

# Northwood Hills

NHHA NEWSLETTER -- SEPTEMBER 2003

## WHAT'S INSIDE

THIS ISSUE OF NHHA NEWS

**Dealing with City Hall** on behalf of homeowners is one of NHHA's top priorities. Page 2.

**Survey of members and non-members** tells what you like best about NHHA benefits. Page 2.

**Northwood Hills home prices** show good return on investment from 1998 to present. Page 3.

**Plans for expanding NHHA Patrol** may be put on hold. Page 4.

**New member drive seeks volunteers** to make calls starting late October. Page 5.

**NHHA Web site is big and getting better**, as described by Webmaster Gene Saunders. Page 6.

### **BULK TRASH PICK-UP DATES**

Pick-up weeks are those beginning with the second Monday of each month.

**SEPTEMBER 8**

**OCTOBER 13**

**NOVEMBER 10**

**DECEMBER 8**

**JANUARY 12**

**FEBRUARY 9**

## **"BUILD IT AND THEY WILL COME"**

*By Fred Williams*

Your Homeowners Association is building the future of Northwood Hills. Today more than ever, we need every homeowner to come join with us. Because of changes taking place in and around our neighborhood, the years ahead promise to be more challenging than the past. Now as never before we must be unified in purpose and action if we are to preserve the qualities that make Northwood Hills such a great place to live.

One of the major activities of NHHA is crime prevention. Our highly visible Extended Neighborhood Patrol (ENP) uses the presence of marked police cars driven by Dallas Police officers to discourage the criminal element. This service of NHHA, exclusive to our neighborhood and paid for by member dues, is the highest rated of all Association benefits (see survey results inside). But it is threatened by the fact that we have fewer members this year than last.

Unless we can increase membership, we may be forced to cut back or eliminate our daytime ENP hours. And daytime has become prime time for crime.

NHHA's e-mail alerts keep members informed about the incidence and nature of criminal activity in and around our area. Recent examples are mailbox theft, vehicle break-ins, and daytime burglaries. The alerts include tips on prevention.

There are more than 600 homeowners in Northwood Hills who are not yet members of NHHA. We invite them to join us to benefit from -- and make possible -- the many services we provide. You can join in one of three ways: 1) Call our "hot line" at 972-480-5249, leave your name and phone number, and we'll call back and sign you up; 2) join us on-line at [www.northwoodhills.org](http://www.northwoodhills.org); or 3) use the membership form on page 5 of this newsletter.

Come with us in NHHA. Together we can build a better future for every homeowner in Northwood Hills.

*Members united get results...*

***STANDING UP FOR  
YOU AT CITY HALL IS  
HOW NHHA BEGAN.***

Speaking out at City Hall is how your Northwood Hills Association got its start. That was back in 1991, and the issue was a run-down, crime-ridden apartment complex at Spring Valley and Coit Road. That festering problem was ultimately leveled, thanks to hours, days, and months of lobbying by founding leaders of NHHA.

Now in its place we have a gleaming new Albertsons amid a modern retail center. Here again, members of your Association worked hard with retailers, developers and City Hall to get the results we all now enjoy.

Dealing with the City Council, planning and zoning boards, departments of Code Enforcement and Sanitation, as well as the Police and Fire Departments requires clout -- the impact of well-informed homeowners speaking with a single voice. That's what NHHA provides, and what your membership produces.

To solve confusion over bulk trash collection dates, NHHA worked with City Sanitation to schedule the same pick-up weeks for homes west as well as east of Hillcrest. When needed, we represent Northwood Hills at City Plan Commission meetings to preserve neighborhood standards and continuity. For example, we successfully opposed changes in setback requirements and fencing rules sought by builders in the area. This is especially vital now that tear-downs replaced by new construction are growing more popular.

Code Enforcement is always on the agenda. NHHA has close working

relationships with the City's area managers to assure prompt response to our requests.

So you can see that the way it all began -- standing up for you and your neighbors at City Hall -- is still the way it works. Join with NHHA to do an even better job for your neighborhood and for yourself.

*Security heads the list...*

***WE ASKED WHAT NHHA  
DOES BEST, AND THIS  
IS WHAT YOU TOLD US.***

In July we mailed questionnaires to a sampling of NHHA members and non-members. Different questions were asked of each group. You answered us loud and clear. Our survey of members asked you to rank in order of importance six specific services not available to non-members.

Here they are from most important to least:

1. NHHA provides a **neighborhood police patrol** 270 hours each month and gives each member the private cell phone number to reach the patrol officer direct.
2. At your request, the patrol provides police **surveillance of your home** when you are out of town.
3. NHHA sends **e-mail alerts** to every member for whom we have an address. Messages concern crime and other problems in the neighborhood as well as activities and meetings.
4. At your request, the NHHA police patrol will **meet you at your home** when you are returning late at night.
5. NHHA provides a **telephone hot line** number that members can call when they want to ask questions or report problems.

