

MAY 2020

MARINA HILLS

www.marinahills.org

Professionally Managed by Keystone Pacific Property Management, LLC - 16775 Von Karman, Ste. 100, Irvine, CA 92606

COVID-19 AND EFFECTS ON THE HOA

Why are HOA Assessments important?

Your homeowners association is a non-profit mutual benefit corporation, of which you are a member. The common areas in your community are the assets that this corporation (your HOA) is responsible for managing. Therefore, your assessments directly support the programs and services that preserve the property values of the homes in your community. As a non-profit mutual benefit corporation with a volunteer board of directors, none of the members on your community's board receive compensation for their service—all of the membership assessments are funneled back into amenities and services that protect your home's equity.

Where do HOA assessments go?

There are two parts to your HOA's annual budget: operations and reserves. Both play a critical role in preserving your home's value. Operations are the monthly expenses that fund the daily operations of the association and includes things like the landscaping contract and materials, pool maintenance, insurance fees, administrative costs, management company services, utilities and legal fees. Reserve funding is typically a very large part of what comprises your monthly assessments. Reserves represent the long-term savings plan that your HOA uses to proactively cover major repairs and replacements of common area components. Because your board has a fiduciary responsibility to manage your funds and property, setting reserves is an important part of responsible planning and maintenance. Reserve covers replacement of most of your HOA's major maintenance components, including major pool repairs & replacements to heaters, decking, and restrooms, new fencing and gates, and painting projects.

What are my options if I am struggling to pay my assessments?

COVID-19 has had a huge effect on our daily lives including many people's income. The Board of Directors must balance their compassion for their fellow neighbors with their fiduciary obligation to protect the financial well-being of the association. The association must be able to maintain cash flow to pay utility bills, insurance, landscape maintenance costs and other expenses necessary to protect property values and provide for a safe community. Therefore, associations are typically unable to waive all or even some of the monthly assessment. That being said, the Board does have some options to help homeowners. These options include waiving late fees and interest, limiting foreclosure actions, and helping members by working out payment plans in the event they cannot pay their assessments.

BOARD OF DIRECTORS:

President: Loretta Pierce
Vice President: Chuck Johnston
Treasurer: Jeff Taylor
Secretary: Tom Szwajkos
Member At Large: Pat Kassam

NEXT BOARD MEETING:

May 13, 2020 at 6:00 P.M. Location TBD
All homeowners are welcome to attend.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Renee Barger, CMCA, AMS, PCAM
Phone: 949-838-3235
E-mail: rbarger@keystonepacific.com

Emergency After Hours:
949-833-2600

Fax: 949-377-3309

COMMON AREA ISSUES:

Larissa Rounsaville Phone: 949-838-3293
E-mail:

lrounsaville@keystonepacific.com

Emergency After Hours:
949-833-2600

BILLING QUESTIONS/ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
Email:
customercare@keystonepacific.com

RECREATIONAL CENTER:

31461 Parc Vista West
Laguna Niguel, CA 92677
(949) 838-3293

Recreational Center Operating Hours:

CLOSED DUE TO COVID-19

SUB ASSOCIATIONS

Siena Association:
Keystone Pacific Property Management
(949) 430-5811

Chandon Association:
Sea Breeze Management
(949) 672-9080

Encore Association:
Powerstone Property Management
(949) 716-3998

LANDSCAPE REQUESTS

If you have a landscape concern, request and/or inquiry, please contact Facilities Manager, Larissa Rounsaville at lrounsaville@keystonepacific.com or (949) 838-3293 so a work order may be submitted to Villa Park Landscape. If the work order is part of the maintenance service contract, all work will be done immediately. If the work order is above the inclusions of the maintenance service contract, work orders are reviewed at the monthly landscape meetings by the Landscape Committee, as well as, Villa Park Landscape. The landscape committee recommendations are discussed & approved by the Board of Directors at their monthly Board of Directors meetings which are held on the 2nd Wednesdays of the month. All approved proposals are completed within 2-3 weeks.

