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Assistant Manager

Nikole Suarez

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Architectural Design

Facilities Manager

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Work Orders, Park Reservations, & **Ranch House Reservations**

Administrative Assistant

Andrea Cameron

Andrea.Cameron@fsresidential.com

Pool cards, Swim instruction, & **Transponders**

> **Ranch House Office** 15455 Paseo Del Sur 858-759-1921 Hours: 8am - 4:30pm

********** **ALLIED UNIVERSAL Security Services**

On-Site Officer (3pm to 11pm) (720) 916-7009

Suspicious Activity: San Diego Police **Department**

Non-Emergency Dispatch Line: 619-531-2000

FOR EMERGENCIES DIAL 9-1-1

********* San Diego Humane Society 619-299-7012

CUSTOMER CARE: To Report After-Hour Issues, or Assessment Questions (800) 428-5588

Customercare.ca@fsresidential.com

For all you billing information visit **CLICK PAY:**

FirstService Residential | Online Monthly Payments (clickpay.com)

Dear Del Sur Residents,

As you may be aware, we now have a new patrol company performing services throughout the community. Please note the new company and contact information should you require it:

> **ALLIED UNIVERSAL Security Services** On-Site Officer (3pm to 11pm) (720) 916-7009

Unauthorized Swim Lessons

Please be aware that unauthorized swim lessons have been going on in the Angeline pool. Spartacus Training & Racing by William Scandalis is not an authorized Del Sur swim instructor and has been informed that coming onto Del Sur property or using the community amenities is considered trespassing and any continuation will result in the local authorities being contacted.

Swim lesson season commences April 15th in: Beltaire, Reagan Glen, Old Stonefield, Jacqueline, and Trent. Please report any sightings of swim lessons in: Wade, Haaland, Mel Driscoll, Kristen Glen, or High Rose. Please also be aware privileges could be suspended for any resident not abiding by the swim lesson policy (page 7).

Architectural Submissions and Variance requests:

2023 will see the launch of an improved process for submitting and managing Architectural Submissions and Variance Requests for review. Submitting electronically will become the new normal and will make life easier for everyone including the Design Review Committee. Be on the lookout for the launch of "SmartWebs" and "Connect Portal" as part of FirstService Residential's management services being provided to the Del Sur Community Association scheduled for the first quarter of 2023.

Safety

Sidewalk trip hazards

Please continue to report any concrete sidewalk trip hazards to the management team at the Ranch House Thank you.

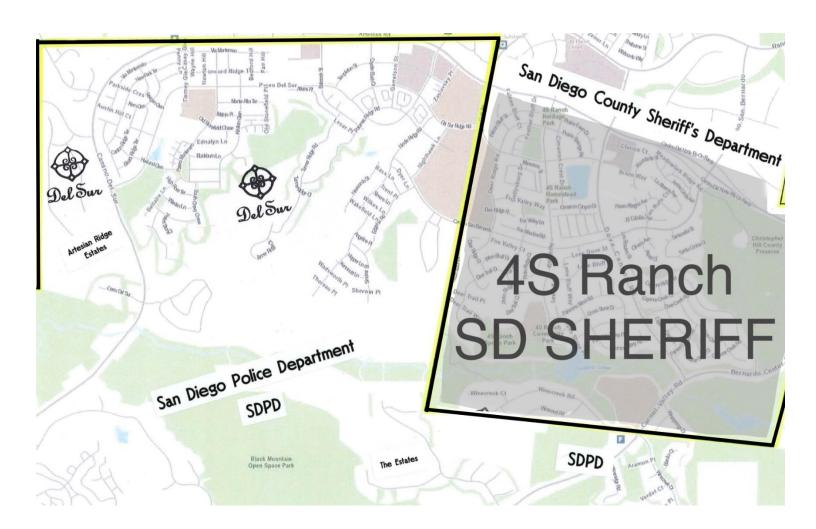
Dog Park Renovations:

The Paseo Del Sur Dog Park (between Babcock and Potomac Ridge) with the two enclosures has been renovated. Enjoy! Half of Old Stonefield Dog Park will be closed for maintenance. The first half of Old Stonefield has been completed, however, due to the rain the second half will begin next week. We apologize for the inconvenience as we work through getting these items finished. We are looking forward to the completion of this much needed maintenance. We are excited to see your fur babies enjoying the improvements VERY SOON!

