

WELCOME HOME



HOMESTEAD

**NEW HOMEOWNER
WELCOME GUIDE**

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We are happy you are here! Welcome to Homestead Residential Master Community.

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Learn all about our wonderful amenities and how to register for access to Homestead Commons.

A woman with long dark hair, wearing a pink and white striped shirt, is smiling and looking up at a baby she is holding. The baby is wearing a white onesie and a gold headband. They are sitting on a dark couch in a living room with a lamp and a window in the background.

WELCOME HOME

On behalf of the Homestead Residential Master Community Board of Directors, welcome to the neighborhood! We're very excited for you to join the Homestead family and we hope that Homestead will quickly become home for you.

Whether you are purchasing your first home, moving your growing family into a larger home, or looking for a nature-inspired community for retirement, Homestead has a lot to offer. From the gathering core of the community, Homestead Commons welcomes residents and is the heartbeat of the neighborhood. With an open-air pavilion, grilling stations, state-of-the-art fitness center, modern pool, splash pad, child playscape, and manicured great lawn, in addition to nearly 5 miles of walking trail, there is something for everyone here!

Your Association is managed by GrandManors, and as your community association team, we are always working to inform and update our residents on the advantages and responsibilities of living within a community association. GrandManors is delighted to be part of your community and is dedicated to assisting you! This document will provide detailed information on how to get acquainted with life at Homestead, and if you have any questions, we are always just a phone call away.

Warm regards,
Homestead Residential Master Community Team

DEVELOPED BY



FREEHOLD COMMUNITIES®

Developing Vital Communities across the nation, Freehold is a vibrant and forward-looking developer of master-planned communities, with offices in Massachusetts, Virginia, Texas, Tennessee, North Carolina, South Carolina, Georgia, Florida and California.

www.freeholdcommunities.com

WHAT MAKES A VITAL COMMUNITY?

● HEALTHY LIVING

Amenities and overall lifestyle promote fitness and well-being.

● ENGAGEMENT

Trails, front porches, green spaces and activities promote neighborhood relationships.

● CONNECTIVITY

Elements like Wi-Fi and community apps bridge the gap between neighbor and community.

● STEWARDSHIP

Preservation of natural resources make the most of the land before, during, and after our communities are built.

● DESIGN-FORWARD PHILOSOPHY

Varied streetscapes and unique home designs create a signature look to inspire each community with timeless appeal.

MANAGED BY



DISTINGUISHED COMMUNITY MANAGEMENT FOR PREMIER COMMUNITY ASSOCIATIONS

At GrandManors, we understand that premier communities have unique needs and require experienced managers who are prepared to handle everything from the routine to the unexpected.

Our general managers are seasoned professionals with industry certifications and the support of a team of professionals.

We use industry best practices and an innovative first-in-class HOA and condo management software platform to provide the highest level of service. If you want a community association management company that truly understands what it takes to manage premier communities, look no further than GrandManors - the leader in dedicated community association management services.

Master-planned communities were created with a vision by the developer, and the residents and board members carry that vision forward.

GrandManors assures the continuity in management services that keep that vision alive and preserve the value of the community while enhancing the value of the properties under our care.

We put community first and our staff always keeps the community's vision in mind in everything we do. Our partnership is more than a job, it is an investment in the future. Service level is the most important aspect of our management.

www.grandmanors.com

COMMUNITY INFORMATION

a quick reference of important numbers, local and community information



Welcome Center @ Homestead Commons (HOA Office)

5853 Homestead Parkway
Schertz, TX 78108
P: 210-446-1280

Office Hours: Monday - Friday 8:30am - 5pm
After-hours: Resident Services Group 1-855-947-2636

Amenity Hours

Fitness Center: 4am - 11pm
Pool Hours: Dawn to Dusk



Homestead Commons WiFi Network

Network: Homestead Community Center
Password: HomesteadCommons

Local Information

City of Schertz 210-619-1000
City of Cibolo 210-658-9900
Local USPS 210-658-2631

Schertz-Cibolo-Universal City ISD 210-945-6200
Schertz Community Library Central 210-619-1700



Utilities

City of Schertz (Water, Sewer, Trash) 210-619-1100
NBU (Electricity) 830-629-8400
CenterPoint Energy (Gas) 1-800-427-7142
*Trash pick up is Tuesday Mornings

ASSOCIATION ASSESSMENTS

carrying the community vision forward



What are assessments?

