



MANAGEMENT TEAM

May 23, 2025

Dear Del Sur Residents,

General Manager

Darryn Marshall

Darryn.Marshall@fsresidential.com

Assistant Community Manager

Andrea Cameron

Andrea.Cameron@fsresidential.com

Architectural Design &
Ranch House Reservations

Facilities Manager

Silvio Lopez

Silvio.Lopez@fsresidential.com

Work Orders & Common Area Concerns

Administrative Assistant

Emily Crowe

Emily.Crowe@fsresidential.com

Pool cards, Swim instruction, Park
Reservations, & Transponders

Ranch House Office

15455 Paseo Del Sur
San Diego CA, 92127
858-759-1921

Office Hours:

8:00 am – 4:30 pm

Monday – Friday

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

SDPD COMMUNITY RELATIONS

Officer John Briggs San Diego Police
Department, Northwestern Division:

12592 El Camino Real, MS 782,

San Diego, CA 92130

Phone: (858) 523-7031

Email: jbriggs@pd.sandiego.gov

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 your billing information visit

CLICK PAY:

[FirstService Residential | Online Monthly](https://FirstServiceResidential.com)

[Payments \(clickpay.com\)](https://Payments.clickpay.com)

On this Memorial Day, we would like to honor and remember the brave men and women who made the ultimate sacrifice in service to our country. Your courage and dedication will never be forgotten. Thank you to all who have served and continue to serve. Also, please be aware that our office will be closed on Monday, May 26th, 2025 in observation of the holiday.

Wade Park Rehab Service

Please be advised of this notice regarding rehab service to the Wade Park Pool deck. This work is in relation to concrete replacement due to surface deterioration/spalling, several cracks, and moisture penetration causing rusting and swelling of rebar in several areas. Service for this will be kicking off on 5/22/25 and is expected to be completed shortly after the 30th. During this time, Wade Park Pool will be closed, including the bathroom, Wade Park, and it's BBQ will be not accessible to residents. We are aware that this work will be taking place during the upcoming Memorial Day holiday. Please be mindful of this and plan accordingly. We hope to have this remediation carried out for you quick and efficiently and are extremely grateful for your patience as this health and safety remediation project is taking place. Thank you for your time and we hope you have a great weekend.

Budget Mailer and Assessment Update

Budget mailers have been sent out recently as most of you already know. For those who have not yet received it, please keep an eye out as it should be arriving shortly. We understand there have been questions regarding the increase in assessments. Please know that the Del Sur Community Association places the highest priority on safety. As part of our continued commitment to fire prevention, we are significantly enhancing our brush management efforts to maintain compliance with fire-zone regulations. This proactive approach not only supports community safety but also helps homeowners retain their property insurance—an increasingly important issue for many residents.

If you have any questions or require further clarification regarding the budget mailer or assessment changes, please don't hesitate to contact Management. We are here to assist you.

Upcoming Election

Thank you to all who have submitted applications for the upcoming election.

We sincerely appreciate your commitment to supporting a positive and well-functioning community. Your willingness to get involved plays a vital role in maintaining the strength and spirit of our neighborhood. Please be on the lookout for further a notice of the Annual Meeting and Board Election with the list of candidates that was mailed out to the membership recently

Memorial Day Reminder

As we come together to celebrate Memorial Day, let us honor the spirit of the holiday not only by remembering those who served, but also by showing care for our community. Please help keep our shared spaces clean by:

- Properly disposing of trash and recyclables
- Cleaning up after any gatherings or cookouts
- Being mindful of noise and respecting neighbors' spaces

Your efforts make a big difference in keeping our neighborhood beautiful and enjoyable for everyone. Thank you for your cooperation, have a safe and meaningful Memorial Day!

Unleashed Dogs

For the safety and comfort of all members of our community, including out four-legged friends, we kindly remind all pet owners to keep their dogs on leashes when outside their homes. Leash laws help:

- Ensure the safety of your pet
- Prevent unwanted encounters with other pets or residents
- Keep our shared spaces clean and enjoyable for everyone

Thank you for being a responsible pet owner and helping us maintain a peaceful and welcoming neighborhood!

Suspicious Activity

As we enter the summer season, we typically see an increase in unauthorized use of community amenities, particularly the pools. We kindly ask all residents to remain vigilant and report any suspicious activity.

