

SURFSIDE III

Community e-Newsletter

June 2019
9 page Edition

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NEXT BOARD MEETING

The next Board meeting will be held **June 8, 2019 starting at 10:00 am**. All owners are invited to attend.

CC&Rs UPDATE:

Our **goal is 230** in order that we may proceed with the legal process of establishing our updated CC&Rs. As of 5/31/2019, **189** ballots (out of 309 ballots sent to owners) have been received.

Board members will continue to contact owners whose ballots we have not yet received.

Replacement ballots are available by contacting our COA Office at SSiiioffice@gmail.com or call **805-488-8484**.

OFFICE STAFF ADDITION: CUSTOMER SERVICE REPRESENTATIVE

Jennifer Gannion has joined the Surfside III Office staff as a **Customer Service Representative**. She will be interacting with the owners/residents on issues concerning their requests and needs. She can be reached at **805-488-8484** or by email at SSiiioffice@gmail.com.

CLUBHOUSE WiFi IMPROVEMENTS



A completely new WiFi system has been installed in the Clubhouse to provide reliable, strong, and free internet reception. Come try it out.

OBSOLETE UNIT KEY

Please submit a current copy of your unit's working key(s) to the following doors to the office if you have not done so previously:

- front door
- security door
- garage door (if applicable)



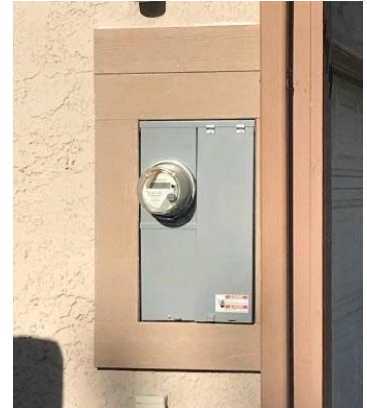
We want you to avoid paying a **\$500 fine**.

In the process of implementing the Dryer Duct Cleaning Project, staff is finding that close to **25%** of the keys provided to the Office do not work. In order to perform work in your unit, such as termite inspections, pest control, sewer main line cleaning, and dryer duct cleaning, access to your unit is required since owners/residents may not be present at the appropriate work times to provide entry.

TOWN HOME ELECTRICAL PANEL REPLACEMENT PROJECT COMPLETED

The final City Inspection occurred on May 22, 2019. This project provided for the replacement of 50 town home electrical panels that were showing signs of deterioration due to the elements. One town home unit panel had been replaced previously.

The town homeowners were very cooperative especially when their electrical power was turned off for a few hours so that work could proceed.



DRYER EXHAUST DUCT CLEANING

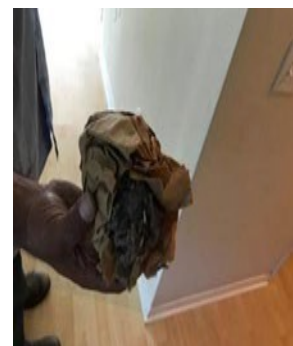
Thanks to all who participated in making this project successful by providing the office with their keys and by clearing the space by their dryers. One of the issues encountered was that some of the town home dryers were located in the outside laundry room or in the garage and the owner/resident had only submitted the unit keys, but not the garage or laundry room keys, making access coordination more difficult.



This project is nearing completion. Condo Buildings 6, 7 & 8 are planned to have their dryer ducts cleaned from now to mid-June. Following their completion, the contractor will be servicing those units where access was not available due to incorrect keys being submitted to the office.

The question being asked, "Was there dryer lint blockage in the dryer ducts?" Yes. Some unit's dryer ducts were so impacted that no air flow was occurring to allow the clothes to be dried. Residents at units which have had their ducts cleaned have noted that one drying cycle is sufficient to dry their clothes. There were cases where the dryers were not even connected to the dryer duct so that all the lint from the dryer was venting into the laundry room.

It is expected that the next dryer cleaning project will occur in four years.



HEATERS IN UNITS:

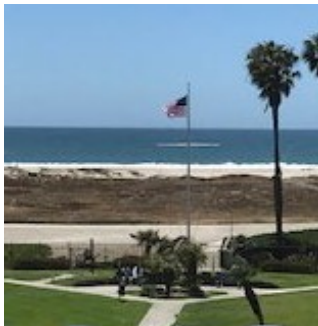
CARBON MONOXIDE DETECTOR SUGGESTED



This is a photo of an original 1978 heater. It has been found that over 80% of the units still have this heater.

