

Laurelmont

Community Association



The regular meeting of the Board of Directors of the Laurelmont
Community Association will be held on:

Tuesday, July 27, 2021

Meeting Held Via Teleconference

**Executive Session
6:00pm**

**THE INFORMATION CONTAINED HEREIN IS STRICTLY CONFIDENTIAL AND IS TO BE
USED FOR REVIEW BY MEMBERS OF THE BOARD OF DIRECTORS ONLY**

LAURELMONT COMMUNITY ASSOCIATION
MEETING OF THE BOARD OF DIRECTORS
EXECUTIVE SESSION AGENDA
(BOARD MEMBERS ONLY)
July 27, 2021

CALL TO ORDER	6:00pm
I. HOMEOWNER HEARING	
A. 57 Primrose – Homeowner Requested Hearing	pg. 3-6
II. ARCHITECTURAL APPLICATION	
A. 64 Willowood – Tree Removal	pg. 7-13
B. 86 Primrose – Response to Conditional Approval	pg. 14-21
III. HOMEOWNER CORRESPONDENCE	
A. Candidate Statements	pg. 22-24
B. AVCA Representative	pg. 25
C. Watering of the Trailside	pg. 26-27
D. Pool Signs	pg. 28-32
E. Online Message Board	pg. 33
F. 84 Primrose Correspondence	pg. 34-56
IV. DELINQUENCY REPORT	pg. 57-58
V. HOMEOWNER NON-COMPLIANCE	pg. 59-61
VI. 3RD PARTY CONTRACTS	
A. Harvest Landscape Contract	discussion
B. Wood Trim Replacement & Painting Project	discussion
ADJOURN	7:00pm

Meeting Will Be Held Via

Zoom Conference Call

Meeting ID: 407 571 2760

Password: 6532

Phone +1 669 900 6833

Homeowners may join the call to participate in the Open Forum by installing Zoom on any device and entering the meeting ID and password above

Otis HOA Management
23120 Alicia Parkway, Suite 215
Mission Viejo, CA 92692
Phone/Fax: 888-516-6532

Laurelmont

Community Association

MEMORANDUM

Date: July 21, 2021
To: Board of Directors
From: Management
Subject: 57 Primrose Hearing Request

The Homeowner from 57 Primrose sent a "Contact the Board" communication from the Otishoa website on June 29, 2021. They requested a hearing before the Board of Directors for "3 years of inactivity and platitudes by the HOA and mgmt. over subsidence issues with my property". No further context was given.

The hearing is scheduled for tonight's meeting, July 27, 2021 at 6:15pm.



From: rayna@otishoa.com <rayna@otishoa.com>
Sent: Thursday, July 1, 2021 11:44 AM
To: Frank Goodchild <Frank.Goodchild@technicondesign.com>
Subject: RE: Laurelmont Community Association Contact the Board - Submission 4099667

Good morning,

Thank you for your request! The next Board meeting is on Tuesday, July 27th. Executive session usually begins at 6pm. We like to give the Board a few minutes to settle in. Are you available around 6:15pm on Tuesday, July 27th? Please advise.

Thank you,

Rayna Schonwit
Community Manager



23120 Alicia Parkway Suite 215
 Mission Viejo, CA 92692
 888-516-6532
rayna@otishoa.com
www.otishoa.com

From: Laurelmont Community Association <Messenger@AssociationVoice.com>
Sent: Tuesday, June 29, 2021 6:49 PM
To: Rayna@otishoa.com
Subject: Laurelmont Community Association Contact the Board - Submission 4099667

Contact the Board

Your communication has been received. We will be in touch shortly, if needed. Thank you for using our online service, we hope you found it a useful convenience.

Please Describe Your Question, Suggestion, or Concern Here

Feedback I would like to formally request a hearing with the executive board due to over 3 years inactivity and platitudes by the HOA and mgmt over subsidence issues with my property.

Enter Your Name, Address, and How You May Be Reached

First Name Francis
Last Name Goodchild
Street Address 57 Primrose
Phone Number 949-231 8917
E-Mail frank.goodchild@technicondesign.com

rayna@otishoa.com

From: Frank Goodchild <Frank.Goodchild@technicondesign.com>
Sent: Tuesday, July 20, 2021 9:12 AM
To: rayna@otishoa.com
Subject: RE: Laurelmont Community Association Contact the Board - Submission 4099667

Hi Rayna

Yes, I can confirm my attendance on that date/time

Best Regards



Technicon
DESIGN

Frank Goodchild
V.P. Business Development

Technicon Design Corp.
26522 La Alameda,
Suite 150
Mission Viejo
CA
92691 United States



Tel: +1 949 215 7955
Fax: +1 949 215 7970
Mobile: +1 949 231 8917
Email: Frank.Goodchild@technicondesign.com

www.technicondesign.com
www.segulatechnologies.com

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To stay informed about exciting job opportunities around the globe, install our official Jobs Board App!



From: rayna@otishoa.com <rayna@otishoa.com>
Sent: Tuesday, July 20, 2021 9:09 AM
To: Frank Goodchild <Frank.Goodchild@technicondesign.com>
Subject: RE: Laurelmont Community Association Contact the Board - Submission 4099667

Good morning,

I would like to confirm your attendance for the hearing scheduled at 6:15pm on Tuesday, July 27, 2021.

Thank you,

Rayna Schonwit
Community Manager

otishoa
MANAGEMENT

23120 Alicia Parkway Suite 215
Mission Viejo, CA 92692
888-516-6532
rayna@otishoa.com

From: rayna@otishoa.com <rayna@otishoa.com>
Sent: Thursday, July 1, 2021 2:55 PM
To: 'Frank Goodchild' <Frank.Goodchild@technicondesign.com>
Subject: RE: Laurelmont Community Association Contact the Board - Submission 4099667

Yes! That is the platform we will be using for the next meeting.

Thank you,

Rayna Schonwit
Community Manager

otishoa
MANAGEMENT

23120 Alicia Parkway Suite 215
Mission Viejo, CA 92692
888-516-6532
rayna@otishoa.com
www.otishoa.com

From: Frank Goodchild <Frank.Goodchild@technicondesign.com>
Sent: Thursday, July 1, 2021 12:41 PM
To: rayna@otishoa.com
Subject: RE: Laurelmont Community Association Contact the Board - Submission 4099667

Hi Rayna

Thank you for the reply, this is already an improvement from previous HOA. I will be available at that time on July 27th, should I use the website to access the `Zoom` meeting ?

Best Regards



Technicon
DESIGN

Frank Goodchild
V.P. Business Development

Technicon Design Corp.
26522 La Alameda,
Suite 150
Mission Viejo
CA
92691 United States



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Mobile: +1 949 231 8917
Email: Frank.Goodchild@technicondesign.com

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To stay informed about exciting job opportunities around the globe, install our official Jobs Board App!

Laurelmont

Community Association

MEMORANDUM

Date: July 21, 2021
To: Board of Directors
From: Management
Subject: 64 Willowood Architectural Application

The Homeowner from 64 Willowood removed a large tree in their backyard causing damage to the concrete. They contacted Management asking if they needed Board approval after the work had already been completed. Management recommended filling out an architectural application for the Board's review.

The Homeowner is requesting the Board's approval for the removal of a tree causing damage and for the replacement of the tree with natural grass and small plants.

rayna@otishoa.com

From: Brian Salmen <briansalmen@gmail.com>
Sent: Friday, July 2, 2021 12:59 PM
To: rayna@otishoa.com
Cc: Brian Salmen
Subject: 64 Willowood

Flag Status: Flagged

Hi Rayna,

As we discussed earlier this week, a tree on our property was causing damage and needed to be removed. Pictures are attached along with the application you sent me. The landscape repair and improvement is putting in new natural grass and some small plants with a picture of the new plantings also included. If you need anything else, just let me know.

Best regards, Brian Salmen

LAURELMONT COMMUNITY ASSOCIATION
REQUEST FOR ARCHITECTURAL APPROVAL

SUBMIT 3 COMPLETED COPIES WITH REQUESTED DOCUMENTATION TO MANAGEMENT

Homeowner Name: BRIAN AND SUZI SALMEN Date: 6-30-21
Address: 64 WILLOWOOD ALISO VIEJO (LAURELMONT)
Home Phone No.: 915 847-0642 Work Phone No.: _____

Description of Improvement:

TOOE REMOVAL BACK CORNER. LEANING AGAINST AND
DAMAGING FENCE AND CAUSING EARTH MOVEMENT
BREAKING BRICKS AND RESULTING IN LARGE CRACK
IN PATIO. LAWN DYING. NEW SOOD AND SMALL PLANTS

Contractor Information:

Contractor's Name: SELF/OWNERS License No.: N/A Phone No.: _____

Certificate of Insurance showing Laurelmont Community Association as additional insured setting forth the following coverage: (1) General liability \$1 Million Combined Single Limit per occurrence - includes property damage, bodily injury, completed operations; (2) Automobile liability - covering owned and non-owned vehicles, \$1 Million Combined Single Limit per occurrence; and (3) Workers' Compensation - per statutory requirements for the State of California.

