



The Bonita Highlander

NEW Email: bhighlanderhoa@gmail.com

September 2023

The Bonita Highlands HOA Board and Staff are excited to officially announce the rollout of a new software system which will change the face of how we do business in the highlands by making a homeowner portal available to all of our Highland Residents! Many of you may already be aware of this as we have begun the “soft” rollout.

After decades of maintaining hard copy records and processing all requests/paperwork through snail mail or emails, we agreed that we need to take advantage of technology that is specifically designed for homeowner associations that allows for the quick and easy sharing of information, simplifies record keeping and storage, expedites requests, and allows assessment payments to be made online. The software also greatly assists our compliance personnel in doing their jobs to ensure our Highlands stay beautiful.

We spent several months researching and interviewing various companies that specialize in HOA software before deciding that Pay HOA would best meet our needs today and provide continuity moving into the future. While we are still in the beginning stages of this rollout, we want to introduce the new software and the opportunity to view your property on line as well as take care of HOA business through the portal. Obviously, in order to utilize this new tool and take advantage of all it offers, you will need to create a log-on for the program and learn how to maneuver around the platform. Anyone who is currently signed up for ETC will have already received an invite to log-on to the program. For those of you who have not signed up for ETC, you will receive an invite in the near future if we have an email address on file with the HOA.



One commonly used tab for homeowners is called REQUESTS. It is on the left side of the home screen. When you click it, you will see three ways to interface with the HOA to make routine requests/communicate on issues. Choose the form that coincides with your request by clicking on “New Submission” located at the bottom of the form box:

1. Maintenance – Open Space issues should be addressed through this request form. These requests will be sent to James Endicott (Open Space Chair), who oversees all open space issues.

2. Architectural – ACC-A Requests – If you need to get approval on a Structural Change Request (SCR), use this interface. This request will be sent to John Gilman (ACC-Architecture Chair) for approval processing.

3. General – All communications other than those above should be routed through this form. Mary Ellen Phillips (Recording Secretary) will answer or direct your request to the proper staff person.

All of the above have options to attach photos, documentation and anything else that might pertain to your communication.

Another benefit the software offers is that you will now be able to pay your annual dues online. And if you happen to have a fine to pay, you can also do that.

The new system provides the opportunity for our compliance folks to take pictures of potential problems and share them with you first-hand so that IF you are receiving communication on an issue, you can see first-hand what is causing the red flag to assist you in addressing the problem in a timely manner. You can also communicate with photos showing that you have resolved the issue.

We are all learning together so we ask for some patience as we familiarize ourselves with all this platform offers. There will be some bumps in the road as there always are with new systems, but we are confident that in the months ahead, this will be a tremendous asset for all of us.

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The software will offer the opportunity for quick and efficient communication between our homeowners and HOA Staff and Board. It also will allow for a seamless transition as Boards and Staff Members change over the years. We also believe that it will save money in the long run and help to keep our annual dues affordable. And we are doing our part to be energy efficient and green.

We strongly encourage everyone to take advantage of this wonderful opportunity and embrace what this new technology offers. This is a secure system if that concerns you, But, we do understand if you are hesitant, want some time to think about it or just prefer the traditional exchange of information via snail mail or email. We can still accommodate this preference. Our goal is that everyone is comfortable with the systems offered to assist us all in taking care of the Bonita Highlands HOA business/communications. Welcome to Pay HOA!

From our Open Space Chair

The Highlands enjoyed and appreciated the tropical storm over the third August weekend. It was a lot of rain (I recorded a little over two inches at my home) but in the 12 hours it was mostly a steady gentle rain without major damage. For the most part, the brow ditches were clean and handles the runoff nicely. A big **shout out** to those homeowners who have a brow ditch running through their property, for keeping them clean and free running. Of course this summer storm will help save the association and homeowners alike irrigation expense. This will also help reduce an immediate threat of grass and brush fires in the surrounding areas. The only caveat to this unexpected rain is the new growth of weeds and grasses, especially the annual of tumble weeds in some areas. As in previous years, we will have LandCare, our landscape maintenance company, do a limited mowing. Enjoy the Highlands trails and open space.

James Endicott, your Open Space Chair.

From our Financial Officer

Have you Noticed what Delivery Method you have chosen?

HOA Members may choose their **Preferred Method of Delivery** of HOA documents. Approx. 250 members in Bonita Highlands have chosen EMAIL as their preferred primary method of delivery and EMAIL for their secondary too. **Choosing EMAIL ONLY helps our HOA save time, money, and resources. WE THANK YOU!**

Effective January 1, 2023, **Preferred Method of Individual Notice-Delivery** Civil Code § 4041 has put HOA's in the **administratively difficult position of delivering notices four different ways:**

1. Mail to some members 2.Email to other members 3. Mail plus Email to a third group of members and 4. tracking those with No Preference: If a member does not provide a preferred delivery method, notices must be delivered by "first-class mail, registered or certified mail, express mail, or overnight delivery by an express service carrier addressed to the recipient at the *address last shown on the books of the association.*" (§ 4040(a)(2))

Our campaign for members to **choose EMAIL** as their primary & secondary delivery method for the past 2 years to save on postage, printing, and handling costs is progressing. Another new law in 2023, SB392, makes it possible for HOAs to **designate EMAIL as the default method of delivery of notices and documents**, but **it will require a 2/3 vote of the membership to make it so**. Be assured the law states, you are not obligated to provide the HOA with your email address, and we will not sell your email or transmit a member's personal information for any purpose without your consent. So, if you have not noticed what delivery method you have chosen, your chance to choose is coming this month by way of the newly updated **A-NARR**. COMING SOON by mail to some and email to others.