There have been recent incidents involving individuals, often teenagers, accessing the pool areas without authorization and leaving behind litter. To help maintain the safety and cleanliness of our shared spaces, please contact the non-emergency police line at **(858) 521-5200** if you observe anyone who does not appear to be a member of the Del Sur community entering pool areas or other community facilities. Unauthorized entry is considered trespassing, and your assistance in reporting these incidents is greatly appreciated. Thank you for your cooperation.

Mental Health Awareness Month: Supporting Ourselves and Each Other

As we continue to navigate the challenges of everyday life, it's important to remember that mental health is just as vital as physical health. May is Mental Health Awareness Month—a time to raise awareness, reduce stigma, and encourage open conversations about emotional well-being.

Whether you're managing stress, coping with anxiety, supporting a loved one, or simply seeking balance, know that you're not alone. Taking care of your mental health might include talking to someone you trust, practicing mindfulness, seeking professional help, or making time for rest and self-care.

Let's work together to foster a supportive and understanding community. A kind word, a listening ear, or a simple check-in can make a meaningful difference.

If you or someone you know is struggling, resources are available:

- **National Suicide & Crisis Lifeline:** Call or text 988
- **National Alliance on Mental Illness (NAMI):** 1-800-950-NAMI or visit [nami.org](https://www.nami.org)

Your mental health matters—today and every day.

Important Notice:

Trash Collection Changes on City Streets – Action May Be Required

Who Is Affected?

Only homes **currently receiving trash collection from the City of San Diego** are impacted by Measure B.

If your home is on a **private street or alleyway** and you already have service through **Waste Management (WM)** or **Republic Services**, your service will **not be interrupted**.

Not sure who services your home?

Please contact the **City of San Diego** directly to confirm your current provider.

Background:

The City uses **Waste Management** to service public streets in Del Sur. WM has been a reliable provider and is working closely with our community to ensure a smooth transition for those affected.

To reduce road wear and service conflicts, the **Del Sur Community Association** has **Waste Management** and **Republic** as the two preferred vendors for private streets and alleyway trash collection service. While the choice of provider is up to the residents, WM was a great support to Del Sur during the COVID struggles and have a strong track record in our neighborhood.

Key Dates & Next Steps:

Tentative Final City Collection Date: Tuesday, **July 15, 2025**

The City has mailed out two notices to impacted homes: an initial letter and a 60-day reminder. Please review these notices carefully (attached for your reference).

Once the City finalizes the list of impacted households, **Waste Management will submit a transition plan** for the Board's review. WM has already set aside and will retain **Tuesdays** for Del Sur collection to help streamline onboarding for new customers.

Also attached is the **Del Sur Community 2025 Trash Collection Set-Up Guide from Waste Management**, which offers helpful tips for arranging service if needed.

We'll continue to keep you updated as new information becomes available.

If you have any questions, feel free to reach out to community management.

Thank you,

Del Sur Community Association

Trash

Please also note that trash containers cannot be placed out for collection on the street, curb or sidewalks before 6 p.m. the day before a regular collection day; or be left out after 6 p.m. on a regular collection day, except for within the Central Traffic District area, where the containers cannot be placed out before 6 a.m. on a regular collection day; or left out after 10 a.m. of that same day; or one hour after collection on that same block, whichever is later. See San Diego Municipal Code, Chapter 6, Article 6, Division 1. To determine the regular collection day for your address, if you receive City refuse collection service, go to: <https://getitdone.force.com/ESDTrashCollectionSchedule>. General information regarding City refuse collection services and eligibility criteria can be found at: www.sandiego.gov/environmentalservices/collection/general

Transition from City Trash Service to Private Franchise Hauler



Join Us for an Informational Webinar or Workshop!

Many properties in San Diego are required to switch from City-serviced trash and recycling to private Franchise Hauler trash and recycling service. Properties required to switch to private Franchise Hauler service include those with five or more units on a lot, mixed-use or commercial properties, those on private streets, and those with insufficient space to store City-issued containers. The deadline to transition from City-serviced waste collection to a private Franchise Hauler is approaching! To help you navigate the process, we invite you to attend a **FREE** webinar or workshop where you can:

- Learn the steps to transition smoothly from City service to an approved Franchise Hauler.
- Get answers to your questions during a live Q&A session.

Event Details:

IN-PERSON WORKSHOPS:

DATE: MONDAY, JUNE 2, 2025

TIME: 3:30 TO 4:30 P.M.

LOCATION: PACIFIC HIGHLANDS RANCH LIBRARY

REGISTER HERE TO ATTEND: bit.ly/MeasureBJune2

DATE: TUESDAY, JUNE 10, 2025

TIME: 5:30 TO 6:30 P.M.

