



Holiday Hotline

Holiday Estates Maintenance Association

August/September 2003

BOARD OF DIRECTORS

Steven Stratton
PRESIDENT

Kelley Wood
TREASURER

Frank Blenn
SECRETARY

Art Dalke
DIRECTOR/DITCHES &
ROADS

Ron Nichols
DIRECTOR/NEWSLETTER

Greg Potter
DIRECTOR/BEAUTIFICATION

Jeff Snyder
DIRECTOR

Website:
www.hema-hle.org
HEMA, P.O. Box 1701
Morgan Hill, CA 95038



MANAGEMENT
Bethaney Dearing
Association Manager

Access Association
Services
16264 Church St, Ste
102
Morgan Hill, CA 95038
(408) 782-1222

Email: [access@
associationaccess.com](mailto:access@associationaccess.com)

Annual Meeting

The Annual Meeting of the Association Membership will take place on Wednesday, November 12, 2003 at 7:00 p.m. at the Morgan Hill Mt. Madonna YMCA, 17666 Crest Drive.

In a few weeks, you will be receiving the meeting package and proxy. Please complete and return the proxy to Access. Please be aware the Board will be unable to conduct business without enough proxies.

The main purpose of the annual meeting is to elect board members. There are four positions open for election for a two-year term. Anyone interested in volunteering for the Board, please contact Management for nominee forms and to place your name on the ballot.

Resignation of President

President Tom Monti has resigned from the Board of Directors. The rest of the Board and Management would like to thank Tom for the dedicated years of service you have volunteered to our community.

Duties of Board Members

HEMA Board Members administer the CC&R's and by-laws. For our corporation, this means taking care of the roads, ditches, common areas and managing the finances.

The Board meets every month on the third Thursday at 7:00 pm to make decisions concerning the corporation.

The **President** is the chief executive officer of the association and is responsible for the affairs of the corporation.

The **Vice President** acts in the absence of the President.

The **Secretary** keeps the minutes of all the meetings.

The **Treasurer** is responsible for the financial activities of the corporation.

The **Roads and Ditches Director** has the responsibility for proposing maintenance and repairs of the roads and ditches.

The **Beautification Director** has the responsibility for the maintenance of the Open space as well as for landscaping.

The **Architectural Director** receives and presents requests for architectural changes from the homeowners.

The **Newsletter Director** produces the newsletter.

Help your community, meet your neighbors and make new friends.

Volunteer for a Board position. It is a great learning experience.

NEXT BOARD MEETING

Thursday, September 18, 2003

**At Access Association Services
16264 Church Street, Ste. 102
At 7:00 p.m.**

**Meetings are held every 3rd Thursday
each month.**

All Homeowners are encouraged to attend.

REFINANCING OR SELLING YOUR HOME?

If you are thinking about refinancing or selling your home, your lender will require certain documentation from your homeowners association.

To expedite these requests, all documents (CC&Rs, Bylaws, Budget, etc.) are available online for a fee. Additionally, many lenders require a questionnaire or certification to be completed by the homeowners association. This form can also be downloaded from the Internet for a fee.

The web site is www.condocerts.com and the toll free number for assistance with the website is 1-800-310-6552.

Any questions regarding sales and refinances can be directed to our documents administrator, Rebekah Lopez, at 408/782-1222, extension 16.

Fire Safety Measures

It is strongly encouraged that all homeowners take the proper fire safety precautions to eliminate or reduce the chance of loss. Please review the following recommendations:

- ***Each home should have at least one portable fire extinguisher with a tag or label attached indicating the last service date (they need to be serviced yearly).***
- ***All smoke detectors should be tested regularly and maintained according to manufacturers instructions.***

Architectural Approval

Remember, any changes that you plan on making to the exterior of your home require prior architectural approval. This includes light fixtures, windows, doors (front and garage), arbors, landscape and virtually anything that can be seen from the outside. Forms for the architectural committee are available from the management office.

If you proceed to make changes without approval, you run the risk of fines, and incurring extra costs to have the change removed.

The image shows a screenshot of a web form. At the top, it says "Type of Service Request (Select One or More)*". Below this are several checkboxes for categories: Maintenance Issue, Accounting Inquiry, Change of Address, Suggestion, Automatic Payment Forms, Rules and Regs, Architectural Request Form, Other, Landscape, Pool, Parking, and Lights. There is a dropdown menu for "Send Service Request to:". Below that are input fields for Name, Account, Home Phone, Street Address, Association, Work Phone, and Fax. A large text area is labeled "Description of Request, Suggestion or Feedback*". At the bottom, there are radio buttons for "Would you like a Response Via E-Mail?" (Yes/No) and an "E-Mail Address*" field. Below the main form is a section titled "Customer Service Homeowner Survey (optional)" with five numbered questions and dropdown menus for each.

NEW MANAGEMENT WEB SITE

In representing homeowners associations, one of our main responsibilities as the managing agent is to obtain, provide access to and distribute information to the homeowners within the community. At Access Association Services, Inc. we communicate to the membership through individual newsletters, web site access to the association legal documents via on-line services and outstanding customer service staff that handles all incoming calls.

Last month, Access Association Services, Inc. launched a new web site to improve communications between the residents of our associations, and the management office. The form shown above is one example of how we are working to make the process of documenting issues between the homeowner and the manager. The new web site also has a section that contains the entire California Civil Code that governs Common Interest Developments available for our homeowners to review. We are very excited about the new site, and hope that all of our residents will find it useful and informative. We are encouraging all residents that live in the communities that we manage to utilize this form on our web site to contacting us. The web address is:

www.associationservices.com.