Submission Instructions:

Completed applications should be mailed to: Otis HOA Management, 23120 Alcala Parkway, Suite 215, Mission Viejo, CA 92692. Applications that are not complete will be returned to the owner detailing the missing information required to complete the application.

Attachments:

____ Diagram 3 copies (showing details of project, dimensions of property line, grading and drainage). Attach any photos to illustrate the scope of work being requested.

____ 3 copies of this form

____ 3 copies of contractor certificate of insurance

PHOTOS ATTACHED

Neighbor Awareness: The neighbors' approval is not a condition for your plans being approved by the Architectural Review Committee. The intent is to advise the adjacent neighbors of the proposed improvement.

Do not know Neighbor's Address	Neighbor's Signature
Neighbor's Address	Neighbor's Signature
Neighbor's Address	Neighbor's Signature

Do Not Write Below This Line

Architectural Control Committee

Approved: _____ Conditions: Approvals are subject to all permits and building codes applicable

Denied: _____ Explanation: _____

By: Architectural Committee Member: _____





12:14

5G



Aliso Viejo - Quail Creek
Wednesday 9:48 AM

Edit



Laurelmont

Community Association

MEMORANDUM

Date: July 21, 2021
To: Board of Directors
From: Management
Subject: 86 Primrose – Ramp in Common Area

At the last Board meeting, the Board approved 86 Primrose's architectural application with the following condition:

- The ramp built in common area must be removed

The Homeowner is requesting to keep the ramp as she claims the sprinklers next to her patio door muddy the grass and make it difficult for her to move her trash bins out to the street. Please see the following pages for the Homeowner's response to the conditional approval.

From: Ellen Dupuy <edupuy@me.com>
Sent: Thursday, July 1, 2021 9:24 AM
To: rayna@otishoa.com
Subject: Re: 86 Primrose - Architectural Conditional Approval

Rayna: thank you for conditional approval notification. I wanted to explain about the little ramp. Because there is a sprinkler right by my gate, it is constantly wet. When I need to move my trash cans to the curb, the wheels make a muddy grove that messes up the park grass as well as dirties the sidewalk. I will remove it, but I wanted you and the committee to understand why I put it there. It will return to a mud pit and mess up the park grass and sidewalk.

Thanks again.
Ellen Dupuy

> On Jul 1, 2021, at 9:14 AM, rayna@otishoa.com wrote:

>
> Good morning,
>
> Please see the attached architectural conditional approval. This will also be delivered via US mail.
>
> Thank you,
>
> Rayna Schonwit
> Community Manager
>
> 23120 Alicia Parkway Suite 215
> Mission Viejo, CA 92692
> 888-516-6532
> rayna@otishoa.com
> www.otishoa.com

> -----Original Message-----

> From: Ellen Dupuy <edupuy@me.com>
> Sent: Tuesday, June 22, 2021 4:19 PM
> To: rayna@otishoa.com
> Subject: Re: Tomorrow? 9 am?

> Anyone is welcome to just drop by. Thanks very much. Let me know if I'm "cleared." Sorry about that!

> Best, Ellen

> Ellen Dupuy

From: Ellen Dupuy <edupuy@me.com>
Sent: Thursday, July 1, 2021 9:50 AM
To: rayna@otishoa.com
Subject: Re: 86 Primrose - Architectural Conditional Approval

Flag Status: Flagged

Rayna: if it's possible to delay removal until after the Board review, it would be sincerely appreciated. It was set securely into the ground so it wouldn't shift due to the watering problem. If it's removed I'm not going to reset it. The sprinkler head is right next to my gate to water the azalea beds and because the area in front of my gate had turned to a mud patch it was much lower than the patio inside. The ramp was set and leveled to provide a secure base for the cans to exit without tearing up the common area grass.

Thank you for your help!
Ellen Dupuy

> On Jul 1, 2021, at 9:27 AM, rayna@otishoa.com wrote:

>

> Thank you, Ellen! Please remove it for the time being and I will present this email to the Board at the next meeting on July 27 for their review.

>

> Thank you,

>

> Rayna Schonwit

> Community Manager

>

> 23120 Alicia Parkway Suite 215

> Mission Viejo, CA 92692

> 888-516-6532

> rayna@otishoa.com

> www.otishoa.com

>

>

> -----Original Message-----

> From: Ellen Dupuy <edupuy@me.com>

> Sent: Thursday, July 1, 2021 9:24 AM

> To: rayna@otishoa.com

> Subject: Re: 86 Primrose - Architectural Conditional Approval

>

> Rayna: thank you for conditional approval notification. I wanted to explain about the little ramp. Because there is a sprinkler right by my gate, it is constantly wet. When I need to move my trash cans to the curb, the wheels make a muddy grove that messes up the park grass as well as dirties the sidewalk. I will remove it, but I wanted you and the committee to understand why I put it there. It will return to a mud pit and mess up the park grass and sidewalk.

>

> Thanks again.

> Ellen Dupuy

From: Ellen Dupuy <edupuy@me.com>
Sent: Thursday, July 1, 2021 10:04 AM
To: rayna otishoa.com
Subject: Photos at 86 Primrose

Flag Status: Flagged

Rayna: I've attached a few photos showing the two sprinkles that kept the area wet outside my gate and it shows how the ground was much lower outside my patio as a result. I'd have to pull and tug those cans if they were full because they'd just get grabbed in the mud—which was always there because the grass and shrubs need watering regularly. Unless you are literally walking between the houses, you really can't see this little ramp. But as you can tell, it's not easily removed, so I'd like to request that it stay in place until the board looks at it. Thanks and let me know if you have any questions. Anyone is invited to come by and look. Thank you. Ellen







rayna@otishoa.com

From: Ellen Dupuy <edupuy@me.com>
Sent: Friday, July 2, 2021 11:04 AM
To: rayna@otishoa.com
Subject: Resident Need for Gate Pads

Flag Status: Flagged

Hi Rayna: these are photos I took on my walk around Laurelwood today. I did not check every gate, these were just shots from the street as I walked and began noticing that at least 20 other residents had put pads/slabs/mats/stones outside their gates—probably to facilitate garbage cans. This should be included in the board presentation where my pad will be discussed. I can make a more complete photo documentation if needed.

Happy July 4th.

Sincerely, Ellen

View my shared photos:

Today,

https://share.icloud.com/photos/0yXJ2yYPR_x_5cBiUYZP8GWlw

iCloud link available until Aug 1

Ellen Dupuy

Laurelmont

Community Association

MEMORANDUM

Date: July 21, 2021
To: Board of Directors
From: Management
Subject: Candidate Statements

Following Management's email blast requesting volunteers for the vacant seat on the Board, we received two candidate statements. Please see the following pages for the statements received.

rayna@otishoa.com

From: Steve Button <sbutton725@yahoo.com>
Sent: Wednesday, June 30, 2021 7:04 PM
To: rayna@otishoa.com
Subject: Re: Request for Volunteers to Fill Board Position

Flag Status: Flagged

Hi Rayna,

I am willing to join the board as Secretary. I am currently The Corporate Secretary of two dozen Ca Corps. I am happy to provide the Legal Entities that can easily be validated on the Ca Sec of State Web Site.

Please let me know as I would be a real advocate for our residents.

My cell number is 714-654-2354 if you prefer to discuss by phone.

Thank you and great job, Steve

Sent from my iPhone

On Jun 30, 2021, at 4:14 PM, Laurelmont Community Association <Messenger@associationvoice.com> wrote:

Request for Volunteers to Fill Board Position

There is currently a vacant Board of Directors seat at Laurelmont Community Association. The Board is now accepting volunteers to fill the Secretary position! If you are interested, please send a brief candidate statement to rayna@otishoa.com or hit "reply" to this email. Thank you!

This message has been sent to sbutton725@yahoo.com

As a subscriber of General Correspondence at Laurelmont Community Association, we'll periodically send you an email to help keep you informed. If you wish to discontinue receiving these types of emails, you may opt out by clicking [Safe Unsubscribe](#).

To view our privacy policy, click [Privacy Policy](#).

This message has been sent as a service of [AssociationVoice](#), provider of smart Websites for Associations and Management, 1290 Broadway Suite 1400, Denver, CO 80203. AssociationVoice © 2021. All rights reserved.