*Just a general reminder, for suspicious behavior please call the local authorities, for nonemergency please call the non-emergency number, and for emergencies please call 9-1-1

City Borders of Responsibility

As part of the Crime Prevention Initiative that the community as a whole are working through, please find below the borders of responsibility between the northwestern PD station and the Sheriff's department. Please become familiar with the responsibilities pertaining to your own address for when communicating with the PD regarding non-emergency items. Remember, if you ever feel threatened, unsafe, concerned, afraid, or witness a crime taking place please always call 9-1-1.



Brush Management Season Aug 16th to Feb 28th

The goats have completed their time in Del Sur for the 2022/2023 brush management season. We received sign off from the Fire Marshal upon their final inspection on February 28th, 2023.

The goat shepherds will be back to touch up a section on Newcomb street that was identified as requiring further attention.

Please be aware the Goat Shepherd's camp is located in the HOA's Lot in the open space canyon off Sinclair Street. This is the area near where the mulch pile and construction yard were for the Developer.

The camp will be in this location for a period of time as the HOA works with the City on agricultural maintenance of the open space parcels. Please keep well clear of the shepherd's camp site at all times thank you.

Current location of the Goats

The main herd of goats is no longer in Del Sur. There is a small herd left in the open space canyon off Sinclair Street. This is the area near where the mulch pile and construction yard were for the Developer. The HOA is working with the city on agricultural maintenance of the open space parcels.

The Del Sur Community Association thanks everyone in advance for your patience and understanding in the interim, as the Association continues to follow and comply with the San Diego Brush Management Municipal Code 142.0412

Crime Prevention Tips

Community Relations Officer John Briggs has provided his contact information as he has request residents to reach out to him with any questions, concerns, or any information with regards to safety and crime prevention.

Officer John Briggs SDPD, Northwestern Division: 12592 El Camino Real, MS 782, San Diego, CA 92130 Phone: 858 523-7031 Non-Emergency Dispatch Line: 619-531-2000 Email: jbriggs@pd.sandiego.gov

FOR EMERGENCIES and if you feel threatened or in danger DIAL 9-1-1

There are many things' homeowners/residents can do to help protect our neighbor's property and your home. Keep a lookout for more crime prevention tips in your future Del Sur News bulletins. Officer Briggs would like to hear from neighborhood reps or residents that would like to form a neighborhood watch group in their community.

- 1. Report suspicious activity to the San Diego Police Department immediately using the contact info above.
- 2. Do not leave valuables in cars, always double check the doors are locked before entering the house.
- 3. Have a neighbor pick up your delivered packages so they are not left in full view.
- 4. Make sure you are aware of your surroundings. Double-checking things are put away and locked up.
- 5. Install timers that turn on lights in different windows at different times.
- 6. Install deadbolts to all doors that enable entry, including upstairs where entry can be gained.
- 7. Install/ update alarm system and set it anytime you are away from home.
- 8. Install glass break sensors on windows and doors.
- 9. Install motion sensors on all floors and windows.
- 10. Stop mail delivery and package deliveries while on vacation.
- 11. Install security cameras outside your home.
- 12. Notify the local police department or a trusted neighbor when you are going to be away.
- 13. Use outdoor lighting. Light up dark spot in your yard. For pennies per night, it adds security to your home and the surrounding area. Please submit your variance request through the HOA.
- 14. Do not let any service representative into your home without proper identification.
- 15. Contact Officer Briggs to organize a security inspection of your property and home. This service will help to provide crime prevention initiatives/solutions directly related and relevant to your own home.

The Del Sur Community Patrol vehicle is now marked for easy identification. Patrol is providing service for all the common areas throughout the community.

E-Bikes

Motorists, please keep an eye out for riders. If your child has an E-Bike or standard bicycle, please make sure your child/children are being safe, taking care around parked vehicles and using bicycle lanes. Be safe be seen at night. For their safety, turn this into a teaching moment for them. Speak to them about how dangerous it can be to have multiple riders and what could happen if one of their friends is injured while they are driving. Please also talk to them about the dangers of speeding through the community, through intersections, around the town center, including up through the Ranch House area. Thanks in advance parents for your assistance, as we look out together for our precious kids of Del Sur.

