

# MAIL PROBLEMS

As many of you know, we have been experiencing several issues with the delivery of mail and packages by USPS. Some of those issues include:

- Bundles or pieces of mail making it into the wrong mailboxes
  - Packages being delivered to the wrong addresses or not delivered at all
  - Evidence of mail, opened and not opened, found on the street
- On behalf of the community, Rocky Creek resident, Kelly Peel, has been so kind as to have two meetings with folks at the Lakeway Post Office. There are several considering factors as to why we are having these issues which include but are not limited to:

- No dedicated mail carrier for our route – our route is rotated between 3 carriers at the moment
- Sorting and casing of mail has not been consistent or correct in many cases

While the local office has committed to taking measures on their end to correct the mistakes they believe to be occurring, we wanted to provide an update and also a request.

1. It is imperative that complaints are made directly to the local post office. This can be done multiple ways and we encourage you to complete all or as many as you can:

- Go into the post office, ring the bell and ask for one of the 3 supervisors
- Email the specifics of each incident to [perry.m.duran@usps.gov](mailto:perry.m.duran@usps.gov). Perry is the supervisor for the regional manager. Details are crucial!
- Copy [kelly@peelinc.com](mailto:kelly@peelinc.com) on your email to Perry

2. While it is valuable to share your continued mail issues with your neighbors, please understand that you must follow through

with communicating the details of the problems by the methods described in #1.

3. If you see the carrier delivering mail within the community, please do not engage with him regarding these matters. This will only distract the carrier and can cause further problems. See #1 for methods for having your issues heard.

An envelope was found on Rocky Creek Boulevard containing pieces of personal mail from addresses as far away as Dripping Springs. Some of those mail items were open, some were not. Our neighbor, Beth Purkey, got in contact with the USPS inspector general's office and opened 2 cases with their Federal team.

The first is case #CA120698733. It is open with the Federal Law Enforcement Division regarding the envelope found Dec. 12, 2014 and the issues leading up to, for possible theft. The second, is case #CA120698824. It is with the Federal Department of Consumer Affairs and address the concerns of misconduct at the local branch leading to inefficient or dysfunctional mail delivery. Anyone with information to add to either of these claims can do so by calling 1-800-275-8777 and reference the above case numbers.

Thank you all for the continued communication and sharing of information. A special thank you to Kelly Peel for meeting with his regular contacts at the local branch and to Beth Purkey for escalating this recent event to the Federal Departments. We will continue to update the community as more information is learned.

Thank you,  
Rocky Creek HOA





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# Rocky Creek HOA 2014 Annual Meeting Recap

The Members of the Rocky Creek HOA convened for an annual meeting of the Members on November 19th, 2014 6:30pm at the Bee Cave City Hall, Meeting Rm. A, 4000 Galleria Drive, Austin, Texas 78738

Board Member Kim Comiskey called the meeting to order at 6:40pm. Also in attendance was Don Walden project manager, Christy Gross and Ofelia Reedy of Southwest Management Services. Christy Gross reviewed board members and HOA service team members.

A motion was made to approve the 2013 Annual Meeting minutes, motion carried. Kim announced the board's appointment of Juan Llerna and Maggi Finley to homeowner board advisory positions and explained that board advisory members will participate in a non-voting capacity but have input and work directly with the current HOA board of directors on HOA related matters.

Christy gave an overview of an HOA, its purpose and everyone's role in the HOA. She reviewed the tools and resources available to homeowners including the Rocky Creek HOA website, the governing documents, and the association's processes for architectural review and community standards enforcement.

Christy reviewed the October 31, 2014 balance sheet, 2014 budget summary, and the 2015 budget summary. Christy presented the results of the Reserve Study completed November 2014 and reviewed the recommended funding plan. Christy announced that the board resolved to establish a reserve account and immediate transfer of the first year funding allocation to the reserve account.

Christy further reported that this time last year Rocky Creek had 149 homeowners. As of the 2014 annual meeting date, the community has 211. Christy also reviewed other accomplishments that have occurred including additional trail system phasing, the printed monthly newsletter, the upcoming install of a new amenity center gate, events and lifestyle programming, and a significant increase in volunteerism within the community.

Christy reported that pool maintenance visits will increase during peak season 2015 and the addition of lifeguard services. Christy also shared a homeowner's request of the board to review potential areas within the community for installation of sports and activity fields. Opposition was raised by some members regarding the suggestion that installation of amenities within areas immediate to their homes. Kim stated that as developer and board, she and the other board members must first determine the feasibility and would also collect the input from the community as a whole and especially those homeowners directly impacted.

Kim announced the board's intent to amend the Rocky Creek Covenants to allow for the operation of certain motor vehicles on paved surfaces within the community. Kim explained the considering factors included a survey completed earlier this year as well as local and state laws. Opposition was raised regarding the age of the survey used to reach this decision. Kim agreed to survey the community again and to include with the survey a draft of the proposed motor vehicle policy.

A motion was made to adjourn the meeting. The motion was carried and the meeting was adjourned at 8:05 pm.

