

Annual Report & Pool Issue



PASSAGES

THE OFFICIAL PUBLICATION OF THE GREAT NORTHWEST COMMUNITY IMPROVEMENT ASSOCIATION, INC.

2017 ANNUAL REPORT

MAY 2018

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PASSAGES

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Board of Directors

Mission. Improve the quality of life of the members and to preserve the value of properties in the Great Northwest.

Vision. Enhance the quality of life and sense of community pride on which the Association was established, instilling the theme “We are the Great Northwest” into all we do.

Core Values. We support membership by: enforcing property standards, maintaining common areas, offering youth, adult and senior recreational activities, and providing excellent customer service.



BRIAN STIVES

Chairman

Years on Board

1999 - 2002

2012 - Present



MEL

STALLINGS

Vice Chairman

Years on Board

2010 - Present



**JO ANN
FERNANDEZ**

Director

Years on Board

2012 - Present



DAVID GAST

Director

Years on Board

2018 - Present



GENE GUIDO

Director

Years on Board

2016 - Present



ESSY LECHON

Director

Years on Board

2011 - Present



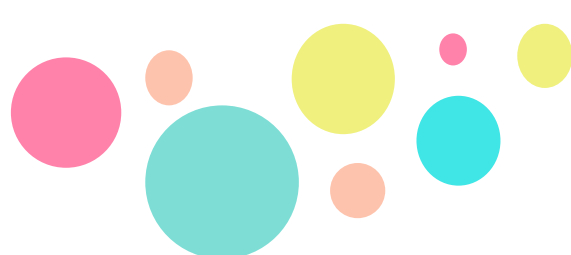
MARK ZOLLER

Director

Years on Board

2001-2003

2016-Present



Governance

Message from the Chair

The annual meeting of members is May 3rd and we, as an organization, have many things to be proud of this year. We have upgraded our financial software in the office to better track how we are doing on assessments and budget, we completed our Strategic Plan and have also made some significant repair and upgrades to our facilities. A couple of the major things we have done include new fencing around the Emerald Valley complex and the Silver Creek soccer fields, and a maintenance compound garage roof extension to help protect our maintenance equipment from the elements. But the most important part is, we were able to do these things well within our budget. Those savings enabled us to transfer a record amount into our reserve account, while maintaining the same assessment rate for 2018.

The bottom line is, we are maintaining our facilities well and are doing so in a fiscally responsible manner. The neighborhood common areas are looking good while we simultaneously continue to build the financial stability of the Association by contributing to our reserves for future maintenance, repair and replacement needs.

We look forward to seeing you at the annual meeting where we will be able to share more of the good things happening in the neighborhood as well as recognize our great volunteers that make it all happen!



Brian Stives
Chairman of the Board



About the Board

The Board is the governing body of the Association made up of seven unpaid volunteers who own property in the community. The Board approves the annual budget and approves Association policies.

Directors on the Board do not receive compensation for their time served as Directors or for any services rendered to the Association while serving on the Board. They are your neighbors, invested in improving the community, who are selected to serve in the position through an election.

Your Board of Directors are elected to serve three year terms of office. Each year two directors are elected, and every third year, three are elected.

Board Meetings

Your Board of Directors hold two Board meetings each month, plus the occasional special board meeting as the need arises.

Executive Board of Directors' Meeting

The Executive Meeting is held on the first Thursday of the month, except during the month of May (when the Annual Meeting of Members is held), and is open to all members; attendees are observers only and may not speak.

Regular Board of Directors' Meeting

The Regular Meeting is held on the third Thursday of the month and is open for all members; attendees may address the Board on matters of concern to them at this meeting.

Preserving Value

2017

was a very productive and successful year as we touched 60,542 members through services or connecting neighbors, and that's a low number! Even though we went through the sways of new software the outcome of the 2017 audit was a clean opinion confirming solid checks and balances in processing income and expenses.

We worked through and finished updating the Strategic Plan to guide spending and volunteer and staff actions. While all hours and monies expended contribute to operations, like any organization the Great Northwest needs a plan to move us all forward in the right direction. Following you will see the symbol “” indicating hours and expenditures that contribute to long range goals.

Our financial picture is sound and after years of good financial planning and controls we again transferred the budgeted contribution of \$113,296 to Major Repair and Replacement “in” the calendar year. Because MR&R reserve funding is a priority the Board transferred an additional \$80,000 to MR&R that was in excess of expenditures due to successful collection efforts and best management practices.

In updating the MR&R Report and schedule recently our position changed from weak to fair. This is a very good improvement and will be reviewed by the Board to establish a plan and next steps to put the Association on the road to a position of “strong” MR&R funding.

Several projects were undertaken last year that included ➤ refinishing the Silver Creek pool decking ➤ replacing chain link with wrought iron fencing at the soccer fields ➤ replacing chainlink with wrought iron fencing between the Silver Creek pool and courts ➤ extending the maintenance garage roof, and ➤ major plumbing replacement at the Silver Creek Lodge and recreation restroom.

Operationally busy!

- 2,545 Resident office visits
- 17, 250 guests @ 256 Private Parties
- 696 Home sale packages
- Processed 1,984 AP invoices & 17,284 assessment payments
- Financial balance sheet and income statements by Regular Board meetings

Deed Restriction Enforcement & ACC Management

- Expanded responsibilities: + Small Claims Court & early morning, after work & Saturday hours
 - 8,321 citations & letters (88%± correction)
 - \$1,112,293 Home improvements | 134 applications

Maintenance

- Projects - Contractors – Bidding process
- Projects - In House: ➤ Maintenance Compound privacy fence ➤ Top-dressed, over-seeded, fertilized Soccer Fields ➤ 2nd year: Maintain Greenbelt path & captured 80% recyclable waste

Recreation

- 150 Volunteers @ events & sports
- 26 Events & 3,500 attendees
- 450 Sports games | 896 participants | 1,500 parents & guests
- 18,395 Pool guests

Security

- 307 Resident Services: alarms, lost/found animals | battery jumpstarts | home/vehicle lockouts | vehicle lights on | welfare/facility checks
- 5323 Special Resident Services: Out of Town & Special Watches
 - 49,097 miles driven

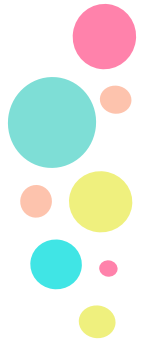
2017 was a very constructive year supporting our mission through operating our business that supports volunteers, provides services to members, connects neighbors and preserves community and property values through maintaining Association amenities. We're proud to work toward keeping “great” in the Great Northwest.



Cindy Gates
CMCA®, PCAM®
Community Manager

Business

“The Association once again reached our financial goals continued to create financial stability through new revenue streams and reduced expenses.”



