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October 11, 2011

Sent via email: juillen@aol.com

Ms. Jennifer Guillen
President
Castle Hills Forest
San Antonio, Texas

**RE: Proposed Firestone Complete Auto Care Center Development Plans
NEC of N.W. Military Drive & George Road**

Dear Jennifer;

In August you were kind enough to set up a meeting for our team to present to you some preliminary information of our intent to develop a site near the northeast corner of NW Military Drive and George Road for a Firestone Complete Auto Care Center. During the neighborhood meeting we answered questions regarding the planned use of the property. Some of these questions required additional follow up and are presented for your review below. We've also include a set of colored exterior elevations for the CHF HOA Board to review and comment.

As stated in the meeting our goal is to work together towards a development plan that can be supported by the CHF HOA Board.

Older Facilities have not aged well

Several stores in the San Antonio market were previously acquired from competitors and rebranded as Firestone and therefore not considered a fair comparison as they were not originally built and operated by Firestone. Two stores that came into question are West Avenue & Afterglow and West Ave near Jackson-Keller.

Screening

We propose to install an 8 foot tall masonry screen wall along the rear (east) property line parallel to the alley to complement the existing wood fences and driveways across the ally.

Landscaping

Like all new development in the city we are required to meet standards set by the City of San Antonio and we are open to considering additional landscaping for compatibility purposes. Based on our review of the

existing conditions this should not be difficult to accomplish so long as it is consistent with the surroundings.

Signage

We plan to meet the signage standards set by the City of San Antonio.

Noise Concerns

Bay doors are planned to face towards George Street and not directly open up towards the residences. Noise generated from automotive repair has proven to be less than the ambient noise generated by street traffic like in the case of Military Parkway. Furthermore, the 8 foot masonry wall and landscape play a significant role in dampening sound.

Lighting

The site light poles used by Firestone are “Full-Cutoff” type fixtures that are shielded so that one will not be able to see the light source from adjacent properties. Additionally, the City of San Antonio site lighting regulations prohibit site lighting spill-over on to adjacent properties. The store generally closes around 7 PM so the parking lot lights would turn off roughly around that time.

Traffic Impact

Unlike other uses such as banks, retail shops, general office, pharmacies or restaurants, the Firestone automotive use is considered to be a very low intensity traffic generator. A typical Firestone store sees between 20 and 40 cars per day. Other uses will see well more than double that amount in an hour.

Site Buffer

Currently there is an approximate half acre tract of unused land located north of the planned Firestone in between it and the existing office property.

Access to the Alley

No access to the site is planned from or to the alley.

Building Design

Firestone’s plan is to construct a 10 bay building which is consistent with their development plan throughout the country. As mentioned during the discussion there is not a larger or smaller new store format that exists. There may be a few older stores that were acquired from a competitor that have fewer than 10 bays, but all new stores in the last 10 years have been 10 bay buildings. For compatibility purposes we’ve selected a color palette consistent with the two existing office properties adjacent to the site. We’ve added a more aesthetically pleasing standing metal seam hip and gable roof. The roof line (hip and gable) adds a residential compatibility component given its proximity to the homes behind it.

Environmental

Firestone has a solid reputation for following the EPA and local guidelines for handling environmental and hazardous materials. For example all used tires are stored inside the building in the Used Inventory Room and are regularly picked up by the tire recycling vendor.

The new and used oil is stored in above ground double wall steel tanks that meet federal design standards. The new-oil tank is filled directly by the oil supplier. The used-oil tank is drained by Saftey-Kleen, a national automotive fluid recycler. Saftey-Kleen also handles the recycling of other fluids such as radiator fluids, and brake fluid.

The used batteries are picked up for recycling at the time the new batteries are delivered.

During certain service and maintenance procedures it is common at times to run the vehicles for a very short period of time for brief testing. Someone at the meeting mentioned a concern over vehicle admissions. We do not have any studies on this subject, but logic would tell you there are far fewer emissions at an automotive repair and maintenance facility than that of a fast food restaurant where cars are coming and going during all hours of the day including waiting in a drive-thru lane.

Hours of Operation

The stores are open with slight variation depending on the market from 7 am to 7 pm Monday through Saturday. 9 am to 6 pm on Sundays. Unlike a fast food restaurant, these stores are open during the day only and not late into the night when most residents are home.

