

Welcome to  
*Wind Ridge Estates*



**A welcome brochure  
for new residents  
from the  
Wind Ridge Estates  
Home Owners Association**

**Editor: Vern Sterba  
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# Welcome to Wind Ridge!

We all love living here in Wind Ridge and we know you will too. We are aware that when you first arrive in a new area, you have a lot of questions about the area and we put this little brochure together to help you. Wind Ridge has a homeowner's association (HOA) and if you cannot find an answer to your question in this brochure, just contact one of the five HOA board members – we are your neighbors and we are here to help. Contact info is on the last page.

## Where am I?

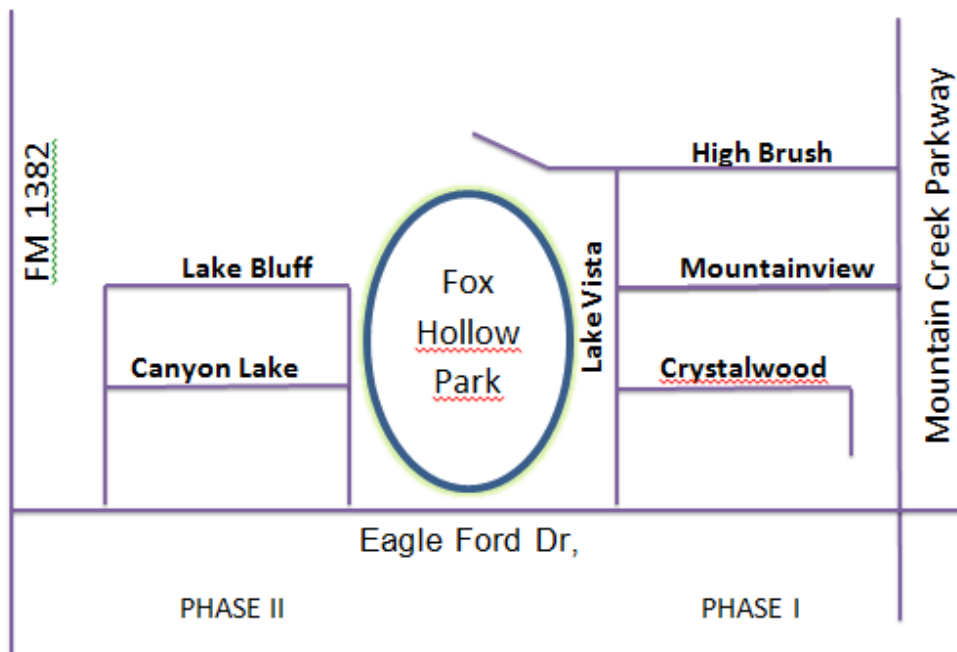
**City:** we are in southwest Dallas

**City District:** District 3

**ZIP Code:** 75249

**County:** Dallas County

**Subdivision:** Wind Ridge Estates, *Phase I* (east of Fox Hollow Park) or *Phase II* (west of Fox Hollow Park)



Note: the map above is not to scale.

## What's Nearby?

- **Dallas Public Library** is located at the intersection of Mountainview Drive and Mountain Creek Parkway. Our HOA annual meetings are typically held there in April.
- **Fox Hollow Park** is located between Phase I and Phase II. There is a pond at the south end where turtles can be seen sunning themselves on the dam on summer days. There are picnic areas and also a nice play area for the kids at the north end of the park.
- **Emerald Lake Park** is located east of the library. The path into the park is somewhat hidden – it is located just south of the library. The 9 acre lake is bordered by wooded areas and local fishermen report that they have caught bass and bluegill there. There are picnic areas around the lake and also a play area for the kids near the north end.
- **Local Shopping.** Go south on Mountain Creek Parkway to find gas, basic groceries, fast food, and a Family Dollar. Go south on Mountain Creek Parkway to Wheatland, turn left and drive east one mile to find gas, a Walmart and a McDonalds. Farther east yet and you will find Tom Thumb, Walgreens, CVS, and more fast food.
- **Post Office.** Go south on Mountain Creek Parkway to Wheatland, turn left and drive east. Turn right at the CVS. It will be down a block on your right. There is also a post office in the big Cedar Hill shopping area. Go west on Eagle Ford Drive, then turn left and go south on FM 1382. The Post Office is next to Panda Express. This is about a 10 minute easy drive each way.

