secretary, (210) 293-9681

TBD
Finance, (210) 293-9674

Darrell Dover
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 and 4th 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 District
3rd Monday, 5:30pm
As Needed



CASTLE HILLS 2018...THE YEAR IN REVIEW

By Curt Van De Walle, City Manager

Castle Hills Residents,

Happy New Year! It is with a tinge of sadness that I tell you that by the time you read this I will no longer be your City Manager. I have fulfilled the year commitment I pledged to the Mayor and City Council when I interviewed, and I have decided to move on to another line of work. In early October, I expressed my intent to the Mayor, at the same time conveying that I was committed to finishing the race strong. With that said, I would like to give you a "Year in Review" for the City of Castle Hills, focusing on some of the team's accomplishments over the past year.

- Laid the groundwork with multiple stakeholders to enter into a settlement agreement with the BASIS charter school, while avoiding the lawsuit which many claimed was "inevitable."
- Developed a fiscally conservative and responsible budget at the previous years' tax rate which, when executed, will produce a \$206,000 surplus to the City for other uses, while also funding several new initiatives for the City.
- Worked closely with the Texas Department of Transportation on everything from the 410/281/San Pedro Corridor Study, to traffic impact analyses, to drainage, to right of way acquisition, and any other myriad of issues.
- Closely coordinated with San Antonio, Bexar County, and the San Antonio River Authority to bring Castle Hills drainage projects into consideration for the Bexar Regional Watershed Management Board program and potential funding in future years.
- Performed asphalt crack sealing and pothole repair utilizing in house resources on a large number of our streets, saving tens of thousands of dollars in contract costs.
- Worked with Bexar County to execute a modified slurry seal on West Avenue using an interlocal agreement, saving thousands in solicitation costs and gaining economy of scale--approved by Council to be installed in the Spring 2018, adding 5-8 more years to the current pavement life.
- Submitted two multimodal roadway projects to the Alamo Area Metropolitan Planning Office to hopefully capitalize on a program which provides 80% matching funds to make improvements and enhancements to our roadways.
- Retired a Fire Chief and Fire Captain who had 73 years of service to Castle Hills between them, hired a new Chief, promoted two Fire Captains, two Fire Lieutenants, and hired three new rookies—that's a lot of turnover for a small department!
- Retired a Police Chief and Administrative Sergeant representing 59 years of service to the city, hired a new Chief of Police, and created a Lieutenant slot to improve our Department
- Obtained a Police Department All-Terrain Vehicle to patrol those hard to get to areas on the fringes and alleyways of our city.
- As of December 14, 2017, the Fire Department has responded to 929 emergency incidents, including approximately 600 EMS calls, 3 structure fires, multiple vehicle accidents, alarm calls, and other hazardous incidents that required fire department response.
- Through fire prevention and education, firefighters spoke to over 1800 children at area schools and scouting events and participated in over 2000 combined hours of training through fire and rescue classes, area schools, and departmental training.
- Purchased a new ladder truck which would actually service ALL Castle Hills buildings (and before the ISO rating for the old truck expired impacting resident's insurance rates).
- Purchased a new Public Works tractor to replace its 24-year old predecessor which had become a maintenance pig.
- Established the Castle Hills Municipal Court as a Court of Record, increasing its powers and scope while saving costs on cases referred to District Court.
- Hosted many successful events in your City Center...Castle Hills Fiesta, Last Day of School Picnic, Mayor's Back to School Picnic, 4th of July Picnic, Lighting of the Lights, movie nights, Concerts in the Commons, two TxDOT Open Houses, to name a few.
- Designed a drainage solution for N. Manton Lane ready for bids and performed analysis on the drainage channel on Banyan Drive.
- Completed Phase IIB of the City Streets Program, to include a test of a new asphalt additive on Danube Drive which may help resolve some of the cracking problems which plague our roads
- Installed a much-needed crosswalk from the Commons to Castle Hills Elementary School to protect our most cherished resource, our children.
- Placed a new focus on Code Compliance - hired a new Code Compliance Officer in June, and since that time have witnessed a 352% increase in call/work volume with approximately 98% clearance rate versus a 72% clearance rate in the same timeframe in 2016.
- Coordinated the repair of all SAWS Infrastructure and full depth roadway repair for Antler Drive/Honeysuckle Lane and commissioned the design as the next Phase in the Streets Program – Coming in 2018!

This really just scratches the surface! I am not taking credit for the accomplishments above. These were a team success headed by your elected officials and carried out by your wonderful City staff and our consultants, stakeholders, and with the assistance of many of our residents. Speaking of our residents, I have met some wonderful people in the City of Castle Hills. Your city truly is an oak tree-laden gem in the heart of the San Antonio Metropolis.

On a final note, I want to thank the Mayor, the Council, the residents, and stakeholders for their support during the past year, with a special thank you to the City staff who works so hard day-to-day to keep the City of Castle Hills operating so smoothly. The staff is very lean, and there are always more things than they can possibly get done, yet they manage to perform and impress without fail and with a customarily good attitude. I will miss working with this group of professionals, and you are blessed to have them on your team! Happy New Year! Here's to an even better 2018 for the City of Castle Hills!