COMMON AREA WROUGHT IRON

So Cal Coatings, Inc. has been contracted by the Marina Hills Planned Community Association Board of Directors to conduct repairs to the rear stucco walls/columns and wrought iron behind the homes.

So Cal Coatings, Inc., as well as, Management will send notices to you, prior to your home being completed. To expedite and allow So Cal Coatings, Inc. to efficiently conduct repairs to the back walls & fences, please remove and/or trim foliage **at least two (2) feet away** from the back walls & fences. Additionally, please remove any wire mesh that is attached to the wrought iron so the contractor may repair & paint without obstruction. Once the wrought iron repairs are complete, if an owner re-attaches any **unapproved** wire mesh to the Association-maintained fencing, the owner may be called to a hearing before the Board of Directors and fines may be assessed to your account.

Additionally, any Wire Mesh attached to the common area Wrought Iron fencing must be plastic coated attached with plastic zip ties. There are two (2) different samples in the clubhouse office that are approved by the Association. Both samples can be purchased at Home Depot or Lowe's, and the sku #'s are 222-958 and 223-088. You may stop by the Clubhouse to view these samples, and the Clubhouse is open Daily from 9am-5pm. Thank you for your cooperation!

REAL ESTATE SIGNS

3. All "For Sale" and/or "Open House" signs used within the Association must be the pre-approved signs for the Marina Hills Planned Community Association that can be ordered by Owners from RESS Real Estates Signs & Supplies, located in Laguna Hills. Should a homeowner wish to use a "For Sale" and/or "Open House" sign, the Owner should contact RESS Real Estates Signs & Supplies and inform the designated representative that the Owner is a Member of the Association, in order to retrieve a pre-authorized Real Estate Sign. (Pre-Authorized "Open House" Directional Signs for Association Members can similarly be obtained through RESS Real Estate Signs & Supplies).

4. Open House Directional Signs must be used only during the Open House hours and must be removed following the Open House by sunset. Except as otherwise set forth herein, a maximum of two off-site Open House directional signs are allowed in the vicinity of a street intersection and one directly in front of the home. However, placement must be in such a manner so as to not present a safety hazard and/or not block visibility of any other real estate agent's signs. No alterations or additions to the signs will be allowed. All signs and sign placement must comply with the City of Laguna Niguel Municipal code.



LANDSCAPE PROGRESS REPORT FOR MARCH

Maintenance Items:

- The slopes on Cala D' Or, Via Di Nola, Siena Perimeter slope, and the Recreation Center were trimmed and detailed.
- The common area slope along Siena and the City park were also trimmed and detailed as part of our Maintenance Rotation.
- The color will be replaced in April; weather permitting.
- All the sidewalks and walkways were cleaned.
- There is no extra work pending at this time.

Tree Trimming:

- Villa Park Landscape is on a three 3-week schedule for work orders requesting tree trimming, and all requests are reviewed individually, not all trees are due to be trimmed. They trim trees only once per year and depending on the species, if tree trimming is requested more than once per year it will be an additional extra cost. Villa Park Landscape keeps track of the trimming requests and their completion dates. Work order numbers are assigned to each one of these requests by Management.
- Marina Hills "No Topping" Policy still in place.
- At Dion; Agonis and Pepper trees were trimmed.
- At Chandon along Marina Hills Dr.; Agonis, Rhus Lanceas, and Podocarpus trees were trimmed.
- On Valle Vista; Ficus and Rhus Lanceas trees were trimmed.

Irrigation:

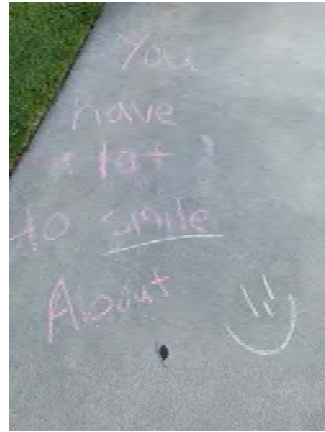
- The central system is working properly and communicating with all the satellite controllers on site and the system is online and working well with the new NSN app. System can be accessed from any location as long as internet is available.
- Our irrigation technician and crews checked and cleaned all the v-ditches and drains.
- The irrigation system is off due to the recent rains and will remain off until further notice.