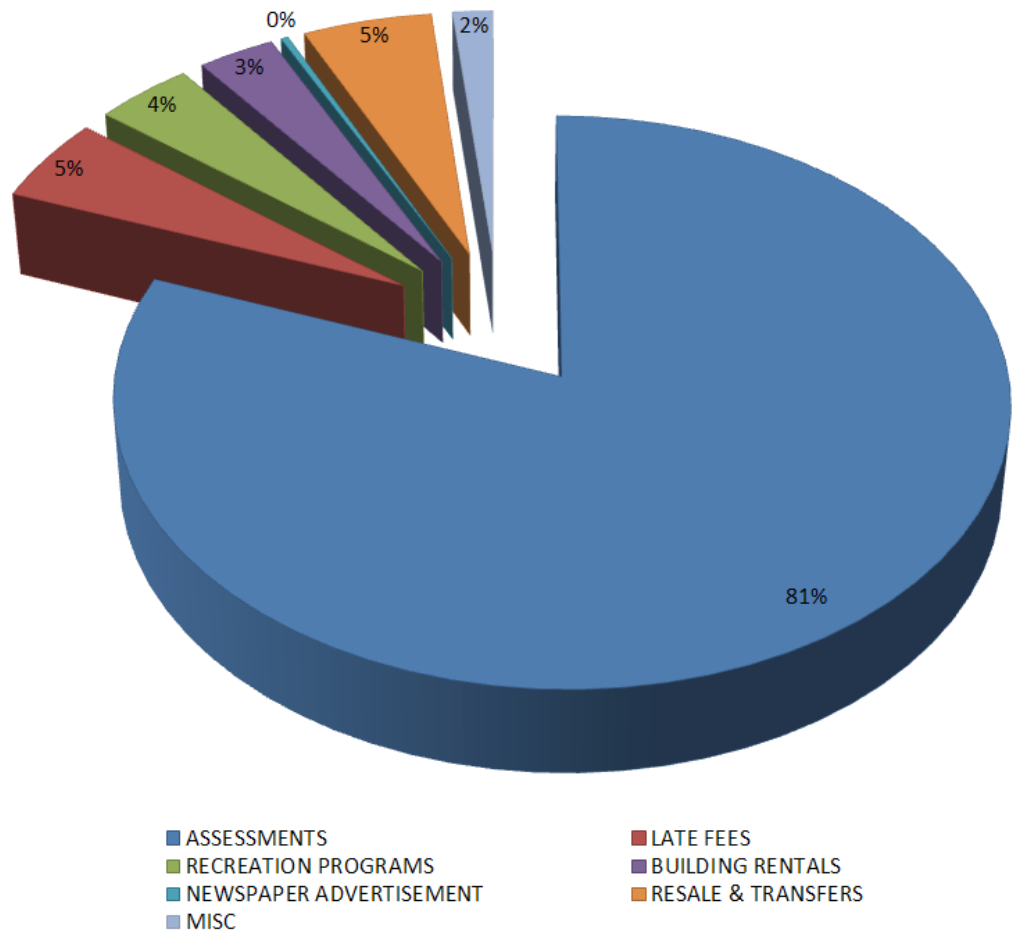
Income & Revenue Overview

The Association had a very productive year financially, with a 6% increase in revenue over 2016 that encompasses all income categories. The total revenue generated came in 7% higher than budgeted for the year 2017. Our collection efforts were slightly down from the previous year due to a software conversion and a delay in the collection process. With this said, we still accomplished to have 30 attorney reclaimed accounts and 186 payment plans paid in full.

The accounting department processed over 17,284 credit card, Echecks, debit and check payments.

TOPS ONE software has been challenging during the conversion but has proved to be a great tool for timely and accurate account-

Revenue 2017



Higher than budgeted
7%
6% Increase in Revenue

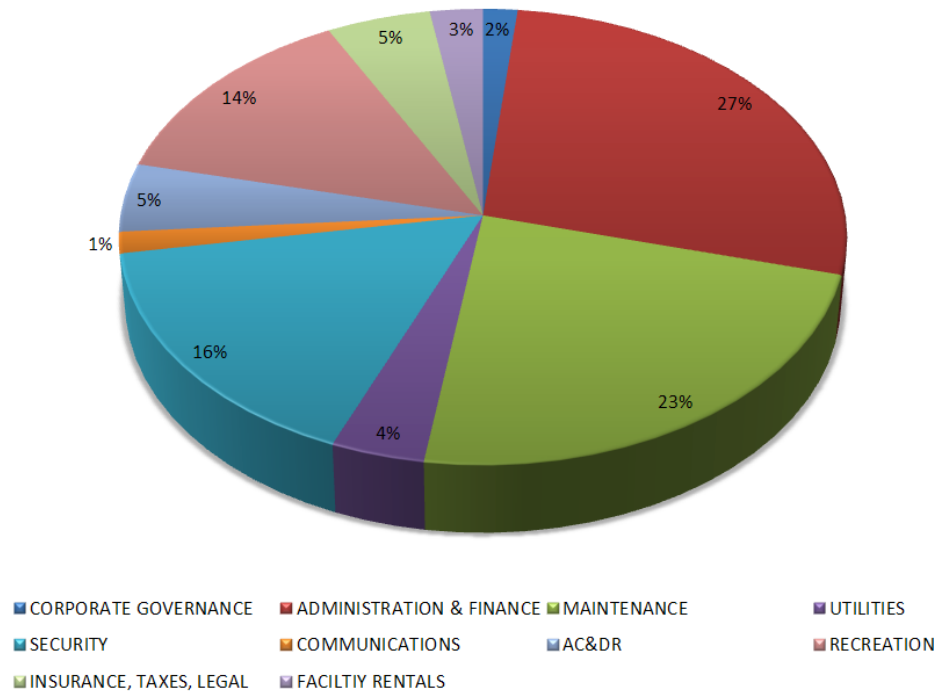
Payment Plans
186
17,283 Payments

\$28,000 in Savings Budget v. Actual Expenses

Expense Overview

The Association ended 2017 with a \$28,770 savings from a budget versus actual standpoint. This amount included a \$113,296 contribution to the Major Repair and Replacement (MR&R) projects totaling \$119,203. This year we came in under budget in 7 of 10 categories. Our managers strive to obtain quality services/goods for our community at the best rate possible, resulting in savings for the Association. By keeping our expenses under budget this allows the Association to contribute more funds to the MR&R reserve account allowing us to ensure continued projects. These projects enhance and add value to our facilities and the community.

