



the Neighborhood

ISSUE #40

MVEA COMMUNITY NEWSLETTER

WINTER 2020



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Annual Meeting of the Delegates to Elect Two Board Members



The Annual Meeting of the Delegates is scheduled for **Tuesday, January 7, 2020**, at the Norman P. Murray Center, 24932 Veterans Way, 6:00 p.m. The Increment Delegates will meet to elect two Directors for a two-year term. Currently there is one candidate running. The Board will meet on January 16, 2020 to determine who will serve in which specific officer position. The results of the election will be posted to the Association's website, mveahoa.com and the Antela/Lovios bulletin board after the Annual Meeting.

2020 Delegates Elected in October 2019

The Increment Delegates were elected in October 2019 by ballots of homeowners in their respective Increments. The Delegate term of office starts January 1st and runs through December 31st. Congratulations and thank you to these volunteers who perform a valuable service for their community and neighborhoods. The 2020 Increment Delegates are as follows:

- Increment #1, Peggy Russo**
- Increment #2, Nicole Bliss**
- Increment #3, Deborah Currie**
- Increment #4, Frank Fossati**
- Increment #5, Connie Beardsley**
- Increment #6, Stephanie Yamoto**
- Increment #7, Donna Bourassa**
- Increment #8, Robert Horn**
- Increment #10, Richard Florence**



The Association welcomes **Nicole Bliss** to the Delegate position in Increment #2. Nicole will be serving her first year as the Increment representative. The Association also wants to welcome **Stephanie Yamoto** to the Delegate position in Increment #6. Stephanie will be serving her first year as the Increment representative. The Delegates are primarily responsible for representing the owners in their Increments and voting at the Annual Election of the Board of Directors and on any other voting issues that come before the membership as a whole. Delegates are also important liaisons between the homeowners and the Board. They may also represent their neighborhood communities on Common Area landscape issues as well as the overall condition of the properties. The Association thanks all these volunteers for representing their communities.

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, it is especially important to comply with 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, or, if none, the property address shall be deemed to be the address to which notices are to be delivered. The 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.

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 resident.actionlife.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.



Home & Garden Award

Starting in January 2020, the Board of Directors will be choosing a home in each of the ten different increments on a quarterly basis to receive the "Home & Garden Award". The winners will be published in the upcoming quarterly newsletter and a yard stake sign will be posted in your front yard. The association would like to show their appreciation to all those who go the extra mile to keep their home and garden looking the best.

Reported Mail Theft Activity



Recently there has been several reports made throughout the association of mail theft activity. Individual homeowners should first report mail theft, tampering or vandalism to 1-877-876-2455 or online at postalinspectors.usps.gov. Below are a few tips to consider which you may find useful:

- ◆ Submit an Architectural Application to replace your existing parcel box with a heavy duty, locking parcel box
- ◆ Leaving the red flag up on the side of the box advertises you have mail. Some may encourage not lifting the red flag.
- ◆ Communicate with your neighbors. Consider starting a Neighborhood Watch Group.



REMINDERS & GENERAL USE RESTRICTIONS

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.***

Exterior Painting

Given the age of the community we have found that a number of homes are in need of painting. Please keep in mind before you start repainting the exterior surface of your home that you are required to submit an Architectural Application and receive written approval from the association first. Please do not start painting until you receive written permission from the association. You are encouraged to log on to the community website (www.MVEAHOA.com) to view a list of all the pre-approved paint colors before filling out the required Architectural Application. Once your application is complete please send it over to Action Property Management for processing. You can email your application to managerassistantsoc@actionlife.com or fax it to 949-450-0303.

Trash Can Enforcement

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.

Landscape Maintenance

MVEA is 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.

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. 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 likely 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.



ACTION PROPERTY MANAGEMENT NEWS

Action Property Management's corporate offices are located in Irvine at 2603 Main Street, Suite 500. The phone number 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. You may visit the new website, resident.actionlife.com and opt in for electronic service.



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. Homeowner Forum is scheduled at the beginning and end of every meeting. Homeowners may address the Board on any Association related topic. The list of meeting dates for the fourth quarter are:

Thursday, January 16th
Thursday, February 20th
Thursday, March 19th

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 and Resident Portal. 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. 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.

Pro Forma 2020 Budget & Annual Policy Statement

The 2020 Budget was 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. Don't forget to make the necessary changes to your online bill pay to reflect the new quarterly assessment amount for 2020.

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 projects. It's the homeowner's responsibility to comply with all setback requirements of the City of Mission Viejo when designing their improvement plans.



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, landscape or hardscape renovations, patio covers, vinyl window installation, solar panels and re-roofing, pools and driveway expansions. Please keep in mind that storage sheds are considered exterior modifications and homeowners are required to submit an application and receive approval prior to placing the temporary structure in your yard.



2019 BOARD OF DIRECTORS

President - Donna Bourassa
Vice President - Joe Tully
Treasurer - Matt Doretti
Secretary - Kerry Russell
Director at Large - Leslie Danielson



INCREMENT DELEGATES

Increment #1
Peggy Russo

Increment #2
Nicole Bliss

Increment #3
Deborah Currie

Increment #4
Frank Fossati

Increment #5
Connie Beardsley

Increment #6
Stephanie Yamoto

Increment #7
Donna Bourassa

Increment #8
Robert Horn

Increment #10
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