To see California E-Bike Policy Explained and E-Bike safety Ctrl + click the following link

eBike Classifications and Laws - San Diego County Bicycle Coalition (sdbikecoalition.org)

This following website is a great resource from the City of San Diego,

https://www.sandiego.gov/bicycling/bicycle-and-scooter-sharing

Ctrl + click the following link for regulations on E-Bikes

• Alternative Vehicle Information: Familiarize yourself with San Diego Police Department information and regulations on using alternative vehicles, including motorized scooters, mopeds and motorized bicycles, electric bicycles and electronically-motorized boards.

Landscape Weekly Maintenance Schedule

Week 2: April 10 - April 14

Note: Due to the rainy weather, landscape has been working throughout the community and may not be exactly where the schedule states.

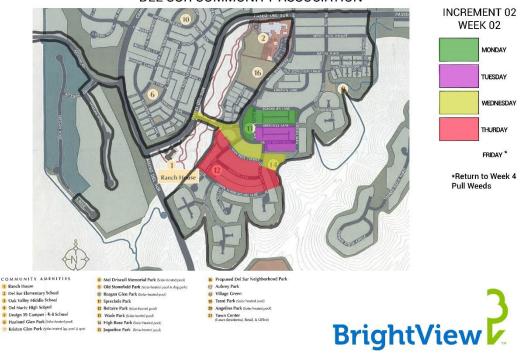
INCREMENT #1

DEL SUR COMMUNITY ASSOCIATION

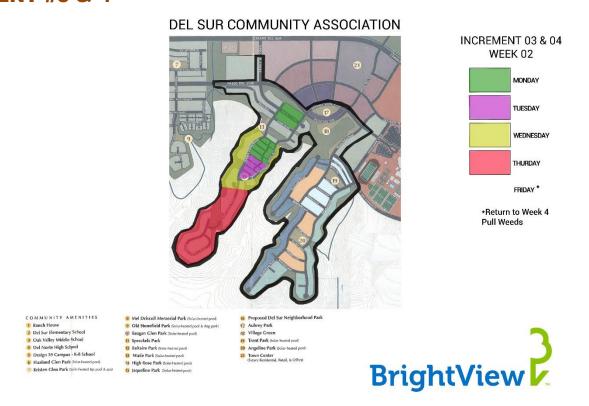


INCREMENT #2

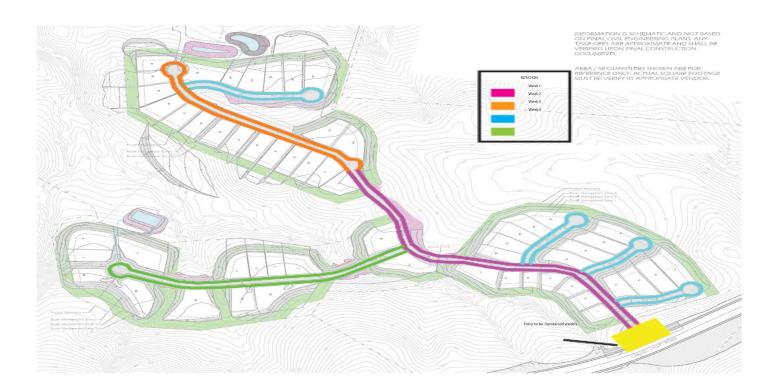
DEL SUR COMMUNITY ASSOCIATION



INCREMENT #3 & 4



The Estates:



Swim Lessons Season Returns: April 15, 2023

Swim Season is approaching! Please do not forget to fill out the swim lesson waiver and drop it off at the Ranch House or email it to Andrea.Cameron@fsresidential.com. The waiver can be found on the Del Sur Community website (www.delsurcommunity.org). The following is a list of the approved swim lesson instructors. For further swim lesson information, please see the Del Sur Community Association Swimming Lesson Policy Effective January 1, 2022 below