Help Wanted



The open space contract we currently are under expires in the spring and we are looking for **non-Board** or **Staff** homeowners to participate in the development of a statement of work for a new solicitation.

If you have experience in contracting or believe you have ideas to improve our maintenance of the open spaces please volunteer to be a member of this important committee. Please submit your name and email address bhighlanderhoa@gmail.com.

The association may be contacted via the U.S. Postal Service and email at the information provided



U.S. Postal address for the Bonita Highlands:
Bonita Highlands Homeowners Association
PO Box 458, Bonita
CA. 91908-0458

NEW Email: bhighlanderhoa@gmail.com

Our Bonita Highlands documents, forms, meeting minutes, and notices may be found on our website: **bonitahighlands.org**

From the Financial officer.

The 2023 Newly updated A-NARR is on the way...Email and/or snail Mail... please choose.

The 2023 UPDATED "A-NARR" (Annual Notice of Address, Representative, and Rental form) now allows members to choose EMAIL as their preferred Individual notice and document delivery method.

Any day now you will receive by mail or email the Annual Financial Review with A-NARR form. **If you have never completed an A-NARR, then do so and send it in.** If you have completed an "A-NARR" form in the past and your delivery preferences, contact info, and/or property status have NOT changed, then **you DO NOT have to send in another one.**

If you would like to choose EMAIL as your primary preferred method of delivery and or secondary preferred for a 2nd owner/spouse, then let us know through the A-NARR. If you have a Power of Attorney as your **Representative**, you must send a copy of your executed POA.

Fireworks in the Highlands the Hi

It should come as no surprise that fireworks are not allowed in the Highlands and yet in recent weeks they have been exploding on a fairly regular basis. If you see fireworks, call 911 with time and location. The Bonita Sunnyside fire department will respond.

Our next Monthly meeting will be September 12, 2023 at the Bonita Sunnyside Fire Station.. It will begin at 6:00 and is open to all homeowners.

Thank you to all the homeowners that contacted the HOA with comments or concerns. Also special thanks to those homeowners who submitted SCRs for planned projects.

ETC Update. Our numbers of new ETC requests have dropped significantly in recent months. **It is time to remind you to sign up for electronic communications of newsletters and mass mailings to save printing and mailing costs.**

September will bring the mailing of the A-NARR and audit that is mandated by the state. Last year it was 12 pages, so 6 pages printed back to back with the A-NARR as the cover sheet. (7 pages times 400 copies is a lot of paper and printing costs. An Electronic Transmission Consent form can help eliminate that expense.

Please email bhighlanderhoa@gmail.com for the form.

The Bonita Highlander is the monthly newsletter of the Bonita Highlands Homeowners' Association, a California non-profit corporation whose mailing address is:
P.O. Box 458, Bonita, CA 91908-0458



This newsletter is distributed (postage paid) to each residence within the Bonita Highlands community.

Editor & Distribution Manager:
Mary Ellen Phillips

Information for publication should be sent to the editor, copy-ready, at bhighlanderhoa@gmail.com. The deadline is the 15th of the month, for publication the following month. The Association reserves the right to edit any copy submitted for publication.



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The next monthly BHHA meeting will be held on ***Tuesday September 12, 2023 at 6:00 p.m.***

This will be an in person meeting at the Bonita Sunnyside Fire Department community room. The fire station is on Bonita Rd at the corner of Bonita Rd and Acacia.

1. Call to Order, Roll Call, Introduction of Board members, Pledge of Allegiance, Announcement of the Next Meeting, Adoption of Minutes from the last monthly meeting.
2. Homeowner appearances for appeals to violation notices, fines, or requests for structural alterations.
3. Homeowner Open Communications.
4. Committee and Staff Reports.
5. Old Business: Tabled Open Space proposals will be discussed at this board meeting.
6. New Business.
7. Community Items of Interest.
8. Board Member Comments.
9. Adjournment.
10. Board Executive Session (if required).



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The BHHA Board of Directors (BOD) welcomes and encourages e-mail and letters from homeowners. Any letter sent to the Board may be published in this newsletter. Please sign letters and include a telephone number (which will NOT be published). Any opinions expressed in this newsletter are those of the author or other contributor, and do not necessarily reflect the opinions of the BOD or any member thereof.