



# POST

**The Official Newsletter of the  
Plum Creek Homeowner Association  
January 2020  
Volume 11, Issue 1**

## Plum Creek's Yearly Event Schedule

### COME OUT FOR THE FUN IN PLUM CREEK IN 2020!

**March 7th:**

\*Negley 5K kicks off the Plum Creek Race Challenge

**April 1st:**

Yard of the Month Season Begins, Runs through June

**April 11th:**

Easter Egg Hunt

**April 2nd:**

Annual Meeting

**May 9th:**

Spring Community Wide Garage Sale, open to the public

**May 16th:**

Front Porch Days: Races, Plum Creek Garden Tour  
[www.frontporchdays.com](http://www.frontporchdays.com)

**May 17th:**

Front Porch Days: Family Fishing Day, Carnival: open to the public

**June TBD:**

\*Summer Swim League Competition

**July 4th:**

Annual 4th of July Parade & Picnic & Popsicle Run

**August TBD:**

End of Summer Vendor Bash

**October 6th:**

National Night Out

**October 10th:**

Fall Community Wide Garage Sale, open to the public

**October 17th:**

Hootenanny on the Hill: Races, BBQ Cook-off, Carnival & More, open to the public [www.hootenannyonthehill.com](http://www.hootenannyonthehill.com)

**December 12th:**

Holiday Bazaar

**December TDB:**

Holiday Lights Contest^

**See Community Calendar:**

Welcome Committee: Game Night- no children^

**TBD:**

Garden Committee: Gardening Seminar^

**TBD:**

Lake/Park Committee: Bird & Nature Walk^

\*Organized by outside organizations

^Future dates TBD.

Updates posted in the PC Post newsletter, eNews & on the  
**Calendar** on the Plum Creek website: [www.plumcreektxhoa.com](http://www.plumcreektxhoa.com)

To register for races go to <http://www.athleteguild.com/>

Dates subject to change, so please check the PC Post & the weekly  
eNews for updated information.

**Community Center Reservations:**

Plum Creek Community events, that require the usage of the clubhouse, will take precedence over any individual reservations. The committees may need to use the community center the day of and prior to the event for set up. These community events are Front Porch Days (May), July 4th, Hootenanny on the Hill (October), National Night Out (October) and Holiday Bazaar (December). If you make a reservation on these dates in advance be aware that your reservation may be cancelled. The dates are published each year in the PC Post newsletter and the eNews in the first quarter of the year.

**Event Fanfare:**

Plum Creek HOA hosts many social events each year and you, your family and neighbors are always welcome! The events mostly take place in the parks, though some happen in other spots throughout the neighborhood. Social events promote teamwork and community involvement, and we encourage participation and volunteerism. If you live near a park, or on a running course trail, enjoy fanfare and community spirit during these events! As a courtesy to all, event dates are posted on the Plum Creek HOA website Community Events Calendar: [www.plumcreektxhoa.com](http://www.plumcreektxhoa.com).

# PLUM CREEK POST

## Committee Contacts

### PLUM CREEK HOA MANAGER

Adriane Carbajal ..... plumcreekmanager@goodwintx.com

### PLUM CREEK POST AND WEEKLY ENEWS

Melody Stein ..... pcoffice@goodwintx.com

### COMMUNITY CENTER RESERVATION QUESTIONS

Melody Stein ..... pcoffice@goodwintx.com

### DOG PARK COMMITTEE

Chris Clement ..... plumcreekdogparkcommittee@gmail.com

### LAKE/PARK COMMITTEE

Linda Campbell ..... plumcreeklakeparkcommittee@gmail.com

### GARDEN COMMITTEE

Sandra Gonzalez ..... plumcreekgardencommittee@gmail.com

### POOL COMMITTEE

Amy Canaan ..... plumcreekpoolcommittee@gmail.com

### RECREATION COMMITTEE

Jennifer Crosby ..... plumcreekrecreationcommittee@gmail.com

### SAFETY & NEIGHBORHOOD WATCH COMMITTEE

OPEN ..... plumcreeksafetycommittee@gmail.com

### WELCOME COMMITTEE

Arcelia & Gary Gibbs ..... plumcreekwelcomecommittee@gmail.com

HOA OFFICE PHONE ..... 512.262.1140

PLUM CREEK HOA WEBSITE: [www.plumcreektxhoa.com](http://www.plumcreektxhoa.com)