Aquasafe Swimming <u>aquasafenow@gmail.com</u>

Website: aquasafeswimming.com

Office #: (619) 531-8888

• Kris Jeynes <u>jacksonskris@yahoo.com</u>

• Andrew Duhoux <u>andrewduhoux@gmail.com</u>

Nicole DiCarlo dicarlonm@gmail.com

• Sun Min Kim banaba1004@hotmail.com

• Patricia DaCosta Admin@swimbabyswim.com

Website: www.Swimbabyswim.com

• Nicole Raimondi Admin@swimbabyswim.com

Website: www.Swimbabyswim.com

DEL SUR COMMUNITY ASSOCIATION SWIMMING LESSON POLICY Effective January 1, 2022

Del Sur Community Association ("Community Association") has and continues to receive frequent requests from Del Sur owners and residents seeking to use the Community Association pools for swimming lessons for themselves and/or their family members. Because the Board of Directors recognizes that learning to swim facilitates the use and enjoyment of the Community Association's pools and reduces the risk of injury by pool users, the Board has determined that it is in the best interest of the membership to allow limited swimming lessons to be conducted, subject to this Swimming Lesson Policy ("Policy").

This Policy has been established to enable owners and residents to receive swimming lessons within the community while protecting the right of all owners and residents to use the Community Association pools and minimizing the risk of liability for the Community Association.

In the event any owner or resident is found to have violated this Policy, they may, after notice and hearing, be prohibited from participating in any future swimming lessons within the Community Association. They may also be subject to other disciplinary action as discussed below.

In the event any person is found teaching swimming lessons in violation of this Policy, they may be permanently prohibited from providing swimming lessons at the Community Association's pools.

- 1. Swimming lessons shall only be permitted at the following Community Association pools: **Beltaire, Reagan Glen, Old Stonefield, Jacqueline, and Trent ("Designated Pools").** Under no circumstances shall a Community Association pool other than a Designated Pool be used for swimming lessons.
- 2. **Swimming lessons shall only be permitted at Designated Pools between April 15**th **through October 15**th **("Swim Season").** No swimming lessons shall take place outside of the Swim Season (i.e., between October 16th and April 14th). This restriction is imposed because six (6) of the Community Association's eleven (11) pools are not heated during this period, resulting in greater usage of the other five (5) pools.
- 3. Swimming lessons shall only take place at Designated Pools during the following hours:

- a. Monday through Friday, excepting national holidays: 6:00 a.m. to 6:30 p.m.
- b. Saturdays and Sundays, excepting national holidays: 8:00 a.m. to 12:00 p.m.
- c. National holidays: No swimming lessons permitted.
- 4. The Community Association will authorize no more than seven (7) swimming instructors to teach swimming lessons at the Designated Pools each Swim Season ("Authorized Swim Instructors"). Only Authorized Swim Instructors shall provide swimming lessons at the Designated Pools. In the event a swimming instructor ceases to be an Authorized Swim Instructor during a Swim Season, as discussed in Provision 8, below, the Community Association may authorize another swimming instructor to take his or her place for the remainder of the Swim Season.
- 5. To prevent swimming lessons from unreasonably interfering with the use of the Designated Pools by other owners and residents, as well as for safety reasons:
 - a. Only one Authorized Swim Instructor shall be permitted to use a Designated Pool for swimming lessons at a time.
 - b. An Authorized Swim Instructor must reserve in advance a Designated Pool for any time that Authorized Swim Instructor proposes to provide a swimming lesson ("Scheduled Lesson"). A reservation is made by contacting the Community Association's management office and receiving confirmation from the management office that the Designated pool is booked for his or her use on a specific date and time.
 - c. An Authorized Swim Instructor may schedule the use of a Designated Pool for swim instructions during the Swim Season for a maximum of four (4) hours per day, subject to d, below.
 - d. An Authorized Swim Instructor may schedule the use of a Designated Pool for swim instructions during the Swim Season for a maximum of four (4) days per calendar week.
 - e. Notwithstanding c and d above, in the event there are fewer than seven (7) Authorized Swim Instructors during any portion of the Swim Season, the Community Association may permit the other Authorized Swim Instructors to schedule additional swim lessons to compensate for the reduced number of Authorized Swim Instructors. The total additional Scheduled Lessons the Authorized Swim Instructors may collectively give shall not exceed sixteen (16) hours per calendar week for each vacant Authorized Swim Instructor position. Additional Scheduled Lessons shall be authorized on a first come, first serve basis.
 - f. An Authorized Swim Instructor shall only provide instruction to one student at a time. Multi-student lessons are prohibited.
 - g. An Authorized Swim Instructor must notify both the Community Association management office and his or her student if he or she cancels a Scheduled Lesson. The Community Association shall not be responsible for providing this notice.
 - h. A student must notify his or her Authorized Swim Instructor if he or she cancels a Scheduled Lesson. The Community Association shall not be responsible for providing this notice.
 - i. An Authorized Swim Instructor shall only provide swimming instruction to Community Association owners and residents. At no time shall any Community Association pool be used to provide swimming instruction to persons other than Del Sur owners and residents.
 - j. Only one lane at the Jaqueline pool shall be used for swimming lessons at any time.
 - k. In the event a Designated Pool is closed unexpectantly for maintenance or for any other reason at the time of a Scheduled Lesson, the Authorized Swim Instructor shall reschedule that lesson.
 - Under no circumstances shall an Authorized Swim Instructor provide swimming instruction outside of a Scheduled Lesson.