*Continued on page 3*

6. NHHA sponsors a **preferred merchant program** that gives members exclusive discounts at retail stores and restaurants.

Our survey next asked respondents to rate services which NHHA provides to the entire community, members and non-members alike.

The top-ranked item was representing homeowners at planning and zoning board meetings and dealing with City departments. Beautification placed second, in a tie with City Code enforcement and related legal matters. The next two in order were the NHHA newsletter and sponsored events and activities such as the July 4 parade. We were surprised that our Web site finished last. It's a real asset to the neighborhood and offers a wealth of useful information. We probably need to promote it more.

When we asked non-members to give us a reason for not joining, the majority cited financial issues.

All your answers gave us food for thought, which we will be digesting for some time to come.

### *Northwood Hills*

**NHHA NEWSLETTER**

Published four or more times per year by

**Northwood Hills Homeowners Association**

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**Telephone Hot Line: 972-480-5249**

*Location isn't all...*

***WHAT DETERMINES  
THE VALUE OF A HOME  
IN NORTHWOOD HILLS?***

Our neighborhood is known as a premier North Dallas location. What makes it so?

Aside from gentle hills and winding streets, there's the attraction of a low crime rate, beautified entrances and medians, and high standards of maintenance and City code compliance. All this adds up to desirability in the world of residential real estate. Just look at the numbers.

	<u>Avg Sales Price</u>	<u>\$\$ / Sq Ft</u>
<b>2002</b>	<b>\$419,800</b>	<b>\$114</b>
<b>1998</b>	<b>\$331,600</b>	<b>\$ 92</b>

In the four years between 1998 and 2002, the average home purchased in Northwood Hills increased 27% in value. Average value per square foot increased 24%.

Lowest priced home sales rose from \$150,000 in 1998 to \$220,000 in 2002 -- an increase of 47%! That's an outstanding return on investment by any measure.

Your Northwood Hills Homeowners Association has a lot to do with keeping our neighborhood desirable -- and valuable. Compared with the numbers shown above, \$240 a year in dues is a bargain. Join with us and help keep it that way.

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## ***HAVE YOU CHANGED YOUR E-MAIL ADDRESS?***

Members tell us you like getting news of the neighborhood by e-mail. So please tell us when you change your address or ISP. Go on line and send your new address to **[paw6515@aol.com](mailto:paw6515@aol.com)**. Thanks!

*When school kids are coming home...*

***NHHA HAS PLANS FOR  
EXPANDING DAYTIME  
PATROL COVERAGE.***

The survey detailed on page 2 tells us that members consider the Extended Neighborhood Patrol (ENP) to be the number one service of NHHA.

Begun in 1994, the ENP employs armed Dallas Police Department officers driving marked patrol cars. They cruise the streets of our Northwood Hills neighborhood six nights and five days a week the year around.

This highly visible service is an NHHA exclusive. Each ENP officer has a cell phone with a number given only to NHHA members, which they can call twenty-four hours a day. Members use it to call for help in emergencies, tell officers of suspicious people or events, and have their homes watched when away. An ENP officer is on duty 270 hours a month. If you have an emergency during on-duty hours he can be at your house in five minutes. If there is no officer on duty, you can leave a message and he will return it. *Whatever the emergency, you must call 911 first.*

270 hours a month may be less than 24/7, but it's a lot better than 0/0. And our members make extensive use of the varied services ENP has to offer.

Many of the officers who man ENP have worked for us for years. They are familiar with our streets, alleys, schools and parks. Their job is to make themselves visible to the criminal element and respond to your needs and requests. Has it worked? The proof is in the numbers.

At the end of the year 2000 we analyzed the number of thefts, robberies, and burglaries in our area by segments of time, i.e., nighttime, daytime, and hours of each. It revealed that out of a total of 55 incidents, 38 of them took place when no

officer was on duty, and most occurred during daytime hours.

The following year we added 50 hours of ENP during the day, all of them on weekdays, and studied results. Quite a number of our homeowners are two-worker families, both husband and wife gone from home during the day. This makes them vulnerable to burglary by criminals who take advantage of the empty house. The addition of those daytime hours reduced crime incidents by 30%. As a result, last year we committed to daytime patrol five days per week for five hours each day.

Unfortunately, because of lack of funds, we are now in danger of having to cut back or eliminate daytime ENP hours.

But we are always looking to the future. If we could add substantially to membership, we could not only maintain our daytime ENP but expand it to cover the times when children are going to school and coming home, some of them to empty houses. This is our objective.

If we want to continue keeping our wonderful neighborhood safe and secure, we need the support of members in larger numbers than we now have.

Join us and make it happen.

