

Amerige Heights News

An Action Managed Community



Amerige Heights
It's Neighborly Here

WINTER 2017

IN THIS ISSUE

IMPORTANT NEWS,
REMINDERS &
GENERAL USE RESTRICTIONS

HOLIDAY MANAGEMENT OFFICE HOURS

To celebrate the upcoming holiday season, our office will be closed on Friday, December 22nd and Monday, December 25th. If you need to report an emergency maintenance item, please call us at (800) 400-2284 to be routed to an emergency on-call representative that can assist you. Our normal office hours will resume on Tuesday, December 26th. Additionally, our office will be closed on Monday, January 1st for the New Year's holiday and normal office hours will resume on Tuesday, January 2nd.

MANAGEMENT ONSITE OFFICE HOURS

(located in the Legacy Clubhouse)

Wednesdays - 1:00pm to 5:00pm

Fridays - 9:00am to 1:00pm

**Office hours subject to change due to any scheduled Clubhouse events.*

PATROL COMPANY

To report a parking violation, contact Patrol One at (714) 541-0999.

2017 HOLIDAY EVENT

A very warm thank you to everyone who joined us for the Amerige Heights holiday party on December 7, 2017. It was such an amazing turnout! We had a great time and it was wonderful to gather with friends and neighbors to celebrate the holiday season. We would like to thank the vendors for donating so many giveaways, the Board of Directors for all their work in planning the event, and a special thank you to Susan Fanello who helped put the event together. We hope to see you all again next year!

Thank you and Happy Holidays from all of us at Action Property Management!

BOARD OF DIRECTORS

Mark Elliott, President
Thomas Moore, Vice President
Susan Fanello, Treasurer
Eugene Kaneshiro, Secretary
Jesse Cho, Director

BOARD OF DIRECTORS MEETING

The next Board meeting is scheduled for Monday, January 22, 2018 at 6:30 PM at the Amerige Heights Clubhouse, 2051 Hughes Drive, Fullerton. The meeting agenda will be posted on the community bulletin board which is located at McDermont Park. This is the park nearest to the new tennis courts.

The homeowner forum is held at the beginning of each meeting where owners may address the Board on any Association related topic.

TENNIS COURTS ARE NOW OPEN!

Tennis Court fobs are available for pick up at the Clubhouse during the Manager's onsite office hours. Stop by and pick up your fobs now.

EMAIL NOTIFICATION UPDATES

Amerige Heights continues to send bi-weekly email updates to help homeowners be aware of what is going on in the community. Emails contain upcoming events, ongoing projects, and information about the HOA. If you haven't already, please visit the VIVO Homeowner Portal at <https://www.vivoportal.com> and sign up to be included in the email blasts by making sure your email address is updated.

FIBERSPHERE TRANSITION

As you may know by now, Greenfield Communications was acquired by Fibersphere Communications. Some of you recently received email notifications from Fibersphere if you were using an email address with the "amerigeheights.org" domain. Fibersphere has started migrating servers from Greenfield to Fibersphere. If you have any questions regarding the transition or need assistance backing up your Amerige Heights email address, please contact Fibersphere directly at (503) 681-8755 to speak with Tech Support. Below are also some helpful links.

To access the webmail:

<https://secure.fibersphere.net/mail/https://secure.fibersphere.net/mail/>

To get assistance setting up your email on varied email clients based on operating system:

https://secure.fibersphere.net/gfe_update/instructions/https://secure.fibersphere.net/gfe_update/instructions/

Additionally, Fibersphere will soon be upgrading the internet equipment throughout the community. Management is working with Fibersphere to help map the community and create a comprehensive plan/time table for resident upgrades. Please stay tuned for further updates and look out for notifications from Fibersphere for additional information.

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PLAYGROUND RUBBER SURFACE RENOVATION

The Board approved a contract for SpectraTurf to replace the playground rubber surfaces at the community parks. The rubber surface has reached its life expectancy and it is now time for it to be replaced. The project is expected to take at least 3-4 weeks to complete (weather permitting) and is scheduled to begin in January. Please honor all safety cones and walkway barricades during the project. The Board would like to thank you for your cooperation while this necessary community maintenance item is completed.

AUTOMATIC PAYMENT REMINDER

Please remember that Action's new automatic payment processing system, REVO, is in effect with the current assessments. Owners that registered for automatic payments before 2013 (referred to as ACH) should have re-registered for this service in order to continue with the automatic payment service for the October 2017 withdrawal and onward. Specific explanatory letters were mailed to those owners on the old system in June.

If you did not re-register for the new automatic payment system, your October assessment and all future assessments will not be deducted from your designated account. You must make alternative arrangements to make your assessment payment on time to avoid any late fees or interest charges, and may do so via the following options:

- ◆ Send a check (including your account number) to:
Amerige Heights
c/o Action Property Management
PO Box 25013
Santa Ana, CA 92799-5013
- ◆ Sign up with an Automatic Bill Pay system through your own bank;
- ◆ Pay online via credit card, debit card or electronic check at <https://vivoportal.com>

TRASH CONTAINERS

It has been noted that homeowners' trash receptacles are still being left out for long periods of time after trash day. Per the CC&Rs, Section 2.8, trash receptacles are not to be left out in common view for over twelve hours before and after the scheduled trash collection hours. To help keep the rodent population down, please place your trashcans on the street for pick up no more than twelve (12) hours before trash day. In addition, please remove your trashcans on the same day trash has been picked up. Not only does this affect the rodent population but it also affects the aesthetic beauty of the community. Please do what you can to maintain a beautiful environment that everyone can enjoy.

WEBSITE ENHANCED

Please note that the Association has updated their website. Previously, the site was being maintained by Greenfield Communications. The new website is now being managed by Action Property Management. The site has an improved look that now allows for instantaneous postings/updates and security measures for private information have been setup as well. To access the agenda, minutes and governing documents you will first need to login to your VIVO account, which you can do through the website. Please visit the new site at www.amerigeheights.org and let us know what you think of the new changes!

VIVO PORTAL AND HOMEOWNER SERVICES FEATURE

Homeowners are welcome to sign into the VIVO Homeowner Portal at <https://vivoportal.com> at any time to check your account balance, request a work order, email your Community Manager, sign up for auto payments for assessments, or opt in for electronic billing.

PAINTING MAINTENANCE

As we all know, living in Southern California means we are exposed to sun and the occasional burst of temperamental weather. Pair this with the aging of homes, and we have the result of faded and peeling paint. Just like everything else that is continuously exposed to the elements, a home's exterior can accumulate dirt and debris that may eventually discolor or damage the paint on your home.

After time and exposure to sun and weather, paint begins to chalk, giving your home a dull or hazy appearance. This is a result of oxidation, a breakdown of the chemicals in the paint. Many homes are at a point in the community that the time has arrived to look at painting your home. Take a moment to inspect the exterior to look for cracked, peeling and faded paint. You may notice chalking of the paint, cracked wood or splintering. Painting not only maintains the curb appeal of your home, it is also a great way to protect and preserve wood and metal surfaces.

The design review guidelines allow you to repaint with the existing color without submitting for approval. **Beginning in January 2018**, courtesy notices will be sent to those homes that are in need of painting. We all know the importance of maintaining the community not only to keep Amerige Heights a wonderful place to live but also to enhance the value of the community as a whole.