It is suggested that if you continue to use the original heater, that a carbon monoxide detector be installed since the efficiency of these units to completely burn the gas for heating has been greatly reduced with age and which may then introduce carbon monoxide into your unit.

FLAGPOLE ACTIVITY

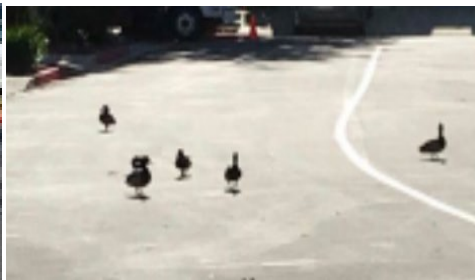


Residents have inquired on the reasons that the U.S. Flag is placed at half-mast. One of our Directors has taken on the task of being notified when the flag should be lowered and then provides the information to staff. If you have questions regarding the position of the flag, please email Lya Findel at surfsideiilya@gmail.com.

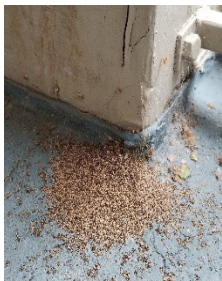


SPRING IS HERE

Please drive carefully as we share our streets with the ducks from the creek and park.



TERMITE DAMAGE



Thank you to the homeowner that took pictures of damage made by hungry termites on the walkway at building 4. This is the time of the year that they are most active.

We ask all our residents to be watchful for evidence of termite activity both in their home and on the grounds here at Surfside III.

Contact the office at **805-488-8484** or by email at SSiiioffice@gmail.com so the Exterminating Service can treat the area as quickly as possible.

CONDO RESIDENTS LIVING ON THE 2ND AND 3RD FLOORS



When you walk around your unit, move furniture or drop objects such as the toilet seat, the neighbors below you, may be impacted by the noise you make. Please be considerate as to the noise level you produce since all condo residents live in very close quarters.

NEW STREET SIGNS

The new street signs have arrived and have been installed. As one can see, they are more visible than the existing ones. The design, color and font were approved by the City.



RESULTS OF CONDO ADDRESS PLATES BALLOTING

The 46 ballots received indicating which condo address plate will be used show that design 3B is the winner with 19 ballots.

534

The bids for the production of these address plates is in process and once the plates are delivered, they will be installed above the condo doors.

The other plates received the following number of ballots:

627 3A received 17ballots

534 1B received 5 ballots

627 2A received 4 ballots

627 1A received 1 ballot

534 2B received 0 ballots

OPERATION IMPROVEMENTS IN PROCESS

By Page LaPenn, Treasurer

Part of the job of Board Treasurer is to make sure that the COA monthly dues are spent on cost effective improvements and that expenditures are as low as possible. The average monthly expenditures are \$133,000. It is time to upgrade the systems in place that manage the COA's business operations in order to succeed financially.

Root Cause Analysis

We have made some major changes in the way the office operates. Our goal is to apply the effective part of customer service principles to the administration of Surfside III. First of all, we have set a **GOAL** to address every resident's issue within 48 hours AND to address it the first time we are notified. In order to accomplish this task, we need to simplify the process and to clearly route the submitted problems to people who can implement the solution. We hope to provide this level of service in 3months.

Many problems reoccur. Of course whenever possible, we should spend time researching the problem and try to implement a solution that eliminates the problem rather than getting better at fixing the problem after it occurs. In the business world this is called "Root Cause Analysis". During the past month I have investigated several issues that frustrated residents because their issue was not addressed by the office. The root cause was that the issues were sent via email to multiple staff members and each one of them assumed that the others were taking care of the issue.

Hence we have initiated the SSiiiOffice@gmail.com email address. This has been tried before by previous SSiii managers and for some reason was abandoned. By having just one email address, we introduce an efficient way to create a "to do" list and track and trend the problems submitted. Rather than having multiple people read the same emails, we can now delegate the task to one person who will make sure that the resident receives a response and is notified of a plan for action. When residents call and leave a voice mail message, we will send an email to SSiiiOffice@gmail.com so that we use the same system to track all problems. Amazon uses emails to inform customers of the status of packages not only because it is high quality service, but also because it is cheaper than hiring people to answer phone calls.

What can you do to help?

