



Del Sur

FirstService Residential

**MANAGEMENT TEAM**

**General Manager**

Darryn Marshall

[Darryn.Marshall@fsresidential.com](mailto:Darryn.Marshall@fsresidential.com)

**Assistant Community Manager**

Andrea Cameron

[Andrea.Cameron@fsresidential.com](mailto:Andrea.Cameron@fsresidential.com)

Architectural Design &  
Ranch House Reservations

**Facilities Manager**

Silvio Lopez

[Silvio.Lopez@fsresidential.com](mailto:Silvio.Lopez@fsresidential.com)

Work Orders & Common Area Concerns

**Administrative Assistant**

Marilou Marcelo

[Marilou.marcelo@fsresidential.com](mailto:Marilou.marcelo@fsresidential.com)

Pool cards, Park Reservations,  
& Transponders

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**Ranch House Office**

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

**Office Hours:**

8:00 am – 4:30 pm

Monday – Friday

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**ALLIED UNIVERSAL SECURITY**

**SERVICES**

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

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**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](mailto:jbriggs@pd.sandiego.gov)

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San Diego Humane Society  
619-299-7012

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

[Customercare.ca@fsresidential.com](mailto:Customercare.ca@fsresidential.com)

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

[FirstService Residential | Online Monthly  
Payments \(clickpay.com\)](http://FirstService Residential | Online Monthly<br/>Payments (clickpay.com))

*Dear Del Sur Residents,*

April 10, 2026

**In your Del Sur Newsletter last week you were provided an update from your Board & FirstService Residential Management on Mailbox Vandalism & Theft.**

In that update we reported that Management had reached out to your SDPD Community Liaison Officer John Briggs to express the frustration experienced by some of our Del Sur residents regarding this matter. Officer John Briggs would like to schedule time to come and talk to Del Sur residents when time permits but in the interim, please find the following correspondence SDPD Community Liaison Officer John Briggs wanted to share with you personally:

Hello neighbors,

The San Diego Police Department is aware of an increase in community mailbox break-in's / vandalism. We are working with community HOA's to ensure proper reporting to the United States Postal Service (USPS) is occurring, as they are responsible for the investigation on these crimes. For information regarding repairs to the mailboxes, please visit the USPS website. [Mailboxes - The Basics](#)

Below are a few things you can do to protect yourself from identity theft.

- Reduce your paper trail, most business will allow you to sign up for paperless billing and financial statements.
- Put a fraud alert or freeze on your credit report.
- Set up Informed Delivery by USPS. [Informed Delivery - Mail & Package Notifications | USPS](#)

If you become a victim of identity fraud, you can file a report thru the government site IC3. [Home Page - Internet Crime Complaint Center \(IC3\)](#)

Some crimes can also be reported thru our online reporting system. [File a Police Report | City of San Diego Official Website](#)

We have alerted our officers to the ongoing issues with the community mailboxes and asked them to conduct extra patrol in our neighborhoods when able. Please keep in mind, however, there are a limited number of officers working the division at any given time. These officers cover approximately 42 square miles and are dispatched to calls based on their priority level. Violent crimes, motor vehicle accidents, home and vehicle burglaries will obviously take priority and require a significant amount of manpower.

If you have any questions, please feel free to email me.

John Briggs  
Community Relations Officer  
Northwestern Division  
12592 El Camino Real  
[Jbriggs@pd.sandiego.gov](mailto:Jbriggs@pd.sandiego.gov)  
858-523-7031

# Del Sur Community Association

## Mailbox Vandalism & Theft – Communication from your Board:

We are writing to you with a sincere and empathetic understanding of the frustration, concern, and disruption caused by the recent reports of mailbox vandalism and mail theft within our community. We recognize how important secure and reliable mail delivery is to your daily lives, and we want you to know that both the Del Sur Community Association Board of Directors and Management are actively working on your behalf to address this issue.

### Understanding the Situation

Mailbox vandalism and mail theft are not isolated to Del Sur—they are occurring throughout San Diego, across California, and nationwide. These incidents are federal crimes and are most commonly associated with forced entry into mailbox components that are under the jurisdiction of the United States Postal Service (USPS), rather than those maintained by the Association.

That said, we fully acknowledge the impact this has on our residents and are committed to doing everything within our authority—and beyond through partnerships—to improve the situation.

