

ALISO VILLAS HOA AUGUST 2013 NEWSLETTER



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HOT HOT HOT! It has been really hot and humid so far this summer! Hope you have all been coping well! Thank goodness for the new roofs! If you have had your roof replaced with the new white vinyl you should be able to tell the difference in your electric bill. There are 11 more flat roofs to replace, then a few of the composition roofs that should be done before the rainy season starts again. We had virtually no roof problems this past year, saving the HOA lots of money!

TO HELP YOU ENJOY YOUR SUMMER AND HELP KEEP OUR COMMUNITY SAFE BY FOLLOWING THESE RECOMMENDED GUIDELINES:

- Please park your cars in your garage and always keep your garage doors closed.
- Please keep your car doors locked and keep valuable items out of view, including GPS devices, mobile phones, purses and other valuables when parked in your assigned space or on the street.
- Please do not engage in conversations with solicitors and ask them to leave if they come to your home. Please note that if you engage in conversation with a solicitor, you are implying permission for them to be on your property. The Aliso Villas Board of Directors and Neighborhood Watch ask that you do not encourage solicitors by engaging in conversation with them and please report them to security if any issues arise.
- Be aware of your surroundings and report any suspicious activities to our new security patrol company,

Courtesy Patrol Specialists: Toll Free: 855-775-4222 or 714-669-2736.

REMEMBER, **RESIDENTS ARE NOT ALLOWED TO PARK IN GUEST PARKING**, and will be towed at their own expense.

COASTAL TOWING:

So you understand how the HOA handles fire lanes and towing. The HOA has a cruise account with Coastal, they are allowed to come onto our property as often as necessary 24/7 to clear fire lanes. The HOA does not make anything, we don't pay Coastal and the tow fee is strictly theirs. So for the most part, if you or someone you know has been towed for a fire lane, no one called for the tow truck, they caught it on a regular drive thru. And if you think a tow truck just sits in wait, we can assure you that is not the case. If someone is blocking you in by parking behind your garage (fire lane) give Coastal a call, or is someone is parked in your assigned parking space, call Coastal.



Our patrol service will not call the tow company for you, and you must show proof that the space belongs to you before they will tow. They nor patrol want to get into a dispute between neighbors. But aside towing, they also provide other services:

- Towing, Fuel Delivery, Lock-Out Assistance, Jump-Starts, Tire Changes, to name a few. They can be reached at: **949.380.7796 or Toll-Free: 800.640.6868**

OPEN PARKING SPACE LOTTERY

Parking spaces will be stripped soon and numbered, get your name in if you want to claim one for the coming year. A map is posted at the pool in the bulletin board, next to the pool gate and yes it is difficult to read due to the small font size, but that is the map we have. I'm listing the closest addresses on the next page to give you exactly where the additional spaces will be located.

(Continued on page #2)

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|---|
| 12 Additional Proposed OPEN Parking Stalls: |
| 1 across from 26124 Via Pera |
| 1 across from 26164 Via Pera |
| 1 across from 23055 Via Pimiento |
| 1 near 22942 Via Cereza |
| 1 near 22992 Via Cereza |
| 1 near 25877 Via Pera |
| 1 across from 25847 Via Pera |
| 1 across from 22982 Via Pimiento |
| 1 in front of 22942 Via Pimiento |
| 1 near 22878 Via Pimiento |
| 2 across from 22933 Via Cereza |

12 ADDITIONAL PROPOSED PARKING STALLS

Once again, these spaces were created by restriping our parking lots and finding we had more space than necessary. With the lack of parking, we chose to create additional parking for those residents that wish to pay for it. The rules have been posted and anyone wishing to get in the lottery, (you must be an owner of record and in good standing with the HOA), please send your name and address to:

OUR COMMUNITY MANAGER:
JAMIE HACKWITH
27261 LAS RAMBLAS, STE. 100
MISSION VIEJO, CA 92691
Office—949-429-5831
Email: Jamie@amberpm.com

Do you need additional parking? Lots of guests and no place to park? More cars than there is parking at your house? Here is your opportunity to gain another space in addition to your garage and assigned space.