MASSAGE DYNAMICS LLC

Mobile Massage and Personal Fitness Training
CLINTON MERRIFIELD
616.713.0333 (CMTW2733603)

- Stress and Pain Relief
- Muscle and Balance Assessments
- Therapeutic Massage and Bodywork
- Targeted Personal Fitness
- Enhanced Movement Patterns
- At Home Appointments
- Cash, MC, Visa, Discover

CALL NOW!

Gift Certificates Available
210-901-0497
www.massagedynamics.net



Council Comments



JR Treviño,
Place 1

Friends,

The holidays have passed and once again we find ourselves in the home stretch to summer.

I trust that everyone had a safe and enjoyable holiday season with their friends and family. If you were able to join us for the Lighting of Lights in December, I hope you had a great time. It is moments like this that make me glad to live in our small community that becomes a big family! There are so many people to thank for such a successful event. All City staff did an incredible job of working together. We also had many volunteers throughout the community that came together to help. Everyone's favorite was definitely the snow slide, a big thank you to Quentin and Jana Baker for their generosity.

As many observed on December 12th, we hosted the 3rd open forum to review TxDOT's feasibility study regarding work in the 410 and 281 area. The meeting was held with emphasis on discussing the proposed changes affecting Castle Hills. While there are a few substantial changes, the most controversial one is the closing of Honeysuckle under 410 to through traffic. In a time where all cities are working to improve their walkability infrastructure, I feel that this change would really further divide Castle Hills. Aside from the walkability aspect, I have concerns regarding first responder access, speed of traffic on the frontage road, and the safety of those who will try to merge with traffic on the frontage road.



I would be remiss if I did not thank TxDOT for approaching the City to start a dialogue. It is imperative that we be able to provide input and let you the citizens know what is proposed to happen, before it is done. As your elected officials, we are certainly entitled to our opinion but; it is our responsibility to act in the best interest of the City. The 200 or so people that were present on December 12th stood in unison and made it clear to TxDOT and Council that they were not in favor of the closure of Honeysuckle. I must applaud our citizens for their civic engagement and their ability to rally together to present a united front. My parents always taught me that while you will "catch more flies with honey than with vinegar", kindness does not constitute weakness. On December 12th, our City exemplified that statement. Citizens were respectful and kind, but firmly opposed the closing of Honeysuckle.

As you all have seen, our Legislators and their staff frequent our meetings and events as they like to be connected to our City. In my year and a half in office I have developed strong relationships with State Senator Jose Menendez, State Representative Diego Bernal, and their respective staffs. While a great deal of issues are handled locally, here in Castle Hills, there are times when we rely on our legislators. The closure of Honeysuckle is

one of those times. While both Senator Menendez and Representative Bernal understand the need for infrastructure upgrades to our State roads, they realize the effects that those big changes can have on a small city like Castle Hills. I'd like to thank Senator Menendez and Representative Bernal for asking TxDOT to re-evaluate the need for permanently closing Honeysuckle. Fortunately, we are still in the early stages of the project. If you would like to vocalize your opinion I would urge you to contact your elected officials as well as the TxDOT team. I've said on many occasions that our elected officials are here to serve you.

On a much lighter note, I would like to congratulate Chief Wayne Davis and Sergeant Steve Hart on their retirement. Between these two gentlemen they have served the City of Castle Hills for 50 years, Sergeant Hart for 30 years and Chief Davis for 20 years. On December 12th we were able to formally recognize these two gentlemen for their selflessness and their service to our City. While Chief Davis is stepping away, I would like to formally welcome our new Police Chief, Johnny Siemens. Chief Siemens recently completed the FBI Academy and is eager to make the Castle Hills Police Department better than ever. I encourage you to approach him at our next council meeting and introduce yourself.

Lastly, I have provided email addresses for our elected officials, as well as, the email address being used for the TxDOT project. Please reach out to them and let them know how you feel. They value your input and opinions. As always, if I can be of assistance, please do not hesitate to reach out to me.

TxDOT Email 410-281study@jacobs.com

Senator Donna Campbell - Donna.Campbell@Senate.Texas.Gov

Senator Jose Menendez - Jose.Menendez@Senate.Texas.Gov

Representative Diego Bernal - Diego.Bernal@House.Texas.Gov

Yours in service,

JR Treviño

City Council, Place 1

JTrevino@CityofCastleHills.com

210-559-5940

"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."

D.A. DESIGNS

*The New Year's arrived,
all fresh and new.
Is it time to refresh your
Furniture and Window
Treatments?*

*Just give us a call, we'll
help you with all.*

(210) 601-2436

deanallendesigns@gmail.com or visit us at
dadesignsa.com



Maretta Scott,
Place 2

I hope that the holidays were joyful for each and everyone of you. I believe that 2018 will be incredibly amazing. The City of Castle Hills is enjoying some revitalization with street improvements, the remodeling of many aging homes, the installation of permanent lighting for the Commons, and exploring walk-ability potential for our city just to name a few of the improvements.

You are encouraged to contact TxDOT if you have concerns regarding the proposed closing of the Honeysuckle underpass at Loop 410. If Honeysuckle is closed to thru traffic, then the City of Castle Hills becomes both physically and psychologically divided. I am not in favor of closing the Honeysuckle traffic because of the inconvenience, safety, and divisiveness it would create. TxDOT is interested in your comments. The following are several ways to share your comments with TXDOT:

Email: 410-281study@jacobs.com

Richard De La Cruz – TxDOT Project Manager
Richard.DeLaCruz@txdot.gov
(210) 615-6434

Please also contact your state elected officials as they are the legislative body governing TxDOT.

