

Palm Canyon Villas Homeowners Association

February 2019

Nothing But Good News. . .

We just completed our regularly scheduled board meeting on February 1st and as a board member and treasurer, I was both happy and proud to announce that we are under budget again for previous calendar year. Your board of directors then authorized the transfer of \$50,000 to the Reserve Fund. Our budget approved last year for 2019 will be much more challenging with costs expected to increase in nearly every line item. Let's hope we see no major emergencies and minimal required unexpected repairs.

Better Communication and Transparency

At the annual meeting held in January we received a comment about the lack of communication with owners and not letting them know what is going on throughout their association. I immediately apologized and admitted that this past year has not allowed me as much time as I would like to have to add to the volunteer board work with more frequent memos to owners. I promised to do better in 2019 and seem to be following through as this is the second memo of the year and we're only in February. So far - so good.

It came to me a week or so after the annual meeting that we actually DO COMMUNICATE WITH OWNERS on an ongoing basis all during the year. One comment was that there was no reporting between board meetings and that owners were not privy to activities if they are not able to attend board meetings. By way of keeping communication open and transparency kept to the maximum, regular board meetings are open to all owners and that is where anything and everything that is contemplated, suggested, discussed, planned, scheduled, priced and finally approved takes place. We go through sometimes months of discussion and minutia before there is the usual asking for a motion, asking for someone to second the motion, voting and declaring, more often than not, a unanimous vote on the subject at hand. This is the way that all boards of Palm Canyon Villas have conducted business for many years. The State of California a few years ago expanded such rules to make it a requirement that all board business be discussed and approved only in open session board meetings and at no other time. Meetings of board members outside of board meetings to discuss board business are strictly prohibited. Luckily these new rules did not impact our complex as we were already following the new rules implemented.

So, what does this mean and why is it being explained here and now? For owners that cannot attend board meetings, or choose not to attend, they have access to all open board meeting minutes and all Memos to Owners on our web pages with Personalized Property Management. Information is accessible via PPM's website or by going directly to palmcanyonvillas.com and search under the tab Documents. The only business that takes place outside of regularly scheduled board meetings would be emergencies or usual ongoing maintenance that of which was previously approved at a meeting of the board. Emergencies cannot be planned so we have an Executive Committee authorized to act if necessary. Any action taken is reported, discussed and approved at the next board meeting. If anyone wants to know about what is happening within Palm Canyon Villas, it is all available to you 24/7.

Onsite Office – “Maintenance and Operations”

Apparently not everyone read or took to heart the changes we made to the on-site office a number of months ago. Our on-site manager was hired to maintain the association's grounds and assist in ongoing operations. His office that slowing turned into a complaint office, front desk, rules monitor, noise monitor, rental desk assistant, etc. continues to waste time on non-maintenance and operations issues. All of this takes his time away from maintaining the complex and we all lose. Please remember, we do not take care of rentals. That is the responsibility of the owner or their agent. Questions from renters or tenants need to be directed to the owners. If you have a question about rules, read the copy that is sent each year before calling the office for help. If you need help, that is fine but have your copy in front of you to explain what page and item number you need help with. If neighbors are making noise at night that bothers you or your tenants, call the police. We can't help you the following day. A call needs to be made when the problem is present.

Just the usual reminder, our on-site manager is still available by phone most weekday mornings for questions you may have regarding your unit or something having to do with the complex. **There is no need to wait for a board meeting.** Any question you have can be taken care of during the week or by leaving a message at the office telephone (760) 324-4835. He will return your call that morning or during the following business day. He is also available via e-mail at PCVCHOA@AOL.COM. Should there be any emergency and he is not available - **only something you would need to call 911 for** - you can call the Personalized Property Management at (760) 325-9500 and someone will assist you.

Respectfully,
On behalf of the Board of Directors

David J. Meyer
President and Treasurer