LOCATION: LINDA VISTA LIBRARY

REGISTER HERE TO ATTEND: bit.ly/June10MeasureB

WEBINARS:

DATE: WEDNESDAY, JUNE 4, 2025

TIME: 4 TO 5 P.M.

VIRTUAL LINK: bit.ly/MeasureBJune4

(REGISTER TO RECEIVE ACCESS)

DATE: WEDNESDAY, JUNE 11

TIME: 5:30 TO 6:30 P.M.

VIRTUAL LINK: bit.ly/MeasureBJune11

(REGISTER TO RECEIVE ACCESS)

Who Should Attend?

Property owners and property managers affected by the upcoming transition.

Why Attend?

- Understand your responsibilities and options.
- Avoid service disruptions by preparing early.

FOR MORE DETAILS OR FOR TRANSLATION ASSISTANCE:

VISIT: SANDIEGO.GOV/TRASH-SERVICE-UPDATES

CALL: 619-533-4440

EMAIL: WASTESERVICE@SANDIEGO.GOV



Scan for available
languages:
Espanol
Tagalog
Tiếng Việt



SUBJECT: IMPORTANT NOTICE - DEADLINE to Transition to Private Franchise Hauler Service Approaching. ACTION NEEDED to Change to Private Franchise Hauler Waste Collection Service



Dear Property Owner,

This is your **second notice** that the property below **is not eligible** for residential waste collection service provided by the City of San Diego. If you have not done so already, please establish waste collection service with a City-authorized private Franchise Hauler by the deadline outlined below. Immediate action is required to comply with City regulations and avoid potential enforcement actions.

Your Property Details:

Address: [Insert Property Address Here]

APN: [Insert APN Here]

Current Trash Service Day with the City: **Monday**

Deadline to Establish *New* Service with an Approved Franchise Hauler: JULY 1, 2025

Failure to Comply

Properties that fail to select their new Franchise Hauler or file an appeal online at sandiego.gov/environmental-services/trash-service-updates/appeals by the deadline and do not maintain adequate waste collection service may be subject to enforcement actions, including **Notices of Violation and Administrative Citations**.

Immediate Next Steps

To ensure a smooth transition, please take the following steps:

1. Review Each Franchise Hauler and Service Offerings

Please refer to the list of City-approved Franchise Haulers (bit.ly/SDHaulerDirectory). It is encouraged to contact more than one Franchise Hauler to determine which may be the best fit for your property. If your property is part of a homeowner association (HOA), please contact the HOA board to coordinate waste collection services.

2. Select a Franchise Hauler and Establish Waste Collection Service

Establish trash, recycling and organic waste services with one Franchise Hauler and determine a service start date. To comply with the City Recycling Ordinance Container and Signage Guidelines (bit.ly/CityCSGuide), you must subscribe to enough collection service so that containers do not overflow, and containers are used properly without any contamination.

3. Leave City Containers at the Collection Point on the Date the New Service with a Franchise Hauler Begins

The week your new Franchise Hauler containers are being delivered, please ensure all City containers are left out in an accessible location after collection for at least 48 hours to facilitate the container exchange. Your new Franchise Hauler will deliver your new containers and remove the City containers.

4. Notify Residents and Tenants of Upcoming Changes

It is important to communicate the updates for waste collection services with the residents of the property or the tenants if the property is rented, including the new service start date, new collection day and recycling best practices.

As previously communicated, City Ordinance 66.0127 defines what properties are eligible for City collection services. The Ordinance specifies that “at least once each week, City forces shall collect and transport residential solid waste for transfer, transport, and recycling or disposal and the City may charge a cost-recovery fee, as allowed by law, for all solid waste management services”. The Ordinance further explains that “residential solid waste means solid waste, of the type and quantity normally generated by a residential property, that is placed at the designated collection point at the curb line of a City public street or City public alley in a City-approved curbside collection container on the designated collection day” and that “residential property means a single-family residential property or a multi-family residential property, with up to four residences on a single lot, that meets City requirements for collection by City forces.”

Who is eligible for City collection services?

A single-family residential property or a multi-family residential property, located on a public street, with up to four residences on a single lot, that meets City requirements for collection by City forces.

How do I know if my property meets the City requirements for collection by City forces? Eligible properties must meet all of the following criteria:

- Residential properties with one to four residences on a single lot.
- Properties that are not mixed-use or commercial properties.
- Properties located on a public street and serviceable on a public street.
- Properties with sufficient space to store containers needed to hold all trash, recycling and organics generated by the property between collections.

