



the Neighborhood

ISSUE #28

MVEA COMMUNITY NEWSLETTER

FALL 2016



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COMMON IRRIGATION ISSUES & WORK ORDERS

One of the most frequent reports and work order requests owners make to Management is regarding irrigation issues. Homeowners should call, 949-450-0202, or email the Community Care Department of Action Property Management at CCGeneral@actionlife.com for any leaks or signs of irrigation problems observed on the Common Area slopes or greenbelts. Please note phone calls or emails notifying the manager of the problem delays 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. The most common irrigation problems are described below and are classified as mainline and lateral line leaks; valves the are stuck on and sprinkler heads do not shut off for extended periods of time; and broken or missing irrigation heads.



- ◆ A significant amount of water seen along a slope causing a “water shadow” without the sprinkler system being on is indicative of a **mainline or lateral line break** and needs to be addressed immediately.
- ◆ A specific section of sprinklers or an individual sprinkler head not shutting off but continuing to stay on and soak one area for a prolonged period is a **stuck valve** and needs repair.
- ◆ A “geyser” of water shooting into the air is most likely a **broken sprinkler head**, and when coupled with a stuck valve can cause a great deal of wasted water, limited coverage to the rest of the landscape area, and in some case flooding into a homeowner’s property. These need to be repaired before the next irrigation cycle starts up.

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.

MVEA BOARD MEETING & NEWS ITEMS

Delegate Elections scheduled for Thursday, October 20

Ballots for the Annual Election of Delegates have recently been mailed to all homeowners. The Mission Viejo Environmental Association is a Master Association composed of nine Increments. It is the Delegates, elected every year by the membership of that Increment, that represent the voting power of the owners. Eligible Delegate Candidates must be a Resident Owner as defined in the CC&Rs. The elections are scheduled for Thursday, October 20.

Please return your ballot by mail to Action Property Management so they can be delivered to the Inspectors of the Elections on the evening of the 20th. The Inspectors will compile and tally the votes and announce the results at the conclusion of the Board of Directors meeting that evening. The Delegates represent their respective Increments at Board Meetings and cast the voting power of the Increment when they meet to elect the 2017 Board of Directors in January at the Annual Meeting of Delegates.

Board of Director Candidates

Three Board of Directors terms expire at the end of this year. So three Board positions will be up for election in January 2017 at the Annual Meeting of Delegates. Board President, Bill Ernise, is completing consecutive year terms; and under the term limit provision of the MVEA Bylaws will not be allowed to run for a Director position again until four years have elapsed. It is tough to lose such good people. Bill's leadership and meeting management skills will be missed by his fellow Board Members and Management.

The Request and Notice for Board Candidates is scheduled for mailing in early November. The term of office is for two years. If you have an interest in working with others and serving the Mission Viejo Environmental community, please consider running for one of the three open seats on the Board of Directors in 2017. The duties and obligations of Board members are: addressing the Association's Annual Calendar items such as reviewing and approving an Annual Budget; reviewing and signing checks; working with Management and the Increment Delegates; resolving homeowner issues that come before the Board; and in general, charting the course of action for all Association related subjects.

Pro Forma Budget & Annual Policy Statement

The Budget & Finance Committee is in the process of reviewing and making any needed adjustments to the 2017 Pro Forma Budget. The budget is finalized and approved by the Board of Directors at their October meeting. There are no plans or need to increase the quarterly assessments. The 2017 Budget will be distributed to homeowners along with the required Annual Policy Statement. The Annual Policy Statement is a compilation of disclosures and documents to the membership including: the current Reserve Fund Summary; the Association's Fine Schedule; Summary of the Architectural Review policy; and miscellaneous other disclosures that are required by State law to be distributed to all homeowners annually.

EMAIL CONSENT FORM

In an effort to reduce costs and support the "Go Green" initiative to cut waste and preserve resources, MVEA and Action Property Management are offering email delivery of required statutory disclosures. Homeowners who want to receive electronic mailings of Association disclosures will need to fill out and sign the **Email Delivery Consent Form**. You may request the form by calling Action Property Management or downloading it from the website, mveahoa.com, under the Documents tab.