Expenses 2017

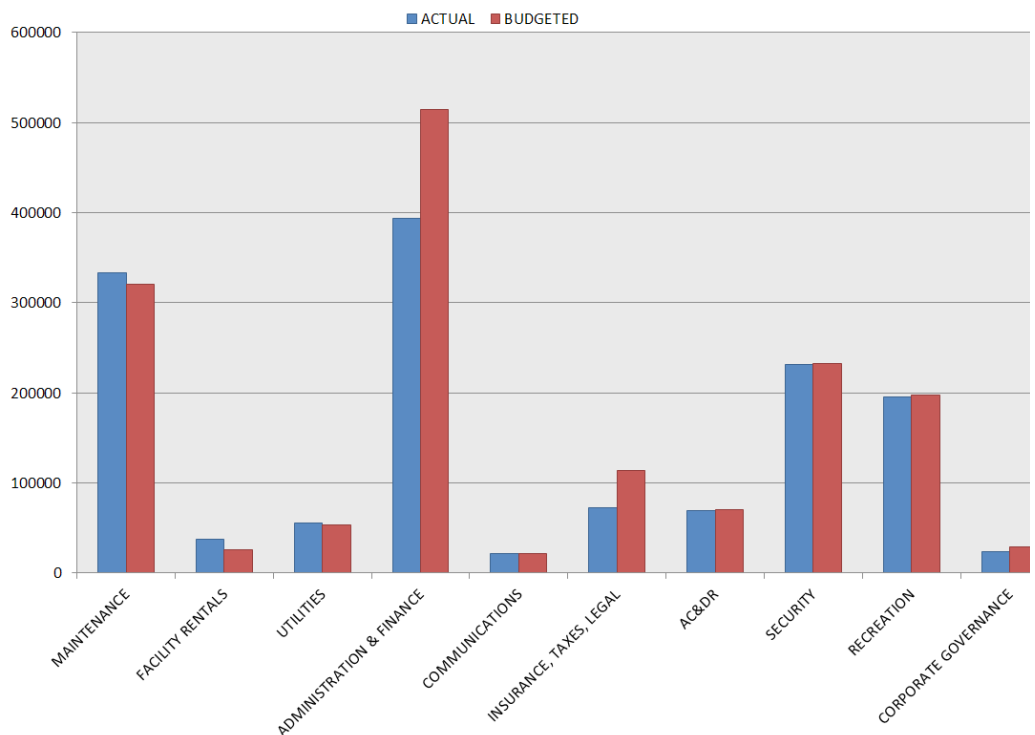


In Review

In conclusion 2017, the Association reached our financial goals and continued to create financial stability through revenue streams and reduced expenses. As a result we have been able to complete many projects through the year and we will continue this trend.

The Association brought in more revenue than was budgeted in 2017 and came in under budget for expenses. Once again the Association had a healthy financial outlook for the year. Meeting our financial goals while providing top level customer service helps us build a better community.

Actual v. Budgeted 2017



Property

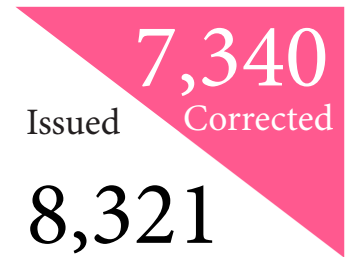


Deed Restrictions

Due to our standards and related benefits of living in a deed restricted community, in 2017 our Deed Restriction and Architectural Control (DRACO) Department issued 8,321 notices. Of these, 7,340 violations were corrected. That is an 88% correction rate for the year. The city of San Antonio code and compliance for the district also helps maintain the city ordinances throughout the seven subdivisions in the Great Northwest. SAPD also helps with city violations on GNW city streets.

The DRACO department expanded its department responsibilities by taking unresolved violations to small claims courts. In 2017, we took 15 cases to court. 12 are settled, 1 is awaiting a decision, and 2 are pending.

88% Correction Rate



Architectural Control Committee

All owners are responsible for submitting an application before they begin an exterior improvement project. Submitting the details of such projects for review by the Architectural Control Committee (ACC) is a true benefit for the homeowner as the ACC is knowledgeable about all the rules and covenants that govern such improvements. If there are problems the ACC can help homeowners avoid or correct them with this pre-project review.

Why do we need an Architectural Control Committee?

The goal of the Association is to make all homeowners fully aware of the community's architectural standards so as to minimize confusion and violations of the standards, while maximizing compliance and understanding. The Covenants, Conditions, and Restrictions (CC&Rs) of the Great Northwest mandate the existence and functions of the Architectural Control Committee. The ACC's primary function is to maintain and enhance the appearance of the GNW by reviewing and approving or disapproving proposed changes to existing exterior structures within the GNW. The committee interprets and applies the governing documents and Exterior Design Criteria. The committee is independent of the Board; however, the Board confirms committee members and has a vested interest in the activities and rulings of the committee. Cooperation and communication between the committee and the Board is essential. The ACC works closely with the DRACO and the Community Manager in performing its

tasks.

- The ACC consists of 5 persons appointed by the Board of Directors
- All appointees must be knowledgeable of, and in compliance with, the architectural standard
- The ACC meets every other week to review submitted applications
- The ACC members owe a duty to the Association to act in good faith and generally to refrain from voting on issues directly related to themselves, relatives or personal friends

In keeping up the standards last year, the ACC received and reviewed 134 applications. Of that number 126 applications were approved and 8 were denied. The estimated costs for the approved projects were \$1,112,293.



“Maintain and enhance the appearance of common and private properties in the GNW and provide one-time or limited ongoing assistance to residents who are unable to keep up their property.”
~A-Team Mission



A-Team

The A-team plays a big part in the Association’s ability to preserve property values. The team helps keep the community visibly attractive and free from graffiti, and helps residents who are unable to keep up their property with one-time or limited assistance.

Team leader Connie Stallings reflects on the A-Team’s accomplishments in 2017.

Our A-Team always amazes me in how much we do with such a small number of volunteers. A-Team members take pride in our community, and want the Great Northwest to look “Great”.

A-Team members’ greatest accomplishment in 2017 was replacing a fence that had fallen at a disabled veteran’s home. It warmed my heart that volunteers worked hard almost every day to complete the project within a month. A-Team members searched for and collected wood fencing materials that we could use to build this fence.

Last year, members helped remove 217 different graffiti tags around the community. We worked together to keep our community graffiti-free as “Graffiti is everyone’s Business.” While our efforts helped decrease graffiti in the area, it did not stop entirely. We moved on to refinish the red picnic tables at Silver Creek and Emerald Valley pools. What an endeavor of love! Countless hours spent sanding and painting the tables.

Our busiest month of the year is October, when we always help build and staff the Haunted House. Then, we have our First Responders, Staff and Volunteer Dinner. This year was a very sad and special year in that we had three fallen SAPD and one SAFD members to memorialize.

Join us as we strive to improve in 2018.

Connie Stallings



Maintenance

The maintenance team works behind the scenes to keep the common property beautiful, ensure equipment and common areas are safe and reliable, and work with a great volunteer team on beautification projects throughout the neighborhood.

2017 ACCOMPLISHMENTS

- Maintained Greenbelt path
- Captured 80% waste as recyclable
- Soccer fields irrigation water exemption
- Coordinated with A-team on all projects
- Consistent with landscaping maintenance schedule
- Keeping up with technology with installation of WiFi access points
- Maintain in-house vehicle repairs
- Continue to improve safety with installation of emergency lighting at SC
- Opened and closed both pools

The team also coordinated with Community Manager on RFPs and many projects:

- Lighting for SC courts
- Fencing for volleyball court
- Pool decking at Silver Creek
- Fencing for soccer fields
- Tennis court sidewalk expansion and fence SC
- New frig at Barefoot cafe



Services

“Two of the most exciting things that the Great Northwest offers are rental of our beautiful lodges and swimming pools.”