How do I know if my property **does not** meet the City requirements for collection by City forces? Ineligible properties include:

- Residential properties with five or more residences on a single lot.
- Mixed-use and commercial properties.
- Properties located on private streets or within gated communities.
- Properties whose access requires the crossing of a private street or is serviced on a private street, even if the property address is on a public street.
- Properties with insufficient space to store enough City-issued containers needed to hold all trash, recycling and organics generated by the property between weekly collections.
- Properties in a housing complex where some of the properties do not meet the City’s eligibility requirements. To qualify for City service, all properties in a complex need to be eligible for City service.

Resources and Assistance

- Stay up to date on upcoming workshops and webinars and find our transition fact sheet, list of approved hauler options, frequently asked questions, and other resources at sandiego.gov/trash-service-updates.
- Visit SDRecyclingWorks.com for information on compliance with the City Recycling Ordinance and Container and Signage Guidelines.
- For questions or additional assistance, contact the City of San Diego Environmental Services Department at **619-533-4440** or email us at wasteservice@sandiego.gov



Scan for available languages:

- Español
- Tagalog
- Tiếng Việt



We urge you to act now to avoid service disruptions and potential penalties. We understand that transitioning to a new waste collection service may be an adjustment, and we are committed to supporting you through this process. Thank you for your cooperation and partnership in creating a cleaner, greener San Diego.

Sincerely,

City of San Diego Environmental Services Department



Del Sur Community

Service Guide 2025



Your service day is **Tuesday**

The Del Sur Community monthly waste and recycle fee for WM weekly service is \$43.58. Weekly service includes one (1) trash cart, one (1) recycle cart and one (1) organic cart per household. The one-time set-up fee of \$75.00 includes delivery of the carts. Additional services are available for an additional fee.

When contacting WM to set-up your account state the service location as "Del Sur Community" to receive the HOA's rate.

Contact WM by phone (619) 596-5100, email CSSanDiego@WM.com, or by chat "Connect with Us" at [WM.COM](https://www.wm.com). Do not use the virtual assistant or on-line set-up.

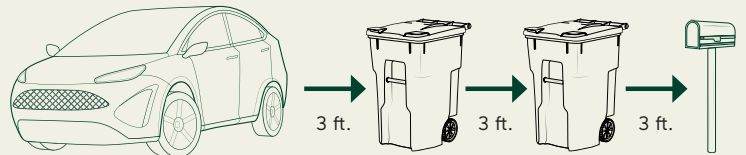
Services are invoiced in advance on a quarterly basis. The invoicing administration fee of \$8.50 can be waived by having both paperless billing and WMautopay.

After receiving your customer ID visit [WM.COM](https://www.wm.com) to register your account to receive service and billing notices.



Service Guidelines

Place your carts at least 3 feet apart and 3 feet away from any obstacles (trees, cars, mailboxes, etc.) to allow the automatic arm to lift and empty the carts. Place the wheels of cart toward the house.



Holidays

WM observes the following holidays:

New Year's Day | Independence Day | Labor Day | Thanksgiving Day | Christmas Day

When a holiday falls on a weekday, collection will be delayed one day for the remainder of the week. If a holiday falls on a Saturday or Sunday, there will be no delay in service.



Place all waste in the appropriate container and close the lid.

All trash, recyclables, and green waste outside the cart will not be collected.

Please have your carts at the curb by 6:00 a.m. on your new collection day.

To learn more visit:

[wm.com](https://www.wm.com)





Bulky Item Collection

Collection of large items is available to residents of this HOA community for a fee on their regular service day. To Schedule a bulky item pick-up, simply contact WM at (619) 596-5100 to schedule your pick-up at least 48 hours prior to your collection day.

Acceptable bulky items include:

furniture, washers, dryers, and toilets.

Non-acceptable items include:

Tires, batteries, paint, oil, construction debris, chemicals, rocks, gravel, logs, carpet, hazardous or medical waste.

Please try and donate. Don't trash reuse.



No Charge Drop-Off

- Electronic Waste Disposal
- Disposal of Sharps
- Mattress Recycling

Monday-Friday
10 a.m. - 2 p.m.
925 O'Conner Street
El Cajon

Household Hazardous
Waste drop-off by
appointment only
(866) 967-3292

Help Prevent Truck fires and protect the those around you Batteries and aerosol cans are flammable and are hazardous waste



Do not place hazardous waste in any WM cart

Allow for coals/ashes to cool for at least 48 hours in the grill, 72 hours for extra precaution before placing them in the trash.



