



Rancho Cielo Neighborhood News

March 2022 Newsletter

BOARD OF DIRECTORS

Len Malena

President

Timothy Whelan

Secretary

Robert Hoffman

Treasurer

Gina Cox

Member at Large

Darryl Wheeler

Member at Large



SEABREEZE MANAGEMENT

26840 Aliso Viejo Parkway, Suite 100

Aliso Viejo, CA 92656

Customer Care 949.855.1800

949.855.6678 fax

After Hours/Weekends

800.232.7517

Marcos Cruz 949-900-2019

Senior Community Manager

Marcos.Cruz@SeabreezeMgmt.com

Brian Salas 949-900-2668

Associate Manager

Brian.Salas@SeabreezeMgmt.com

BOARD MEETING

The next Board meeting is currently scheduled to be held March 23rd at 6:30 PM via Zoom Meeting, due to the current novel Coronavirus pandemic, and Statewide restrictions on social gatherings. Agendas for General session, open Board meetings are posted in the community to notify the Membership four (4) days prior to Board meetings.

Orange County Sheriffs Reminders



The Orange County Sheriffs Department has put a list of Crime Advisory Scam reminders for the community to follow and each month we will list out a few of them, but for the full document please go to the Associations website for the entire listing.

Kidnapping Scam

- In this scam, the victim receives a phone call and when they answer the phone call, the victim will hear a cry for help. Generally, the victim will say a child's name to see if their child was calling them. With that information, the suspect will inform the victim they have kidnapped their child and is demanding money for their release. The suspect will keep the victim on the phone and give the perception that if the call disconnects then harm will happen to their loved one. The suspect will instruct the victim to wire cash out of the country and when completed the call will disconnect. The victim will call their loved one and determine they have been scammed out of their money through fear.

Scams and How to Address Them

- There are numerous tricks criminals use to get money or property from. Their tactics and approaches change often. If you have become a victim of check fraud, bank card or credit card fraud, immediately report the incident(s) to the financial institution and request a new be issued. **Also, all three credit bureaus offer a credit freeze free of charge.**
- **If you are or suspect a you are being scammed, please call the Sheriffs Department Non Emergency Line to file a report. (714) 647-7000 or (949) 770-6011.**

Community Reminders:

- **Driving Reminders:** Golf carts are for golf course lawns. Please help the Association use its resources to maintain and improve the Association landscape. Kindly keep golf carts, motorized bikes, and scooters off of the Association maintained landscaping and trails. Thank you!
- **Parking Reminders:** As a resident, if you obtain a new vehicle, please note that a transponder/decal will be necessary to access the gate. New transponders can be obtained by filling out the new transponder form and making a payment of \$25.00. Once the form has been completed, please kindly email the completed document to: Brian.Salas@SeabreezeMgmt.com where we will help coordinate with the guard house to provide the item.
- **Pool and Spa Reminders:** With the Spring season fast arriving, we would like to remind everyone of a few rules for the pool and spa area. To start, the gates are never to be propped open, no pets are allowed in the pool and spa area, and guests must be accompanied by the resident living in Rancho Cielo. We also ask that that when leaving the area all trash must be disposed of and there is no glass permitted in the vicinity. Lastly, the pool and spa hours are from Friday–Saturday 6:00AM-12:00AM and Sunday-Thursday 6:00AM-11:00PM.

IMPORTANT: SAFETY REMINDER

While Rancho Cielo's community streets are not a suitable play area for children, more children are at home now, and they are playing outside. Please take care and travel with caution through the community streets. Vehicles are not to exceed 25 MPH on community streets. If you see a vehicular safety concern, please contact your local law enforcement at 949-770-6011. Describe specifically what you observed, including who or what you saw; when you saw it; where it occurred; and why it's dangerous or suspicious. **If there is an emergency, call 9-1-1.** Thank you for helping to keep Rancho Cielo safe!

More Community Reminders:

- **Clean Up After Your Pet.** Besides being unsightly and creating a noxious odor nuisance, animal waste can be hazardous to the health of residents and other pets. While walking your dog in the community, remember that it must be leashed on a leash 6-feet or less, and under the care of a competent adult. Be sure to immediately clean up after your pet. Please take along a baggie with you to pick up waste and dispose of it properly.
- **ACH:** Did you know that you can have your HOA Assessments pulled out directly from your checking account, like you would with your gym and many of your energy expenses? Please email Customer Care at customer care@seabreezemgmt.com to request for an ACH Form to be sent to your home. A voided check must be stapled to the enrollment form, and must be received no later than the 25th of the month so that your account will be set up for ACH on the 10th of the following month. A letter is sent confirming your set up draft month. Please continue to make payments by check until you have received your confirmation letter. All enrollment forms received after the 25th will be delayed an additional month. ACH is processed on or around the 10th based on your association's billing cycle. Your account must be in current status to be eligible.
- **Billing questions?** Please contact our Customer Care Department Monday through Friday 8:00 AM until 5:00 PM at 949-855-1800 or customer care@seabreezemgmt.com
- **NO ILLEGAL DUMPING.** Have large items to discard? Contact CR&R Environmental Services directly at (877) 728-0446 to schedule a large item pick-up. If you happen to see any large items in the trails, please contact Management with the location and help keep our community clean.
- **EMERGENCY CONTACT:** Please be advised that if you have an urgent work order request, please contact our emergency work order department, available 24 hours per day, at (800) 232-7517. **For all life threatening emergencies, dial 911.** Our Customer Care representatives are available by phone for all urgent Association-maintained safety or property threatening concerns. ***Please do not leave urgent work order requests via voicemail or email, as there may be an unnecessary delay in processing. Representatives are available 24 hours per day at: (800) 232-7517***
- **ASSOCIATION WEBSITE:** Association Meeting Minutes and previous versions of the newsletter can be found at the Associations Website RanchoCielo.Org.