



Dear New Neighbor,

Welcome to the Villas! 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 guide 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 Villas Board of Directors

### **Goodwin & Company's Onsite Staff**

Tuscan Village has onsite staff that works Monday – Friday from 8 am – 5 pm. Their team manages the community and reports to the Tuscan Village Master Board of Directors and the three sub-associations (The Lofts, the Townhomes, and the Villas Board of Directors). They hold resident hours each week on **Tuesdays from 3 – 6 pm** by appointment only, and on **Wednesdays from 1-3 pm** as walk-ins.

#### **Kelley Slupek – Property Manager**

Email: [kelly.slupek@goodwintx.com](mailto:kelly.slupek@goodwintx.com)

Phone: 512-658-6900

Clubhouse Phone: 512-284-7280

#### **Shelbi Stockton – Administrative Assistant and Lifestyle Coordinator**

Email: [shelbi.stockton@goodwintx.com](mailto:shelbi.stockton@goodwintx.com)

Phone: 512-852-7993

Clubhouse Phone: 512-284-7280

#### **Sam Stockton – Maintenance Technician**

Email: [sam.stockton@goodwintx.com](mailto:sam.stockton@goodwintx.com)

Clubhouse Phone: 512-284-7280

#### **Lance Knorr – Maintenance Technician (Lofts Only)**

Email: [lance.knorr@goodwintx.com](mailto:lance.knorr@goodwintx.com)

Clubhouse Phone: 512-284-7280

## **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](http://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](mailto:billing@texaswater.net) or [www.texaswater.net](http://www.texaswater.net)

\_\_\_Set up your account with Waste Management. They can be reached at **888-827-9234** or visit their website <https://www.wm.com/us/en/cpn/home-pickup>.

\_\_\_Set up your homeowner's insurance. This can be set up through an insurance provider of your choice. When signing up for homeowner's 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 **855 855-8679**. Let them know you are with Tuscan Village in Lakeway, TX. Services included in your HOA fee are Internet/WiFi at 100 Mbps, Cable TV programming (one box), and a digital landline phone. Additional boxes, more speed on Internet, or additional premium channels on cable can be purchased and billed directly to you.

## **Tuscan Village FAQs**

### **How do I pay my assessment?**

- For your convenience, we offer several payment options:

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

Your Property Code (**ATVL, ATVT, or ATVV**)

c/o Goodwin Processing Center

PO Box 93447

Las Vegas, NV 89193-3447

**Option 2: on the TownSq website ([www.townsq.io](http://www.townsq.io)) or mobile application. Your account balance is also available by accessing your *TownSq* account.**

1. From the top of your account, choose the account you'd like to make a payment on.
2. Click "make a payment" to choose from a menu of options including pay your open balance, set up a recurring payment or make 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 amount. This fee is based on your assessment. When making a payment via e-check, there is a \$1.50 convenience fee.

**Option 3: Bank Bill Pay Service** - If you use a bill 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 code (ATVL, ATVT, or ATVV) in the memo section of your check.

### **What are the operating hours of the pool?**

#### **Summer Months:**

- During the summer months, the pool is open every day from 6 AM - 10 PM.
- Children ages 18 and under may swim Wednesday, Friday, Sunday, Monday 12-6 pm under the supervision of a Resident.
- Tuesday, Thursday, Saturday are designated adult only swim days.
- The lane closest to the Clubhouse is always available for ADULT lap swimmers only. NO children are allowed in this lane.

#### **Winter Months:**

- Winter hours will fluctuate based on weather conditions.
- During the winter months, if the pool is uncovered, children under the age of 18 may swim Wednesday, Friday, Sunday, Monday between the hours of 12 - 4:30 pm, under the supervision of a Resident.
- Water classes that are scheduled for the morning hours may be changed to warmer afternoon hours.
- Tuesday, Thursday, Saturday are designated adult only swim days if the pool is uncovered.
- During the winter months children are NEVER allowed in the outdoor pool, the indoor pool, on the pool deck or when any pool is covered.

### **Where can I get a new fob?**

- New fobs are available for purchase if you visit the Goodwin & Company staff during resident hours. The cost of a new 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 association's architectural control process. Please complete the architectural review request form. The ARC form can

be found on Townsq under the documents section, or you can find hard copies located in the clubhouse on the coffee table.

- If you'd like to change the landscaping in your yard by removing or adding in new plants, you will need to get approval through the Architectural Review Committee by choosing plants from our approved plant list and submitting an architectural review form.

#### What's the process for submitting the ARC application? How long does it take to get approval?

- Once the application is submitted it will be reviewed by the Architectural Review Board of Tuscan Village. This 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 as many as 30 days from the date of submission. Please ensure that you provide as much information as possible with your application 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 to care for the common areas and the homeowner's lawns each week on Wednesday. To ensure that they can access your backyard, please make sure that your gate is unlocked. During the winter months, visits may be reduced to every other week. For any questions or concerns regarding landscaping, please submit a request on Townsq.

#### What social/fitness activities take place in the community?

- **Social** – Each month our Lifestyle Coordinator sends out a calendar of events for the community via email. We have several social events, resident-led clubs and games that take place each month. Copies of the calendar can be found on Townsq and printed copies are available in the clubhouse. For parties, invites will go out about a week beforehand with details on how to purchase a ticket (if applicable). For clubs and games, typically, no registration is necessary, but you may need to email or call the club lead beforehand if you plan to attend. Please see the calendar for more details.
- **Fitness** – we also offer several fitness classes that meet each week. Currently, we offer Chair Yoga, Stretch and Tone, Get & Stay Fit After 55, Baby Sharks Intermediate Swim, T21 Advanced Swim, Water Aerobics, and Introduction to Equipment. If you are interested in attending a fitness class, your first class is free. If you decide to continue going to fitness classes, you can pay \$12 for each class you attend, or you can pay \$90 for unlimited classes for the month. You can find the day and times for each class on the first page of the monthly calendars.

#### How do I pay for fitness and social events?

- Tuscan Village is a check-free and cash-free community. All payments for fitness classes or social activities (if applicable) are made on the following website: <https://tuscan-village-lifestyle.square.site/>. The link to the website can also be found on Townsq. If you need assistance with paying online, please visit us during Resident Hours on Tuesdays and Wednesdays.