

AUTUMN WOOD At Hunter's Field Homeowners Association

First Quarter, 2015

January, February, March

“You better watch out; You better not cry; Better not pout, I'm telling you why ... ”

Autumn Wood homeowners received a welcome present from Santa this year in the form of a new property management company to help with the day-to-day operations of the Association.

Euclid Management, based in Upland, CA was selected by your Board from several contenders. The Directors conducted a year-long study, evaluating each of the participating management companies, in order to find the “best of the best.”

Sean Wolpin, HOA Treasurer, and Joe Gibbons, Policy Committee Chair, both agree, the Association is getting management oversight that will greatly benefit the homeowners. “This is almost too good to be true!”



Euclid Management, founded in 1986, has been working within the property management industry for over 25 years. The firm manages 230 associations, with over 18,000 units under their oversight. With a retention rate over 98%, the Board felt comfortable selecting Euclid, understanding their business processes are efficient, sound and most importantly, successfully working. The staff of 220 persons is located in four primary area offices: Upland, Palm Desert, Santa Clarita, and Westlake. In addition, Euclid has on-site managers at many HOA locations.

Although seemingly scattered, managers and support personnel are connected through a central phone number and supported by an extensive network of operational processes, making homeowner-manager communications simple and direct. The property managers at Euclid Management Company are organized into and operate within a *team support* concept. Euclid believes one property manager, alone, cannot adequately service a homeowners association. When a property manager is inspecting properties he/she cannot also be answering the telephone. With a property manager working with multiple associations, situations are bound to arise where there are simultaneous emergencies where both may require an immediate response. Thus, the property managers are supported by a Customer Response Team. This ten-person department is designed to assist homeowners and the manager. They answer the incoming calls

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Holiday Wishes

Your Board of Directors hopes your Holidays were filled with happiness and joy, and that you and your family members are healthy.

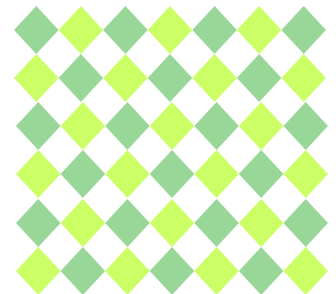


2015 marks the Association's 31st year in operation. The Board looks forward to many years of success and prosperity. Happy New Year!



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2014-2015 Board of Directors

Position	Director
President	Frank Boardman
Vice-President	
Treasurer	Sean Wolpin
Secretary	Monsef Sidrak
Member At Large	Joe Gibbons
Member At Large	Lee Mainwal
Member At Large	Chris Hernandez

Update Your Homeowner Account

Under the purview of ABM Property Management, the Association shifted its financial business to First Bank, this after being 'dumped' by PremierAmerica and being jilted by Wells Fargo Bank. However, in October 2013, homeowners were again required to change their banking information when First Bank was acquired by Union Bank NA.

December this year, the Board engaged Euclid Management Company as the managing agent for the Association starting in January 2015, thus forcing another change.

Fortunately, Euclid also uses Union Bank so the shift to different bank is averted. But new owner account numbers are being assigned. According to Euclid's Controller, Mary Beth, "the accounting software we use randomly assigns account numbers to homeowners."

Homeowners (or their banks) should no longer send payments to the P.O. box in Vallejo, but rather use the new address and new account number specified on the HOA statement.

To ease the transition, the Board reverted to issuing monthly account statements to homeowners which will provide the NEW and CORRECT account number for each homeowner to use.

The Board recognizes this change is inconvenient and has directed the management company to avoid assessing 'late fees' to accounts until March 2015.

You Better Watch Out continues

and serve as an immediate point of contact for the homeowner. If your manager is available, the call will be transferred, however, if the manager is not available, the Customer Response Team will attempt to handle the call. Euclid realizes that over 80% of all homeowner calls can be handled by a knowledgeable Customer Response person. Routine calls such as reporting broken sprinklers, the need for a pool key, or requests for an architectural application, can be handled in the first call, without the need for a return phone call.

While working the 'front lines,' the Property Manager is backed by full-time supervisors. These are the Division Managers, who do not have account loads. Their sole job is to assist the property managers and Board Members. Each of the Division Managers has over ten years experience with Euclid Management's business philosophy.

The Property Manager is also supported by an Accounting Department, a Collections Department, an Escrow Department, with additional support staff. The entire team is built around the concept of providing the homeowner prompt, accurate responses to their concern.



Division Manager Kathy Fleig explains Euclid Management's business processes to the Board of Directors.

To help homeowners, Euclid allows owners to designate how they would like the management company to communicate with them on all service and general requests. This includes phone calls, letters, emails, and texts. Thus, owners receive their acknowledgement letter and/or completion letter in their preferred form of communication. Imagine the efficiency of this style of

communications: a homeowner standing in line at the grocery store and receiving a text that their specific issue of concern is remedied. Today's technology!

So that nothing is left out, all of these communications are electronically tracked and recorded on an Activity Report for later review by the Board. This is a computerized list of all requests and the actions taken. The Activity Report includes actions that result from Board meetings, contacts with Homeowners, requests from Board Members, directives to vendors, various correspondence, property inspection reports, and other information, to include the date, concern, review date, origin, action taken, and just as importantly, the resolution.

Perhaps, it still sounds too good to be true! But the Board of Directors believes the move to this new management company, despite the bureaucratic pains of transition, signifies a new, more successful chapter for the Autumn Wood Homeowners Association and its homeowners. The goal is a well-managed Association with 146 happy homeowners.

Don't Forget To Take Down Your Christmas Decorations

The Magi arrive on January 6th, but your outside decorations for the Christmas Holidays should not remain installed after the last weekend in January.

