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Bixby Hill Community Association

From the Board of Directors

November/December 2023

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

This update contains information on 23 topics.

Happy Holidays from the Board of Directors

The board extends their heartfelt greetings to you and yours for a wonderful holiday season. May your gatherings and celebrations be filled with peace, love, and joy.



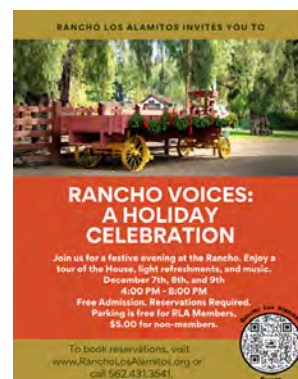
1. "Happy Holiday" Community Event

The second annual "Happy Holiday" community event is scheduled for Saturday, December 9, from 6:00 to 8:00 PM at the Bridle Circle cul-de-sac. Visit and enjoy hot cocoa and cookies (please bring a plate of your favorite cookies to share). The Long Beach Fire Department will deliver Santa on their fire truck at 6:30 PM. He will visit with the children and pose for photos. Our neighborhood will be supporting the LBFD Toy Drive again this year. If you would like to participate, please bring unwrapped toys for the younger children or gift cards from Walmart and/or Target for the older children. This event is organized and hosted by the BHCA Social Committee.



2. Rancho Los Alamitos Annual Open House

Rancho Los Alamitos is hosting its annual Open House event Thursday, December 7 through Saturday, December 9, from 4:00 to 8:00 PM, and the community is invited! This multi-evening event is by reservation only with assigned arrival times. Bixby Hill residents who do not intend to park at the Rancho should make reservations by emailing info@rancholosalamitos.org or calling 562-431-3541. Register [here](#) for this free and festive event if you will be parking at the Rancho.



3. Street Maintenance Postponed

The vendor canceled the slurry seal project due to a temperature downturn and a chance of rain. The project is expected to be rescheduled for late spring or summer in 2024 but can only be completed if weather permits on the specific days of installation. There is always a chance of cancellation, regardless of the selected dates. The community will be notified when new dates are confirmed. We understand that such large and complex projects can interfere with normal routines, and we work diligently to provide regular communication with members. We regret any inconvenience that a schedule change may cause.

4. New Law Restricts Water Use

A number of new laws were passed by the California legislature in 2023 that can impact homeowners associations. One of these new laws, [AB 1572](#), prohibits potable water to irrigate nonfunctional turf, defined as turf enclosed to permanently preclude human access for recreation, and turf in street rights-of-way and parking lots. The law is expected to begin on January 1, 2029, and may apply to the turf within the Palo Verde median landscape.



5. Board Officers Elected

On November 13, 2023, board members elected the following officers: *President* — Melinda Frizzell; *Vice President* — John Kleinpeter; *Secretary* — Becky Omel; and *Treasurer* — Joe Souza. Tim Catlin, Gregory Judd, and Dan Slater will serve as *Members at Large*.

6. 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](#).

7. Access Control and Proptia Transition: Your Feedback Matters!

Letting us know about access control issues for your household is highly appreciated, especially during this transitional phase with Proptia and the ongoing training of our Allied team. Please keep in mind that we have some residents facing challenges with Proptia due to inability or refusal to participate, while others are still getting accustomed to it. Despite the learning curve for everyone, Proptia has proven an effective security enhancement.

Please use the [Homeowner Feedback Form](#) to report any issues; rest assured, the board will address concerns with management, the Safety and Security Committee, our Post Commander, Irwin, and his supervisor. Working as a gate attendant is not as easy as it may seem and is often thankless. Striking the right balance between security measures and resident needs is a challenge. Your patience and understanding during this transition are highly appreciated.

Your constructive feedback greatly aids us in making improvements. Thanks for your thoughtful input as we continue working together to enhance our community.

8. Transponder Required for Residents' Lane

Residents who wish to receive a transponder must have a Proptia account. If you cannot set up a Proptia account, please contact our property manager, [Andrea Thrower](#).

Taking responsibility for your Proptia account helps create a safer, more efficient, and welcoming community for all residents, guests, and vendors. The seamless operation of our access control system requires everyone's cooperation. Specifically, when adding your authorized guests or vendors in Proptia, it is crucial that residents provide their full names or complete vendor names and, optionally, license plate numbers for the following reasons:

- **Improved Security:** Including full names (and license plate numbers if available) helps gate attendants verify your visitors' identity, enhancing our community's security.
- **Efficiency:** Complete and accurate information in Proptia streamlines the entry process, allowing your guests and vendors quicker access to the community and reducing wait times at the gatehouse.
- **Smoother Operations:** Your cooperation contributes to the proper functioning of our community's access control, making daily life more convenient for all residents.