From: dmgeron@gmail.com
Sent: Thursday, July 1, 2021 5:53 PM
To: rayna@otishoa.com
Subject: RE: Request for Volunteers to Fill Board Position

Flag Status: Flagged

My name is David Gerson, and I am volunteering for the Laurelmont Board of Directors of the Laurelmont Community HOA. You probably don't know me because I'm new to the community, having moved in on December 29, 2020, My wife and I love this community.

What are some of my touchstones?

First, I am a firm believer in responsibility, accountability and honesty. I believe that any problem can be solved if people are honest about defining it, clear on their plan or solution and open in their work to achieve the goal.

Second, I believe a measured analysis of the facts and thorough review and management of contracts will help responsible decision making and excellent vendor management. It is critical that the association gets good value for its money.

Third, I believe different skill sets are needed to make a group effective and I bring many years of collaborative experience to the table.

Finally, I believe quickly and effectively responding to new issues reduces time, expense, and disharmony.

A little about me: I have been an attorney since 1969. My first 15 years of practice were spent in Chicago as a Family Law attorney. I moved to California in January of 1984 and passed the California Bar in 1985, and I am a member of the Trusts and Estates Section of the California Bar. I have restricted my practice to Trusts and Estate Planning for about 30 years. Yes, I do Living Trusts. My approach has always been "No shortcuts." I am married to my wife, Vicky, and we have two children; our son, Brian, lives in San Francisco – getting married end of October, and our daughter, Jessica, lives in Portland – getting married end of August! We're looking forward to an exceptional year! Vicky is a teacher in a San Juan Capistrano elementary school.

Thanks for your consideration. If you have any questions of me, please stop by and ask them (69 Primrose) or give me a call: 949-306-1545.

Best,
David M. Gerson
Attorney at Law
[Click Here to Chat with David Now](#)
Call: 949.243.0622
Fax: 949.625.7763
dmgeron@gmail.com
www.GersonTrustLaw.com

rayna@otishoa.com

From: Tom James <tjames@tjames.net>
Sent: Wednesday, July 7, 2021 11:46 AM
To: Rayna Schonwit
Subject: AVCA Representative

Hi Rayna,

I hope you're feeling better! Something we have been trying to do off and on for several months is to elect a board director to be our AVCA Representative. Would you please put that on our agenda for this months meeting? The community needs a voice in the AVCA.

Thanks so much!

Tom

Sent from my iPhone

From: Patrick Whitfield <pawhky@yahoo.com>
Sent: Sunday, July 4, 2021 4:47 PM
To: Rayna Schonwit; Patrick Whitfield
Cc: Mark Walther
Subject: No water on our trail side hill.

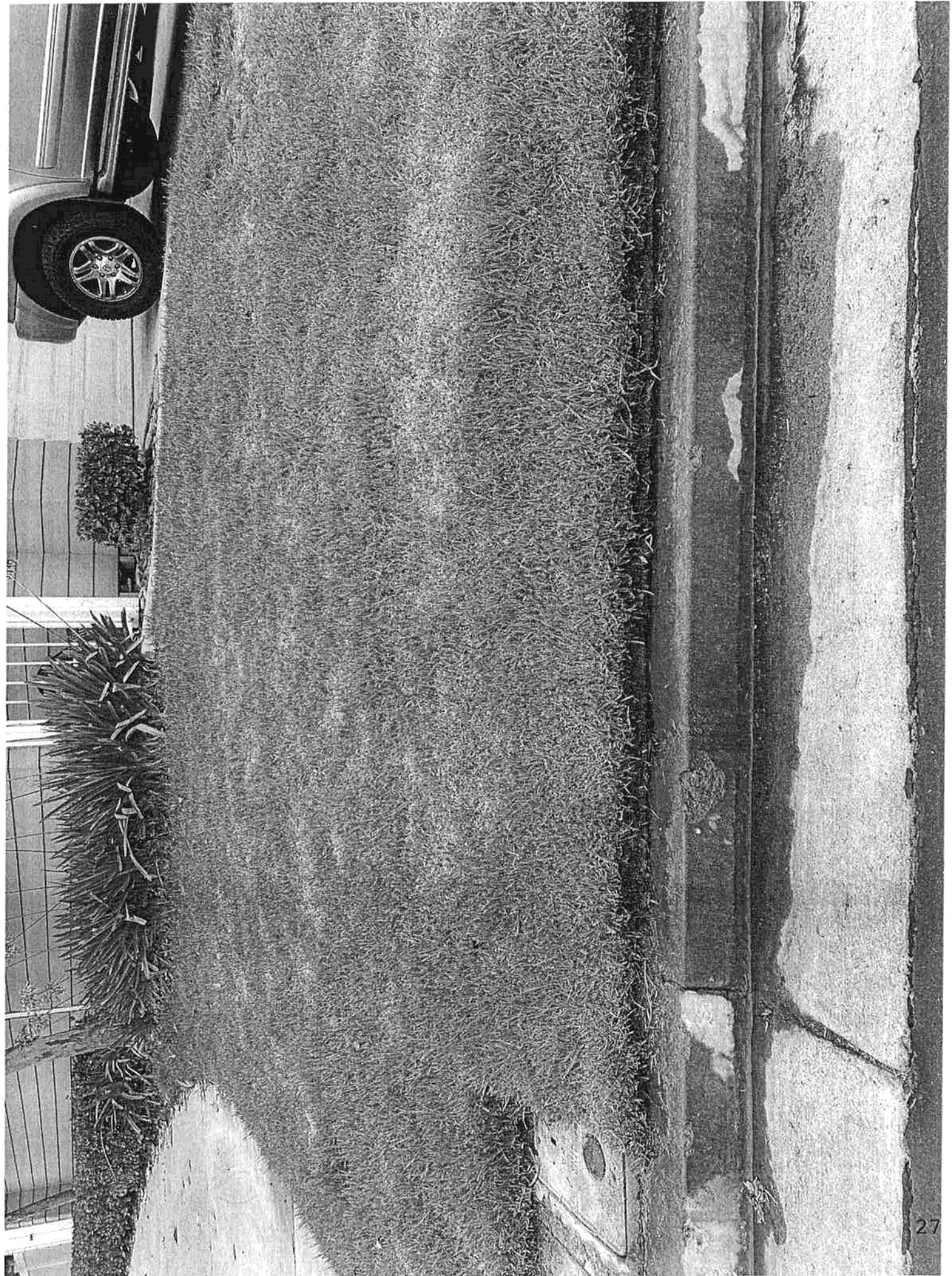
Flag Status: Flagged

Rayna, I have been told by several people that we are not watering the trailside, or La Paz side, hill. Things are dead and dying.

Could we get Harvest to promptly fix and prove it is fixed?

Thanks.

Patrick A. Whitfield
714-501-7577



rayna@otishoa.com

From: Roslynn Carter <krzycc@cox.net>
Sent: Tuesday, July 6, 2021 10:55 PM
To: rayna@otishoa.com
Subject: Pool signs

Flag Status: Flagged

Hi Rayna,

Please forward to the board members.

These signs are put out by the CDC, maybe they should be ordered and posted at pool.

rayna@otishoa.com

From: Roslynn Carter <krzycc@cox.net>
Sent: Tuesday, July 6, 2021 11:03 PM
To: Rayna Schonwit
Subject: Buttons & Banners | Healthy Swimming | Healthy Water | CDC

Flag Status: Flagged

Rayna,

Here is the CDC sight to order posters.
Please forward to the board.

<https://www.cdc.gov/healthywater/swimming/materials/buttons-banners.html>

Thank you,
Rozy Carter






Buttons & Banners

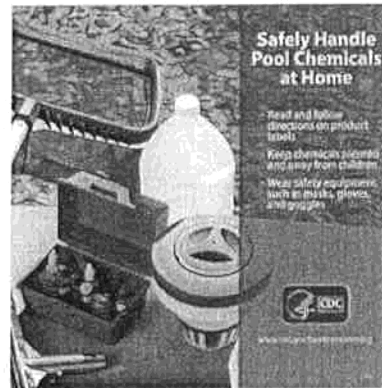
You can save these images and use them in your websites, social network profiles, and blogs.