I look forward to the New Year and all the opportunities it provides for us as a city. I wish you and your family a very happy New Year!

Maretta Scott
Alderman Place 2



Amy McLin,
PLACE 3

On Saturday, February 3, 2018, our Mayor, City Council, City Manager, Department Heads, and other key participants will embark upon what I believe is the first strategic planning retreat for the City of Castle Hills. Strategic planning is a vital component of healthy organizations, – including cities. Retreats, such as this, will give us as elected officials, an opportunity to discuss our goals and concerns for our city with each other and city employees in a larger group setting.

Our city is small, but we cannot ignore our location right in the middle of the 7th largest city in the United States. This brings benefits and problems. It is imperative that we use the advantages of our location and the unique attributes of our city to plan for the future of Castle Hills. In order to prevail, we need to work together as a team towards a common set of goals and not as individuals with individually set goals and agendas. Once we have a vision for the city, we can take measurable action to achieve our goals.

The retreat will be held at The Veranda (right here in Castle Hills) and should start at 9:30 a.m. This event must be noticed and conducted in accordance with the Texas Open Meeting Act requirements; therefore, it will be open for citizen attendance. Lunch may be pre-ordered for \$15.00

per person for citizens in attendance. Please let Minerva Gonzales, City Secretary (210-293-9681) know if you will attend so we can make arrangements for additional meals.

The synergy of communicating and working together is key to our City's future. Please join us on February 3rd!

Sincerely,
Amy M. McLin
Alderman Place 3
P: 210.319.4488 Ext. 102
F: 210.319.4444
E: amclin@cityofcastlehills.com



Fiesta 2018

Saturday, April 21, 2018

Fiesta is right around the corner! Mark your calendars and plan to join in festivities. The Fiesta medals will be available soon! Dust off your running/walking shoes for the 5K Run/Walk, decorate your float for the parade, and plan to stop by the Commons for food, music, craft booths, and much more!

Viva Fiesta!!



Thank You!



The City of Castle Hills extends a warm thank you to HEB for being a partner in Castle Hills. HEB provides food for picnics and events in the Commons throughout the year. HE Buddy and a partner join our citizens for fun in the Commons and in parades. HE Buddy graciously endured snowballs in a snowball fight at the Lighting of the Lights in December. The young and old are quick to dance with their friend HE Buddy! We look forward to continuing our partnership with this outstanding community member! Wishing you all the best in 2018!

E. L. Smith Plumbing
210-736-1603



www.elsmith.com

Election Deadlines

May 5, 2018 General Election

1st Day to Apply for Ballot by Mail	Monday, January 1, 2018
1st Day to File for a Place on General Election Ballot	Wednesday, January 17, 2018
Last Day to File for a Place on the General Election Ballot	Friday, February 16, 2018 5:00 pm
Last Day to File a Declaration of Write-in Candidacy	Tuesday, February 20, 2018
Last Day to Register to Vote	Tuesday, April 5, 2018
First Day of Early Voting by Personal Appearance	Monday, April 23, 2018
Last Day to Apply for Ballot by Mail (received not postmarked)	Tuesday, April 24, 2018
Last Day of Early Voting by Personal Appearance	Tuesday, May 1, 2018
Last Day to Receive Ballot by Mail	Saturday, May 5, 2018 Election Day

Three council members seats (Place 1, Place 4, and Place 5) are up for election this year. City council members serve for a period of two years.

No person shall be eligible for the office of council member who is not a qualified elector within the city and who has not resided in the city for a period of not less than 12 months preceding the election in which he seeks office.

Please contact Minerva Gonzales, City Secretary for an election packet if you are interested in serving as a city council member in Castle Hills.

Independence
HILL
RETIREMENT RESORT
COMMUNITY
at Stone Oak

New Lifestyle in the New Year
Open House
Breakfast and Tour of Homes

Meet our Friendly Residents and see why they *Love* the Independence Hill Life!

We look forward to seeing you on
THURSDAY, JANUARY 25, 2018
9:00 AM

20450 Huebner Road
San Antonio, Texas 78258

Kindly RSVP by January 22nd

(210) 209-8404

www.independencehill.com



Full Service Apartments, Assisted Living and Neighborhood of Homes

Lic #100102



COUNCIL MEETING

HIGHLIGHTS



October 24, 2017 City Council Regular Meeting

- John Kinney, Castle Hills Community Organization President, presented the Castle Hills Police Department with a check for \$2,541.34 for the purchase of new exercise equipment. Mayor Howell and Police Chief Siemens expressed their appreciation for the CHCO Donation.
- Fire Chief Dover accepted Mayor Pro-Tern Trevino's invitation to participate in the "No Shave November" in support of Prostate Cancer Awareness Month.
- Mayor Howell and the Council expressed their appreciation to all who attended the TxDOT Open House on October 17th, regarding a feasibility study identifying potential improvements near Interstate 410 to US 281 San Pedro interchange.
- A Little Free Library will be placed at 122 N. Manton by Girl Scout Troop 300 to Honor the City of San Antonio Tricentennial.
- The Council approved, Resolution R2017-10-24-A, authorizing the City Manager to enter into an agreement with RPS Klotz Associates for the extension of the design on Antler Drive to include the stretch from Atwater to Jackson-Keller on the revised project design of Phase III of the Street Program for \$160,000.

