



MANAGEMENT TEAM

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, Ranch House & 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

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



October 17th, 2025

Dear Del Sur Residents,

Heated Pools

With swim season having come to an end, Del Sur will now only have three heated pools to continue regular lap swimming. These pools are Kristen Glen, Jaqueline, High Rose, and Angeline.

Reminder To Homeowners

Management would like to remind all homeowner's looking to rent out their homes or rooms that when signing a tenant registration form, it is up to the homeowner to decide whether they would like to relinquish their rights to Del Sur's amenities during the duration of the lease.

Mailbox Security & Repair Update: Partnership with USPS

Due to recent reports from residents of out of service mailboxes and interrupted mail service, the Del Sur Community Association and Management have been in direct contact with the USPS Rancho Bernardo Annex, located at: **16960 Bernardo Center Drive**

Hours: Monday – Friday: 8:30 a.m. – 3:30 p.m. Saturday: 8:30 a.m. – 4:30 p.m.

USPS Supervisor confirmed the following responsibilities:

Mailbox Repairs – Who Is Responsible?

USPS is responsible for:

- Locks that secure the entire mailbox front for carrier sorting
- Locks on parcel boxes
- Processing and completing repair work orders

Del Sur Community Association is responsible for:

- The actual mailbox pedestal structure
- Residents are responsible for their individual box lock and key(s)
- Replacement of individual resident's keys and locks, can be purchased at the Ranch House (15455 Paseo Del Sur) or Ph. 858 759 1921 for details.

Updates from USPS

The Postal Supervisor confirmed that the mailboxes reported as "tampered" or "vandalized" are primarily experiencing lock issues. USPS processes all repair work orders, which typically take 1 to 3 months to complete. While awaiting repairs, **the mail carrier will place a notice on the affected mailbox bank.** Residents using that location will need to collect their mail directly from the Rancho Bernardo Annex during the hours listed above. USPS has reported that some repairs have already been completed, and they continue to work through pending requests.

How You Can Help

- Report damaged or tampered mailboxes to the Ranch House management team and also to USPS with the exact location.
- Be alert for suspicious activity near mailbox banks and report immediately to:
 - San Diego Police Department: 911
 - USPS Postal Inspectors: ☎ **1-800-ASK-USPS (1-800-275-8777)** to report damages/vandalism/mail delivery issues.

Tampering with or interfering in the delivery of U.S. Mail is a **federal offense.**

Moving Forward

The Del Sur Community Association has taken all possible steps on behalf of residents and will continue to partner with USPS to push for faster repairs and improved communication. For additional questions or concerns regarding mailbox security and repairs, please contact:

Important Notice:

Update on Trash Collection Changes on City Streets 10/17/25

If you have not transitioned to a new franchise hauler such as [Waste Management Company](#) or [Republic Services](#), we are already past the 30-day grace period the city provided. This means that they will send a first courtesy letter stating you have days to transition. They will then follow up with a courtesy notice stating you will have 14 days to comply. If you still have not complied after 14 days, the city will no longer pick up your trashcans, and you may be subjected to a fine.

Lastly, we know that both Waste Management and Republic Services will be providing homeowners with the service of picking up their old city trash bins. Please make sure to disregard any information provided on the City's website or previous letters sent by them as they have confirmed it was incorrect regarding Del Sur as we are a special case. If for some reason your trash bins were left out but not picked up by either service, please contact the city **Customer Service**: 858-694-7000 or trash@sanidiego.gov.

Waste Management Contact: 858 201 1703

Republic Service Contact: 858 402 8254

Thank you all for your patience during this transition.

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.

Unleashed Dogs

For the safety and comfort of all members of our community, including our 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!

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

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



Friendly Reminder: Drive Safe in Del Sur

Just a quick reminder to please observe all posted speed limits while driving through the community. We also kindly ask that you remind any guests or vendors visiting your home to do the same. Thank you for helping keep Del Sur safe and enjoyable for everyone!

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://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.

Del Sur Community Association Vs. Del Sur Community Services Council CSC

Firstly, we would like to wish you all a very Happy Harvest Festival! Woo Hoo! Throughout the week, management has received a lot of phone calls with questions regarding the Fall Festival. Please keep in mind that the Del Sur Community Association and Del Sur Community Services Council are two separate entities. The contact for all events is the CSC Community Services Council is info@delsurcsc.org

Del Sur Distribution List

Management would like to remind residents that if you are planning to move or are in the works to move out of the Del Sur Community, please let us know by emailing delsurcommunity.ca@fsresidential.com so that we may remove your email from our newsletter and update the distribution list.



Ask the Landscape Expert



Q: Do I still need to water my lawn and plants in October?

Yes, but less often. With shorter days and cooler weather, plants need less water. Adjust your irrigation schedule to prevent overwatering while keeping soil evenly moist.



Q: Is October really a good time to plant in San Diego?

Absolutely! Cooler nights and warm soil make fall one of the best planting seasons. Roots establish now, giving plants a head start before next summer's heat.



Q: What should I do with all the fallen leaves?

Instead of tossing them, compost leaves. Compost add nutrients back into the soil and can protect plant roots through the cooler months



Is October a good time to fertilize?

Yes—especially for lawns and perennials. Applying a slow-release fertilizer in fall helps strengthen roots, ensuring your landscape stays healthy through winter.



How can I make my yard more inviting this season?

Simple updates can transform your yard into a cozy, welcoming space. Try adding pumpkins, fall planters, seasonal lighting, or a fire pit. Outdoor games like cornhole, bocce ball, or giant Jenga are perfect for entertaining family and friends while enjoying the crisp fall air.



BrightView 

Week 3: Fall Landscape Preparation Q & A

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.



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	* Upkeep and Maintenance of common areas: including private parks, mailboxes, etc. * Enforcement of Covenants, Conditions and Restrictions * Oversee Design Review	* Review design submissions to ensure they are in line with the esthetics of Del Sur Community	* 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 4 th 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
Ruth Loucks

Treasurer
Michael Margro

Director at Large
Tripti Ranka

Secretary
Erick Caldwell

Your DRC

Committee Chair
Carrie Walden

Secretary
Ruth Loucks

Committee Member
Jessica Coffman

Architectural Consultant
Jim Taylor

Committee Member
Lori-Ann Stevens

SUB ASSOCIATION MANAGEMENT CONTACTS

AVARON

First Service Residential
Wade Andre
wade.andre@fsresidential.com
3131 Camino Del Rio N #230, San Diego, CA 92108
Direct: 858-657-2173

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
Justin Goodman
jgoodman@actionlife.com
7921 Auberge Circle San Diego, CA 92127
Office | 619-377-8117

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@sdlhoa.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
3131 Camino Del Rio N #230, San Diego, CA 92108
858-657-2175

AVANTE'

Prescott Management
Mike Pereira
619-230-1891
mpereira@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.

October 28th, 2025

November TBD

December No Meeting.

Open Sessions 2025

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

Open to homeowners.

November 19th, 2025

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.

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@cacustomer care.com