No one loses a space due to the additional spaces, all spaces leased will belong to the owner for 1 year. The lease rate is \$300 per yr. and is non refundable should you sell your home and move away.

SOUND CARRIES on warm summer nights, please be considerate of your neighbors that like to sit and enjoy TV or a late dinner by keeping your stereos, surround sound systems down. An attached wall condo is NO place for loud sound systems. Parents, be aware of your children playing outside after dark, yelling back and forth. We receive many complaints about both of the above. The only answer is to call the patrol or call the police. You can reach our new

COURTESY PATROL SPECIALISTS: Toll Free: 855-775-4222 or 714-669-2736. Or Code Enforcement: 770-6011

PICK UP TRASH! EVEN IF YOU DIDN'T THROW IN ON THE GROUND, PLEASE PICK IT UP AND KEEP OUR COMMUNITY LOOKING NICE

COMMENT FROM A RESIDENT: "it isn't mine, why should I pick it up?" That was from a non-homeowner.

HERE IS AN EMAIL FROM A FRUSTRATED HOMEOWNER: We need to really get on anyone who does not pick up after their dogs and those who do not keep their dogs on a leash when they are out in the common area. With so many dog owners here and many with more than one dog, we really should consider charging a fee to own a dog and fining anyone who is caught with their dog off leash in the common area. And another fine not picking up after their dogs. I keep hearing from other homeowners that some pet owners are hoarding the doggie bags. Instead of taking a bag when they are out for a walk with their pets, they are taking a bunch of bags to store. These bags are there as a courtesy to encourage residents to pick up after their pets. It is not fair for some residents to take handfuls of bags therefore causing others to be without. Plus then we pay someone to refill the dispensers more often. I do not have a dog and I think anyone who doesn't would feel the same way. Why should we pay for these bags for a few people and we still find dog feces on the green belts. (Editors note: 6—Dispensers @ \$140 ea, we have 6. Case of Bags—\$125—12 cases a year.) Is it really necessary or fair that the whole community has to pay to pickup your dogs feces?

I really wish more people would start taking responsibility for their areas and pick up after themselves along with their children and guest. We need to take pride in our HOA and keep it looking nice so our property values will stay up with the market. What makes residents feel that because pay association dues it's OK to throw trash on the ground!? My neighbors say how angry they are about it, but they don't want to report anyone who is doing it because they don't want to cause friction or have them retaliate against them. If anyone is doing something they shouldn't they are already causing friction.

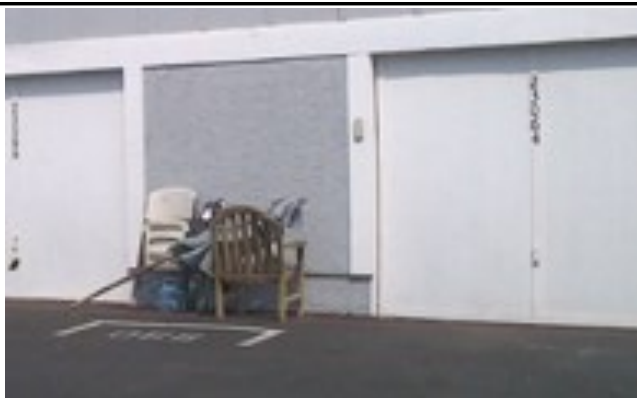
TO PREVENT PROPERTY ORT THE ABUSERS! IF YOU SEE SOMEONE THROWING TRASH, REPORT THEM!

HOMEONWERS -YOU ARE ENCOURAGED TO CARRY HOMEOWER'S INSURANCE!!

RENTERS—YOU ARE ENCOURAGE TO CARRY RENTER'S INSURANCE!

In the event of an emergency, AVHOA will replace to original, HOMEOWNERS & RENTERS are responsible for all upgrades, including flooring, paint etc. and of course, personal property.

State Farm Insurance
714-776-1234
AVHOA Insurance Co.



WHAT WERE YOU THINKING?

SLOPPINESS IS RUDENESS WHEN IT OCCUPIES SPACE THAT WE ALL USE

Are YOU willing to have your dues/assessments increased to pay a 3rd party to pickup someone else's junk? which may mean an increase in your assessments.