## Important Numbers

### STREET LIGHTS, ROAD REPAIRS, STREET SIGNS

City of Kyle Public Works Dept. .... 512.262.3024

..... pw@cityofkyle.com

TRI SHIELD SECURITY ..... 512-486-9955

### ANIMAL CONTROL

City of Kyle Animal Control ..... 512.268.8800

### SOLID WASTE

TDS Customer Care Dept ..... 1.800.375.8375

### POWER OUTAGES

PEC ..... 1.888.883.3379

### SCHOOLS

Hays CISD ..... 512.268.2141

Negley Elementary ..... 512-268.8501

Barton Middle School ..... 512.268.1472

Hays High School ..... 512.268.2911

**YOU SHOULD RECIEVE THE PLUM CREEK POST  
EACH MONTH ON OR BEFORE THE 10TH.**

## Plum Creek HOA: On Site Office

The Plum Creek HOA onsite office is located at 4100 Everett, in suite 150. We share the suite with Plum Creek Marketing. The office hours are Monday through Friday 9 AM to 5 PM. The office phone number is 512-262-1140.

Property Manager: Adriane Carbajal- plumcreekmanager@goodwintx.com

Assistant Property Manager: Melody Stein- pcoffice@goodwintx.com

At closing you should receive the governing documents from the title company. These are important because they outline how the business of the association is governed. Here are some things you can expect from the office:

- When you call, let us know your individual situation. Each owner/resident has their own schedule, family life, and activities to keep up with. We want to help you navigate through the information so that you can be better informed.

- Owners are responsible to read the governing documents which include the rules. This is the same information we use to administer the day-to-day business operations of the association.

- There are times when we are helping another customer or out on property. It is a large community. Send us an email or leave a message and let us know your request and when and how we can contact you.

- There are processes we have to follow for violation notifications, accounting notices or architectural review requests. These are in the governing documents or a state law.

- If you drop off payments at our office, we will mail the payments to the payment processing center on your behalf. You can mail payments to the address provided on an account statement. Please allow enough time for the payment to arrive before the late date.

- We post the necessary forms and documents on the Plum Creek website so you can easily access them during your busy schedule. Log into [www.plumcreektxhoa.com](http://www.plumcreektxhoa.com), select Resources.

- The City of Kyle maintains the public roads and street lighting. Send an email to: [pw@cityofkyle.com](mailto:pw@cityofkyle.com)

- The PC Post newsletter is mailed out monthly. Weekly eNews is emailed out to residents that have opted –in to receive the eNews. Download the Nabr app to view the eNews on your phone.

Here are important websites:

[www.plumcreektxhoa.com](http://www.plumcreektxhoa.com)- Plum Creek's resident website- You will need a welcome email to log in the first time.

<https://www.goodwintx.com/paymentinstructions/> - set-up automatic draft payment

[www.peelinc.com](http://www.peelinc.com)- monthly newsletter publisher

## *Greetings New Residents and Welcome to Plum Creek!*

Plum Creek is a great community. While you should have received a copy of the Plum Creek Declaration and Bylaws at closing, we thought the following basic information would be helpful.

1. The Plum Creek HOA office is located at 4100 Everett suite 150, near the Hays Performing Arts center and Firehouse Animal Health Center. The office number is 512-262-1140. The office hours are Monday – Friday 9 AM to 5 PM. The property manager is Adriane Carbajal: [plumcreekmanager@goodwintx.com](mailto:plumcreekmanager@goodwintx.com).