### What the Association Has Done

- The Association conducts routine inspections of all mailbox banks alongside landscape, park, and governing document inspections.
- The Association's painting contractor performed an inspection of all 114 mailbox banks on February 4, 2026, and no vandalism affecting HOA-maintained components was identified.
- We have not received widespread reports of damage to HOA-responsible mailbox structures from residents or USPS.
- Any USPS-related issues observed have been reported accordingly.
- The Association continues to coordinate with USPS and document reported incidents.
- **Inviting SDPD Community Officer Briggs to the Ranch House to meet with concerned residents.**

Upcoming Community Improvements: Over the next 8 weeks, the Association will:

- Paint all mailbox banks (*As part of the general maintenance program*)
- Replace old numbering with new, updated numbers (*As part of the general maintenance program*)
- **Evaluate installation of high-visibility signage warning that mail theft is a federal felony (up to \$25,000 fines and/or imprisonment).**
- **Evaluate lighting at mailbox banks (solar) and (sensor).**

### Who Is Responsible for What? (Simple Guide)

To provide clarity, please refer to the simplified responsibilities below:

#### Del Sur Community Association

- Mailbox **structures and pedestals and full replacement.**
- Exterior **painting and maintenance.**
- Coordination of inspections and repairs (when within HOA scope).
- Reporting to USPS any reports received of damage and vandalism.

#### United States Postal Service (USPS)

- **Master access doors and locks** (used by mail carriers).
- **Parcel locker systems.**
- Processing and completing repair work orders of the master lock.
- Mail delivery operations.
- Actioning upon receiving reports of Mail Theft and Mailbox break ins and vandalism.

#### Residents (Individual Responsibility)

- **Your personal mailbox lock and key**
- Replacement of individual locks (available through the Ranch House) Phone 858 759 1921
- Reporting Mail Theft and Mailbox break ins and vandalism to USPS and to Management at the Ranch House) Phone 858 759 1921

### As a Resident of Del Sur Who Should You Contact?

To help ensure fast and proper response, please follow this guide:

- **Individual mailbox lock issue (your own box):**  
→ Contact the **Del Sur Ranch House / HOA Management Phone 858 759 1921**
- **Mailbox broken into / main door forced open / multiple boxes impacted:**  
→ Contact **USPS at 1-800-ASK-USPS (1-800-275-8777)**  
→ **Also notify HOA Management** with the exact location
- **Active vandalism or suspicious activity:**  
→ **Call 911** or the **San Diego Police Department (858) 523-7031**  
→ Report to USPS Postal Inspectors

### **Strengthening Prevention – What We Are Researching**

The Board & Management are actively researching and **evaluating best practices used by communities across the country**, including:

- Enhanced lighting and surveillance systems
- License plate reader technology
- Improved signage and deterrents
- Resident awareness campaigns
- Strategic mailbox placement and usage education

These strategies **focus on deterrence, visibility, and community participation**, which have proven to be the most effective approach.

### **Formation of a Resident Ad Hoc Task Force**

Following the discussion at the Del Sur Open Session Meeting on March 31, 2026, **the Board is forming a Resident Ad Hoc Mailbox Security Task Force.**

This group will:

- Collaborate with the San Diego Police Department and United States Postal Service
- Explore additional solutions and prevention strategies
- Help monitor trends and bring forward community-driven ideas
- Strengthen partnerships with government agencies

We strongly believe that **community involvement is key to solving this issue.**

**Invitation to Participate** If you are interested in serving on this task force, please email:

Darryn Marshall [darryn.marshall@fsresidential.com](mailto:darryn.marshall@fsresidential.com)

**Deadline:** Friday, April 10, 2026, at 4:00 PM

Please include:

- Your contact details
- A brief statement explaining why you would like to participate

### **Additional Action**

As part of our continued efforts, Darryn Marshall your General Manager will personally be making another visit to the USPS facility at:

**Rancho Bernardo Annex**

**16960 Bernardo Center Drive**

to meet with the Postmaster and learn:

- What other communities are doing
- How USPS can further support Del Sur
- Opportunities for stronger coordination with law enforcement

Anyone selected to form the ad hoc task force committee is more than welcome to attend.

### **Final Thoughts**

We understand how unsettling these incidents are. Please know that your Board and Management team are:

- Taking this matter seriously
- Acting within our authority
- Advocating for stronger external support
- Working toward both short-term response and long-term prevention

This is a **shared challenge across communities**, but with coordinated effort between residents, HOA, USPS, and SDPD law enforcement—we can make meaningful progress.

*Thank you for your continued vigilance, cooperation, and commitment to keeping Del Sur a safe and thriving community.*

### 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.
- **Collect and empty your mailbox daily to prevent a build up of mail. Empty mailboxes will also deter criminals.**
- 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.

**Voted the most effective mailbox crime prevention signage across the Nation, and the type of signage being sort for the 114 mailbox banks throughout the Del Sur Community.**



# SWIM LESSONS SEASON RETURNS: APRIL 15, 2026 – OCTOBER 15, 2026

*\*ALL pools are heated during the Swim Lesson Season ONLY*

## Pools heated year-round:

- Kristen Glen
- Jacqueline
- Angeline

Swim Season is well underway! Typically, San Diego has a cold start to summer but this year the heat seems to be off to an early start. The HOA continues to make every effort to keep all the pools heated to 82 degrees with the gas and solar systems at each pool.