The board would like to hear your comments on the trash left

behind when someone moves out. Who do YOU think should be responsible for picking up? Do you think we need a trash can on every corner? Keeping in mind, this service comes at a cost. We pay Waste Management to pickup trash cans each week, (approx. \$4,400 a month) with that service comes bulky item pickup. Why not use it? It's FREE to residents, all you have to do is call for Bulky Item pickup. If we have to hire a 3rd party service to pickup after each of you, the cost comes directly from your assessments. When we have to add services, that increases the cost to operate, therefore to cover that cost YOUR assessments would naturally have to be increased. If you feel you can afford an increase in your assessments/dues, we'll add this service.

If the HOA provided a junk service once a month where you could take your extra junk and dump it, would you pay a fee for this service instead of an increase in assessments? Offsite owners, think about this, when your tenants move out, they leave behind all kinds of junk from mattresses to large furniture. This is YOUR responsibility. **EDUCATE YOUR TENANTS.**

FROM A HOMEOWNER: This is what I did for my bulky item pick up for tomorrow. (see photo)

I was thinking this would be a good idea to have everyone put either a **hand written or computer generated note** on at least one item if there are more than one items being picked up for **donation or bulky item pick up**. Security will know why it's out and Jamie will when he makes his walks on our property.

The homeowner/tenant **put their address, date of pick up, and who is picking up the item(s)** I have talked to people in the past, and there are still people who live here that do not know they can call Waste Management 3 times a year for a total of 4 items per pick up. Renters do not know because the owners never tell them this. I know we have put it in the news letter but if a renter does not get the news letter they have no way of knowing unless their home owner tells them. Homeowners please pass this along to your tenants.



WHAT CAN I DO ABOUT NEIGHBOR'S SURROUND SOUND?

I live in a condo complex. I own and the neighbor immediately next to me, that I share a wall with rents. She states she has lived there for 5 years and I bought & moved into my place last May.

About 2 months ago the bass from her surround sound suddenly became unbearable. It sounded like a warzone in my living room. Things I have on the wall were vibrating. I knocked on her door and asked her if she could turn the bass down on her TV. She said that she had just gotten a new subwoofer and after acting really defensive, agreed to turn it off. Things have been fine for the past 2 months.

Suddenly, yesterday the bass started up again and it was clear she had turned the speaker back on.

This morning at 10:30 I knocked on her door to ask if she could something about the bass again, that it had been fine for 2 months and now it was a problem again.

She was mad because I woke her up because she works as a nurse overnight occasionally. She then said that she had a right to listen to the bass as loud as she wants between the hours of 9am and 10pm, but she wouldn't do that because she is a "nice person" and I that shouldn't be knocking on her door.

I've read that I am allowed the right to the quiet enjoyment of my home even though she says she can blast her surround sound between the hours of 9am and 10pm. I am a very rational person and if one of my neighbors came to me and said something I was doing was bothering them then I would make sure we came to a resolution where both parties would be happy. Apparently not everyone thinks like this.

QUESTION FOR OUR MEMBERSHIP...How would you answer this homeowners complaint about their noisy neighbor? How would you suggest the HOA handle this complaint or should the HOA have to get involved?

YOUR BOARD OF DIRECTORS CAN NOT STRESS ENOUGH HOW VERY important it is to keep the doors of your cars and homes locked and your garage doors closed **ESPECIALLY** after dark. Yes, we have a patrol officer, and yes, the police do drive through the property periodically, **HOWEVER**, they can not be everywhere at once!

YOU must take responsibility to protect your home and personal belongings, **NO ONE ELSE** can do that for you. If your home or vehicle is broken into, it is because someone has seen something they want, either from being inside your home or car or from the outside looking in. Most break-in's are already familiar with the inside of your home. Close your blinds when you are out, lock your doors and windows, don't make it easy for thieves to break in and they will go to the next house or community if this one overly protective. Thieves like being able to move around without being seen, if you see something suspicious, **CALL THE POLICE** and let them decide if that person should be wandering around late at night. Courtesy Patrol reported the first night they were here that there are **LOTS** of people wandering about after midnight in our community.

