



# SURFSIDE III NEWSLETTER



June 2007

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## From the Board of Directors

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### Report from Stonemark Construction Management Elevator Repairs About to Begin!

As we reported in our March Newsletter, during our inspections and destructive testing on the elevator shafts, we found that the stucco-building envelope was not watertight, primarily due to original construction defects. With the Board's approval, we went out to bid for renovations and repair work of the stucco and roofing surrounding the elevator shafts and modernization of the elevator cabs and equipment. The work on site is now about to begin.

The elevator repairs will be sequenced into two phases:

Phase I. The general contractor will make repairs to the interiors and exteriors of the building and elevator shafts so that any water damage is addressed and the shafts are made watertight.

Phase II. The elevator contractor will perform repairs to the elevator cabs and mechanical systems to upgrade and modernize them for improved service. Expect the elevator repairs to begin soon. Two-week and three-day Notices will be distributed throughout your building to inform you of the imminent start date. Work is expected to be performed over a six-week time period, and may occur over two 3-week periods with a period of time in between. Exact details and sequencing will be worked out with the contractors shortly. We will give plenty of notice to homeowners when your building is next in line for repairs.

We appreciate that being without an elevator will affect you all. We appreciate your patience and cooperation and will work to coordinate repairs as efficiently and as quickly as we can so as to minimize elevator downtime. We plan to keep you informed as the project moves forward. Please do not hesitate to contact us with any questions.

If you have questions regarding this process, have mobility issues such that you require an elevator to access your unit or if you need help with other special needs or concerns, it is your responsibility to contact Marcy Sherbok immediately at (805) 488-8484.

Look forward to upgraded and refurbished elevators with faster and smoother service!

Stonemark Construction Management, on Behalf of your Board of Directors

290 Maple Court, Suite 120 Ventura, CA 93003 T 805-676-3500 T 800-844-9240 F 805-676-3506

[www.stonemarkcm.com](http://www.stonemarkcm.com)

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We are pleased to announce the On-site Management Office and Maintenance Team is now fully staffed. We would like to take this opportunity to welcome Carol Short and Eric Pratt to the Surfside III family. Carol has accepted the challenge of working in the On-site Management Office as the Administrative Assistant. She comes to us with a background in customer service and project management and will be a valuable addition to our staff. Eric has joined Antonio and Jimmy to round out our On-site Maintenance staff. Eric has experience in apartment maintenance and janitorial services.

Carol's schedule is Monday, Tuesday, Thursday and Friday from 9:00 a.m. to 3:30 p.m.; Wednesday hours will be from 1:30 p.m. to 8:00 p.m. The On-site Maintenance staff is now going to be working 7 days each week. Jimmy will be on-site Sunday through Thursday while Eric will cover the Tuesday through Saturday schedule. Coverage on the weekends will be from 12:00 p.m. to 9:00 p.m.

### On-Site Property Manager and Lordon Management

Recently, the Board hired Marcy Sherbok as our On-Site Property Manager. Marcy is responsible for all buildings and grounds issues. Marcy is not the manager of Surfside III. Lordon Management is the management company. They have not been removed from that role. Our buildings and grounds issues are such that we need someone on-site everyday. Lordon can fill that role if we pay them to hire a dedicated person. The Board decided to hire a person and make them a Surfside employee instead of using a Lordon employee. The rationale for this was cost, and loyalty.

Lordon handles all administrative and financial matters including billing and maintaining owner account records. Our on-site property manager, Marcy handles all buildings and grounds issues including rules violations. She manages our on-site maintenance crew and contractors, except those hired for special assessment repairs. Stonemark Construction Management is managing those contractors due to the technical specialties involved.

Marcy has been here two weeks. Here is a list of some things she has been working on.

Recommended and the Board approved schedule changes for maintenance personnel to cover weekends. One person will work Tuesday-Saturday and another Sunday to Thursday. Antonio, our maintenance lead will work Monday-Friday.

Recommended and Board approved combining duties and job functions of clubhouse attendant and maintenance assistant.

Had clubhouse concrete deck power washed and windows washed. Is planning other maintenance for the pool and clubhouse.

Getting bids to replace the smelly carpet in the exercise room.

Set up a maintenance event tracking spreadsheet as an interim tool for managing work orders and requests.

Interviewed applicants for maintenance

Interviewed applicants for office asst.

Is working with our owner volunteer computer support person, George Gibby, to update the office computers.

Is working on identifying and pricing portable meeting audio systems for use at open meetings.

Has scheduled meetings with all prime contractors, like the landscaper to review service level and to identify needed improvements.

Marcy is not your first contact, Lordon is. At the end of this and every newsletter is the Lordon contact information for business and non-business hours. **DO NOT CALL THE SURFSIDE OFFICE TO MAKE AN INITIAL REPORT OF A MAINTENANCE PROBLEM OR OTHER CONCERN. CALL LORDON.** Once the issue is reported, if it is an issue that falls within the scope of the Surfside on-site property manager, Lordon will refer it to Marcy. If not they will handle. If you call the Surfside office expecting to make an initial report of a problem or concern you will be told to call Lordon.

