

OPEN FORUM • QUESTIONS & ANSWERS • 01/22/2020

SRPCA Executive Committee

We live next door to a home that is occupied by tenants. We are experiencing vandalism and hostility from those tenants. Can Sunnymead Ranch PCA (SRPCA) hold the homeowner responsible for the actions of their tenants?

Regarding your statement of vandalism, those incidents should be reported to Moreno Valley Police as they are a criminal offense and outside the purview of SRPCA.

Depending upon the specifics, Sunnymead Ranch may hold homeowners responsible through the CC&R violation process. The first step would be to complete and sign a complaint form with the office detailing the specific complaint. You will be required to keep thorough notes to support your complaint. Such details as; what occurred, date/time, who was present, action taken, photograph/video/audio files, police reports, etc. will provide the Board of Directors the necessary information to investigate your complaint. If the Board finds sufficient evidence of a CC&R violation, the violation will proceed through the prescribed process with the homeowner.

What is the status of the North Shore project? Will the Association be removing the dirt, sand and debris that has been deposited (over the past three years) due to runoff from the nearby hills?

As we reported during the 1/22/2020 Open Forum Executive Report, the North Shore Project is now complete. The Association has sent out Requests for Proposal (RFP) to begin the review and selection process of a qualified contractor to remove the sediment in that area of the lake. As always, decisions regarding vendor selection, pricing, etc. are discussed at Open Forum homeowner meetings. We will also be reporting monthly, via Executive Report, the status of the project as it progresses through to completion.

To view past Executive Reports detailing the North Shore construction and the upcoming cleanup project, visit www.MySunnymead.com/My-Account

Is the RV Lot project completed? What is the cost breakdown of the fence contract including labor, materials, dump fees, etc.?

We are happy to report that the 1,700 linear feet of 8' high spear-tip iron fence which is set atop a 6"-8" concrete foundation is now complete after approximately 48 construction days. Additionally, 8 LED light fixtures and 8 high-resolution cameras have been replaced. As planned, the replacement of these Association assets were paid for through our reserve account fund.

With regard to your specific request for cost breakdown (labor, materials, dump fees); none of the vendor proposals reviewed for this project contained this type of breakdown. However, you may find interest in the Executive Report presented at 09/25/2019 Open Forum which covers the RV Fence Vendor Comparison chart. Since the size and gauge of the materials was consistent, the items articulated on the comparison chart were some of the factors discussed when making the vendor selection.

That said, subject to limitations, members have the right to inspect association records. A member's request to inspect records cannot be a sweeping request but must be specific and for a proper purpose. Please note that a member's misuse of records may subject the member to legal action. Further, all such request must be made in writing addressed to Sunnymead

Ranch PCA or via email to: Manager@MySunnymead.com. Additionally, Associations may charge for the cost of copying the requested documents and redacting sensitive information. You will be informed of charges, if applicable, before any work is completed.

To view the Executive Report detailing the RV Fence Vendor Comparison, visit www.MySunnymead.com/My-Account

Are the gate staff personnel trained in customer service?

We recognize that some personnel do a better job than others in explaining and enforcing our rules. We want to assure you that when a complaint is brought to our attention, we take it seriously and, if warranted, either counsel the person or ask that they be reassigned.

It is important to share with our homeowner members, the Executive Committee's expectations of not only the gate staff but our homeowners and residents. A complete understanding of the rules and what we task our gate staff to enforce may help misunderstandings.

We expect:

- Respectful communications from both gate staff and homeowners
- Each member to be in possession of their access card when entering the facility
- If you have forgotten your card at home, please return home to get it
- If you have lost your card, please arrange to purchase a replacement card (starting price now \$15)
- Members to be with their guests at all times
- Gate staff to perform 100% ID check with every person entering and using the Lake Club facility and amenities
- Gate staff to direct pedestrians to the pedestrian gate
- Members to present their access card when requested by personnel

Why does the Association have liquor stored at the clubhouse, why was it purchased, and can I request receipts?

The Association purchases liquor, wine and champagne in its planning of many adult Association-sponsored events such as New Year's Eve Celebration, adult Halloween party, Wine & Cheese Tasting, Sunday Brunch, etc. All non-perishable products are saved for use at future events. Just like prudent "homeowner party planners", the Association tries to use previously purchased spirits at future events as a way to save association money. Incidentally, all products purchased (liquor, plates, etc.) are kept under lock and key to secure them from theft.

With regard to requesting receipts, we will reiterate that subject to limitations, members have the right to inspect association records. A member's request to inspect records cannot be a sweeping request but must be specific and for a proper purpose. Please note that a member's misuse of records may subject the member to legal action. Further, all such requests must be made in writing addressed to Sunnymead Ranch PCA or via email to: Manager@MySunnymead.com. Additionally, Associations may charge for the cost of copying the requested documents and redacting sensitive information. You will be informed of charges, if applicable, before any work is completed.

The local bar and grill located in the Lake Shore Village Center is very noisy in the evenings. Does Sunnymead Ranch have any authority to affect change?

