



Dear New Neighbor,

Welcome to the Townhomes! We are so excited that you have chosen Tuscan Village as your new home, and we can't wait for you to experience all that our community has to offer!

We know that moving can be stressful and we hope that this letter will help you in your move-in process. Please see below for a move-in checklist, information about Goodwin & Company's staff, and FAQs for the community.

Welcome again and we can't wait to meet you!

Sincerely,
The Townhomes Board of Directors

Goodwin & Company's Onsite Staff

Tuscan Village has onsite staff that works Monday – Friday, 9am – 5pm. Their team manages the community and reports to the Tuscan Village Master Board of Directors and the three sub associations (The Lofts, Townhomes, and Villas Board of Directors). They hold resident hours each week on **Tuesdays from 3-6pm by appointment only**, and on **Wednesday from 1-3pm as walk-ins**.

Kelley Slupek – Onsite Property Manager

Email: kelly.slupek@goodwintx.com

Phone: 512-658-6900

Clubhouse Phone: 512-502-7541

Shelbi Stockton – Administrative Assistant & Lifestyle Coordinator

Email: shelbi.stockton@goodwintx.com

Phone: 979-595-4352

Clubhouse Phone: 214-445-2772

Sam Stockton – Porter Maintenance Technician

Email: sam.stockton@goodwintx.com

Phone: 512-968-5362

Lance Knorr – Porter Maintenance Technician (Lofts Only)

Email: lance.knorr@goodwintx.com

Phone: 512-799-6871

Moving In

After closing you should have received:

__ Two (2) fobs from the previous owner. These fobs will grant access to the Tuscan Village clubhouse.

__ Keys to your home and two (2) keys to your mailbox where you receive mail from USPS.

Move-In Checklist:

__ Set up your electricity account with **City of Austin Utilities – Austin Energy**. To set up your account please call 512-494-9400 or you can visit them online at coautilities.com Opt out of gas services.

__ Set up your water account with **WCID#17 (Water District)** which is managed by a company called **Texas Water**. To set up your account, call Kellie Tuttle at 512-259-3888, or visit their website at billing@texaswater.net or www.texaswater.net

__ Set up your account with **Waste Management – Waste Connections**. They can be reached at 512-282-3508 or visit their website <https://www.wm.com/us/en/cpn/home-pickup> and [Waste Connections Austin | Trash & Recycling Services TX](#)

__ Set up your **homeowner's insurance**. This can be set up through an insurance provider of your choice. When signing up for homeowner insurance, ask your agent about supplemental insurance that may cover the cost of any special assessments that may occur.

__ Set up your **Spectrum** account by calling **Bulk Services at 833-697-7328**. Let them know you are with Tuscan Village in Lakeway, Texas and that you are a part of a bulk package. Services included in your HOA fee are Internet/WiFi at 100Mbps, Cable TV programming (one box), and

a digital landline phone. Additional boxes, high internet speed, or additional premium channels on cable can be purchased and billed directly to you.

Tuscan Village FAQs

How do I pay for my assessment?

- For your convenience, we offer several payment options:

Option 1: Mail-In Your Payment to the following address:

Your Property Code: **ATVT**
c/o Goodwin Processing Center
PO Box 93447
Las Vegas, NV 89793-3447

Option 2: Townsq Website

Website: [TownSq](#) or mobile application download.

1. Once logged in, click the Townhomes at Tuscan Village account.
2. Click “Make a payment” to choose from a menu of options including paying your open balance account, setting up a recurring balance – fixed account balance, or making a one-time custom payment.
3. Townsq offers both ACH and debit/credit card payment options. When making credit card payments online, there is a \$1.50 convenience fee plus 3.5% of the total payment month. This fee is based on your assessment. When making a payment via e-check with your ACH, there is a \$1.50 convenience fee.

Option 3: Bank Bill Pay Service

- If you use a bill of payment service that automatically makes payments for you, please change the name of the payee and the address for payment to the PO Box address referenced above. You will need to note your account number and association number code (ATVT) in the memo section of the check.

What are the operating hours of the pool?

Summer Months:

- The pool is open every day, from 6am-10pm.
- Guests under the age of 18 years old are permitted to swim every day from 12pm-8pm with homeowner present, and during the winter months.
- The lane closet to the Clubhouse is always available for ADULT lap swimmers only. No children are allowed in the lane.

Winter Months:

- Winter hours will fluctuate based on weather conditions.
- During winter months, if the pool is uncovered, guests under the age of 18 are welcome to swim from 12pm-8pm with homeowner present.

Where can I get a new fob?

- New fobs are available for purchase if you visit Goodwin & Company staff during resident hours, or please email. The cost of the fob is \$15.74.

Do I need approval to modify the exterior of my home?

- All exterior modifications or improvements should be approved through the community associations architectural committee process. Please complete the architectural review request form (located inside the clubhouse on the coffee table near gym, posted on newsletter, Townsq documents, and Website).
- If you would like to change the landscaping in your yard by removing or adding in new plants, you will need to get approval through Architectural Review Committee by choosing plants from our approved plant list and submitting the request form through Townsq or email Goodwin & Company Staff.

What is the process for submitting the ARC application?

- Once the application is submitted, it will be reviewed by the Architectural Review Committee of Tuscan Village. The committee of volunteer homeowners is tasked by the board of Directors to review each submission to determine that the request complies with the association's architectural guidelines. A response from the committee may take up to 30 days to review from the date of submission. Please ensure that you provide as much information for the project to avoid delays.

When does the landscaping company visit the community? Do they care for my yard?

- During the summer, the landscaping contractor visits the community every Wednesday to care for the common areas and the homeowner's lawns each week. To ensure they can access your backyard, please make sure your gate is unlocked. During winter months, visits may be reduced every other week. For any questions or concerns regarding landscaping or irrigation, please submit a request on Townsq.

What social and fitness activities take place in the community?

- Social - Each month, our Lifestyle Coordinator sends out a calendar of events for the community via email. Copies are also posted on the bulletin boards at the front and side entrances of the clubhouse, Townsq, and with additional printed copies available in the Café Bistro area. We have several social events, resident-led clubs, and games that take place throughout each month. For parties, invitations are typically sent one to two weeks in advance with details on how to purchase tickets, if applicable. For clubs and games, registration is generally not required. However, you may need to email or call the club leader in advance if you plan to attend. Please refer to the monthly calendar for the club leader's contact information

- Fitness - We also offer several fitness classes that meet each week. Currently, we offer Chair Yoga, Stretch & Tone, Get and Stay Fit, Tiger Sharks, Water Aerobics, Men's Cross-Training, Water Arthritis and Balance, and a free Introduction to Equipment class. If you are interested in attending a fitness class, your first class is free. If you decide to continue attending classes, you may pay \$12.61 per class or purchase an unlimited monthly pass for \$92.64. The days and times for each class can be found on the first page of the monthly calendar.

How do I pay for fitness and social events?

- Tuscan Village is a check-free and cash-free community. All payments for fitness classes and social activities are made online through the website: [Tuscan Village Lifestyle](#). A link to the website can also be found on TownSq. If you need assistance making an online payment, please visit us during Resident Hours on Tuesdays or Wednesdays, or send us an email, and we will be happy to assist you.