



May 2006

SURFSIDE III NEWSLETTER



COA Business

Message from the President

Dear Owners,

On behalf of the Board, I would like to thank all owners for their patience, help, support, and partnership during the last three months.

At the March open meeting, I stated that the special assessment amount would be determined by facts and evidence. We know there is water and sewer problems in the buildings, what we did not know were the scope, magnitude and whether the solution was a maintenance issue or a replacement issue.

We now know that we are dealing with sewer lines not installed to code, and water lines at the end of their useful life. To fix the problem we have to replace the faulty sewer lines and the water lines.

The special assessment letter and ballot was mailed May 16. Since the last open meeting, several concerns over the plan were brought up by owners, management, and the association attorney. We went back and did another quality control review, and risk assessment.

Of concern was the five year period and the impact inflation might have over the life of the special assessment. In addition, how we handle new sewer and water leaks in the buildings that are not scheduled for replacement until later in the special assessment life cycle. We have addressed these issues with no changes to the plan that was proposed at the April open meeting.

I would also like to thank my fellow Board members for their work in the last three months. Without their efforts, none of this would have been possible. While I worked on the special assessment issues, they did everything else.

Here are some of the high level accomplishments, in the last three months:

Transitioned management.

Interviewed and hired a maintenance supervisor.

Re-examined all of the facts and assumptions around the special assessment and made a revised proposal to the membership.

Changed the format of the open meetings.

Revamped the web site.

Got more contractors engaged in repairing units.

Improved Communications (on-going).

We will discuss the proposed special assessment on Saturday May 20 10:00 AM at the clubhouse. This meeting is an informational meeting. If you wish to vote you can turn in your ballot at the end of the meeting.

Committee Briefs

All other committee briefs will be included in the emailed/web version for the reasons stated below.

Communications/Newsletter Committee:

The Owners Survey from April/May 2006 has closed and the results have been and will be analyzed and given to the Board in the next couple of days. All information will be provided as summaries only, except for email list for the Board's use, volunteer offers, and communications suggestions. Owners will only receive summary data.

SURVEY EVALUATION:

- (1) There were 43 unduplicated responses out of 309 owners (13.9%). Cone on, we can do better than that! Kudos to those who responded. To the others...communication will only be as good as we make it.
- (2) A copy/collating problem with the April mailing resulted in the first page missing (with instructions!) and something unrelated copied on the opposite side. So people without email may not have ever received a copy. We are working closely with Lordon to match their processes/machines with our own needs. They've been very responsive, though very busy with our other issues.
- (3) Respondents by paper often did not read the instructions. This caused lots of extra work on our part (deciphering and data entry), thus future surveys might only be available online.
- (4) More people volunteered for committees than had in response to the Board's calls for help. The survey appears to be a good way to get more of both owner input and involvement.
- (5) Many of the suggestions were extremely helpful. Lots of good ideas. And most made a great effort to include both positive and constructive negative feedback.

There are no ***Committee Briefs*** or ***Community News*** this month. One reason is that our volunteer staff had vacation this month. The second is that we just learned that Surfside III cannot afford a separate mailing for our newsletter (or virtually anything else), and we could not meet the billing deadline with our "full" content because it is a group effort. We will "get it together" for June. Please see our emailed/web version which should be available 5/21/06. If you have anything you want considered for the June newsletter, please mail or email to the committee chair (Linda Kodman) by June 1, 2006 at Linda@kodman.com or **866 Bluewater Way, Port Hueneme, CA 93041**.

Contact Information

The process for Owners/Residents to report maintenance issues with their units is as follows:

Please contact Anna Hernandez at Lordon Management – her phone number is 800-729-5673 x 3386. She will share the information with our manager, Gretchen Fletcher. Any emergency items will be dispatched to a vendor for correction. If you have concerns such as landscaping, pool maintenance, etc. and they are non-emergency these will be promptly reported to the appropriate vendor for correction under their service contracts. You will receive a customer service card confirmation from Anna on maintenance issues that you report to her for your records. A work order is issued to the vendors and this information is included in a report to the Board.

Non-maintenance issues are to be handled as follows:

If your request is an item that can readily be responded to by the management company, then we will respond to the owner by phone, letter, or email. If it is an issue that needs to be reviewed by the Board such as an Association policy, contract, etc. then this will be referred to the Board for a decision at their meeting.

Please note that if you need assistance by a supervisor, please feel free to contact Donalea Bauer at Lordon Management – her extension number is 3342.

Management Company:

Anna Hernandez, assistant

Email: anna@lordonmanagement.com

Phone: 818-729-5673 x 3386

Gretchen, manager

Email:

gletcher@lordonmanagement.com

Phone: 818-707-0200 x 2003 or at

Lordon Property Management

31416 Agoura Road, Ste 105

Westlake Village, Ca. 91361

800-729-5673 Ext. 2003

818-707-0200 Ext. 2003

E-mail:

Surfside Direct Contacts:

Surfside III COA

600 Sunfish Way

Port Hueneme, CA 93041

www.surfsideiii.com

web_updates@surfsideiii.com

Our Board:

Bill Betts -

President

Ira Green - Vice-

president

Inna Giler -

Treasurer

Surfside office – 805-488-9204

manager@surfsideiii.com

Donalea, Vice President

Email:

donaleabauer@londonmanagement.com

Phone: 800-729-5673 x 3342

Karl Twyman -

Secretary

Joe Dehorty -

Director

Calendar of Events

May 24: Next Board Meeting in the clubhouse at 7:00 pm

June 28: Board Meeting in the clubhouse at 7:00 pm (mark your calendar)

July 26: Board Meeting in the clubhouse at 7:00 pm (mark your calendar)

Community News

Not available this month. See reasons given above.