Your diligence in the use of Proptia benefits everyone. To guide you through the setup process, refer to the following video tutorials:

- [Getting Started with Your Proptia Account](#)
- [Resident Visitor List Tutorial](#)

If you need more information or personalized support, please reach out to management.

9. 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](#).

10. Upcoming Holidays - No Contractors

<i>December:</i>	Christmas Day	Monday	December 25, 2023
<i>January:</i>	New Year's Day	Monday	January 1, 2024
	Martin Luther King Jr. Day	Monday	January 15, 2024
<i>February:</i>	President's Day	Monday	February 19, 2024

11. Illegal Street Parking

Only homeowners who live south of Bouton Creek, their authorized guests, and Rancho guests who park in designated spaces may park vehicles south of Bouton Creek bridge. They must display a valid guest pass on the dashboard, or the vehicle must be registered in Proptia with a transponder *and* Bixby Hill decal installed. All other vehicles operated by townhome or apartment residents and their guests are subject to ticketing and towing if parked south of the bridge. Repeat offenders can also be denied access to the community. Our Seabreeze property manager is working with the managers of the apartments and townhomes to facilitate guest compliance.



There is designated parking for the apartments and townhomes north of Bouton Creek. There is designated parking for Rancho Los Alamitos on the south side of Bixby Hill Road and within the Rancho grounds. All other street parking within the BHCA common area is open for any authorized resident or their authorized guests. Residents may not block or attempt to prohibit other authorized residents or guests from parking in front of their homes. BHCA control of the streets within Bixby Hill is authorized in part by an [easement](#).

With few exceptions, California Vehicle Code (CVC [22500](#)) prohibits vehicles in front of driveways, "A person shall not stop, park, or leave standing any vehicle, whether attended or unattended...in front of a public or private driveway..." CVC also allows immediate ticketing and towing of a vehicle blocking a driveway. Property owners may contact the non-emergency number for the Long Beach Police Department at (562) 435-6711 to request assistance for ticketing or towing.

To expedite a response from Allied Security, property owners should monitor and report the license plate number for all parking violations to the guard staff and [management](#). The guard on duty will attempt to locate the owner of the vehicle by telephone to have it moved and report it to a patrol officer for possible citation or towing. If you have a concern about a guard at any time, contact our property manager, [Andrea Thrower](#).

12. Respectful and Constructive Communication

We encourage open communication within our community and believe that every verified member has the right to express their thoughts and concerns regarding the association's business. When addressing community issues, please consider using respectful and constructive communication, and remember that many members might not be fully aware of the rules and the board's authority. You can contribute positively by volunteering your time and attending board meetings to suggest improvements for the community. Board meetings provide a legal and appropriate platform to share your thoughts, ask questions, and contribute to our decision-making process. In the interest of community privacy and safety, the board is not obligated to address questions or comments from anonymous sources.

13. Monthly Allied Security Report

- In the previous month, our community recorded over 60 parking violations. To maintain a harmonious living environment, it's essential to take these violations seriously. Each instance is electronically tracked by our management, Post Commander, and the Safety and Security Committee, emphasizing the importance of compliance and enforcement.
- Reminders from our Post Commander: Only residents with transponders are authorized to use the resident entry lane. With the exception of emergency medical and other first responders, ***all*** other vehicles, including residents without transponders, must utilize the guest entry lane and obtain a printed visitor pass. Your patience and cooperation are appreciated as our Allied team manages the flow of individuals through the guest lane. Registering your vehicle in Proptia, applying for a transponder and decal, as well as proactively setting up your guests in Proptia will expedite this process, making it smoother for everyone involved.
- On November 1, a pedestrian trespasser was seen on Bixby Hill Road and Palo Verde Ave. The point of entry is unclear; however, after a review of security records, the individual may have entered the community through an unmonitored location in Bixby Hill Gardens.



14. Progress on the Guardhouse

Although it has been nearly three long and frustrating years since the guardhouse was significantly damaged in February 2021, progress continues to be made on its restoration and other improvements to the entry plaza and access control system. A series of recent meetings between the architect and the City of Long Beach have been productive, clearing some of the early hurdles in the design process. After a recent meeting with a representative from the Long Beach Fire Department, the City has requested a pre-development meeting with the architect to address several design questions related to property lines and setback constraints. After these initial inquiries have been addressed, the architect can start drafting preliminary concept designs. When the renderings of final concepts are completed, the architect is expected to provide an onsite town hall meeting for community awareness and feedback on the project.



