



Crown Hills Newsletter June 2020

In This Issue

- > Board Message 1
- > From the Office 2
- > Board Message cont. 3
- > Homeowners' Services..... 4

Board of Directors

President

Cathy Santangelo

Vice President

Tito Cruz

Secretary

Ron Torres

Chief Financial Officer

Casey Myers

Member

Bob Soto

Property Manager

Joe Apparito

Crown Hills Community Office Manager

Megan Roberts

1821 Victoria Park Terrace

Alpine, CA 91901

www.crownhills.org

619.659.3520

crownhills@360hoa.com

office@crownhillshoa.sdcxmail.com

Office Hours

Monday - Thursday

7:00 a.m. - 9:00 a.m..

Newsletter-Editor

360 Community Management

Emergency Contact

360 Community Management

10769 Woodside Avenue #210

Santee, CA 92071

619.270.7360

www.360hoa.com

Board Meeting

Crown Hills Clubhouse

Tuesday, June 23, 2020

at 6:30 p.m.

TBD

Message from the Board

Happy June Crown Hill's Community,

We all hope that this letter finds our community staying safe, healthy, and happy. Our board and I are all doing well and are so thankful to be part of such an incredible community, that we all proudly call home. We are very grateful that everyone has had a safe shelter through this storm.

I know I have mentioned it before, but I write and re-write my message in my head for the entire month. It means a lot to me. When I thought about my message for this month, I knew this was an extra important one. As a board, we have been faced with some difficult decisions over the last few months. I wanted to address this and share a few things I have been thinking about. Let's start with some of my thoughts:

What is a Board and why do we have one?

It is a volunteer group of individuals elected and entrusted to make the right decisions for everyone collectively. They are elected to uphold the rules and abide by governing documents of a community and of the State.

I believe everyone should have their own personal board of directors, the five people they trust the most to guide them through life. I have read a lot of articles on this and have reflected on and know who the advisors are in my life. Do you know who yours are? You may ask, should these people all possess the same qualities? In my mind, they should not! They should each come to the table with diverse and unique life experiences to be able to provide balance and different perspectives. Collectively their wisdom and strengths balance each other out to provide stability and guidance.

Who is your Board at Crown Hills?

I asked our board to please share a little bit about themselves. I want to share why I think that my fellow board members are remarkable. They have dedicated themselves, sacrificed their time, rolled up their sleeves, and volunteered to help make our HOA Community a little bit better each day. I would also like to thank them all because I know how much they are selflessly contributing to Crown Hills. I am proud to serve next to them. These are not going to be our entire life-long resumes, as I am sure that no one wants a 10-page newsletter. These are simply a brief glimpse into each of us and why you entrusted us to be your Board of Directors. .

Tito Cruz – Vice President

I retired from the Navy after 24 years and worked for the Navy as a civilian for another 21 years finally retiring in 2015. I am now on my 4th term on the board and enjoying every bit of dedicated service to this community. This BOD is perhaps the best team ever put together since we've lived here. I'm just proud to be part of it. My wife and I love this community and will do anything to help maintain Crown Hills as a beautiful and safe place to live.

Ron Torres – Secretary

I moved into Crown Hills August 1998. I have seen BOD's come and go. I must say the current board is one of the most professional intelligent and dedicated I have seen in the last 22 years. I bring 50+ years work and life experience working for general contractors and the last 24 years at San Diego (Qualcomm) stadium in my other job for the Chargers, Padres & Aztecs. Please trust that we are doing the very best we can.

Casey Myers – Chief Financial Officer

I have lived in here for 11 years. I have been on the BOD for 6 years. I have served on the Landscape and Well committees, and am the resident expert on our well irrigation system. I work closely with our management company supervising our landscaping and property maintenance activities. I have lived in HOA communities since 1987 and been on HOA Boards for over 25 years. I have lots of maintenance management experience from my Navy and corporate management days.

continued on page 3

Message From Megan

Hi All, As some of you may have heard, Elizabeth has decided to accept a new job. I am happy to announce that I am going to be the new Assistant Community Association Manager. I have worked at the 360 Community Management office for over 3 years. I am looking forward to this new adventure. I know I will have big shoes to fill as Elizabeth will be missed. Please feel free to contact me with any questions you may have.

Temporary Office hours

Mon-Thurs. 7:00 a.m. to 11:00 a.m.

All phone calls and emails will be forwarded to 360 Community Management after 11:00 a.m.

Monday through Thursday.

Saturday office hours available on June 13 & 20th
8:00 a.m. to 2:00 p.m.

