



SURFSIDE III NEWSLETTER

"The best way to predict the future is to invent it"

~Alan Kay



July 2006

COA Business

Message From Board of Directors

Dear Surfside III owners:

Your Board of Directors would like to inform you that on June 17, 2006, the owners have voted to implement the special assessment as proposed by the Board. Ballots were processed by an all-volunteer contingent of homeowners in an open meeting forum.

A total of 217 ballots have been received and constituted the necessary quorum legally required to take any action on this issue.

The following breakdown in votes occurred:

1. 140 yes votes
2. 65 no votes
3. 12 ballots were disqualified for various reasons

This vote is a vital first step for our community to begin the long but necessary rehabilitation process to rebuild Surfside III. By ratifying this assessment and action plan we are undertaking a project we are confident will increase the property value of each individual unit, provide for an improved quality of life for each resident and strengthen the association so that it may serve the well being of our homeowners well into the future.

If any owner has any questions regarding this vote, the assessment or the process by which this action was accomplished please feel free to attend the next Board meeting on June 28, 2006 to discuss your concerns or provide input into the future course of this association. By active participation, such as this vote, we will be able to chart a bright course for our community.

Committee Briefs

Communications/Newsletter Committee (Chair: Linda Kodman 488-2332, Linda@kodman.com)

At the May open Board Meeting our committee chair, Linda Kodman, gave a brief demonstration of a web-based tool for homeowners' associations. [NOTE: No, Linda does not work for either Lordon or Association Voice. She is a homeowner/volunteer.] The tool is a secure, interactive website to help improve communication among board members, committees, managers, owners, renters, and vendors. This tool hosted by Association Voice (www.associationvoice.com) appears quite affordable for what they offer when looked at from a "per unit" basis (\$1-\$2 per month per unit if all of us participate).

As we now enter the next phase of fixing our deferred maintenance issues here at Surfside III, communication becomes even more important. People will want to know how their money is being spent, when and how their unit will be affected, if things are progressing according to plan, what is the plan, etc. There is a simple equation that describes how that communication will play out:

Total volunteers, their skill level and time given by each + **\$\$ and other resources provided them** = **Quality and Quantity of Communication**

The main disadvantage of a web-based system is that separate processes would still be needed to meet the needs of those homeowners who do not have internet access. However, if homeowners let the Board know that they want 0.006% of their \$20,000 (\$2 per month x 12 months x 5 years) to go towards improving communication, the Board might then feel more comfortable spending funds on special mailings and web-based tools. Please let your voices be

heard...call, email, or write the management company and let them know (see contact information below). Also raise your hand at the next open Board meeting and let them know how you feel.

Contrary to accusation at the May presentation, **we are not prejudiced against either the elderly nor people without email**. And there is no current plan to stop mailings. However, the reality is that the internet is a cost-effective and efficient method of communication. In order to reach the "paper only" people in a cost-effective manner at the level of communication they are demanding, we need either **more volunteers** (see equation above) or **more resources from owners** (see equation above).

Association Voice is willing to conduct another presentation during a meeting of homeowners (via teleconference) that gives a much more extensive review of the system's capabilities. This would be a longer presentation and would be accessible "live" via telephone plus web for those not able to physically attend. If you are "online" and are interested in such a presentation and possibly being part of a pilot study (the monthly fee divided by the number of people with access), please contact the Communications Committee chair at Linda@kodman.com.

Other projects our committee has been or will be working on include:

- A draft "privacy policy" to be reviewed by the Board in the near future
- Digital conversion of the current Rules and Regulations (R&R) to facilitate a searchable form on the internet and easier annual updates by the Board.
- Cross-referencing the R&R to the CC&R's to make sure they are in agreement.
- Incorporation of a "written notices policy" to be submitted to the community soon for comment
- Addition of a new member - Michael Giler - **YEA!**
- Employee "manual" being digitized at the Board's request - it needs updating
- Pursuit of a goal for broad representation on our committee. We still want one volunteer on our committee from each building, one from the townhouses, and a renter. It is easiest to work with people who have email (so we can communicate with busy and dispersed volunteers across time and space), but we are sensitive to the needs of non-emailing and low-mobility residents...thus we welcome anyone who will take the extra effort to stay informed and involved.
- We would like to investigate a "joint project" with the Clubhouse Committee to get better use of the clubhouse bulletin board. **Clubhouse Committee...contact us if interested :-)**

Architectural Committee (Chair: Linda Kaplan)

No report submitted

Clubhouse Committee (Chair: Katy Greenstreet)

No report submitted

Environmental Concerns Committee (Chair: Michelle Hoffman, 805-488-6059)

No report submitted

Landscaping Committee (Chair: Terry Smith 805-648-5433 home, 805-340-0343 cell, smithanterry@yahoo.com)

July is Patio Cleanup Month: All patios should be cleaned especially for the upcoming summer months when many people will be outside on their patios and walking throughout the complex. As a reminder:

What IS allowed on balconies

- Patio Furniture
- Plants (with trays underneath them)
- Note: Any hanging plants or plant boxes on the railing must be approved by the board of directors)
- Grill
- A small plastic container in dull green or beige to blend in with the building colors, that is no higher than

What is NOT allowed:

- Toys
- Trash
- Boxes
- Wetsuits and/or towels or any item hung over the railing.
- Surfboards
- Bicycles

the rails, to store items that you use to barbecue or feed plants

- Animal waste
- Any other structure not approved by the Board of Directors.