ARCHITECTURAL IMPROVEMENT PROCESS

All alterations, additions, or changes to the exterior structure or to the landscape of any lot, must be submitted for approval prior to ANY installation or commencement of construction or landscape work. If you are ready to paint your home, you will need to choose a paint color scheme from the pre-approved paint palette. You can view the color schemes in the paint binders in the onsite office or on the Association's website at www.marinahills.org by clicking on Architectural Processes/Forms in the left hand column. Once received, the Architectural Committee has up to 45 days to approve or deny submitted plans. Once you receive approval from the committee, you may proceed with the work. Upon full completion of the project, a Notice of Completion form will need to be submitted to the Architectural Committee to ensure all improvements were done per plan. *If an owner fails to submit an application for exterior modifications, the Association may assess fines for violation of the Architectural Guidelines, and the exterior improvements may need to be brought back to their original condition, at the owner's expense, until approval is obtained.*

You will need to submit your application and a refundable \$100.00 check, payable to Marina Hills and you can drop it off to the Clubhouse drop box onsite. Paint applications are reviewed by the Architectural Committee at their monthly meetings held on the last Wednesday of every month at 7:00 P.M. via conference call, due to COVID-19.

WORDS OF ENCOURAGEMENT BY OUR VERY OWN RESIDENTS!



FACILITY CLOSURES

Based on the recommendations from local and state governmental agencies and upon further evaluation of the Board of Directors, the onsite office, clubhouse, tennis/pickleball courts, and pool area are closed until further notice. All business will be conducted via phone or email. If you need to drop off a payment or paperwork, please use the mailbox located at 31461 Parc Vista West located to the left side of the Clubhouse office door. Upon receipt of the paperwork, we will contact you as needed. No new clubhouse reservations will be taken at this time. The Board is continuously monitoring this situation and wants the community to know that their health and wellbeing is a top priority. If you have any questions or concerns, please contact Renee Barger at rbarger@keystonepacific.com or (949) 838-3235.

PARKING REMINDER

Some homeowners have noticed that there are several vehicles parking on the streets within the community. These homeowners feel that not only is it unsightly, but it can be dangerous, as well, having vehicles parked on the street. Homeowners should be parking in their garage or on their driveway, instead of on the street. A vehicle is prohibited from parking or left standing upon any public street or highway in a residence district in the city any commercial vehicle, bus, motor truck, semi-trailer, or tractor trailer in excess of 80 inches (in width) or in excess of 25 feet (in length); or any item of farm machinery or special purpose machine. A vehicle is prohibited from parking or stopping longer than 72 consecutive hours upon any highway or street. (Moved is defined as moving a minimum of 100 ft. or 1/10th of a mile).

ONE OPEN POSITION ON ARCHITECTURAL COMMITTEE

We are searching for homeowners that would like to serve and fill one vacant seat on the Architectural Committee. It would be helpful if you have architectural or landscape design background. The Architectural Committee meets on the last Wednesday of every month at 7:00 p.m. in the clubhouse to review applications/plans. If you are interested in being considered for this position, please email Renee Barger at rbarger@keystonepacific.com and your request will be reviewed by the Board at an upcoming meeting. The Board will appoint one homeowner that they feel would be beneficial to the Architectural Committee.

TENANT REMINDER

If you are renting your property, please remind your tenants to be courteous of other residents in the community and to abide by the Association's Governing Documents. It is a good idea to give your tenants a hard copy of the Rules and Regulations. Remember, as an owner, you are ultimately responsible for your tenants and their actions.

MAY 2020 REMINDERS

For after-hours association maintenance issues, please call 949-833-2600 to be connected with the emergency service line. Please call 9-1-1 for life-threatening emergencies.