Tips to Reduce Food Waste This Holiday

Plan Accordingly: If you want to enjoy all of those delicious side dishes without

lots of leftovers, consider cutting recipes in half.

Get creative with leftovers:

Turkey enchiladas, Thai turkey lettuce wraps, turkey chili.... the possibilities are endless!

Recycle food scraps in your green organics cart.

See pages 3 & 4 for tips on using your organics cart.

Free Your Recyclables



Don't Bag Recyclables - Place items directly in recycling container.

To learn more visit:
wm.com



Organics | Recycling | Trash

Right Materials - Right Container - Know Which Container to Use

What Goes in the Organics Container:



Food Waste



Yard Waste



Produce



Food Soiled Paper,
Coffee Filters & Tea Bags



Meat, Fish & Poultry



Dairy



Bread, Pasta, Rice,
Grains, Coffee Grounds



Do Not Include:

Plastic Bags or Film
Serveware/Utensils
Plastic Containers
Foam Containers
Hazardous Waste
Fats, Oils, or Greases

What Goes in the Recycling Container:



Plastic Bottles & Containers



Food & Beverage Cans



Glass Bottles & Containers



Paper



Flattened Cardboard
& Paperboard

Place recyclables directly into your recycling cart -

Don't bag your recycling materials.



Do Not Include:

Food Or Liquids
Plastic Bags or Film
Foam Containers
Clothing, Furniture or Carpet
Batteries
Electronics
Hazardous Waste
Yard Waste

What Goes in the Trash Container:



Foam Cups &
Containers



Garden Hose



Broken Ceramic Dishes
& Pots



Candy, Snack &
Food Wrappers



Do Not Include:

Organics/Recyclables
Hazardous Waste
Electronics & CFL Bulbs
Batteries, Tires or Paint
Flammable Material



Plastic Bags & Film



Diapers



Pet Waste



Clothing & Textiles

To learn more visit:

wm.com



Recycling

Recyclables, as defined, are required by law to be placed into an approved recycling container. See San Diego Municipal Code, Chapter 6, Article 6, Division 7. To determine what materials are recyclable, go to: www.sandiego.gov/sites/default/files/what-goes-where.pdf. Recycling containers should be placed out for collection on the street, curb or sidewalks at the same time as the trash containers, in accordance with the biweekly recyclables collection schedule. To determine the regular collection day for your address, if you receive City recycling collection service, go to: https://getitdone.force.com/ESD_TrashCollectionSchedule. General information regarding City recycling collection services and eligibility can be found at: www.sandiego.gov/environmentalservices/recycling/residential/curbside


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 \(sdbikecoalition.org\)](http://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.

We have noticed an uptick in damages from E-bike/ bike usage throughout the community in private easements, & in open spaces behind homes that is causing maintenance issues and unnecessary expenses.

We are asking parents to please make sure your child/children understand the importance of following the rules of the road, using bike lanes, staying out of private property, & using caution around parked vehicles while operating their E-bikes. Please talk to them about the dangers of speeding through the community when crossing streets, intersections, & driveways, including up through the Ranch House parking lot. Additionally, for the safety of the rider and patrons of the pool, E-bikes should NOT be used or stored in the pool areas.

Thank you ever so much for your cooperation and collaboration with this issue.

Speeding Reminder

We would like to remind residents to be mindful of any speed limits within Del Sur. Please also make sure that your vendors and guests are mindful of the same. Thank you for keeping Del Sur safe.

Crime Prevention Tips

Please remember to use the following numbers to report crimes in progress.

Non-Emergency Dispatch Line: 619-531-2000 or (858) 484-3154

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

Community Relations Officer John Briggs has provided his contact information and would like for homeowners/ Residents to reach out to him with any questions, concerns, or any information with regards to safety and crime prevention.

His contact information is as follows:

Officer John Briggs San Diego Police Department, Northwestern Division:

12592 El Camino Real, MS 782, San Diego, CA 92130

Phone: (858) 523-7031

Email: jbriggs@pd.sandiego.gov

Homeowners/ Residents can protect their homes and help protect their neighbor's homes by making some simple changes. Here are some tips from the San Diego Police Department:

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 on all floors.
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.
16. Officer Briggs is also available to set up a meeting with neighborhood reps or residents that would like to form a neighborhood watch group in their community.

Please be advised that the Association employs a person to periodically patrol the Association's Community Common Area between the hours of 3:00pm- 11:00pm. The primary purpose of this patrol person is to discourage Community Common Area loss and enforce the governing documents, as well as assist the Association and law enforcement in the identification of perpetrators of crime.

