

SENDERa

SENDERA HOMEOWNER'S ASSOCIATION

OFFICIAL COMMUNITY NEWSLETTER

LETTER FROM THE HOA PRESIDENT

By Angie Flores

Happy New Year, Sendera! I hope everyone had some happy holidays this past month. As we find ourselves starting 2018, I wanted to say a few words about the previous year.

First, I want to start by saying "THANK YOU!" to our outgoing President, Todd Moore. Todd has been on the Sendera Board of Directors off and on for the past 20 years. His commitment to this community cannot be questioned and he has often gone above and beyond as a volunteer. Todd has played the role of liaison on several projects within Sendera, most recently ensuring that a traffic light is installed along Davis Lane by working closely with Ellen Troxclair's office. He has also been a liaison with the Hill Country Conservancy that has been coordinating the efforts to bring the Violet Crown Trail to our great neighborhood. These are just two of the projects where he has played an integral role. These do not include the endless hours that he has spent reading emails, answering phone calls, dealing with management issues, and attending Board meetings. Todd's commitment has made Sendera the one of the best neighborhoods in South Austin. So, again, THANK YOU, TODD! We will miss you!

With Todd's retirement, we needed a replacement. Thankfully for us, we had a resident step forward and volunteer. Our newest Director-at-Large is Steven Canella. Steven is the father of a 4-year-old daughter and has a background in business administration and marketing. He is very enthusiastic about joining the Board and comes with some new ideas, which we welcome. He has already joined the Architectural Review Committee (along with fellow board members, Tom Franke and Duane Galligher) and will begin helping review applications submitted for Architectural Review. If you see Steven around the neighborhood, say hello.

Every year seems to bring new challenges to our community. 2017 was no different. After spending 2016 dealing with the reconstruction

of the pool after a vehicle crashed into the baby pool, we were really hoping that the 2017 pool season would go off without a hitch. Unfortunately, that would not be the case. We spent much of the summer dealing with a pool management company that just couldn't seem to regulate the chemicals in the pool and often, to the dismay of our residents, the pool was closed unexpectedly. Nevertheless, we made it through summer season, but decided that it was best for us to part ways with Safeguard, our current pool management company. As of the writing of this article, the Board is working to negotiate an agreement with a new company that we hope can address our needs. We are excited about this and hope that 2018 summer season is much better. We also have some plans for improvements at the pool that will help maintain the beauty of our most important asset.

Now, on to our Management Company transition! As many of you know, in the past couple of years, we started to have various issues with Pioneer, our current (at the time of this writing) HOA Management Company. Many of you personally dealt with billing issues with Pioneer. As a Board, we began to see a lack of commitment from our management company that is absolutely necessary for community. Because of this, we decided to sever ties with Pioneer and have hired a new company, First Service. By now you should have received communication from First Service about your monthly dues, contact information, and website. After interviewing several management companies, we felt that First Service would be the best for our community. Our community manager, Jacquilyn Thate, has already started working for Sendera and is available to you.

We are very excited about this year and look forward to seeing what it will have to offer. As your newest President, I hope we can continue to make our neighborhood one of the best to live in Austin. As fellow residents, we strive to keep our community safe and looking its best. We look forward to seeing everyone at our 2018 Annual Meeting!

COMMITTEE CHAIRS

Contact First Service Residential Management for all problems or issues regarding neighborhood amenities.

ARCHITECTURAL

Tom Franke..... thefrankesr@att.net
..... 512-623-0267
Steven Cannella..... stevencannella@gmail.com
..... 512-568-5683
Duane Galligher..... duanegalligher@gmail.com

POOL

Ron Urias..... rurias@farmersagent.com
..... 512-923-1988

RECREATION

Suzann Vera..... suzannchili@sbcglobal.net 512-291-0714

SECURITY

Ron Urias rurias@farmersagent.com 512-923-1988

WEBMASTER

Jeremy Demers..... jdemers@smallworldlabs.com
..... 512-474-6400 x22

NEWSLETTER EDITOR

Alison Carpenter senderanews@gmail.com

ASSOC. MANAGEMENT

Jacquilyn Thate - HOA Representative
Office: 512-620-7103 Cell: 512-694-2783
jacquilyn.thate@fsresidential.com

Christy Gross - HOA Director
Office: 512-620-7071 Cell: 512-497-8957
christy.gross@fsresidential.com

First Service Residential
7 Lakeway Centre Court, Lakeway, TX 78734
www.fsresidential.com

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HOA WEB SITE

Sendera HOA Web Site:
www.senderahoa.org

IMPORTANT NUMBERS

EMERGENCY/Fire/EMS..... 911
Non-emergency Police/Government Services..... 311
“Call Before You Dig” 811