2. Plum Creek HOA has a resident website: [www.plumcreektxhoa.com](http://www.plumcreektxhoa.com). You can access pertinent documents in Resources and Community Pages.

3. The Welcome Committee delivers welcome bags to new owners. This comes the month after your closing date. If you have not received a welcome bag within two months after the closing, you can email [plumcreekwelcomecommittee@gmail.com](mailto:plumcreekwelcomecommittee@gmail.com).

4. Parking in the back alley ways is prohibited. The alleys are for ingress and egress only. You can park in driveway or in your garage. The front streets have limited street parking and are usually public streets. Try not to block your neighbor's house.

5. Garbage pickup is on Tuesdays. The trash and recycling cans need to be stored out of view by the following day to prevent getting a violation notice. The recycling schedule is located on the City of Kyle website under <http://www.cityofkyle.com/utilitybilling/city-kyle-solid-waste-collection-information>

6. Xeriscaping is allowed in Plum Creek. To add xeriscaping you must submit an Architectural Review Committee Approval Application (ARC form) with an installation plan and the survey. This form is located in the Resource Center on the Plum Creek HOA resident website.

7. Any permanent exterior improvements to the house may require approval from the Architectural Review Committee. Review information in the Architectural Changes menu link on the website: [www.plumcreektxhoa.com](http://www.plumcreektxhoa.com).

8. Whether you are a renter or buyer, your yard is important so you'll need to keep it maintained.

9. Enjoy the pool! If you do not have a pool key or recreational ID or your pool key does not work, contact the Plum Creek HOA office.



10. Annual coupons are issued to all residents who are not set up for the ACH draft. Owners will receive a payment statement which will provide a payment history for the new homeowner account. You can set up an automatic draft at <https://www.goodwintx.com/paymentinstructions/> with the account number on the coupons. Call Goodwin Customer Service with questions about the ACH draft: 512-502-7515. Haven't received your welcome letter from Goodwin Management? Call the Plum Creek HOA office and verify that we have received your correct mailing address.

11. Sign-up for the Weekly eNews. This emailed weekly edition of news is generated from the Plum Creek website. This is an opt-in

subscription located in My Account at the top right of the Plum Creek website.

These are some of the basic and frequently asked questions. Want more reading? Log onto the Plum Creek website and review Resources for copies of governing documents, Plum Creek Post newsletter, or check the Calendar to find dates of planned community events. Visit the website at [www.plumcreektxhoa.com](http://www.plumcreektxhoa.com). Welcome to the neighborhood!





**Call Us For A Free Roof Inspection**  
**512-627-3113**  
Visit us at [www.bolingroofs.com](http://www.bolingroofs.com)

# PLUM CREEK POST

## *Increase in HOA Quarterly Assessments Budget Year 2020*

The Board of Directors approved a 2% increase in the Master HOA assessment rate (dues) starting January 1, 2020. The quarterly Master HOA assessments will be \$151.50 per quarter.

Update the Master HOA assessment to: \$151.50 quarterly

Due dates: January 1st, April 1st, July 1st, October 1st

Late fee: \$36 applied after thirty days late

Budget Year 2020- 6H Peninsula quarterly payment: \$490.47

### **Payment Options:**

**Owners will need to login and update the payment amounts.**

**1) Online bill payment ACH Draft:** Goodwin & Company online payment portal options: [www.goodwintx.com](http://www.goodwintx.com) Select: Make a Payment

**ACH bill payment instructions:** <https://www.goodwintx.com/paymentinstructions/>

**a) NEW: TownSq** - sign in with your HOA account number and the property zip code (78640) <https://www.townsq.io/> or download the app

Questions? Contact Goodwin Customer Service: 512-502-7515, toll free: (855)289-6007

**NOTE:** to switch ACH payments to TownSq payment portal- you must cancel the ACH draft in the Western Alliance Bank payment portal.

