



*City of Hill Country
Village*

RESIDENT HANDBOOK

February 2018

Your Hill Country Village City Staff and Contact Numbers

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POLICE DEPARTMENT

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On behalf of the Hill Country Village City Council and our city staff, I want to thank you for choosing to live in the City of Hill Country Village.

Hill Country Village is a progressive community, combining the best of both large and small cities. Although situated in an urban environment, our 985 residents enjoy a rural quality of life and also the benefits of having a strong business community. The Village is truly a suburban oasis in the middle of San Antonio. Friendly to walkers, runners, bicycle and horseback riders, the Village has a country feel and is truly a unique community.

The purpose of this handbook is to acquaint or reacquaint you with our City's policies and services. We believe that it will serve to address many of the most frequently asked questions. Please take a few moments to look at the information in these pages. For the most current information, please log on to our web site at www.hcv.org. Please explore the wealth of information on our website, and do not hesitate to call us at 210-494-3671 if you have any questions.

*Gabriel Durand-Hollis
Mayor*

Mailing address: 116 Aspen Lane, San Antonio, Texas 78232

Telephone: (210) 494-3671 **Fax:** (210) 490-8645

Web Site: www.hcv.org **Hours:** 7 a.m. – 6 p.m., M-F

PUBLIC SAFETY

CALL 911 FOR ALL EMERGENCIES!

911 and Emergency Contact Information

The following information is very important and should be passed on to everyone you know in Hill Country Village. There are two 911 services in our area: one run by Bexar County and one run by San Antonio. Hard lines (such as home and business telephones) are wired to route 911 calls to the appropriate dispatcher. However, cell phone calls made to 911 are routed through the nearest cell tower. This means your call will likely go to the San Antonio Police Department dispatcher. Your Hill Country Village Police Department is dispatched through the Bexar County Sheriff's Dispatch Center. When you dial 911 using your cellular phone, it will go directly to the San Antonio Police Department Dispatch Center. You **MUST** inform them that you are in Hill Country Village. With the touch of a button they will put your call to the Bexar County Sheriff's Dispatch Center.

Fire and Police non-emergency: 210-335-6000

POLICE DEPARTMENT

The City of Hill Country Village has its own Police Department. Administrative calls may be made during City Hall business hours, 210-494-3671. ***Please note: if you need a police officer at your location, call 210-335-6000.***

POLICE SERVICES

The Department's goal is to serve and protect the community. Our police officers are well trained, highly motivated and dedicated to serving the residents and businesses of Hill Country Village.

Your police department is very unique in that the City provides a patrol cellular phone for your convenience. Please do not rely on the patrol cellular phone. If you need the police for any reason please call the Bexar County Sheriff's Office Dispatch Center at 911 or 210-335-6000. Inform them you are in Hill Country Village and then state the reason you need the police. They will dispatch an officer to your location. **If you have an emergency, dial 911.** As a last resort and after calling the Bexar County Sheriff's Office Dispatch Center you may call the patrol cellular phone at 210-494-6111. Please be advised that there are several dead spots in the city and the cellular phone may not work. The officer may also be out of the

car on a call or traffic stop and away from the cellular phone. Please do not rely on the patrol cellular phone.

Out of Town Patrol-by

If you are planning to be out of town, let us know and we will be happy to do additional patrols around your home. You can either stop by City Hall to complete an “Out of Town” form or log onto our website at www.hcv.org.

FIRE DEPARTMENT & AMBULANCE SERVICE

The City of San Antonio Fire Department serves as the City’s fire fighting, arson investigation, heavy rescue, hazmat, and EMS services in the city of Hill Country Village.

SHOP THE VILLAGE

Every time you dine out at a Hill Country Village restaurant or make a purchase from a Hill Country Village business, you contribute to your City by paying sales tax in HCV. One-third of the City’s sales tax revenue subsidizes your property tax. The businesses located in our City contribute about two-thirds of total revenues to the Hill Country Village General Fund through sales tax. For fiscal year 2016-17, sales tax represents over \$850 Thousand of a total \$1.6 million in revenues (approximately 67% of the City’s incoming revenue).

Support your local Hill Country Village businesses!

