



Bixby Hill Community Association

From the Board of Directors

September 2023

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

This update contains information on 23 topics.

1. Illegal 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 owners, apartment residents, and their guests are subject to ticketing and towing if parked south of the bridge.



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.

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. Property owners should monitor and report all parking violations to the guard staff and [management](#).

2. CSULB Master Plan Update

Recent public meetings included a presentation of the Draft Environmental Impact Report (EIR) that proposes changes to the campus near the intersection of Palo Verde and State University Drive. CSULB is planning to demolish the existing Design building and construct a multi-story mixed-use residential building. More information about the [EIR is available online](#). Residents are encouraged to [share their concerns](#), comments, and questions directly with CSULB during the open period before 11:59 PM on October 16, 2023. More information can be found at this CSULB link: [Campus Master Plan Update](#). The board is preparing

comments and questions for submission to the process. Residents can submit comments directly to:

Melissa Soto, Manager
California State University, Long Beach
Office of Design and Construction Services
1331 Palo Verde Avenue Long Beach, California 90815
CSULB-CommunityEngagement@csulb.edu

3. Changes in Guard Staffing

In May 2023, the board approved increased funding to add an additional day-shift guard. This increased funding has allowed the Post Commander to provide more comprehensive supervision and training for the other guards, with the intent to improve the quality of guard services and 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. Allied Security is responsible for hiring and scheduling guards for our community, and due to a shortage in the workforce, replacing a guard can take weeks or months. Allied management personnel are also subject to change without notice. Allied has informed management that the supervisor and post commander for our community have resigned. We encourage the community to stop by and share your best wishes for their new endeavors. The board is grateful to them for their long-term dedication to our community, and we wish them the best. If at any time you have a concern about a guard, contact our property manager, [Andrea Thrower](#).

4. Monthly Allied Security Report

The most recent Post Commander report identified parking-related complaints and guard personnel/training issues. Some residents may have observed an individual with disabilities in the community who had been reported as missing and was reconnected with family after law enforcement arrived.



5. 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.

6. New Security Cameras

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 that can be integrated into our new Proptia access control software. Combining new equipment and software will improve vehicle tracking, among other benefits.

7. Progress on the Guardhouse

After a thorough vetting and interview process, *KPI Architecture & Planning* has been selected to provide design and construction document services for renovating the guardhouse and entry plaza. KPI (also known as Knitter Partners International) is an architecture firm in Irvine with more than 40 years in practice. More information about the firm is available on their website at www.knitter.com. The general scope of the work 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.

8. Upcoming LED Bulb Test in Streetlights

The streetlights in Bixby Hill use mercury vapor bulbs. Developed in the 1930s, the mercury vapor bulb was once considered the best light source for outdoor uses, including streetlights. However, the Energy Policy Act of 2005 prohibited the manufacturing and importing of mercury vapor ballasts after 2008. 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. Since their introduction, LED bulbs have increased in available hues, sizes, and shapes, giving consumers greater choice. Partly due to high BHCA electricity bills (over \$2,000 per month), the board has selected a lighting vendor to prepare a test of different LED bulbs for use in community streetlights. When the test details have been finalized, the community will be notified and asked to provide feedback on their preferences.

9. Upcoming Street Maintenance

We are approaching the time for a routine slurry seal of the community streets. A paving contractor is working with management to schedule dates. It is anticipated that the work will be split into three phases. Management is waiting for confirmation from the City of Long Beach Public Works department regarding requirements for survey markers that have been buried under previous road maintenance projects. Applying a slurry seal to community streets prohibits driving over the seal for a certain period of time. Residents will be asked to

temporarily relocate their vehicles outside the maintenance zone to prevent damage to the sealant. When the work is scheduled, the community will be notified.

10. Palo Verde Landscaping

The board is working to obtain better performance from the recently hired landscape contractor, Brightview. A Common Area Maintenance Committee member has met with Brightview staff to facilitate the desired outcomes, and management has scheduled a weekly report from the Brightview supervisor. Repairs to the sprinklers are underway, and changes to watering have been implemented. Brightview is also expected to apply herbicide to address weed growth issues in the upcoming weeks. Management is working with the fountain vendor regarding leaks and overspray issues. The semi-annual trimming of the palm trees in the Palo Verde median has been completed.