- m. Under no circumstances excepting an emergency shall an Authorized Swim Instructor use a cellphone while providing a swim lesson at a Designated Pool. For the purpose of this Policy, an emergency is a situation that poses an imminent threat to the health or safety of any person(s) or an imminent threat of property damage.
- n. Under no circumstances, excepting an emergency necessitating all persons to leave the water (e.g. a chemical spill; fecal matter in the pool), shall an Authorized Swim Instructor attempt to keep other persons from using the pool during a Scheduled Lesson. A Designated Pool shall remain open for general use during a Scheduled Lesson.
- 6. Eligibility requirements for becoming an Authorized Swim Instructor are as follows:
 - a. The swim instructor must notify the Community Association's management office of his or her interest in becoming an Authorized Swim Instructor.
 - b. The swim instructor must provide evidence to the Community Association that he or she has obtained and maintains liability insurance as required by the Community Association.
 - c. The swim instructor must enter into an agreement with the Community Association wherein he or she agrees, among other things, to at all times maintain the required insurance and comply with this Policy ("Swim Instructor Agreement").
 - d. The swim instructor must not have previously violated this Policy.

The Community Association is not qualified to evaluate the skill level of swim instructors and does not do so. Nor does the Community Association perform background checks. By authorizing a swim instructor, the Community Association only warrants that he or she has complied with a, b and c above, and that to the best of the Community Association's knowledge, he or she has not violated d above.

- 7. It shall be the responsibility of Del Sur owners and residents to:
 - a. Evaluate an Authorized Swim Instructor's qualifications and skill level.
 - b. Schedule their swim lessons with an Authorized Swim Instructor.
 - c. Negotiate any payment amounts and terms for their lessons.
 - d. Pay the Authorized Swim Instructor's fee when due.

Notwithstanding the foregoing, under no circumstances shall an owner or resident negotiate terms for a swimming lesson that are in violation of this Policy.

Owners and residents may obtain a list of Authorized Swim Instructors and their contact information from the Community Association's management office. This list is also available on the Community Association's website.

- 8. The Community Association may rescind a swimming instructor's designation as an Authorized Swim Instructor if that swim instructor violates any terms of the Swim Instructor Agreement or violates any provision of this Policy.
- 9. Any person found to be using an Unauthorized Swim Instructor or otherwise violating this Policy may be called to hearing whereat a fine may be imposed, the costs of addressing his or her violation, including any attorney's fees incurred, may be imposed, and/or his or her right, along with the right of all other persons associated with his or her property, to use the Community Association recreational facilities, including the pools, may be suspended. (Please see the Community Association's Enforcement Guidelines.)
- 10. Complaints regarding an Authorized Swim Instructor or violations of this Policy should be promptly reported, in writing, to the Community Association's management office for investigation.

Neighborhood Representatives

Did you know you can contact your neighborhood representative regarding any matter of concern in your neighborhood? Your neighborhood rep can then get in touch with the Del Sur Community Association wither through management or by bringing the matter before the Board in an open session meeting. Open session meetings are held on the months of January, March, May, July, September, and November. Please see times and dates for all the association meetings on the last page of this bulletin. The following table provides all the neighborhood representatives and their contact details. Should you need any assistance with determining who your neighborhood rep is, please contact your management team at the Ranch House 858 759 1921.