In 2017, the Great Northwest continued to offer a wide range of services to residents. This past year, the front office has seen more than 2,545 visitors, security answered 1,819 calls, and the halls and pools were rented 256 times. Each department focused on improving services. The Administration Department improved workflow and processes, making the front office more resident-friendly. The Security Department focused on deed restriction problems concerning vehicles, trailers, and RV’s. Meanwhile, the Recreation Department continued to put the fun in the community by hosting events and sports programs.

Lodge & Pool Rentals

Two of the most exciting things that the Great Northwest offers are access to our beautiful lodges and swimming pools. Homeowners are able to rent our lodges for various events ranging from wedding receptions, anniversaries, quinceñeras, birthdays, and many more events. This past year, Callanen Hall hosted 115 parties with over 17,250 guests, while Flores Hall had 63 parties with over 3,150 guests in attendance. In the summer months, the Silver Creek and Emerald Valley pools are available for private parties, this past year both pools saw 78 parties combined.

Parties
256

Resale Documents

The Great Northwest strives to make services more accessible to homeowners. Resale closing packages are now available online via our website. With this, we have been able to cut down on inconvenience for realtors and front office traffic. This past year we processed 696 resale documents.

Resales
696

Classes & Activities

The Great Northwest offers a wide variety of classes and activities at the facilities, including line dancing, SA Tumble Tots, Kids Folklorico classes, O.W.L.S. luncheons, Book Club and more. If you would like to sign up for any of these classes, or want to suggest new classes stop by our office or visit our website at greatnorthwest.

Classes & Activities
853

Administrative Services

Assessments

- Annual Assessments are due January 1!
- FREE - Prepayment Coupons (sign up for coupons is available every year in January Passages)
- FREE - Payment Plans (if set up before January 31)
- \$25 - Payment Plans (if set up after January 31)

FREE

- Notary Services
- Fax (first 10 pages free, .50-\$1.00 per page after)
- Copies (first 10 black & white pages free, .30 after)

Member ID Cards

- FREE - first card
- \$5 - Replacement cards
- \$10 - Summer Pass (1 month)

Rentals

- \$300 - Callanen Hall
- \$120 - Flores Hall
- \$160 - Pool

Additional damage fees, security, set-up, and clean-up fees may apply.

Resale Documents

- \$150 - Resale Certificate
- \$150 - Statement of Account
- \$150 - Transfer
- \$50 - Rush Order

Payments can be made by credit, debit, money order, or check. There is a \$3 processing fee. The office does not accept cash.

“The Government Relations Committee keeps the GNW Board, Community Manager and its residents cognizant of issues that may affect them.”

~Government and Public Relations Committee Mission



Government and Public Relations Committee

The Government and Public Relations team plays a strong role in informing the community of issues that may affect them. Committee leader Myrl Britten looks back on the committee’s accomplishments in 2017.

We’re the Government Relations Team – We keep our eyes and ears open so you’re not left in the dark. We maintain contact with federal, state, city and county officials and their representatives, and neighborhood associations. When appropriate, we effect changes beneficial to the Association through meetings and working with local government agencies.

In 2017, the Team:

- Planned and hosted 2017 Mayoral and District 6 Candidates Night.
- Worked with the Lindsey Place HOA who was concerned with a Paper Recycler wanting to locate near their subdivision. After a number of meetings with Lindsey Place, the property owner, the buyer and District 6 personnel, the zoning request was withdrawn. During these meetings it was revealed that the paper recycle company planned to add the process of recycling construction materials requiring a “Special variation to process metal”, which caused health concerns which were not resolved leading to non-support of the special consideration.
 - Supported Chairwoman Ida Rodkey in her effort to have a fair and informed vote for the GNW Greenbelt Trail.
 - Attended and reported on:
 - District 6 Leadership Meetings,
 - Northwest Neighborhood Alliance meetings,
 - State and City Leadership Meetings.



Myrl Britten

Communications

The Communications Department remained focused on connecting residents with GNW news and upcoming events. One of the strongest efforts the department made in 2017 was creating *Passages*², an email newsletter.

The Great Northwest offers many avenues to communicate with residents. Stay connected through:

Passages & Marquees

Not a fan of digital communications? *Passages* continues to be delivered to each door every other month. Marquees are also available throughout the community. If you prefer receiving your news on your phone, sign up for our email newsletters by registering on the website: www.greatnorthwest.org

Website - GreatNorthwest.org

Access resources like our online calendar, class sign-up forms, recreational information and more. In 2018, the Communications Department will focus on making the website more mobile and user-friendly.

Email

With 2,700 subscribers, email is becoming one of our most powerful tools. In 2017 alone, our emails were opened 9,335 times. Want to receive emails? Register on our website, www.greatnorthwest.org.

Facebook - facebook.com/GNWCIA

The Association’s Facebook page continues to be a great way for residents to get immediate updates. Last year, each Association posts reached an average of 500.

Services

“As we continue to support the community through resident services, we will make every effort to educate residents in securing their property.”



Security

In 2017 our community experienced a year in which we saw crime decrease a little. This trend indicates we have pretty much leveled off to the years when we saw our lowest crime in 15 years. As we continue to support the community through resident services, we will make every effort to educate residents in securing their property.

Here is a review of security services in 2017:



- **Calls made to security:** 1,819 / The community continues to get involved with what is happening in their area.
- **Out of Town Home Checks:** 4,036
- **Special Watch Checks:** 1,287 / This is a large increase and we can look at it in two ways; one is that we had a lot more problems in the community, but we also had people using us for helping out with their problems. Most of these problems are family issues concerning spouses and/or boyfriends or girlfriends.
- **All other resident services:** 307
- **Deed Restriction Notifications:** 289/ Our department assists the Deed Restriction Department in identifying violations concerning vehicles, trailers, oversize vehicles and parking on lawns.
- **Safety Awareness Notices:** This is a new program in our department began this year. These safety notices are not violation notices and no mandatory actions are required. Of course, please take notice safety issues written on the door hanger that the officer has identified and take actions to correct it. This is for the safety of you and your family.

2017 Crime Review

Our community continues to be very low on violent crime. Most of the violent crime we have comes from family violence. All other violent crime is so low that it is uncommon for it to happen in our community

- **Burglary of Residences:** 18
Continue to be vigilant and follow the basic crime prevention steps by reporting suspicious activity, vehicles or people to Security so we can check it out.
- **Burglary of Vehicles:** 47
Between our residents, GNWatch, COPS, Dog Watch volunteers and the Security Department I we can have a positive effect on this number in 2018.
- **Thefts:** 53
Most thefts are items stolen from resident's front yard, such as landscape ornaments, potted plants, bicycles and personal items like cell telephones. Please secure your items and make it difficult for thieves.

