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## *Bixby Hill Community Association*

From the Board of Directors

### **March 2024**

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

This update contains information on 16 topics.

#### **1. April 8 Board Meeting**

The April 8 Board Meeting will be held at Rancho Los Alamitos, with a general session beginning at 6:30 PM. Management will provide a Zoom link for verified members to participate.

#### **2. Guardhouse Update**

Our team recently conducted a comprehensive review of the latest iteration of the guardhouse design, ensuring it aligns with our community's needs. Furthermore, we held a productive progress and design review meeting with our architect, discussing critical aspects of the project and addressing any necessary adjustments. Looking ahead, our project manager, architect, and California Gate will convene to review equipment and utility diagrams related to the resident entrance gate arm and pedestrian gate options. This discussion will inform decisions regarding building column and component locations, ensuring optimal functionality and efficiency for our community. Stay tuned for more updates as we continue to make progress on this important project!

#### **3. Electricity Usage and LED Street Lighting in Bixby Hill**

Since installing high-efficiency LED street lighting, we've been working on comparing our electricity usage post-installation. According to Southern California Edison, Bixby Hill is charged based on a contracted kilowatt rate rather than individual meters, resulting in a flat rate that only changes upon contract renewal. However, locating the contract and obtaining renewal information has proven challenging. The SCE representative has escalated the issue to their planning department, which may take up to one month to respond. Once located, the planning department should provide the renewal date and the new flat rate charges based on the LED lamp information provided by our management. Changes in monthly costs will be reflected once this contract information is updated. Maintenance and repairs for the poles by SCE have also been confirmed, allowing for adjustments in the reserve study figures.



#### 4. Storage, Project, or Trash Containers

Using storage or trash containers outside approved projects is prohibited. Only one container is allowed and must not be on the street. Homeowners must receive project approval before any deliveries can take place. Gate staff will be notified and will only provide access to pre-approved deliveries. Under no circumstances should large bins or containers be left at the site longer than necessary during renovation or remodeling.



#### 5. Navigating Home Improvements: Guidelines and Application Process

Homeowners are reminded that any remodeling or exterior alterations affecting the appearance of their homes, including but not limited to repainting in the same color, changes in color, roofing, or landscaping, require approval from the Architectural Committee before commencing any work. This includes projects requiring City building permits, which must also obtain approval from the Architectural Committee before submission of plans to the City of Long Beach Building and Safety Department. The Bixby Hill Architectural and Landscaping Guidelines and the Approval Application Request Form are available on our [www.BixbyHillHOA.com](http://www.BixbyHillHOA.com) website under the Resources tab.

An important component of any home improvement proposal is neighbor awareness. The applicant is responsible for informing their immediate neighbors and acquiring their signatures indicating they have been informed. The signature is not an indication of approval. When submitting the application, ensure it includes detailed information such as samples, material specifications, manufacturer details, color descriptions, and paint brand and name/number. Completed applications and copies of proposed improvement plans should be submitted at least 30 days in advance to the Bixby Hill Community Association's Architectural Committee via Seabreeze Management Company.

For electronic submissions, merge all pages into a single PDF file and email to [chantal.lara@seabreezemgmt.com](mailto:chantal.lara@seabreezemgmt.com). Providing clear and comprehensive details is crucial to ensure the application review process is completed on time. Complete applications will be processed within 30 days of receipt, while incomplete applications will be returned.

#### 6. Keeping Sidewalks Clear of Overgrown Vegetation

Please remember to keep sidewalks clear by trimming back landscaping to avoid obstructions and safety hazards. Overgrown plants, trees, and shrubs can encroach upon sidewalks, posing difficulties for pedestrians. Your cooperation in maintaining clear pathways is essential to ensuring a safe and accessible community for all. By regularly trimming back vegetation, we can prevent sidewalk blockages and create a more welcoming environment. If you have any questions or concerns, please reach out to the HOA board via the [online feedback form](#) or contact management. Thank you for your attention to this matter, and let's work together to keep our sidewalks safe and accessible for everyone.



## 7. Preventing Hazards: The Importance of Pulling Forward in Your Driveway

A friendly reminder about the importance of pulling all the way forward when parking in your driveway. This simple action ensures the common area sidewalk remains completely clear, promoting pedestrian safety. Blocking the sidewalk poses a hazard and does not comply with [California vehicle code section 22500 \(f\)](#). It forces pedestrians onto the road, increasing the risk of accidents. If your vehicle does not fit entirely in your driveway, consider utilizing your garage or street parking. Remember that cars parked on the street must be moved within 72 hours and always removed for street sweeping on Wednesdays. Your cooperation in maintaining a safe and accessible community is greatly appreciated.