HOA Dues Payments Reminder

During the COVID-19 pandemic, HOA payments **will not** be accepted in the onsite office. Payments are to be mailed directly to the bank address P.O. Box 45472 San Francisco, CA 94145.

No Paws on Hot Pavement

Is the pavement safe for your dog to walk on? Take off your shoe and try to stand on the pavement for 10 seconds. If it's too hot for you, it's too hot for your pet.



The Clubhouse kitchen remodel is moving ahead!



Mold or Mildew on Concrete or Stucco Wall

On the monthly walkthroughs, we are noticing some house walls which have mold or mildew on them. Please clean or paint your walls. Dish soap or vinegar may work to get it clean.



Community Brush Abatement

Update: The landscapers are working to get all of the brush in the community cleared. Thank you for your patience and understanding. They will be in your area soon.

Bonfires

As summer is coming, many of you will be having BBQ's and bonfires. Please make sure your bonfire is contained to a covered fire pit.

San Diego County **Fire Code** states **Sec. 307.5** Attendance. Open burning, bonfires, recreational fires and the use of portable outdoor fireplaces shall be constantly attended by an adult until the fire is extinguished. A minimum of one portable fire extinguisher complying with section 906 with a minimum 4-A rating or other approved on-site fire-extinguishing equipment, such as dirt, sand, water barrel, garden hose or water truck, shall be available for immediate utilization.

Need a Break

Dog walking? Pet sitting? Plant watering? For more questions contact Isabella.wolf27@icloud.com

Clubhouse Activities

Cancelled until further notice

- Mondays** - Alpine Choral Rehearsal 7-9 pm
- Wednesdays** - Card Games & Snacks 9:00 am
Contact Shirley 619.659.0562
- Third Wed** - Alpine Fire Safe Council 7:00 pm
- Third Fri** - Community Game Night 6:30 pm
Contact Kathi 619.445.1174
- Fourth Tue** - CHCA Board Meeting 6:30 pm

Dog Walking

There have been a couple of complaints concerning children walking dogs and not being able to control the dog. Please make sure the person walks the dog instead of the dog walking the person.

Continued from page 1

Bob Soto – Member at Large

I have served as Board member for 5 years and am very happy to be a part of the same team that brings a wealth of knowledge and experience to the group. My work experience includes 41 years in the grocery industry with 10 years as a Regional HR Manager and 8 as the Director of Loss Prevention for the 3rd largest chain in the country. I currently have my own Farmers Insurance Agency here in Alpine and an agent for 10 years. I have a lot of experience in business insurance, home/auto, life, and much more.

Joe Apparito – Property Manager

I have been in the community management field for 17 years. I have been certified by the California Association of Community Managers and belong to the Community Associations Institute. I have been active as the Community Manager and in assisting the Board of Directors here at Crown Hills since March 2015. We currently have a very active board and I am very happy and proud to be working with this group of individuals that care for their community so much.

Cat Santangelo – President

I am honored to be serving my third term on the board and really enjoy being your Board President. In my professional career, I also hold the position of Director. I currently oversee Operations, Human Resources, Training and Development, and support a team of over 150 members. I have been blessed to be with my current company for almost 5 years. My position since I started is part of the Operations team. My previous role was a Senior Regional Support Manager overseeing the West Coast, which has over 100 franchises. This role provides guidance and support on running strong and efficient operations. My company is considered essential and I have been operating through the stay at home mandate, which has provided me with greater insights.

What is your Board currently doing to support the community?

Now this is where my message could become 10 pages long! I am going to keep this simple, and share that we are working on a S.M.A.R.T. action plan driven by the recent COVID Pandemic public restrictions. What does that mean? It is an action plan that is Specific, Measurable, Achievable, Realistic and Time-Based. Let us speak about each of these!

Specific: What is our specific goal? To keep the community safe and make educated decisions based on what the county and our rules and regulations state. Our number #1 priority is the safety and health of Crown Hills. Our decisions impact everyone and we take this very seriously.

Measurable: What is the result we are looking to achieve? To get to the other side of this pandemic and re-open our facilities at a time that is allowed, and that we can manage them to continue to ensure that everyone is safe.

Achievable: When can we expect to be able to achieve our end goal? This changes daily, and sometimes by the hour. We are all staying very informed and I recommend you do too. Follow sites like the county web site:

<https://www.sandiegocounty.gov/content/sdc/deh/fhd/pool.html>. The governor and the San Diego County Public Health Officer are providing very specific guidelines and phases for us to follow.