California Gate, the primary vendor that manages the access control system, is expected to facilitate the transition of equipment during construction. This allows California Gate to work with the architect during the redevelopment process as it relates to design and space use requirements for the CCTV system.

15. Next Board Meeting in 2024

The next general board meeting is scheduled for Monday, January 11, 2024 at the Rancho Los Alamitos. When available, verified members may also join the open session via Zoom. Watch for an email from Seabreeze for more information.

16. New LED Street Light Bulbs Installed

The outdated bulbs in the Bixby Hill street lights have been replaced with energy-efficient LED bulbs. The community is expected to benefit from a reduction in energy and maintenance costs. The project also included the replacement of all photo sensors that activate the lights during darkness.



17. Street Sweeping Time Frame

Although the community has been repeatedly informed that the street sweeper should arrive between 10 AM and 12 PM on Wednesdays, occasionally, the vendor arrives outside of this time frame. This occurred recently when the vendor arrived early to complete the job prior to anticipated rain that occurred the same morning. The vendor's decision to arrive early was unannounced. On another recent occasion, after heavy winds, the vendor arrived late due to a large amount of debris in a community they service prior to Bixby Hill. The debris caused excess work in the other community and an unannounced delay in arrival at our community. This week, the sweeper broke down in the community which impacted our service.

In spite of these occasional irregularities in times of service, vendors, and guests are required to move their vehicles during street sweeping. Homeowners are responsible for guest and vendor compliance, and their vendors may lose access privileges during regularly scheduled street sweeping hours, which occurs on Wednesdays between 10 AM and 12 PM (days and times are subject to change). Please remember to move your vehicles to allow for the complete cleaning of all streets.

To receive the weekly reminder and other alerts, make sure we have your cell phone in our messaging system by submitting [this form](#). To opt into the community alerts by text, text the word "ALERT" to 22300 or visit www.OneCallNow.com/TextAlerts (text charges may apply).

18. 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.

19. Upcoming Property Inspections

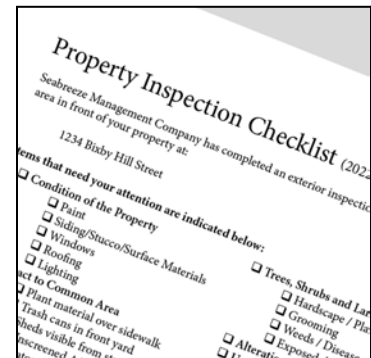
As defined in the BHCA governing documents, homeowners are expected to maintain the exterior of their homes, and the association is required to inspect properties for compliance. Homeowner property inspections include the visible *exterior and front yards* when viewed from the common area. Therefore,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

January 2024:

870 to 896 Palo Verde (even numbers only)
All homes on Shire Way
6401 to 6431 Bixby Hill Road

February 2024:

6441 to 6499 Bixby Hill Road
825, 835, 845, and 860 to 881 Rancho Drive



20. Safe Driving Habits

As members of a community, we all share the responsibility for the safety and well-being of our neighbors. This includes practicing safe driving habits within our neighborhood. Please use extra caution and care when driving through the community, as children, pets, and other hazards may be present. Intersections are one of the most common places for accidents, making it essential to come to a complete STOP even when no traffic is present. By doing so, we contribute to the safety of pedestrians and 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.

21. 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 “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 occurred.” 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 or call (310) 477-6565.

22. Stay Connected: Sign Up for Website News and Updates

This is another way to stay informed and avoid missing out on important news and updates. Sign up with your email address at <https://bixbyhillhoa.com> to receive the latest website posts directly to your inbox. By subscribing to website updates and phone alerts, you ensure you're always in tune with community happenings, upcoming events, and important announcements. Don't miss a beat – join our mailing list today and be part of the informed and engaged Bixby Hill community.

23. 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. You can submit comments in writing anytime using the [Homeowner Feedback Form](#). Scan the QR code available at the back of the meeting room with your phone to access this form during the meeting.

In adherence to California's Open Meeting Act (Civil Code §1363.05), it is important to note that our discussions within the HOA meetings are bound by the agenda. This means no actions or decisions can be made on issues not explicitly outlined in the meeting agenda. This ensures transparency, fairness, and compliance with legal regulations. We appreciate your understanding and cooperation as we work together to maintain a structured and lawful decision-making process for the benefit of our community.

Please contact us via 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
President Vice President Secretary Treasurer Members at Large

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