November 14, 2017 City Council Regular Meeting

- Resolution R2017-11-14-A, adopting the Bexar County Hazard Mitigation Plan 2017, was approved by Council.
- Ordinance 2017-11-14-B, approving the 2017 Certified Tax Roll, was approved by Council.
- Ordinance 2017-11-14-C, amending the Building Permit Fee Schedule for projects valued between \$500.00 to \$2,000.00 was approved by Council.

November 28, 2017 City Council Work Session

- Discussion on the plan to initiate online permit applications with city staff to conduct a presentation at the January 2018 City Council Meeting.
- Discussion on the financing options for the purchase of a ladder fire truck from Siddons-Martin. This item to be presented at the City Council Meeting on December 12, 2017.
- Discussion on the purchase of a multi-purpose tractor for public works. This item to be presented at the December 12, 2017 City Council Meeting.
- Discussion on nomination of Amy McLin for the 2018 Election of the Bexar Appraisal District Board of Directors. This item to be presented at the December 12, 2017 City Council Meeting.
- Discussion on hosting a City Council Strategic Planning Retreat and selecting a date/ location; and review a survey for city employees. This item to be presented at the December 12, 2017 City Council Meeting.
- Discussion on the Commons Master Landscape Design and Lighting Options, and initiating a Commons Foundation to support and host improvement fundraisers. City Manager Van De Walle advised the Council Members that one LED pole light will be installed at the Commons with additional units to be added later.
- Discussion on the Letter of Engagement from Armstrong, Vaughan

& Associates to conduct the 2017 Fiscal Year Audit.

- Discussion on the Walkability Committee, City Manager Van De Walle advised the Council Members that he would look into reigniting the Committees efforts and provide an update at an upcoming City Council Meeting.
- Discussion on the Microsoft Tech Summit and future participation, City Manager Van De Walle stated he would advise our IT consultant to encourage his participation.
- Discussion on the status of projects assigned to Council Members; Council Member McLin provided an update on the various projects; such as the Employee Survey, Strategic Planning Retreat, City's Organization Plan, Concierge Valet Refuse Service, and the Passport Application Acceptance Site. Council all expressed support for the various projects that would benefit our residents and enhance our community;
- Discussion on the implementation of an Internship Program in collaboration with Saint Mary's University of Law Practice Credit Program; City Manager Van De Walle stated that he would look into the program and provide them an update in the next few weeks.

December 12, 2017 City Council Special/Regular Meeting

- Resolution No. R2017-12-12A, allocating five votes for city nominee Amy McLin for the Bexar Appraisal District Board of Directors 2018 Election, Council approved.
- Resolution No. R2017-12-12B, authorizing the City Manager to sign the Letter of Engagement from Armstrong, Vaughan & Associates, P.C., to conduct the 2017 Fiscal Year Audit, Council approved.
- Resolution No. R2017-12-12C, authorizing the City Manager to sign a Purchase Agreement for a ladder fire truck from Siddons-Martin for the purchase price of \$1,049,924.00, with amount not to exceed \$1,113,000.00 in total financing, Council approved.
- Resolution No. R2017-12-12D, authorizing the City Manager to sign a Purchase Agreement for a Kubota Grand L 3560 HSTC Cab Tractor with attachments and a two-year warranty for an amount not to exceed \$27,358.11, Council approved.
- The Council approved the City Manager to confirm the venue reservation and sign an Agreement for Consultant Services for the 2018 City Council Strategic Planning Retreat.
- The Council held a Public Hearing on a replat application from 6812 West LLC; to establish Castle Hills West Avenue Plat being a 1.462 acre tract of land establishing Lots 16 (0.5014 Acres) and 17 (0.9609 Acres) out of Block 8, County Block 5778, being a portion out of Lot 6 Block 8, County Block 5778, Castle Hills Subdivision, as Recorded in Volume 980, Page 393, of the Deed and Plat Records of Bexar County, Texas, out of the Joseph McClelland Survey No. 326, Abstract No. 504, Bexar County Texas. The Council approved the plat.
- Resolution No. R2017-12-12-F, in recognition of retired Police Sergeant, Steve Hart.
- Resolution No. R2017-12-12-G, in recognition of retiring Chief of Police, Wayne Davis.
- Recognition of Johnny Siemens as the new Castle Hills Chief of Police.

Good Fences Make Good Neighbors

I am proud of our Code Compliance Program, which is often one of the least understood but most important disciplines on the City staff. This year alone our new Code Compliance officer has increased the activity of that office by a whopping 352% from the same period last year! That said, from time to time we have citizens who call in or submit online complaints in reference to code violations, usually on one of their neighbors. We research every one of these complaints. In many cases, it results in notification of residents or businesses that they are indeed in violation of our code. Often, the responsible party takes care of the issue on the first notification, and the problem gets solved. In a few instances, the cases may reach the point of a Municipal Court adjudication. However, there are quite a number of cases which result in dissatisfied complainants due to the fact that no action can be taken. This leads to a perception that code compliance is turning a blind eye to a problem.

The thing to remember, is that the City staff has their hands tied when the code is not specific in a particular area. In order to have a true code violation, the issue must be first addressed by the code in the applicable section. Common sense might dictate that there is a code violation, but if it is not written into the code, then there is little the staff can do about it. A resident, or group of residents, can always recommend to Council that there be a change made to a specific code.