Realistic: Why can't we just open everything up right now? It is not as simple as just opening a gate to the tennis courts or to the pool. There are very specific guidelines and protocol driven by the San Diego County Public Health Officer that we must follow for sanitation and for social distancing. To be able to operate our facilities with the current protocol would require hiring additional manpower which our community cannot afford. To be very upfront, Crown Hills is not protected by pandemic insurance, nor is any HOA. So if one of our members were to get sick in one of our public venues, we can become liable. That could be devastating to our entire community. We have asked for legal guidance to ensure we protect Crown Hills and the funds that we have all contributed. For example, there are other important items on our list like brush abatement which require our funds to protect us for another hot summer ahead.

Can we hire people to monitor and clean our facilities? Yes, we can. What would that mean to our community? It would mean special assessments because we do not have the funds to pay for these costs. Do you think this is the right thing to do right now? We do not, there are many who have lost their jobs and income and are struggling to survive. So to ask them to pay additional HOA fees to open a pool may not be in everyone's best interest. If we were to entertain this idea, we would want this to be voted on by the community.

Time Based: We understand the sense of urgency out there to go back to normal. These are unprecedented times, and we need to be patient and follow state guidelines. Trust me, your Board and Management company want to open as soon as it is feasibly possible. Waiting is the hardest part, but it is the smartest plan.

I am truly hoping this message can provide some comfort, that we are working diligently on making educated, and the right decisions for Crown Hills. I am going to close my message with this thought. I start my conversations daily with my teams asking them their highs for the day. A positive state of mind is something that everyone should be focusing on right now. What are your highs during all of this? What are you grateful for? My high, that my family and community have stayed safe! As I drive through our community seeing families staying home and protecting their loved ones has warmed my heart. Be safe, stay well and if you see me out there, even though you cannot see it, trust me I am smiling at you from behind my mask.

Crown Hills News - Page 4

Services Offered by Crown Hills Residents

To place an ad, please call the office, or email, or use the form on the "Contact Us" page on the website.

Crown Hills is not responsible nor liable for any services offered in this newsletter. None of the individuals listed are endorsed in any way by Crown Hills.

ACCOUNTING/INSURANCE/LEGAL/LOAN

Notary Service - Carol Shue. Call 619.219.1996

Insurance - Get a free quote for home, auto insurance, RV's, commercial and health insurance from a trusted Crown Hills neighbor. Contact agent Sue Keller at 619.540.6574 or skeller25@cox.net

Farmers Insurance, Bob Soto - Call 619.772.6464 or stop by my office 1730 Alpine Blvd Ste 119, for ALL your insurance needs, including home policies that are being non-renewed by your current carrier.

Attorney - Lena Ghianni, Family Law (divorce, child custody, support), Probate, Estate Planning. LG Law APC 858.602.3620

lghianni@lglawsd.com

Attorney - Rebecca Ocain. Expertise in Family Law, Estate Planning, and Criminal Defense. Over 16 years of experience. 619.431.1076.

rocain@rebeccaocainlaw.com

Home Loans - VA, FHA, USDA, and Conventional. First time homebuyers and no down payment options. Mark Lindsay, Resident since 2001. 619.838.1511 iServe Residential Lending. Great rates!

MT Security & Investigation's We offer Surveillance's and all types of Investigations. Training to get a guard card or Firearms permit available. Call 619.303.3104 or www.mtsecurityandinvestigations.com

Wealth Management - CCMI offers fee-only financial planning and investment management services for individuals and business owners. Website: www.mycctmi.com, call at 619 298 3993 or email Brian brian@mycctmi.com

HEALTH & BEAUTY

Jewelry Sales - Authentic traditional art from South America by a local designer and Mom. Call Mariella @ 619.793.4780 www.mariellarocha.com

Beaded Jewelry - Grand Opening of Igugu Beads! Fun and affordable jewelry! Unique earrings, necklaces, and lanyards. Sign up and get a 20% discount code. www.igugubeads.com

Quality Chiropractic Care - 30+ years' experience and treatment is with an "edge" Call/ text 805.423.2356 Dr. Deborah Sampley, D.C. www.grastontechnique.com

Rodan + Fields Skincare - Dermatology based skincare for men and women. Focused on the face, but offering other essentials such as: sunless tanner, sunscreen and lip shield. Carole 540.470.0673.