City of Austin Utilities (Electricity/Water/Waste)

Customer Service..... 512-494-9400
To report electrical outage
(need PowerLink # from your bill) 512-322-9100

Texas State Gas

Customer Service..... 1-800-700-2443
Gas Leaks 1-800-959-5325

Schools

Cowan Elementary 512-841-2700
Bailey Middle School 512-414-4990
Covington Middle School 512-414-3276
Bowie High School 512-414-5247

OTHER NUMBERS

Oak Hill Post Office 1-800-275-8777
Austin Public Library – Hampton Branch 512-974-9900



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EFFECTIVE DECEMBER 1, 2017 THE HOA BOARD OF DIRECTOR POSITIONS ARE:



New Board Member: Steven Cannella

Hello Sendera Neighbors,

My name is Steven Cannella, I am your neighbor and I was recently voted into the Sendera HOA Board and Architectural Control Committee. I'm a happy-go-lucky, sociable person. I work in the residential design industry and have several other experiences that I hope lend well to serving our neighborhood.

I appreciate many of the traditional values of community, and in a fast-paced world I hope to keep those values alive. We all live together and there are a lot of opportunities that getting to know your neighbors provides! While I have barely gotten my feet wet and still have much to learn, I am eager to work with our new management company and fellow board members. I also look forward to hearing ideas and initiatives that you feel are important for Sendera as we all move forward together.

President - Angie Flores
Vice President - Patrick Pulido
Treasurer - Duane Gallagher
Secretary - Tom Franke
Director - Steven Cannella

U.S. Postal Inspector addresses mail theft, vandalism

By Alison Carpenter

Brian Witt, U.S. Postal Inspector, was the special guest speaker at Sendera's November HOA meeting. A large attendance from Sendera residents indicated the seriousness of the problem.

Mr. Witt introduced himself and his agency by explaining that the Postal Inspection Service is the oldest branch of law enforcement in the country. His agency covers a wide jurisdiction, including investigations into crimes such as mail/identity theft, mail fraud, money laundering, child exploitation, and violence against employees. In an effort to manage our expectations up front, he acknowledged that although mail theft is a common problem in Austin, and although tampering with the mail is a federal crime, his agency's limited resources are often geared toward the more egregious violations and threats to public safety.

He then talked at length about the specific problems Sendera residents are facing: the numerous mailbox break-ins. According to Mr. Witt, the theft of our mail is directly related to the rise in drug use in Austin. In his experience—and statistically speaking—most of our crime is due to drug addicts looking for fast cash or anything in the mailboxes that can be converted to cash. Most at risk are credit cards, gift cards with monetary value, and packages containing high value items that can be sold quickly. Thieves will return to mailboxes and try to get PIN numbers for stolen credit cards. He said that the theft of personal identity information is seldom the case in Austin when it comes to mailbox crime.

What is the PO doing about it?

Mr. Witt said the Post Office's primary goal is to minimize losses. He called it "hardening the target," in other words, making the mailboxes harder to break open. The PO has a plan to install new boxes around the city. These boxes have higher security because they are configured differently and made of stronger metal. Mr. Witt pointed out, though, that there are approximately 15,000 mailboxes in the greater Austin area that need replacing. At \$900 per box, it is a huge expense of time and money to complete the work. Also, we should keep in mind that despite better boxes, thieves could also get more sophisticated about breaking into them.

What can we do?

Residents asked if putting up security cameras or adding more streetlights is a good idea. Mr. Witt said cameras and lights might act as a deterrent, but most of the time the video footage you obtain doesn't lead to any further action. First, because offenders are often drug addicts, so they are frequently not concerned with concealing their identity or hiding their actions, and second, video alone does not meet a prosecutor's threshold to take an individual to trial.

Mr. Witt said law enforcement officials are more interested in FINANCIAL LOSS. He was bluntly emphatic about this point: without financial loss reported from the numerous break-ins, law enforcement cannot quantify the crime involved and prioritize it

(Continued on Page 5)

Sendera Recreation Committee News January 2018

Submitted by Suzann Vera

Up-to-date information can be found between newsletters at:

NextDoor <https://senderaaustin.nextdoor.com>

Sendera HOA website <http://www.senderahoa.org/>

Facebook Page <https://www.facebook.com/SenderaHOA/>



Mark Your Calendars for 2018 Sendera Events:

March 24th - Easter Egg Hunt, 9:00-10:30 am

June 9th - Dive In Movie, 8:00-10:00 pm

July 14th - Dive In Movie, 8:00-10:00 pm

August 11th - Dive In Movie, 8:00-10:00 pm

October 13th - Fall Festival, 8:00-10:00 pm

NEIGHBORHOOD WATCH



A Neighborhood Watch team is now in effect! Hopefully this will help minimize the mailbox break-ins. If you happen upon these volunteers and feel the need to approach their vehicle, please use caution, be respectful, and most importantly, bring a cup of coffee. :)

—Todd Moore

URGENT REMINDER: As a resident, if at any time you suspect criminal activity, please go ahead and contact APD rather than confront the individual(s) which could lead to misunderstanding (especially at 3 am, etc.) or serious consequences. APD is aware of Sendera's Neighborhood Watch activities, general schedule, and a few license plate numbers.

