



the Neighborhood

ISSUE #33

MVEA COMMUNITY NEWSLETTER

SPRING 2018



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President's Message

Hello Neighbors,

I hope this letter finds you and yours healthy and in good spirits. As a longtime volunteer, I am excited to serve as your new President of the Mission Viejo Environmental Association (MVEA). I began serving in 2009 as a Delegate for Increment 7 and served on various committees. I have remained involved to this very day. Volunteering is a wonderful and rewarding way to support your community. I look forward to continuing the fine work of our prior president, Gene Rogers, and the Board Members that served in 2017.



I would like to extend a special thank you to Mr. Stephen Stanton our Senior Community Manager who will retire in April. Stephen has worked for Action Property Management for thirteen years and for MVEA for the past ten years. We are fortunate to welcome Ms. Tiffany Kaldenbach as our new manager who will assume the management duties our Association. Tiffany has worked in Property Management since 2005 and will bring continued professionalism and energy to our Association.

Our top priority is to maintain our Association's slopes, greenbelts and homes, while at the same time, maintaining reasonable membership dues.

Sincerely,
Joe Tully



2018 BOARD OF DIRECTORS

During the Annual Meeting of the Delegates held in January, a new 2018 Board of Directors was elected. The two new Directors are **Donna Bourassa** and **Joe Tully**, both owners in Increment 7. Donna and Joe last served on the Board in 2013 and were both eligible to serve as Board Members after sitting out four consecutive years. Donna is the current Delegate from Increment 7 and in her previous Board experience she has served as Treasurer and President. Joe has remained very active with the Association and has served on the Landscape Committee for eight consecutive years.

MVEA COMMITTEES & CHAIRS

During their January meeting, the Board of Directors appointed chairs and volunteers to fill the Association's Committees for 2018. The governing documents provide for two standing committees the Architectural Review Committee and the Landscape Committee. During past years the Board has established and chartered other committees to assist with the work of the Association.

The **ARC** usually meets on a weekly basis to review and approve all submissions for exterior and lot improvements. Board Member, Bryan Beardsley, will chair the committee. Assisting as volunteers are Bill Ernise and Ms. Kerry Russell.

Board Member, Joe Tully, agreed to chair the 2018 **Landscape Committee**. The Committee meets regularly to inspect the slopes and greenbelts and review any homeowner Common Area landscape requests. They approve all landscape plant installations and manage a budget of almost \$200,000. Assisting as volunteers are Gene Rogers and Deborah Currie.

The **Water Conservation Subcommittee** established in 2008 meets monthly with Artistic Maintenance, the Association's landscape vendor, to review MVEA's 92 water bills and all irrigation related expenditures. The WCSC makes recommendations to the Board on water savings techniques and technology. Frank Fossati chairs the Committee. This watchdog Subcommittee has reduced water expenditures from almost \$500,000 in 2008 to our current average of \$350,000. The committee provides a monthly report to the Board of Directors.

The **Contract Review Committee** will be chaired by Board Member, Donna Bourassa. The Committee reviews the annual contracts of the Management Company and Landscape Company as directed by the Board.

The **Budget and Finance Committee** chaired by Treasurer, Kerry Russell, meets in September to review the Reserve Study and Management's draft budget. They make budget and allocation recommendations to the Board of Directors for the upcoming Fiscal Year.

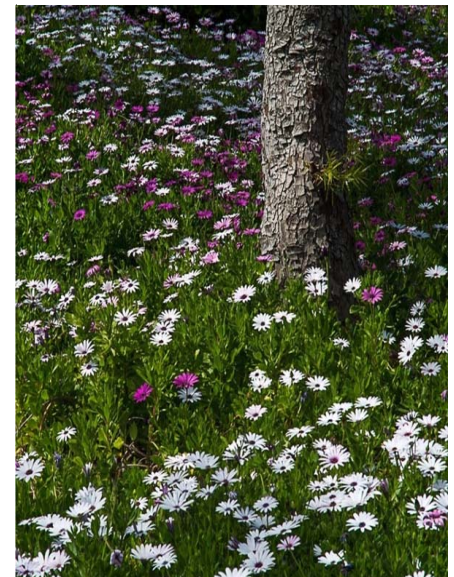
The **CC&R's Review Committee** Gene Rogers and Frank Fossati will chair the committee this year to finish the work started in 2017 to review and make recommendations for potential changes to the governing documents. The committee will review requirements for front yard landscape during the California drought and water restriction years and will discuss the Association's position on short-term rentals in the community.

The above Committees perform an important service for the Board of Directors. The Association depends upon the load they carry and the work they accomplish. The MVEA community is indebted to these homeowners. A sincere thank you to all those who volunteer to work on the Committees.

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 required for any structural and gas/electrical engineering projects.

The Architectural Review Committee usually meets on a weekly basis and generally turns the applications around within a few days. A partial list of items that require architectural applications are 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 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 website for shed installations.



ACTION PROPERTY MANAGEMENT NEWS



Email Consent Form

Homeowners 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, 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 hard copy. The Audit is 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 he/she may revoke their consent to email delivery and request the Association to mail hard copy of the disclosures.

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 in 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 assessment are not being deducted from your account. You are still responsible for your assessment payment and your options are:

- **Send 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 you can pay online via credit card, debit card or electronic check at <https://vivoportal.com>.**

Landscape

Major renovation projects are underway in Increment 8 to replace the dying Myoporum Pacifica along the top of selected slopes. In Increment 5, the dead turf along Ledana is being replaced with a groundcover that should better serve the area. Replacement of the underdeveloped trees and ground cover on Reinosa in Increment 5 is planned.



Board Meeting Dates

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 second quarter of 2018 are:

Thursday, April 19

Thursday, May 17

Thursday, June 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.

Effective April 30, 2018 your community manager will be **Tiffany Kaldenbach** available by phone at **949-450-0202** and email, tkaldendach@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 Tiffany Kaldenbach, Action Property Management, 2603 Main Street, Ste. 500, Irvine, CA 92614.

A MANAGER'S FAREWELL

Stephen Stanton

This will be my final newsletter...I have enjoyed compiling the writes ups and taking the photos. However, meeting the deadlines and getting them inserted in a timely manner with the quarterly assessment was sometimes stressful and challenging. I hope you have found the articles pertinent and informative. I have been an employee at Action Property Management for the past 13 years and the exclusive manager solely dedicated to the Mission Viejo Environmental Association for the past 10 years. During the course of managing the Association, I have talked on the phone, emailed and met many of you. The friendships and partnerships made within the community have made the day-to-day management work special and fulfilling, thank you! MVEA has been my work family and I will miss the regular interaction with the Board, Delegates, and Homeowners.

I came into Community Management as a second career and stuck around for 20 plus years. I am not sure I would have lasted as long in this industry if it were not for the opportunities and challenges presented with MVEA. I recall walking away from my first interview with the 2008 Board of Directors with a strong feeling that this would be a good fit; and a belief that I would be able to help the community achieve their short and long-term goals. Now, after 10 years, I feel very fortunate to have met and assisted with the work of many different Boards, Delegates and Committee volunteers. The membership is blessed to have such a dedicated and wonderful group of volunteers investing their time and giving back to their community. It was, and will always be, challenging work; but for me it was very gratifying to be in a position to help improve the quality of some people's lives. Good luck to all of you and in all your endeavors and may they be worthy ones!

P.S. Good luck with the rabbits!

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



COYOTE NOTICE

All owners should be aware that coyotes use the walking pathways and streets of the Association.

Coyotes are wary of people and generally go to extremes to avoid contact. To avoid problems keep pets on a leash and within sight. Do not let small children wander out of sight.