The Del Sur Community Association thanks everyone for their understanding.

Please do not forget to fill out the swim lesson waiver and drop it off at the Ranch House or email it to:

[Andrea.Cameron@fsresidential.com](mailto:Andrea.Cameron@fsresidential.com)

The waiver can be found on the Del Sur Community website ([www.delsurcommunity.org](http://www.delsurcommunity.org)).

The following is a list of the approved swim lesson instructors. For further swim lesson information, please see the Del Sur Community Association Swimming Lesson Policy Effective March 1, 2024, below.

- AquaSafe Swimming [aquasafenow@gmail.com](mailto:aquasafenow@gmail.com)  
Website: [aquasafeswimming.com](http://aquasafeswimming.com)  
Office #: (619) 531-8888
- Kris Jeynes [jacksonskris@yahoo.com](mailto:jacksonskris@yahoo.com)
- Lara Gillman [Laralean1@gmail.com](mailto:Laralean1@gmail.com)
- Sun Min Kim [banaba1004@hotmail.com](mailto:banaba1004@hotmail.com)
- Nicole Raimondi [Admin@swimbabyswim.com](mailto:Admin@swimbabyswim.com)  
Website: [www.Swimbabyswim.com](http://www.Swimbabyswim.com)
- Swim with Elly [ms.ellygergove@gmail.com](mailto:ms.ellygergove@gmail.com)  
Website: [www.swimwithelly.com](http://www.swimwithelly.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 15<sup>th</sup>- October 15<sup>th</sup>
5. **Conducting swim lessons outside of the Swim Season is prohibited.**  
(i.e., April 15<sup>th</sup>- October 15<sup>th</sup>)
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 28<sup>th</sup>, 2024 Board Meeting. This Policy is now in effect.

Del Sur Community Association Board of Directors

## 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](http://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](http://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](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](http://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 \(sdbikecoalition.org\)](https://www.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](mailto: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](mailto: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](mailto: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.

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

## DEL SUR PARKS

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

# 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?

	<b>Del Sur Community Association</b>	<b>Design Review Committee (DRC)</b>	<b>Community Services Council (CSC)</b>
<b>Boards</b>	5 Directors	4 Committee Members & Architectural Consultant	5 Directors
<b>Purpose</b>	<ul style="list-style-type: none"> <li>* Upkeep and Maintenance of common areas: including private parks, mailboxes, etc.</li> <li>* Enforcement of Covenants, Conditions and Restrictions</li> <li>* Oversee Design Review</li> </ul>	<ul style="list-style-type: none"> <li>* Review design submissions to ensure they are in line with the esthetics of Del Sur Community</li> </ul>	<ul style="list-style-type: none"> <li>* Funds &amp; organizes all Community Events, including Movie Nights, Concerts, Holiday Events, etc.</li> <li>* Promotes and supports resident Driven Community Clubs</li> </ul>
<b>Source of Funds</b>	Monthly HOA Dues	N/A	Enhancement Fee on the Sale of homes in Del Sur
<b>Meeting Schedule</b>	<p><b>Monthly Executive Meetings:</b> Held every 4<sup>th</sup> Wednesday of every month</p> <p><b>Open Session Meetings:</b> Are now being held on the 4<sup>th</sup> Wednesday of every odd month (Jan, Mar, May, Jul, Sept, and Nov). See <a href="http://www.delsurcommunity.org">www.delsurcommunity.org</a> for details.</p>	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.	<b>Meet quarterly – 4<sup>th</sup> Wednesday</b> – January, April, July & October (April & October are in the evening and open to CSC residents.
<b>Fiscal Year</b>	June - May	June- May	June – May
<b>Website</b>	<a href="http://www.delsurcommunity.org">www.delsurcommunity.org</a> – For all Association related Information	<a href="http://www.delsurcommunity.org">www.delsurcommunity.org</a> – For all Association related Information	<a href="http://www.delsurcsc.org">www.delsurcsc.org</a> – 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](mailto: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](mailto: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](mailto: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](mailto:jgoodman@actionlife.com)  
7921 Auberge Circle San Diego, CA 92127  
Office | 619-377-8117

### **MANDOLIN I**

Prescott Management  
Brecia Hartman  
[BHartman@prescottmgt.com](mailto: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@sdhhoa.com](mailto:Taylor@sdhhoa.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](mailto: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](mailto:mpereira@prescottmgt.com)  
9610 Waples St.  
San Diego, CA 92121  
858-946-0320

Raul Hernandez (Assistant)  
[RHernandez@prescottmgt.com](mailto: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.**

**April 29, 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.**

**April 29, 2026**

May 27, 2026

July 22, 2026

September 23, 2026

November TBD, 2026

## 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](mailto:contact@cacustomer care.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.