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## *Bixby Hill Community Association*

From the Board of Directors

### **August 2023**

*Informing the community, addressing open forum topics, and responding to member questions*

This update contains information on 19 topics.

#### **1. Proptia went Live on August 9**

The new vehicle access control system that has been transitioning for several months began operations on August 9. Anyone who still needs to register their vehicles can still register. We kindly remind all residents of the importance of accurately entering their vehicle information.

Residents are expected to create new guest and vendor lists in Proptia. The old system has been discontinued, and its content did not transfer to Proptia. Residents may also call the gate when expecting a visitor, but a verbal confirmation code will be required for verification. The new confirmation code feature is one of the security enhancements offered within Proptia to prevent imposters from calling the guard to approve community access. Log into your Proptia account profile and add your verbal confirmation code under Account Details.

If you need help setting up your Proptia account or its features, you may request assistance by [submitting a form](#) or contacting associate manager Chantal Lara at 310-594-7683. Get started with *Proptia* [tutorials](#). The new system does not eliminate our guard staff and can be managed from multiple device platforms such as cell phones, tablets, or computers. Bixby Hill Apartments and Bixby Gardens residents should contact their property manager for assistance.

#### **2. Members Only**

The Bixby Hill Community Association recognizes that open meetings are intended only for the benefit of association members (homeowners) and are private due to the reasonably personal and confidential subject matter. Electronic recording of association meetings by any form of technology, in whole or part, is prohibited by law. HOA meetings are only open to association members and board-invited participants (such as management, vendors, or legal counsel).



### 3. Effective Communication

We value open communication within our community and believe that every verified member has the right to express their thoughts and concerns regarding association business. Members can provide verification by stating their name and address in email communications or before speaking in the Open Forum portion of board meetings. These meetings provide a structured and appropriate platform for discussing community matters and sharing accurate information. We encourage all members to take advantage of this opportunity to engage in constructive dialogue and seek clarity on any issues they may have. By attending board meetings, the appropriate parties can hear from association members and their concerns can be addressed promptly and effectively (such as via this newsletter). A board meeting is a legal and proper time and place to share your thoughts, ask questions, and contribute to the decision-making process that affects our community as a whole. In the interest of community privacy and safety, the board is not obligated to address questions or comments from anonymous sources.

### 4. Meeting Protocol

There is a time limit for board meetings at the Rancho. Please keep Owner Forum comments and questions to 2-3 minutes or less to ensure each owner has a chance to participate. Owners present at board meetings are asked to come to the front of the room, use the microphone, and announce their name, address, and question/comment.

When Zoom participation is available, your full name must be displayed on the screen when you log in for member verification. Members can utilize the “raised hand” button to be called upon. Questions typed in the chat box can be read aloud. Once the Owner Forum is closed, members are welcome to stay and listen to the remaining business items. However, no additional questions or comments will be accepted to allow the board to finish the general session meeting.



### 5. Guardhouse Repair

Three bids were received as proposals for the guardhouse repair project. After a thorough vetting and interview process, the board has selected an architectural firm to provide design and construction document services. When the contract is finalized, the firm's name will be announced. The goal is to reconstruct the guardhouse in its current location but with a higher, modified overhang that will not inhibit the ingress of large vehicles or place any support columns in the path of vehicular travel. The board is also interested in solar energy options to offset high electricity costs (more than \$2,000 per month) and serve as an emergency backup system during power outages.

A well-planned approach will result in a guardhouse that meets functional, safety, and aesthetic requirements for now and for the future. Despite any rumors or misinformation you may have heard, be assured that the board is working diligently to restore the guardhouse and enhance the overall appearance of our community. We appreciate your understanding and patience as we navigate these challenges. Repairing the guardhouse remains a top priority for the board, and we will continue to provide updates on our progress.



## 6. Monthly Allied Security Report

The most recent Post Commander report shows two minor incidents on the common area property. The report notes that an unidentified individual was digging through recycling bins. The individual was later identified and advised to discontinue the behavior. A vehicle detailer distributed business cards while in the community for member service.