View Corridor

The property is currently zoned and for sale. Development is likely to occur on the property in the near future. Limited automotive use is currently permitted on the property. A tire store such as Discount Tire, that does not perform light automotive repair, could purchase the property and build their store without the need for a public zoning hearing at the city. My point in mentioning this is that the view corridor today from the alley (or second story) is likely to go away at some point in the near future. Because Firestone, in addition to doing what Discount Tire does (install tires only), provides minor automotive service the zoning code requires a public hearing for this additional use. This is where the neighborhood and general public has input. The neighborhood has the opportunity to influence what is built on the property. If it were only a tire store, then the neighbors would have no opportunity to influence the design. This was discussed during our meeting.

Residential Values

A concern was expressed about Firestone causing surrounding property values to decline. There is much to be said on this subject. Property values are subjective and can be argued either way whether increasing or decreasing. Property values are positively influenced by achieving some of the following:

- Neighborhoods with pride that keep up and maintain their properties
- Cities that provide clean streets and top notch city services
- Great school systems, churches and recreation facilities
- Organized and active homeowners associations

As a side note, residential realtors make opinions on property values related to the affects of new commercial development. Yet at the same time many of them fail to inform their clients about the surrounding zoning when they purchase those properties.

This is a case study to my point about property values. A similar condition (existing store adjacent to residential subdivision) exists in Richardson, Texas (suburb of Dallas) that happens to be the store I use and within about 2 miles from my house. This store is located at the southeast corner of Coit and Campbell Road. The shopping center is anchored and by Sprouts grocery store. It was built in the mid 90's. Firestone is directly behind homes located at 1300 & 1302 Huntington Dr. A photo of each is attached to this letter. A quick review of property values at www.dcad.org shows both properties have significantly increased in

value over the past ten years barring 2008 time period when nearly every property declined in value due to the economy. This is the JJ Pearce neighborhood and is highly regarded as an organized and very desirable place to live. The homes are generally the same size and built the same years as CHF homes. In this location, Firestone is held in high regard and the residents depend on the service they provide. Interestingly enough the building orients in the same direction as our proposed plan shows but within a higher intensity shopping center. The photos of the homes are from Google Maps and show that they are well maintained.

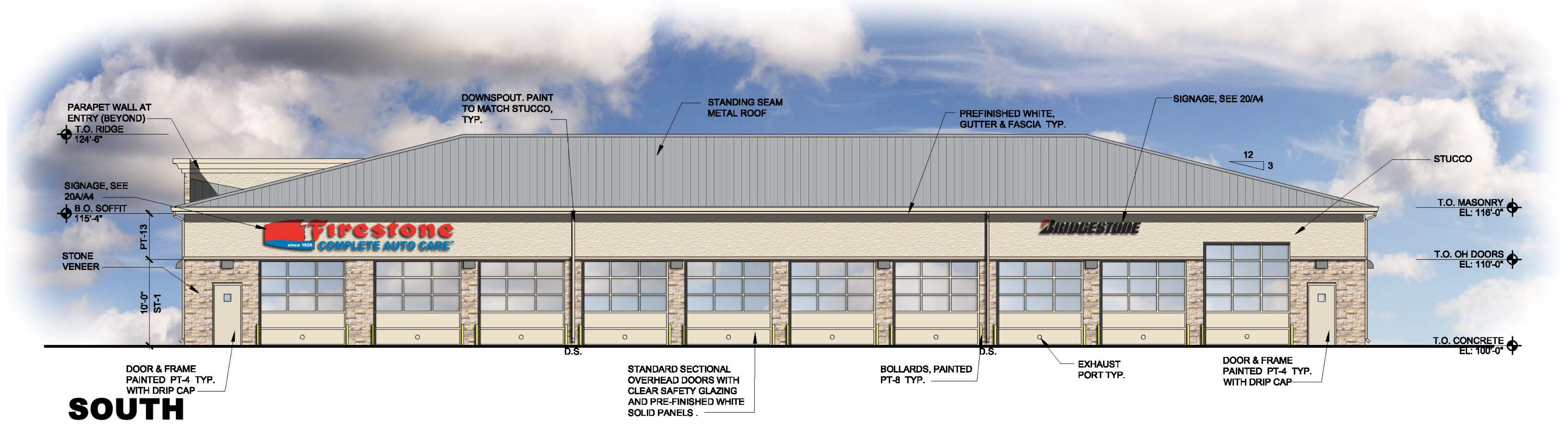
In closing, Firestone is considered the industry leader in their segment. However, they are cleanest operator of their type and provide a community service most everyone has a need for. They are competitive and reasonable on price and unparalleled in service in their segment.

