



# the Neighborhood

ISSUE #31

MVEA COMMUNITY NEWSLETTER

SUMMER 2017



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## ANNUAL NOTICE OF ADDRESS, REPRESENTATIVE AND RENTAL STATUS

If you use an offsite address, including a PO Box, as a mailing address for MVEA mail such as Quarterly Assessments, Audits, Budget and Annual Reports, Letters, Special Notices, etc. it is especially important to comply with the new Civil Code 4041. **If you do not complete the form, your mailing address will be changed.** The new Civil Code requirement provides all owners will annually notify their Association of their:

- **Address or addresses to which notices from the Association are to be delivered;**
- **Any alternate or secondary address to which notices from the Association are to be delivered;**
- **The name and address of your legal representative, if any, including any person with power of attorney, or other person who can be contacted in the event or your extended absence.**

If an owner fails to provide the address information, the mailing address for the property will change to the property address inside the Association. If you want your MVEA mail to continue to be sent to your offsite address or PO Box, you must complete the Annual Notice of Address form.

While this is not a major consideration for owners who reside at the property and want their mail to continue to be sent to that address; it will certainly be a troubling problem when offsite owners stop receiving quarterly assessment notices and do not receive the late notices, fees and liens for nonpayment. This is not an Action Property Management requirement or a Mission Viejo Environmental Association requirement; it is a Civil Code requirement effective January 2017 by the State of California.

Homeowners are now able to use the <https://vivoportal.com> site and complete the form to comply with the requirement. If you are not registered, please go to the site and register. You will need to know your 12-digit account number. If you are uncertain of the account number, call or email the Community Care, [CCGeneral@actionlife.com](mailto:CCGeneral@actionlife.com).



## Common Area Irrigation



The most frequently reported issue to Management from Homeowners is regarding irrigation issues. The best way to report leaky valves or sprinkler heads running out of control is to call, 949-450-0202, and report the item directly to the Community Care Department. You may also email the report to **CCGeneral@actionlife.com**. Phone calls or emails notifying the Community Manager of the problem will delay the response time. The Community Care representative is trained to create the work order immediately and ensure the vendor is contacted to correct and repair the problem. MVEA's landscape vendor, Artistic Maintenance, has two full time irrigators onsite; and in most instances they are able to correct the problem within 24 hours.

While management and the landscape vendor are constantly on the alert for trouble in the irrigation system, many eyes are better than just a few. The irrigation system is generally set to run during the evening and early morning hours. If you observe the system on during the day, it is because the system is being tested and inspected or newly planted landscape material is getting additional water to promote growth.

If the observation is after regular working hours or on weekends, both Action Property Management and the landscape vendor, Artistic Maintenance, have procedures for getting the information to an after-hours "on call" representative who can address the problem. Call the Action line 949-450-0202 and follow the instructions for placing it as an emergency call.



## AUTOPAY ANNOUNCEMENT

If you pay your quarterly assessments by the Auto Payment plan through Action Property Management, please continue reading. The payment processor upgrade announced in last quarter's newsletter is scheduled for September 25. Essentially, the upgrade provides owners a more secure system for automatically paying assessments.

Owners that registered for AutoPay before 2013 (Outdated Agreement) will need to re-register in order to continue AutoPay for the October 2017 withdrawal and onward.

Owners that registered after 2013 (Current Agreement) will not need to take any action if they wish to continue AutoPay.

Explanatory letters will go out to those owners by the end of June. This will give homeowners a 90-day advanced notification regarding the upgrade. If you are not on the AutoPay service and would like to sign up, you can log on to <https://vivoportal.com> and select "Sign Up for Auto Pay". There are convenience fees associated with using the AutoPay service.

If you are an owner on the original AutoPay (signed up as the ACH system) and do not re-register for the new AutoPay system, your October assessment and all future assessments will not be paid. Of course, you are still responsible for your assessment payment and your options are:

- ◆ To send a check (including your account number) to the MVEA, PO Box 25013, Santa Ana, CA 92799-5013.
- ◆ You may sign up with Automatic Bill Pay through your own bank
- ◆ Or pay online via credit card, debit card or electronic check at <https://vivoportal.com>

## REMINDERS & GENERAL USE RESTRICTIONS



### ARCHITECTURAL REVIEW AND WRITTEN APPROVAL

The ARC's purpose is to maintain the architectural character and visual unity of the community. Mission Viejo city permits are also required for structural or electrical engineering projects.

The Architectural Review Committee meets on a weekly basis and generally turns the requests around within a week. The most frequent applications are for exterior painting, vinyl window installation, solar panels and re-roofing. Please keep in mind that landscape projects and storage sheds are exterior modifications and homeowners need to submit an application and receive approval prior to installation. A major factor in a shed's approval is its visibility to the street and the neighboring property. If the shed is visible, the ARC will generally ask for a concealment plan prior to the approval. A guideline sheet is available on the website for shed installations.