## Trash Pickup

- **Regular** (gray container) and Recycle (blue container) trash is picked up every Friday. Recycle dry paper, plastic, metal and glass only. Have the containers at curbside by 7 AM and back into your garage the next AM.
- **Bulk Trash** is picked up the first Monday of every month. You cannot put bulk trash out more than 4 days early. They won't take construction debris.

## Our Web Site

Our web site is at [www.WindRidgeEstates.com](http://www.WindRidgeEstates.com). Be sure to check it out as it has lots of good information about Wind Ridge. Here are just some of the things you can find on our web site.

- The names of the current board members and how to contact them.
- The name of our management company and how to contact them.
- Lists of all the HOA committees and other important contact information.
- When the annual and board meetings are scheduled.
- Frequently asked questions.
- How to get on the Wind Ridge email “Alerts” advisory list
- All of the official documents and forms for Wind Ridge (as PDFs).
- Pictures of the homes awarded “Yard of the Month”.
- Service providers we have used and really like.

## Our Email

**Contacts:** The fastest, easiest way to contact our board members is with our email system. To send an email to all 5 board members, just address your email to:

[board@WindRidgeEstates.com](mailto:board@WindRidgeEstates.com).

Your single email will be automatically routed to all five of the board members. Usually, one of them will get back to you within a day.

**Alerts:** We have developed an email list of WRE residents who want to be alerted by email of events of interest. The events might be important meetings, cautions to watch for certain suspicious activities (part of our Crime Watch program) or any other item which requires fast notification to our residents. It is not intended to replace our regular newsletter. To sign up for the Email Alerts List, send your name, street address, and email address to the HOA webmaster:  
[webmaster@WindRidgeEstates.com](mailto:webmaster@WindRidgeEstates.com).

## **Our Newsletter**

The Wind Ridge Newsletter is published periodically. Typically, it is 4 pages in length and contains information we think residents would be interested in. The newsletter is sent to every homeowner. In addition, if the home is being rented out, we will also send the newsletter to the renter.

## **Why do we have an HOA and CC&R's?**

When the subdivision was built it was believed that the areas pristine condition would be best preserved if a Home Owner's Association was formed to watch out for its interests -- so our HOA was formed on May 10, 1988. To support the HOA financially, the HOA assesses each owner an annual fee of about a dollar a day (\$376) which is billed and due in December. There are 5 elected Board Members in our HOA who are residents of Wind Ridge. They are elected by you.

On June 17, 1988 the HOA established guidelines for the residents to be sure everyone maintained their property in good condition. These guidelines are called the Covenants, Conditions and Restrictions or more commonly: the CC&R's. More details, including a complete copy of our CC&R's can be found on our HOA website: [WindRidgeEstates.com](http://WindRidgeEstates.com) on the "Documents" page.

## **How Do We Enforce the CC&R's?**

Our HOA employs a management company to manage a majority of our routine business, such as paying bills for the maintenance of our area, doing our annual taxes, and routine monitoring of our area to assure adherence to our CC&R's. Whenever they see a deviation from the CC&Rs, they first notify the homeowner with a postcard to politely remind them to address the violation.

Most homeowners want to keep their property in good condition so this postcard is usually enough to get them to correct the issue. However, there are times when the condition is not addressed right away so they receive a letter asking them to please correct the problem. This is followed by a second letter and if necessary the HOA starts assessing fines on the homeowner until the condition is corrected.

The homeowner has the right to have a hearing with the board members to explain their situation. The board is composed of reasonable people and will work with the homeowner to come up with a plan and schedule to address the violation issues. Although legal action is not common, the HOA has successfully filed and won legal actions against homeowners who are chronic offenders.