Thank you once again for your consideration on this matter. We look forward to discussing this proposal with you once you have a chance to analyze this letter and supporting material.

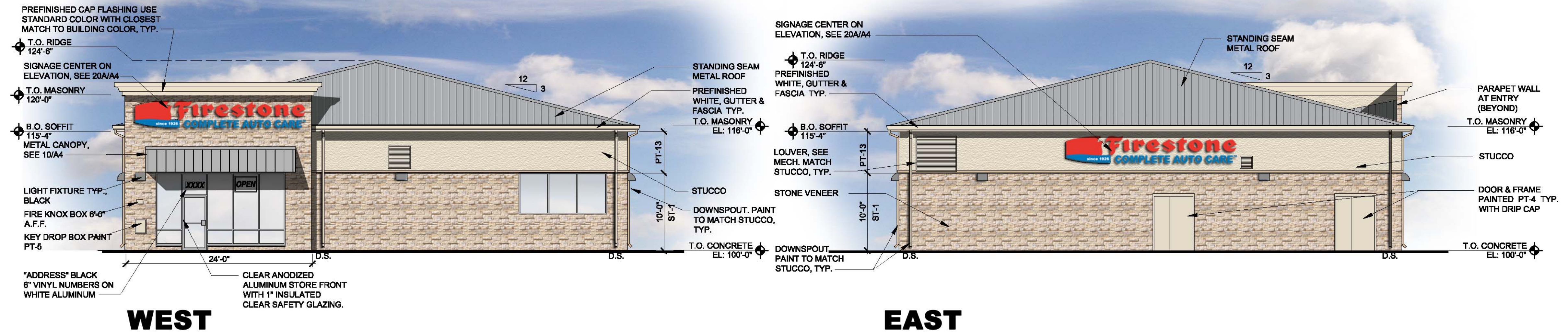
Kindest regards,

A handwritten signature in blue ink, appearing to read 'Don Bouvier', with a stylized flourish extending to the right.