Trash Pick-Up Days - Tuesday (small side) & Friday (large side). Please remove trash cans from the common areas after this day.

Board Meeting - May 13, 2020 at 6:00 PM. Location TBD

SUBMIT A MAINTENANCE REQUEST!

Using your smart phone, please scan the QR Code to submit a maintenance request form. We look forward to serving you.



SIGN UP FOR COMMUNITY E-NEWS

Sign up to receive news and updates pertaining to our community association via email. To sign up, please register from the "Update My Profile" page once you have logged into your billing account at www.keystonepacific.com.

STREET LIGHTS OUT OR FLICKERING IN COMMUNITY

The Association does not maintain street lights. If you notice street lights out and/or flickering in the community, please get the number off of a metal plate on the light pole and call SDG&E at 858-654-1216 or 800-411-7343. The best way to report streets lights out is <https://www.sdge.com/business/reporting-street-light-outages>. If you see lights out in the park along Marina Hills Drive, please contact the City, as they maintain these lights.



MAY IMPORTANT DATES

4 Encore Mtg	6 PM	27 ARC Mtg	7 PM
13 Marina Hills Mtg	6 PM		
18 Siena Mtg	4 PM		
26 Chandon Mtg	6 PM		

SUB ASSOCIATIONS:

CHANDON	
President	Vacant
Vice President	Connie Addicks
Treasurer	Josh Alkema
Secretary	David Lee
Member-at-Large	Elizabeth Palmer
ENCORE	
President	Jon Peterson
Vice President	Gale Hackshaw
Secretary	Tim Rohwedder
Treasurer	Janice Eckles
Member-at-Large	Laura McMillen
SIENA	
President	Al Ferrari
Vice President	Linda Klein
Treasurer	Deborah Beech
Secretary	Joel Bishop
Member-at-Large	Judy Tiano

DISTRICT DELEGATES:

Amarante:	Ben Bengali	949-228-4653
Bel Fiore:	Vacant	
Cabo Del Mar:	Carol Singer	949-388-7655
Chandon:	Patricia Kassam	949-218-5681
Encore:	Vacant	
The Heights:	Bill O'Leary	949-698-0798
Monaco:	Vacant	
Palacio:	Richard Butler	949-495-0858
Siena:	Kathleen McDonald	949-500-9042
Terracina:	Mark Lucy	949-547-6661
Vistara:	Andrew Kienle	949-363-7331

CLUBHOUSE OFFICE HOURS

CLOSED DUE TO COVID-19



MAY 2020 CLASSIFIED ADS

INSTRUCTIONS FOR AD POSTING

"Items for Sale" ads are limited to 3 lines & remain at no cost to Marina Hills residents.

"Service/Business" ads will be limited to 4 lines and a cost of \$10/per issue. Only one monthly ad per household will be permitted.

Newsletter ads must be received by the 10th of the month prior to their desired posting month. Advertisers may pay up to a full calendar year in advance, 6 months in advance, or month-to-month. Quantity discounts are not offered.

For questions or additional ad posting information, contact the Marina Hills office at 949-838-3293 or e-mail Larissa at Lrounsaville@keystonepacific.com

*All advertisements are from residents of Marina Hills and are not endorsed by the Marina Hills Planned Community Association.

REAL ESTATE

JUDY FIELD, Berkshire Hathaway Home Services Realtor. Listing Specialist, 22 yrs. MH resident. Unwavering commitment to integrity, knowledge & service. See client testimonials at www.JudyField.com. 949-246-4090 or Email- Judy@JudyField.com

LYNETTE COLLETTA, Realtor®. Laguna Niguel neighborhood specialist with Berkshire Hathaway Home Services California Properties. Chairman's Circle Gold. Visit www.LynetteColletta.com for client testimonials, recent sales and a free home value report. Call 949-842-4200. DRE #00900787. MH resident.