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## Special Messages

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FROM THE ON-SITE PROPERTY MANAGER

### PEST CONTROL

Surfside III has an ongoing pest control program, which provides for monthly treatment in the common area to keep populations of ants, spiders and other creepy-crawly critters down as much as possible every month. The Association

has recently enhanced the regularly scheduled pest control program to include a targeted effort to eradicate the rodent population at the complex.

From time-to-time and especially in the spring, the rodent population increases to a point where an active control program which includes installation of bait traps in common area planters and trash enclosures may be required. We recently received complaints from several residents along Lighthouse Way that rodent sightings in that portion of the property have increased.

Ventura Pest Control installed a number of locked bait stations in common area planters in April. These traps are secured to the ground by stakes; the bait is hidden well within the trap. Each device has a 2" opening to allow the animal access to the bait. Ventura Pest Control has assured us the chemicals being used are approved for use in common areas where people and pets may become exposed. Ventura Pest Control can be reached at (805) 656-1545 should you have any further questions or concerns regarding this program.

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### **Satellite Dish Standards - Surfside III HOA**

No prior Architectural Review Committee approval is required for the installation of a satellite dish according to the following requirements. However, the association requires a 7-day advance notice of the installation, in writing.

**Size Limit** - Satellite dish may not exceed 39 inches in diameter.

**Support** - Satellite dish may be placed on a tripod or portable base.

**Location** - within the balcony boundary, patios, or townhome garage roof on a portable base.

**Wiring** - Installer may drill through an exterior wall and channel the wiring thru an exterior grommet with a watertight seal.

**Don'ts** - Satellite dish may NOT hang over balcony into common area air space, and may NOT be permanently affixed to any structure or beam. Town home satellite installer may NOT drill through the roof or attach wiring with tacks on roof shingles.

**Temporary Removal** - If the Association's performance or repair responsibilities require the temporary removal of the satellite dish, the Association shall provide the homeowner with 10 days written notice, except in the case of an emergency. Owners shall be responsible for removing or relocating dishes before maintenance begins (except in the case of emergency) and for replacing them afterward. If they are not removed in the required time, then the association may do so at the owner's expense.

### **FROM THE EDITOR**

This is just a reminder that the deadline for submissions for the July Newsletter will be a couple of weeks earlier than usual, then back to the normal schedule beginning with the August edition.

May 28 for the July newsletter  
July 10 for the August newsletter

And another reminder: please send all submissions to me at [dkessner@csun.edu](mailto:dkessner@csun.edu). Please avoid any special formatting and use Arial 10-point font if you have it.

Thanks for your understanding, Dan Kessner

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## **Committee Briefs**

For more committee information visit <http://www.surfsideiii.com/docs/committee/committee.htm>

Please contact the committee chair to volunteer

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**Landscape Committee** (Chair, Terry Smith 805-648-5433 between 1:15-8PM, [smithannterry@yahoo.com](mailto:smithannterry@yahoo.com))

Thanks again to Barry at Seabreeze Landscape; you should notice some of our palms looking trimmer. He has been having his workmen stretching up as high as they can until the Board can fund our trimming needs and get the tree trimmers out. The Board has indicated next year for the trimming, as this year they are addressing our removal needs.

Three vendors have been identified to be considered for the removal of the identified problem trees. Our On-Site Property Manager, Marcy Sherbok will be obtaining final bids for Board approval at the June 13 open meeting, It will be involved, so needs careful consideration; hence the delay in completing this work. When work is being done some sidewalk areas will need to be repaired. For your safety, please don't use them while under construction. Thanks and sorry for any inconvenience in taking an alternate route.

Barry at Seabreeze Landscape will also be planting without charge vines paid for by Marion Kelemen along the canal fence to hide the industrial area from our BBQ/picnic area and flowers donated by Linda Kaplan for our entrance area. Thanks to Barry, Marion, and Linda. And I am sure all are happy to see again the ocean without equipment and a trailer in the way, and some nice landscape at the Pump Station. Our committee met years ago with the County to discuss landscape there.

After working on it since December of 2005, we have developed Surfside III Tree Guidelines, a document which is now approved by the City and the Board. The guidelines in this document serve as recommendations only and are subject to budget constraints, but they will assist future boards and our present and future managers to have some direction in managing our trees. Thanks to Ira Green for posting this document on our website.

It is nice to see some of the things we have been working on for years coming to a happy conclusion!

**Neighborhood Watch Committee** (Anonymous for safety reasons) [neighborhoodwatch@surfsideiii.com](mailto:neighborhoodwatch@surfsideiii.com)

The May 3rd meeting went well with Officers Federico and Burns joining us. We were glad to hear that crime in our neighborhood is extremely low. The Port Hueneme Police Department has invited the neighborhood watch groups in Port Hueneme and all residents interested in local safety to National Night Out on Tuesday August 7 from 5:30 to 8:00 pm. A barbeque dinner will be served and the theme for the evening will be child safety, which will include free finger printing. They will also be displaying the emergency preparedness van and other emergency vehicles. Our next two regular meetings will be on Thursday June 7th at 7:00 pm and Thursday July 5th. Both will be walk nights, so bring your flashlights.