Healthy and Safe Swimming Week (Button)





- 1080 x 1080 JPEG Image 
- 1200 x 675 JPEG Image 
- 1200 x 145 JPEG Image 



Safely Handle Pool Chemicals at Home (Button)



English

- 1080 x 1080 JPEG Image 
- 1200 x 675 JPEG Image 



Español

- 1080 x 1080 JPEG Image 
- 1200 x 675 JPEG Image 

Don't Pee in the Pool (Button)



English


- 1080 x 1080 PNG Image 
- 1200 x 675 PNG Image 

Español


Don't Pee in the Pool! (GIF)



English

- 1200 x 675 animated GIF 

Español



- 1200 x 675 animated GIF 

- 1200 x 675 PNG Image 



Don't Leave Your Mark (GIF)



English

- 640 x 360 animated GIF 
- 1200 x 675 animated GIF 





Español

- 640 x 360 animated GIF 
- 1200 x 675 animated GIF 




Don't Leave Your Mark (Button)



English

- 600 x 600 PNG Image 
- 1200 x 600 PNG Image 
- 1080 x 1080 PNG Image 
- 1200 x 675 PNG Image 



Español

- 600 x 600 PNG Image 
- 1200 x 600 PNG Image 
- 1200 x 675 PNG Image 



Diarrhea and Swimming Don't Mix (GIF)



English

- 640 x 360 animated GIF 
- 1200 x 675 animated GIF 




Español

- 640 x 360 animated GIF 
- 1200 x 675 animated GIF 

Diarrhea and Swimming Don't Mix (Button)





English

- 600 x 600 PNG Image 
- 1200 x 600 PNG Image 
- 1080 x 1080 PNG Image 



Español

- 600 x 600 PNG Image 

- 1200 x 600 PNG Image 
- 1200 x 675 PNG Image 



Check Inspection Scores (Button)



- 1080 x 1080 JPEG Image 
- 1200 x 675 JPEG Image 

Do Your Own Inspection (Button)



- 1080 x 1080 JPEG Image 
- 1200 x 675 JPEG Image 

Healthy Swimming (Button)



- 180 x 150 JPEG Image 

Pool Chemical Safety (Button)



- 180 x 180 JPEG Image 

Page last reviewed: April 13, 2021

From: Jake Shumate <jakeshumate@me.com>
Sent: Wednesday, June 30, 2021 4:25 PM
To: rayna@otishoa.com
Subject: Re: Request for Volunteers to Fill Board Position

Flag Status: Flagged

Rayna,

Hope you are well. I stepped out of the HOA meeting last night a little early, hope it did not go too long. You must have a lot of patience and thick skin to deal with that on a daily basis...🙄

Not sure what program you guys are using to send out emails but I wanted to let you know they come across very strange in the way they look. Not sure why but wanted it let you know. I think you can see it below.

Also I made a suggestion last meeting about having an online message board, website. Its an easy way to find all of the info that a homeowner might need, like how to safe list a car, post a question about an issue or even ask what colors to use when touching up the house, maybe you can pass that up the chain to your boss.

Thanks

Jake Shumate

On Jun 30, 2021, at 4:14 PM, Laurelmont Community Association <Messenger@AssociationVoice.com> wrote:

Request for Volunteers to Fill Board Position

There is currently a vacant Board of Directors seat at Laurelmont Community Association. The Board is now accepting volunteers to fill the Secretary position! If you are interested, please send a brief candidate statement to rayna@otishoa.com or hit "reply" to this email. Thank you!

This message has been sent to jakeshumate@me.com

From: Patty B <pbrew719@gmail.com>
Sent: Monday, June 28, 2021 11:30 AM
To: Rayna Schonwit
Subject: Re: Laurelmont Community Association Service Request - Submission 4074687
Attachments: Laurelmont December 2020 Financials.pdf

Flag Status: Flagged

Hi Rayna -

In looking at the 4-page check disbursements from January and February 2021, Patrol Masters is not even listed. Attached is a December 2020 Financial that shows the amount of \$718 and change.

These types of financial unpaid invoices if all to common, to be quite frank, do not make sense. Delayed invoices and unpaid invoices for months are a major concern, and exhibit red flags.

Not too mention - I brought Patrol Masters issues up to the board and Associa way back in August of 2020. Tragic to see us pay a company who fraudulently submitted invoices without adhering to their contract.

This is NOT your fault - just understand you came on board at a time where the HOA had been suspended for approximately 23-24 months and the homeowners were snowballed as to the financial operations of the HOA as it relates to the tax status at that time. I personally called the agency multiple times to get the status of what was happening and sure enough - their exact status as they looked on their computer screen in real time - was always different from what was being conveyed to the homeowners via Associa. This is a multi-million dollar HOA and to have these types of blunders was completely unacceptable. This is real money with real consequences, not like the board game Monopoly.

So finances are a hot button topic that will not go away and will always be questioned, until confidence is restored.

Thank you for your time and help.

Have a great day!

On Fri, Jun 25, 2021 at 1:58 PM <rayna@otishoa.com> wrote:

Good afternoon,

We were not Management at the time and did not produce these financials, so I am not 100% sure on this. I reached out to PatrolMasters and they advised me they usually do a 3-5% increase in their cost each year. The difference between the two checks were almost exactly 5%, which makes me think that there was a price increase sometime in 2020. I have received from PatrolMasters the invoices from Jan-March all in the amount of \$753.94. I am assuming that there was an unpaid invoice that carried over from 2020 and was most likely paid in February along with the monthly

contract cost for February (this is not uncommon). As to why it shows up on the check disbursement report and not the income and expense statement, I am not sure.

Thank you,

Rayna Schonwit

Community Manager



23120 Alicia Parkway Suite 215

Mission Viejo, CA 92692

888-516-6532

rayna@otishoa.com

www.otishoa.com

From: Laurelmont Community Association <Messenger@AssociationVoice.com>

Sent: Wednesday, June 2, 2021 12:55 PM

To: rayna@otishoa.com

Subject: Laurelmont Community Association Service Request - Submission 4074687

Service Request

Your service request has been received. We will be in touch shortly to schedule a repair person and access, if needed. Thank you for using our online service, we hope you found it a useful convenience.

Please Describe Your Request Here

Description Good afternoon, Pursuant to California Civil Code 5200(a)-Association Records, I am requesting documents for documentation of termination from Laurelmont Community Association to Patrol Masters Inc. Additionally, this is a second request out of public concern- after review of the Feb 2021 check disbursement page(3 of 5) there were two (2) checks written to Patrol Masters Inc, 1.) \$718.04 and 2.)\$753.94 for a total of \$1,471.98. Is there an explanation as to why LCA

would write a check to Patrol Masters for \$753.94 for "security?" outside of the monthly check? What was that check for?
Have a good afternoon. Respectfully submitted

Enter Your Name, Unit, and How You May Be Reached

First Name James

Last Name Brewer

Unit #

Phone N/A

Email pbrew719@gmail.com

- Patty

From: Patty B <pbrew719@gmail.com>
Sent: Monday, June 28, 2021 10:16 AM
To: Rayna Schonwit
Subject: Re: Laurelmont Community Association Service Request - Submission4040008

Flag Status: Flagged

Rayna,

I greatly appreciate your response.

In looking at all things considered - I reviewed over two years of financials. With that said, I did not find a double payment to Patrol Masters with an increase, similar to this. For instance, if Patrol Masters increased our monthly dues it would read "X" amount for "X month" and then the following month it would show an increase of "X" amount.

This is troubling, especially when this request was sent back in April and you are still unable to find an answer. This was on the February financials and a March financial did not show the check disbursements. Did Patrol Masters provide any documentation to LCA or Associa stating the dues would increase? If so, when was that submitted. Also, even if there is a hand over of control from Associa to Otis - shouldn't ALL documents be accounted for.

When Otis and Associates came on board - there was an abrupt shift in how things were reported via the financial documents, among other things. Prior to Otis and Associates, Associa would produce the monthly financial documents (approximately 60-75 pages) showing all information. After reviewing the documents - there were always financial questions I had mentioned at the board meetings (rightfully so).

Remember LCA was suspended through the Franchise Tax Board for approximately 23-24 months. In reviewing the check disbursements and other documents - I located things that were troubling and asked tough questions. There are certain things that cannot be done financially, while suspended through the Franchise Tax Board.

Who is responsible for, what appears to be, HIDING all the financial documents from the homeowners - to prevent being asked tough questions at the monthly board meetings regarding financial transactions? It seems a bit like a Dictatorship when documents are suppressed - that originally were available.

Greatly appreciate your research into this, have a great day!

On Fri, Jun 25, 2021 at 1:58 PM <rayna@otishoa.com> wrote:

My apologies for the lack of response. I have been trying to do some research on this. Please see my most recent email to you with my response.

Thank you,

Rayna Schonwit

Community Manager

otishoa
MANAGEMENT

23120 Alicia Parkway Suite 215

Mission Viejo, CA 92692

888-516-6532

rayna@otishoa.com

www.otishoa.com

From: Patty B <pbrew719@gmail.com>
Sent: Wednesday, May 12, 2021 11:49 AM
To: Rayna Schonwit <rayna@otishoa.com>
Subject: Re: Laurelmont Community Association Service Request - Submission4040008

Good afternoon;

I would still like to inquire as to why there was additional payment to Patrol Masters in a secondary check, please see below.