Don Walden, project manager for the Rocky Creek Development gave the development update and answered questions from residents regarding the trails, propane and future plans for areas surrounding the Rocky Creek community.

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## IMPORTANT NUMBERS

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### EMERGENCY NUMBERS

EMERGENCY .....	911
Fire.....	911
Ambulance.....	911
Police Department .....	512-314-7590
Sheriff – Non-Emergency.....	512-974-0845
Travis County ESD No.6/Lake Travis Fire Rescue	
Administration Office.....	512-266-2533
Travis County Animal Control.....	512-972-6060

### SCHOOLS

Lake Travis ISD.....	512-533-6000
Lake Travis High School.....	512-533-6100
Lake Travis Middle School.....	512-533-6200
Bee Cave Elementary.....	512-533-6250

### UTILITIES

West Travis County PUA (Water).....	512-246-0498
Pedernales Electric.....	512-219-2602
Alliant Gas (Prophane).....	866-764-0283
AT&T	
New Service.....	1-800-464-7928
Repair.....	1-800-246-8464
Billing.....	1-800-858-7928
IESI (Garbage & Recycling).....	512-282-3508
Travis County Hazardous Waste.....	512-974-4343

### OTHER NUMBERS

Bee Cave City Hall.....	512-767-6600
Bee Cave Library.....	512-767-6620
Municipal Court.....	512-767-6630
Lake Travis Postal Office.....	512-263-2458
City of Bee Cave .....	www.beecavetexas.com

### NEWSLETTER PUBLISHER

Peel, Inc. ....	512-263-9181
Editor.....	rockycreek@peelinc.com
Advertising.....	advertising@peelinc.com

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## HOA MANAGEMENT

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Southwest Management Services.....	512-266-6771
Christy Gross .....	christy@southwestmanagement.net

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## ARTICLE INFO

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The Rocky Creek Connection is mailed monthly to all Rocky Creek residents. Residents, community groups, churches, etc. are welcome to submit information about their organizations in the newsletter. Personal news for the Stork Report, Teenage Job Seekers, recipes, special celebrations, and birthday announcements are also welcome.

If you have an article of interest to the community please submit to rockycreek@peelinc.com by the 15th of the month. The newsletter can also be viewed online at [www.PEELinc.com](http://www.PEELinc.com).

# Rocky Creek Connection

## Rocky Creek HOA Quarterly Assessments - PAYMENT REMINDER

Please remember that the quarterly HOA assessments are due on January 1st. There is a 15 days grace period before interest of 1.5% is applied.

For your convenience, there are three ways to make dues payments:

1. Online through the Association's bank, Community Association Banc (CAB.) Please see additional info below.\*

a. The Pay by Online Bill Pay option allows you to make a free E-check payment.

b. The Pay by Card option allows you to make a debit or credit card payment. American Express, MasterCard & Discover credit cards are accepted. CAB convenience fee will apply.

2. BillPay through your personal banking institution, payable to {Your Community Name}. Please reference your Association property account number and have payments sent to:

{Your Community Name}  
c/o Southwest Management Services  
PO Box 65733  
Phoenix, AZ 85082

3. Mail a check with your statement stub to: PO Box 65733, Phoenix, AZ 85082. Check should be made payable to {Your Community Name} and should include your account number and property address in the memo field.



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**512.276.7476**



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## New Resident Information

Welcome to Rocky Creek! We're so excited you're here and hope that you're getting settled in your new home! As a member of the Rocky Creek Home Owners Association, you will enjoy access to the amenity center which includes the pool, gas grill and playscape. Our pool is equipped with a stereo system that allows you to enjoy your own music via the Sonos System. The pool area also has a 42" television with AT&T Uverse channels which makes catching the game easy while the kids splash and play. Along with several miles of serene hiking trails, Rocky Creek is lined with a mix of native, natural and manicured landscaping throughout the community.

In order to help us maintain these benefits, you are charged quarterly assessments that are due on the first day of each quarter. If you have questions concerning your assessments you may contact your HOA management team. To simply check your balance, log onto your HOA website, [www.RockyCreekHOA.com](http://www.RockyCreekHOA.com). Your HOA is professionally managed by Southwest Management Services. Your HOA Manager, Christy Gross, can be reached via email, [christy@southwestmanagement.net](mailto:christy@southwestmanagement.net) or by calling 512-266-6771. Phones are answered 24 hours per day for after-hour emergency response to such things as malfunctions in the common area irrigation system or pool equipment that may need immediate attention.

Here is a quick check list for you to get acquainted with your new neighborhood:

- To request a login & password for the "member" section of the HOA website. Go to [www.RockyCreekHOA.com](http://www.RockyCreekHOA.com) and "request a login". Once there, go to the "My Profile" section and be sure to sign up for subscriptions so that you can get informed about activities, events and community relations. Complete your profile and even upload a photo so your neighbors can get to know you! The site has an address book so you can search and get to know them too.

- The pool is open year round. While the weather may not always be perfect for swimming, other activities are happening at the amenity center including fitness classes and HOA sponsored social events. Be sure to request your pool key at [www.RockyCreekHOA.com](http://www.RockyCreekHOA.com). Log in and visit the "Resident Resources" tab then go to "Eforms". Be sure to check out all the site has to offer including your HOA governing documents, the HOA's monthly financials, the current year's budget and other pertinent information such as current watering restrictions.