Here is a sampling of violations often cited by the HOA:

- Failure to pay annual assessment
- Weeds in lawn
- Driveway issues, major cracks and separations
- Weeds, areas other than lawn
- Edging not done on lawn
- Dead shrubs/trees present
- Retaining wall issues
- Improper debris storage
- Fences in need of repair or replacement
- Painting needed
- Lawn mowing needed
- Boat or trailer storage in driveway or on property
- Commercial vehicle parked in driveway routinely
- Inoperable vehicle in driveway or on property
- Operating a business out of the home (e.g., childcare facility)

## **The Architectural Review Committee**

The Architectural Review Committee (ARC) was established by the CC&R's to interpret the CC&R's and handle situations where interpretation of the CC&R's is unclear. *The ARC should be contacted whenever the homeowner is considering a significant change to the exterior of their property.* For example, the color of the trim on your home is white but you decide to change the color to brown, you want to install ornamental iron in your entryway, or you want to install a storage shed, basketball goal, or flag pole. In cases like this, it is the homeowner's responsibility to file an "Architectural Request Form" with the ARC. The form is available from our management company or on our web site. The homeowner should always file the form with ARC before starting any construction activity. The ARC has 30 days to respond but often does so within 10 days.

## **Pets**

Let's face it – not every neighbor is a perfect one, but everyone loves their pets. During the course of a year, the board receives questions about some bad pet behavior by our homeowners. If the pet is other than a dog or cat, the HOA's CC&R's [section 7.06(h) ] has rules about what kinds of animals are not allowed and the HOA will take action if the pet is, for example, a hog or a chicken.

Here is a more typical situation. Let's suppose a homeowner lets his large dog run free in the street scaring people and the dog also poops in the neighbor's lawns. This is a situation where the HOA cannot help, because this activity constitutes two violations of Dallas City Code and has to be addressed by the City of Dallas Code Compliance Unit.

Dallas City Code Section 7-3.1 does not allow dogs or cats to run free (leash law). Section 7-4.8 does not permit these animals to defecate on your property. The HOA recommends having a friendly talk with the dog's owner. If that has not worked, you can call 311 and report them. Dallas Code Compliance will address the issue and can issue a citation for these violations.

## **Good Service Providers**

At our annual homeowner's meeting back in 2012, a homeowner asked if the homeowners could post names of good service providers that they have used on our web site for all to see. We thought it was a good idea, so we built it and many homeowners have contributed to it. Click on "HOA Services List" at:

[www.WindRidgeEstates.com/documents](http://www.WindRidgeEstates.com/documents)

There are entries in there for air conditioning, contracting, exterminators, fences, retaining walls, garages, pools, roofers, and sprinkler systems. Needless to say, if you choose to use this information, you are solely responsible for its application to your specific needs. Our HOA management company, the HOA, the HOA Board and committee members are not connected with, do not endorse and are not responsible for any of the contractors referenced in this directory.

# Important Contacts

## HOA

Send to all Board Members	<a href="mailto:board@WindRidgeEstates.com">board@WindRidgeEstates.com</a>
President	<a href="mailto:president@WindRidgeEstates.com">president@WindRidgeEstates.com</a>
Vice President	<a href="mailto:vicepresident@WindRidgeEstates.com">vicepresident@WindRidgeEstates.com</a>
Secretary	<a href="mailto:secretary@WindRidgeEstates.com">secretary@WindRidgeEstates.com</a>
Assistant Secretary	<a href="mailto:assistantsecy@WindRidgeEstates.com">assistantsecy@WindRidgeEstates.com</a>
Director	<a href="mailto:director@WindRidgeEstates.com">director@WindRidgeEstates.com</a>
Architectural Review (ARC)	<a href="mailto:ARC@WindRidgeEstates.com">ARC@WindRidgeEstates.com</a>
HOA's Management Services	<a href="http://WindRidgeEstates.com/contacts">WindRidgeEstates.com/contacts</a>
HOA Webmaster	<a href="mailto:webmaster@WindRidgeEstates.com">webmaster@WindRidgeEstates.com</a>

## Government Services

City of Dallas, emergency only	dial 911
City of Dallas, non-emergency	<a href="http://311.dallascityhall.com">311.dallascityhall.com</a> or dial 311
City of Dallas, Animal Control	214-670-8226
District 3 Council Representative	214-670-0777
DMV (Driver's License)	469-272-9301
Vehicle Registration	214-653-7811 (100 E Wheatland, Duncanville)

## Utilities

Atmos Energy (gas)	1-888-286-6700
Atmos Energy (gas leaks)	1-866-322-8667
AT&T (telephone)	1-800-288-2020
AT&T U-verse (cable)	1-800-288-2020
Time Warner (cable)	1-855-556-0349
TXU (electricity)	1-877-460-4262
Water/Trash/Sewer (Dallas)	214-651-1441