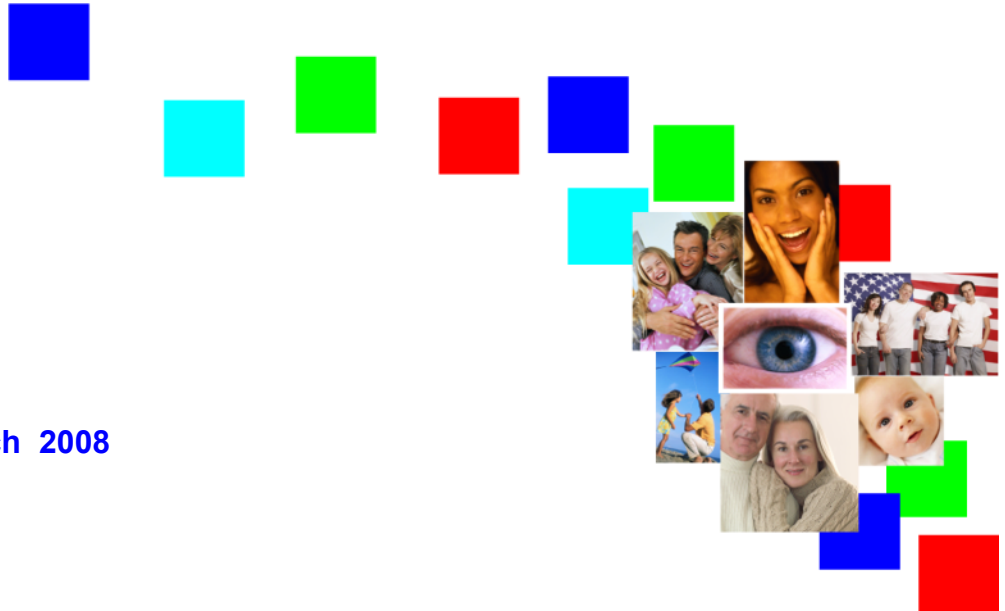


A Publication for
the homeowners
and residents of
San Lorenzo

San Lorenzo

COMMUNITY NEWS



March 2008

Lock Your Car Doors!

There have been a few reported break-ins of cars parked within the San Lorenzo Community. Please remember to remove all valuables within the car or lock them in the trunk where they cannot be seen. It is more common for a break-in to occur if they can visually see something they want through the windows. Please report any incident to the Orange County Police Department by calling 911 or for non-emergency incidents call 714-990-7161.

Street Parking Reminder

Please remember to utilize your garage for parking!!! Homeowners should not be parking their cars along the streets or in the parking spots due to the fact these are considered Guest Parking Spots. Homeowners issued a parking tag (plan 2) are the only exception to this rule. Many Homeowners were present at the February meeting to express their concerns with the parking problem within San Lorenzo. The Board and Management are currently revising the Post Orders for the community and will be mailing the updated draft to the Homeowners for comments. Please look for this mailing and send your comments to Action Property Management.

Our Management Company Is Here To Help You

Our management company works on behalf of our Board of Directors to oversee the operational issues that our association must deal with on a daily basis. One of the most important roles that our management company has is to act as the communication liaison between you, the homeowner, and the Board.

If you have any association related questions or have an issue that you would like the Board to address, please take advantage of our management company's desire to assist you and contact them. It is always more effective if your concerns are communicated in writing and not submitted anonymously. That way there is a written record of your concern and you can be updated on the progress in resolving or addressing it.

Next Board Meeting:

New Time: April 28, 2008 at 4:30pm at the San Lorenzo Clubhouse. The Annual Meeting will start at 6:00 P.M. The Regular Meeting is scheduled early in an effort to have the Annual Meeting start at 6:00 P.M.

Our Management Company

We receive non-compliance notices from the management company. We send our assessment checks to the management company. We report common area maintenance problems to the management company. So, the management company makes all of the important decisions regarding our community, right? **WRONG!** The management function of our association is administrative in nature. The board is the principle policy-making body which sets policies, standards, procedures, programs and budgets. Management's function is to carry out these board decisions.

When communicating with our management company, please keep in mind that although the board has given them the authority to make many of the day-to-day operational decisions, some requests are going to need the approval of the board of directors.

Here are some tips to help facilitate your communication with the board:

- When in doubt about your request, put it in writing.
- If your request is "non-emergency" in nature, please be patient. In most cases, management will research the issue for the board so that the board can make the best educated, business decision possible.
- If you have any questions whatsoever, do not hesitate to contact our association manager (email: loriy@actionlife.com).

Pest Control Learn How To Help Control Rodents

Signs of Rodent Presence

- Droppings along well-traveled pathways, in feeding areas and near the rodent's shelter. Droppings may be as long as three-fourths-inch and up to one-fourth inch in diameter. Fresh droppings are soft.
- Tracks, including footprints and tail marks, on dusty surfaces or in mud.
- Urine along traveled pathways or in feeding areas. Both wet and dry rodent urine glows under ultraviolet light.
- Runs or burrows next to walls, along fences, next to buildings or under bushes and debris.
- Smudge or rub marks on beams, rafters, walls, pipes and other fixtures.
- Gnawing marks on doors or ledges, in corners, in wall material, on stored materials or on other surfaces.
- Noises in the walls caused by gnawing, climbing, clawing, squeaks and fighting, particularly at night when rodents are most active.