“Enhance the individual and collective safety and general welfare of all residents of the Great Northwest by assisting the S.APD and all local law enforcement agencies and G.NW Security in a non-confrontational, reassuring manner.”

-GNWatch Mission



Safety & Security Teams

GNWatch, Dog Walker Watch, and Citizens on Patrol are all important elements to reach the Association’s goal of improving the quality of life for members. By encouraging residents to keep an eye out for crime, the neighborhood Safety and Security Teams ensure that the community remains safe.

Team leader Renee Townsend reflects on the accomplishments of each team in 2017.

Our Great Northwest Safety and Security Teams had a very busy 2017. We delivered a new McGruff Puppet to the Prue Road SAFFE officers to use in their educational puppet shows, decorated a “Take a Bite Out of Crime” themed float for the 4th of July Parade, lost two of our valued canine team members, sponsored the McGruff Puppet Show and Fire Truck Display with over 100 attendees, and several of our team members hosted National Night Out parties at their homes to promote safety in their neighborhoods. The A-Team and our teams also co-hosted a First Responder and Volunteers Appreciation Dinner with special recognition to fallen SAPD Officers Ben Marconi and Miguel Moreno and SAFD Firefighter Scott Deem, and decorated and sponsored a room for younger children at the GNW Haunted House and Hayride event. We ended the year by proudly unveiling the very first newly designed Citizens On Patrol sign in the city with SAPD and television media in attendance, and collected bags full of toys for the Blue Santa Project.

In 2018 we have again set some very ambitious goals. On May 19th we will host a Free Pet Awareness Event with Animal Care Services, local veterinarians and a dog trainer as our speakers, adoptable and fosterable furry pets in attendance, free microchipping and various pet vendor display tables; our goal is to promote responsible pet ownership in our community. In June we will again sponsor the McGruff Puppet Show and Fire Truck Display. Look for us in the 4th of July Parade. October will bring the National Night Out event; several of our members will again host parties at their homes and if you are interesting in hosting a party, we will gladly give you information on how to successfully do that. The Watch Teams and A-Team will honor our First Responders with an Appreciation Event in November. We will again collect new toys for the Blue Santa project right before the Christmas holidays. Lastly, we will be busy retraining our Citizen On Patrol members as they are scheduled to attend the updated training program at SAPD Prue Station.

If you are interesting in learning how to promote crime awareness in your neighborhood, we invite you to join us! We meet the second Thursday of each month at 6:30 p.m. in Flores Hall. Hope to see you there!



Renee Townsend

Recreation & Events

“Our recreation sports and events would not be possible without our great volunteers. Many of our volunteers are at every function throughout the year willing to help from start to finish.”

Sports

When you see our soccer fields flooded with kids and parents for 7 months out of the year, that is because soccer is a very popular sport for residents that reside in Great Northwest and surrounding areas. In the past few years, we have allowed non-residents to play in our soccer program because of increased interest. Most of our great coaches start when their children are 4 and continue in our program until age 13. We have 2 full seasons of youth soccer – a Spring season which goes from late March to early June and a Fall season which goes from mid September to late November. Over 200 children on 18 teams participate in games on Saturday Morning during those timeframes. Coaches and players were honored at the closing pool BBQ held at the end of the season.

Over 100 youngsters participated in the 2017 Great Northwest “Gators” Swim Team. With practices daily throughout June and July, the team participated in a number of dual meets and placed competitors in the divisional meets. The GNW Gators are known throughout the league as best exemplifying full participation and good sportsmanship. Much of the success of the swim team is the result of hard work and dedication of the swim team parents, who staff the meet concessions and work as officials and judges. Parents and swimmers are both honored at the

closing social held for the team at the end of July. Over the past 2 years, the GNW swim team has achieved status as a Division I team – the highest division in San Antonio!

For the little ones who are not ready to compete in the water, we offer a variety of swim lessons. From the toddlers who have never been in the water to advanced swimmers who want to improve a specific stroke – we have instructors with a wide range of skills to meet the demand of the parents.

The Great Northwest Basketball program gives our youngsters a chance to participate in athletics during the winter months. We have 3 divisions with 12 teams ranging from ages 6-12. Crossroads Baptist Church provides a newly constructed gym for game days.

The Great Northwest Adult Softball League is also a program that has been growing in popularity over the last few years. We have grown from 8 teams to 10 in 2017, and it will only grow bigger in seasons to come.

Volunteers

Our recreation sports and events would not be possible without our great volunteers, many of whom are at every function throughout the year willing to help from start to finish. Volunteers range from students in school programs to parents to mom’s and dad’s wanting to coach their child’s team. Our programs



896

Athletic
Participants

450

Games Played

23

Events

3,500

Attendees

^\$2,000

Donated Goods &
Services

1,500★

Haunted House
Attendees

are far more successful because of these individuals.

Seasonal Events

The Great Northwest always has something going on throughout the year. Many of our special events are based on holidays and celebrations, like the Easter Egg Hunt, Memorial Day BBQ & Pool Party, July 4th Parade, Labor Day BBQ & Pool Party, Haunted House & Hayride, and Santa's Wonderland. New in 2017, was our 1st Annual Parent Child Valentines Dance. This event was brought to life by Team Leader Connie Chavez, who serves as the Community Events Chairperson. This event brought smiling families together for an evening of dancing and memories.

Other than the events listed above, the majority of our events are for the entire family. These include the Great Northwest Car Show & Dive-In Movies at Silver Creek Pool.

School Programs

The Great Northwest works with school sponsored programs. The National Junior Honor Societies from our surrounding schools can be seen volunteering their time to improve Great Northwest. Other school contributors are the Theater Students from Taft and Warren High Schools, who provide scares at our Haunted House, and the ROTC Club from Warren High School, who help at every major event we host.



Amenity Access

Part of the Great Northwest's mission is to "improve the quality of of life of the member's." On top of offering administrative and security services, recreational sports, and community events, the Association is home to over 30 common area amenities. Come and enjoy a day with the family at one of our amenities.

Membership ID Cards

Great Northwest amenities are available for the exclusive use of residents and guests. Keep your membership ID card with you when you visit any of the common areas.

Don't have a membership ID card? Stop by the office, Monday - Friday, 10 am - 7 pm. Remember, it's a photo ID, so anyone in your family over the age of 12 will need to come in to get their cards.

Amenities

Silver Creek

8809 Timberwilde

- Junior Olympic Pool
- Soccer Complex (8 Fields)
- Picnic area
- 3 Lighted Tennis Courts
- 1 Playground
- 1 Lighted Basketball Court
- 2 sand volleyball courts
- 1 hard volleyball court

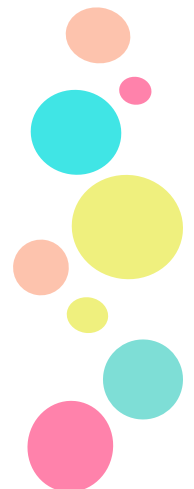
Emerald Valley

9310 Timber Path

- Kuwamura Park
- Flores Hall
- Junior Olympic Pool
- Splashpad
- 1 Playground
- 4 Lighted Basketball Courts

Ridge Creek Park

6731 Ridge Place St.



Pools



2017 Pool Stats

18,395

Pool Guests

\$3,650

Cafe Proceeds
go to Scholarships & Recreation

Pool Rentals

Plan for the perfect summer party with our pool party rentals. The Silver Creek and Emerald Valley pool are available for rental throughout the summer. You can save the date by renting out the pool as early as January 1. Prices and times are available on page 18.