The two major items that would be delivered electronically are the Annual Budget & Policy Statement and the Annual Audit. Currently, these items are distributed through US mail as a compact disc to all homeowners. The Audit was mailed as a CD in April. The Budget & Policy Statements are mailed in the Fall. Members who elect this service would receive these items as specific PDF attachments in an email notice and not the CD delivered via the U.S. Postal Service.

Homeowners are responsible for providing a "wet signature" and are required to provide an email address. Owners are also responsible to notify the Management Company in writing of any email address changes. 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.

Election materials and Ballots are not currently available on the list of items the State will allow for electronic mailing.



ACTION PROPERTY MANAGEMENT NEWS

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 direct them to use this P.O. Box.

Visit the homeowner's VIVO portal, <http://www.vivportal.com>, and check your account balance, request a work order, email your community manager. Owners may sign up for auto payments on the quarterly assessments, or opt in for electronic billing.

Electronic Statement Option

The Mission Viejo Environmental Association through Action Property Management offers an optional electronic statement program. Homeowners who sign up for this service will receive email billing for the 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 would be sent as a pdf attachment. You may visit the new website, <http://www.vivportal.com>, and opt in for electronic service.

ACH Payments

Homeowners may sign up for automatic assessment payments through a debit system using an Automated Clearing House (ACH) which will debit or "sweep" the assessment amounts each quarter from your designated bank account and pay your Association's account with the deposits. There is no charge for this service. It is an easy and no stress way to pay the quarterly assessment. Forms and applications are now available for submission through the new homeowner portal, <http://www.vivportal.com>.

REMINDERS & GENERAL USE RESTRICTIONS

ARCHITECTURAL REVIEW COMMITTEE 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, mechanical or electrical engineering projects. The Architectural Review Committee meets on a weekly basis and generally turns the requests around within a week. The most recurring applications are for exterior painting, vinyl window installation, solar panels, re-roofing and landscape modifications. Please keep in mind, there is no charge to submit an application; but if a project is started without written approval, a \$175 fee can be assessed for late submission. Please continue to submit your applications to Management.

LANDSCAPE & TREE TRIMMING

The Landscape Committee has given the go ahead for the Tree Trimming 2016/2017. Artistic Landscape has started the project in Increments 7 and 8 and will cycle through all the Increments and will continue through February 2017.



New landscape material, Cape Honeysuckle, has been installed to replace the dying and diseased Myoporum Pacifica ground cover in Increment 8. This was a major landscape renovation and irrigation times will be added to these areas to ensure growth.

IRRIGATION MODIFICATION CAMPAIGN

The Landscape Committee has requested that Artistic Maintenance, the landscape and irrigation service vendor for MVEA start a large scale inspection and modification campaign on the Association's Common Area to alter and adjust the irrigation system, where it is determined that the existing height of sprinkler heads or their location is not sufficient or expedient enough for the current plant material. There may be instances where mature trees block effective water coverage to low slope ground cover or mid-slope shrubs.



Board Meeting Dates

The Board of Directors usually meet 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 fourth quarter of 2016:

Thursday, October 20
Thursday, November 17
Thursday, December 15

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 has been designated as the place for posting all general notices to the Membership as now required by the Davis Stirling Act. The agenda is also posted on the MVEA website, www.mveahoa.com.

Your community manager is Stephen Stanton available by phone at 949-450-0202 ext. 2110 and email, 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. Any official communication from members should be sent to Stephen Stanton at Action Property Management, 2603 Main Street, Ste. 500, Irvine, CA 92614.



2016 BOARD OF DIRECTORS

Bill Ernisse, President/Treasurer
Gene Rogers, Vice President
Dan O'Connor, Treasurer
Bryan Beardsley, Secretary
Deborah Currie, Member at Large

INCREMENT DELEGATES

Increment #1
Ms. Peggy Russo

Increment #2
Open Position

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