After review of the Feb 2021 check disbursement page(3 of 5) there were two (2) checks written to Patrol Masters Inc, 1.) \$718.04 and 2.)\$753.94 for a total of \$1,471.98. Is there a plausible explanation as to why LCA would write a check to Patrol Masters for \$753.94 for "security?" The monthly fee is \$718.04. This clearly can not be a mistake of fact. Patrol Masters has been ripping-off LCA since well before October 2020. Have a pleasant afternoon.

Respectfully submitted

On Tue, May 4, 2021 at 3:44 PM <rayna@otishoa.com> wrote:

Good afternoon,

Unfortunately, we do not have a check disbursement report for the month of March 2021. We were still working on setting up new bank accounts under the new Management company and collecting invoices from the prior management company.

I would say the reasoning for the change in what is available to Homeowners was the change in Management, which did occur around the same time the new Board was elected. Our company does things a little differently, and we do not provide the full financials for any of our communities, as previously explained, they contain confidential Homeowner information. However, we are absolutely more than happy to redact information and provide them upon request at any time.

Thank you!

Rayna Schonwit

otisHOA
MANAGEMENT

23120 Alicia Parkway Suite 215

Mission Viejo, CA 92692

888-516-6532

rayna@otishoa.com

www.otishoa.com

We have moved offices! We are now at 23120 Alicia Parkway Suite 215. Please update your records accordingly.

From: Laurelmont Community Association <Messenger@AssociationVoice.com>

Sent: Friday, April 30, 2021 12:31 PM

To: rayna@otishoa.com

Subject: Laurelmont Community Association Service Request - Submission 4040008

Service Request

Your service request has been received. We will be in touch shortly to schedule a repair person and access, if needed. Thank you for using our online service, we hope you found it a useful convenience.

Please Describe Your Request Here

Description Good afternoon, Pursuant to California Civil Code 5200(a)-Association Records, I am requesting the check disbursements for the March 2021 financials for Laurelmont Community Association. If there is any confidential homeowner information, please redact. Also, as a homeowner out of public concern, I find the timing of not including ALL of the financial documents for the month to homeowners as suspicious. Ever since the re-election of the new board, public information has been strategically suppressed. Can anyone provide a plausible reasoning behind this ABRUPT behavior? Case in point (many others to question): After review of the Feb 2021 check disbursement page(3 of 5) there were two (2) checks written to Patrol Masters Inc, 1.) \$718.04 and 2.)\$753.94 for a total of \$1,471.98. Is there a plausible explanation as to why LCA would write a check to Patrol Masters for \$753.94 for "security?" The monthly fee is \$718.04. This clearly can not be a mistake of fact. Patrol Masters has been ripping-off LCA since well before October 2020. Have a pleasant afternoon. Respectfully submitted

Enter Your Name, Unit, and How You May Be Reached

First Name James

Last Name Brewer

Unit #

Phone N/A

Email pbrew719@gmail.com

- Patty

- Patty

rayna@otishoa.com

From: Patty B <pbrew719@gmail.com>
Sent: Thursday, July 1, 2021 11:48 AM
To: Rayna Schonwit
Cc: Patrick Whitfield; mark@robotmark.com; Josh
Subject: Re: Landscape Rotation Schedule

Flag Status: Flagged

Thank you Rayna-

Just something else to add. I am not sure why this happens when I am sitting out front of my residence, but when the landscape operators use the handheld edger, they move extremely quickly when edging the neighboring areas (which are pretty sloppy as a result of); however, when the operator is edging my grass areas, he is very meticulous and takes extra time.

I am not looking for the extra time - the concern is if someone is not watching them - they will provide half-asked work with sloppy results. I am looking at it from a results oriented, \$149,000 plus a year contract.

I will upload my videos and send them to you - so you are able to see what I am talking about.

Thanks for your response, have a great day.

Jim

On Thu, Jul 1, 2021 at 11:26 AM <rayna@otishoa.com> wrote:

Thank you, Jim. I have issued several work orders to Harvest to address some of these issues (not picking up the leaves, blowing them into bushes, leaving debris like trimmings). I will also ensure to discuss this with them on the upcoming landscape walk (Tuesday, July 6).

Thank you,

Rayna Schonwit

Community Manager

otishoa
MANAGEMENT

23120 Alicia Parkway Suite 215

Mission Viejo, CA 92692

888-516-6532

rayna@otishoa.com

www.otishoa.com

From: Patty B <pbrew719@gmail.com>
Sent: Tuesday, June 29, 2021 8:10 PM
To: Rayna Schonwit <rayna@otishoa.com>
Cc: Patrick Whitfield <pawhky@yahoo.com>; mark@robotmark.com; Josh <Josh@otishoa.com>
Subject: Re: Landscape Rotation Schedule

Hi Rayna,

In reference to my May 12, 2021 above listed email, I had laid out working issues with Harvest, specifically the breach of contract. Otis was in charge on May 12, 2021.

Thank you.

On Tue, Jun 29, 2021 at 5:10 PM <rayna@otishoa.com> wrote:

Good afternoon Patrick and Jim,

Unfortunately, we were not Management at the time that the decision was made.

If there are issues with specific items of service, we would love to address it. Please send me an email or service request with the items that you find they are not doing at a specific address or throughout the community so we may address it accordingly.

Patrick, we can discuss the contract during executive session and during the landscape proposals portion of regular session (Jim, this can also absolutely be brought up during the Homeowner forum).

Thank you,

Rayna Schonwit

Community Manager

otishoa
MANAGEMENT

23120 Alicia Parkway Suite 215

Mission Viejo, CA 92692

888-516-6532

rayna@otishoa.com

www.otishoa.com

From: Patrick Whitfield <pawhky@yahoo.com>

Sent: Tuesday, June 29, 2021 11:46 AM

To: Rayna Schonwit <rayna@otishoa.com>; mark@robotmark.com; Patty B <pbrew719@gmail.com>; Patrick Whitfield <pawhky@yahoo.com>

Subject: Re: Landscape Rotation Schedule

Rayna, Jim makes some very good points.

Some questions:

(1) While the board is ultimately responsible for EVERY association decision, what exactly is the process for board or management review and enforcement of vendor contracts?

(2) I have heard many complaints about the current landscaping company's work and increased cost, and owners, myself included, want to review the decision process used to replace the old landscape company. What we were expecting to get that we weren't, etc. We are paying a lot more and don't seem to be getting value for the relationship, notwithstanding the clear violation of portions of the contract. The grass looks by far the worse that I have seen in 3 years.

(3) How do we discuss this as a board?

Thanks.

Patrick A. Whitfield
714-501-7577

On Tuesday, June 29, 2021, 11:32:50 AM PDT, Patty B <pbrew719@gmail.com> wrote:

Good morning Rayna -

I know you are extremely busy handling our great community - I wanted to follow up on the above listed email sent back on May 12, 2021. By chance have you had an opportunity to look into the financial aspect of this concern, regarding the 5-week pilot program, and if there was an addendum to the original contract? (just my opinion based on monitoring these operators....They are over their heads and may need more seasoned operators to assist)

I know I send a lot of requests and emails regarding issues associated with our association. I know you probably don't like reading them as much as I do not like to send them. I wish I could spend my time doing other things, but unfortunately oversight is needed until the train gets on the right track.

This boils down to money, and services rendered to services paid. Each wonderful owner writes a check every month for \$479.85 (x 197), which goes towards the operating costs. The operating costs help pay for the vendors. A specific vendor that handles our Landscaping, Harvest Landscape Enterprises, is paid \$12,470.40 a month, which is \$4,000.00 more a month than the previous Villa Park Landscape.

There have been 5 times (on Primrose alone) where the operators have been in violation of the contract, as to where they have not edged when mowing occurred, and have blown debris back into the flower beds or parcels of lawn. (The reason why companies exhibit this behavior is that it cuts down on their dump fees \$\$\$\$, when they take the debris to

the dump). Not to mention, the week of June 21st - 25th, they did not mow or edge, in fact, they blew leaves around the street and back up onto a parcel of grass across the street from my residence (professional relocation of debris).

These issues come straight from the contract. I did not write the contract, nor did I agree on the contract. I am strictly reviewing the contract for the services to be rendered. Unfortunately, they do not parallel all the time.

Reading this, might seem extremely petty, but the quality of service provided does not equate to \$149,644.80 a year. With that said, if there is no oversight then our wonderful community will continue to get ripped off by vendors (just like patrol masters), and we will not receive quality service.

I do have a solution to fix said issues, which is strictly business. I would like to hear Otis' solution or the community President's solution.

Thank you for your time and have a great day!

Jim

On Wed, May 12, 2021 at 4:13 PM Patty B <pbrew719@gmail.com> wrote:

Good afternoon Rayna;

This email document is being sent out of public concern after receiving your attached schedule rotation change for Harvest Landscape (sent on Wednesday, May 12, 2021 at 11:27am). I have attached two active board members to this email so they are aware as well.

I understand that you are just the messenger. The below listed information will respectfully request a response.