HOME CLEANING, MAINTENANCE & REPAIR

Vanderbilt Painting - Owned & operated by Kevin Marks +10 years' experience in Residential & Commercial/ Interior & Exterior. Please call for a free consultation. 619.885.5455. CA LIC. #1010624

Artificial Grass and Hardscape - Beautify and reduce water bills with turf, pavers, flagstone and drought tolerant plant installation. Call Randy 619.787.8987

Love That Entry Look? - Call for veneer application, walls and voltage lighting. Also Garage door springs. Randy 619.787.8987.

Mascari Electric "Electrical Solutions with a Collaborative Approach" Contact Brandon for all of your Electrical needs 619.866.8599.

REALTY SERVICES

Joe Brunold Crown Hills Realty Expert - Original CH's owner involved in more sales/listings in Crown Hills than any other agent. Our local Keller Williams office is on Alpine Blvd 619.322.9631. DRE #0455812

Mike Wilmers Realtor, Genuine Home Team - Experienced. Prompt. Client-Centered. Use the #1 Team at East County's #1 Brokerage, Keller Williams East San Diego. Call 619.277.2232 DRE# 00872511

Lisa Ruiz, Realtor - 2015 Top 10 Realtor in East County/#1 in Big Block Realty - Award winning team makes customer service our #1 priority 619.464.5472 www.lisaruiteam.com BRE #01846748

Alpine Realty - Dee Broughton 28 yrs. Experience. 2% commissions available. Save thousands, call Dee for your market analysis & sale at 619.445.3310

Kathie Pelletier - Your neighborhood professional Real Estate Consultant. Over 20 years' experience, latest neighborhood updates available. BRE #00903337 Call 619.445.1174 or 619.227.9092.

MUSIC LESSONS/ENTERTAINMENT

Music Lessons & Performance - Beginner Guitar & Piano lessons. Beginner to advanced drumming. Classic Rock & 80's - 90's bands. 619.540.3659 www.alpinemusiclessons.com

Guitar Performance/Instruction - University instructor with six CDs (on iTunes) Classical, Nuevo, Flamenco, Jazz, Pop. Weddings, parties, All level lessons Miles 619.659.0577. www.milesclassicalguitar.com

MISCELEANOUS

BOFFO Entertainment - We offer, balloon artists, airbrush face & body painting, clowns, bubbles, interactive games, crazy hair painting & photo booths & more. Website: www.boffoentertainment.com 619.760.6304

Louisa Bryant Fine Art Studio. Original Paintings on canvases, Quality Prints from originals on wood panels, Commission paintings. www.LouisaBryantAcrylics.etsy.com

SPEED LIMIT IS 20 MPH PLEASE SLOW DOWN!

Residents of Crown Hills are welcome to submit ads in writing or via email office@crownhillshoa.sdcoxmail.com

3 line maximum- Ads published as space permits

If advertising a business, it must be your business and be in compliance with any local, state or federal laws, including a valid license or permit if applicable.

Crown Hills is not responsible for verifying your information is correct. However, we reserve the right to pull your ad if you do not meet these requirements. Crown Hills is not liable for nor recommends any listed services. This page is a courtesy to Crown Hills residents only and is not published online.



You can receive this Newsletter by email! Save trees and sign up at the Crown Hills Office to receive your HOA News electronically. Homeowners can also receive other important information via email like Association updates, courtesy notices and reminders.



POOL/SPA UPDATE!



As you know, the pool has been closed to residents due to the COVID-19 pandemic. Unfortunately, we have not yet reached the stage where pools are allowed to be re-opened.

Currently, we are in Stage 2 of the re-opening process, which mandates that the pool areas must remain closed. Although it is unclear when Stage 3 will occur, the Board is preparing for the Stage 3 restrictions, so the pools can re-open safely, while staying in compliance with the County/State guidelines.

Unfortunately, the guidelines that were released by the County, in anticipation of Stage 3, outline requirements that the HOA is not currently able to meet, including the requirement for disinfecting to occur hourly, or for disinfecting wipes to be available. Having someone onsite to disinfect hourly would be a huge unbudgeted expense for the HOA, and wipes, in the volume that would be needed, are not currently available. The Management Company is investigating multiple options for ordering the needed wipes, and will continue to monitor this on a daily basis.

As such, even once we reach Stage 3, the pool will have to remain closed until the HOA can comply with the re-opening requirements.

In the meantime, we have compiled the list below of public pools that may re-open when we reach Stage 3. We encourage residents to contact these facilities for more information. Please note that these facilities may be able to open earlier than our pool because they have full time employees onsite.

- ◆ The Cameron Family YMCA (Santee)
- ◆ La Mesa Community Center (La Mesa)
- ◆ Poway Community Swim Center (Poway)

We thank you for your continued patience and understanding during this process.