While we certainly can appreciate your wish for peace and quiet, unfortunately the S Bar & Grill is an independently owned and operated commercial business and Sunnymead Ranch PCA is powerless to deter the noise. We can only suggest that you band together with affected neighbors, contact Moreno Valley Police (non-emergency: 951.247.8700) to discuss options and/or report noise complaints. Additionally, you may want to contact our Council Person, Carla Thornton (CarlaT@MoVal.org) to discuss any available suggestions she may have.

When will the pool solar panels be fixed?

The pool solar panels, a weather dependent technology, work as designed, directing pool water through the solar collectors that are warmed by the sun and then return the warmed water to the pool. During the summer months the water returned to the pool is quite warm since solar collection is at its highest. During the very chilly winter months, the panels are ineffective in significantly raising temperature of our 96,000-gallon pool. It has been suggested that an annual maintenance might help the system perform more efficiently and in response to that suggestion we have scheduled a service call.

To view a more detailed explanation on the workings of a pool solar heating system, refer to the November RoundUp available on www.MySunnymead.com

Why is there a green plastic fence installed lakeside near the clubhouse? What is the cost of it and was it voted on?

Annually Sunnymead Ranch is beset by the American Coot, a small black aquatic bird with white beak, short wings and a reluctance to fly. [Coot activity causes real expense to the Association](#) in the reseeding or sodding of the turf area at the Lake Club. Further, they aggravate nuisance situations and create human health hazards. Coots readily establish nesting territories on our lake, foul up the place with their droppings, and their foraging behavior. They leave slippery green droppings on paths close to the lake, the turf and walkway surrounding the playground and on the pool decking.

Coots can be difficult to remove. Once established, corrective landscaping (removal of cover shrubbery and making turf less nutritionally attractive) and attempting behavioral modification is imperative. The green fence at the lake edge was recommended as one method of behavioral modification since the Coot doesn't fly well. According to research, disrupting their behavior is key to success. We intend to employ the fence along with other innovative ideas (decoys, audio scare devices, taste aversion, etc.). To add to the challenge, we need to deter the birds without imposing on or scaring members who visit the playground or fish at the lake. If you have a great idea, we are interested!

Regarding the cost and whether it was legally approved/voted, as always you may refer to the Meeting Minutes where this topic was discussed and voted on at the 10/23/2019 homeowner Open Forum.

To view Open Forum Meeting Minutes, visit www.MySunnymead.com/My-Account

How often is the clubhouse pool and spa serviced?

During the summer months, the pool is serviced seven (7) days per week. During the winter months, the pool is serviced five (5) days per week. Additionally, if there are any issues such as pool "accidents", spillage, contamination, etc. maintenance is performed as needed.

The upcoming election is for two seats on the Board of Directors. How will this election impact the Board and the current Executive Committee of the Board?

The two individuals, duly elected at the February 2020 election, will be members of the Sunnymead Ranch PCA Board of Directors and will serve a two-year term. Regarding the Executive Committee of the Board, this committee serves at the pleasure of the Board of Directors, and it may be appointed by the Board on an as-needed basis. The current Executive Committee ceases with the election of the new Board, and the new Board can decide, at any time, whether to form a new Executive Committee.

What is the policy for the usage of the television sets in the clubhouse?

The seven TV sets installed in the clubhouse in 2013 are controlled through a proprietary iPad application. Access to cable TV (through an Apple TV controller) and their individual soundbars are also controlled through this iPad application. I'm sure the solution presented seven years ago was a state-of-the-art solution at the time but is now proving to be extremely challenging. Homeowners may not be aware, but Sunnymead Ranch does not have IT (information technology) personnel on staff. We instead rely on one or two members of our "contracted gate staff personnel" to assist. When we have an event where we know that the TVs will be employed, such as Super Bowl, we have plenty of time to troubleshoot issues and are typically able to make it work.

As recently as 10/14/2019, the Executive Committee reviewed a proposal to replace the TVs, soundbars, and the supporting interface but after a lengthy discussion and the weighing of other more pressing expenses, it was felt that this expense should wait until a later date.

In addition to the technology challenges faced, the association needs to formulate a specific policy surrounding the use and programming of the TVs by homeowners. For example; audio or close captions (imagine "Baby Shark" playing endlessly in the background while you are studying), what film rating or content should be allowed (think "Kill Bill" playing on the big screen while in the company of your little one). These are just a couple of items that would need to be addressed to make a TV viewing policy that will work for the community as a whole.

Staying Informed in Sunnymead Ranch

MySunnymead.com

Homeowners have private access to meeting minutes, Q&A's, project updates, and more.

1. From your browser: www.MySunnymead.com
2. On the top right, click [More ...]
3. From the drop-down menu click [My Account]
4. If you know your username, click [Log On]
 - a. Enter username & password
 - b. Click [Enter]
 - c. Go to step #6
5. If you do not have a username yet, click [Sign Me Up]
 - a. Enter the requested information
 - b. Once you receive your username & password, go back to step #4
6. Click [Forms and Docs]
7. Click [Documents]
8. Choose Meeting Minutes, Budgets, etc.
9. Choose year – choose file