



# the Neighborhood

ISSUE #35

MVEA COMMUNITY NEWSLETTER

FALL 2018



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## PRESIDENT'S MESSAGE

### *So Long Summer, Hello Fall!*

Now that fall is here, it's also time to prepare for winter. The Old Farmer's Almanac predicts Southern California will have above-normal temperatures and below-normal rainfall. We have seen this pattern for several years, but that's no reason to sit back and do nothing. Here are some things you can do to prepare:

1. Consider a pre-season HVAC (Heating, Ventilation & Air Conditioning) tune-up to ensure your furnace is ready for the cooler weather. Don't forget to change the furnace filter, too. I often write the date on the filter so I know how long it was in service. A clean filter will help the heater run more efficiently, and it also helps clean the air of allergens.

2. Reduce the watering time on your sprinklers. As the days become shorter, less water evaporates and we receive more water in the form of rain. I frequently see water running along the curb indicating overwatering, which is a waste of money and precious natural resources.

3. Bring trash and recycling bins in from the curb in a timely manner. This small gesture enhances the appearance of our neighborhoods and makes it easier to park on the streets. Your neighbors will appreciate it also.

4. The upcoming holidays offer opportunities to celebrate with friends and family. This is a great time to be neighborly. One of the best ways to do this is to become familiar with and follow MVEA rules and regulations. Want to know the rules? Please check: <http://www.mveahoa.com>



Happy Autumn,  
**Joe Tully**  
MVEA President

# 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 the owner fails to provide written notice to the association on an annual basis the last known address provided by the owner in writing shall be deemed to be the address to which notices are to be delivered.*** The new Civil Code requirement provides all owners will annually notify their Association of the following:

- 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 of your extended absence.
- Whether the separate interest is owner-occupied, is rented out, if the parcel is developed but vacant, or if the parcel is undeveloped land.

***If an owner fails to provide the notices set forth in paragraphs (1) and (2) of subdivision (a), the last address provided in writing by the owner or, if none, the property address shall be deemed to be the address to which notices are to be delivered.***

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 if an offsite owner moves and fails to notify Management of their new mailing address and stops receiving quarterly assessment notices, 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 1, 2018 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 Community Care at (949) 450- 0202, or email [CCGeneral@actionlife.com](mailto:CCGeneral@actionlife.com).

## Pro Forma Budget & Annual Policy Statement

The Budget & Finance Committee is in the process of reviewing and making any needed adjustments to the 2019 Pro Forma Budget. The budget is finalized and approved by the Board of Directors at their October meeting. The 2019 Budget is distributed to homeowners along with the required Annual Policy Statement. The Annual Policy Statement is a compilation of disclosures and documents 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.



## ACTION PROPERTY MANAGEMENT NEWS

Action Property Management's corporate offices are located in Irvine at 2603 Main Street, Suite 500. The phone # is 949-450-0202 and 1-800-440-2284. 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.

### Electronic Statement Option

The Mission Viejo Environmental Association through Action Property Management offers an optional electronic statement program. Homeowners may sign up for the service and 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. The 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.

### Auto Pay Announcement

Please remember that Action's new Auto Payment Processor went into effect during the 2017 fourth quarter assessments. Owners that registered for AutoPay before 2013 (then referred to as ACH) need to re-register for this service in order to continue with the AutoPay service in 2018 and forward. Specific explanatory letters were mailed to those owners on the old system last year. Not everyone has re-registered and unfortunately late notices and fees have had to be sent.

If you did not re-register for the new AutoPay system, your assessments are not being deducted from your account. You are still responsible for your assessment payment and your options are:

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

## REMINDERS & GENERAL USE RESTRICTIONS

### Landscape

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 are required to submit an architectural application showing what your new landscape plans will be. The Association requires active and consistent maintenance on all front & rear yards. MVEA allows artificial turf and drought tolerant landscape material upon approval. If you intend to change out old landscape with either of these options, please submit an application prior to starting the project.



### Trash Cans

Please don't forget that trash cans must be stored out of sight when not being serviced. Which means you must store your trash cans behind your fence/gate, in your garage or rear yard so they are not visible from the street or common areas following the scheduled service pickup. Thank you for your anticipated cooperation.

### Holiday Lighting & Decorations

Holiday lighting and decorations are permitted without ARC approval from November 1st through January 31st only. Please make sure all holiday decor is removed from the property by January 31st.

### Common Area Irrigation

The most frequently reported issue to Management from Homeowners is regarding irrigation issues. The best way to report leaky valves or broken sprinkler heads is to call Community Care at 949-450-0202, and report the item directly or email [CCGeneral@actionlife.com](mailto: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 a 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 an emergency call.

### ARCHITECTURAL REVIEW AND APPROVAL PROCESS

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

The Architectural Review Committee usually meets on a weekly basis and generally turns applications around within a few days. A partial list of items that require architectural applications are exterior painting, artificial turf installation, vinyl window installation, solar panels and re-roofing, pools and driveway expansions. Please keep in mind that landscape projects and storage sheds are exterior modifications and homeowners are required to submit an application and receive approval prior to the project or 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 community website for shed installations.

# MVEA BOARD MEETING & NEWS ITEMS

The Board of Directors meetings are 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. The list of meeting dates for the fourth quarter of 2018 are:

**Thursday, October 18th**  
**Thursday, November 15th**  
**Thursday, December 20th**

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). If a meeting is cancelled advanced notification will be posted on the community website and the community bulletin board.

If you have any questions or concerns please do not hesitate to contact Community Manager, Tiffany Kaldenbach by phone at 949-450-0202 and email, [tkaldenbach@actionlife.com](mailto:tkaldenbach@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 Tiffany Kaldenbach, Action Property Management, 2603 Main Street, Ste. 500, Irvine, CA 92614.

## Delegate Elections scheduled for Thursday, October 18th

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. The Delegates elected annually, represent the voting power of the owners. Delegate candidates must be resident owners of the property. The elections are scheduled for Thursday, October 18th. Please return your ballot by mail to Action Property Management and they will be delivered to the Inspectors of the Elections on the evening of the 18th. 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 2019 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 and those three positions will be up for election in January 2019 at the Annual Meeting of Delegates. Under the term limit provision of the MVEA Bylaws those Board Members who have completed consecutive two year terms are not allowed to run for a Director position again until four years has elapsed. It is always sad and difficult for Management and the Board to say goodbye to such wonderful people.

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 2019. 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. The Chair of the Architectural Review Committee and the Landscape Committee are required by the CC&Rs to be a member of the Board of Directors.



## 2018 BOARD OF DIRECTORS

**Joe Tully, President**  
**Larry Gilbert, Vice President**  
**Bryan Beardsley, Secretary**  
**Kerry Russell, Treasurer**  
**Donna Bourassa, Member at Large**



## INCREMENT DELEGATES

**Increment #1**  
Ms. Peggy Russo  
**Increment #2**  
Mr. James Farris  
**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

