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Bixby Hill Community Association

From the Board of Directors

January 2024

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

This update contains information on 21 topics.

Happy New Year from the Board of Directors

May the new year bring you peace, joy, and happiness.



- 1. Upcoming Holidays - No Contractors**
President's Day, Monday, February 19, 2024

- 2. February 12 Board Meeting**

The February 12 Board Meeting will be held at Rancho Los Alamitos, with a general session beginning at 6:30PM. Management has provided a Zoom link for verified members to participate.

- 3. Concrete Repairs**

A vendor will soon inspect the community's sidewalks for regular mitigation of any potential trip hazards. If you know of an area of concern, please notify the board using the [Homeowner Feedback Form](#) or contact our property manager, [Andrea Thrower](#).

- 4. Improvements to Palo Verde Median**

The temporary flowering plant material added to the planter area has yet to perform as expected in some areas. In response, purple lantana will soon be installed as a replacement. After multiple efforts to correct issues with the fountain, the fountain continues to soak the area, causing unsuitable soil conditions nearby.



- 5. Security Poles at Canal**

The white poles holding the speed signage and security cameras at the Bouton Creek canal had not been maintained and were peeling. A contractor recently painted the poles, and Platt Security has also been on site addressing some malfunctioning equipment.

- 6. Drain Cleaning**

The board has approved a proposal from our street sweeping vendor to clean the small and medium-sized community drains.

7. Guardhouse Maintenance

A malfunctioning floodlight on the northeast corner of the guardhouse has been repaired. The temporary tarp covering exposed parts of the roof has also been partially repaired; however, the board is unsatisfied with the quality of the work. Management has been asked to engage with the vendor for revisions.

8. Guardhouse Update

On December 20, two members of the Board of Directors, a member of the Common Area Maintenance Committee, the guardhouse project manager, and the project architect met to hear the outcome of the meetings with the City of Long Beach and Long Beach Fire Department. The preliminary discussions with the City and Fire Department proved beneficial and fruitful. We received positive feedback regarding the extension of the overhang across both entry lanes and the placement of the support columns outside the path of travel. We also reviewed initial concept drawings for the guardhouse and have requested revisions to address some functional goals, such as lengthening the stacking distance for vehicles in the guest lane and providing adequate sun and weather protection for the guards, among other goals. In January, the architect provided a second set of drawings for review by the Guardhouse Committee, which will meet on January 31.

9. Construction Reminders

The common area may not be used for homeowner construction projects. Contractor vehicles may not block the street. No materials or construction debris may be placed in the common area street or sidewalk (this includes the sidewalk at the end of a driveway). When a project requires debris removal, the debris must be maintained on the private property project site until it is removed. When a homeowner project requires a dumpster, the homeowner is responsible for selecting one that will fit in their driveway without protruding into the sidewalk. If necessary, homeowners and their contractors can arrange to empty or swap out an onsite dumpster if its capacity is inadequate for the size of the project. Homeowners are responsible for damage to the common area caused by their contractors.



10. Updates to CC&Rs

The board has requested that legal counsel review our existing Covenants, Conditions, and Restrictions (CC&Rs) document for compliance with current state law. The process is expected to include a review by the Governing Documents Committee and opportunities for community feedback. The complex nature of the document and its age suggests a lengthy

process. A vote of the community must approve any changes to the CC&Rs document. Other governing documents, such as the *Rules and Regulations*, are subject to the CC&Rs and are not a part of the current review process. Any community-approved changes to the CC&Rs dictate changes to any other governing documents. Residents are invited to share any comments using the [Homeowner Feedback Form](#).

11. Upcoming Property Inspections

As defined in the BHCA governing documents, homeowners are expected to maintain the exterior of their homes, and the association is expected to regularly inspect properties for compliance. Homeowner property inspections include the visible *exterior and front yards* from the common area. Therefore, now is a good 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:

February :

Bixby Hill Road
6441 to 6499

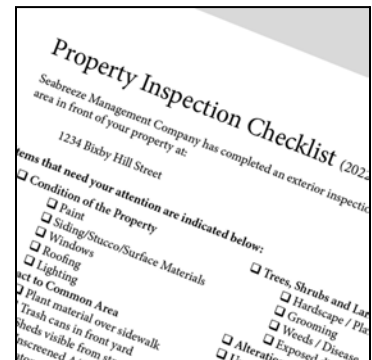
Rancho Drive
825, 835, 845 to 881

March:

Rancho Drive
800, 805 to 815, 820, 830, 840

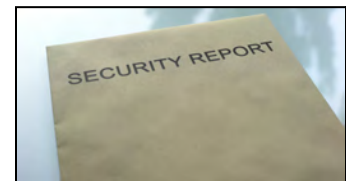
Saddle Drive
All homes

Surrey Drive
Odd numbers 6461 to 6489, 6488, 6490



12. Allied Security Report

- Two occurrences of trespassing were reported in December/January. The individuals were interviewed and they entered through the Bouton Creek channel access road on both occasions. The first entered through unsecured gates at the end of the canal near the park along Studebaker Road. The LA County Department of Public Works was contacted and secured the gates. The second individual climbed over the chain link fence at the Bixby Hill Apartment property. Unauthorized access over fencing has again caused damage to the fence, possibly inviting additional trespassers. This topic was previously discussed in April 2023, and the county previously repaired the fence. This topic has been added to the February 12, 2024 board meeting agenda.



