

Verona View

Verona at Hacienda Owners' Association Board of Directors

President – Rickey Juarez
Vice President – Srinivas Kumar
Treasurer – Joe McAdams
Secretary – Madhav Kondle
Director at Large – Don Clark

Meeting Information

The Board Meetings are held monthly at 6:00 p.m. The next Board meeting will be held on July 15, 2020.

DUE TO THE COVID-19 RESTRICTIONS, THE BOARD MEETING WILL BE HELD THROUGH ZOOM. HOMEOWNERS ARE WELCOME TO ATTEND BY VIDEO OR PHONE.

THE INFORMATION WILL TO JOIN WILL BE NOTED ON THE AGENDA.

Management Team

Homeowner Association Services (HAS)
2266 Camino Ramon
San Ramon, CA 94583
Office: 925-830-4848
Fax: 925-830-0252

Rosie Rivera, CCAM – Ext. 26
Association Manager
Email: rrivera@hoaservices.net

Architectural Submissions
Email: architectural@hoaservices.net

Jennifer Bouchard – Ext. 18
Accounting (Assessments)
Email: jennifer@hoaservices.net

Hacienda Security

24 hour Paging voicemail system
925-734-6520

Association Website

www.veronatownhomes.com

Landscape

The landscape project is underway. The committee will review a number of proposals prior to commencement of any work. We understand that there are many areas with dead shrubs and bare areas. These proposals will cover the majority of these items. The irrigation has also been an issue and currently working with the landscaper to address these issues.

Tree Trimming

The Board approved the tree trimming and maintenance. We anticipate the work to be scheduled within the next 30-45 days. A separate notice will be mailed to the members.

Street Safety

There are a number of kids riding on their bikes or scooters on the streets and in between cars. For the safety of all, please be sure that adult supervision is with the children at all times. Also, please be sure that the bikes and scooters are not left on the street.

Reserve Study

A financial update of the Reserve Study will be completed in preparation of the 2021 budget. The purpose of the update is to assure that the reserve components of the Association are properly funded at the time of replacement.

Asphalt Repairs

A section of asphalt and concrete and the end of Rosada Court needs to be repaired. A proposal was approved to correct this area along with the sidewalk that is lifted in front of 3303. The work is scheduled for July 6th. There will be limited use to the driveway. A separate notice will also be sent as a reminder and details of the work schedule. It should only take one day to complete.

Mail

The USPS has a notification system that will let you know when your mail is on its way to you. Please visit their website at www.usps.gov for more information. You can also sign up at USPSInformedDelivery@usps.gov.

Roof and Gutters

There are a number of gutters that are in need of repair or replacement. The Board will consider the proposal at the July meeting.

Pool

The Alameda County Health Services has not opened the pools. However, based on other counties, the guidelines in place in order to open the pools and spa are cumbersome and not feasible for Associations to open. The Board will review these restrictions once it becomes available.

Voting and Election Rules

The Board adopted the Voting & Elections rules. A copy can be found on the website or requested from HAS. The proposed draft that was previously mailed can also be used as a copy for your records.

Verona View

Operating Expenses

"creeping" inflation of Verona Operating Expenses is presented for your consideration.

From the year 2008 up to and including 2019, the increase in Operating funds expended by the Board to essentially receive the same services has been \$76,000.

Using the Financial Report for 2019 issued by the new Accounting firm and the standard categories used in that report which generally match the categories of the Verona monthly financial statements issued by Verona's Management Company.

"Creeping" inflation means the steady increase of costs over a period of time which at the end of that period of time amounts to a significant difference when compared to the beginning of the period being analyzed. This inflation experienced by Verona as reflected in the monthly dues is not to be confused with the inflation figure published by the Federal Government. Verona revenues and expenses are peculiar to Verona HOA and operate in a closed economy of fixed services and revenues.

