

**VERONA VIEW
MARCH 2015**

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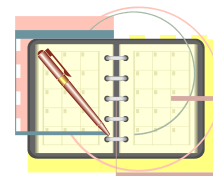
Rickey Juarez, President
Diane Birchell, Financial Officer

BOARD OF DIRECTORS:
Kent Rocca, Vice President

Marcos Meirelles, Secretary
Vacant, Director

BOARD NEWS AND MEETING DATE

The Board usually meets on the third Wednesday of each month (with the exception of December) at 6:00 p.m. in the Association clubhouse. The next regular Board meeting will be held on Wednesday, April 15, 2015. All homeowners are encouraged to attend.



BOARD NEWS

There continues to be a vacancy on the Board that we would like to fill. If you are on the deed of your Verona home, are current in your dues, and are not in violation of the governing documents, you are qualified to serve on the Board. We encourage all homeowners to serve the Verona community in this way.

If you would like to be considered for appointment to fill the balance of the Board term just vacated, please contact the management company right away. The Association really needs the help.

POOL/SPA NEWS

The pool will open for the season on Saturday, April 18th. Included with this newsletter is a copy of the "Pool Rules". Please go through them with all the members of your household and stress the importance of abiding by these rules.



Of special note: Children under age 14 must be accompanied by a responsible adult when they are at the pool, regardless of how good a swimmer they are.

Our pool is a wonderful amenity to have and we hope all residents have an opportunity to enjoy it. However, it is located right in the middle of our community and there are homes all around it. When residents do not follow the rules, the pool becomes an area that is not nice for our residents – and, particularly, the folks who live around it. Be courteous and neighborly – and follow the rules each time you use the pool. Your Verona friends and neighbors will thank you.

The spa is open year-round. However, we have had problems with people who use the spa not putting the cover back on. The use of the cover is very important as it helps keep the heat of the water in, and helps keep it from dissipating into the cold air. Keeping the cover on the

spa also helps the HOA reduce its costs to keep the spa open. So, if you enjoy using the spa in the winter, please put the cover back on it when you are done. The Board will have to close it during the winter if the costs get too high.

MANAGEMENT COMPANY COMPUTER SYSTEM CHANGE

Homeowner Association Services (“HAS”) is in the process of changing out its computer programs because Microsoft no longer supports the XP operating system. It is doing this by transitioning several accounts at a time until it works through all of the associations it manages.



Verona was transitioned as of March 1st. The biggest impact this will have to each homeowner is that the new computer system will not use the existing account numbers. It will generate a new account number for every owner. HAS has made arrangements with the bank to process both sets of account numbers through the end of this calendar year to allow everyone the time to make the any changes needed. Please note the important payment information below:

1. If you use Automatic Clearing House (“ACH”) to have your payments taken directly from your checking account, you need to make no changes. **Your old account number will be crossed referenced by the bank and your payment will be applied to your account.**
2. If you pay your monthly assessment through some sort of on-line banking program from your computer or other device, you need to change the account number on your payment instructions to the bank to use the new system ASAP. **If you happen to use the old number, it will be correctly posted to your account, but we would like you to make the change now. The bank will not cross reference the account numbers after the end of the year.**

Your new account number will be 9-digits long and will appear on your April bill. Homeowners who want to get their new account number can contact the management company and anyone there will be happy to provide it to you.

Thank you all very much as we go through this transition.

PARKING

The Association has been receiving a lot of complaints about parking recently. It also conducts periodic parking inspections, cites vehicles that appear to be parked in violation of the Association’s parking rules. These inspections are done randomly.

Remember: All residents need to provide the management company the vehicle registration information every time they add or sell a vehicle. Tenants also need to register their vehicles with the management office. This can easily be done on the Association’s website: www.veronatownhomes.com.



All residents are to park the maximum number of cars for which the garage was intended. If you have a 1 car garage, you are to park 1 car inside it. If you have a 2 car garage, you are to park 2 cars inside of it. Residents are only permitted to park their cars in an open space if they have more cars than the number of cars the garage was made to hold.

We would also appreciate reports from residents about garages that are too full to hold the appropriate number of vehicles. Those reports need to be in writing somehow – and an email to the management office is just fine.