While the Board has not yet established formal take-down guidelines for "Festive Lighting," use this general date for this season. If they are still on display after that time, the walk-thru team will send the homeowner a Courtesy Notice as a reminder.

Certainly, you have recently noticed more brightly-colored light strings attached to the neighborhood houses, themed for the respective upcoming holidays: green for St Patrick's Day, red, white and blue for Independence Day, and orange or purple for Halloween, not to mention the multicolored displays traditionally displayed through the Christmas holidays.

Festive Lighting is a defined part of *Ancillary Lighting* (CC&Rs Article VII, Section 7.9(e)) that covers more than just Christmas lights. The Board recognizes that while Festive Lighting is a form of celebration, certain time limits must be established to preserve the reverence of the occasion - and the value of the neighborhood.

Board Member Seat Unfilled

One seat on the Autumn Wood Board of Directors remains unfilled.



The Directors are seeking a homeowner in the community to volunteer as a member of the Board, to experience first-hand the intricate workings of the Association. You must be an Autumn Wood homeowner, with a current account - no outstanding liens, fees or fines - that is willing to provide service to your community. Directors meet for two hours every month to review the operations of the Association, evaluate vendor proposals, direct management actions, and plan for the success of the Association. Contact the Board for details.

A Seasonal Approach To Residential Upkeep

Lorraine Newton, the new property manager from Euclid Management, suggested the Association use a "seasonal approach" to help homeowners focus on the most common maintenance issues noted by the walk-thru team. This strategy offers homeowners a general checklist to follow annually for their maintenance efforts. "It keeps the homeowner from feeling overwhelmed," she explained at a recent meeting.

The blocks below tabulate the most common findings and the monthly timeframe that will be used by the walk-thru team during the monthly review of the community.

Always	
* Trash cans not removed to proper storage after pick up.	
* Lawn maintenance; trimming, mowing, greening.	
* Architectural changes not sanctioned by ARC.	
Spring	
* Tree limbs hanging lower than nine (9) feet above sidewalks.	March
* Gardens and flowerbeds in need of weeding.	April
Summer	
* Satellite cables and/or electrical cable improperly installed down the side of the residence.	June
* Utility doors delaminated or in need of paint.	August
Fall	
* Rain run-off stains on stucco of houses.	September
* Storage of disabled or out-of-date registered vehicles in drive ways.	October
Winter	
* Oil and discoloration on driveways.	November
* Unused basketball hoops not stored properly	December
* Christmas decorations not removed.	February

Note however, blatant violations of any kind cannot go unaddressed regardless of the timeframe.

This community review - the walk-thru - is intended to preserve the visual aspect of the Association, the "curb appeal" as it is referred by real estate sales professionals. This is anyone's first impression of the neighborhood that adds immediate value to the homes within.

"Autumn Wood homeowners are proud of their Association," reports HOA president Frank Boardman. "We have a low turnover of properties, myriad residential improvements, community participation, and financial stability with a monthly Assessment of \$75 that other HOA's envy." "Most importantly, the Association has very few delinquencies," he adds, referring to homeowners whose accounts are not up-to-date.



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The HOA Website:
<http://autumnwood.org>

Scheduled Directors' Meetings

When:	Jan 20	Feb 17	Mar 17
Where:	Room C-1, Rancho Simi Park,	Room C-1, Rancho Simi Park,	Room C-1, Rancho Simi Park,

Rancho Simi Park, 1692 Sycamore Drive, Simi Valley, CA

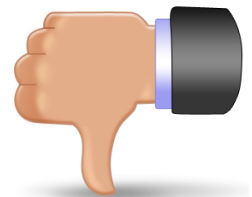
Euclid Management Company's Service Commitment to Autumn Wood Homeowners Association

- ✓ Return all telephone calls the same day.
- ✓ Maintain open and constant communication with homeowners.
- ✓ Handle all service requests within one day.
- ✓ Mail preliminary minutes and Action Log within 7 days after each meeting.
- ✓ Provide Board with complete financial statements by the 10th of the following month.
- ✓ Initiate all requests from Board meetings the next day.
- ✓ Complete budgets 105 days prior to the start of the New Year.
- ✓ File all governmental requests on a timely basis.
- ✓ Educate Board Members, Committee Members and Owners about legislative changes which may affect their respective concerns.

Proposed Nuisance Rule Struck Down

In September, the Policy Committee researched, drafted and presented the Board of Directors with a policy proposal which defined and quantified an act or behavior as a *Nuisance*, the intent of which was to provide the Board a standard to seek remedy against a Member(s) when the nuisance affected the Association.

The proposed Rule was accepted by the Board, as recorded in the October Minutes, and sent to the Association's legal counsel for comment and advice before being submitted to the Membership according to Civil Code §4045 for adoption.



Surprisingly, the counsel's review suggested the proposed Rule was an unnecessary burden upon the homeowners and should not be adopted by the Association; the paragraphs in Article 7 of the CC&Rs were clear enough in definition without need for elaboration. Further, the quantifying thresholds set forth in the proposed Rule should rather be used by the Board investigators as a baseline from which to act in assessing a penalty against the offending party or parties.

At the November meeting, after some discussion, the Board withdrew the proposed Rule.

Are We Fortunate? You Betcha!

Recently, the Budget Committee surveyed the monthly assessment fee of neighboring HOAs. What they found should put a smile on the face of every homeowner in this Association.

HOA	Monthly Assessment	Type	# Pools	# Homes
WESTWOOD RANCH HOA	\$225	PUD	0	53
NORTHGATE HOA	\$175	PUD	0	26
SILVERTHRONE 2 HOA	\$160	PUD	0	40
LADERA HOA	\$155	PUD	1	163
AUTUMN WOOD HOA	\$75	PUD	1	146
BRIDAL PATH HOMES HOA	\$25	PUD	0	630