As your email hit the wire, a separate email was already being drafted regarding a concern with Harvest Landscape Enterprises, Inc.

I will address your email regarding the Landscape Rotation Schedule first. In reviewing the contract between LCA and Harvest Landscape Enterprises, Inc that was signed by the HOA President on November 23, 2020, for **12,470.40 a**

month X 12 months, totaling \$149,644.80 a year, the contract states on page 6 Exhibit A: Landscape Contract Specifications, **"3. Estimated Labor: Performance-Based Labor for reference • Performance Based (3 Techs 3 days per week, 1 Foreman 3 days per week, Supervisor 4 hours per week)"**

Since there has been a modification to the written agreement between LCA and Harvest Landscape Enterprises, Inc. what if any written addendum has been/will be made?

On page 15 of the contract, #18 Entire Agreement; Modification; Waiver the language states, "No supplement, modification, or amendment of this Agreement shall be binding unless executed, in writing, by all the parties."

If there is a written addendum to the previous contract - will that be attached to the original contract, so when a resident or any entity entitled to said contract after request will be able to see the original contract and then a written modification to the the contract?

Does any of these modifications effect the overall hourly rate?

As for the aforementioned concern, I have patiently monitored Harvest Landscape since the commencement of the contract for the last five (5) months.

During this time - there have been several items of concern based on the written agreement between LCA and Harvest Landscape, and I, as a homeowner, have given them approximately five months to self correct/fix the problems as they are a new company. This is a reasonable amount of time to give a new company an opportunity to remedy themselves.

Here are the concerns:

On page 8, under Landscape Service Specifications, # 2. Turf, subsections

d. When the turf areas are mowed, the curbs, walkways, driveways, and flowerbeds bordering the turf areas shall be edged to maintain a crisp and neat appearance;

The grass is NOT edged consistently when the turf area is mowed weekly on Primrose as stated in the contract.

e. When the turf areas are mowed, the grass clippings shall be removed from walkways, curbs, driveways, and disposed of properly by Harvest; The leaf blower consistently blows the grass clippings, leaves and debris back onto the parcels of grass, in the flower beds, scattered in the street, or completely fails to clean up the debris at all.

f. When the turf areas are mowed, other landscape maintenance debris will be removed and disposed of properly by Harvest. The leaf blower consistently blows the grass clippings, leaves and debris back onto the parcels of grass, in the flower beds, scattered in the street, or completely fails to clean up the debris at all.

As of this writing on today's date, the leaf blower exhibited the aforementioned behavior in regards to sections e. and f.

This behavior is consistent with the previous landscape company (Villa Park) that was hired to provide professional landscape services to LCA. This behavior was presented to the previous property management company for approximately 6 months to no avail. I am hoping it will not take 6 months to correct this behavior with Harvest Landscape.

Orange County Municipal Code:

Title 3 -Public Morals, Safety and Welfare

Division 13 – Property Maintenance

Article 4. – Leaf Blowers

3-13-11 Limited Use

Section (c) - Dirt, dust, debris. Leaf blower operations shall not cause dirt, dust, leaves, grass clippings, debris, cuttings or trimmings from trees or shrubs to be blown or deposited on any adjacent street or property, or upon the property on which the leaf blower is being operated. Deposits of dirt, dust, leaves, grass clippings, debris, cuttings or trimmings from trees or shrubs shall be removed and deposited of in a sanitary manner, to prevent dispersement from wind, vandalism, or similar means.

I bring this to your attention in effort to maintain the contractual agreement between LCA and Harvest Landscape. Paying Harvest Landscape \$149,644.80 a year for services (not to mention all the other ancillary jobs and additional costs), is a pretty penny, especially when the landscape techs are not fulfilling their job duties according to the agreement.

These concerns are seen, heard, and expressed from other homeowners who reside on Primrose as well. I cannot speak for the other two streets, Pepperwood and Willowood.

Thank you very much for your time and have a great afternoon.

From: Patty B <pbrew719@gmail.com>
Sent: Thursday, July 1, 2021 10:28 AM
To: Rayna Schonwit
Subject: Re: Laurelmont Community Association Service Request - Submission 4086521

Flag Status: Flagged

Hi Rayna,

Just wanted to follow-up to see if I can get a copy of the written general authorization form - that is required to be provided to Courtesy PATrol Specialists. Also, can you provide a timestamp document that shows Courtesy Patrol was in possession of the aforementioned document prior to the commencement of their 1st day of service on-site at Laurelmont.

Thank you very much and have a pleasant afternoon.

Jim

On Tue, Jun 15, 2021 at 12:08 PM Laurelmont Community Association <Messenger@associationvoice.com> wrote:

Service Request

Your service request has been received. We will be in touch shortly to schedule a repair person and access, if needed. Thank you for using our online service, we hope you found it a useful convenience.

Please Describe Your Request Here

Description

Pursuant to California Civil Code 5200(a)-Association Records, I am requesting a copy of the "written general authorization" form and "specific signed authorization" form provided to Courtesy Patrol Specialists from the HOA. If these forms are included in the contract(that was requested on Monday, June 14, 2021) then disregard; however, if they are separate from the contract, I would like to request copies. Additionally, requesting any documentation from Courtesy Patrol Specialists, regarding vehicles towed within LCA since the start of the contract. Thank you.

Enter Your Name, Unit, and How You May Be Reached

First Name	James
Last Name	Brewer
Unit #	
Phone	n/a
Email	pbrew719@gmail.com

If you would like to unsubscribe to stop receiving these emails [click here](#).

--

- Patty

From: Patty B <pbrew719@gmail.com>
Sent: Wednesday, July 7, 2021 2:55 PM
To: Rayna Schonwit; Josh Kersten; Patrick Whitfield; mark@robotmark.com; Scott Otis
Subject: Harvest Landscape - Leaf Blowers
Attachments: Landscapers1 (1).mp4

Flag Status: Flagged

All:

For well over two years- Laurelmont Community Association has employed Landscape vendors (Villa Park Landscape and now Harvest Landscape) who one, don't appear to care about the quality of service and two, who don't appear to care about certain municipal codes.

This email is in response to the behavior of the Harvest Landscape, leaf blowers. On May 12, 2021 at 4:13PM, I sent an email to Otis and Associates, regarding a few topics of the new 5-week pilot program and to notify Otis and Associates of the behavior from the leaf blowers and the Municipal Code Violation. **That email was sent 56 days ago.**

Now on today's date (7/07/2021), at approximately 1:01PM, Harvest Landscape leaf blowers continue to exhibit the same behavior as previously mentioned.

Is there a reason why the top management at Harvest Landscape has not been notified of this behavior? And if so, why has this information not been transmitted to the operators? Was the President of Laurelmont Community Association notified of this? Did the President of Laurelmont Community Association make any suggestions in whether or not to contact Harvest Landscape, or ignore the issue? If so, did those notifications come by the way of phone calls, text messages, US mail, emails, or any other form of communication?

It's pretty disheartening when walking the property (almost daily) of this great community, only to find layers upon layers of leaves and debris that have been professionally relocated back into the shrubs or onto the large parcels of grass - because the operators are too lazy to remove the debris from the property, in violation of the contract entered into between Harvest Landscape and LCA on November 23, 2021. The violations can be found on Page 8, section 2- Turf, sections "e. and f," of the contract.

This behavior needs to change immediately.

Attached is one video that was taken. The second video will be sent separately.

Please see that those who are also involved that are not attached - receive said email.

If anyone has any questions, concerns or disputes, I can be reached anytime at my residence or by phone.

Regards,
Jim
714-943-5615

rayna@otishoa.com

From: Patty B <pbrew719@gmail.com>
Sent: Wednesday, July 7, 2021 3:00 PM
To: Rayna Schonwit; Josh Kersten; Scott Otis; Patrick Whitfield; mark@robotmark.com
Subject: Harvest Landscape - Leaf Blowers (2)
Attachments: Landscapers2.mp4

Flag Status: Flagged

Attached is the second video from Harvest Landscape leaf blowers.

This occurred on 7/07/2021 at approximately 1:02PM.

Both videos occurred on Primrose.

This behavior is a weekly occurrence. This is not an isolated incident that occurs every now and then.

Regards,
JIm

From: Patty B <pbrew719@gmail.com>
Sent: Wednesday, July 14, 2021 11:40 AM
To: Rayna Schonwit
Cc: Josh Kersten; Patrick Whitfield; mark@robotmark.com; Scott Otis
Subject: Re: Harvest Landscape - Leaf Blowers

Flag Status: Flagged

Good morning:

Yes, unfortunately I have had to send several emails.

Thank you for your email. So as I understand this correctly, the email I sent on May 12, 2021, was forwarded to the board (a few were already attached)? With that said, did you receive any direction from the president of Laurelmont to contact Harvest to FIX the issue, or was there no direction provided? Based on the July 7, 2021, follow-up email, it appears as though the issues were not addressed as the behavior of the operators still continued after the 56 day notice.