Be a good neighbor, and follow the Association's parking rules. This makes life much easier, and nicer, for everyone – including you!

Did you know...?

Do you know why we can't each choose what is planted in our front yard?

The answer is quite simple: we do not have individual "front yards". All of the area in front of our homes we own together as Members of the Verona Owners' Association. The Association has the responsibility for installing and maintaining the landscaping in this common area. It hires professional gardeners for this work.



Over the years of Verona's existence, our Landscaping Committee has learned what "works" here and what doesn't. For example, some of the trees planted by Signature Properties were too close to buildings. When they grew above the first floor, they touched the second floors where the Plan One extends farther out. This caused problems and resulted in crooked trees. These trees had to be removed. Other trees did not do well. Some trees grew too well and have had to be severely pruned.

Some plants which looked great at first proved unsuitable over time because they don't do well in our climate or because where they were planted was too shady, too sunny, too close to trees. Now, flowers and plants are selected not only to enhance the beauty of our surroundings, but also to get the best value for our large investment. One way we do this is to concentrate our selection on certain flowers and plants used uniformly throughout the complex. The gardeners get familiar with a limited number of plants and can use their time most effectively.

Owners have requested specific plants in their front area because they had such plants elsewhere, perhaps in other states. Sometimes, these are simply not appropriate for our climate. Sometimes, they are too well-adapted to our climate and would take over an area. But basically, we can't make individual choices because they are not ours to make. The Association has to make decisions about the entire development - to keep it looking beautiful while making the best use of our funds.

Next month - do you know why the Association has to have a budget?

IMPORTANT REMINDER: *Each homeowner needs to purchase his/her own insurance for their unit.* The Association's policy does not cover anything inside your unit, including wall coverings, kitchen cabinets, carpets, flooring, etc. Please provide this disclosure to your private insurance agent to make sure you have the proper insurance coverage in case there is a problem.



One common problem is water damage from a broken or clogged toilet. The Association is not responsible for making interior repairs after a roof or gutter leak, either, so keep that in mind as well.

The Association's insurance does not cover other common damages, so talk to your insurance professional and get the coverage you need. Don't be sorry later – after you have a problem.

Renters: *We strongly urge each of you to carry “Renter’s Insurance” for your personal possessions.*

REMINDER – WATER LEAK INFORMATION

If you have a water line break, please call the City of Pleasanton Water Department. It can get someone to shut off the water faster than anyone (at no cost). Business hours number: 925-931-5500. After Business Hours, call the Pleasanton Police Department at 925-931-5100. The police will contact the Water Department.

PLEASE BE A “GOOD NEIGHBOR” AND DO YOUR PART

The Association does not pay for anyone to clean up litter from the development. This means that each one of us needs to do his/her part to pick up litter when you see it and also to throw our own trash away in our trash containers. Please do not clean out your car by throwing your trash, cigarette butts, and other material onto the parking lot or landscaping.



We share walls and our noise travels much farther than we generally realize. Please keep your voices, music, TV, video games, etc. at a volume that does not carry to other properties. Also, do not bounce balls, or other items, against the walls – either inside or outside. The sound that is made by doing this is excessive and impacts the resident who shares the wall.



Do you have a pet...dog or cat? Remember, each pet owner is responsible for cleaning up after his/her pet when they are outside. This includes cats, too. Do not be “that person” who leaves their animal’s waste for others to deal with. And, if you are good and do bag the waste, please take it home with you and dispose of it properly. Do not leave the full bags around the complex for others to deal with – and the landscapers will not throw the bags away for you.

Finally, our weather is warming up and folks will be outside more often. The area outside the “footprint” of each unit is “common area” and we are not supposed to leave anything in the common area. This includes hoses. So, when you're done with your watering (don't forget to be mindful of water restrictions!), please store your hose out of sight.

VERONA WEBSITE

The Verona website contains a lot of important information about Verona as well as the most frequent forms homeowners need. You can easily find the governing documents, rules and regulations, the architectural application form and architectural standards, and register your vehicles right on the website. The website address is: www.veronatownhomes.com.