The purpose of this patrol person is **not** to provide security services to the residents or private property. The Association does not provide security services to the residents. Nor does the Association ensure or guarantee the safety of persons or property. All residents within the Del Sur community are responsible for providing for their own safety and security.

So, it is important for all of us to remember to undertake our own reasonable safety precautions, such as locking our doors and windows, routinely closing the blinds and drapes in our bedrooms and bathrooms when these rooms are in use (even if these rooms are not readily visible from the street), instructing our children on what to do if approached by anyone, not leaving valuables unattended in vehicles and the Community Common Area, locking our vehicle doors, and staying alert to our surroundings, especially when walking or jogging at night.

It is up to all of us to discourage criminal conduct in our community. The best way for us to accomplish this objective is to be observant and notify the police as soon as we witness any suspicious activity.



Swim Lesson Season: April 15th – October 15th

Swim Lesson Season began April 15th! Please do not forget to fill out the swim lesson waiver and drop it off at the Ranch House or email it to either: Emily.Crowe@fsresidential.com or Andrea.Cameron@fsresidential.com

The waiver can be found on the Del Sur Community website (www.delsurcommunity.org) and must be completed and submitted before lessons can begin. A list of the approved swim lesson instructors along with the policy is as follows. Thank you.

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 March 1, 2024, below

- Aquasafe Swimming aquasafenow@gmail.com
Website: aquasafeswimming.com
Office #: (619) 531-8888
- Kris Jeynes jacksonskris@yahoo.com
- Lara Gillman Laralean1@gmail.com
- Sun Min Kim banaba1004@hotmail.com
- Nicole Raimondi Admin@swimbabyswim.com
Website: www.Swimbabyswim.com

Del Sur Community Association

SWIM LESSON POLICY

EFFECTIVE 3/1/2024

Del Sur Community Association ("Community Association") 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. Therefore the Board has determined that it is in the best interest of the membership to allow limited swim lessons to be conducted, subject to this Swim Lesson Policy ("Policy").

This Policy has been established to enable owners and residents to receive swim 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.

*****The pool temperature will be set to 82°. Please note this temperature can**

and will fluctuate depending on weather conditions and time of day. If the water is too cold for lessons that day the swim instructor or participant/ guardian should reschedule the lesson for another day.***

The Board has decided to charge a usage fee and a security deposit for the use of Del Sur Pools for swim instruction each season.

Usage Fees:

- The Policy requires that each instructor be required to pay a non-refundable usage fee of \$250 before commencement of lessons each season to assist with the maintenance and operations of the pools the instructors use.
- Each instructor will also be required to pay a refundable* \$250 security deposit before commencement of lessons each season. Security deposits will be refunded at the end of the season. ****CONDITIONS APPLY see below****

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 swim lessons within the Community Association. They may also be subject to other disciplinary action as discussed below.

1. In the event any person is found teaching swim lessons in violation of this Policy, they may be permanently prohibited from providing swim lessons at the Community Association's pools.
2. **In the event any instructor is found in violation of this Policy, the instructor shall forfeit his/her security deposit.**
3. Swim 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 swim lessons.
4. Swim lessons shall only be permitted at Designated Pools from:
April 15th- October 15th
5. **Conducting swim lessons outside of the Swim Season is prohibited.**
(i.e., April 15th- October 15th)
6. **Swim 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 swim lessons permitted.**

7. The Community Association will authorize no more than seven (7) swim instructors to conduct swim lessons at the Designated Pools each Swim Season ("Authorized Swim Instructors"). Only Authorized Swim Instructors shall provide swim lessons at the Designated Pools. In the event a swim instructor ceases to be an Authorized Swim Instructor during a Swim Season, as discussed in Provision 8, below, the Community Association may authorize another swim instructor to take his or her place for the remainder of the Swim Season.
8. To prevent swim 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 swim 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 swim 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 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 swim instruction to persons other than Del Sur owners and residents.

- j. An Authorized Swim Instructor cannot be in the pool area except when providing a scheduled lesson.
- k. Only one lane at the Jaqueline pool shall be used for swim lessons at any time.
- l. In the event a Designated Pool is closed unexpectedly for maintenance or for any other reason at the time of a Scheduled Lesson, the Authorized Swim Instructor shall reschedule that lesson.
- m. Under no circumstances shall an Authorized Swim Instructor provide swim instruction outside of a Scheduled Lesson.
- n. 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.
- o. 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.