**b) Western Alliance Bank payment portal** - login and update your quarterly payment amount <http://www.goodwintx.com/payonline>

Management ID: 6587, Association ID: APLM, and your HOA account number

**NOTE:** to switch ACH payments to the TownSq payment portal- you must cancel the payment in the Western Alliance Bank payment portal.

**2) Your bank's bill payment website:** Update the Master HOA quarterly payment amount to **\$151.50**

Update 6H Peninsula payment to: **\$490.47**

You can set up a bill payment and mail to:

Plum Creek HOA

C/O Goodwin Processing Center

PO Box 93447

Las Vegas, NV 89193-3447

\*Include your HOA account number

### **3) Payment Coupon:**

If you are not set up on online ACH payment website you should receive a coupon book. Payments are due quarterly. Send payments to the mailing address listed above.

### **Locating your account number:**

- The HOA account number is located on payment coupons, a recent statement of account and compliance notices.
- Plum Creek HOA resident website: [www.plumcreektxhoa.com](http://www.plumcreektxhoa.com), and login. Go to: My Account
- Call Goodwin Customer Service: 512-502-7515,
- Plum Creek HOA onsite office: 512-262-1140 or request your account number from Melody Stein at [pcoffice@goodwintx.com](mailto:pcoffice@goodwintx.com).

## *Game Night for 2020*

Plum Creek Game nights are held at the Community Center at 450 Haupt St. Game nights are held on Saturday, from 6:00 – 9:30 PM.

Come out and join us for some fun with friends and neighbors.

We will have a variety of games out on the tables for you to choose from, or you can bring your own game. (Please no children)

Also, please feel free to bring an appetizer, simple snack or dessert to share with others.

There will be lemonade, water and coffee or bring your favorite choice of drink.

### **Mark Your Calendars!**

**January 11, February 8, March 14,**

**April 11, May 9, June 13,**

**July 11, August 8, September 12,**

**October 10, November 14 & December 12**

## *Christmas Tree Recycling*



will be chipped and used in parks.

### **Please Drop Off**

### **Natural Christmas Trees Only**

Drop-Off Locations:

1. Gregg-Clarke Park — near softball field #5
2. Steeplechase Park — near football/soccer field
3. Waterleaf Park — near parking lot
4. Kohler's Crossing — under water tower near Hays CISD PAC

Beginning the week before Christmas and going through the 15th of January, the City of Kyle Parks & Recreation Department has set up "drop-off" areas at the City's Parks to drop off your natural Christmas Trees. All decorations and lights, including tinsel, must be removed. No artificial trees. No nails or screws. No tree bases. They

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**Kyle Banking Center**

800 West FM 150

Kyle, TX 78640

**(512) 268-4444 | firstlockhart.com**

Qualification Information: Account transactions and activities may take one or more days to post and settle to the account and all must do so during the Monthly Qualification Cycle in order to qualify for the account's rewards. The following activities do not count toward earning account rewards: ATM-processed transactions, transfers between accounts, debit card purchases less than \$5.00, debit card purchases processed by merchants and received by our bank as ATM transactions, non-retail payment transactions and purchases made with debit cards not issued by our bank. Transactions bundled together by merchants and received by our institution as a single transaction count as a single transaction for the purpose of earning account rewards. "Monthly Qualification Cycle" means a period beginning one (1) banking day prior to the first day of the current statement cycle through one (1) banking day prior to the last business day of the current statement cycle.