LORETTA PIERCE, Realtor KW Realty. Board Member for over 15 years! Resident for 20 yrs. Committed to my community! Your referrals are appreciated, thank you. Investments/Sellers/Buyers/Relocation and all other Real Estate needs. (949) 689-6464

FOR RENT

Furnished, elegant, executive Home for Rent. \$4600/mo. 24 Bellagio 3bd/2.5 ba. Ocean breezes and view. Contact Laurie Roos 650-787-8994

FOR SALE

Marine Blue "Electric" Lift Chair - Excellent condition, only \$400, great for seniors! Call M. Quinn 949-493-7726

EVERLAST Punching Bag for sale! 100lb weight load, comes with the stand. Very lightly used, "Like New" \$100.00 Cash. Call 949-300-0032

Lovely, new and gently used upscale women's clothing; sizes 4 to 6 (a few 8's) Business, casual, dress (cocktail) Contact 949-637-0599

Massage table, folding - good condition w/cover. \$50. 949-233-7656.

Refrigerator, small, dorm-size (33" h x 20" w x 21" d) \$25, Call 949-233-7656.

Round end table, ornate with brown marble top. 38" high, 24" in diameter. \$20. 949-233-7656.

Medicine Cabinet - High end medicine cabinet for sale. Mirrored interior, glass shelves and interior electrical outlet. 20 x 30. Roborn model PL2030. Like new. Call or text Michele at 949-422-8353

Tile—Beautiful tile left over from bathroom remodel. 4 x 4 Black marble (20 pieces). 11 x 24 Black marble (15 pieces). 11 x 24 white/gray marble (2 pieces). Make offer. Call or text Michele at 949 422 8353.

For any of the below items contact Lshepard1@aol.com

Graco Pac n Play--Excellent condition, gently used for grandchildren's visits with carry case. \$60.

(2) **JBL P50** Floor Standing speakers/\$450

(1) **JBL SC305** Center Channel Speaker \$50

(1) **JBL PSW-1200** Discrete output Hi-current Sub-woofer \$250

LOST & FOUND

Found: Art book with personalized inscription. Found near Parc Vista East and Argos. Contact Management at 949.838.3293 to confirm it is yours.

SERVICES

SLAB LEAKS, WATER HEATERS, KITCHEN AND BATH REMODELS?

We're your neighbor!

Call **WEST COAST PLUMBING** Servicing Marina Hills and the surrounding community for over 24 years. Call Bobby for all of your AFFORDABLE plumbing and remodel needs at 949-584-5211 Contractor LIC.# 974654

GERIATRIC SOCIAL WORKER

Mary Ellen Quinn has over 30 years experience with the elderly. Let me help you navigate the system. Placing a loved one in a Board and Care Home or a Community. Trust me to serve you with compassion and dignity. Call 949-493-7726

INCOME TAX PREPERATION

Marina Hills Resident and Owner of Creative Tax Solutions. Our company is an Enrolled Agent, licensed to participate in front of the IRS in all 50 States. We have been preparing personal and business tax returns for more than 25 years, with annual clients in the hundreds, including numerous states and 3 foreign countries. Ask for the special Marina Hills discount of 25%. Contact: Mike Roberts 949-770-8380

FITNESS TRAINER COMES TO YOU!

Lose those Holiday lbs, tone up, relieve pain & stress all in the comfort of your own home. I come to you with a personalized medically-based program of exercise (and nutrition - if you wish). 20 years experience, former Olympian, Certified Exercise Therapist, MH resident. Contact: Resa 949-388-0612

BULLETPROOF BACKPACKS, BRIEFCASES AND BODY ARMOR

Large selection of protective gear for you and your entire family, including bulletproof backpacks for kids. We realize these are hard times and we feel the need to protect our loved ones. Visit www.miraofficial.net or call Ralph Bayless 949-285-2544 Completely confidential and discreet.

COMMUNITY

BOCCE PLAYERS WANTED-Free lessons & play. If you can roll a ball, we can teach you in 15 minutes. No special equipment or clothes required. Drop in Sunday 1pm. Marina Hills Park Bocce Courts. Questions call Jack 760-902-3268