Don Bouvier
Sr. Vice President

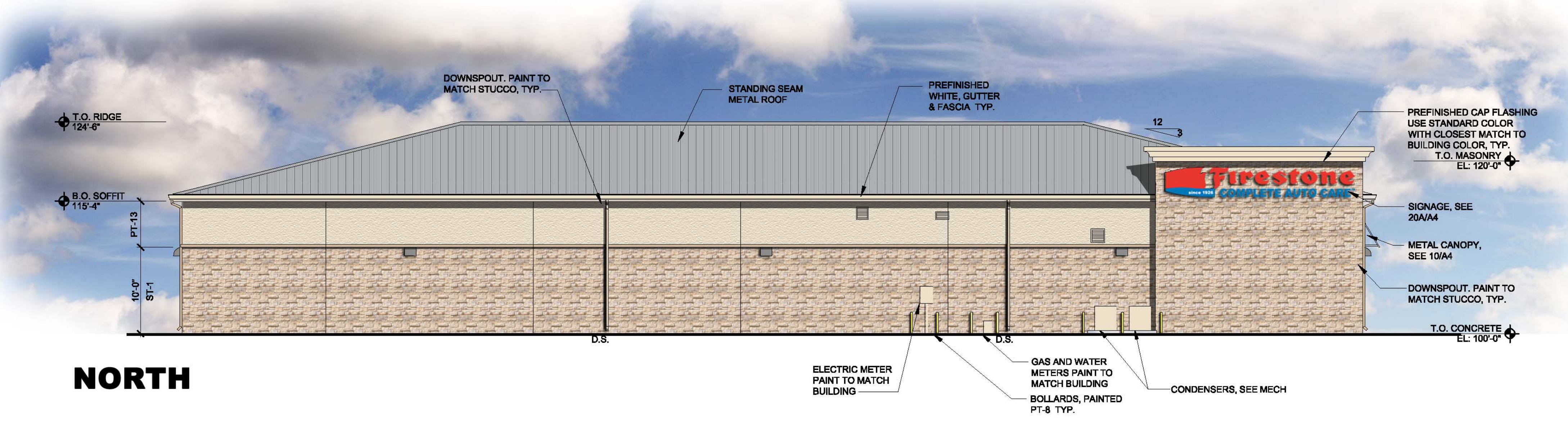


SOUTH



WEST

EAST

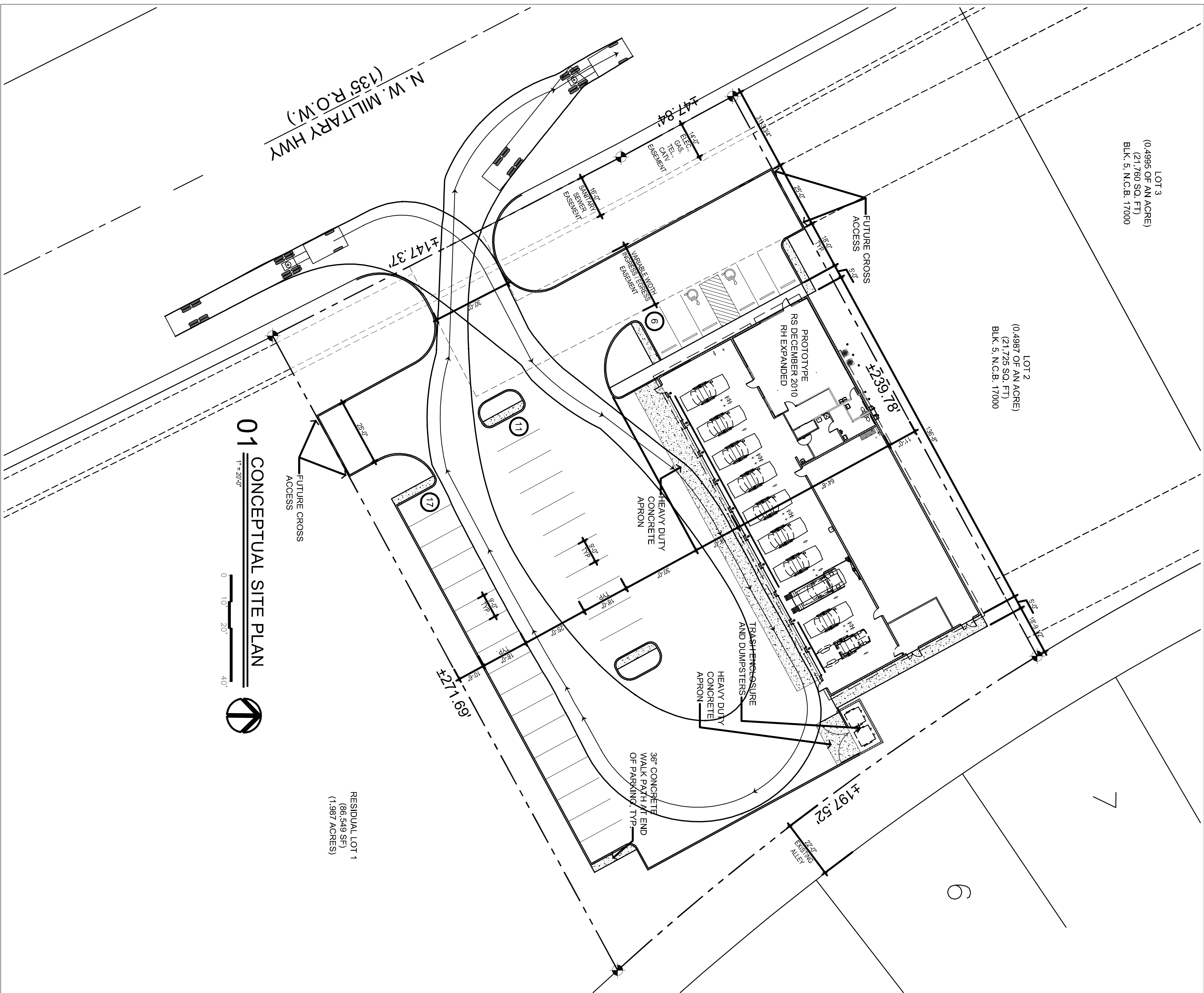


NORTH

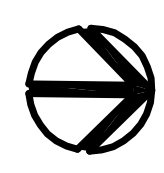