Whenever you notify the office please provide your name, address, and as much detail about the problem as possible. I was surprised to see how many phone messages were simply, "Hi this is Page, give me call". Return phone calls take a lot of time. If you give us details about your problem, we could leave a voice mail message informing you of the next step, but if we don't know the issue, it causes significant delay in solving your problem and greatly increases the administrative cost of running the office and hence your dues. If at all possible, please communicate via email.

Next steps

It is amazing how many incorrect phone numbers, mailing addresses, and email addresses are in our master files. We are working to improve our records so that notifying owners/residents is more efficient. Do us a favor and send an email to SSiiiOffice@gmail.com and give us the following information.

- Owner/Residents
 - Name of Best Person to Contact when we need to enter your home
 - Your address
 - Best phone number
 - If you text, tell us the number
 - Email address
- Owner (Landlords)
 - Name of Best Person to Contact when we need to enter your home
 - Best phone number of your tenant
 - Email address of your tenant
 - If you have a management company, please let us know who manages your unit, their phone number and email address
 - Your current mailing address

Owners/residents need to know more about the cost of their requests. For example, plumbing requests regarding hot water in condo buildings.

- Each condo building has two 100 gallon hot water heaters. When the plumbers are out during the day and turn off the water heaters to perform heater repairs, it can take 6-8 hours for the water to get hot again. If the plumbers finish their work late in the day, by 9:00 pm we start getting calls that there is no hot water. Unfortunately, at that moment, there is nothing we can do. No amount of money will get you hot water that night and calling a plumber out on an emergency basis is VERY EXPENSIVE - \$500-\$1000. In the two cases that occurred in the past month, there was nothing wrong with the hot water heaters and by the next morning, everyone had hot water.
- However, occasionally a plumber forgets to open the recycling valve. Since hot water has such a long distance to travel to reach your faucet, the buildings have a system in place that recirculates the water in the pipes back to the water heater. When this is the case, the water coming out of the water heater is hot but the water from the faucet takes a long time to get hot. We are going to work with the plumbing firms to make sure all of their workers double check the valves before they leave. If a mistake is made, there will be follow up conversations with the plumbing firms.
- So bottom line, we are not going to call plumbers out on an emergency basis at night for hot water issues because most of the time the problem resolves itself by morning. If you have no hot water at night, please check the hot water again in the morning and if it still isn't hot, we will call the plumber.

We have many more changes planned to improve the services we provide to you and to reduce the cost of doing so. It will take some time and if you have helpful suggestions please forward them to SSiiiOffice@gmail.com. Watch the newsletter for more updates.

COMMUNITY VOLUNTEER COMMITTEES

Surfside III has various committees that you may be interested in participating in depending on your interests. The committees and their focus are as follows:

OWNERS AND TENANTS:

Beautification Committee - residents participate in quarterly planting events throughout the complex. Provide special attention to landscaped areas. Chairperson: Lynne Haile **email contact info below***

Community Garden - provides an opportunity for residents to plan, prepare, plant and maintain a personal garden. Chairperson: vacant

Elevator Response Committee - respond to simple elevator non-operating issues such as leaves stuck in the bottom track that trigger sensors to prevent door closures. **email contact info below***

Enhancement Committee - residents contribute to make Surfside III landscape attractive and well kept. Chairperson: Lynn Santamaria lscif95@aol.com

Welcoming Committee - focuses on welcoming new owners and tenants to Surfside III. Organizes group functions to facilitate meeting others living here. Chairperson: **email contact info below***

OWNERS:

Architectural Review Committee - our CC&R's require that any modification to your unit requires an architectural review, approval and city permits. No modification to the common area may be made without Architectural Committee and Board approval. If you do not have an approval letter, then when you sell, you must disclose. Chairperson: Tim McCoy Tim@mtmii.com

Budget Committee - provides assistance in the preparation of financial reports and special projects. Chairperson: **email contact info below***

Gate Operation Committee - assists in resetting the entry and exit vehicle gates when they get stuck. Chairperson: Dexter Kelly **email contact info below***

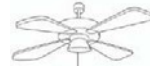
Procurement Committee –prepares Status reports of all Requests for Proposals and bids for the various projects that are needed to keep Surfside III functional. **members and chairperson openings**

Rules and Regulations Committee - prepares drafts and modifications to the Surfside III rules and regulations to address issues of concern. Chairperson: Ellis Faraci surfside3rulesandregs@aol.com