IMPORTANT PHONE NUMBERS

CODE ENFORCMENT/POLICE - 949-770-6011

AMBER PROPERTY MANAGEMENT

**M-T – 9-5 Office Closed 12- 1pm for lunch
Fridays 9-12**

After-hours / Emergency

Phone: 949-472-5528

SUSPICIOUS ACTIVITY

COURTESY PATROL SPECIALISTS

Toll Free: 855-775-4222 - 24/7

SAFELIST GUEST VEHICLES ONLINE:

WWW.COURTESYPATROLSPECIALISTS.COM

BEGINNING JULY 28, 2013

RESIDENTS MAY NOT PARK IN GUEST PARKING

OR SAFELIST VEHICLES

CALL COASTAL TOWING - 949-380-7796

ASSIGNED SPACE TOWS– TOW FROM YOUR PARKING STALL-

WASTE MANAGEMENT - 949-642-1191

CALL FOR BULKY ITEM PICKUP OR NEW TRASH CANS

LIGHTS IN PARKING LOT OUT? CALL SCE 24-hour

Report to Customer Service line at

800-655-4555

ANIMAL CONTROL - BARKING/BITING DOGS ETC.

949-470-3045

IF YOU HAVE INFORMATION OF SOMEONE LIVING

IN A GARAGE? CALL:

CITY OF MISSION VIEJO & OC HEALTH DEPT. -

714-433-6000

ALL CALLS CONFIDENTIAL

SHOPPING CART RETRIEVAL - 800-252-4613

Suspect Child Abuse? Call 770-6011 for The Watch Commander &
Ask For A "Welfare Check" All Calls Are Confidential

BOARD OF DIRECTORS

**PLEASE DIRECT ALL CORRESPONDENCE TO THE BOARD
OF DIRECTORS**

THROUGH OUR COMMUNITY MANAGER:

JAMIE HACKWITH

27261 LAS RAMBLAS, STE. 100

MISSION VIEJO, CA 92691

Office—949-429-5831

BOARD OF DIRECTORS :

PRESIDENT - KATHY MIRAMONTES

SECRETARY - DIANE STEELE

TREASURER - SHERYL PIERCE

DIRECTOR - VACANCY

ARCHITECTURAL COMMITTEE:

MEMBERS OF THE BOARD

AVHOA MEETINGS ARE HELD

THE FIRST WEDNESDAY

OF EACH MONTH OR AS POSTED.

MEETINGS ARE HELD AT THE

COMMUNITY CLUBHOUSE,

23001 VIA CEREZA

HOMEOWNERS OPEN FORUM - 7:35PM

HOMEOWNERS ONLY ARE INVITED

DUE TO LIMITED SPACE,

PLEASE DO NOT BRING CHILDREN

NEXT BOARD MEETING

WED. SEPT 4, 2013

THERE WILL NOT BE A MEETING IN AUGUST

ALISO VILLAS HOA IS EXPERTLY MANAGED BY:



RESIDENTS SEE MORE THAN THE BOARD OR MANAGEMENT CAN SEE, EVEN MORE THAN PATROL...THAT IS WHY WE HAVE THE NUMBERS LISTED TO THE LEFT. IF YOU HAVE QUESTIONS OR CONCERNS ABOUT ANYTHING REGARDING ANYTHING COVERED BY THE NUMBERS LISTED, CALL AND REPORT, ASK OR JUST GET INFORMATION, BECOME BETTER INFORMED!! IT MAKES YOU A BETTER HOMEOWNER/RESIDENT. THAT IS WHY THOSE NUMBERS ARE LISTED, FOR YOUR HELP!! PLEASE USE THEM. IF YOU SEE AN ABANDONED GROCERY BASKET, DON'T JUST SAY IT IS NONE OF YOUR BUSINESS, THE NUMBER IS THERE, CALL AND REPORT IT SO THEY CAN PICK IT UP. IT IS YOUR COMMUNITY TOO!!

See you in Sept!

**TAKE
PERSONAL
RESPONSIBILITY**