

Palm Canyon Villas Homeowners Association

July 2020

The Same Old, Tired, Ongoing Challenges

You've seen that sort of heading at the beginning of a memo before and unfortunately it is pertinent to current subjects that linger on. All owners and tenants are entitled to a quality of life and to live as comfortably as possible in their units for it is their home, their space, their place to call their own. The problem your association runs into occasionally is that we have owners who want to push the envelope, push the boundaries and go as far as they can until something breaks.

"Inherent in condominium ownership is the principle that to promote the health, happiness and peace of mind of the majority of the unit owners, each unit owner must give up a certain degree of freedom of choice which he or she might otherwise enjoy in separate, privately owned property." Nahrstedt v. Lakeside Village.

We receive complaints throughout the year from owners - your neighbors and friends - so we tried this past year to engage the assistance from you, from volunteer owners. There was zero interest in owners getting personally involved so we went to an independent vendor to survey the complex and inform us of those units whose patios, balconies and their contained items do not conform to PCV rules. Those rules that have not changed for probably some twenty years are shown on the "For Unit Posting" Rules and Regulations Summary specifically state: "No personal property other than outdoor furniture and barbeques is allowed on patios and balconies". We work for you. Enough complaints arrive at our management that the board is forced to move forward.

One recent situation in all four phases involves sun shades that were used other than for their designed purpose - to shade patios from the sun. Shades were left down permanently that encouraged people to extend the patios into part of the living portion of the unit. As the patios are Common Area, designated for the Exclusive Use of the unit owner, the HOA is responsible with maintaining them with continuity throughout the complex. Some owners have already been contacted regarding this issue. Others will be as necessary.

In the coming months, we will be working with the list from the independent vendor regarding issues with Exclusive Use patios and balconies, both pool side and otherwise. Other calls into the offices are regarding situations with rental units. Therefore, we have printed the Owner/Rental Agent Responsibilities on the reverse for your review and your assistance.

Our ongoing reminder: Our on-site manager is 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 - available 24/7. 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 and On behalf of your Board of Directors,

David J. Meyer
President and Treasurer

Palm Canyon Villas Owner/Rental Agent Responsibilities

Renter Check List

We are attempting to enhance the relationship between owners and their renters within our complex. Personalized Property Management and the onsite office receive numerous questions and calls from renters regarding their rental unit. These misdirected calls increase substantially at the beginning of each seasonal period. PPM and Palm Canyon Villas are not in the rental business and are not to be dealing with renters. Questions should be directed to the owner and/or their rental agent.

We are seeing renters becoming upset with PPM and the onsite office when they cannot assist them. We have prepared a checklist that will eliminate the unnecessary calls and also eliminate upsetting your renters. Each of these items should be explained fully to anyone staying in your unit, whether full time, seasonal or short term.

- 1) Keys - Doors, mailbox, pool gates, storage cabinets/closets, etc. The Association does not maintain keys for the above and does not have the capability to issue any replacement for lost keys. Please explain the use and responsibility of all keys for your unit.
- 2) Parking - Each unit is issued one assigned parking spot. Additional cars are to be parked on the street. All cars parked in the complex must be drivable and in such condition so as not to damage the asphalt surface. The unit owner will be responsible for any damage leading to repairs. Parking rules are to be followed by owners and tenants alike – there are no exceptions.
- 3) Telephone/Cable TV – Clarify use of telephone and cable service and availability of any Internet connection. Supply service company telephone numbers should there be any problems in service or questions by the renters.
- 4) Emergency Numbers - Supply telephone numbers, with priorities, for emergency situations that should be directed to the owner/rental agent or local authorities. This should include numbers for appliance, plumbing, electrical and others repair problems that might surface.
- 5) PCV Rules & Regulations – A copy is to be supplied to all renters so they are aware of the rules and regulations to be followed by everyone within our complex.
- 6) Fruit - Fresh fruit is to be picked for use for individuals only and for daily consumption only. We receive numerous complaints about renters or guests hoarding fruit throughout the complex.
- 7) Noise - Excess noise complaints should be directed to the people involved or to the owner to deal with local authorities.
- 8) Personal Items - Common area and outside patios are not to be used for storage of personal items. This problem seems to increase during seasonal times.
- 9) Vendors - We ask that no one speak or give directions to the vendors. They receive direction from their supervisors who in turn work for the Association. If anyone has a problem or comment, it should be directed to the on-site office.

Thank you for your cooperation and understanding.