

VERONA VIEW
APRIL 2015

Barbara Dawson, Property Manager
Homeowner Association Services
2266 Camino Ramon, San Ramon, CA 94583

Email: bdawson@hoaservices.net
Office: 925-830-4848
Fax: 925-830-0252

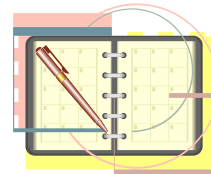
Hacienda Security Number (24 hour paging voicemail system) 925-734-6520
Association Website: www.veronatownhomes.com

BOARD OF DIRECTORS:

Rickey Juarez, President Kent Rocca, Vice President Marcos Meirelles, Secretary
Diane Birchell, Financial Officer 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, May 20, 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 opened for the season on Saturday, April 18th. The pool rules were included in last month's newsletter. If you haven't already done so, 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. This is not just a Verona rule, it is the law in the State of California.

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.

We are delighted to announce that we have purchased new pool furniture this year. It is green and is of a commercial grade, so it should provide many years of service to us. Come try it out when you're enjoying the pool.

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.

GUTTER SEALING

The Board has just approved a bid from AAA Gutters to have the rain gutters that are starting to split or crack sealed to extend their life. We do not yet have a start date for this project, but it will be done as soon as the vendor can schedule it. Don't be alarmed if you see folks on ladders “painting” the inside of the gutters. This is the sealant being applied. Not all gutters need this treatment, so do not be concerned if this work is not done at your home. Again, the sealant is being applied only to those gutters that need it.

INSURANCE RENEWAL – DISCLOSURE DOCUMENT

The Association carries a variety of different types of insurance. All the insurance on the buildings and the Directors & Officers renew in April each year. The earthquake insurance renews in October.

The Association has just approved the 2015-16 renewal of the property insurance. An updated insurance disclosure statement is included with this newsletter for your information. Please keep it with your important Association documents.

PARKING

The Association has been receiving a lot of complaints about parking recently. It 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.



The Board continues to work to develop a “parking sticker” program to help identify vehicles that belong in the development. More will be shared with you as the program is worked out. Please watch for it.

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

Why does Verona Need a Budget?

Under our CC&Rs, the Verona Homeowners Association has obligations to its Members to be responsible for certain costs. Members are Verona owners who pay monthly dues to the Verona Homeowners Association (HOA) so that the HOA accumulates the funds to cover those costs. A budget is simply an estimate of what the Association will need for the next calendar year to pay for the ongoing daily needs and the reserve fund. Verona's daily costs are for utilities (PG&E, water and sewer, etc.), management (our property manager HAS takes care of paying bills, responding to questions Members have, billing and financial records), landscaping, and general maintenance, such as the pool and clubhouse.



The other part of Verona's budget is called the reserve fund. This is needed to accumulate funds for work which must be done infrequently but is essential to our community. This includes saving money for the time when Verona's roofs will have to be replaced and money for the periodic painting of the exteriors of our homes and the clubhouse. It also includes the replacement of exterior fences and major landscaping changes.

An HOA which does not create and maintain adequate funds for these long-term needs finds itself having to ask its Members to pay special assessments. Verona pays a professional service to prepare and update the reserve study every three years. You receive a copy of that study each year so you can see what it covers and how well we are doing in saving for the future needs.

There are state laws requiring HOAs to have budgets and to tell the Members how they stand as far as the adequacy of the reserve funds. Those laws provide important protections for each of us but they only work if you read the reserve study and annual financial report you receive *as a Verona owner* and make the effort to understand them.

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.