



# PACIFIC HILLS

Your Board of Directors  
Rick Fassel-President  
Jeff Weekley-Vice President  
Jim Gentile-Treasurer  
Jack Thomas-Secretary  
Greg Garzeria -Director

*Be safe over the holidays  
and while celebrating the  
New Year.*

*Happy New Year!*



*\*All members of the board  
were re-elected at the  
2007 Annual Election held  
on November 19th with  
terms expiring in 2008.*

**THE NEXT MEETING IS  
SCHEDULED FOR  
5:30 PM,  
JANUARY 14, 2008**

**ALL MEETINGS ARE HELD  
AT  
THE OFFICES OF  
PROGRESSIVE  
COMMUNITY  
MANAGEMENT**

27405 Puerta Real, Ste. 300  
Mission Viejo, CA

Homeowners are invited and  
encouraged to attend all regular  
board meetings.

**MEETING TIMES & DATES  
MAY CHANGE.  
PLEASE REFER TO THIS  
NEWSLETTER & BILLING  
STATEMENT FOR  
UPDATES!**

## HOW TO REPORT DANGEROUS ACTIVITY ON THE SLOPES?

The Association cannot stress enough the importance of properly reporting dangerous, suspicious and unwanted activity that is observed on the slopes. If you observe any mischievous or suspicious activity on the common area slopes or are concerned about possible fire threats, please call the Sheriff immediately. Please do not report it to your community manager until the police have been called. Management cannot make the police report for you and time is of the essence. Do not provide the intruders with time to leave the location without the intervention and presence of the local authorities. Thank you for your assistance.



## Newsletter Updates

Newsletters are published on a quarterly basis. The meeting date and time will be printed on your monthly billing statement for the months without a newsletter.

### COMMUNITY CONTACTS:

Jaime Moore (Rose)  
Community Manager  
jaimem@progressivecm.com

Carol Griffin  
Client Services  
carolg@progressivecm.com

Shelley Logan:Receivables - shelleyl@progressivecm.com

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*www.progressivecm.com/pacifichills*

**JANUARY 2008**

## PROGRESSIVE'S HOLIDAY CLOSURE

The offices of Progressive Community Management will be closed at noon on Friday, December 21st through Tuesday, January 1st in observance of the holidays and to spend time with our families and loved ones. The office will also close on Monday, January 21st in observance of Martin Luther King Junior's birthday. While the offices are closed, emergency service is provided. You can access the emergency service by calling 949-582-7770 and following the emergency prompts. If your call is not an emergency threatening property damage to Association common area, please leave a message for the manager and they will be happy to return your call upon their return.  
*\*check your future billing statement for any February/March office closures*



## MEETING AGENDA AVAILABILITY

Beginning January 1, 2008, the Association's Meeting Agendas will be available at least 4 days prior to the scheduled Board meeting. The detailed agenda will be posted at the grass area on the corner of Pacific Hills and Glenwood. The Association is providing this information to the Membership in an effort to comply with recent legal requirements of SB 528 as well as to keep the Community informed of the topics that will be addressed at each upcoming meeting. Please note that due to the recent changes with regard to this statute, items that are not listed on the agenda cannot be acted upon by the Board of Directors unless the items are of an emergency or urgent nature. Should you have any questions, please feel free to contact your manager, Jaime Moore for assistance.

## REPORT CONCERNS REGARDING STREET REPAIRS

The Association contacted the City of Mission Viejo regarding concerns with the condition of some streets within the community and even requested an on-site meeting to discuss further. The City was not willing to meet on-site and notified the Association that they would be evaluated and placed on a list based on priority. We were politely reminded that there are other areas of Mission Viejo that need attention prior to Pacific Hills. The Association expressed a concern that the City's acceptable level of maintenance may not be in tune with the Association's expected standards. As a result, the Association encourages you to call the City and report your concerns regarding the streets directly in the hope that the City will respond timely.

## REMINDER FOR OWNERS USING BILL PAY

Homeowners who use Bill-Pay to pay their assessments – Is your homeowner's association account number correct? Now is the perfect time to double check this! Make sure that the account number your bill-payment service is using is the same as the one on your monthly association statement. Even one missed zero will affect our bank's ability to process your payments in a timely manner. In order to avoid problems, please take a moment to insure that all the information is correct!

## STATUS OF PROPOSED POLICY CHANGES



The Association has notified the membership on multiple occasions regarding discussions about portable basketball hoops and proposed enforcement policy changes. The Board will again offer continued discussion at the January 14, 2008 Board meeting and it is our goal that a notice with the finalized Board's policy will be included in your February billing statement. Thanks for your patience, correspondence and support.