

From the Board of Directors

July 2023

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

This update contains information on 21 topics.

1. Proptia Goes Live August 9

The new vehicle access control system that has been in transition for several months will begin phase 1 of operations on August 9. Residents who have already received transponders and registered their vehicles in *Proptia* are ready. Anyone who has not registered 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 will be discontinued, and its content will 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 any of its features, you may request assistance by [submitting a form](#), or you may contact associate manager Chantal Lara at 310-594-7683. Get started with *Proptia* [tutorials](#) to help ensure a smooth transition and enhanced access experience. The new system will not eliminate our guard staff and can be managed from multiple device platforms such as cell phones, tablets, or computers. Residents of Bixby Hill Apartments and Bixby Gardens should contact their property manager.

2. 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) are eligible to submit candidate statements and include their names on the ballot. The board encourages individuals who desire to serve the best interests of the community to volunteer and contribute their time and talents. A [nomination form](#) is available online.

3. Upcoming Holidays - No Contractors

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

4. Seabreeze Account Number Change

Isaiah Henry, CEO of Seabreeze Management Company, has announced a change in their primary accounting and management software. Seabreeze accounts, including all Bixby Hill Community Association member accounts, will transition on August 1, 2023, as follows:

“Owner account number and mailing address changes: All homeowner account numbers will change. We have worked to minimize this impact by assigning new homeowner account numbers that include the current seven-digit account number so we can accept and process all payments—even without the new account number—during the transition period. We will communicate all necessary changes to the membership before the August 1st ‘go live’ date.”

These changes are not related to the transition to *Proptia* and are initiated solely by Seabreeze at their discretion.

5. Effective Communication

We value open communication within our community and believe that every member has the right to express their thoughts and concerns. We also want to emphasize the importance of attending 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 your voice and your 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.

6. Guardhouse Repair

The board has requested that Design Build Associates (DBA) move forward with developing plans 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. DBA has received three proposals from architects and two others have been solicited. After an appropriately experienced and qualified architect has been vetted and selected, the community will be notified and the design process will begin.

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.

7. 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:

August:

Hillside Drive
871 to 891

Vera Crest
All homes

September:

Hillside Drive
895 to 931

Holly Glen Drive
911 to 960

8. Street Sweeping Every Wednesday

The use of 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 may plan to 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](#).



9. Projects That Need Advanced Approval

Most projects need approval before work can begin. A completed application should be submitted to Seabreeze for review no less than thirty days before the anticipated project start date. The process includes neighbor awareness and requires the collection of 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 next item for details)



To request permission for your project, submit an Architectural Improvement Request Form to Chantal Lara at Seabreeze Management (chantal.gonzalez@seabreezemgmt.com). The form can be found at BixbyHillHOA.com. Work hours are defined in the construction rules

and homeowners are responsible for contractor compliance. Homeowners should provide a copy of the rules to their vendors and require them to move their vehicles on Wednesdays for street sweeping. Owners who need assistance completing the application form may [submit a request](#).

10. Safe and Successful Estate Sale Process

The estate sale process requires advanced approval. To request an estate sale at your property, please provide the following information to Andrea.Thrower@seabreezemgmt.com (CC: melindaf@adventuresinlearning.com and john.kleinpeter@charter.net) at least two weeks prior to the event:

- Homeowner's Name
- Bixby Hill Property Address
- Contact Phone Number
- Day(s) of the event
- Time(s) of the event (considering allowed work hours, holidays, or holiday weekends)
- Name and contact information of your Estate Sales Company

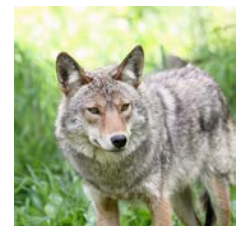
At least 48 hours before your estate sale, create an "Event" in Proptia and add your estate sale guests. Full details are available on our [website](#). Once these steps are completed and the sale is authorized, guards will be notified to allow only those names on the guest list to enter the community.

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 the use of 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 prior to moving day. Guards cannot authorize the unscheduled entry of movers or moves outside of these timeframes.

12. Coyote Awareness

Typically, coyotes are more active in the spring and early summer when caring for their young and searching for food and water. Coyotes naturally fear humans but may become less apprehensive if given easy access to human food and garbage. Visit BixbyHillHOA.com for more information about coyotes and responsibly managing wildlife.



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 there may be children, pets, and other hazards 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 not only ensure our safety but also the safety of pedestrians and other drivers.

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

14. Upcoming Events at the Rancho

- *Summer Concert:* Rancho Los Alamitos is opening its grounds after hours for a relaxing summer evening on Sunday, August 6th. Grab low lawn chairs and a picnic, and enjoy a night with family and friends amid the Rancho's lush historic grounds. Doors open at 4:30 PM, and the event will end at 7:00 PM. [RSVPs to the Rancho are highly encouraged.](#)
- *Bixby Hill Party:* Save the date for a community event on Sunday, September 17.
- *Rancho Walk:* The annual event is scheduled to take place on Saturday, September 23. Visit the [Rancho Los Alamitos website](#) for more information.

15. 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). Member verification is permitted. When speaking at a meeting, please identify yourself with your name and address.



16. 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 important 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 and then make sure we have your cell phone in our messaging system by submitting [this form](#).

17. 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. 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.

18. Responsible Pet Ownership

Please clean up after your pets. The City of Long Beach requires pets to be on [leashes](#), including private property that is open or accessible. Avoid leaving pet food outdoors that will attract unwanted wildlife such as coyotes or racoons. Dog noise is prohibited by Long Beach Municipal Code [\(LBMC 6.16.110\)](#).



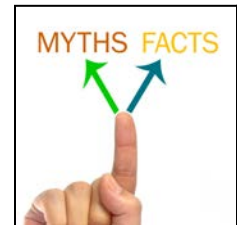
19. Upcoming Community Maintenance

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.

20. Unsolicited Emails

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.



21. Help Spread the Truth

Share the newsletter with your neighbors. Ask them to sign up for the newsletter with the [Homeowner Feedback Form](#). We sometimes repeat content to inform residents who may not read the newsletter each month. For access to prior *Community Updates*, visit the *Resources* menu at [BixbyHillHOA.com](#).

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

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