Not all categories experienced this "creeping" inflation, in fact some stayed relatively stable. The problem categories are as follows:

Hacienda Business Park Assessment to Verona – they billed Verona \$56,434.00 in 2019, \$14,649. more than in 2008, for a 35% increase.

Landscaping - \$73,419.00 was expended by Verona in 2019. This was an increase of \$20,149. over the 2008 figure for a 38% increase.

Utilities - \$40,185.00 was expended by Verona in 2019. This was an increase of \$10,642. over the 2008 figure for a 36% increase. Most of the increase was water which almost doubled, Gas & Electric stayed much the same with 2008.

Pool/Spa/Clubhouse - \$9,121.00 was expended in 2019. This was an increase of \$2920. over the 2008 figure for a whopping 47% increase.

It's important to understand that this "creeping" inflation is almost an imperceptible thing as the Board deals with expenses over the months. The only tool I know of for the Board to have some control over this situation is to insist that the Management Company obtain bids for major expenditures and then the Board must take the low bid. The quality of workmanship of all bidders should be their responsibility and the Board's responsibility is to verify by inspection the contacted work.

The Management Companies are contractors to the Verona Board the same as the contractors providing other services to Verona. All Management Companies have no vested interest in what the Verona expenses may be, they do not pay for the services, only the Verona Members do.

It is a very similar arrangement with the landscaping companies, as a contractor their vested interest is in maximizing their payments from Verona, they do this by adding billable activities to their services – most of the time they are telling Verona what additional services they think are needed rather than the Verona Board (the customer) telling them what to provide. Rather a reversed situation when you think about it.

Joe McAdams – Treasurer.

Garages

As reminder, the garages are used to park your vehicles. Use of garage other than parking vehicles is prohibited. Vehicle will tagged and towed as necessary.

Pet Owners

Please pick up your pet waste and dispose the bag in your trash bin; do not leave it lying in the grass for someone to step in. Also, there has been increase of dogs, primarily, the larger dogs off leash while

PARKING BY PERMIT ONLY

**PARKING PERMITS (RESIDENT AND VISITOR) MUST
BE DISPLAYED AT ALL TIMES INCLUDING
WEEKENDS 24 HOURS A DAY, SEVEN DAYS A WEEK**

Verona View

children are playing outside. For the safety to others and your pet, always please keep your dog on a leash. Residents are reminded not to leave pet food and water outside; this attracts unwanted pests including raccoons, skunks, etc.

Sidewalk Chalk

Please be mindful when allowing your children to use sidewalk chalk and to use on your porch or driveway. Do not use on the streets or sidewalks.

Exterior Lighting

If you see any lights that are out, please contact Management to have it repaired. Also, residents should leave on their porch lights to help increase lighting within the community without the addition of adding light fixtures to the buildings. Although there is only a hand full of garages that have a side door to their garage, the light on the outside of this door should be left on to help increase lighting. Additional light that were not approved by the Association should be removed and an architectural application be completed for consideration.

Garbage

This continues to be an ongoing issue in the Association. Please bring in your receptacles the same day of service. Also, if you are shredding, please place them in bags as the confetti pieces are being left behind in the common area.

Staying Connected – Email Notifications

You can receive alerts by email. It's the quickest way to receive notices from the Association. You can also access your account to view your current bill, see when payments are posted, make a payment online, update your contact information and preferences of receiving notifications. You will need to access HOA Services online portal: <https://online.hoaservices.net>; you will need your account number to sign up. This also could save cost of postage and printing for the HOA if you opt into receiving email communications.

Parking

Any vehicle without a permit will be towed without notice at the expense of the vehicle owner. If you have any questions or have received a notice, please contact HAS immediately to resolve the issue. A resident using a visitor pass is prohibited. Misuse of the visitor permits or resident permits will result in a hearing, fine and the possibility of your vehicle being towed. The cost for a replacement permit for both resident and visitor is \$25.

Signs

As a reminder signs including ones for alarm companies are not allowed in the common areas. You may place them on your porch. Please refer to the Association's website for "For Sale" sign before installation.