9. Eligibility requirements for becoming an Authorized Swim Instructor are as follows:

- a. The swim instructor must notify the Community Association's 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 submit a signed instructor waiver for themselves.
- e. The swim instructor must submit a signed Student Waiver for each student they will be providing swim instruction to.
- f. The swim instructor must not have previously violated this Policy.

The Community Association/ Management team is not qualified to evaluate the skill level of swim instructors and does not do so. Nor does the Community Association/ Management team perform background checks. By authorizing a swim instructor, the Community Association/ Management team 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 f above.

10. 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 swim 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 office. This list is also available on the Community Association's website.

- 11. The Community Association may rescind a swim 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.
- 12. 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.)
- 13. 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.
- 14. The Community Association reserves the right to rescind the approval to allow swim instruction within Del Sur.

The Del Sur Community Association Board of Directors adopted this Policy at its duly noticed February 28th, 2024 Board Meeting. This Policy is now in effect.

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 either 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.

<u>ALCALA</u> Del Sur Board President Chad Ross Chadross0075@gmail.com	<u>ARTESIAN RIDGE</u> Del Sur Board President Chad Ross Chadross0075@gmail.com	<u>AVANTE</u> Avante Board President Joe Adamczyk jfadamczyk@outlook.com	<u>AVION</u> Del Sur Board President Chad Ross Chadross0075@gmail.com
<u>AVONDALE</u> Sarah Fontana 707-486-8905 sarahkeeter@hotmail.com	<u>BRIDGEWALK</u> Glenn Holtz 760-518-3511 gcholtz@aol.com	<u>CABRILLO</u> Zehra Rizvi 858-779-4988 (TEXT ONLY) zrizvi@hotmail.com	<u>CARLETON</u> Rob Seidenwurm 858-774-8859 rseidenwurm@gmail.com
<u>CARILLO</u> Ashwin Mohan ashwin.mohan@gmail.com	<u>CASSERO</u> Cassero Board President Mike Smith s-michael@att.net	<u>DESCANSO</u> Tracee Kelley Eger traceeandmarkeger@gmail.com	<u>ESTATES</u> Lindsay Cabaniss theestatesrep@gmail.com
<u>GARRETSON</u> Garretson Board President	<u>HAWTHORNE</u> Tova Steinhauer CONTACT HOA	<u>KENSINGTON</u> Sundaram Nagaraj 858-752-3178 (TEXT ONLY)	<u>KINGSTON</u> Diana Fakhrai-Poorman dianafakhrai@gmail.com
<u>MADEIRA</u> Jessica Coffman coffmanfamily06@gmail.com	<u>MARSTON</u> Som Shahapurkar Facebook Messenger https://www.facebook.com/som.shahapurkar som.shahapurkar@gmail.com	<u>PASADO</u> Keith Schneringer Keith.schneringer@gmail.com	<u>PRADO</u> Shalini Bansal (732) 688-8992 krish_gupta@yahoo.com
<u>PRESIDIO</u> Del Sur Board President Chad Ross Chadross0075@gmail.com	<u>PRESTON</u> Jon Weis jonweis@gmail.com	<u>SENTINELS</u> Dan Otto danny372005@yahoo.com	<u>SKYE</u> Board President Molly Putnam mematyas@gmail.com
<u>STRATFORD</u> June Cutter juncutter@gmail.com	<u>SUR33</u> Viet Thanh Ho viet.hothanh@gmail.com	<u>VALENCIA</u> Vishva Lakshman Grimes vishva.lakshman@gmail.com	

DEL SUR PARKS

<u>ANGELINE PARK</u> 15899 Angeline Pl Pool / Spa / Small lap lanes & Play Structure (HEATED YEAR-ROUND)	<u>AUBREY PARK</u> 15919 Potomac Ridge Rd Park/ Play Structure ONLY	<u>BELTAIRE PARK</u> 8455 Warden Lane Pool/ Bocce Ball (SWIM LESSON POOL)	<u>HAALAND GLEN PARK</u> 15998 Canton Ridge Pool / Spa
<u>HIGH ROSE PARK</u> 15675 S. Chevy Chase Pool / Spa & Play Structure (SWIM LESSON POOL)	<u>JACQUELINE PARK</u> 15535 Tanner Ridge Rd Pool / Spa / Small lap lanes (SWIM LESSON POOL) (HEATED YEAR-ROUND)	<u>KRISTEN GLEN PARK</u> 15770 Concord Ridge Terrace Lap Pool & Spa (HEATED YEAR-ROUND)	<u>MEL DRISCOLL PARK</u> 15735 Concord Ridge Ter. Pool/ Play Structure
<u>OLD STONEFIELD</u> 15855 Kristen Glen Pool & Dog Park (SWIM LESSON POOL)	<u>REAGAN GLEN PARK</u> 8300 Parkside Crescent Pool (SWIM LESSON POOL)	<u>SPRECKELS PARK</u> 15725 Paseo Montenero Park Only	<u>TRENT PARK</u> 15890 Trent Place Pool / Wading Pool & Half Basketball Court
<u>VILLAGE GREEN</u> Potomac Ridge Road Stage on one side of park	<u>WADE PARK</u> 15790 Tanner Ridge Rd Pool/ Splash Pad & Play Structure	<u>DEL SUR NEIGHBORHOOD PARK</u> <i>Owned, Operated and Maintained by City of San Diego</i> 15816 Paseo Montenero For Reservations, information, or to report an incident please call: 858-538-8184	