IF YOU ARE INTERESTED IN JOINING A COMMITTEE OR STARTING A COMMITTEE TO ADDRESS ISSUES THAT YOU FEEL ARE IMPORTANT AND ARE NOT BEING HANDLED BY OTHER COMMITTEES, PLEASE CONTACT:

Jennifer Gannion at SSiiiOffice@gmail.com

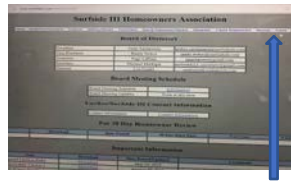
ARCHITECTURAL APPLICATION REQUIRE



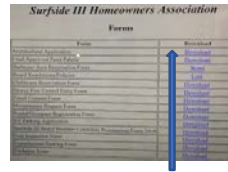
Example modifications, replacement or additions to your townhouse or condo include but are not limited to: Plumbing fixtures, tubs, toilets, showers, sinks, ceiling fans, security doors, windows, sliding doors, electrical work and flooring. If these types of improvements are made without an approved Architectural Application, the Board may require that they be removed and the site returned to its original condition.



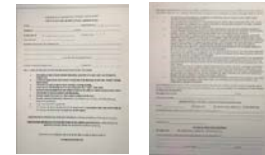
Click on:



Click on: "FORMS"



Click on: **download**



Print 2 page form "INFORMATION"

Forms are available online at: www.surfsideiii.com or you may get the required 2 pages from our **onsite office**.

ASBESTOS LAW:

Prior to work commencing, the California Asbestos Law requires the owner or the contractor to do asbestos testing. Please be aware that when you are doing **any renovation** in your unit the **law** states the following: Rule 1403. **Asbestos emissions from demolition/renovation activities** (Adopted 10/6/1989, amended 4/8/1994, amended 11/3/2006, amended 10/5/2007) (A)Purpose: The Purpose of this rule is to specify work practice requirements to limit asbestos emissions from building demolition and renovation activities, including the removal and associated disturbance of asbestos-containing materials (ACM). The requirements for demolition and renovation activities include asbestos surveying, notification, ACM removal procedures and time schedules. ACM handling and clean-up procedures and storage, disposal and land filing requirements for asbestos-containing waste materials (ACWM). All operators are required to maintain records, including waste shipment records and are required to use appropriate warning labels, signs and markings. (B)Applicability. The rules in whole or in part, is applicable to owners and operators of any demolition or renovation activity and the associated disturbance of asbestos containing material.

**The Surfside III Condominium Association ("association"), or as often referred to as the Surfside III COA, is not responsible for the content and accuracy of any information provided by owners or third parties. The association, the Editor and its Board of Directors will not accept any liability for any direct, indirect, incidental, special or consequential damages that result from or are related to material submitted by the owners or other third parties. By submitting any material for publication in this newsletter, all individuals agree to indemnify, defend and hold the association, its officers, directors, editor, members, representatives, managers and agents harmless to the fullest extent permitted by California Law, from any and all claims, actions, and/or lawsuits, arising out of or related in any way to their material published in this newsletter.

*The Davis-Sterling Act requires associations to give notice of Board meetings, including an agenda of the meeting. Posting is allowed, provided it is in a prominent location accessible to all members. In addition, associations must mail a notice to any owner who so requests.

*Surfside III posts all agendas on the website (<http://www.surfsideiii.com>) and on the Clubhouse Bulletin Board.

SURFSIDE III CONDOMINIUM ASSOCIATION CONTACT INFORMATION as of June 2019

ON-SITE OFFICE

600 Sunfish Way, Port Hueneme, CA 93041
(Entrance located in back of Clubhouse...closest to building 8)

1-805-488-8484

SSiiiOffice@gmail.com

**On-site office hours: 8 a.m. to 11:30 a.m. - 12 noon to 4:30 p.m.
Monday through Friday**

MANAGEMENT COMPANY:

Lordon Property Management

(Handles all billing, escrow, insurance and collections matters)

1275 Center Court Drive, Covina CA 91724

manager@surfsideiii.com

1-800-729-5673

**AFTER HOURS - NON-LIFE THREATENING - CAMPUS PROPERTY EMERGENCY
NUMBERS** (example would be sprinklers flooding property)

1-800-729-5673 or 1-818-707-0200 or 1-626-967-7921