### Landscape

In April Governor Brown formally lifted the emergency water restrictions that had been in place for the last two years. Thank you to all those homeowners who voluntarily complied with the restrictions and cut back on their water use. Turf irrigation uses a large quantity of water and cutting back in this area was the easiest way to comply with the State's request. Under these restrictions, the State would not allow Homeowner Associations to enforce certain CC&R requirements and obligations on front yard turf, general lawn and garden care.

MVEA is now actively enforcing all landscape maintenance requirements and obligations as set forth in the CC&Rs. If you removed your turf or allowed it to die, you should submit an architectural application showing what your new landscape plan will be. The Association will require active and consistent maintenance on all front yards. MVEA allows artificial turf and drought tolerant landscape material. If you intend to change out the old landscape with either of these options, please submit an application prior to starting the project. The Association's expectation is that many properties will now undergo a transformation with new front-yard landscape material and fresh designs to rejuvenate front yards with a new look.

### Email Consent Form

Please remember that you may sign up for electronic (email) delivery of all MVEA mailings that are required by the Davis-Stirling Act. Homeowners will need to fill out and sign the Electronic Notice Form. You may request the form by calling Action Property Management or by downloading it from the website, [mveahoa.com](http://mveahoa.com), under the Reference Documents and Policies tab.

Homeowners who use this service receive the Annual Budget & Policy Statement and the Annual Audit as specific PDF attachments in an email delivery. If you are not registered for the service, these items are distributed via US mail as a compact disc. The Audit was mailed in April. The Budget & Policy Statements are mailed in the Fall.

If, after sign up, an owner wants to return to regular mail delivery of the CDs he/she may revoke their consent to email delivery and request the Association to mail hard copy of the disclosures.

## Board Meeting Dates

The Board of Directors usually meets on the third Thursday of every month at 6:30 p.m. at the Norman P. Murray Center, 24932 Veterans Way, in Mission Viejo. A Homeowners Forum is scheduled at the beginning of every meeting. Homeowners may address the Board on any Association related topic. Here is a list of the meeting dates for the second quarter of 2016:

**Thursday, July 20**  
**Thursday, August 17**  
**Thursday, September 21**

Meeting agendas are posted on the community bulletin board located off Marguerite Parkway at the corner of Antela and Lovios. This specific location in Increment #5 is the designated place for posting all general notices to the Membership as required by the Davis Stirling Act. The agenda is also posted on the MVEA website, [www.mveahoa.com](http://www.mveahoa.com).

Your community manager is Stephen Stanton available by phone at 949-450-0202 ext. 2110 and email, [sstanton@actionlife.com](mailto:sstanton@actionlife.com). The manager's assistant and administrative support team is led by Rebekah Drake at ext. 2202 and email address, [Managerassistantsoc@actionlife.com](mailto:Managerassistantsoc@actionlife.com). Any official communication from members should be sent to Stephen Stanton at Action Property Management, 2603 Main Street, Ste. 500, Irvine, CA 92614.



### 2017 BOARD OF DIRECTORS

**Gene Rogers, President**  
**Dan O'Connor, Vice President**  
**Bryan Beardsley, Secretary**  
**Larry Gilbert, Treasurer**  
**Kerry Russell, Member at Large**

### INCREMENT DELEGATES

**Increment #1**  
**Ms. Peggy Russo**

**Increment #2**  
**Mr. Josh Nessa**

**Increment #3**  
**Ms. Deborah Currie**

**Increment #4**  
**Mr. Frank Fossati**

**Increment #5**  
**Ms. Connie Beardsley**

**Increment #6**  
**Mr. Gerald (Jerry) Henberger**

**Increment #7**  
**Ms. Donna Bourassa**

**Increment #8**  
**Mr. Robert Horn**

**Increment #10**  
**Mr. Richard Florence**

## ACTION PROPERTY MANAGEMENT NEWS

### ACH and Auto Payment of Assessments

If you do not register for the new AutoPay service you are still responsible for your assessment payment and your options are:

- **To send a check (including your account number) to the MVEA, PO Box 25013, Santa Ana, CA 92799-5013.**
- **You may sign up with Automatic Bill Pay through your own bank**
- **Or pay online via credit card, debit card or electronic check at <https://vivoportal.com>**

### Electronic Statement Option

The Mission Viejo Environmental Association through Action Property Management offers an optional electronic statement program; whereby, homeowners who sign up for the service will receive electronic mailing of their quarterly assessments. Owners may pay the assessment in any manner they choose; but would not receive a US Post Office delivered invoice. This quarterly newsletter mailed with the invoice is sent as a pdf attachment. You may visit the new website, <https://vivoportal.com> and opt in for electronic service.

Action Property Management's corporate offices are located in Irvine at 2603 Main Street, Suite 500. The mailing address for the quarterly assessment is **MVEA, PO Box 25013, Santa Ana, CA 92799**. If you use an online banking service to pay your quarterly assessment, please make sure that you contact your service and direct them to use this PO Box.



### SPECIAL NOTICE

Please do not leave food for the rabbits along the Antela/Orense greenbelt.