
WHISLER RIDGE OWNERS ASSOCIATION

Dear Whisler Ridge Residents,

If you are new to our Community, **WE WELCOME YOU!** If you are new or have lived here awhile, in the body of the letter below and in the attached there is useful information about our Community.

We take pride in our Community and want it to be welcoming, beautiful and safe. We want you to enjoy living here whether homeowner or renter and share the friendship and support of all your neighbors.

The Whisler Ridge social committee hosts several events throughout the year. These events are intended to build a sense of community by providing a fun and social environment. We hope you will join us at future events to meet your neighbors and make new friends.

To maintain our Community to the highest standards and enhance the value of our homes, the Board of Directors (“Board”) is devoted to ensuring that all Residents maintain their properties to a high standard of care and abide by the rules that ensure those high standards. We also want you to know that the Board is interested in any issues, problems and concerns you have both when you first move in and for the many years you are a Resident. Please attend our Board Meetings and express your concerns at the Homeowners’ Forum or register concerns with Action by email or phone.

Below we provide a list of the more significant Community concerns and advice to help maintain our Community as a beautiful, neighborly and desirable place to live. If you have a particular question or concern, please check the CC&Rs and our official Community Rules for a more complete explanation.

Communication With Management, Neighbors and the Board

- Action Property Management (“Action”). For a specific problem or concern about the Community, your first communication should be to Action.
 - First, use the Action website dedicated to our Community www.vivoportal.com where you can report specific problems and pay your monthly HOA fee. Using the website allows Action and the Board to easily track an issue and see that it is taken care of promptly.

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- Second, Action's Customer Care number is 949-450-0202 (for both normal complaints and after hours in emergencies). Customer Care takes information by phone which also allows Management and the Board to track a problem or concern.
- Facebook. Facebook is an unofficial method of communication and the Board, Community and Action have no control over posts. Nevertheless, most of us in the Community use Facebook as it is a great way to communicate information quickly and stay on top of upcoming events and meetings. We encourage you to join. Search "Whisler Ridge Community" on Facebook, then ask to "Join Group".
- Board Communications. As mentioned above, we encourage you to speak of your concerns at the Homeowners Forum at Board meetings and also register concerns or issues with Action by email or phone.

Safe Driving

- To protect our children and adults, **PLEASE** keep your speed under 10 mph.

Street Parking

- Please park in your driveway or garage. Parking in the street by Residents without a variance is not permitted.
- Only Residents with a disability or 3 or more vehicles and drivers are eligible for a variance.
- Guests of a Resident may park in the street, but after 7 days must get a variance.
- The process to apply for a variance for a Resident or guest is easy. It is in the Community Rules and posted on the Vivo Portal under the "Documents" tab, then "Parking ...".
- To help us control unauthorized parking in the Community and to avoid a tow as happened recently during street sealing, please register all your vehicles on the Vivo Portal. Registering your vehicle on Vivo does not grant you a variance to park in street, however.

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Landscaping

- Landscaping is an important part of maintaining the visual quality of the Community.
- Please respect the Community and your neighbors by maintaining your yards with trimming, planting and mulching on a regular basis.
- Significant landscape changes require an application submitted to Action. Check the Community Rules which are also posted on the Vivo Portal under the “Documents” tab, then “Governing Documents”, then “Architectural Guidelines and Application”.

Architectural changes to your house

- Please submit proposed architectural changes to Action before proceeding. Usually a quick decision from the Board should be expected. If delayed, please check with Management.
- Antennas and dishes such as Direct TV must be placed in the least visible location to neighbors so long as you can obtain a quality signal. Often this is on the side of the house toward the middle. To avoid later having to move the dish, it is suggested that you check the Community Rules and file a notice with Management to be sure you are in compliance.
- Check the Community Rules also posted on the Vivo portal under “Documents” Tab, then “Governing Documents”, then “Architectural Guidelines and Application”.

Pet Waste and Trash cans

- Leaving pet waste in the common areas is unsanitary and unsightly. Please clean up after your pet.
- Please remove your trash cans from the streets soon after trash pickup. Leaving trash cans interferes with street parking and is also unsightly.

Please check the official sign-post by the mailboxes for our next Community event. Announcements are often made on Facebook also. We look forward to seeing you there.

Sincerely,

Your Board of Directors