Alcala Adam Andrade Contact information yet to be determined.	Artesian Ridge/Bridge Kim O'Neal k.oneal@cox.net	Avante Board President Joe Adamczyk jfadamczyk@outlook.com	Avondale Sarah Fontana 707-486-8905 sarahkeeter@hotmail.com
Bridgewalk Glenn Holtz 760-518-3511 gcholtz@aol.com	Cabrillo Zehra Rizvi 858-779-4988 (TEXT ONLY) zrizvi@hotmail.com	Carleton Rob Seidenwurm 858-774-8859 rseidenwurm@gmail.com	Carillo Ashwin Mohan ashwin.mohan@gmail.com
Cassero Board President Mike Smith s-michael@att.net	<u>Descanso</u> Jinendra Ranka jinendra.ranka@yahoo.com	Estates Lindsy Cabaniss theestatesrep@gmail.com	<u>Garretson</u> Board President
Hawthorne Tova Steinhauser tsbena77@yahoo.com	<u>Kensington</u> Sundaram Nagaraj 858-752-3178 (TEXT ONLY)	Kingston Diana Poorman_ dianafakhrai@gmail.com	Madeira Darius Fattahipour 619-203-2606 (TEXT/CALL) fattahipour@yahoo.com
Marston Som Shahapurkar Facebook Messanger_ https://www.facebook.com/som.sh ahapurkar som.shahapurkar@gmail.com	Pasado Keith Schneringer Keith.schneringer@gmail.com	Prado Shalini Bansal Contact information yet to be determined	Presidio Justina Estarda estrada.justina@gmail
Preston Jon Weis Contact information yet to be determined	Sentinels Shana Sanguinetti 858-414-1788 Shanads0506@gmail.com	Skye Board President Molly Putnam mematyas@gmail.com	Stratford June Cutter junecutter@gmail.com
SUR33 Viet Thanh Ho viet.hothanh@gmail.com	Valencia Vishva Lakshman Grimes Contact information yet to be		

determined

Community Services Council vs Del Sur Community Association

Did you know that the CSC is independent from the Del Sur Community Association and both entities have their own areas of responsibility?

	CSC	DEL SUR COMMUNITY ASSOCIATION	
Boards	5 Directors	5 Directors	
Purpose	* Funds & organizes all Community Events, including Movie Nights, Concerts, Holiday Events, etc. * Promotes and supports resident Driven Community Clubs	 Upkeep and Maintenance of common areas: including private parks, mailboxes, etc. Enforcement of Covenants, Conditions and Restrictions Oversee Design Review 	
Source of Funds	Enhancement Fee on the Sale of homes in Del Sur	Mo HOA Dues	
Meetin g Sched ule	Meet quarterly – 4 th Wednesday – January, April, July & October (April & October are in the evening and open to CSC residents.	Monthly Executive Meetings: Open Session Meetings: Are now being held on the 4th Tuesday of every odd month (Jan, Mar, May, Jul, Sept, and Nov). See www.delsurcommunity.org for details	
Fiscal Year	June – May	June - May	
Website	www.delsurcsc.org – For all Event and Reservation Information	www.delsurcommunity.org – For all Association related Information	

The Board

Hollie Kahn President

Lynn Miller
Vice President/ Treasurer

Chad Ross
Secretary

Tripti RankaDirector at Large

Lori Ann StevensDirector at Large

Del Sur Parks:

Angeline Park (heated)	Aubrey Park	Beltaire Park	Haaland Glen Park (heated)
15899 Angeline PI	15919 Potomac Ridge Rd	8455 Warden Lane	15998 Canton Ridge
Pool / Spa / Small lap lanes	Park only with kids' playground	Pool/Boche Ball	Pool / Spa
High Rose Park (heated)	Jacqueline Park (heated)	Kristen Glen Park (heated)	Mel Driscoll Park
15675 S. Chevy Chase	15535 Tanner Ridge Rd	15770 Concord Ridge Terrace	15735 Concord Ridge Ter.
Pool / Spa / (swim lessons)	Pool / Spa / Small lap lanes	Lap Pool & Spa	Pool Only
Old Stonefield	Reagan Glen Park	Spreckels Park	Trent Park Pool
15855 Kristen Glen	8300 Parkside Crescent	15725 Paseo Montenero	15890 Trent Place
Pool & Dog Park	Pool	Park Only	Pool / Wading Pool Half Basketball Court
Village Green	Wade Park	Del Sur Neighborhood Park Reservations	
Potomac Ridge Road	15790 Tanner Ridge Rd	Please call The City of San Diego at 858.538.8131.	
Stage on one side of park	Pool & Splash Pad		