## 8. Insurance Companies Using Drones for Home Inspections

We want to bring to your attention an increasingly popular practice implemented by insurance companies that may affect your homeowner's insurance policies. Some insurers have begun using drones to inspect homes, particularly for claims and property assessments.



Recently, a homeowner in our community reported receiving a notice from their insurer requiring roof repairs based on a drone inspection. This is just one example of how insurers utilize this technology to assess property conditions.

In another instance, a California homeowner had their insurance dropped despite being a customer for 15 years without any claims. The decision was based on photos taken by a drone over the property, which the homeowner was not allowed to see. Read the full news report [here](#).

This raises concerns about privacy and transparency. Homeowners may feel their privacy is being intruded upon, especially when they cannot access the drone photos. Additionally, there may be challenges in reinstating policies if issues are identified based on these inspections.

As your homeowner's association, we advise you to stay informed about any changes or practices your insurance company implements. If you have any concerns or questions about how this may affect you, we encourage you to contact your insurance provider directly. The HOA has no authority to prevent using drones for this insurance inspection.

## 9. City of Long Beach Trash Collection: Important Information for Residents

Due to staffing shortages, illness, and injuries, the City of Long Beach Department of Public Works is experiencing challenges with trash collection services. Residents are advised to leave their refuse carts or bins out for service if they are not collected on the regularly scheduled day. Every effort will be made to collect carts on the following service day. If collection does not occur the following day, residents may call 562.570.2876, and a collection will be scheduled. These occasional delays may sometimes conflict with our regularly

scheduled street sweeping. Your patience and cooperation during this time are greatly appreciated as the city works to address these challenges and maintain essential services.

## 10. 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 *exterior and front yards* visible 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:*

### ***April:***

#### **Rancho Drive**

711 to 771 and 801

#### **Double Tree Lane**

All homes

#### **Surrey Drive**

Even numbers 6450 to 6484

### ***May:***

#### **Lariat Circle, Peppertree Lane, Rochelle Lane**

All homes

#### **Rancho Drive**

701 to 706

#### **Hillside Drive**

721 to 751

## 11. Allied Security Report

- A trespasser was reported near a residence, stealing a food delivery from a front porch. The individual was chased out of the community by a resident.
- Warnings were issued to an apartment resident and their guests regarding ongoing illegal parking, with future violations resulting in guests parking outside the community, as per community management.
- Street sweeping clarification: Vehicles parked in front of the apartments need not be ticketed during weekly street sweeping, as the apartment's maintenance team cleans the street alongside the apartments Monday through Friday.
- Complaints of disruptive behavior by minors (Ding Dong Ditch) traced to a children's birthday party. The residents addressed the issue.
- Concerns about homeless entry due to personal items stored in the apartment's parking garage have been raised. Items partly removed by management, with ongoing monitoring.
- Exit gate arm issues were reported and addressed, though potential recurring problems due to arm length were noted. Collaboration with management is ongoing to develop future solutions.



## 12. Studebaker Road Complete Streets Project Meeting

Despite light rain, more than fifty people filled the El Dorado Park Community Center to hear an overview of the upcoming Studebaker Road improvement project. They learned that the construction of the \$50+ million project that extends from Carson Street to 2nd Street is scheduled to commence in November 2024. Improvements will include multi-modal enhancements such as upgraded traffic signals, fiber optic communication, pavement resurfacing and repair, ADA-compliant paths of travel, protected intersection treatments, curb-protected bikeways, street beautification, and new landscaping elements. You can view the City of Long Beach presentation from the meeting at this [link](#).

## 13. 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. 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.

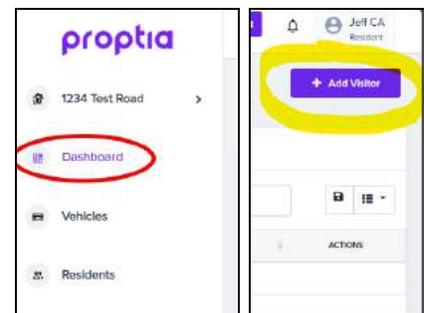
## 14. Respect for Guards

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, use inappropriate language to gain or hasten community access, or for unauthorized construction-related deliveries such as storage pods, dumpsters, or portable toilets. 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. Construction projects must be pre-authorized.

## 15. 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.

## 16. 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 sign up for our monthly newsletters by submitting their email address on the [Homeowner Feedback Form](#).

Please email us at [andrea.thrower@seabreezemgmt.com](mailto:andrea.thrower@seabreezemgmt.com), 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  
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