Of course, the other side of this coin is that the staff must always respect the Constitutional Rights of our residents. A code violation, to be valid, must be viewable from the public Right-Of-Way. This does not mean that because you can see your neighbors unkept pool from a second-story window of your home that it's a violation for the City. While you are free to report it to code compliance, if the officer can not see it from the Public Right-Of-Way when he goes out, then it's not a violation that is citable.

So, what is the solution? Your first step, when submitting a code complaint, should be to research the online code that can be found on our City website. Look it up and ensure there is a code violation to be addressed. Knowledge is power. You can always file a grievance against your neighbor, in court, if you feel the legal process does not represent your personal interests. However, in most cases, people are reasonable. A polite request to your neighbor to address the possible violation; measured with tact and grace, can usually achieve the best and quickest results.

While the code can create a "fence" of sorts between neighbors; fences tended and manicured with mutual respect for both sides can resolve many issues easily. Perhaps the best advice regarding code compliance issues may have been given by Robert Frost in his poem, the Mending Wall: "Good fences make good neighbours."

In the New Year, resolve to be a good neighbor. Mend the fence of code compliance with your neighbor, where it needs mending. Walk that fence together in mutual respect for one another. Wishing you all a compliant and quiet New Year.

New Year

As we start out the New Year, the Fire Department will have a new addition to its fleet. We will have a new "Platform" Ladder Truck in service that will replace our existing 20 year old truck. This new ladder truck is quite impressive, and massive to say the least. The new truck will now stand at over 12' tall. This becomes an issue with many of our homes in the city. After recent storms, it was noted that many of our beautiful trees fall well under the mandatory minimum clearance for our roadways required by city code Sec. 48.137.

We have beautiful trees that add to the aesthetics of our great neighborhoods, but with low hanging limbs it makes it very difficult for our fire trucks to navigate the streets. This can lead to slower response times in emergencies, as well as the potential to damage the fire trucks themselves.

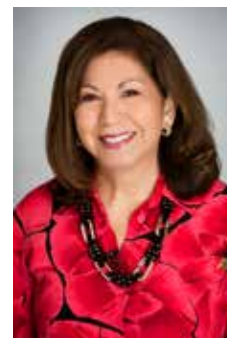
Beginning in January, the Fire Department along with Code Compliance will begin notifying homeowners of low hanging limbs that fall below the required fourteen-foot mark over the roadways and alleys.

- A fourteen foot clearance must be maintained under all weather conditions.
- Please trim/remove low branches overhanging onto the right-of-way.
- A permit is required when trimming branches, and may be obtained at city hall. The permit office can be reached at 210-293-9675.
- Please paint any open cut within one hour of trimming.
- Remove cuttings within 48 hours upon completion of work which may require notification of public works to arrange removal of the bulk trimmings. Public Works may be reached at 210-293-9676.

Failure to maintain the proper clearance may result in a summons being issued for appearance in municipal court and may result in fines or other penalties. We greatly appreciate your cooperation, and please to do not hesitate to call us, if we can be of any assistance. We wish all of you a very happy new year!



Chief Darrell Dover and the Castle Hills Fire Department



PHYLLIS BROWNING CO.
THE VERY BEST™

NORMA MCCLELLAND

ABR, CHMS, GRI, SRES, REALTOR®

4372 N. Loop 1604 West, Ste. 102

San Antonio, Texas 78249

☎ (210) 912-3090

nmcclelland@phyllisbrowning.com

www.normamc.com



With the holidays in the rearview mirror, many consumers are still shopping and/or exchanging gifts. As such, vehicle burglaries are still occurring at alarming rates. As with many crimes, vehicle burglaries are often a crime of opportunity. Here are a few tips to make yourself a hard target for 2018.

- always secure your vehicle
- hide valuables in the trunk or anywhere out of sight
- park in well-lit and/or well populated areas
- when practical, remove valuables from your vehicle altogether

Remember this phrase; "hide, lock, take"

With no valuables in sight and a secure vehicle, would be criminals are more likely to move on to the next one. Don't be "the next one".

Lastly, let us remind you that tax season is just around the corner. As such, so are debit/credit card abusers and forgers. Take extra caution to secure your personal information. This most certainly includes debit/credit cards, id's, and social security numbers. One of the primary areas of compromise is at the mailbox. We have previously posted the following; The business strategy is simple..."If the red flag is up, game on." This is a quote from the leader of an organized crime enterprise that was recently arrested for mail theft and check fraud/forgery. It refers to the flag on your mailbox providing the requisite visual cue for the USPS that you have mail you would like picked up and ultimately delivered. Herein lies the issue. USPS employees are not the only ones looking for mail in your mailbox. A growing trend is for opportunistic criminals to drive around neighborhoods searching for mailboxes that have their flags raised, indicating outgoing mail for them to steal. More aptly, mail theft is perhaps the preferred way for criminals to steal your identity.

As always, stay safe and please report suspicious activity to Castle Hills Dispatch.



Chief Johnny Siemens
Dispatch – 210.342.2341

CONCRETE IDEAS® LLC.

TOTAL HOME REMODELING AND MASONRY SERVICES

A+ Rating
from BBB

LICENSES 481 AND 4447
Licensed for Windcrest

TEL: 210.212.7800 Don't move, Improve!™

Happy New Year!