Resident Access

Residents must have their membership ID cards to access the pools. Children 10 and under do not need a pool card and are expected to have a guardian with them at the pools. Children 10-12 can opt to take a swimming test in order to have an ID card. If you do not have your membership ID card, visit the office Monday through Friday, from 10 am to 7 pm.

Guest Access

Bring your family and friends along this pool season. Up to three guests are allowed per membership ID card. There is a \$3 charge for each guest.

Do you have family or friends staying for a few weeks? Purchase a \$10 guest pass for one month.



Swim Team

Join the GNW Gators Team, the community's swim team taught by a professional coaching staff. Participant ages are 4 through 18, and registration lasts from March 5 through May 18. Registration prices are \$80 for residents and \$100 for non-residents.

Swim Lessons

The Great Northwest offers swim lessons for all experience levels and ages, from 6 months and up. Just starting out? Learn water safety and swimming essentials. Are you an experienced swimmer? Join our masters fitness class. View class descriptions on page 19.



Silver Creek & Emerald Valley Pool Rules

1. Current Great Northwest Membership Card required for admission
2. Children under 12 admitted only with parent or adult guardian, unless they have a Special Swim Membership Card
3. Guests
 - a. 3 Guests are allowed per member
 - b. Children cannot have younger guests
4. Children under 10 must be supervised at all times by a parent or an adult 18+ years old
5. Special Swim Membership
 - a. Children 10 or 11 years of age at the time of the water test are eligible
 - b. A swim test must be taken
 - c. A parent must accompany a child taking the test
 - d. A child must demonstrate mastery of all parts of the test
 - e. The swim test will consist of:
 - i. swim one length of the pool without stopping
 - ii. jump into the pool unassisted
 - iii. tread water in the deep end for one minute
 - iv. read and agree to follow GNW Pool Rules and to follow directions of lifeguards
 - f. Anyone with a Special Swim Membership Card is allowed admission without parent or guardian
 - g. The Special Swim Membership Card cannot be used to admit other younger family or guests
6. Appropriate and proper-fitting swimwear is required in the pools
 - a. No street clothes, e.g., long-sleeve shirts, jeans, long or cut-off/fringed pants or shorts, shorts, tennis shoes, or socks
 - b. No excessive jewelery and belts
 - c. Boxer shorts or briefs cannot be visible
 - d. T-shirts and tank tops are allowed
 - e. Swim diapers are allowed in the pools: no disposable diapers
7. No running, horseplay, or disorderly conduct
8. No loud, obscene, profane or abusive language
9. No glassware
10. No pets
11. No large flotation devices or devices that have partial opening on the bottom for infants & toddlers
12. No person may be the pool area in an intoxicated condition
13. Only personal stereos with headphones are permitted
14. Parent or responsible adult must be physically within reach of non-swimmers under 6 years of age
- 15. Thunder and Lightning** – Swimming is prohibited for 30 minutes with the sound of thunder. If more thunder is heard another 30 minutes will start again. Swimming is prohibited when lightning is present
16. Use of pool chairs and loungers is restricted in the pools
17. Lifeguards and gate guards are authorized to implement and enforce rules that are more stringent or that supplement those listed here for the safety of pool users
18. There will be a 15 minute break each hour for adult swimming only. Youth under the age of 18 must remain out of the pool at this time.

The Great Northwest Community is not responsible for personal property. Have a safe and pleasant pool experience!

Pool Rentals

Silver Creek Pool

8809 Timberwilde

Emerald Valley Pool

9310 Timber Path

Prices

Pool Facility Use

Charge: \$72

Covers pool usage for 3 hours including set up, and breakdown, and picnic tables.

Damage Fee: \$60

Refundable 30 days after the event, provided there is no damage.

OPTIONAL FEES:

Security: \$120

Mandatory when alcohol is present.

Clean up fee: \$60

Mandatory when alcohol is present

Set up: \$72

Additional hours (no alcohol): \$66

Additional hours (with alcohol): \$138

Maximum guests allowed - 200 people

Party start times:

7:30 PM, 8:30 PM, 9PM

***You must be in good standing with assessments paid to rent the facilities.*

Pool Schedules

Pool Hours

May 12 - Jun 1:

Silver Creek Pool

Mon - Fri: Closed
Sat - Sun: 11 am - 7 pm

Emerald Valley Pool

Mon - Sun: Closed

Jun 2 - Aug 26:

Silver Creek Pool

Mon, Wed, Thu: 11 am - 8 pm
Tue: Closed
Fri - Sun: 11 am - 7 pm

Emerald Valley Pool

Mon: Closed
Tue - Thu: 11 am - 8 pm
Fri - Sun: 11 am - 7 pm

****Both pools closed June 4-5**

Aug 27 - Sep 16:

Silver Creek Pool

Mon-Fri: Closed
Sat - Sun: 11 am - 7 pm

Emerald Valley Pool

Mon-Fri: Closed
Sat - Sun: 11 am - 7 pm
****EV Pool will be closed Sep. 4**

Labor Day Hours: 11 am - 6

2018 Pool Events

Family Dive-In Movie Nights

- May 25 - 8:30 pm, SC Pool
- June 29 - 8:30 pm, SC Pool
- July 27 - 8:30 pm, SC Pool
- August 31 - 8:30 pm, SC Pool

Memorial Day Pool Party

May 28 • 4 pm • SC Pool

July 4th Parade & Pool Party

Jul 4 • 10 am • SC Pool

Labor Day Volunteer Pool Party

Sep 3 • 4 pm • SC Pool

Join the community at the party to say thanks to all the volunteers.

2018 Swim Lesson Schedule

Swim Lessons are held in 2 week sessions

Each session: Mon-Thu

Each Class: 40 minutes

Session 1: June 11-June 21

Session 2: June 25-July 6

Session 3: July 9-July 19

Session 4: July 23-August 2

Session 5: August 6-August 16

2018 Gators Swim Team Meet Schedule

DATE	TIME	OPPONENT	LOCATION
Jun 12	6:00pm	Hunter's Chase II	Great Northwest
Jun 19	6:00pm	Villages of Westcreek	Great Northwest
Jun 25	6:00pm	Dominion	Dominion
Jul 3	6:00pm	Northwest Crossing	Great Northwest
Jul 7	TBA	Divisional Meet	1604 Natatorium

Swim Lesson

Class Descriptions

BUBBLERS CLASS \$35

Ages 6 months - 2 yrs
Please sign in on the Bubblers Sign Up Sheet to receive more details.