CITY PROPERTY TAXES

The Bexar County Appraisal District collects ad valorem (property) taxes for all local taxing jurisdictions, including Hill Country Village.

The City’s property tax rate is \$0.246858. This is offset by a property tax subsidy from sales tax, unlike any other city in the county. This means that your net property tax rate (the rate you pay) is \$0.1400 per \$100 assessed valuation.

The City offers a **Homestead Exemption** and an **Over 65/Disabled Exemption**. Individuals who claim a home as their primary residence may receive a 20% discount. Individuals who are disabled or who are 65 years of age or older may receive a tax exemption of \$50,000. *These exemptions are applied to one's taxable tax valuation and only affects property tax imposed by the City of Hill Country Village.*

To apply for these exemptions or to appeal the appraisal of your property contact the Bexar Appraisal District, 210-242-2432, or visit their website at www.bcad.org.

MUNICIPAL COURT

Municipal Court handles all Class C misdemeanors, which includes traffic and parking violations, theft under \$100, public intoxication, and violations of City ordinances. Court is held once a month at 11 a.m. (generally the Third Thursday of the month). **On occasion, residents may be called for jury duty.**

VOTING

All elections are conducted at City Hall, 116 Aspen Lane. Early voting sites vary by election. For voter registration, visit www.bexar.org or call 210-335-6624.

UTILITIES & GARBAGE INFORMATION

PLEASE SEE THE INSIDE BACK COVER FOR THE PHONE NUMBERS TO UTILITY PROVIDERS.

SEWER AND ON-SITE SEWAGE SERVICE

Sewer service is available from the City to commercial properties and some residential properties along or near San Pedro Avenue. Other residential properties are served by on-site sewage facilities (septic systems), privately installed and maintained by the owners.

On-site sewage facilities must be installed by an installer licensed by the Texas Commission on Environmental Quality. To install an on-site sewage facility (septic system), an application and permit are required. Prior to doing any repairs to the system, an approved site design must be submitted to City Hall and a permit must be issued. Additionally, property owners are required to have inspections performed on aerobic systems three times a year by a state-licensed company of your choosing. The City's Health Inspector ensures compliance of both state and local laws governing on-site sewage facilities within City Limits.

GARBAGE COLLECTION AND RECYCLING

Waste Management provides residential garbage collection services and recycling collection services. Regular trash pickups are on **Wednesday and Saturday**; recyclables are picked up each Wednesday. One 95-gallon container is provided with your subscription. You may put out the 95-gallon container and **EIGHT** bags each trash day. To initiate or cancel services, or to make any changes to your service, call Waste Management at 210-368-5000.

To report a problem with your service or other customer service questions (including the disposal of dead animals), call Waste Management directly at 210-368-5000.

BULKY ITEMS

Twice a year, typically in April and October, for a period of seven days, large construction dumpsters are placed at City Hall for residents to drop off and dispose of their bulky waste items.

The following items are acceptable: furniture, mattresses, appliances, barbecue grills, water heaters, stoves, washing machines, dryers, air conditioners and refrigerators with the freon removed, small amounts of construction or remodeling material, small pieces of carpeting, and other similar items. No household hazardous waste.

Items not allowed: commercial or industrial waste, construction debris, tires, batteries, oil, paint and aerosol cans, or items that contain freon.

HOUSEHOLD HAZARDOUS WASTE

Bexar County provides to residents a method of safely disposing of unused paint and paint products, pool chemicals, pesticides and herbicides, household cleansers and polishes, motor oil, oil filters, antifreeze, aerosols, batteries, pesticides and other similar items. To request a free household hazardous waste collection, call 1-800-449-7587.

YOUR PROPERTY

ALARM REGISTRATION

Residential burglar alarm systems must be registered with the City of Hill Country Village (there is no charge). *Make sure that your alarm company has the dispatch number, 210-335-6000, on file.*

You may get a letter from the Bexar County Sheriff's Office stating that you need to register your alarm with them; however, this is not necessary.

Residents are allowed up to three false alarms per year. False alarms four through six cost \$50 each; thereafter, each costs \$100.*

PERMITS

A permit is required for any new construction, alteration, or remodeling of homes and other buildings, accessory buildings, pools or saunas, tennis courts, greenhouses, stables, workshops, fences, driveways, curb cuts, roofs (new or

repair), sprinklers, heating, air conditioning, plumbing, on-site sewage (sewage) systems, and electrical systems. The permit must be posted at the job site. Construction may only be performed between 7 a.m. and 7 p.m.