Rock or Brick Mailboxes and Repairs • Tuck Pointing • Rock or Brick Columns and Repairs • Rock or Brick Walls and Repairs • Handicapped Accessible Ramps Meeting A.D.A. Specifications • Driveways and Sidewalks • Carpentry and Painting Services • New Fencing and Repairs of Gates and Fences • Insurance Restorations Welcome • We Now Trim Trees

We can make your home look new or give your home a whole new look.
"OUR REPUTATION IS BUILDING"

SHOP WINDCREST FIRST

VISA, MC ACCEPTED

WINDCREST OWNED AND OPERATED SINCE 1987
LOOK FOR US ON PAGE 16 IN THE WINDCREST DIRECTORY

Happy New Year and Safe Driving

This year, make a resolution to travel on the road in a safe vehicle. You can start by checking your vehicle inside and out. Here are a few starting places to get you going.

Walk around the vehicle and check for any damage that may have been cause by road debris.

Check the lights on your vehicle to make sure they are working properly:

- headlights
- blinkers
- brakes
- hazards
- fog
- tail lights

Inspect your tires for cracks, wear on the treads, bubbles on the tire walls, and tire pressure. Also, don't forget to rotate them every 5,000 to 7,000 miles, depending on how often you drive the vehicle.

Inspect your windows for cracks and other damage, as well. Windows need to be washed to prevent buildup of dirt, which can make it hard to see out of them. Don't forget to clean the inside of the windows too!

Make sure your mirrors are clean and adjusted properly.

Make sure seatbelt straps don't have any snags or tears in them and check that the buckles snap together properly.

Check your vehicle's fluid levels. Your vehicle has many fluids which need to be maintained:

- engine
- power steering
- brakes
- AC coolant
- washer fluid

Keep your vehicle clean and minimize the amount of unsecured objects in the vehicle. Properly stowing loose articles can help minimize potential distractions as you drive.

Inspect your windshield wipers. Check that the wiper blades are in good condition, and that the wipers themselves operate without any problems. Check your emergency kit. Make sure everything is ready to go and in good condition. Replace anything that has expired, and refill or replace anything that has been used. If you don't have an emergency kit in your vehicle, consider putting one together.

As always, if you think there might be a problem with your vehicle, have a reputable mechanic check it over. Unsafe vehicles can be a danger; not just to you and your passengers, but to other drivers and their passengers as well. Remember, safety doesn't happen by accident.

Happy New Year,

Tina and Vicki, Castle Hills Municipal Court Clerks

H-E-BUDDY AND AYSIA BRING HOLIDAY CHEER TO CASTLE HILLS LIGHTING OF THE LIGHTS DECEMBER 5, 2017

Every year, HEB graciously donates to this festive Castle Hills Lighting of the Lights event for its residents. This year H-E-Buddy and HEB Partner Aysia were in attendance and the kids enjoyed their visit immensely! Castle Hills Lighting of the Lights included, for the first time, a genuine snow slide for all to enjoy. The slide was great entertainment for those who braved the height and slick terrain. H-E-Buddy also engaged with the kids in a chilling and fun-filled, genuine snowball fight! Warm cocoa, hot coffee and delicious cookies were provided to warm up the residents who felt the chill- YUM! We appreciate HEB for the generosity you always show to the City and residents of Castle Hills!



New Tree Trimming Requirements

Effective January 1, 2018, all trees, shrubs, vines, hedges, palms or other vegetation that overhangs or obtrudes upon any pavement, roadway, alley, or curb must be trimmed to a minimum of 14 feet during all weather conditions. Vegetation may remain at 12 feet minimum clearance over sidewalks.

The City of Castle Hills Fire Department has purchased a new ladder truck which has a minimum vertical clearance of 12 feet 3 inches. The former city code required a minimum of 12 feet of vertical clearance. The new truck exceeds the current minimum clearance. When nature sends rain, wind or ice the weight of the moisture and the movement of the vegetation pulls the vegetation or branches downward increasing the likelihood of the fire truck striking or rubbing on the vegetation or branches which will damage the fire truck.

Mayor Howell and the city council are requesting that all property owners trim to the minimum 14-foot clearance as soon as possible. **Oak trimming is prohibited from February 1st through June 30th to aid in preventing the spread of oak wilt.** The fees for tree trimming permits to raise the vegetation to the new 14-foot minimum will be waived until February 1, 2018.

With a sticker price of approximately \$1,050,000, and the importance of having the ladder truck in safe working condition it is vital for all property owners to comply with the minimum vegetation vertical clearance of 14 feet over roads, alley, and curbs. Thank you for helping to ensure that emergency responders can get to the emergency safely.



Personalized Service for All of Your Plumbing Needs
Residential and Commercial

Gallos Plumbing Service Co.

Call 210 679-0000 or 210 669-4645
M-36478 Licensed and Insured

- Electronic Line Locating • Sewer Camera Inspections
- Foundation Leak Repair • Yard Leaks
- Additions and Remodeling to Kitchen and Bath
- Service and Repair • Sewer Drain Cleaning
- Water Heaters • Gas Tests • 24/7 Emergency Response

All Major Credit Cards Accepted

www.gallosplumbing.com





Shop CASTLE HILLS New Businesses

The Brow Bar	Beauty Services
KHB Properties, LLC	Property Management
Medicine & Radiation Oncology	Medical Services
LKZ Management, LLC	Real Estate
Deblin Health Concepts, Inc	Outpatient Behavioral Services

ANNIVERSARIES:

15 years: Joe Hernandez – Fire Department

10 years: Glenda Olivier - Dispatch

1 year: Alfred Mermea – Public Works

PROMOTIONS:

Congratulations to **Valorie Medellin** on her promotion to Police Administrative Assistant. This is a natural progression for Valorie, who joined Castle Hills Dispatch in 2014. She steps in as we say farewell, good luck and thank you to Maribel Mendoza for her service to Castle Hills Administration. If you see Valorie, please congratulate her and wish her well in this new role.