So to clarify - if a homeowner - who has skin in the game (paying \$479 a month) addresses questions that directly relate to the finances of the HOA, and those questions go unanswered that means the board president has elected to remain quiet on the issues?

For example, I sent a few emails regarding the contract between Harvest and LCA with specific questions regarding the Indemnification section. I still have not heard any response. This is a serious question because it all relates to how we can deal with Harvest Landscape as they are in breach of contract.

Have a good day.

Regards,
JIm

On Mon, Jul 12, 2021 at 11:13 AM <rayna@otishoa.com> wrote:

Good morning Jim,

My apologies for the late response, I have been out of the office. In regards to your several emails about Harvest and their performance, the best I can do is forward this information to the Board. We work at the direction of the Board and cannot take action on anything you are discussing unless provided proper direction. We are able to issue work orders to clean up or make repairs.

From: Patty B <pbrew719@gmail.com>
Sent: Wednesday, July 14, 2021 2:07 PM
To: Rayna Schonwit; Josh Kersten; Patrick Whitfield; mark@robotmark.com
Subject: Re: Laurelmont Community Association Service Request - Submission 4035319
Attachments: 78 Primrose Laurelmont Community - Invoice - 19144.pdf; 78 Primrose Laurelmont Community - Invoice - 19402.pdf; Antis Roofing Invoice 11871.pdf

Flag Status: Flagged

Good Afternoon:

In cross-checking three (3) roofing invoices, by two separate roofing companies (Antis and Superior) and the work that was completed at 78 Primrose, what I found was mind-boggling.

Just to start, I'd like to address the below attached invoice #11871 by Antis dated December 7, 2020, for a total of \$4631.00. I spoke to the homeowner and the amount of work completed (labeled on the invoice under repair) in addition to the quality of the work was conflicting. Specifically, the self admitted comment the roofer made to the homeowner as it relates to the poor quality of work further qualifies a need for review. The homeowner asked the roofer if he would have accepted the quality of work if it were his residence and the roofer responded in the negative.

42 days later, Superior arrived at 78 Primrose and gave a proposal of what work needed to be completed, because the work by Antis was not adequate. Looking at the second invoice from Superior Roofing dated January 18, 2021 for a total of \$225.00, invoice # 19144, revealed specific language of what needed to be repaired, but no where on the roof. **Please clarify why this was not found by Antis during the initial inspection?**

39 days later after the initial invoice from Superior on January 18, 2021, Superior roofing submitted an invoice #19402, dated February 26, 2021 for a total of \$4850.00. The work performed was a tear-off and a re-roof of the lower section to the front of the residence. I was home that day and watched.

Is it alarming that there is only a \$219.00 dollar variance between the minimal repairs from Antis compared to a complete re-roof of a lower section of a roof performed by Superior?

In three separate trips to 78 Primrose, by two different roofing companies, in 81 days, yielded a combined payment of \$9,706.00. At any time when reviewing the three invoices for payment does anyone look into WHY the second roof repair by Superior overlapped part of what was originally done by Antis? Does anyone review the invoices and find that the lack of documentation as to where the repairs were to be completed, were absent.

What is the system and process for repairing roofs for a resident? Does ANYONE from the board or Otis and Associates put eyes on the project to see what needs to be done, to see if the job is legitimate? Who reviews the invoices prior to signing checks and sending payments to vendors? How many stop gaps are there in place for review of invoices prior to payment? Who questions the invoices for the best interest of all 197 residents, which would come from those who are stewards of the finances for LCA?

Knowing that there is a push to initiate a wood replacement project within Laurelmont Community Association (LCA), that will arguably exceed \$500,000.00, the need for oversight could not be greater. All eyes need to be

concentrated on this project. The size of this project only breeds frivolous spending and over purchase of material.

Have a good day.

Regards,
Jim

On Tue, May 4, 2021 at 3:34 PM <rayna@otishoa.com> wrote:

Good afternoon,

Please see the attached invoice as requested.

Thank you!

Rayna Schonwit

otishoa
MANAGEMENT

23120 Alicia Parkway Suite 215

Mission Viejo, CA 92692

888-516-6532

rayna@otishoa.com

www.otishoa.com

We have moved offices! We are now at 23120 Alicia Parkway Suite 215. Please update your records accordingly.

From: Laurelmont Community Association <Messenger@AssociationVoice.com>
Sent: Monday, April 26, 2021 10:47 AM
To: rayna@otishoa.com
Subject: Laurelmont Community Association Service Request - Submission 4035319

Service Request

Your service request has been received. We will be in touch shortly to schedule a repair person and access, if needed. Thank you for using our online service, we hope you found it a useful convenience.

Please Describe Your Request Here

Description Good morning, Pursuant to California Civil Code 5200(b)- Enhanced Association Records, I am requesting the invoice specifically for check number # 01001041. This transaction was listed under the January 2021 check disbursement between Antis Roofing and Waterproofing and Laurelmont Community Association for work completed at 78 Primrose. VENDOR: Antis Roofing & Waterproofing LICENSE: 562480 CHECK NUMBER: 01001041 CHECK DATE: 1/26/2021 ACCOUNT: 6725 PROJECT: Roof Repair & Maint. TRANSACTION DATE: 1/01/2021 REMARKS: 78 Primrose REFERENCE: AMOUNT: \$4,631.00 Thank you very much. Have a pleasant day.

Enter Your Name, Unit, and How You May Be Reached

First Name James

Last Name Brewer

Unit #

Phone N/A

Email pbrew719@gmail.com

From: Patty B <pbrew719@gmail.com>
Sent: Friday, July 16, 2021 12:31 PM
To: Rayna Schonwit; Josh Kersten; Patrick Whitfield; Scott Otis; mark@robotmark.com
Subject: Re: Laurelmont Community Association Contact the Board - Submission 4113968

Flag Status: Flagged

Good Morning:

Thank you for the response Rayna.

Yesterday, July 15, 2021, between 12:45pm - 2:00pm, I along with two other residents walked the community looking at the landscaping and the pool. Upon arrival at the Laurelmont Community Association pool, I observed the bottom of the pool to be extremely dirty, specifically the deep end and along the right side of the pool. This was the reason for the pool schedule request sent on July 15, 2021.

In looking at the pool, and cross-checking it with the newly provided pool schedule - it is impossible that the bottom of the pool was swept/brushed on Wednesday, July 14, 2021 (according to the schedule). Even if the narrative of wind were to be used as an excuse, the pool was not cleaned. The only thing that could have been done, were chemicals.

It appears as if I now need to redirect my attention to the pool (arguably, the only amenity in our association), where I originally started and brought to the association's attention back in 2020.

Per California Civil Code 5210, can I please receive a copy of the pool contract between the current vendor and Laurelmont Community Association. Also, please provide a copy of the daily logs that are kept in the locked pool area at the pool. I would like to see the last three months. Additionally, can I please receive a copy of the invoices from the current pool vendor - dating back to the commencement of the contract.

If there are any questions, comments or disputes, I can be reached at any time.

Regards,
Jim
714-943-5615

On Fri, Jul 16, 2021 at 10:36 AM <rayna@otishoa.com> wrote:

Good morning,

They service the pool Monday, Wednesday, and Friday during the summer.

Thank you,

Rayna Schonwit

Community Manager



23120 Alicia Parkway Suite 215

Mission Viejo, CA 92692

888-516-6532

rayna@otishoa.com

www.otishoa.com

From: Laurelmont Community Association <Messenger@AssociationVoice.com>
Sent: Thursday, July 15, 2021 10:43 PM
To: Rayna@otishoa.com
Subject: Laurelmont Community Association Contact the Board - Submission 4113968

Contact the Board

Your communication has been received. We will be in touch shortly, if needed. Thank you for using our online service, we hope you found it a useful convenience.

Please Describe Your Question, Suggestion, or Concern Here

Feedback Good Evening: Requesting the weekly schedule for the pool maintenance for Laurelmont Community Association (LCA)? Thank you!