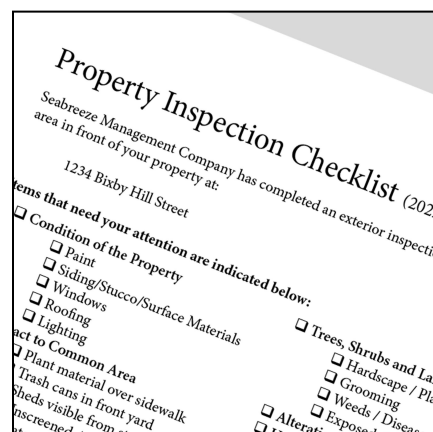


## 7. Upcoming Holidays - No Contractors

September:	Labor Day	Monday,	September 4, 2023
October:	Columbus/		
	Indigenous Peoples Day	Monday,	October 9, 2023
November:	Veterans Day	Saturday,	November 11, 2023

## 8. Upcoming Property Inspections

As defined in the BHCA governing documents, homeowners are expected to maintain the exterior of their homes, and the association is required to inspect properties for compliance. Homeowner property inspections include the visible *exterior and front yards* when viewed from the common area. Therefore, now is the time to review your property and plan any necessary maintenance or compliance issues. The following addresses are scheduled for inspection in the next two months:



### September:

895 to 931 Hillside  
911 to 960 Holly Glen

### October:

865 to 910 Holly Glen  
865 to 901 Palo Verde

## 9. Street Sweeping Every Wednesday

Using a text message system has proven to be effective at reducing the number of vehicles parked in the path of the street sweeper that typically occurs on Wednesdays between 10 AM and 12 PM (times may vary). You can move your car from one side of the street to the other to allow for cleaning the area where you typically park. Be sure to ask your vendors and guests to move their cars. If you want to add your phone number to the weekly text message reminder, use the [Homeowner Feedback Form](#).



## 10. Projects That Need Advanced Approval

Most projects need approval before work can begin. A completed application should be submitted to Seabreeze for review at least thirty days before the anticipated project start date. The process includes neighbor awareness and requires collecting three signatures from adjacent property owners. Incomplete applications will be denied and may delay the project start date. Projects may not begin until authorized. The guards will not permit contractors to enter the community without the proper authorization for the following:

- Exterior remodeling or landscaping
- House painting (regardless of color: same or different)
- Delivery of equipment or materials
- Portable toilets
- Storage pods
- Dumpsters
- Estate Sales (see [BixbyHillHOA.com](http://BixbyHillHOA.com))



To request permission for your project, submit an Architectural Improvement Request Form to Chantal Lara at Seabreeze Management ([chantal.gonzalez@seabreezemgmt.com](mailto:chantal.gonzalez@seabreezemgmt.com)). The form can be found at [BixbyHillHOA.com](http://BixbyHillHOA.com). Work hours are defined in the construction rules, and homeowners are responsible for contractor compliance. Homeowners should provide their vendors with a copy of the rules and require them to move their vehicles on Wednesdays for street sweeping. Owners who need assistance completing the application form may [submit a request](#).

## 11. Moving Days

Access to the community is controlled for many reasons, not the least of which is safety. When moving in or out of the community, residents are limited to certain days and timeframes for commercial moving vans and moving services: Monday through Saturday, 8:30 AM to 5:30 PM. Sellers and their realtors should inform buyers of these timeframes, schedule moves accordingly, and notify the guard staff before moving day. Guards cannot authorize the unscheduled entry of movers or moves outside these timeframes.

## 12. Community Alert by Text Message Option

BHCA uses *One Call Now* to send emergency and informational notifications about important events, reminders, and last-minute changes. Currently, we use voice notification messages and would like to send critical alerts to your cell phone as text messages as well as or in place of voice alerts. If you have a text alert plan, these messages will be included in that plan; otherwise, standard text message charges apply. If you want to receive text message notifications, text the word "ALERT" to 22300 or visit [www.OneCallNow.com/TextAlerts](http://www.OneCallNow.com/TextAlerts), and then make sure we have your cell phone in our messaging system by submitting [this form](#).



### 13. Safe Driving Habits

As members of a community, we all share the responsibility of ensuring the safety and well-being of our neighbors. This includes practicing safe driving habits within our neighborhood. It is crucial to remember that driving through residential areas requires extra caution and care, as children, pets, and other hazards may be present. Intersections are one of the most common places for accidents to occur, making it essential to come to a complete stop at all STOP signs, even when there is no traffic present. By doing so, we ensure our safety and the safety of pedestrians and other drivers.

Additionally, it is essential to observe the 25-mile-per-hour speed limit that applies to all streets in the community. Driving slower reduces the risk of accidents and gives drivers more time to react to unexpected situations.