Castle Hills, TX

M K W M D H M I V Z I R N Y Y W A Z I H K F H M F
I Z Y I R H A E G C A T F X C M J A N H B I P Z L
B C N T N Y O H B E N U T C C C C F Y B V R M X D
Y F E W D T N E Y G K R A E X Y T W L P Q E A Q I
N D J G Q M E W N H L R G L F D H N J D C W Y Z B
H S W E A T E R P K W E N E D N W C S X M O V D J
K I X X T N K P V C D O Y B L B O B C R R O R P P C
U R N N Y A U L D L A N G S Y N E C S Y O K E G J
A B E P B R N V E H A L D M Q G A N X R E S F L L
Y L P S S N G E V J N O X T Q Y O L N A O W A O Y
W A Z O O Y M W D A S V C V R W Z Q Q U K Q H V U
H S R S H L E P M I Q Y V O F R X F M N E V I E L
R Q J G S M U W G K T S W L R I X Y E A M P S S U
H R E M X U O T E L H A A O M Z U O F J D O W T I
P A S K V N G E I Q O K W E N L B D O W I V Y Q P
R Y I I S D V Y B O E S D I G S A R M M M A H N T
N W O D T N U O C F N S C C Y H I R M D Q R A G V
U U D P R A L D R F F L Q W N T A E T G K Q T U E
Y J R J W J U Z P T R A D M F S F I S F Y Q L H E
S A J Q G S C O A T A Y I Z B I D D C T F Y V Q U
W N N K H D F X A E C R C Z Z P M L C D G Y A P D
P U M I Y R G I A V S V X T M L L I L Q M U U U Y
H G V Z R E N Y L L I H C P E C R O Q M B J B E I
T E S Y Z G Z B F F I J M A J K C F E X W Q Z S B
R R H V Y N K U H A M T Y S Z Y N Q K J K W K T S

AULD LANG SYNE
CHILLY
COAT
COLD
CONFETTI
COUNTDOWN
FIREWORKS
GLOVES
HAPPY NEW YEAR
HAT

ICE
JANUARY
RESOLUTION
SCARF
SHIVER
SNOWFLAKE
SNOWMAN
SNOWY
SWEATER
WINTER

Blue Santa

Thank you to all the generous citizens who stopped by city hall to donate toys for Blue Santa. A simple gesture of even one toy made a child feel special and loved. Sharing with others truly is the spirit of the holiday season. Your acts of kindness do make a difference!

-Chief Siemens

I am so thankful that I am fortunate enough to have plenty of food each day for myself and Cheryl. I know that others, even in Castle Hills, have food deficits. Each holiday season Castle Hills partners with the San Antonio Food Bank to collect donations of food to feed the hungry in the area. I am overwhelmed each year by the abundant donations collected at city hall. On behalf of the City Council, I offer my deepest appreciation for all who contributed. Hunger does not end at the conclusion of the holidays. Cheryl and I will continue to make donations and contributions to feed those in need, and hope that your family, if able, will do the same. Thank you!

-Mayor Timothy Howell



Are you ready for retirement? Let's talk.

Helping our clients realize their life's financial goals is the foundation on which i-financial was built.

i-financial
Your Resources, Your Future

Serving Castle Hills & The Greater San Antonio Area

P: 210.342.4346 | F: 210.308.6815
1901 N.W. Military Hwy., Ste. 102, San Antonio, TX 78213
youandifinancial.com | info@youandifinancial.com



Securities and advisory services offered through Commonwealth Financial Network, Member FINRA/SIPC, a Registered Investment Adviser. Fixed insurance products and services offered through CES Insurance Agency.



CITY SNAPSHOTS

Young and old enjoy the Lighting of the Lights!



THANK
YOU

A heartfelt and huge THANK YOU to JANA BAKER and her team of helpful elves at the Castle Hills Lighting of the Lights event on December 5, 2017.

Jana provided the awesome snow and slide that all enjoyed at this year's Lighting of the Lights in the Commons at Castle Hills. Jana is always very generous and likes to do fun events for the kids! We appreciate her so much here at City Hall! She's our favorite Elf! We will let the pictures speak for themselves. THANK YOU JANA!

LIKE  **US**

ON FACEBOOK

for a chance to win movie tickets,
dinners out, massages, and more!

A WINNER EVERY WEEK!



NEIGHBORHOOD NEWS
@NewsThatsCloseToHome

SCHWEIKE



**You went the extra mile
and now you're injured.**

Choose the Emergency Room that offers comprehensive care.

When you come into the CHRISTUS Santa Rosa Emergency Center – Alon, you come completely into our health care system.

That means you have access to the physicians, technologies, and services you need. It means you will have a smooth transition from ER to Hospital, should that be required. It means caring people to help you navigate an unexpected medical incident, and a faith-based mission of healing that supports you and your family.

