



Del Sur

Del Sur

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](https://www.firstservice.com/OnlineMonthlyPayments)

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



February 6,
2026

Dear Del Sur Residents,

Del Sur Community Association

Mailbox Vandalism & Theft – Communication from your Board:

Mailbox vandalism and theft have been reported across multiple neighborhoods within Del Sur. This issue is not unique to Del Sur and is occurring throughout San Diego and nationwide. Investigations confirm that HOA-responsibility components are functioning properly, while most incidents involve forced entry into USPS-controlled master access doors.

HOA Responsibility Boundaries

The Association is responsible for mailbox pedestals, structures, and individual homeowner mailbox locks. USPS is solely responsible for the master access doors and locks used for mail delivery. The Association does not have legal authority to repair, replace, or modify USPS-controlled components.

Operational Actions Taken

- All 60 mailbox banks have been inspected by management and licensed contractors
- No mailbox banks require replacement
- USPS-related damage has been reported when observed
- HOA has met with USPS leadership to request improved coordination
- Routine inspections continue
- Mailbox painting and renumbering scheduled prior to summer 2026

Homeowner FAQ

Why is this happening?

Mailbox theft is occurring throughout the region and involves forced entry into USPS master access doors. These incidents are federal crimes.

Who is responsible for repairs/replacement?

HOA: mailbox structures

USPS: master access doors and locks.

HOMEOWNER: individual mailbox locks (HOA will provide for \$20)

Why does USPS take so long?

Though the quoted repair timeline is 30-60 days, USPS repair timelines vary and are outside HOA control.

Can the HOA fix USPS master door locks?

No. The HOA lacks legal authority to do so.

What should residents do?

Report theft to USPS Postal Inspectors, notify HOA management, and immediately work with Del Sur HOA to replace individual locks if damaged.

What is the HOA doing next?

Continued inspections, documentation, USPS coordination, and scheduled painting.

Unfortunately, mailbox theft and vandalism are occurring not only in our community, but throughout San Diego and across the country. Del Sur is not unique in being affected.

The Association continues to document incidents, confirm maintenance responsibilities, and work within its legal authority. Because certain mailbox components fall under USPS jurisdiction, there are limits to what the Association can implement directly.

The Board and management are reviewing information and best practices. Updates will be shared once reviews are complete.

Mailbox Security & Repair Update: HOA 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:

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

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:

☎ **USPS at 1-800-ASK-USPS (1-800-275-8777). Thank you.**

Trash Updates: Alley Ways

As the community transitions to private franchise hauling entirely, management has received a lot of inquiries and suggestions regarding trash pickup in the alley ways. Although both Waste Management and Republic Services do offer alley way pickup, it is strongly urged to have all bins be placed on the main road for the following reasons:

- **Preservation of Alleyways:** Trash trucks are large and heavy, and using main roads helps reduce wear and tear on alley surfaces.
- **Navigational Ease:** Main roads are generally easier for drivers to navigate, improving service efficiency.
- **Safety First:** Many alleyways are frequented by children, and ensuring their safety is our drivers' top priority.

Please note that if the drivers deem an alleyway as “not cleared” or “not safe” to drive through, they will not pickup your bins. Also, it has been requested by WM and RS that all residents write their address number on their bins.

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.



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 Johnny So	<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

Committee Member
Lori-Ann Stevens

Architectural Consultant
Jim Taylor

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
Josh Steinbock
josh@packard-1.com
8775 Aero Dr., Ste 335
San Diego, CA 92123
858-277-4305 Ext.222

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
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 2026

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

Closed to homeowners.

February 25, 2026

March 25, 2026

April 22, 2026

May 27, 2026

June 24, 2026

July 22, 2026

August 26, 2026

September 23, 2026

October 28, 2026

November TBD, 2026

December TBD

Open Sessions 2026

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

Open to homeowners.

March 4, 2026 5:30 PM
Sports Equipment & BB Hoops

March 25, 2026

May 27, 2026

July 22, 2026

September 23, 2026

November TBD, 2026

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@cacustomercare.com