*(Continued on page 5)*

*(New Resident Information Continued from page 4)*

• Have an iPhone? Download the Peel, Inc. app and receive instant notifications from the HOA regarding news and event reminders. A Droid version of the app is planned for the future.

***The HOA will communicate with residents via:***

- Website – [www.RockyCreekHOA.com](http://www.RockyCreekHOA.com)
- Monthly newsletter The Rocky Creek Connection
- Email alerts (be sure the HOA has your correct email).

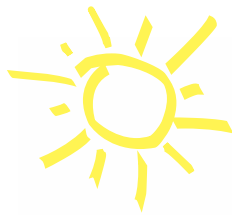
Our HOA is still under development control until we reach a certain number of homes that are sold to owners at which time we will begin to transition to a board made up of resident volunteers. Our HOA Annual Meeting is held in the 4th quarter of each year. As we begin to transition to resident control, board meetings will be scheduled and all HOA members will be encouraged to attend. If you have any questions about how you can become more involved in the community or just want more information, please feel free to contact your HOA management team at 512-266-6771.



## Rocky Creek Stork Report

Send your birth announcements to  
[RockyCreek@Peelinc.com](mailto:RockyCreek@Peelinc.com)

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Austin, TX 78746  
512.329.6633

### Currently Accepting Student Enrollment



[childrenscenterofaustin.com](http://childrenscenterofaustin.com)

# Rocky Creek Connection

Congratulations to the Reschke's  
at 16909 Broomweed Cove!  
Winners of the 2014 Holiday  
Decorating Contest.



The RCB  
Beautification Crew!



**Patrick Court**  
State Farm Agent  
*Your Rocky Creek  
Neighbor and  
Insurance Agent*

5800 W SLAUGHTER LANE, SUITE 360 · AUSTIN, TX 78749  
OFFICE 512-501-2837 · CELL 512-592-8001 · EMAIL [PATRICK.COURT.UJL5@STATEFARM.COM](mailto:PATRICK.COURT.UJL5@STATEFARM.COM)



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**got news?**

Submit your news at:  
[www.peelinc.com](http://www.peelinc.com)

# Kids' Club

## Attention KIDS: Send Us Your Masterpiece!

Color the drawing below and mail the finished artwork to us at:

Peel, Inc. - Kids Club  
308 Meadowlark St  
Lakeway, TX 78734-4717

We will select the top few and post their artwork on our Facebook Page - Facebook.com/PeelInc.

DUE: January 31st

Be sure to include the following so we can let you know!

Name: \_\_\_\_\_

(first name, last initial)

Age: \_\_\_\_\_



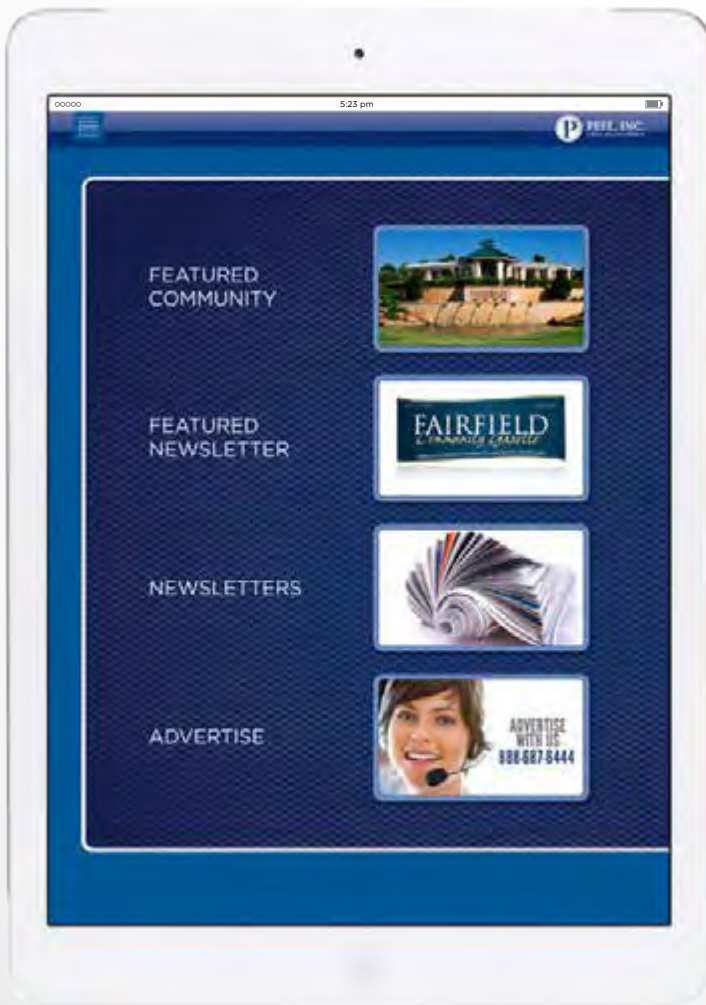
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