Del Sur Neighborhood Park

15816 Paseo Montenero

(Owned & operated by the City of San Diego)

For Reservations, information, or to report an incident please call Lauren @ 858-538-8131

Please call
FirstService
Residential Customer
Care for any
after-hours
emergencies for the
Del Sur Community
Association at
(800) 428-5588.

Your Builder's Contact Information is as follows:

CALATLANTIC HOMES (LENNAR) HOMEOWNER HOTLINE: (800) 509-4979

WILLIAM LYON HOMES CUSTOMER SERVICE 800-770-6883

BROOKFIELD HOMES HOTLINE CALIFORNIA CUSTOMER CARE: 800-399-0490 CONTACT@CACUSTOMERCARE.COM

For your Sub Association, please find your management company contact information below as follows:

AVARON:

First Service Residential
Ann-Marie Busby

Ann-Marie.Busby@fsresidential.com

5473 Kearny Villa Rd., #200 San Diego, CA 92123 Direct: 858-657-2175

CASSERO:

Packard Management Kara Hanley

kara@packard-1.com

9555 Chesapeake Dr., Ste. 202 San Diego, CA 92123 858-277-4305

GARRETSON:

My Day Melina Ortega

Melina@MyDayManagement.com

2659 State Street Carlsbad, CA 92008 direct: 760-239-6624 800-361-8921

SKYE:

Community Manager: Lisa Silva

lisa.silva@fsresidential.com 858-657-2194

Assistant: Ansley Pass

Ansley.Pass@fsresidential.com 858-657-2186

5473 Kearny Villa Rd., #200 San Diego, CA 92123

AUBERGE:

Keystone Pacific Linda Anderson

Landerson@keystonepacific.com

7921 Auberge Circle San Diego, CA 92127 Direct: 619-798-9110

MANDOLIN I:

Prescott Management Danielle Lizardi

dlizardi@prescottmgt.com

16880 W. Bernardo Dr., Ste. 200 San Diego, CA 92127 Direct: 858-946-0320 Keana Potts (Assistant)

Kpotts@prescottmgt.com

MANDOLIN II:

San Diego HOA Management Inc.
Taylor Fettel
Taylor@sdhoa.com
4025 Camino Del Rio S. #300
San Diego, CA 92108
858-227-4220 X 105

AVANTE':

Prescott Management Robert Kelly

RKelly@prescottmgt.com

16880 W. Bernardo Dr., Ste. 200 San Diego, CA 92108 858-946-0320

Savanna Sanders (Assistant) ssanders@prescottmgt.com

BOARD MEETINGS

Executive Sessions 2023

January 25th, 2023
February 22nd, 2023
March 22nd, 2023
April 26th, 2023
May 24th, 2023
June 28th, 2023
July 26th, 2023
August 23rd, 2023
September 27th, 2023
October 25th, 2023
November 22nd, 2023

Executive session meetings are at 5:30 P.M. Closed to homeowners. Meetings are at the Ranch House 15455

Paseo Del Sur, San Diego CA 92127

December 2023 TBD

Open Sessions 2023

At the Ranch House 15455 Paseo Del Sur, San Diego CA 92127

> January 25th, 2023 6:30 P.M. March 22nd, 2023 6:30 P.M. May 24th, 2023 6:30 P.M. July 26th, 2023 6:30 P.M. September 27th, 2023 6:30 P.M. November 22nd, 2023 6:30 P.M.

Design Review Committee:

Meetings are scheduled for the second Tuesday of each month at 5 p.m. with a deadline for submittal of the first Monday of each month. Please submit Variance Requests and supporting documents for all your minor exterior improvements to Nikole Suarez at:

Nikole.Suarez@fsresidential.com.