Generally, a permit is not required for routine maintenance; however, if work involves a change to the existing structural, electrical, or plumbing system, most likely it will require a permit. Call City Hall before doing any property improvements at 210-494-3671.

Beware of contractors who recommend not obtaining permits. Contractors who do not want to get a permit may not be licensed and may not have the knowledge to build in compliance with the code. All permits must be posted at the job site. Contact City Hall at 210-494-3671 if you are in doubt!

Inspections are conducted Monday through Friday by calling city hall staff at least 24 hours in advance at 210-494-3671.

BOATS, MOTOR HOMES, AND TRAILERS

The Zoning Code states that motor homes, mobile homes, recreational vehicles of any kind, trailers, boats, tractors, bulldozers, bobcats, farm equipment or other machinery shall be parked or stored only:

- a. To the rear of the rear line of a dwelling
- b. Between the front and rear lines of the dwelling provided they are obscured from view by vegetation or a structure from any street
- c. In a garage or carport
- d. Anywhere on the property not to exceed 72 hours during any 90 day period

GARAGE/YARD SALES

Garage sales may not exceed more than 7 consecutive days. Garage sales may only be held from 7 a.m. to 7 p.m.

All signage advertising garage sales shall be limited to one on-premise sign that does not exceed four square feet in surface area. Signs may be placed in City right-of-way directing customers to the sale. No signs shall be exhibited more than two days prior to the sale and shall be removed at the expiration of the garage sale permit. Permits expire at 7 p.m. on the last day of the date(s) of sale above. Signs must be staked and cannot be attached to utility poles, street light standards, or other public facilities. No food items or beverages may be sold.

HOME-BASED BUSINESSES

If you plan to operate a business from your home, you first need to determine if there are any restrictions on your home-based business. Home-based businesses in which a resident uses his/her home as a place of work, but has no employees or customers that come to the house are allowed. No retail trade, manufacturing or repair work shall be conducted in a home office, and the entrance to the home office must be within the dwelling.

LAWN WATERING

Year-round water conservation is encouraged by the City Council and San Antonio Water System. *Watering with sprinklers is prohibited between the hours of 10:00 a.m. and 8:00 p.m. in accordance with Ordinance #1120.* Watering using a hand-held hose with a shut-off nozzle, FIVE gallon bucket or other drip-irrigation system is permitted. During times of drought, additional restrictions will apply as announced by the Edwards Aquifer Authority or San Antonio Water System.

PARKING

Parking in the street is not allowed except along Crest Trail or Cabin Path. For all other streets, parking is only allowed on the right of way. All parking must be in the direction of traffic flow. No parking is allowed on Paso Del Norte. Please notify the Police Department of large gatherings involving many vehicles parked at a private residence.

RIGHT-OF-WAY MAINTENANCE

Property owners are asked to maintain the street right-of way in front of their property. Trees and shrubbery must not interfere with pedestrian or vehicular traffic on streets or Cavalry Trail. City crews maintain some rights-of-way, including tree trimming to make it safe for passing vehicles, pedestrians, and other passers-by. If you would prefer that the City not mow your right-of-way, please contact City Hall. From time to time, CPS Energy will hire tree trimming crews to trim trees around electric lines.

SIGNS

Except for real estate, political (candidate) signs, small garage sale signs, and other public interest signs, signs in the residential district are not permitted. *This includes placing "For Sale" signs on vehicles or boats.*

TREE TRIMMING

Tree trimming is regulated by City ordinance to control and prevent the spread of Oak Wilt. Tree trimming permits are required. *Contractors are responsible for hauling off all trimmings.*

All oak tree wounds must be painted within one hour of pruning with asphaltic, exterior oil or latex base paint. All equipment to be used for trimming must be properly disinfected before use. Any oak tree to be planted in the City must be warranted by the contractor to be free of oak wilt infection and not from an area where oak wilt is epidemic.