Reward Information: When Kasasa Cash Back qualifications are met during a Monthly Qualification Cycle, you will receive 3.00% cash back on up to a total of \$250.00 debit card purchases that post and settle to the account during that cycle period. A maximum of \$7.50 cash back payments may be earned per Monthly Qualification Cycle. You will receive reimbursements up to an aggregate total of \$20.00 for nationwide ATM withdrawal fees incurred within your Kasasa Cash Back account during that Monthly Qualification Cycle. We reimburse ATM withdrawal fees based on estimates when the withdrawal information we receive does not identify the ATM withdrawal fee. If you have not received an appropriate reimbursement, we will adjust the reimbursement amount if we receive the transaction receipt within sixty (60) calendar days of the withdrawal transaction. When your Kasasa Cash Back account qualifications are not met, no cash back payments are made and ATM withdrawal fees are not refunded. Cash back payments and nationwide ATM withdrawal fee reimbursements will be credited to your Kasasa Cash Back account on the last day of the current statement cycle. Rates, rewards, and bonuses, if any, are variable and may change after account is opened without notice to you. No minimum balance is required to earn or receive the account's rewards. Rewards less than a penny cannot be distributed.

Additional Information: Account approval, conditions, qualifications, limits, timeframes, enrollments, log-ons and other requirements apply. \$50.00 minimum deposit is required to open the account. Monthly two (2) ACH credits or debits and e-statements are conditions of this account. Enrollment in electronic services (e.g. online banking, e-statements) and log-ons may be required to meet some of the account's qualifications. Account available to Texas residents only. Limit of one (1) account per social security number. There are no recurring monthly maintenance charges or fees to open or close this account. Contact one of our bank service representatives for additional information, details, restrictions, reward calculations, processing limitations, cycle dates and enrollment instructions.

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MEMBER FDIC

# FAQ

About Lawn Deed Restriction Violations  
Compliance Assistance Team:  
plumcreekcomplianceassistance@gmail.com

Q: What do you mean that I have to recover my lawn?

A: For a variety of reasons including drought, disease, and lack of proper maintenance, some front yards have reached a state that is considered detrimental to the preservation of property values. Dead grass/shrubs, excessive weeds, and bare dirt, etc. are not acceptable. As the owner of the property, you are responsible for fixing these problems and restoring your front lawn to a state that is consistent with the policies established by the rules of the Plum Creek HOA. This does not necessarily mean you must immediately re-sod your front yard. HOA policy allows for and promotes alternative approaches.

Q: Should I replant when we are in drought conditions, have water restrictions and are being told by the City of Kyle to conserve water?

A: We all have to be realistic about our climate, but our yards must look decent. That's why the alternative is there to xeriscaping your lawn. Xeriscaping doesn't mean just rock and cactus. There are many ways to create a lush and water-wise landscape. Review the Landscape Design Guidelines for low water plants on the Plum Creek web site if you are interested in this type of landscape. Important Reminder: An Architectural Review Committee (ARC) request form must be submitted and approved before you start any visible changes to your landscape. See below for links to the form and the guidelines. Failure to have an approved plan on file may mean you have to take out plants or hardscape that don't meet the guidelines.

Q: What is considered a reasonable period of time to cure the violation?

A: It depends on what problem was identified. If it's something easily corrected (like weeding, mowing and edging), it should be fixed by the next inspection. Inspections are done every two weeks. If it's something more involved that requires more time such as sodding, seeding or complete renovation of your landscape, remember to communicate with our property manager within two weeks of the violation date. You may be granted an extension to complete your project. Not taking corrective action or communicating will mean you may not have time to correct the violation before a fine is assessed. Fines are assessed on the third notice.

Q: Should I re-sod?

A: There are a lot of factors to consider before you re-sod such as soil quality, your ability to keep a new lawn watered, available shade, time of the year and of course your personal preferences. Re-sodding does not require an ACC request approval but it can be expensive so be sure you are willing to do what's needed to keep it alive before you make that investment. You will probably have to hand water frequently to supplement the once-a-week watering restriction, especially during the hotter parts of the summer. Review the Landscape Design Guidelines for the list of approved low water plants.

