



Del Sur®

## DEL SUR COMMUNITY ASSOCIATION NEWSLETTER

SEPTEMBER 4, 2026



Rear view of the Ranch House during a small event.

### FROM THE GENERAL MANAGER

## Dear Del Sur Residents,

*Water, goats, and mailboxes — a look at the three core elements shaping our neighborhood transit into the new season.*

Our landscape continues to face significant challenges, but it is not due to maintenance oversight. The City of San Diego's ongoing commissioning of Phase 1 of the Pure Water Program has caused irregular reclaimed water system shutdowns since last November, leaving our common areas without irrigation for roughly 90 days total. You can review the complete historic log on page 2 along with BrightView's ongoing priority mitigation plan.

On the hillsides, our seasonal brush management herd is officially wrapped up in Cerro Del Sur. The goats successfully cleared more than eight acres of steep, rocky open space where heavy machinery simply cannot safely operate during peak fire season.

Finally, please review the critical mailbox security update on page 5. Following several break-ins at cluster box units in The Estates and Artesian Ridge, we are actively collaborating with the U.S. Postal Inspection Service on an open federal investigation. As a community, our absolute best line of defense remains a simple habit: emptying your mailbox every single day.

Warmly,

**Darryn Marshall**

General Manager, Del Sur Community Association

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LANDSCAPE & IRRIGATION

# Reclaimed water shut-off schedule

*Intermittent municipal interruptions continue as the city brings Phase 1 of the Pure Water Program online.*

Del Sur's slopes, parks, and medians rely almost entirely on the city's reclaimed "purple-pipe" system. Because these outages are driven by city infrastructure commissioning, the Association cannot control or shorten them.

When the purple pipes run dry, **BrightView** manages resources using a strict priority tier based on plant vulnerability and visibility. Young trees, new flower beds, and main entries are sustained first, while established, drought-tolerant slope cover is prioritized last. Supplemental **water trucks** continue to hand-water high-priority assets during service blocks.

### WHAT RESIDENTS SHOULD DO

**⊘ No Resident Action Needed:** Please do not apply supplemental fertilizer or water to common areas. Fertilizing drought-stressed plants causes permanent damage. Front-yard household irrigation runs on the independent potable water grid and is entirely unaffected.



### HISTORIC OUTAGE LOG

|                            |                                                                 |
|----------------------------|-----------------------------------------------------------------|
| 11/19/25-11/24/25 -5 days  | 04/29/26-05/04/26 -5 days                                       |
| 12/09/25-12/15/25 -6 days  | 05/12/26-05/23/26 -11 days                                      |
| 12/19/25-12/26/25 -7 days  | 06/02/26-06/08/26 -6 days *shut down 2 days earlier than posted |
| 01/13/26-01/17/26 -4 days  | 06/17/26-06/21/26 -4 days                                       |
| 02/15/26-02/23/26 -8 days  | 07/06/26-07/11/26 -5 days                                       |
| 03/01/26- 03/06/26 -5 days | 07/19/26-07/27/26 -8 days                                       |
| 03/19/26-03/25/26 -6 days  | 08/11/26-08/12/26 -1 day                                        |
| 04/07/26-04/09/26 -2 days  | 08/28/26-09/05/26 -8 days                                       |

\*ABOUT 90 DAYS WITHOUT WATER TO DATE.

## Latest update

The water is scheduled to turn on as of tomorrow September 5, 2026. Please report any breakages or sprinklers that seem to be over watering. Thank you.

## OPEN SPACE – FIRE PREVENTION

# Brush management season begins

*Our seasonal herd has finished working in Cerro Del Sur and is now located in the open space near the Del Sur Elementary School.*



Annual brush clearing is mandatory under San Diego County fire ordinances. While traditional mowing crews manage the flat regions, the goats clear the steep, rocky drop-offs effortlessly without generating any engine sparks or equipment hazards on dry late-summer slopes.

**Scope of Work:** The program safely cleared 8.026 acres of high-risk fine fuels across three primary common-area parcels.

## WHAT TO EXPECT

- Temporary electrical fencing along the sections being worked on.
- Keep dogs leashed and remind children to keep a safe distance from the temporary electrical fencing.