11. Homeowner Plants Impacting the Common Area

Homeowners are responsible for maintaining their landscaping and preventing negative impacts to 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.



12. BHCA Board Candidates

The HOA Election Guys were contracted by BHCA as the independent Inspector of Elections for the annual election. They recently mailed an invitation to members interested in running for the board of directors. The nomination period ended on September 14, 2023. Two candidates submitted nomination forms: [Tim Catlin and Joe Souza](#). According to the Inspector, “As the number of candidates does not exceed the number of board positions to be filled, the board of directors will be voting to seat the qualified candidates without balloting at an upcoming board of directors meeting.” The vote to seat the candidates is expected to be on the agenda for the October 9, 2023, general session board meeting. The board would like to thank the two members who have volunteered to contribute their time and energy to benefit the community.

13. Second Annual Community Gathering

The board of directors would like to thank the Social Committee and volunteers who worked thoughtfully to organize and host another [community gathering](#) of about 200 at the Rancho. Board member Tim Catlin (on percussion) and his wife Martha (on trombone), as part of the Dixiedelics ensemble, provided great musical entertainment while neighbors and friends enjoyed a delicious meal prepared by Bixby Hill residents Dan and Cherie D'Sa.

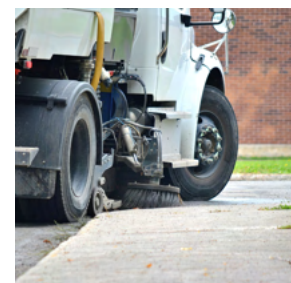


14. Upcoming Holidays - No Contractors

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| <i>October:</i> | Columbus/ Indigenous Peoples Day | Monday | October 9, 2023 |
| <i>November:</i> | Veterans Day | Saturday | November 11, 2023 |
| | Thanksgiving Day | Thursday | November 23, 2023 |

15. 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 car from one side of the street to the other to allow for cleaning the area where you typically park. If you want to add your phone number to the weekly text message reminder, opt into the community alert by text message option (see topic #19 below).



16. 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 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 before moving day. Guards can only authorize the scheduled entry of movers or moves within these timeframes.

17. Upcoming Property Inspections

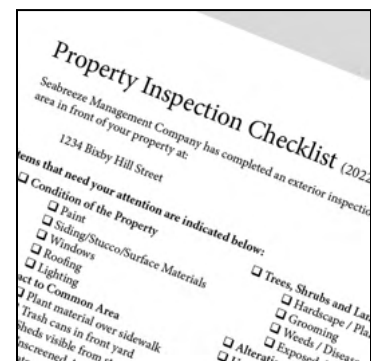
As defined in the BHCA governing documents, homeowners are expected to maintain the exterior of their homes, and the association is required to inspect properties for compliance. Homeowner property inspections include the visible *exterior and front yards* when viewed from the common area. Therefore,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

October 2023:

- 865 to 910 Holly Glen
- 865 to 901 Palo Verde (odd numbers only)

January 2024:

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



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. 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 critical 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](#).

20. Projects That Need Advanced Approval

Most projects need approval before work can begin. A completed application should be submitted to Seabreeze for review at least thirty days before the anticipated project start date. The process includes neighbor awareness and requires collecting 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 BixbyHillHOA.com)



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 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](#).

21. 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.

22. 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 recommend to “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.

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.



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

Melinda Frizzell • John Kleinpeter • Becky Omel • Tim Catlin • Ron Durbin • Gregory Judd • Dan Slater
President Vice President Secretary Treasurer Members at Large

**Disclaimer: The information provided in this newsletter is provided as a courtesy to BHCA members for general informational purposes only and does not constitute legal, financial, or professional advice. The content is intended to provide community updates and highlight various matters of interest and does not supersede our community's governing documents, local laws, or other applicable regulations.*