GENERAL BUILDING INFORMATION

Following is general information you should know about construction on your property:

If you have less than 4.5 acres, you are in the R-1 district:

Setbacks: front 50 feet, side & rear 25 feet

You may not have a separate guest house

If you have 4.5 acres or more, you are in the R-2 district:

Setbacks: front, 100 feet, side & rear, 50 feet

You may have a separate guest house

Fencing: fences require a permit and may not be higher than 10 feet, have barbed wire or pointed tops.

Sheds require a building permit to ensure that they are not placed into the setback area.

Main homes must be no less than 1800 square feet and may not be more than 2 stories or 30 feet.

More information is available in the Residential Building Packet, available on the City's website at <http://www.hcv.org/ResidentialBuilding.pdf>.

MISCELLANEOUS

CAVALRY TRAIL

Cavalry Trail used to be a horse and pedestrian path that runs parallel to Limestone Creek and the 400 and 500 Blocks of Tomahawk Trail. It begins between the properties of 304 and 308 Tower Drive and continues to Artisans' Alley. Hiking and horseback riding are allowed on Cavalry Trail. Motorcycles, ATVs, and bicycles are prohibited.

CURFEW

The curfew for minors under seventeen years of age is midnight to 6:00 a.m. Minors may receive citations for curfew violations.

DUMPING

It is illegal to dump debris on public or private property.

FIREARMS

Discharge of firearms, pellet guns, BB guns, slingshots, wrist rockets, blowguns, and bow and arrows (including crossbows) are prohibited within the City Limits.

No Poaching!

FIREWORKS

The discharge of fireworks is prohibited within the City Limits.

SOLICITATION

Door-to-door solicitation is prohibited in the Village except for religious and charitable groups.

PETS AND WILDLIFE

Pets

ANIMAL BITES

All animal bites should be reported immediately to the City's Animal Control Department at 210-494-3671. After hours, contact the police dispatch at 210-335-6000.

ANIMAL CONTROL

It is not permissible to let your pet run at large. Dogs must be kept on a leash at all times when out of their yards. Loose animals may be impounded, and the owner will be required to pay all impound fees and fines for violation of the ordinance.

If your pet is lost or if you find a stray: Call the City's Animal Control Department at 210-494-3671, during regular business hours, with a description of the animal and the last known location of the animal.

ANIMAL LICENSES

In Hill Country Village, **dog and cat licenses for pets over four months of age are mandatory.** To apply for a dog or cat license you **must provide a current rabies vaccination certificate** for your pet. The lifetime license fee is \$5 per animal and may be purchased at City Hall.

Licenses are to be worn at all times. If your pet gets lost, a license tag on your pet's collar is the fastest way to reunite you and your pet. Even if your pet is micro-chipped, a license tag is immediately visible and does not require a scanning device to read it.

HORSES

Horses are not required to be licensed. However, please contact the City's Animal Control Department at 210-494-3671 to add your horse to our list so that we may contact you in case it gets out.

NOISE

Any dog owner or custodian who allows a dog to bark continuously or for an extended period of time in a manner that annoys the neighbors and disturbs the peace and tranquility of the neighborhood may be cited for allowing a public nuisance.

SAFETY

It is unlawful for animals to ride in the open bed of a vehicle unless restrained. The motorist who strikes an animal must stop and render aid and notify the owner or appropriate law enforcement agency.

VIOLATIONS

Any violation of the animal ordinance is punishable by a fine not to exceed \$2,000. A Hill Country Village Summon will be issued to the property owner for any animal ordinance violation.

Wild Animals and Pests

Hill Country Village has a population of non-domesticated animals, such as deer and raccoons. While it is not illegal to feed wild animals, these animals should not become dependent on humans for food.

DEAD ANIMALS

For the removal of deceased animals, please contact Waste Management at 1-800-800-5804. Personnel cannot enter private property to pick up dead animals, so all dead animals must be brought out to the right of way for pickup.

MOSQUITOES AND WEST NILE VIRUS

Standing water encourages mosquito breeding that can lead to the spread of West Nile Virus. The City has *mosquito dunks* available at City Hall for you to use on your property.

POACHING

City and State law prohibits the poaching of wildlife within City Limits. A reward of up to \$2,000 is available for information leading to the arrest and conviction of anyone caught attempting to harvest wildlife in the city limits. City ordinance provides for a fine for the offenses. Please call the dispatcher, 210-335-6000, if you suspect someone is poaching.