- If a suspected trespasser is observed in the community, residents are encouraged to call the guardhouse so that a patrol officer can be notified. Residents are not expected to intervene.
- Although additional staffing was scheduled to manage any potential impacts from the CSU Faculty strike the week of January 22, no impacts were reported. Staff returned to regular scheduling when the strike ended after only one day.

13. Previously Announced Incident

The community was notified of this incident via e-blast on December 14, 2023, as follows:

We want to inform you about a reported break-in incident on Bixby Hill Road near the Rancho. The incident occurred on Sunday, December 10. According to the homeowner, no one was home, nothing was stolen, and the home alarm was triggered, prompting the resident to call the guardhouse. Allied armed patrol responded to the call, and the Long Beach Police Department (LBPD) arrived shortly after. No intruder was found. Allied reviewed the HOA surveillance recordings and found no one matching the description of the intruder provided by the homeowner. LBPD opened an investigation.

As a reminder, we encourage responsible information sharing and are committed to disseminating accurate details from authoritative sources or law enforcement.

We encourage everyone to stay vigilant:

Ensure all doors and windows are properly secured.

Consider installing motion sensor lights around your property.

Connect with neighbors to establish enhanced community awareness on your street.

Utilize home security systems and cameras.

14. 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.
3. For awareness only, notify the guardhouse and Seabreeze Management. The guard staff is not trained or authorized as police officers or emergency response personnel.

More information on [the responsibilities of a security guard](#) can be found on the Internet.

15. Respect for Guards

Our guard staff work diligently to serve the community and are sometimes underappreciated. Residents and their guests are encouraged to be polite and patient when entering the community. Under no circumstances should residents or guests attempt to intimidate guards or use inappropriate language to gain or hasten community access. Guards are required to follow protocols before granting access to the community. All vehicles must be documented appropriately upon entry. Guest vehicles must be issued a printed pass before access is granted. The pass must be displayed on the vehicle's dashboard at all times.

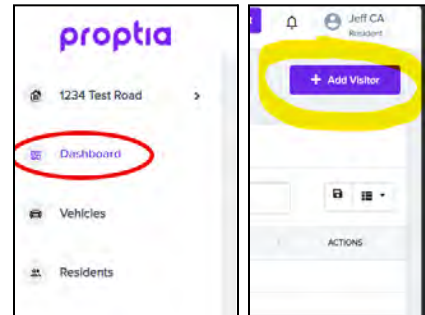
16. Process Server Access

State law defines expectations for private security providers like Allied Universal and others. One such expectation is that certain parties must be granted access to gated communities. This access requirement includes *Registered Process Servers*. If a process server approaches the gate, the guard on duty cannot deny their entry or interfere in the process. The process server is also allowed to remain in the community for a reasonable period of time. More information is available at California Code, Code of Civil Procedure - [CCP § 415.21](#).

17. Adding Visitors in Proptia

Follow these steps:

1. Sign in.
2. Click on the “Dashboard” tab in the left column.
3. Click on the purple “+ Add Visitor” button.
4. Click on the “Temporary” or “Permanent” circle.
5. Select Registration Type: Individual or Event.
6. Individual: choose Guest or Vendor.
Event: see [video tutorial](#) for importing an Excel template with names.
7. Guest/Vendor: Select Pass type.
8. Enter the guest/vendor name.
9. Optional: enter the guest’s email address to send a mobile e-Pass (see [video tutorial](#)). Residents can send a QR code to visitors for expedited processing upon arrival.



More information is available under the “Help” menu at the top of the screen or in the online [video tutorial](#). Residents are encouraged to use the Event option for large groups.

18. New HOA Laws

In 2024, California passed nine new statutes and new case law on existing statutes [affecting homeowners associations](#). The new statutes address various areas, such as lower quorum requirements, virtual meetings, and director qualifications.

19. Real Estate Signs

Homeowners are reminded that signage is restricted in the community. No signs may be placed in the common area. The only location where real estate signage may be placed is on the private property for sale. For more information, please refer to the “Real Estate Sales” section of the BHCA [Rules & Regulations](#) document at www.BixbyHillHOA.com. Homeowners are responsible for agent compliance.

20. Trash Containers

Regular collection of trash and recycling is on Tuesdays. As a courtesy to visitors and neighbors, homeowners are asked to place their containers near their driveways to reduce the impact on available street parking. According to the BHCA [Rules & Regulations](#), “Trash cans and recycle bins should not be placed on the street earlier than 3 PM on the afternoon preceding the day of pick up. Empty trash cans and recycle bins must be stored where they are not visible from the street.”

21. Share the Newsletter

The board reminds everyone that the best source for truthful and complete information is from the board or Seabreeze Management. Help us spread the word by sharing the newsletter with your neighbors. They can use the [Homeowner Feedback Form](#) to sign up by submitting their email address.

Please contact us via 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 • Joe Souza • Tim Catlin • Gregory Judd • Dan Slater
President Vice President Secretary Treasurer Members at Large

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