

March 2021

Monarch Beach Master Homeowner's Association

www.monarchbeachhoa.org

Gate Operations and Proptia Software By California Gate Systems ("CGS")

Please use "TICKETS" available on the Proptia Web portal (or App) to request help or report problems when using our new gate management system. Please do not directly email Proptia staff as this "short circuits" the corrective process in place by Proptia.

The Stonehill Gates becomes unmanned at 10:00 PM daily. Residents may use the Stonehill resident's lane 24/7. If you email or text an ePass to a visitor, they may use the new call box at the visitor lane to enter their 8 digital code contained in the ePass.

California Gate System ("CGS") is conducting an audit of all transponders in our system, which includes those imported from our prior gate vendor, Nordic Security. There are several thousand transponders in the system that are obsolete or not connected to a residence. We ask that you log into your Proptia account and verify that the transponders shown in your account are currently registered to your vehicles (with proper license, make and model information). If you find a transponder listed to a vehicle you no longer own, please delete it. You may be contacted by CGS regarding transponders associated with your residence. Please cooperate with any inquiry from CGS. After the audit period is concluded (approximately 90 days), all unverified transponders will be deleted from the new Proptia system.

Your **Patrol One** gate attendant team is currently, Fabian, Fernando, Ra-Shelle, Jerry, Sam Brianna and Jermel. The team is directed by our much beloved "Abe", the Post Commander. Abe has been serving the community for many, many years and knows most of the residents on sight. The roving supervisors are Dave and Peter.

Abe Anaya, Post Commander



Please treat all of the Patrol One personnel with courtesy and respect. Residents are reminded that they are responsible for the conduct of their visitors and vendors. Please do not attempt to resolve policy issues with the Patrol One personnel. Any issues with the gates should be report to Keystone Management.

BOARD OF DIRECTORS:

Paul Jacobs – President
James D. Cigler— Treasurer
George Stepanchich— Vice-President
Carol McClain—Secretary
David Whitham— Member at Large

NEXT TWO BOARD MEETINGS:

March 22, 2022 @ 7:00 PM
April 26, 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 / TRANSPONDERS / GATE KEYS:

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

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
customer@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
Estates 949-833-2600

Sea Breeze
Montego 949-661-7767

MARCH 2021 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.
- ◆ March 22, 2021 - Board Meeting @ 7:00 PM
Location: Different Zoom Meeting links

Refinancing or Home For Sale

For quick and easy access to all the necessary Association Documents for escrow or refinancing, please visit www.homewisedocs.com

Need additional assistance, please contact the help desk at (866) 925-5004 ext.1 or email info@homewisedocs.com

Community Rules

Your Board of Directors recently adopted a new set of Rules and Regulations for the community at its February 22, 2021 meeting. This new set of Rules was the result of many, many months of work by a committee from the community followed by a comment period. The Rules are available for download at the community website, or may be obtained from DeLawrence Roby at Keystone Pacific (droby@keystonepacific.com). The Board would like to thank Karen Lewman and Lynn Nelson (part of the Rules Committee) for their conscientious work on this project. Your Board recognizes that Rules are a "living document", and periodically require review and amending, and it is committed to upholding the Rules for the benefit of the entire community.

Barrier Gate Arm Strikes

Barrier gate arm strikes have become far too numerous and expensive. Only one vehicle is permitted per barrier arm cycle. There have been many attempts to "tailgate in", which is against the community Rules and is subject to fine. Transiting through the gates requires your complete attention to avoid pedestrians and making damaging contact with the barrier arms. Your Board is reviewing a policy to require a hearing and fine for barrier strikes. **Again, please be attentive when entering or departing the community.**

Monarch Beach Drive

Early planning has commenced on repair and replacement of Monarch Beach Drive. The goal is to have the entire roadwork from the Stonehill gate to the Niguel gate completed by end of this summer. Thanks to prudent fiscal planning over the past several years the project is fully funded and will not require any additional increase in dues or assessments. More updates will follow in the ensuing months so please be on the look out for additional information in future Newsletters and Bulletins.

Volunteers Wanted

Your Board members are volunteers, and have limited time to contribute to the various projects the community is undertaking. Volunteers for committees are extremely helpful in sharing the work burden. If you would interest in serving on a committee, please contact DeLawrence Roby (droby@keystonepacific.com). Serving on a committee is a great stepping stone to becoming a board member.



Repairs and Maintenance

The Board approved a proposal from three competitive bids for repair and painting of the stucco wall on Niguel Slope which was in much need of repair. This will also enhance the appearance of the community from the Niguel Gate.