Enter Your Name, Address, and How You May Be Reached

First Name James
Last Name Brewer
Street Address 84 Primrose
Phone Number n/a

AGED OWNER BALANCES: AS OF June 30, 2021
ACCOUNT NUMBER SEQUENCE

* - Previous Owner or Renter

ACCOUNT #	UNIT #	NAME	CURRENT	OVER 15	OVER 45	OVER 75	TOTAL	STATUS
145404184	184	Noreen Stacy Dunlap	0.00	1.70	0.00	0.85	2.55	
145413171	171	Mark Cody	0.00	479.85	0.00	0.00	479.85	
145416165	165	Sylke Portner-Clark	47.98	479.85	0.00	0.00	527.83	
145424170	170	Brian J Salmen	0.00	479.85	0.00	0.00	479.85	
145448145	145	Brian D Campbell	0.00	279.70	0.00	3474.47	3754.17	
145452149	149	Darryl Arnold	47.98	479.85	0.00	0.00	527.83	
145460155	155	Nancy A Watteyne	47.98	479.85	479.85	160.00	1167.68	
145468130	130	Susan Oshiro	0.00	479.85	479.85	0.00	959.70	
145482014	014	Sid Ross*	0.00	0.00	0.00	22.85	22.85	
145501054	054	James T Mcnamee	47.98	479.85	479.85	50.37	1058.05	
145525643	043	Craig T Petrine Casey	0.00	0.00	0.00	166.70	166.70	
145526949	049	GLEN JEFFRIES	0.00	479.85	479.85	479.85	1439.55	
145545077	077	Brian Donald Emerson	47.98	479.85	479.85	5179.77	6187.45	
145546379	079	Kraig D Margulies	0.00	139.85	0.00	6235.74	6375.59	
145548983	083	Sabella Family Trust	47.98	479.85	25.00	0.00	552.83	
145549284	084	Jacob Shumate	47.98	479.85	22.85	0.00	550.68	
145571105	105	Robert Lewis Williston	0.00	379.70	0.00	0.00	379.70	
145591398	098	Linda J Eddy	0.00	0.65	0.00	0.00	0.65	
225385505	005	Meelad M Hadjehaffari	0.00	479.85	0.00	0.00	479.85	
232102143	143	Hamid Arshadi TTEE	0.00	0.00	0.00	70.70	70.70	
236774162	162	Brooke Granata	47.98	479.85	479.85	959.70	1967.38	
236774162	162	John Poor*	0.00	0.00	0.00	457.00	457.00	
240872375	075	Jacqueline Orloff	0.00	479.85	0.00	479.85	959.70	
TOTAL:			383.84	7519.50	2926.95	17737.85	28568.14	

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ACCOUNT #	UNIT #	NAME	CURRENT	OVER 15	OVER 45	OVER 75	TOTAL	STATUS
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REPORT SUMMARY

CODI N/A	DESCRIPTION	ACCOUNT #	CURRENT	OVER 15	OVER 45	OVER 75	TOTAL
A1	ASSESSMENT	1200	0.00	7519.50	2901.95	2399.25	12820.70
01	Late Fees	1200	383.84	0.00	0.00	0.00	383.84
02	NSF charges	1200	0.00	0.00	25.00	0.00	25.00
14	Balance Forward	1200	0.00	0.00	0.00	15338.60	15338.60
GRAND TOTAL			383.84	7519.50	2926.95	17737.85	28568.14

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ELINQUENCY AMOUNT
01200	Accounts Receivable	28568.14
TOTAL		\$28568.14

Laurelmont Community Assn CCR History Report Detailed Report by Street Address

Pepperwood

23 Pepperwood Sarvenaz Rachedi Lot/Unit #: 017 Account #: 145485917

#	CCR Code	Active	Type	Create	Request	Closed	Next Action
# 1	TSH - Trash Bins	YES	Violation	06/01/2021	N/A		NONE

Summary: Trash Bins

Detailed Description

CC&Rs Section 8.10 Rubbish Removal. Containers shall be exposed to view of neighboring Residences only when set out for a reasonable period of time (not to exceed twelve (12) hours before and after scheduled trash collection hours).

Action to Resolve

Please remove trash bins out of view from the street after collection times. Thank you.

#	CCR Code	Active	Type	Create	Request	Closed	Next Action
# 2	MTN - Maintenance	YES	Violation	06/01/2021	N/A		NONE

Summary: Plant Maintenance

Detailed Description

CC&Rs Section 2.09 Repair and Maintenance by Owners. Each owner shall maintain...all portions of his Unit in a clean, sanitary and attractive condition...it shall further be the duty of each Owner, at his sole expense, to keep the Restricted Common Areas free from debris and maintained

Action to Resolve

Please remove the plant in your front walkway that is growing up the side of the building. Thank you.

36 Pepperwood Paul Laca Lot/Unit #: 028 Account #: 145490128

#	CCR Code	Active	Type	Create	Request	Closed	Next Action
# 1	MTN - Maintenance	YES	Violation	06/01/2021	N/A		NONE

Summary: Maintenance

Detailed Description

CC&Rs Section 2.09 Repair and Maintenance by Owners. Each owner shall maintain...all portions of his Unit in a clean, sanitary and attractive condition...it shall further be the duty of each Owner, at his sole expense, to keep the Restricted Common Areas free from debris and maintained

Action to Resolve

Please remove owl from common area fencing. Thank you.

59 Pepperwood Randall A Perkins Lot/Unit #: 045 Account #: 145507845

#	CCR Code	Active	Type	Create	Request	Closed	Next Action
# 1	PRK - Parking	YES	Violation	06/01/2021	N/A		NONE

Summary: Parking

Detailed Description

CC&Rs Section 8.02 Parking and Vehicular Restrictions. No Owner shall park, store, or keep anywhere on the Property or on any public streets abutting or visible from the Property any large commercial-type vehicle. No Person shall park, store, or keep any recreational vehicle...on the Property or on any public street abutting or visible from the Property except wholly within a garage and only with the garage door closed.

Action to Resolve

Please move commercial or recreational vehicle out of view of the street. Thank you.

Primrose

21 Primrose Daniel Fazio Lot/Unit #: 071 Account #: 145539571

Laurelmont Community Assn CCR History Report Detailed Report by Street Address

Primrose

21 Primrose	Daniel Fazio	Lot/Unit #:	071	Account #:	145539571
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	<u>CCR Code</u>	<u>Active</u>	<u>Type</u>	<u>Create</u>	<u>Request</u>	<u>Closed</u>	<u>Next Action</u>
# 1	ARC - Inside and Outside Installations	YES	Violation	06/01/2021	N/A		NONE

Summary: Inside and Outside Installations

Detailed Description

CC&Rs Section 8.06. Inside and Outside Installations. No exterior addition, change or alteration to any Residence shall be commenced without the prior written approval of the Architectural Committee.

Action to Resolve

Please remove the American flag lights from the side of your home. Thank you.

40 Primrose	Jacob Shumate	Lot/Unit #:	084	Account #:	145549284
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	<u>CCR Code</u>	<u>Active</u>	<u>Type</u>	<u>Create</u>	<u>Request</u>	<u>Closed</u>	<u>Next Action</u>
# 1	MTN - Maintenance	NO	Violation	06/01/2021	N/A	06/21/2021	NONE

Summary: Tree Maintenance

Detailed Description

CC&Rs Section 2.09 Repair and Maintenance by Owners. Each owner shall maintain...all portions of his Unit in a clean, sanitary and attractive condition...it shall further be the duty of each Owner, at his sole expense, to keep the Restricted Common Areas free from debris and maintained

Action to Resolve

Please trim the trees in your back yard so they do not hang over the common area or lean against common area fencing. Thank you.

49 Primrose	11851 Lambert LLC	Lot/Unit #:	093	Account #:	145580393
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	<u>CCR Code</u>	<u>Active</u>	<u>Type</u>	<u>Create</u>	<u>Request</u>	<u>Closed</u>	<u>Next Action</u>
# 3	MTN - Maintenance	YES	Violation	06/01/2021	N/A		NONE

Summary: Fence Maintenance - Call to Hearing

Detailed Description

CC&Rs Section 2.09 Repair and Maintenance by Owners. Each owner shall maintain...all portions of his Unit in a clean, sanitary and attractive condition...it shall further be the duty of each Owner, at his sole expense, to keep the Restricted Common Areas free from debris and maintained

Action to Resolve

The Board has found fence maintenance to be Homeowner responsibility. Please replace the wood fence that is not harmonious with the Association and please fill out an architectural application prior to beginning construction. Thank you.

54 Primrose	Linda J Eddy	Lot/Unit #:	098	Account #:	145591398
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	<u>CCR Code</u>	<u>Active</u>	<u>Type</u>	<u>Create</u>	<u>Request</u>	<u>Closed</u>	<u>Next Action</u>
# 4	MTN - Maintenance	YES	Violation	06/01/2021	N/A		NONE

Summary: Maintenance - Final Letter

Detailed Description

CC&Rs Section 2.09 Repair and Maintenance by Owners. Each owner shall maintain...all portions of his Unit in a clean, sanitary and attractive condition...it shall further be the duty of each Owner, at his sole expense, to keep the Restricted Common Areas free from debris and maintained

Action to Resolve

Please maintain the landscaping in the walkway to your front door. Thank you.

59 Primrose	Shahrock Zekavati	Lot/Unit #:	101	Account #:	145575101
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