FIRESTONE - SAN ANTONIO, TX

LOT 3
(0.4995 OF AN ACRE)
(21,760 SQ. FT.)
BLK. 5, N.C.B. 17000

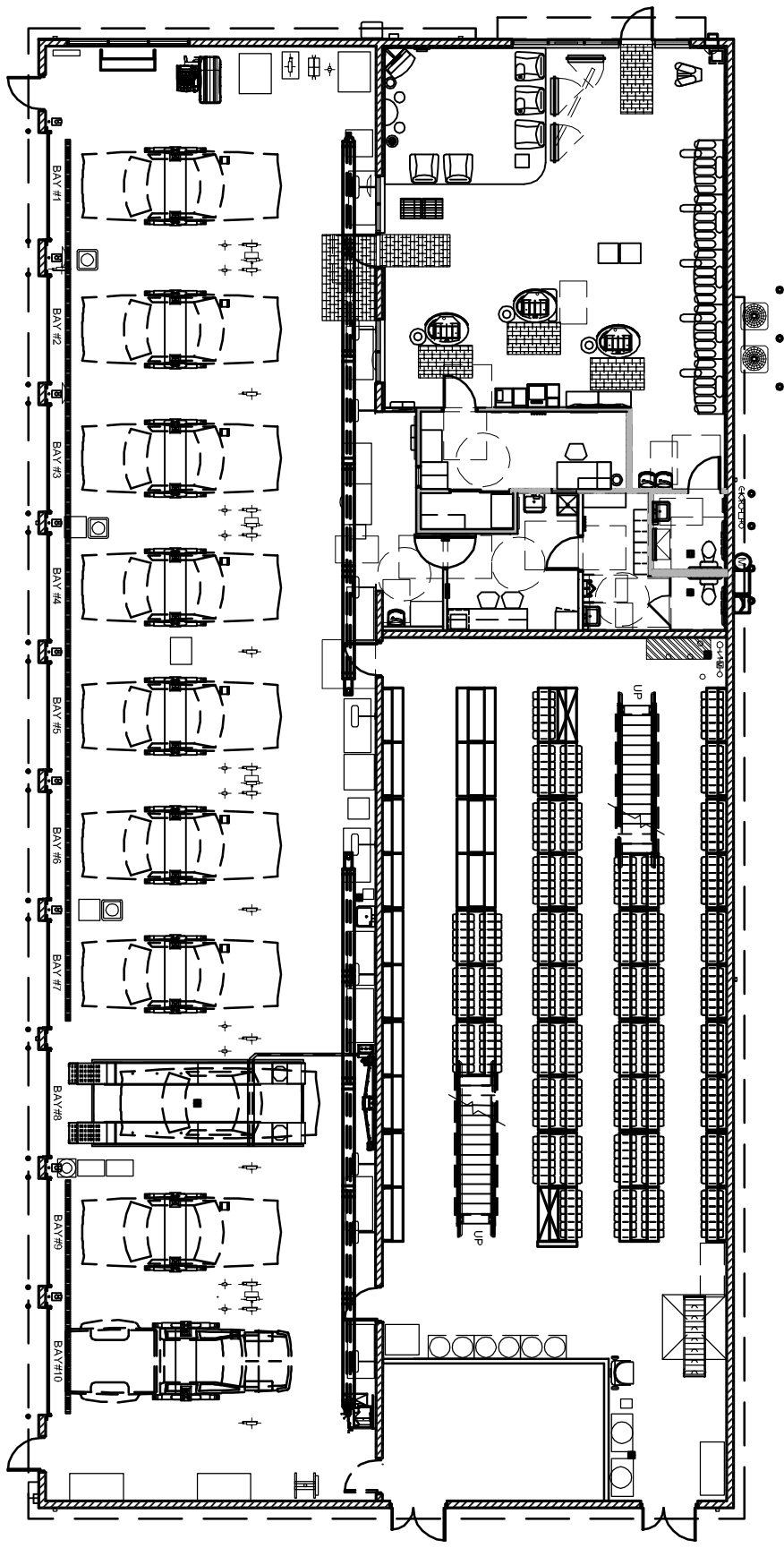
LOT 2
(0.4987 OF AN ACRE)
(21,725 SQ. FT.)
BLK. 5, N.C.B. 17000