YOUR MUNICIPAL GOVERNMENT

Elected Officials

Gabriel Durand-Hollis, *Mayor*
gdurand-hollis@hcv.org

Carl Register, *Place 1*
cregister@hcv.org

Matthew T. Acock, *Place 2*
macock@hcv.org

Bernard Swift, *Place 3*
bswift@hcv.org

George “Rick” Evans, *Place 4*
revans@hcv.org

Brett Rowe, *Place 5*
browe@hcv.org

Appointed Officials

The City Administrator and his staff carry out the day-to-day administration of the Village. The City Administrator is appointed by and serves at the pleasure of the City Council and is responsible to the City Council for proper administration of all City resources.

Frank Morales- City Administrator and Chief of Police

M & S Engineering- City Engineer

Bruce Bealor, B.J. Bealor, Richard Herr & Eric Knapp- Building Inspectors

Monty McGuffin- Health Inspector

Marc Schnall-City Attorney

Mario A. Treviño- Court Judge

Leslie Kassahn- Alternate Judge

Richard Corrigan-Court Prosecutor

City Government

Incorporated in 1956, Hill Country Village is a Type A General Law city. Elected officials consist of a mayor and five city council members. The Mayor and Council are elected at large by place in citywide elections on a nonpartisan basis, each serving a two-year term. The Mayor and Council Places 2 and 4 are elected in even-number years; Council Places 1, 3, and 5 are elected in odd-number years. City Council elections are held on the first Saturday every May.

City Council Meetings

City Council meetings are generally held on the third Thursday of every other month at 5:00 p.m. at City Hall. Meetings are open to the public. Citizens are encouraged to attend City Council meetings to keep informed on current issues and

to promote community involvement. City Council meetings generally last anywhere from 1 to 2 hours. The agenda is posted on the city website at least three days prior to the meeting.

Citizens to be Heard

Time is set aside during each regular City Council meeting for the Mayor to open the floor to citizens wishing to address the City Council on City-related issues not scheduled on the published agenda during a section of the agenda called “Citizens to be Heard.” Citizens are asked to limit their remarks to two minutes. The Council receives the information and may ask City staff to look into the matter or place the matter on a future agenda for discussion.

Boards and Commissions

Members of boards and commissions provide an invaluable service to our city, advising City Council and City staff on a variety of subjects by making recommendations on important policy matters. Serving on a board or commission can be a rewarding experience for community service-minded resident and a way to make a personal contribution to your community. *Four standing boards and commissions are the Zoning Commission, Board of Adjustments, Business District Construction Review Board, and the Economic Development Corporation.*

USEFUL TELEPHONE NUMBERS

EMERGENCY CALLS

Police, Fire, Ambulance	911
Bexar County Dispatch	210-335-6000
Poison Control	800-764-7661

CITY PHONE NUMBERS

Animal Control	210-494-3671
Building Inspection	210-494-3671
Citizen Complaints/Inquiries	210-494-3671
City Administrator	210-494-3671
Fire Department	210-207-8400
Municipal Court	210-494-3671
Police Cellular	210-494-6111
Police Chief	210-494-3671 Ext. 22
Police Report	210-494-3671
Police Department (Non-emergency)	210-335-6000
Police Investigations	210-494-3671 Ext. 26

Public Works 210-494-3671

UTILITIES

Electric/Gas (City Public Service) 210-353-2222

Water (SAWS) 210-704-7297

Garbage Cust. Service (Waste Management) 210-368-5000

Dead Animal (Waste Management) 210-368-5000

Sewer (City Hall) 210-494-3671

OTHER HELPFUL NUMBERS

Bexar Appraisal District 210-224-8511

Bexar County Tax Office 210-335-2251

Call Before You Dig 811

HCV Homeowners Association 210-491-3418

Northeast Independent School District 210-804-7000

Hidden Forest Elementary 210-491-8425

Omar Bradley Middle School 210-491-8300

Winston Churchill High School 210-442-0800



Information in this booklet is accurate as of February 2018. For the most current information, please call City Hall at 494-3671, or consult the City's website at www.hcv.org.

Revised 2/8/18