MOPAC INTERSECTIONS TO UNDERGO IMPROVEMENTS

Submitted by Jacqui Wilson

Improvements are on the way for Loop 1 (MoPac) at the intersections of Slaughter Lane and La Crosse Avenue.

TxDOT conducted an environmental study of MoPac at Slaughter Lane and La Crosse Avenue between 2013 and 2015. The study identified opportunities to improve access and mobility at these two intersections and analyzed potential environmental impacts of the proposed improvements. The environmental study was approved in 2015, and TxDOT is now moving forward with construction.

Planned improvements include:

- Constructing two main lanes in each direction on MoPac underneath Slaughter Lane and La Crosse Avenue to improve traffic flow.
- Constructing a Diverging Diamond Intersection (DDI) at MoPac and Slaughter Lane to address congestion by allowing vehicles to travel more efficiently through the intersections (check out an example animation at https://youtu.be/TRs_ncEMkCY).
- Improving the intersection at MoPac and La Crosse Avenue.
- Improving and adding pedestrian and bicycle accommodations.

Improvements will enhance safety, decrease wait times at the intersections, decrease overall travel time, and improve left-turning movements.

The contractor for the project is Webber, LLC and construction is anticipated to begin in early 2018. Both intersections are expected to be completed within three years, weather permitting. Crews will begin by preparing the right-of-way and excavating at both intersections. Construction will begin with the MoPac and Slaughter Lane improvements and, once complete, will continue at MoPac and La Crosse Avenue.

To receive updates on the project, sign up at <http://bit.ly/2j2mMr7> or send an email to MoPacIntersections@txdot.gov with "Updates" in the subject line.

Contact

MoPac Intersections Project Team

Phone: (512) 693-7425

Email: MoPacIntersections@txdot.gov

Fire extinguisher reminder

by Ron Urias

Some of you may not know that Kidde recently recalled some of their fire extinguishers. I can assure you, it is not good to find out the HARD WAY that your equipment is not working properly when you need it the most.

Go to www.cpsc.gov and search for "Kidde recalls."

PLEASE look at your extinguisher, check to see that it's in the GREEN ZONE with chemicals and look at the serial numbers to make sure it's not recalled. Many people will be "firing up" their chimneys and furnaces as the weather drops.

(Continued from Page 3)

above others. For example, if what is getting stolen is a bunch of junk mail and some credit card statements, it amounts to major inconvenience for residents but not necessarily financial loss. In short, the more financial loss that is reported, the more likely law enforcement will pay attention to the problem.

Having said that, Mr. Witt encourages residents to report all mail theft to his agency in which monetary loss CAN be defined. He also outlined this checklist of action:

- Check mail daily; mailboxes that are consistently empty will not be repeat targets.
- Install private lighting and cameras when feasible; video could be useful and might lead to prosecution if incident can be connected to a more serious violation or financial loss.
- Notify the Oak Hill Post Office immediately after a break-in; interim mail and new keys (if needed) can be picked up at the facility's service door.
- File a police report with APD after a break-in. Calling 311 DOES NOT automatically file a police report.
- Contact the US Postal Inspector via <https://postalinspectors.uspis.gov> to report financial loss due to mail theft. (Select Investigations / Mail Theft / File A Mail Theft Complaint.)

In closing, Mr. Witt said we should all be "diligent victims" and report our losses, even if a loss is deemed minor or is resolved or compensated in some way.

Brian Witt is a U.S. Postal Inspector in the Major Crimes Unit. He welcomes questions and input from our neighborhood. Desk: (512) 342-1562 Cell: (512) 965-7225 Email: wbwitt@uspis.gov

To find out about mailbox upgrades in our neighborhood, contact the PO's "Growth Coordinator" at (512) 342-1576.

The Oak Hill Post Office is located at 6101 Old Fredericksburg Road, (512) 892-2794.



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Are you looking for a reliable babysitter, yard worker, or tutor? The best way to find neighbors for hire is to ask for recommendations on Nextdoor.

If you haven't done so already, create an account at Nextdoor.com. Then post your inquiry to find neighbors available for hire, or advertise your own services in a quick and easy way. Nextdoor is essentially a **free job listing service** that is always up-to-date and based on community participation.