Discouraging Rodent Activity

- Check bags of grass seed, dry pet food and other material stored in sheds and outbuildings regularly for signs of rodent entry. Move indoors, if necessary, or put in metal or screened bins.
- Separate organic garbage from metal, glass and plastic at the sink. Drain the organic material and wrap it in newspaper before placing it in the garbage can.
- Rodent-proof your garbage cans by setting them on a 12-inch high platform and equip them with spring fasteners. Maintain a distance of at least 24 inches between the cans and structures from which rodents might jump onto the cans.
- Replace or repair outdoor garbage cans that have holes or lids that do not fit tightly.
- Use enough cans to hold all your garbage. Do not store surplus garbage in cardboard, plastic or paper bags that can be penetrated by rodents.
- Wash out garbage cans periodically so that no organic matter remains after the cans are emptied.
- Never leave garbage cans open during the night, and don't leave garbage outside in plastic bags.
- Pick up or bury fallen fruit and pet feces daily. Put away any foods that pets do not eat in between feedings.
- Search out even small holes and stuff with steel wool, cover with sheet metal, or fill with caulk, plaster or similar materials.

Over-Flowing Trash Cans

Please refrain from utilizing the mailbox trash cans for your personal trash bin. These are meant to discard unwanted mailers and are not for cleaning out your car, garage, etc. Cutting back on personal use will help mitigate the over-flowing trash problem within the community!

Pool Gates

In order to control people not living within the San Lorenzo Community from utilizing the pool and bbq areas, the Board and Management decided to remove the code to the two gates. Homeowners can access the pool area with the restroom/pool key. The Board and Management apologizes for the delay in fixing the spa heater. We are doing our best to correct this problem as quickly as possible. Please note the pool heat will be turned back on April 1, 2008.



Neighborhood Watch Tips

Let's all work together to help eliminate neighborhood crime. Please watch out for these activities in our neighborhood:

- Someone running from a car or home.
- Someone screaming. If you can't explain the screams, call law enforcement and report them.
- Someone going door-to-door in the neighborhood or looking into windows and parked cars.
- Someone asking about past residents.
- Someone who appears to have no purpose wandering through the neighborhood.
- Unusual or suspicious noises that you cannot explain, such as breaking glass or pounding.
- Vehicles moving slowly without lights or without an apparent destination.
- Business transactions conducted from a vehicle. This could involve the sale of drugs or stolen goods.
- Offers of merchandise available for ridiculously low prices. The merchandise might be stolen.
- Someone walking or running while carrying property at an unusual time or place.
- * Someone removing property from unoccupied residences.
- * A stranger entering a neighbor's home which appears to be unoccupied.
- * A stranger in a car who stops to talk to a child.
- * A child resisting the advances of an adult.

Top Ten Rules For Being A Good Neighbor

1. Don't make judgements about your neighbor.
2. Respect your neighbor.
3. Curb your dog.
4. Don't play the stereo too loud.
5. Park in your own space.
6. Don't be a six-car family.
7. Clean up after yourself.
8. Take care of your property.
9. Help form a Neighborhood Watch.
10. If there is a problem, talk about it. Direct conversation is more effective than sending a letter.



"I have a complaint!" **Techniques To Use** **That Get Results**

Our Board of Directors and management company welcome constructive complaints because they help them do a better job. Results-oriented complaints usually can be settled in the initial stage and the result will be fewer complaints in the future. Here are some techniques to follow to ensure results:

- Keep the tone polite and professional. Try not to get angry or emotional.
- Avoid using threats. Threats diminish productive communication. If you push others they may respond emotionally and the issue will be lost in the process.
- State what you want done.
- Listen and ask questions.
- You may want to negotiate. Be ready to suggest alternative solutions.
- If there is an agreement, confirm it. Make a written note to yourself. If the problem is complex or money is involved, confirm the agreement by letter.
- If you cannot agree on a solution stay calm. Do some more research. But remain calm.

Automatic Payment Deduction for Payment of your Assessment Payment
ACTION PROPERTY MANAGEMENT, INC.
IS PLEASED TO OFFER ACH
(AUTOMATED CLEARING HOUSE) PROCESSING

What is ACH? ACH is an automatic payment service by which to pay your monthly association assessments.

How does it work? Each month, your assessment payment is automatically deducted from your checking account and is credited to your Association account.



It's safe... It's easy...it's convenient...and best of all it's FREE!

No longer will you have to write out a check, spend money on postage and worry about your payment getting delayed or lost in the mail. And no more late charges!

This service is available NOW. Contact Action Property Management to receive an application. When your application is processed, we will send you a confirmation as to the starting date of your automatic payments. Until you receive a confirmation, continue mailing your payments. Payments will be automatically deducted from your bank account on the 5th day of each month. And you may cancel at any time. It's as simple as that.

If you have any questions about the ACH automatic payment service or to sign up, please contact our Community Care Department at 949-450-0202 or 800-400-2284.

Action's
Community Care Center

Our current Customer Service Department has been enhanced with additional Service Specialists who are cross-trained to assist homeowners with a variety of requests and inquiries.



Our Community Care Center will be your primary point of contact every time you contact Action Property Management. Gone are the days of voicemail messages to your assigned customer service representative. Now, any one from our team of specialists can assist you with your questions or requests. Even if you choose to leave a message, your message will be documented and routed to our Community Care team by a live receptionist.

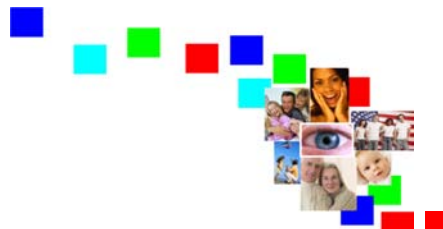
We have also expanded our hours of coverage for Community Care to 7am to 7pm Monday through Friday to better serve you.

We hope that you will find this enhancement of our service beneficial to you and the homeowners of your community. We are continually striving to offer the highest quality service and ensure that living in your community is an enjoyable experience.

Here is our contact information:

Telephone: 800 400-2284

Email: communitycare@actionlife.com



San Lorenzo
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Management Company Information

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