To accomplish the many tasks for which it is responsible, the Association must have operating funds for daily maintenance, repairs and administration, as well as adequate replacement reserve funds for major repairs or replacements for common property. In order to obtain these funds, all members within your community are required to pay assessments to the association. The Board of Directors will establish assessment rates each year and adopt the annual budget for your community.

What is my assessment fee?

All Homestead homeowners shall pay assessments on a quarterly basis of \$288.00. You will need to set up your resident account by visiting www.GrandManors.com, where you can choose to pay by ACH, eCheck/ Credit Card. If you pay online with your bank's bill pay service, be sure to update your payee information with your GrandManors Customer ID. For additional assistance, you can call 1-855-947-2636.

Your first assessments were covered in your closing documents. Please check those documents to confirm how much was paid up front at closing.

Keeping in mind that assessments are the primary source of income for community associations, we encourage all members to pay them in a timely manner. Members who do not pay their assessments on time may be subject to various monetary penalties and usage restrictions. While this may seem extreme, please remember that your association can operate only if all members pay their assessments when due. That will allow your association to properly administer and maintain your community.



MEET YOUR ASSOCIATION TEAM

keeping the community's vision in everything we do

Sarah Dunlap

GrandManors
General Manager

Key Responsibilities:

- Primary management liaison to Board of Directors
- Oversight of annual operating and reserve budget
- Enforcement of Community Standards
- Common Area/Amenity-related concerns
- Exterior Architectural Improvement Requests

Jennifer Flores

GrandManors
Lifestyle Director

Key Responsibilities:

- Program and Event Management
- Resident Communications
- Facilitating the use and rental of the amenity center
- Onboards new residents and facilitates their transition to the community
- Management of HOA Website

Matt Matthews

Freehold Communities
Board Director /
AC Committee Member

Devon Via

Freehold Communities
Board Director

Shannon Market

Freehold Communities
Committee Member /
Architectural Review

Andrea Salafia

Freehold Communities
Board Director



LIFESTYLE PROGRAMMING

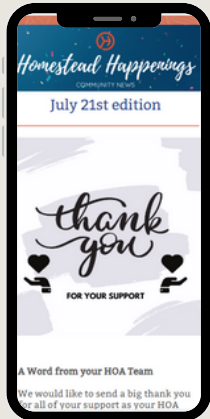
designed to create lasting memories and new friendships

GrandManors knows that today's homeowners are looking for more than manicured greenbelts and clean swimming pools. They are looking for a place to belong. Creating an atmosphere that fosters a true sense of community and shared values is the focus of our service to Homestead. With fun events planned every month, your Lifestyle Director is committed to creating experiences that bring people together and help neighbors become friends. Scan the QR Code below to link to the Community Calendar, which is your one-stop shop for everything happening around Homestead!



COMMUNITY COMMUNICATION

the Homestead HOA has a few forms of communication channels to reach our homeowners; our eNewsletter, the HOA website and our Facebook page

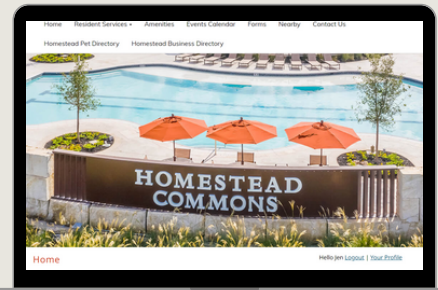


How do I join the email list for the HOA newsletter?

Our eNewsletter, Homestead Happenings, is sent out weekly through Constant Contact. This will include Lifestyle and Community Updates in addition to project updates or notices. To make sure you are in the know of all the happenings here at Homestead, please join our email list [here](#).

How do I join the HOA Resident website?

Homestead homeowner have access to this website that includes any and all important homeowner information at your fingertips. You can find all the Governing Documents, Lifestyle Calendar, Welcome Guide and Contact us page, among others all in one place. Please join today by visiting www.myhomesteadtx.com.



How do I join the HOA Facebook page?



The Homestead Community Facebook group is the official Facebook group administered and managed by the association team. This page is used as an additional form of communication for events, announcements and connecting with our local community. Consider joining this fun group by clicking [here](#).