#### Resources

- Need to Sign-In to the Plum Creek Web Site? Sign up onto [www.plumcreektxhoa.com](http://www.plumcreektxhoa.com) and select Resident Sign In. You must be a current resident.
  - o Resource Center
- Architectural Changes
- Governing Documents
- Landscape Template
- Hays County Master Gardeners – [www.hays.agrilife.org](http://www.hays.agrilife.org)
- Lady Bird Johnson Wildflower Center – [www.wildflower.org](http://www.wildflower.org)
- Central Texas Gardener – [www.klru.org/ctg](http://www.klru.org/ctg)
- Search the internet for ideas

## At The Fence

There is a new reservation process. You should have received your Welcome email by now with your log in information for the new Plum Creek website. The domain has not changed: [www.plumcreektxhoa.com](http://www.plumcreektxhoa.com)

Please log in to the new website and follow these steps to request a reservation at the Community Center.

1. Select Reservations in side bar menu.
2. Select the blue Make a Reservation button.
3. Search the calendar for open dates and times.
4. Select the date and add the reservation times onto the calendar. Left click the start time and drag to highlight the 4 hour reservation window.
5. Select and complete the online Community Center Reservation Form.

To cancel the reservation request, the resident would go to:  
My Account > My Activity > My Reservations > under Action click Cancel Reservation and Go

**Please make sure all Holiday decorations are removed by January 30th. Thank you!**

### JANUARY SIP AND SEW

We are always amazed at the many talents our members share.....punch needle, knitting, crocheting, rug hooking, quilting, mending and more! Want to learn one of these crafts this year?

Join Sip and Sew the second Tuesday of the month, January 14th, 6:30-8:45 PM at the Haupt

Community Center. We always look forward to new members. For additional information, please contact: Iris Sandle...512-405-0054 or Sandra Sigler...512-405-0187

We have an opening for a **Safety Committee Chairperson** and a **Dog Park Committee Chairperson**. Please email Adriane with any questions you may have: [plumcreekmanager@goodwintx.com](mailto:plumcreekmanager@goodwintx.com)

### Reminder:

#### Weekly eNews

**If you want to receive the Weekly eNews you must log in to the website and go to MY ACCOUNT>settings>Email Notifications>Weekly eNews and change the dropdown from "don't notify" to "immediately" and click update.**

### Tri Shield Security

**Tri Shield Security Service is the security service we use in Plum Creek that patrols the neighborhood each night in a vehicle.**

Report suspicious activity at night to: 512-486-9955

Report emergencies to: 911

# We Sell Plum Creek!



151 WETZEL



173 GRACE



191 GRACE



191 SAMPSON



219 WITTE



254 STRAWN



279 CLEVELAND



338 WITTE



371 WETZEL



587 HOGAN



753 SCHEEL



770 FAIRWAY



2068 HERZOG



5192 HELLMAN



5771 FERGUS



6115B NEGLEY

"YOU ARE AN EXPERT IN KNOWING THE PLUM CREEK NEIGHBORHOOD. YOU TOOK TIME IN YOUR BUSY SCHEDULE TO CHECK-IN WITH US FREQUENTLY, YOU HAD SUCH PROFESSIONALISM AND A CARING NATURE, AND YOU WERE PERSONABLE, WHICH MADE YOU PLEASANT TO WORK WITH. EACH TEAM MEMBER HAD A SPECIAL ROLE AND WORKED HARD TO MAKE SURE THEIR JOB DUTIES WERE ACCOMPLISHED CORRECTLY AND IN AN ENTHUSIASTIC MANNER, THE WAY YOU ALL ADVERTISED AND PRESENTED OUR HOME IN YOUR BROCHURES WAS IMPRESSIVE. WHENEVER WE NEEDED SOMETHING, YOU/TEAM MEMBERS RESPONDED QUICKLY AND WERE ACCOMMODATING. THE ATTENTION TO DETAIL PROVIDED BY EVERYONE ON YOUR TEAM THROUGHOUT THE PROCESS WAS MUCH APPRECIATED. So, "KEEP UP THE GREAT WORK!!" C. FORD



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