



# Rancho Cielo Neighborhood News

## February 2021 Newsletter

### BOARD OF DIRECTORS

**Mike Hinkle**

President

**Robert Rose**

Vice President

**Robert Hoffman**

Treasurer

**Len Malena**

Secretary

**Timothy Whelan**

Member at Large



### SEABREEZE MANAGEMENT

26840 Aliso Viejo Parkway, Suite 100

Aliso Viejo, CA 92656

**Customer Care 949.855.1800**

949.855.6678 fax

**After Hours/Weekends**

800.232.7517

Janet McCormick Ext: 9018

Community Manager

Janet.McCormick@SeabreezeMgmt.com

Elizabeth Terry Ext: 9076

Associate Manager

Elizabeth.Terry@SeabreezeMgmt.com

### BOARD MEETING

The next Board meeting is currently scheduled to be held January 27th at 6:30 PM via Zoom Meeting, due to the current novel Coronavirus pandemic, and Statewide restrictions on social gatherings. Agendas for General session, open Board meetings are posted in the community to notify the Membership four (4) days prior to Board meetings.

### A Note from your Board of Directors:

The Rancho Cielo Board of Directors wants to hear from you if you have any questions or concerns. Questions about your community? Questions about potential issues at the guard gate? Questions about concerns in the neighborhood? Please email the Board via [Janet.McCormick@SeabreezeMgmt.com](mailto:Janet.McCormick@SeabreezeMgmt.com) with any Association questions or concerns.

### Security Reminders:

- **If there is an emergency, call 9-1-1.**
- **Please remember:** Gate guards are not permitted to leave their post during their shifts, and guards are not paid, authorized, or equipped to act as law enforcement. Please email any guard concerns to Management for Board action, and kindly refrain from confronting guard employees.
- **Tailgating at the vehicle entrance gate:** Please take care while entering the community via the vehicle entrance gate, and be aware of any vehicles attempting to tailgate through the gate. If possible, try not to allow vehicles to follow you through the gate. The Board requests that when possible, please kindly stop your vehicle and wait for the gate to close prior to proceeding in order to prevent unauthorized vehicles from entering the community.
- You may have heard about a recent residential burglary occurring in Rancho Cielo. The OCSD deputy assigned to the investigation has confirmed the suspect was seen on the security footage tailgating through the entrance gate behind another vehicle. The gate guards did not grant access to the burglary suspect.
- **DwellingLive Reminder:** Did you know? Homeowners are able to add and remove permitted guests and vendors; as well as limit access to certain times of day on DwellingLive.
- **Video Doorbell:** Did you know? Homeowners are able to review and share videos and still photos from doorbell video cameras and share with local law enforcement, in the event of a safety or security concern.

### **Community Reminders:**

- **Driving Reminders:** Golf carts are for golf course lawns. Please help the Association use its resources to maintain and improve the Association landscape. Kindly keep golf carts, motorized bikes, and scooters off of the Association maintained landscaping and trails. Thank you!
- **Parking Reminders:** It is each owner's responsibility to submit a written request for a parking variance to the Board of Directors, if at any time you are unable to access your driveway or garage parking spaces to safely park your vehicle. Three vehicle citations in a 6 month period will result in a vehicle being towed. Kindly email your variance requests to: [Janet.McCormick@SeabreezeMgmt.com](mailto:Janet.McCormick@SeabreezeMgmt.com) for Board review and response.
- **Basketball Hoops:** Portable, free-standing basketball backboards are permitted, provided that they are removed from areas visible to the street on a daily basis and when not in use. Free-standing basketball backboards are not permitted to remain overnight in a location visible from any street, sidewalk, or community property, or be stored in a location visible from any street, sidewalk, or community property. Portable, freestanding basketball backboards must only be used on the residential units and are not permitted on any public or common areas.

### **IMPORTANT: SAFETY REMINDER**

While Rancho Cielo's community streets are not a suitable play area for children, more children are at home now, and they are playing outside. Please take care and travel with caution through the community streets. Vehicles are not to exceed 25 MPH on community streets. If you see a vehicular safety concern, please contact your local law enforcement at 949-770-6011. Describe specifically what you observed, including who or what you saw; when you saw it; where it occurred; and why it's dangerous or suspicious. **If there is an emergency, call 9-1-1.** Thank you for helping to keep Rancho Cielo safe!

### **More Community Reminders:**

- **Clean Up After Your Pet.** Besides being unsightly and creating a noxious odor nuisance, animal waste can be hazardous to the health of residents and other pets. While walking your dog in the community, remember that it must be leashed on a leash 6-feet or less, and under the care of a competent adult. Be sure to immediately clean up after your pet. Please take along a baggie with you to pick up waste and dispose of it properly.
- **ACH:** Did you know that you can have your HOA Assessments pulled out directly from your checking account, like you would with your gym and many of your energy expenses? Please email Customer Care at [customercare@seabreezemgmt.com](mailto:customercare@seabreezemgmt.com) to request for an ACH Form to be sent to your home. A voided check must be stapled to the enrollment form, and must be received no later than the 25th of the month so that your account will be set up for ACH on the 10th of the following month. A letter is sent confirming your set up draft month. Please continue to make payments by check until you have received your confirmation letter. All enrollment forms received after the 25th will be delayed an additional month. ACH is processed on or around the 10th based on your association's billing cycle. Your account must be in current status to be eligible.
- **Billing questions?** Please contact our Customer Care Department Monday through Friday 8:00 AM until 5:00 PM at 949-855-1800 or [customercare@seabreezemgmt.com](mailto:customercare@seabreezemgmt.com)
- **NO ILLEGAL DUMPING.** Have large items to discard? Contact CR&R Environmental Services directly at (877) 728-0446 to schedule a large item pick-up.

### **EMERGENCY CONTACT:**

- Please be advised that if you have an urgent work order request, please contact our emergency work order department, available 24 hours per day, at (800) 232-7517. **For all life threatening emergencies, dial 911.** Our Customer Care representatives are available by phone for all urgent Association-maintained safety or property threatening concerns.

***\*Please do not leave urgent work order requests via voicemail or email, as there may be an unnecessary delay in processing. Representatives are available 24 hours per day at: (800) 232-7517\****