BEGINNERS I-GUPPIES \$65

Ages 2-6 (3-5 students per class)
Teaches water exploration, water safety, and supported floating. Introduction to arm movement, kicking, roll over from front to back, and water confidence

BEGINNERS II-ANGELFISH \$65

Ages 2-6 (3-5 students per class)
Teaches water safety, head bobbing, underwater bubbles, back crawl with support, and front level water with kicking support.

INTERMEDIATE I-GOLDFISH \$65

Ages 6-8 (3-5 student per class)
Teaches water safety, front & back floating UNSUPPORTED, front & back crawl stroke 5 meters, and scissors kick with kick board

INTERMEDIATE II-SEAHORSE \$65

Ages 6-12 (3-5 students per class)
Teaches front & back crawl 25 meters, breast stroke with support, side stroke, and interval breathing with board 25 meters

ADVANCED I-SEAL \$65

Ages 8-18 (3-5 students per class)
Teaches underwater swim 25 meters, front crawl 25 meters, breast stroke, and breathing techniques 25 meters

ADVANCED II-DOLPHINS \$65

Ages 12-18 (3-5 students per class)
Front, back, breast, side, butterfly strokes for 50 meters, & turns while swimming each stroke.

MASTERS \$50

ADULTS (10-12 students per class)
Swimming Lessons: Improve ability & confidence as a swimmer.
Swimming for Fitness: Learn effective lap swimming techniques.

Name the New Café for Emerald Valley

Emerald Valley will see the addition of a café this year where light sandwiches, chips, drinks, candy, and ice cream will be available for pool guests. Silver Creek's Barefoot Café has become a convenient place to have lunch and help parents save weight and space in pool bags.

What will we call the Emerald Valley Café? Email tysimpson@greatnorthwest.org before May 14 with your suggestion.

Winner will receive a \$25 gift card and a \$25 GNW Café gift card, too.

MAY

■ Silver Creek | ♦ Emerald Valley

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3 Annual Meeting of Members ■ 7:30 P	4	5
6	7 ACC Mtg ■ 4:30 P Poker ■ 7 P	8 O.W.L.S. Luncheon ■ 11:30 A	9	10 GNWatch ♦ 6:30 P	11	12 Spring market Day ■ 9 A - 4 P
13	14	15	16 Book Club ■ 7 P	17 Reg BOD Mtg ■ 6:30 P	18 Swim Team Registration Ends	19 Free Pet Awareness Event ■ 10 A - 2 P
20	21 ACC Mtg ■ 4:30 P Poker ■ 7 P	22	23	24	25 Family Dive-In movie ■ 8:30 P	26
27	28 Memorial Day BBQ ■ 4 P - 8 P	29	30	31	1	2

JUNE

■ Silver Creek | ♦ Emerald Valley

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4 ACC Mtg ■ 4:30 P Poker ■ 7 P	5	6	7 Exec BOD Mtg ■ 6:15 P	8	9
10	11	12 O.W.L.S. Luncheon ■ 11:30 A	13	14 GNWatch ♦ 6:30 P	15	16 New Residents & Neighbors ■ 10 A
17	18 ACC Mtg ■ 4:30 P Poker ■ 7 P	19	20 Book Club ■ 7 P	21 Reg BOD Mtg ■ 6:30 P	22 McGruff Puppet Show ■ 10 A	23
24 31	25	26	27	28	29 Family Dive-In movie ■ 8:30 P	30

Join us in the July 4th Parade

The July 4th Parade is around the corner. Help us make it the best yet by joining us in the parade!

Whether you are a resident, business, or organization, you can walk in the parade or have a float, car, motorcycle or bike.

The parade starts at Zachry Middle School at 10 am on July 4, and ends at the Silver Creek Pool where we celebrate with a BBQ Pool Party

To participate, stop by the office on Monday through Friday, 10 am to 7 pm starting June 1.

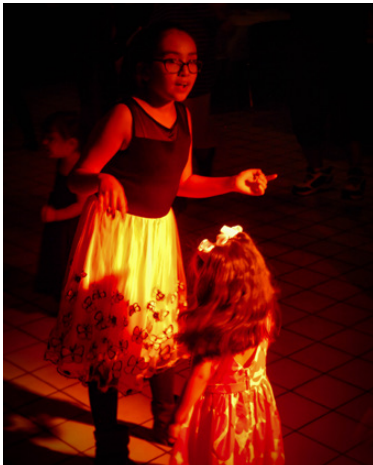
2017 Moments



1ST ANNUAL

Valentine's PARENT & CHILD Dance

photos by Liane Davis

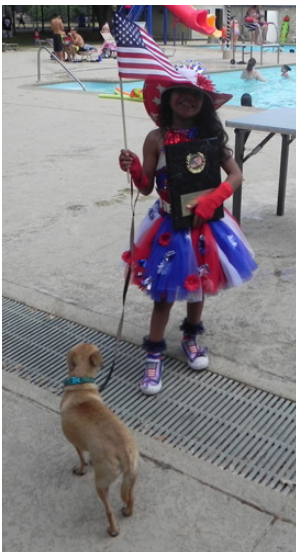


2017 Moments

4th of July

PARADE & BBQ

photos by Jose Morlett



NATIONAL NIGHT OUT



Business Directory

ARE YOU THINKING OF SELLING?



Laura Rae Palencia
REALTOR, GRI
210.449.7673
LauraRaeSellsHomes@gmail.com



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- Pressure Washing vices
- Decks/ Patios Carpentry-Interior & Exterior
- Fencing Home Repair
- Waste/Brush Removal GNW Resident



FREE ESTIMATES

210. **683.3667**

LARRY HERNANDEZ

Annual Events

MAY. 3 2018

ANNUAL MEETING OF MEMBERS | Gathering of members where an overview of the year is presented. *GNW Lodge* • 7:30 PM

MAY. 12 2018

SPRING MARKET DAY Hand-made items, one-of-a-kind décor, candles and foods. We have it all at our Spring Market Day. *GNW Lodge* • 9 AM - 4 PM

MAY. 25 2018

DIVE-IN MOVIE NIGHT We'll be featuring a movie at our Silver Creek pool for a refreshing, Friday family night. *Silver Creek Pool* • 8:30 PM

MAY. 28 2018

MEMORIAL DAY BBQ POOL PARTY | Make your Memorial Day a family event at our annual BBQ Pool Parties. *Silver Creek Pool* • 4 PM

JUN. 23 2018

NEW RESIDENTS AND NEIGHBORS BREAKFAST AT THE LODGE Meet your neighbors and learn more about the community. *GNW Lodge* • 10 AM

JUN. 29 2018

FAMILY DIVE-IN MOVIE NIGHT | We'll be featuring a family-friendly film (to be announced) at our Silver Creek pool for a refreshing, Friday family night. *Silver Creek Pool* • 8:30 PM

JUL. 4 2018

INDEPENDENCE DAY PARADE & BBQ | Don't miss the wonderful floats and festivities of our Independence Day Parade and BBQ. *Route: Emerald Valley Lodge to Silver Creek Lodge* • 10 AM

