

DECEMBER 2020

Monarch Beach Master Homeowner's Association

www.monarchbeachhoa.org

THANK YOU FOR YOUR SERVICE, JIM BRADLEY!

The Board and Management would like to thank Jim Bradley for his service as a Board Member for Monarch Beach Master. He has put in tremendous effort on several projects for the community. He worked closely with gate vendors and the gate attendant staff to ensure that the HOA is receiving the best possible service. He served as treasurer and placed the HOA in a great financial situation. He decided to not run for an additional term this year. Once again, thanks Jim Bradley for all of your hard work on behalf of the community.



GATE OPERATIONS – UPDATE

Operation of our gates is the most expensive line item in our budget, and it is also the most management-intensive. Your Board is committed to making the gate system as smooth and efficient as possible. As such, the Board of Directors has made a decision to change gate vendors effective February 1, 2021. This decision was based on a number of factors, but importantly on placing more emphasis on the available technology. This will provide more gate management flexibility in the future. You will be receiving written communication by mail shortly which will explain the transition process in detail. An easy web tutorial will also be forthcoming. There is an important item which requires your prompt attention.

Please log on to the **Nordic web portal (<https://access.nordicsec.com/login.aspx?CID=1>)** and make sure your information is correct. This data will be transferred to our new system. In order to make the most out of our new system, we also ask you commit yourself to using the new phone App as much as possible and avoid telephoning the attendant with visitor requests. There will be a concerted effort to encourage you to use this App-based technique.

Among other things, the new system will let you easily email your visitor an *e-Pass* to their phone. When your visitor approaches the gate, the attendant will merely scan the *e-Pass on the phone*, avoiding the necessity to look up your request on the attendant's terminal or perhaps requiring the attendant to make multiple telephone confirmation calls. Calling the attendants on the telephone with visitor requests will be strongly discouraged.

BOARD OF DIRECTORS:

Paul Jacobs –TBD
James D. Cigler—TBD
George Stepancich—TBD
Carol McClain—TBD
David Whitham—TBD

NEXT TWO BOARD MEETINGS:

January 25, 2022 @ 7:00 PM
February 22, 2021 @ 7:00 PM
Location: Via ZOOM

The final agenda will be posted at the gate and on community website. You may also obtain a copy of the agenda by contacting Management at 949-430-5807.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

DeLawrence Roby
Phone: 949-430-5807
Fax: 949-377-3309
droby@keystonepacific.com
Emergency After Hours: 949-833-2600

COMMON AREA ISSUES / DECALS / TRANSPONDERS / GATE KEYS:

Francesca Vanni
Phone: 949-570-1304
fvanni@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
customercare@keystonepacific.com

GATE HOUSES:

Niguel Entrance: 949-496-8495
Stonehill Entrance: 949-661-9602

STREET SWEEPING:

Second and Fourth Mondays of each month from 8 am – 12 pm. Please inform vendors and/or guests not to park on the streets that morning.

SUB ASSOCIATION INFO:

Keystone Pacific Property Management	
Villas	949-833-2600
Marquesa	949-833-2600
Antigua	949-833-2600
Sea Breeze	
Montego	949-661-7767
Estates	949-661-7767

Until January 1, 2021

DECEMBER 2020 REMINDERS

- ◆ For after-hours association maintenance issues, please call (949) 833.2600 to be connected with the emergency service line. Please call 9-1-1 for life-threatening emergencies.
- ◆ Trash Pick-Up Day - Please check with your sub-association for your trash pick-up day. Please remove trash cans from the common areas after this day.
- ◆ January 25, 2021 - Board Meeting @ 7:00 PM
Location: Different Zoom Meeting links
- ◆ Keystone office will be closed:
 - Thursday, December 31, 2020
 - Friday, January 01, 2021
 - Thursday, December 24, 2020
 - Friday, December 25, 2020

HOMEOWNER ASSESSMENT ADDRESS

The payment address for assessments is the following:

PO BOX 513380
Los Angeles, CA 90051-3380



COURTESY TO GATE ATTENDANTS

Unfortunately, there have been a few recent incidents where visitors have been abusive to our gate attendants. Our attendants have strict Post Orders which govern their actions while on duty. They are not at liberty to deviate from their Post Orders. If a resident (or their guest) has a problem with the gates, or gate attendants they are to contact management (DeLawrence Roby droby@keystonepacific.com). Offensive or abusive behavior to attendants will not be tolerated. As a reminder, residents are responsible for the conduct of their guests and visitors.

COURTESY AMONG NEIGHBORS LOT 10C

A man wrote a letter to a small hotel in a Midwest town he planned to visit on his vacation.

He wrote: "I would very much like to bring my dog with me. He is well-groomed and very well behaved. Would you be willing to permit me to keep him in my room with me at night?"

An immediate reply came from the hotel owner, who said, "I've been operating this hotel for many years."

"In all that time, I've never had a dog steal towels, bedclothes, silverware or pictures off the walls. I've never had to evict a dog in the middle of the night for being drunk and disorderly. And I've never had a dog run out on a hotel bill. Yes, indeed, your dog is welcome at my hotel. And, if your dog will vouch for you, you're welcome to stay here, too."

Let us all remember in this year of COVID crazy that one person's park is another person's backyard and that one person's backyard is another person's park.