01 CONCEPTUAL SITE PLAN
1" = 20'-0"



RESIDUAL LOT 1
(86,548 SF)
(1.987 ACRES)



02 FEATURE PLAN
1" = 1/8"

CIVIL ENGINEER/LANDSCAPE ARCHITECT:
RECYCLED MULCH AND ASSOCIATED ECO-ACTIVITY SIGNS SHALL BE INCORPORATED FOR THIS SITE LOCATION UNLESS SPECIFICALLY RESTRICTED BY THE AHJ OR DEVELOPMENT GUIDELINES. PROJECT CIVIL ENGINEER SHALL COORDINATE WITH THE LANDSCAPE ARCHITECT TO LOCATE THE DESIGNATED AREAS.

CIVIL ENGINEER:
ONE HYBRID PARKING STALL AND DESIGNATED SIGN READING "RESERVED FOR HYBRID VEHICLES ONLY" NEAR THE FRONT ENTRY SHALL BE INCORPORATED FOR THIS LOCATION. PROJECT CIVIL ENGINEER SHALL LOCATE ON THEIR CONSTRUCTION DOCUMENTS.

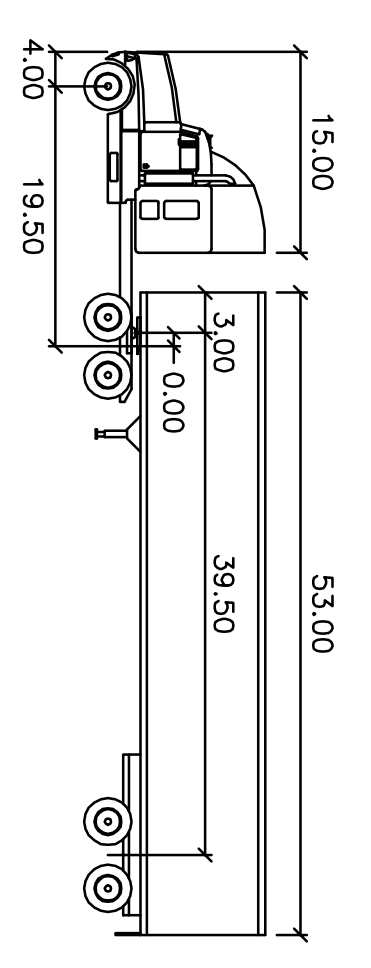
NOTE:
THIS DRAWING HAS BEEN PROVIDED WITHOUT THE BENEFIT OF A SURVEY, SIR REPORT, CONTACT WITH THE CITY, ETC.

NOTE:
CONSTRUCTION DOCUMENTS WILL BE BASED ON THE LATEST RELEASE OF THE PROTOTYPICAL DOCUMENTS ON PROJECTMATES AT THE TIME OF CONSTRUCTION DOCUMENT AUTHORIZATION

GENERAL NOTES

NOTE: SIGN VENDOR PACKAGE NOT AVAILABLE AT THIS TIME

PROPOSED SIGANCE



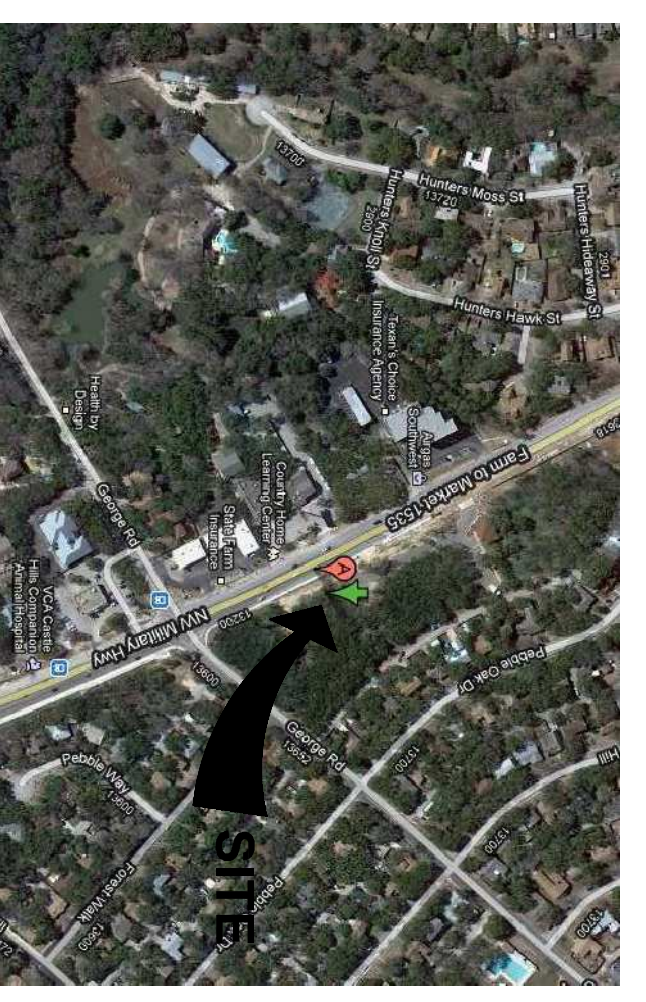
WB-65		feet	
Traactor Width	: 8.00	Lock to Lock Time	: 6.00
Traactor Depth	: 8.00	Steering Angle	: 26.40
Traactor Track	: 8.50	Articulating Angle	: 76.00

