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Bixby Hill Community Association

From the Board of Directors

June 2023

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

This update contains information on 24 topics.

1. Complete Proptia Registration

We kindly remind all residents of the importance of accurately entering their vehicle information in *Proptia*, our new access control system that will soon be fully implemented. This step is crucial to expedite the transition process. We are experiencing delays due to some residents who still need to add their vehicle information to their Proptia account or those who provided names other than the property owners (such as the child of an owner living in the same household). To ensure the highest level of security, our management team manually verifies information for the accounts in question.

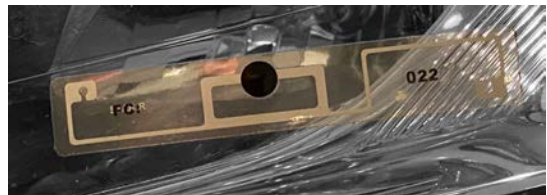
Residents are expected to create new guest and vendor lists in Proptia. The old system will be discontinued, and its content will not transfer to Proptia. Residents may also call the gate when expecting a visitor, but a verbal confirmation code will soon be required for verification. The new confirmation 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 submit a request for 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 may also contact their property manager.

2. Transponder Distribution Events Concluded

The last of five transponder exchange events were completed on Saturday, June 24. Over 700 cars received new transponders during the three-week distribution period. Residents without a new transponder must call and schedule an appointment with the Post Commander. All new transponders must be installed by noon on **Tuesday, July 11, 2023**.

The readers at the gate are currently processing the old transponders, and the switch to *Proptia* will coincide with the shutdown of the old software. After the switch occurs, old



transponders will no longer be active, and a new transponder that is registered in *Proptia* will be required for automated entry through the resident lane at the guardhouse. Townhome and apartment residents may contact Seabreeze for assistance until Friday, July 7, 2023, and may contact their respective property managers after July 7.

3. Thank You to our Volunteers

We extend a warm and heartfelt thank you to the dedicated volunteers who generously offered their time and support during our transponder exchange events. Their selflessness and commitment helped toward a seamless, upcoming transition for our community. Residents expressed their appreciation for the friendly assistance and expertise provided by our volunteers, who played a vital role in preparing for our upgraded access system. We are grateful for their contributions and look forward to publicly acknowledging their efforts at an upcoming board meeting. Together, we make our community a better place to call home.

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. Upcoming Holidays - No Contractors

July:	Independence Day	Tuesday	July 4th, 2023
September:	Labor Day	Monday	September 4th, 2023

6. 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 community's best interests to volunteer and contribute their time and talents.

7. Fact-Checking

A series of false and misleading emails continue to be circulated in the community, and although all content in the emails can be easily discredited, a few of the more delusionally erroneous statements are debunked as follows:

- a. **Old vs. New Software:** The old software has been obsolete for more than two years, is no longer serviced by its developer, and is computer-based (housed on a local device). When the software expired, a prior board did not upgrade to a safer and more reliable cloud-based platform. Keeping the old system left the guardhouse vulnerable to system failure with no backup or technical support. In response, a recent board selected an industry leader in cloud-based service that provides technical support and an off-site backup system as well as many new security and convenience features. *Proptia* is the new system that is currently in transition.
- b. **Records vs. Permits:** As stated at the June 12, 2023, board meeting in the Common Area Maintenance Committee Report and in previous disclosures, despite a delay in the “records request” at the City of Long Beach, the board and Design Build Associates (DBA) are moving forward with its efforts to reconstruct the guardhouse. A “records request” is not to be confused with a “permit request” that occurs only after new construction plans are submitted to the City. DBA is seeking “records” of prior improvement plans from the City because they would be useful to architects and engineers in developing new construction plans. Requests for proposals from Architects and Engineers have been circulated and DBA is interviewing professionals to provide these services. After new construction plans are complete, they will be filed with the City in pursuit of construction permits. Only then will a “permit request” be on file with the City.
- c. **Budget vs. Reserves:** Funds from the guardhouse insurer are stored safely in a reserve account. The purpose of reserve accounts is to hold funds to repair and replace specific common area components such as streets, sidewalks, and the guardhouse, to name a few. Reserve funds do not appear in the operating budget; thus, the funds from the guardhouse insurer are not visible in the recently circulated budget projections for the next fiscal year. The budget is a planning tool used to determine the annual assessment amount and is not an accounting of specific funds held in reserve accounts.

The board has no authority to stop the circulation of anonymous emails to members regardless of how egregious, malicious, or confused they may be.

We value open communication within our community and believe that every member has the right to express their thoughts and concerns. However, 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, including [the author of the emails](#), to take advantage of this opportunity to engage in constructive dialogue and seek clarity on any issues they may have.

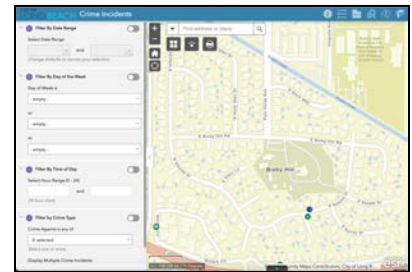
By attending board meetings, the appropriate parties can hear your voice and your concerns can be addressed promptly and effectively. A board meeting is a legal and proper time and place to share your thoughts, ask questions, and contribute to the decision-making process that affects our community as a whole.

8. Recent Burglary

A recent burglary in Bixby Hill is under investigation by the Long Beach Police Department (LBPD). All BHCA information, including its camera surveillance records, is available to LBPD. In consultation with our Post Commander, the Board has confirmed that there was no breakdown in the community access control system and no errors from guard staff. The victims have requested privacy regarding the release of other personal information. The Board encourages members to connect with their neighbors for shared awareness and report any suspicious activity to LBPD, and if so inclined, to consider installing security devices such as doorbells with video cameras or monitored alarm systems to enhance your security.