- **Direct access to Hospital physicians and specialists**
- **Surgical services**
- **Seamless transition to Hospital if stay is required**

We accept most major insurances, Medicaid, and Medicare.



Alon Emergency Center*

11503 NW Military Hwy, #122 | 210.853.1500 | christussantarosa.org/er

*Department of CHRISTUS Santa Rosa Hospital – Medical Center, that has proudly earned Magnet Status.



CASTLE HILLS PUBLIC WORKS SERVICES SCHEDULE

REGULAR NON-HOLIDAY WEEK:

Pick-up Garbage, Leaf Bags, Brush Piles, Recycling - MUST be out by 7:00 AM

2018

NORTH OF LOOP 410	MON	TUE	WED	THU	FRI
SOUTH OF LOOP 410	MON	TUE	WED	THU	FRI

HOUSEHOLD GARBAGE Limit 3 Cans	
RECYCLE No Limit	
BRUSH PILES Limit 3 Piles	
LEAF BAGS Limit 10 Bags	

MONDAY HOLIDAY: Garbage & Recycle only. No Brush or Leaves.

NORTH OF LOOP 410	MON 	TUE	WED	THU	FRI
SOUTH OF LOOP 410	MON 	TUE	WED	THU	FRI

THURSDAY HOLIDAY: Garbage & Recycle only. No Brush or Leaves.

NORTH OF LOOP 410	MON	TUE	WED	THU 	FRI
SOUTH OF LOOP 410	MON	TUE	WED	THU 	FRI

FRIDAY HOLIDAY: Garbage & Recycle only. No Brush or Leaves.

NORTH OF LOOP 410	MON	TUE	WED	THU	FRI
SOUTH OF LOOP 410	MON	TUE	WED	THU	FRI

2018 City Holidays

JAN 1	New Year's Day	MON
JAN 15	ML King, JR. Day	MON
FEB 19	President's Day	MON
APR 27	Battle of Flowers Day	FRI
MAY 28	Memorial Day	MON
JULY 4	Independence Day	WED
SEPT 3	Labor Day	MON
NOV 12	Veterans Day	MON
NOV 22	Thanksgiving Day	THUR
NOV 23	Thanksgiving Day After	FRI
DEC 25	Christmas Day	TUE

Important Note:

There is **NO BRUSH OR LEAF PICKUP** on a **Holiday week**. Do not put out brush or leaves as they will not be picked up. Regular brush and leaf pickup will resume

Emergency Call 9-1-1

Non-Emergency 210-293-9677

2018

Dept of Public Works
(210) 293-9676
Rev.12.2017

WE TAKE CARE OF OUR NEIGHBORS

STOMACH COUGHING
PAIN FEVERS
SPRAINS & BROKEN BONES CHEST
CUTS & BUMPS PAIN

We know accidents and illnesses don't just happen from 9 to 5.

Methodist Texsan Hospital offers 24/7 expert emergency care

Without long waits – and our ER is right in your neighborhood. We are known for our heart program, Joint Replacement Academy, and Inpatient Rehabilitation Center, as well as our full-service emergency department that treats all levels of emergencies and pains.

METHODIST TEXSAN HOSPITAL

A CAMPUS OF METHODIST HOSPITAL

"Serving Humanity to Honor God"

www.MethodistTexsanHospital.com

Visit: **MHSER.com**

DOWNLOAD
the **FREE ER WAIT TIME** app on
your **iOS or Android** device.

Search: Methodist ER



OFFICIAL HEALTH CARE PROVIDER OF
UTSA ATHLETICS. GO ROADRUNNERS!

Proud supporter of UTSA Athletics



San Antonio Express-News
**READERS'
CHOICE
AWARDS**



City of Castle Hills
209 Lemonwood Drive
San Antonio, TX 78213

PRST. STD.
U.S. POSTAGE
PAID
SAN ANTONIO, TX
PERMIT NO. 1568

Time Dated

COX MEDIA
GROUP San Antonio

HEALTH + FITNESS EXPO

SATURDAY, JANUARY 20TH, 2018 FROM 9AM-1PM

Norris Conference Center - 410 & Blanco Road

START THE NEW YEAR WITH A NEW YOU

Free seminars * Health Screenings * Nutrition * Demonstrations

Spurs Player & Coyote Appearances

Sponsored in part by



www.healthandfitnesssexposa.com



Published and distributed by:
Neighborhood News, Inc.
3740 Colony Drive Suite LL100
San Antonio, TX 78230
(210) 558-3160 * (210) 558-3163 fax

Info@NeighborhoodNews.com www.NeighborhoodNews.com

For advertising sales and information, please call or send an email to
Sales@NeighborhoodNews.com

Articles that appear in the Castle Hills Reporter do not necessarily reflect the official position of Neighborhood News, Inc. and their publication does not constitute an endorsement therein. The appearance of any advertisement in the Castle Hills Reporter does not constitute an endorsement by Neighborhood News, Inc. of the goods or services advertised. Neighborhood News, Inc. is not responsible for errors beyond the cost of the actual ad space. Any publication of Neighborhood News, Inc., whether draft or final is the sole property of Neighborhood News, Inc. and cannot be reproduced or distributed in any way, whether in print or electronically, without the express written consent of Neighborhood News, Inc. ©Neighborhood News, Inc.