TRUCK PROFILE

SITE DATA

TIRE CAPACITY:	1,860 TIRES
PARTS SHELVES:	645 L.F.
BUILDING AREAS:	1,210 S.F.
CUSTOMER WAITING:	4,444 S.F.
SERVICE AREA:	2,390 S.F.
INVENTORY:	288 S.F.
USED INVENTORY:	506 S.F.
ACCESSORY USE AREAS:	8,838 S.F.
TOTAL	8,838 S.F.
SITE AREA:	±49,201 SF (±1.13 AC)
LOT COVERAGE:	17.9%
PARKING RECD:	OWNER - .30 MIN. TO 40 MAX SPACES**
	AHJ - TBD
	DEVELOPER - TBD
	**40 SPACES MAX., UNLESS REQUIRED BY DEVELOPER OR AHJ
PARKING PROVIDED:	32 SPACES
	2 H.C. SPACES
	34 TOTAL SPACES

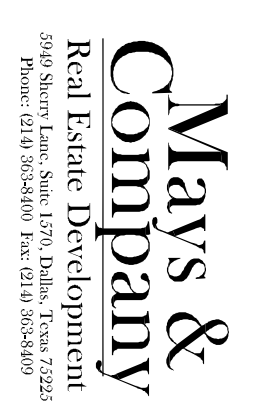
GENERAL NOTES



VICINITY MAP



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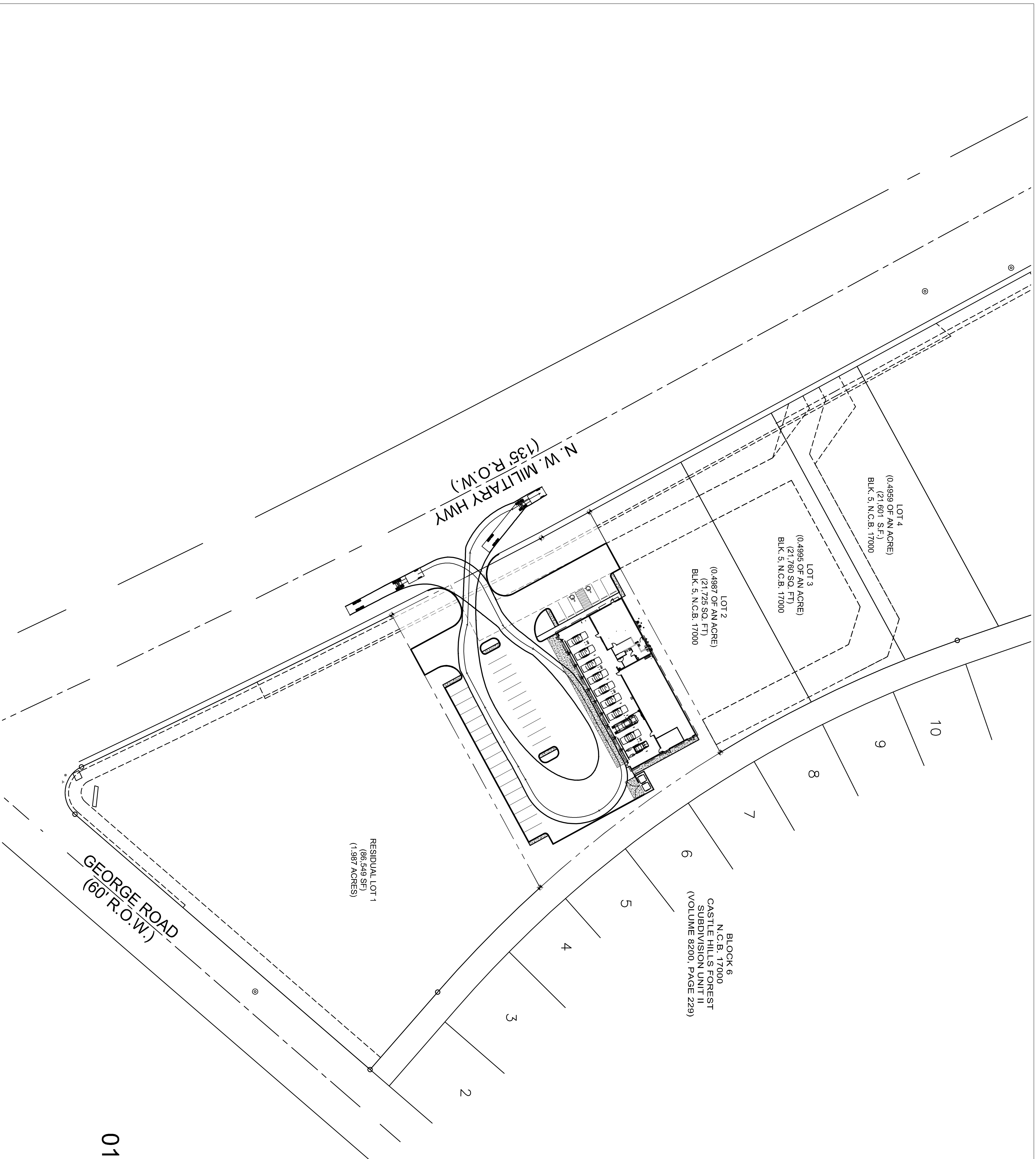


NEW FCAC STORE
RS DECEMBER 2010 RH EXPANDED
N.W. MILITARY HWY & GEORGE RD
SAN ANTONIO, TX 78231

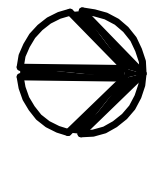
PRELIMINARY
THIS DOCUMENT SHALL NOT BE USED FOR REGULATORY APPROVAL, PERMIT, OR CONSTRUCTION.

ZONE APPROVAL	(BY DATE)
VP	
CONTR.	
RAI	