We appreciate your cooperation in cleaning up your patio. We will be walking the complex in August for compliance. If anyone would like to join the patio/parking subcommittee please contact Tonya McArthur at tonya@pathgate.com

Neighborhood Watch Committee (Chair: neighborhoodwatch@surfsideiii.com)

No report submitted

NOTE FROM OWNER:

My car was broken into for the second time. While I was waiting for the police, neighbors came by or talked to me. I found out that more cars in my neighborhood had been broken into. Can we please put in an alert into our newsletter to warn other neighbors to lock their cars, garages and houses? And second if anybody has heard or seen anything suspicious last night (June 18th)? ~ Connie Ortiz

WELCOME! Budget Committee (Chair: Wayne Matayoshi, wayne.j.matayoshi@boeing.com and wjm3206@peoplepc.com, send to both emails...he travels)

No report submitted

WELCOME! CC&R's Committee (Chair: Joyce Alcorn, (805) 488-8008)

No report submitted

WELCOME! Maintenance Committee (Chair: Louis Zeller, (626) 812-0407)

No report submitted

INACTIVE COMMITTEES

Contact website_updates@surfsideiii.com to Volunteer

Risk Management Committee:

Seeking chair and members to identify, analyze, and develop recommendations to the Board with regard to ethical, insurance, and potential legal issues. Will NOT be giving legal advice.

NEW! Recruitment Committee: Seeking chair and members match owners and residents to volunteer board and committee vacancies as they occur, present those recommendations to the Board, and orient any new volunteers to their positions.

Contact Information

FOR MAINTENANCE OR ANY RESIDENT SUPPORT ISSUES:

Jennifer M. Critchfield
(800)729-5673 extension 3380

jennifercritchfield@lordonmanagement.com

When emailing, always copy (cc) Donalea Bauer at donaleabauer@lordonmanagement.com

Note: Anna Hernandez is on an extended personal leave.

Whether by telephone or e-mail, Jennifer will respond by telephone (be sure to leave your telephone number on the message) or e-mail before the end of the next business day. Contacting Jennifer assures recording and logging of the request and copying Donalea assures management follow-up. To escalate your problem, please call Donalea Bauer at extension 3342. When all else fails and you have exhausted the above channels, please e-mail Ira Green at website_updates@surfsideiii.com and please give him the details of your attempts to get a response so that the Board can address our operational procedures and be sure that you get your needs met.

While you may reach Gretchen (she only works for Surfside III about 1 day a week) or Hector at the local Surfside III office, their duties do not allow time to return all their calls as quickly as you can get a response from Jennifer and their calls also do not then get logged. Please call Jennifer Critchfield.

Surfside Direct Contacts:

Surfside III COA
 600 Sunfish Way
 Port Hueneme, CA 93041
www.surfsideiii.com
website_updates@surfsideiii.com

Management Company:

Jennifer M. Critchfield, assistant

Email:

jennifercritchfield@lordonmanagement.com

Phone: 800-729-5673 x 3380

Gretchen, community manager

Email1: gletcher@lordonmanagement.com

Email2: manager@surfsideiii.com (checked once weekly)

Gretchen is currently on vacation.

Donalea, Vice President

Email: donaleabauer@lordonmanagement.com

Phone: 800-729-5673 x 3342

Our Board:

Bill Betts - President
 Ira Green - Vice-president
 Inna Giler - Treasurer
 Karl Twyman - Secretary
 Joe Dehorty - Director

Lordon Property Management:

31416 Agoura Road, Ste 105
 Westlake Village, Ca. 91361
 800-729-5673 Ext. 3380
 818-707-0200 Ext. 3380

If you try to reach Hector Ibarra or Gretchen Fletcher at the local surfside office, or Gretchen at the Westlake office and they are not there please be aware, because of their work load, they can not return calls in any timely fashion. It is Anna's job to handle the volume of calls and be sure that they are answered or returned by the appropriate people. We apologize for the frustration of residents who have left messages on the Westlake extension or at the Surfside office and we are working hard to set up a system to handle the volume received from our Surfside III residents. We have also implemented a recording tracking system for calls.

Residents locked out of their unit should proceed as follows:

This is not considered an "emergency". There is no staff on call on the weekends or evenings if residents are locked out, thus residents/owners should contact a locksmith to gain access. As a courtesy, Hector, maintenance supervisor, may be able to help them gain entry if they can identify themselves properly. He can only do this if he is not bound by higher priority issues.

Calendar of Events

July 2006		August 2006	September 2006
1-31	Patio Clean-up Month!	23 Board Meeting in the clubhouse at 7:00 pm (mark your calendar)	27 Board Meeting in the clubhouse at 7:00 pm (mark your calendar)
26	Board Meeting in the clubhouse at 7:00 pm (mark your calendar)		

Community News

No community news has been submitted by volunteer homeowners as of the posting date of this newsletter. Please submit your content to the Communications/Newsletter committee chair (see above) by the 10th of each month for inclusion in the next month's newsletter.

-- END OF NEWSLETTER --