**Trail Access:** All walking trails adjacent to the grazing slopes have officially reopened for normal pedestrian use. Trails are closed in the blue area.

**Private Slopes:** Remember, the Association-funded herd only covers community-owned open spaces; maintaining defensible perimeters on private home slopes remains the individual homeowner's responsibility.

## QUESTIONS

Here is a link provided by the Good Shepherds for more info and to report any issues with the animals:

<https://www.goodshepherds.earth/delsur.html>

## COMMUNITY SECURITY

# Mailbox Security Update

*What the Association is doing alongside federal inspectors to combat regional cluster-box tampering.*



The Association has logged physical break-ins at cluster box units (CBUs) within **Artesian Ridge** and **The Estates**, where doors were pried open to target incoming and outgoing mail.

HOA management is operating in tandem with the USPS Rancho Bernardo Annex and a designated United States Postal Inspection Service (USPIS) Inspector. We pass along all security camera footage, resident statements, and structural photographs immediately to build the active federal case.

## HOW RESIDENTS CAN PROTECT THEMSELVES

- **Empty Mail Daily:** Thieves explicitly target boxes that sit full overnight. A box that is cleaned out daily offers no reward for tampering.
- **No Overnight Checks:** Never drop outgoing envelopes containing checks or sensitive financial data into a cluster box unit to sit overnight.
- **Report Damage Instantly:** Call the Ranch House the moment you spot a broken latch, open panel, or unsecure master door.

Repair jurisdiction: CBUs are property of the federal government and are maintained solely by the centralized San Diego USPS maintenance department. Turnaround times are highly variable and can stretch from a few days to several weeks. The HOA has no legal authority to fix or replace these units independently but tracks every ticket until resolution.

**THE USPI WANTS TO HEAR FROM ANYONE WHO HAS EXPERIENCED MAIL THEFT OR VANDALISM AS PART OF THEIR INVESTIGATIONS AND CRIME SOLVING EFFORTS.**

### CRITICAL REPORTING CHANNELS:

- Postal Inspector Hotline: 1-877-876-2455 | [uspis.gov/report](https://uspis.gov/report)
- Del Sur Association Office: 858-759-1921 | M-F 8:00am – 4:30pm
- Crime in Progress: Dial 9-1-1
- SDPD Non-Emergency Dispatch: 619-531-2000

**\*Here is a link to the most updated reporting log:**  
[Mailbox Break in Log](#)

## DIRECTORY

# Who to contact

*[Standfirst — one line telling residents which office handles what.]*

**GENERAL MANAGER**

**Darryn Marshall**

Darryn.Marshall@fsresidential.com  
858-759-1921

**ASSISTANT COMMUNITY MANAGER**

**Andrea Cameron**

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858-759-1921

**FACILITIES MANAGER**

**Silvio Lopez**

Silvio.Lopez@fsresidential.com  
858-759-1921

**ADMINISTRATIVE ASSISTANT**

**Marilou Marcelo**

Marilou.Marcelo@fsresidential.com  
858-759-1921

**CUSTOMER CARE**

Customercare.ca@fsresidential.com  
800-428-5588

**AFTER-HOURS PATROL**

**Allied Universal Patrol Services**

On-Site 3pm – 11pm  
720-916-7009

## Board of Directors

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## Emergency & safety

**LIFE-THREATENING EMERGENCY**

Call 911

Fire, medical, crime in progress

**AFTER-HOURS PATROL**

720-916-7009

Noise, parking, gate and access issues

**NON-EMERGENCY SHERIFF**

619-531-2000

Reports, welfare checks, follow-up

THE RANCH HOUSE

## Visit us

**DEL SUR RANCH HOUSE**

15455 Paseo Del Sur

San Diego, CA 92127

858-759-1921

**OFFICE HOURS**

Monday – Friday

8:00 a.m. – 4:30 p.m.

[delsurcommunity.org](https://delsurcommunity.org)



### **NEXT BOARD MEETINGS:**

Executive Session: September 23, 2026 @ 5:30pm [closed to homeowners]

Open Session: September 23, 2026 @ 6:30pm



## Del Sur

COMMUNITY ASSOCIATION

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