



From the Board of Directors

## **October 2023**

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

This update contains information on 22 topics.

### **1. Street Maintenance November 27 - December 1**

It's time for a routine slurry seal coating of the community streets. A paving contractor is scheduled to install the coating in three phases if weather permits on Monday, November 27; Thursday, November 30; and Friday, December 1 ([see zone map](#)). Applying a slurry seal to community streets requires that no vehicles be parked in each zone on the day of installation and prohibits driving over the seal between 7:00 AM and 5:00 PM. Residents are asked to temporarily relocate their vehicles outside their maintenance zone prior to 7:00 AM on installation day. Vehicles left on the street on an installation day are subject to towing at the owner's expense. Residents are asked to notify their vendors (such as gardeners), personal delivery services (such as DoorDash), and potential guests to reschedule services, deliveries, or visits to other days. On the days when an address is not in a maintenance zone, residents are asked to park their vehicles in their garages and driveways to leave the street parking open for their neighbors who cannot park in their own driveway or garage. A large number of vehicles will need access to street parking on installation days. Residents and their pets should not walk on the new seal coat until after 5:00 PM.

Watch for a postal mailing from Seabreeze and temporary notices posted in each zone. This is a large and complex project that requires patience, cooperation, and courtesy for the benefit of every resident. Please use caution when entering and exiting the community, as traffic flows will be altered on installation days.

### **2. New Road Striping Proposal**

The Safety and Security Committee is currently reviewing community street striping for replacement after the upcoming slurry seal coating. Residents have shared concerns about safe driving in the community, and the Committee is considering improvements such as additional striping, reflective glass beads embedded in the paint, and road reflectors in some locations to improve safety and encourage compliance with posted traffic signs. Residents are invited to share any comments using the [Homeowner Feedback Form](#).

### 3. Parking and Access Reminder

To ensure the smooth flow of traffic, the safety of our guard staff, and enhanced security in our neighborhood, please adhere to these important policies:

- **Parking on the Street:** Vehicles parked on the street 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.
- **Transponders and decals:** For resident vehicles without a transponder or decal who wish to use the resident entry lane or park on the street, please contact our dedicated Post Commander, Irwin, to schedule the installation of these essential security features.
- **Using the Guest Lane:** If your vehicle does not have a transponder, please use the guest lane when entering the community.

### 4. Register Your Proptia Account, Guests and Vendors

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 our gate attendants to properly verify the identity of your visitors, enhancing the security of our community.
- **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 directly 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 our management team.

### 5. New Security Cameras and Software

Over the years, a collection of security cameras has been purchased, and many of them have become obsolete. A recent inventory of security equipment led the board to purchase newer, higher-quality cameras. Our new post commander has confirmed that the new Proptia access control software is more efficient, resulting in reduced time to process and print passes.



## 6. Advocating for Our Neighborhood

The board is actively engaged in the ongoing developments in Long Beach that may impact our community and has taken the opportunity to provide valuable feedback on the California State University, Long Beach (CSULB) Master Plan Update - Draft Environmental Impact Report (EIR). This involvement underscores our commitment to safeguarding the well-being and interests of our residents. We encourage all community members to review the document posted on our website [HERE](#) to see the comments, questions, and objections that were submitted to the public process. We value your continued support as we work towards a thriving and harmonious neighborhood.

## 7. 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. 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 their guests from parking in front of their homes. BHCA control of the streets within Bixby Hill is authorized in part by [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 at any time you have a concern about a guard, contact our property manager, [Andrea Thrower](#).

## 8. Monthly Allied Security Report

The most recent report identified a burglarized vehicle within Bixby Gardens and the theft of an item of clothing. The Long Beach Police Department documented the incident. The guardhouse now has a Lost and Found service. Residents are encouraged to drop off any articles found in the common areas or call the guardhouse when looking for a lost item.



## 9. 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.

## 10. Progress on the Guardhouse

On October 5, members of the Board of Directors completed a site visit with Design Build Associates and Architect Phillip Budovec of KPI Architecture and Planning. The architect has received all of the documentation that has been generated for the redevelopment of the guardhouse and entry plaza. On October 24, another meeting took place between the directors, the architect, the project manager, and the City of Long Beach staff to facilitate communication about the city's future plans for the Palo Verde/Anaheim intersection and any potential impacts from the construction of a CSULB housing project near State University Drive. Consultation between the architect and the city fire marshal is also part of the process regarding required clearances for emergency vehicles. The general scope of the guardhouse redevelopment project is to address a site analysis and prioritize the following primary goals (not in any order):



- A. Concealed security and communication equipment system.
- B. Integrated solar energy collection and battery storage system to offset utility costs and provide emergency backup power.
- C. Provide a roof design for weather protection for the guard office window and counter.
- D. Provide a concealed HVAC system.
- E. Design a support structure that is out of the vehicular path of travel.
- F. Safety improvements for vehicular and projectile impact resistance.
- G. Improvements to lighting.

KPI is also expected to provide an onsite town hall meeting to share renderings of concepts for community awareness and feedback on the project.