### 14. Upcoming Events at the Rancho

- *Second Annual Bixby Hill Dinner and Music at the Rancho:*  
Sunday, September 17, 5:30 to 7:30 PM.

The Rancho has graciously invited the community to use their open courtyard for an enjoyable evening of visiting, dining, and live music. Music is being presented by Bixby Hill neighbors Martha and Tim Catlin's Band: The Dixiedelics. Bixby Hill neighbor Dan D'sa and The Grand are preparing dinner. Please bring your chair or blanket (maybe some mosquito repellent) and join your neighbors for a festive summer evening at the Rancho.

*Cost of Dinner, Beverage, and Dessert* — Adult meal: \$20.00 — Child's meal: \$12.00

Please bring cash and RSVP to your Evite, found in your email.

For more information about this event, contact the hosts at [BixbyHillSocialCommittee@gmail.com](mailto:BixbyHillSocialCommittee@gmail.com).

- *Rancho Walk:* The annual event is scheduled for Saturday, September 23.  
Visit the [Rancho Los Alamitos website](#) for more information.

### 15. BHCA Board Candidates

The HOA Election Guys have been contracted by BHCA as the independent Inspector of Elections for the next election cycle. They recently mailed an invitation to members interested in running for the board of directors. All qualified members (i.e., property owners on title as shown on the form) can submit candidate statements and include their names on the ballot. The board encourages individuals who desire to serve the community's best interests to volunteer and contribute their time and talents. A [nomination form](#) is available online.

### 16. Steps for Safety - Emergency Response Support

1. If you have an emergency, call 911.
2. If you have a non-emergency, call the City of Long Beach non-emergency number at (562) 435-6711 or file a report online at [www.longbeach.gov/police](http://www.longbeach.gov/police).
3. For awareness only, notify the guardhouse and Seabreeze Management. As civilians employed by Allied Universal, the guard staff have limited authority. They are not trained or qualified to provide the services of a sworn police officer or emergency response personnel.

## 17. Upcoming Community Maintenance

When the work for these two projects is scheduled, the community will be notified.

- *Slurry Seal*: The Board is preparing to install a routine slurry seal on community streets. This work is typically completed every few years to help preserve the quality of the asphalt.
- *Palm Tree Trimming*: The biannual trimming of the palm trees in the Palo Verde median typically occurs in the fall months.

## 18. Cyber Crime

The Board has no authority to prevent the circulation of unwanted emails. Anyone who wishes not to receive unsolicited emails may respond to the sender and request that their email address be removed from the distribution list. Recipients may be able to block or filter the emails as “junk” or “spam” or report them to their service provider.

If you feel stalked, harassed, bullied, annoyed, injured, harmed, intimidated, or threatened, victims may report these or other activities to law enforcement authorities. Websites such as [FightCybercrime.org](https://fightcybercrime.org) recommend to “keep a record of the dates, times, people involved and descriptions of when the harassment occurred. Save and print screenshots, emails, and text messages as evidence. File a police report. Report the behavior, with the details, to the website or platform where the harassment took place.” Victims can contact the non-emergency number of the Long Beach Police Department at (562) 570-7260 to file a report by phone or contact the Federal Bureau of Investigation (FBI) to report crime or suspicious activities at [www.fbi.gov](https://www.fbi.gov) or call (310) 477-6565.

## 19. Correction to June 2023 Newsletter

Before publishing the June 2023 Newsletter, the board agreed that the guardhouse insurance reimbursements would be placed into a reserve account. However, the transfer process had yet to be completed at the time of publication in June 2023. Insurance reimbursements were tracked under the GL account number 5050 and are indicated on the financial statements found on [myseabreeze.com](https://myseabreeze.com). Management has advised that the August financial statement reserve balance will increase by the amount of reimbursements, \$101,539, plus any interest that may have accrued.

Please contact us via [andrea.thrower@seabreezemgmt.com](mailto:andrea.thrower@seabreezemgmt.com) or, call 949-672-9020, or use the [Homeowner Feedback Form](#) if you have any concerns, suggestions, or comments.

Thank you for your support as we volunteer with you to improve the quality of life in Bixby Hill.

## The Bixby Hill Community Association Board of Directors

Melinda Frizzell • John Kleinpeter • Becky Omel • Tim Catlin • Ron Durbin • Gregory Judd • Dan Slater  
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