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## ***BE A LITTER-GITTER!***

*DON'T LET OTHERS TRASH YOUR NEIGHBORHOOD. ADOPT YOUR BLOCK AND KEEP IT LITTER-FREE.*

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## ***AS OUR NEW MEMBER DRIVE GETS UNDERWAY NHHA WANTS YOU!***

*By Fred Williams*

If you're not yet a member of Northwood Hills Homeowners Association, we want YOU to join. But if you're already a member

we want YOU to help us get others to join. We're seeking volunteers who will talk to their neighbors about the Association and sign them up. And we plan to begin the drive in late October-early November.

NHHA divides our neighborhood into five areas, as shown on the map below. We hope to get as many as ten volunteers from each area to help in our drive. They will be given a list of neighbors who are not members and asked to make personal calls on a dozen or so. Their goal will be to sign them up and collect the first quarter's dues for 2004. The rest of fourth quarter 2003 will be free to the new member.

(MAP GOES HERE)

Printed material explaining the many benefits of joining NHHA will be supplied for volunteers to use on their calls. We are emphasizing personal contact rather than simply dropping off or mailing material because it's more neighborly. And we'll prepare our volunteers for any questions they may be asked about NHHA.

Each of the five NHHA areas is represented by a Board member who lives there. They will lead the recruitment of volunteers in their area and guide them in making their calls. To make the job of our Board members easier, please consider volunteering now by calling or e-mailing Sheila Baxter, membership chairperson, at 972-960-0101 or sheilbax@airmail.net.

We will hold an organization and briefing meeting on a Saturday morning at NH Elementary which you will need to attend. At that time we will distribute lists, printed materials, and answer questions.

*NHHA wants YOU to sign on as a volunteer and sign up your neighbors! The future depends on it.*

*With a low quarterly premium...*

***THINK OF NHHA AS  
INSURANCE ON YOUR  
NEIGHBORHOOD.***

A lot has changed around our area in the forty years since Northwood Hills became an established neighborhood. It's still going on as we can clearly see. Change happens. There is promise in it, and there is risk. If we work together we can preserve the good things we have -- and make sure that when change comes, it's for the better. Please join us in NHHA by using the form below.

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NAME \_\_\_\_\_

—  
SPOUSE'S NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

—  
HOME TEL \_\_\_\_\_ E-MAIL \_\_\_\_\_

***Please make check payable and mail to:  
Northwood Hills Homeowners Association  
P.O. Box 800874, Dallas, TX 75380-0874***

*Dues are payable \$60 per quarter or \$240 annually.*

***The long and the short of it...***

***CAN YOU BELIEVE:  
115 PAGES OF INFO ON  
NHHA'S WEB SITE!***

*By Gene Saunders, Webmaster*

In the years since I took over the Web site, it has evolved into a major collection of useful and entertaining information -- 115 pages of

it! Some are very short, some very long, but all of them are meant to help you get more out of living in Northwood Hills. They also demonstrate many of the benefits of joining our homeowners association.

I like the fact that NHHA is a voluntary rather than mandatory HOA that dictates to its members -- even to the point of telling them what's an acceptable exterior color scheme. But the downside of voluntary is that many of our neighbors take the benefits without giving back. I chose to give something back by becoming a member and offering to manage NHHA's Web site at [www.northwoodhills.org](http://www.northwoodhills.org). It's a major site with loads of information that would cost a fortune if we had to pay to maintain it. But since I make a living operating very large Web sites, this is easy stuff by comparison. And I enjoy doing it.

I make sure all pages have the "last updated" date on them so you can see how fresh the information is. I try to have topical stuff on the home page, such as current weather and links to ozone alerts. In July and August I had a little fun listing unusual events (National Catfish Month, Hot Dog Day, etc.).

Some of the most popular pages for newcomers include the monthly Events Calendar, and [A Personal History of Northwood Hills](#) written by Marion and Stewart Mitchell, which goes back to the beginning of the neighborhood in 1958. There is info for realtors, voting places, an NHHA newsletter archive, photographs of Association events and activities, even a page showing which trees to plant for best results here in north Texas.

I'd recommend that you try the A-Z page first, since it acts as a site map. You'll find Web pages on fire ants, what to do

about lost pets, "right and wrong" photos of how to put out bulk trash, and a collection of the questions and answers we get on "Ask Cliff Brooks."

Living in Northwood Hills is a real pleasure for me, and I hope our Web site makes it even more so for you. It sure makes sharing information a lot easier than it was when I first moved here in 1995.

Come join us in our neighborhood association and help keep Northwood Hills a great place to live.

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***No more warnings...***

***EARLY BULK TRASH  
PUT-OUTS NOW DRAW  
INSTANT \$175 FINES.***

You have a four-day window of time each month to put out bulk trash for pick-up. That window opens no earlier than 7AM the Thursday before pick-up and closes no later than 7AM the Monday of pick-up week. Pick-up weeks for Northwood Hills are those beginning with the second Monday of the month. Check page one of this newsletter for dates over the next six months. The City of Dallas will no longer issue warnings, so be sure of the pick-up weeks or be prepared to pay \$175.