CM	
PROPERTY NO.:	000000
STORE NO.:	0000
JOB NO.:	00000
FILE NAME:	
AOR PROJECT NUMBER:	XXXXXX
TO PERMIT:	DATE: ##/##/##
TO BID:	DATE: ##/##/##
DATE:	02/21/2017

SHEET TITLE:
CONCEPTUAL SITE PLAN
SHEET NUMBER:
CSP-3



01 OVERALL CONCEPTUAL SITE PLAN
1" = 40'-0"



PRELIMINARY
 THIS DOCUMENT SHALL NOT BE
 USED FOR REGULATORY
 APPROVAL, PERMIT, OR
 CONSTRUCTION.

NEW FCAC STORE
 RS DECEMBER 2010 RH EXPANDED
 N.W. MILITARY HWY & GEORGE RD
 SAN ANTONIO, TX 78231

Mays & Company
 Real Estate Development
 3505 North Loop West, Suite 3700, Dallas, Texas 75244
 Phone: (214) 820-8400 Fax: (214) 820-8499

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ZONE APPROVAL	(BY DATE)
VP	
CONTR.	
RAI	
DL	
PROPERTY NO.:	000000
STORE NO.:	0000
JOB NO.:	00000
FILE NAME:	
AOR PROJECT NUMBER:	XXXXXX
TO PERMIT:	DATE: ##/##/##
TO BID:	DATE: ##/##/##
DATE:	02/21/2011
SHEET TITLE: OVERALL CONCEPTUAL SITE PLAN	
SHEET NUMBER: CSP-3.1	



SEC Coit & Campbell