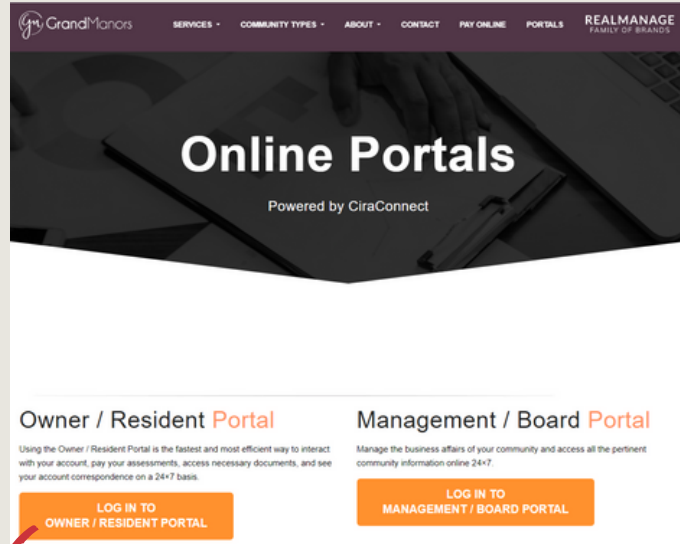
RESIDENT PORTAL

a brief introduction to Ciranet, your Owner/Resident portal

All members of community associations managed by the RealManage Family of Brands have access to our robust *Owner / Resident Portal*. This helpful and convenient tool puts a wealth of information and resources at your fingertips, 24 hours a day, 7 days a week. To access the portal, visit ciranet.com/residentportal.

Before you can begin utilizing the *Owner / Resident Portal*, you first need to register your account. This information can be found on your initial Welcome Letter, or any billing document you receive from the community association (*statements or coupons*), as illustrated to the right. Please be sure to register with YOUR account information, not the account information of the previous property owner. If you cannot locate your account information, please reach out to the Resident Services Group at 1-855-947-2636 for assistance.

Additionally, you can access the *Owner / Resident Portal User Guide* [here](#).



STATEMENT	
Statement Date	03/24/2020
Account Number	
Check Digit	
Community ID	
Property Address	

Access your account at www.ciranet.com/residentportal or via **CiraMobile**, available in the Apple App Store for iOS devices. Create a customer service request via email at service@ciramail.com or contact us via phone toll-free at 866-473-2573.

COMMUNITY STANDARDS

protecting and preserving the character of Homestead

COMMUNITY AND ARCHITECTURAL STANDARDS

To protect your property values and preserve the character of the community, the governing documents of the association contain restrictions that establish architectural standards and govern the use of property within your community. You should carefully review the association's governing documents and the homeowner's association rules and regulations, which can be found on our website at www.myhomesteadtx.com. Should you have further specific questions after this review, please contact us.

EXTERIOR MODIFICATIONS

An important way of preserving the character of your community is to ensure that any changes to the exterior of individual properties are consistent with the community's design theme and harmonious with surrounding properties. Any exterior modification or addition to your home or any structural changes must have prior written approval from your association. Please contact us for information, applications, forms and further details. No construction or installation may be scheduled without written approval from your association. You will find your community Design Guidelines [here](#).



ASSOCIATION AMENITIES

take a glimpse into the life, personality, and style at Homestead



Homestead Commons

At Homestead Commons, there are countless opportunities to turn neighbors into friends. Children can splash away at the upscale, resort-style pool and splash pad, or families can barbecue on the grills at the open-air pavilion. The amenity center also features a manicured great lawn for impromptu fun and games, as well as a fireplace to gather 'round for cooler Texas evenings.

The open-air Pavilion at Homestead Commons is the ideal space to celebrate birthdays, grilling out with your neighbors or gather with your social club.

Reservation availability is from 5:00am to 10:00pm, seven days a week. In general, a function is not to exceed four (4) hours including setup and cleanup after the function. Requests for functions extending beyond the time limit will be reviewed for approval on a case-by-case basis. You can find the reservation forms [here](#).

Fitness Center

Homestead's recreational health and fitness center is designed for both indoor and outdoor activities. The active resident will feel right at home in Homestead's state-of-the-art fitness center, which is just over 2,300 square feet and includes innovative fitness equipment.



Trails & Parks

Homestead provides a great connection to the outdoors with nearly five miles of hike and bike trails, scenic ponds, and open green space. In the future, residents will enjoy direct access to Hilltop and Deerhorn Park with scenic Texas Hill Country views.

If you have not done so already, please click the link below and fill out the Community Facilities Registration and Waiver and Indemnity forms to gain access to all the fun. Once you fill out the form, you will be sent an email from OpenPath to activate your amenity access account.

[Community Registration
Forms](#)



A place worth writing home about

HOMESTEAD

5853 Homestead Parkway
Schertz, TX 78108
(210) 446-1280
Email: homestd@ciramail.com

www.myhomesteadtx.com