

A Publication for  
the homeowners  
and residents of  
San Lorenzo

San Lorenzo

# COMMUNITY NEWS

November 2007

## GATE CODE CHANGE

The Board of Directors and Management have decided to change the gate code on the West Pool gate in order to cut down on the number of non San Lorenzo Residents who are entering the pool area. The code is currently changed, with only the Board and Management having access. Management will shortly install a sign to notify all homeowners and visitors this will be a pool exit gate only. Access to the pool may be through the East gate entrance.

## ANNUAL POOL HEAT

The pool heat will be turned off starting November 1, 2007. Annually, the pool heat will be turned on April 1st and turned off November 1st.

## NO SKATEBOARDING/ROLLERBLADING/BIKING ALLOWED

The Board of Directors and Management would like to remind everyone skateboarding/rollerblading/biking is not allowed within the San Lorenzo Community Association. Please be advised this is outlined in the CC&R's.

## NO PARKING ALONG EMERALD DOWNS

No parking signs will be installed along both sides of Emerald Downs at the entrance of the San Lorenzo Community. Installation should take place within the next couple of weeks. Please be advised, any car parked within the No Parking signs will be towed at the owners expense.

## HOLIDAY LIGHTS

With the holidays approaching please remember to refrain from puncturing the building in any way in order to hang holiday lights on the outside of your home. Any damage caused to the outside of the buildings will be the responsibility of the Homeowner.

**Next Board Meeting:**  
December 17, 2007 at 6:30 p.m. at the San Lorenzo Clubhouse

## Calling Our Management Company After-Hours

After regular business hours, our management company has a very efficient emergency response system in place in order to respond to *appropriate emergencies*, which are situations that can cause the damage of property.

Our management company can do little about your neighbor's dog barking at 3:00 a.m., but a call to the neighbor or, as a last resort, to the local police about the disturbance may help get immediate attention. The best way for this kind of a situation to be handled in the *long term*, is for you and your other affected neighbors to report it *in writing* to the Board of Directors in care of management.

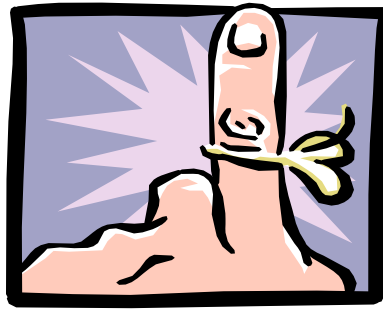
Prowlers and vandals are best handled by the local law enforcement officials. That is not to say that the Board or management does not want to know about this activity. They do, in order to monitor the community, but the quickest, most effective response and enforcement will come from the Police or Sheriff's Department.

However, if a broken common area sprinkler or irrigation timer is threatening property, the management company should be notified so that the landscape contractor can be called to solve the problem.

A rule of thumb to remember when determining whether or not to call the management company after-hours is that if the property threatening situation can be addressed by one of the Association's contractors, and if not reported immediately will cause personal or property damage, then call. After hours on-call personnel will be notified and the situation addressed.

Remember, our Board of Directors and management depend upon the eyes and ears of the community to make sure that all of the community's needs are met. Please don't hesitate to contact management during normal business hours with any questions you may have about the after hours policy.

**Action's after-hours policy is in effect from 7:00 p.m. until 7:00 a.m. and they can be reached at (949) 450-0202.**



## Community Rules Reminders...

Thank you to those residents who are complying with our Rules and Regulations! Our Rules and Regulations are designed to help protect our quality of life and keep our community an attractive and safe place to live.

Please keep in mind the following community rules that we still seem to be challenged with:

- All residents are required to park their cars in their garage or driveway NOT in guest parking. Guest parking is intended for GUESTS ONLY.
- Please keep trash containers out of view except when placed out for pickup. When placing trash containers out for pickup, they should not be put out any sooner than the evening before pickup. All trash containers must be placed back out of view no later than the evening of pickup. Your cooperation is appreciated!

## Architectural Applications And Notice Of Completions

Please submit your Architectural Applications to Action Property Management at 29B Technology Drive, Suite 100, Irvine, Ca. 92618. If your application is deemed incomplete, your entire application will be returned to you with a letter explaining what is lacking. Please complete the provided forms to be filled out and submit the entire application again to Management. Feel free to contact your community manager with any questions you may have.

## Board Meeting Conduct

1. The Board meeting is a meeting of the Directors of the Corporation.
2. As homeowners, you have a vested interest in your community, and you elected the Board members to take care of those interests.
3. Business matters come before the Board when a motion is made, and seconded. Each motion has a discussion period before a vote is taken. This discussion is to take place only between the Board members (and with management, if needed).
4. When a vote on a motion is taken, it is voted on by the Board members only.
5. If you would like an item to be considered by the Board to be on a future agenda for a decision, please submit your request or suggestion in writing at least a month before the next meeting. If you only want to verbally address the Board, you should plan on participating in the Open Forum portion of the meeting. (Note: The Board may be unable to make decisions on items until they have done the proper research and had time to consider their findings.)

**Neighborhood Watch Tips**  
**Police 24 Hour Number**  
**(714) 990-7911**  
**Keep This Number Handy!**

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.



**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.

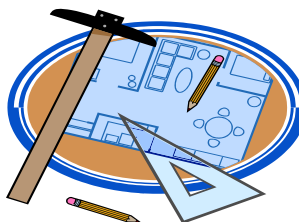
**Architectural Controls**  
**Plan Ahead to Ensure Approval**  
**Any Architectural Changes Need Association O.K.**

Our community regulates the changes you can make to the outside of your home. Before you hire a contractor or buy a bucket of paint, check your Covenant, Conditions & Restrictions (CC&Rs). Architectural changes need permission from the association prior to any work being started.

The approval process usually involves submitting an application describing the improvements that you want to make. What colors? What materials? What style? What dimensions? Plan ahead. Ask the association about any guidelines that are used by the members of the Architectural Committee. What kind of changes or improvements are usually approved? What kind are usually disapproved? This information will help you to devise a plan that is likely to be acceptable. Allow at least thirty days for the association to act on your request.

The association will be looking at your application to be sure that your changes or improvements are harmonious with the community design and purpose. Among other considerations are changes in drainage onto neighboring properties, the effect on your neighbor's privacy, and whether the improvement will block an undue amount of sunlight or disturb natural ventilation on neighboring properties.

These are all concerns that you would want the association to have when considering architectural changes proposed by your neighbor. It is the association's responsibility to look out for everyone's interests.



## **"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.

## **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 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: (949) 450-0202**  
**Email: [communitycare@actionlife.com](mailto:communitycare@actionlife.com)**



## **San Lorenzo** **COMMUNITY NEWS**

### **Management Company Information**

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