9. A Safe Haven with Low Crime Rates

Our community has consistently demonstrated low crime rates, making it an ideal place to call home. The Long Beach Police Department has recently introduced a new interactive [Crime Incident Mapping Application](#). This tool provides easy-to-use features to search and query crimes with access to real-time data. With just a few clicks, anyone can explore crime incidents in Long Beach, track trends, and access comprehensive information on reported crimes. We encourage you to utilize this tool and stay informed about the exceptionally low incidence of crime within Bixby Hill. Together, we can continue to foster a safe and peaceful neighborhood where everyone can thrive.



10. Monthly Allied Security Report

The most recent Post Commander report shows no incidents on the common area property within the previous month. The report notes that a transient individual outside the community was deterred from entering. A second, off-site, issue involving a transient individual was observed by the guard staff and handled by other authorities, including CSULB Police.



11. Increased Guard Funding Approved

An additional day-shift guard has been added. This allows the Post Commander to provide more comprehensive supervision and training for the other guards, thus improving the quality of guard services and enhancing community safety. Changes in guard staff are not uncommon in the industry, and although we have experienced long-term service from some contracted personnel, others are more transient. The transient nature of guard staffing prompts additional supervision and training as part of the Post Commander's responsibilities.

12. Dangerous Rumors About Guards

Spreading rumors about our guards is counterproductive to safety and security efforts. The board encourages members to speak directly with management regarding their concerns rather than disseminating them indiscriminately. Our community continues to have roving patrols with Allied Universal Security (pictured). There have been no board-initiated changes in the certification status of our guards.



13. New Reserve Study Draft

[Association Reserves](#) has been retained to prepare a complete reserve study for the community with the knowledge of the existing conditions and future needs. Association Reserves has provided a study that is under review. The required content of the study was shared in the recent budget mailing. The study provides an up-to-date projection of the costs to repair or replace major common area components and is a planning tool to guide the necessary accumulation of funds and timing of expenditures.



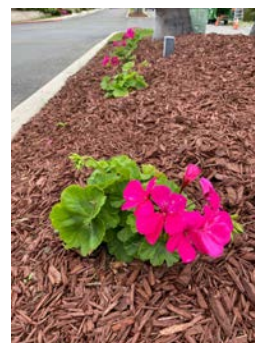
14. Guardhouse Repair

The board has elected to narrow the possible options regarding the guardhouse reconstruction. One option was to temporarily repair the damaged portion of the roof while plans for a modified guardhouse could be developed. Design Build Associates solicited estimates for this option; however, due to the high cost, the board has elected to remove this option from consideration. The board has requested that 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. The board is also interested in solar energy options that 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.

15. Improvements to Palo Verde Median

Some short-term renovations are in progress in the Palo Verde Median. Additional work is underway to address weeds and spotting in turf areas. We ask residents to refrain from using the turf areas for pets due to unsightly damage and costly maintenance. As part of the ongoing master planning effort with Design Build Associates, we anticipate future renovations and enhancements for the median.



16. 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:

July:

Bixby Hill Road
6300 to 6391

Hillside Drive
851 to 870

Holly Glen Drive
861

August:

Hillside Drive
871 to 890

Vera Crest Drive
All homes

17. Projects That Need Advanced Approval

- Exterior remodeling or landscaping
- Delivery of equipment or materials
- Portable toilets
- Storage pods
- Dumpsters
- Estate Sales (see item 21 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](#) that have been in place for many years, and homeowners are responsible for contractor compliance. Homeowners should provide a copy of the rules to their vendors.

18. Street Parking

Only homeowners who live beyond Bouton Creek, their authorized guests, and Rancho guests who park in designated parking spaces can park beyond Bouton Creek bridge. All other vehicles (such as those operated by townhome owners, apartment residents, and their guests) will be subject to ticketing and towing if parked beyond the bridge. Property owners should monitor and report all parking violations to the guard staff.



19. 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.

20. 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.



21. Safe and Successful Estate Sale Process

We have established guidelines and protocols for homeowners. 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):

- Homeowner's Name
- Bixby Hill Property Address
- Contact Phone Number
- Day(s) of the event
- Time(s) of the event (taking into consideration 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](#).

22. Attend, Connect, and Volunteer!

Discover the joy of community engagement as an active and connected resident in a thriving and safe neighborhood. Attend our upcoming meetings and events to stay informed, exchange ideas, and collectively shape the future of our community. Plus, explore exciting volunteer opportunities that align with your interests and make a lasting impact. Embrace the chance to connect with your neighbors, contribute to our vibrant community, and support a place we're all proud to call home by visiting our [website](#) and volunteering today.

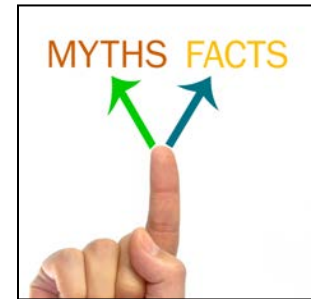


23. Upcoming Summer Concert at the Rancho

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.](#)

24. Help Spread the Truth

We encourage members to avoid participating in the spread of destructive rumors and connect directly with the Board or Seabreeze Management for complete and truthful information. Help us spread the truth by sharing the newsletter with your neighbors. They can sign up to receive the newsletter by submitting their email through the [Homeowner Feedback Form](#). We sometimes repeat topics to inform residents who may not read the newsletter each month. For access to prior *Community Updates*, visit the *Resources* menu at [BixbyHillHOA.com](#). We appreciate your support and cooperation in maintaining a respectful and informed environment.



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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