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?

	Del Sur Community Association	Design Review Committee (DRC)	Community Services Council (CSC)
Boards	5 Directors	4 Committee Members & Architectural Consultant	5 Directors
Purpose	<ul style="list-style-type: none"> * Upkeep and Maintenance of common areas: including private parks, mailboxes, etc. * Enforcement of Covenants, Conditions and Restrictions * Oversee Design Review 	<ul style="list-style-type: none"> * Review design submissions to ensure they are in line with the esthetics of Del Sur Community 	<ul style="list-style-type: none"> * Funds & organizes all Community Events, including Movie Nights, Concerts, Holiday Events, etc. * Promotes and supports resident Driven Community Clubs
Source of Funds	Monthly HOA Dues	N/A	Enhancement Fee on the Sale of homes in Del Sur
Meeting Schedule	Monthly Executive Meetings: Held every 4 th Wednesday of every month Open Session Meetings: Are now being held on the 4th Wednesday of every odd month (Jan, Mar, May, Jul, Sept, and Nov). See www.delsurcommunity.org for details.	Monthly 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.	Meet quarterly – 4th Wednesday – January, April, July & October (April & October are in the evening and open to CSC residents.
Fiscal Year	June - May	June- May	June – May
Website	www.delsurcommunity.org – For all Association related Information	www.delsurcommunity.org – For all Association related Information	www.delsurcsc.org – For all Event and Reservation Information

Your Board

President
Chad Ross

Vice President
Lori Ann Stevens

Secretary
Ruth Loucks

Treasurer
Michael Margro

Director at Large
Tripti Ranka

Your DRC

Committee Chair
Carrie Walden

Secretary
Ruth Loucks

Committee Member
Chad Ross

Committee Member
Lori Ann Stevens

Architectural Consultant
Jim Taylor

SUB ASSOCIATION MANAGEMENT CONTACTS

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

AUBERGE

Action Property Management
Katie Stark
kstark@actionlife.com
7921 Auberge Circle San Diego, CA
92127
Office | 619-841-2711

MANDOLIN I

Prescott Management
Brecia Hartman
BHartman@prescottmgt.com
16880 W. Bernardo Dr., Ste. 200
San Diego, CA 92127
Direct: 858-946-0320

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

SKYE

Community Manager:
Zoe Castelblanco
Zoe.castelblanco@fsresidential.com
858-657-2175
Assistant: Nicole Cummings
Nicole.Cummings@fsresidential.com
858-737-7361
3131 Camino Del Rio North,
#230 San Diego, CA 92108

AVANTE'

Prescott Management
Sarah McClanahan
SMcClanahan@prescottmgt.com
9610 Waples St.
San Diego, CA 92121
858-946-0320
Raul Hernandez (Assistant)
RHernandez@prescottmgt.com

BOARD MEETINGS

All meetings are held at the Ranch House
15455 Paseo Del Sur,
San Diego CA 92127

Executive Sessions 2025

Executive session meetings are at
5:30 P.M.

Closed to homeowners.

May 28, 2025

June 25, 2025

July 23, 2025

August 27, 2025

September 24, 2025

October 22, 2025

November 26, 2025

December TBD

Open Sessions 2025

Open session meetings are at
6:30 P.M.

Open to homeowners.

May 28, 2025

July 23, 2025 (Possible Annual Meeting)

September 24, 2025

November 26, 2025

Your Builder's Contact Information

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

WILLIAM LYON HOMES CUSTOMER SERVICE
800-770-6883

BROOKFIELD HOMES CALIFORNIA CUSTOMER CARE HOTLINE:
800-399-0490
contact@cacustomercaare.com

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.