JUL. 27 2018

FAMILY DIVE-IN MOVIE NIGHT | We'll be featuring a family-friendly film (to be announced) at our Silver Creek pool for a refreshing, Friday family night. *Silver Creek Pool* • 8:30 PM

AUG. 31 2018

FAMILY DIVE-IN MOVIE NIGHT | We'll be featuring a family-friendly film (to be announced) at our Silver Creek pool for a refreshing, Friday family night. *Silver Creek Pool* • 8:30 PM

SEP. 3 2018

LABOR DAY BBQ POOL PARTY | Celebrate Labor Day with us with hot dogs, lemonade, and a dip in the pool. Hot dogs are given out on a first come, first serve basis. *GNW Lodge* • 4 PM

OCT. 2 2018

NATIONAL NIGHT OUT | Join one of the neighborhood's National Night Out block parties as we shine the light on crime and drug prevention. Host a party or be a sponsor! Contact Connie Stallings: 210-416-8595. *Varies* • 6-10 PM

OCT. 6 2018

FALL YARD SALE | Sell your items at our biannual yard sale! *SC Soccer Fields* • 8 AM - 2 PM

OCT. 2018 (TBA)

FALL BULK DROP OFF | Drop off any of your bulk items that you no longer need. *Emerald Valley & Timberwilde Elementary Parking*

Lots • 8 AM - 12:30 PM

OCT. 13 2018

8TH ANNUAL CAR SHOW | For the 8th year running, we featuring vehicles from 8 different categories, with great prizes. Think your ride is worthy of Best in Show? *SC Soccer Fields* • 5 PM - 9 PM

OCT. 20 2018

NEW RESIDENTS AND NEIGHBORS MEET N' GREET | Meet your neighbors and learn more about the community. *GNW Lodge* • 10 AM

OCT. 27-28 2018

HAUNTED HOUSE & HAY-RIDE | A beloved Great Northwest tradition, enter our haunted house if your dare to be scared. A children's area is available. *GNW Lodge* • 7 - 9 PM

NOV. 12 2017

VETERAN'S DAY CEREMONY | Join us as we honor all those who served with a special guest speaker and refreshments afterwards. *GNW Lodge* • 11 AM

NOV. 17 2017

CHRISTMAS MARKET DAY | Don't miss out on unique holiday gifts, from knitted scarves to hand-carved wooden décor. *GNW Lodge* • 9 AM - 4 PM

DEC. 1 2017

SANTA'S WONDERLAND | Santa stops by the Great Northwest to take Christmas lists and pictures. We'll have a kid's craft table, hot chocolate, and cookies. *GNW Lodge* • 7 - 9 PM

DEC. 11-12 2017

HOLIDAY LIGHTS JUDGING | Light up the Great Northwest during our Holiday Lights & Decorating contest. *Varies* • 6-9 PM

CHURCH SERVICES

PASTOR AND FIRST LADY NIX

Along with Alamo City Apostolic Church welcome you! Sunday Services at 10 am. Sunday school for all ages. 9302 Timber Path. Come be our honored guest!

REAL ESTATE

5662 TIMBER RAIL - SOLD

Let us help you get top dollar for your home. Laura Rae Palencia, GRI KW City View 210-449-7673.

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CANTU PLUMBING

Cantu Plumbing Residential Plumbing repairs water heaters, faucets commodes, water leaks Contact: Robert 210-256-1868. Lic: RMPM12400

HANDYMAN SERVICES

GENERAL CARPENTRY & HANDYMAN

Call Mike 210-608-2259

LAWN CARE SERVICES

LOYALTY LAWN CARE

Mowing, Edging, Trimming, Gutter Cleaning & Tree Trimming. Great references from GNW residents! Call Eduardo at 210-391-0072.

LAWN AND FENCE WORK

Blowing and edging. Repair and replace wood fences. Junk removal. FREE ESTIMATES. Mike 210-857-4935.

YARD SERVICE

Over 20 years of experience. Teacher for NISD. I can cut, trim, and edge. Call for a free quote. Ken. 210-378-0369

PRESSURE WASHING

Pressure washing. Call Jamie 210-209-7036

POWER WASH

Driveways. Sidewalks. Free Estimates. Fair Prices. Courteous GNW Resident. 710-3049. Pls. leave msg. if no answer.

MARTY'S LAWN SERVICES

Lawn Services: \$25 to \$50. Pressure washing available. Call Tony at 210-552-3736 or Marty at 210-322-4619

LOCAL SERVICES

AFTER HOURS NOTARY

Now serving the GNW! Call 210-740-5079. Notario Publico – se habla espanol lla me 210-740-5079.

MOVING?

Let me help you find your next house or apt. No worries about high pressure. Joshua 210-705-3674.

CHILD / PET CARE

WHISKERS AND PAWS PETSITTING

Robert Stallings – Pet sitting for cats & dogs, dog walking starting at \$25. Contact me at 805-294-3211.

PET SITTER NIGHT & DAY

20 yrs experience! Ask for Donna. Call 210-521-9111.

COMPUTER/TECH

TV ANTENNAS INSTALLATION 523-5836

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Training, upgrades, networking, troubleshooting. 210-273-5927 www.MacAnswers.com

CASH FOR IPHONES, IPADS

Have a damaged Apple device you don't use? I'll buy it for cash! Must be unlocked! Text 210-608-7023

FOR SALE

CAT TREES FOR SALE

I make and sell cat trees. Contact for availability or have me customize one. 210-719-3495.

EVANGEL CHRISTIAN CENTER

We are new to the neighborhood and want to help.
Come worship with us on Sunday at 10 am
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Upper Room Ministries
6025 Tezel Rd Suite 114
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4th of July

PARADE & BBQ

Parade starts at Zachry MS at 10 AM
Ends at Silver Creek Pool

Followed by a Hot Dog Pool Party
Hot Dogs are first come, first served



Barefoot Café



Off the Deep End Dogs & Sandwiches

- \$2.50 Hot Dog! 'n' Trimmings
- \$4.25 COMBO: Hot Dog! + Chips & Soda
- \$4.50 Cranberry & Pistachio Chicken Salad Sandwich
- \$5.50 COMBO: Cranberry & Pistachio Chicken Salad Sandwich + Chips & Soda
- \$2.50 Mini Pizza
- \$4.25 COMBO: Mini + Chips & Soda

Fun in the Sun Snacks



- \$1.50 Icy Jumbo Sour Pickles
- \$1 Chips ♦ Butter Lovers Popcorn
- \$1.50 Twix ♦ M&M Peanut Candy
- \$1 All Other Candy

Poolside Drinks



- \$1 Sodas ♦ Water ♦ Gatorade

Polar Bear Ice Cream



- \$1.50 Nestle Drum Sticks ♦ Snickers Bars
- \$1.50 Minute Maid Frozen Squeeze Tubes
- .25 Ice Pops

PROCEEDS BENEFIT SCHOLARSHIPS