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## OWNERS' CORNER

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THE OWNERS CORNER IS A PLACE IN THE NEWSLETTER FOR OWNERS TO VOICE THEIR OPINIONS AND SUGGESTIONS ABOUT THE ASSOCIATION OPERATIONS OR MAKE ANNOUNCEMENTS ABOUT ANY SURFSIDE III CONDOMINIUM ASSOCIATION'S SOCIAL EVENT OR ACTIVITY.

THE OPINIONS AND CONTENT ONLY REPRESENT OPINIONS OF THE AUTHOR AND NOT THE ASSOCIATION. WE RESERVE THE RIGHT TO REFUSE AND RETURN TO THE AUTHOR ANY MATERIAL THAT THE BOARD DEEMS INAPPROPRIATE OR IN BAD TASTE OR THAT DENIGRATES ANY INDIVIDUAL.

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The seven day Owners Corner Poll showed that of the 117 people that voted 49 or 42% voted to keep the Owners

Corner in a restricted newsletter, but 53 or 45% wanted it removed, with 15 or 13% neutral. Apparently people are evenly split over the issue of whether the Owner's Corner is bad for Surfside III. At this time the Board has not had a chance to discuss these numbers but it is clear that editing of negative submittals must become more vigorous, even if we keep this feature in our newsletter.

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Surfside III Board members:

I want to inform you that Pipe Dreams Plumbing has been dispatched to my residence (793 Sea Wind Way) on two occasions. John, Andrew and Steve have been professional, responsible and conscientious in every aspect. When they tell me that my problem will be addressed, I know a thorough job will be completed. As an original owner, I have had the occasion to have other plumbing companies dispatched by SSIII and had to utilize them personally. Many times, I have no confidence that the work will be completed in a timely manner, the problem is resolved sufficiently, or have confidence in the company themselves.

I would give the highest recommendation to Pipe Dreams and hope that you continue to utilize them as we navigate through these difficult infrastructure issues. John and his crew will afford us the peace of mind and the expert advice we need to resolve future plumbing concerns to closure. Their communication skills are excellent and they take pride in their work, as well as displaying a superior work ethic that is, unfortunately, uncommon. Doing a job several times or doing it right the first time like Pipe Dreams saves SSIII money in the long run.

Thank you for your time and consideration,

Kesa Ryono, Environmental Concerns Committee Chair, 793 Sea Wind Way

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## Contact Information

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### **MAINTENANCE/RESIDENT SUPPORT (PHONE NUMBERS AND E-MAILS BELOW):**

**Contact Jennifer Critchfield; for e-mails always copy Donalea Bauer**

**Include your phone number(s) and/or e-mail for response before end of next business day. If you get her voice mail, but would like to speak with her directly, hit zero and talk to the operator.**

**If more urgent, call Donalea Bauer.**

**DO NOT CALL THE SURFSIDE OFFICE TO MAKE AN INTIAL REPORT OF A MAINTENANCE PROBLEM OR OTHER CONCERN. CALL LORDON. IF YOU DO, YOU WILL BE TOLD TO CALL LORDON.**

#### **Surfside III Direct Contact:**

Surfside III COA  
600 Sunfish Way  
Port Hueneme, CA 93041  
<http://www.surfsideiii.com>  
[manager@surfsideiii.com](mailto:manager@surfsideiii.com)

#### **Management Company:**

Lordon Property Management  
31416 Agoura Road, Suite 105  
Westlake Village, CA 91361

**Jennifer M. Critchfield, assistant community manager**

Email: [jcritchfield@lordonmanagement.com](mailto:jcritchfield@lordonmanagement.com)

Phone: 800-729-5673 x 3380

**Linda Flores, community manager**

Email: [manager@surfsideiii.com](mailto:manager@surfsideiii.com)

**Donalea Bauer, Vice President**

Email: [donaleabauer@lordonmanagement.com](mailto:donaleabauer@lordonmanagement.com)

Phone: 800-729-5673 x 3342

#### **Our Board:**

Bill Betts - President [bill.betts@surfsideiii.com](mailto:bill.betts@surfsideiii.com)

Ira Green - Vice-president [ira.green@surfsidediii.com](mailto:ira.green@surfsidediii.com)

Wayne Matayoshi - Treasurer [wayne.matayoshi@surfsideiii.com](mailto:wayne.matayoshi@surfsideiii.com)

Karl Twyman - Secretary [karl.twyman@surfsideiii.com](mailto:karl.twyman@surfsideiii.com)

Linda Kaplan - Director [linda.kaplan@surfsideiii.com](mailto:linda.kaplan@surfsideiii.com)

All escrow issues: Chelia, ext. 3339; [chelia@lordonmanagement.com](mailto:chelia@lordonmanagement.com)  
All insurance, lien, and other legal matters: Patty, ext. 3337; [patty@lordonmanagement.com](mailto:patty@lordonmanagement.com)  
Your account, billing address, etc: Cara, ext. 3319; [cwoellhof@lordonmanagement.com](mailto:cwoellhof@lordonmanagement.com)