Sendera neighborhood currently has almost 75% participation on Nextdoor, so it is the most efficient way for Sendera residents to solicit jobs or hire help. Best of all, it's online, so the more people use it, the better connected we can all be.

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SETON SOUTHWEST PARTNERS WITH DELL CHILDREN'S TO IMPROVE EMERGENCY SERVICES

Submitted by Erin Rogers

The world-class pediatric emergency care of Dell Children's Medical Center is now available at Seton Southwest.

When infants, children, and teens visit the ER at Seton Southwest Hospital, they will receive the same high-quality care as patients at Dell Children's in Austin, without the drive across town.

Dell Children's pediatric emergency experts helped develop the care guidelines for kids seen at Seton Southwest. If advanced care is needed, doctors at Seton Southwest can use virtual care technology to consult directly with specialists at Dell Children's Medical Center.

Mousumi Chanda-Kim, MD, medical director of Seton Southwest, said nearby residents can now receive more advanced pediatric care without the hassle of travel.

"We're proud to offer Southwest Austin residents advanced level of pediatric emergency services," Chandra-Kim said. "Expanding our emergency services for kids provides a deeper level of comprehensive care to our patients."

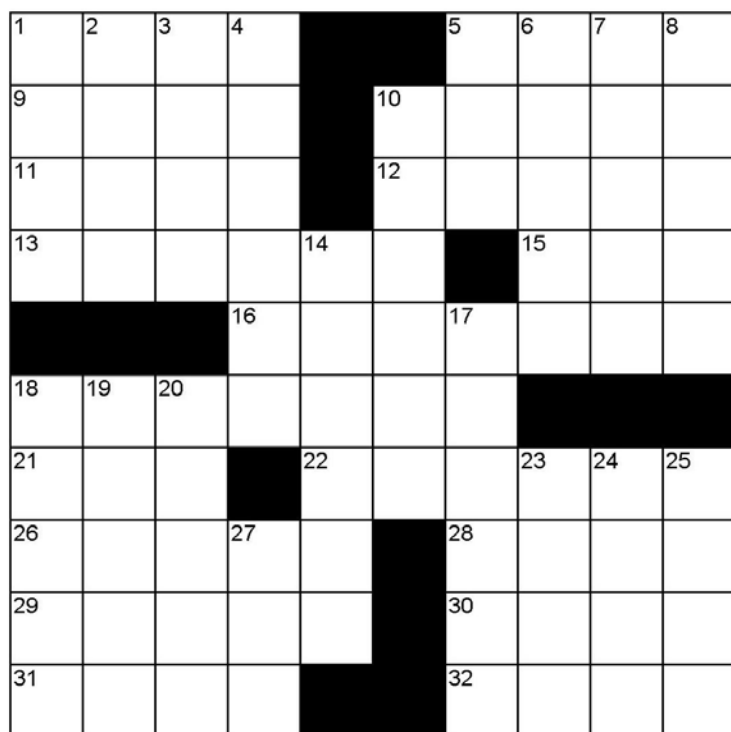
At Seton Southwest's ER, patients can expect:

- Same pediatric protocols as Dell Children's Hospital.
- Access to Dell Children's Specialists through telemedicine technology.
- Kid-friendly staff, trained in techniques to reduce stress and anxiety in kids and families during illness, injury, or while in the hospital.
- A dedicated waiting room and treatment area designed for kids.

For a quicker, more convenient ER visit, parents can schedule online at DellChildrensER.com. This feature, intended for minor emergencies, allows patients to be seen within 15 minutes of their selected arrival time.

Seton Southwest is located at 7900 FM 1826, a less than 10-minute drive from Sendera.

CROSSWORD PUZZLE



ACROSS

- Chances of winning
- Association (abbr.)
- Rise (2 wds.)
- Horse-like animal
- Eye
- Foreign
- Substitute
- What a nurse gives
- Heavy
- Luau guitar
- Moved quickly
- Despot
- Filth
- Water (Spanish)
- Devourer
- Quieted
- Brood
- Glen

DOWN

- Stare at
- One who gets things done
- Fees
- Spread out on the couch
- Entire
- Quoth
- Melt ore
- Girl detective Drew
- Idly
- __-totter
- President Ford
- Goads
- Gold weight
- Marry
- Accent mark
- Void
- Leggy
- Kitten's cry

View answers online at www.peelinc.com

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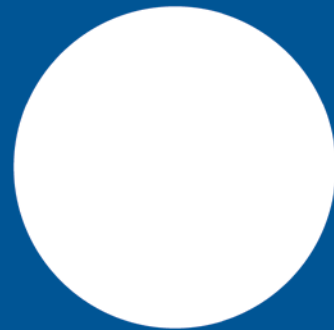
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