## 11. Board Members Seated by Acclamation

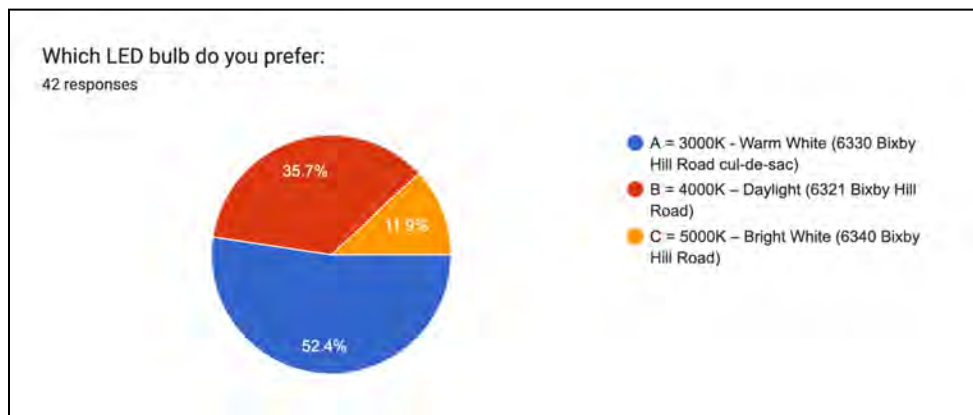
On October 9, 2023, two director positions were filled. Please join us in thanking [Tim Catlin](#) and [Joe Souza](#): Tim for continuing in another term, and Joe for serving in his first term. The board is grateful to them for volunteering their time and energy for the benefit of the community. The board also thanks outgoing director Ron Durbin for his board service and his continuing committee contributions.

## 12. 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. Any changes to the CC&Rs document must be approved by a vote of the community. 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. Changes to any other governing documents are dictated by any community-approved changes to the CC&Rs. Residents are invited to share any comments using the [Homeowner Feedback Form](#).

## 13. New LED Bulbs and Sensors

The streetlights in Bixby Hill use a type of bulb that was once considered the best light source for outdoor uses but is now obsolete. The Energy Policy Act of 2005 restricted the use of these old bulbs. Since then, many bulbs in street lights have been replaced with LED units. LED bulbs are considered superior for their reduced energy consumption and maintenance savings, among other benefits. Partly due to high BHCA electricity bills (over \$2,000 per month), the board prepared a test of different color LED bulbs for use in community streetlights. The community was notified of the test and asked for their bulb color preferences. The pie chart below shows the final results of the poll favoring environmentally friendly warm white light at 3000K. The board unanimously agrees with the community preference, and management has been asked to schedule the installation of the new LED bulbs as well as the replacement of the aging and malfunctioning daylight sensors. The new bulbs and sensors can enhance community safety and reduce energy costs. Based on the availability of the parts and good weather, installation is expected to take place in the next several weeks.

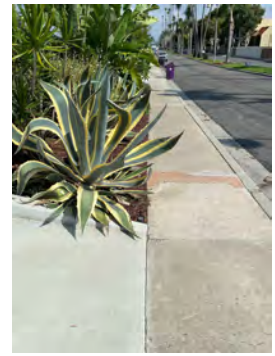


## 14. Upcoming Holidays - No Contractors

November:	Veterans Day	Saturday	November 11, 2023
	Thanksgiving Day	Thursday	November 23, 2023
December:	Christmas Day	Monday	December 25, 2023
January:	New Year's Day	Monday	January 1, 2024

### 15. Homeowner Plants Impacting the Common Area

Homeowners are responsible for maintaining their landscaping and preventing negative impacts on the common area. Plant growth and debris from homeowner property must always be kept clear of sidewalks and roadways. Bushes, shrubs, and branches must be cut back to avoid interfering with pathways. Tree trash as small as leaves can be a trip hazard and should be regularly removed from the sidewalks and gutters. Plants with sharp points can injure pedestrians and should be trimmed or relocated away from sidewalks.



### 16. Street Sweeping Every Wednesday

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 street sweeping hours, which typically occurs on Wednesdays between 10 AM and 12 PM (times may vary). You can move your vehicle from one side of the street to the other to allow for cleaning of the area where your vehicle is parked. If you want to add your phone number to the weekly text message reminder, opt into the community alert by text message option. If you want to receive text message notifications, text the word "ALERT" to 22300 or visit [www.OneCallNow.com/TextAlerts](http://www.OneCallNow.com/TextAlerts) (text charges may apply), 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](http://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. 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

**19. Advanced Approval is Required**

Most projects (and all estate sales) need approval before work can begin. A completed project application should be submitted to Seabreeze for review at least thirty days before the anticipated start date. The process includes neighbor awareness and requires collecting three signatures from adjacent property owners. Incomplete project applications will be denied and may delay the start date. Projects may not begin until authorized in writing. 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 [BixbyHillHOA.com](http://BixbyHillHOA.com) for separate instructions)



To request permission for a project, submit an [Architectural Improvement Request Form](#) to Chantal Lara at Seabreeze Management ([chantal.gonzalez@seabreezemgmt.com](mailto:chantal.gonzalez@seabreezemgmt.com)). Work hours are defined in the construction rules, and homeowners are responsible for contractor compliance. Homeowners should provide their vendors with a copy of the rules and require them to move their vehicles on Wednesdays for street sweeping. Owners who need assistance completing the application form may [submit a request](#).

**20. 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 children, pets, and other hazards may be 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 ensure our safety and the safety of pedestrians and other 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](https://www.fbi.gov) or call (310) 477-6565.

## 22. 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.



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

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