

# *Cantabria Board of Directors Newsletter*



2023

---

## *Letter from the President*

Welcome to the Fall 2023 edition of the Cantabria newsletter. There has been a lot going on in our community, and we wanted to take this opportunity to bring everyone up to speed. So, read on to learn what's new!

As you should all be aware, Cantabria's property management firm is 360 Community Management, and Brittany Vik is the community manager. Residents can contact the management office via telephone at (619) 270-7360, via e-mail at [info@360hoa.com](mailto:info@360hoa.com) / [bvik@360hoa.com](mailto:bvik@360hoa.com), or via the website at [www.360hoa.com](http://www.360hoa.com). This is the proper method for reporting rules violations, maintenance issues, or just to get answers to your questions about Cantabria. Our property managers **do not** monitor any private Facebook pages, nor do they monitor things that residents might post on the bulletin board by the mailboxes.

Also, please note that 360 Community Management works a four (4) day work week, Monday - Thursday from 8:00 a.m.—6:00 p.m., so they will be unavailable to answer emails or phone calls on Fridays. Please remember that Brittany is what is called a "Portfolio Manager", which means that she actually manages a number of properties, not just Cantabria. Therefore, the amount of time that she has available to support just Cantabria is limited, and you should bear this in mind if you do not receive an immediate response to a message that you have left for her. Associations that have a dedicated property manager that works full time for just their community have much higher expenses for property management, and higher dues to cover that expense. Having a portfolio manager allows Cantabria to scale down the service that we pay for to the volume of the need, which minimizes our costs and the associated dues.

As our property management company is only on the property for a formal walkthrough once every two months, they rely on the residents to be their eyes and ears in between these walkthroughs, to report safety, maintenance, and security issues that need their attention. Some examples of these are: damaged walkway light poles, lights out, lights on all the time in the daytime, pool/spa lights out, pool/spa water cold, lights on continuously in the clubhouse, strange noises coming from the solar building, broken sprinkler heads, pooling water or water runoff, food left in the kitchen, large items dumped by the trash enclosures or elsewhere in the parking lot, stored/unlicensed vehicles, utility closet doors off the hinges or hanging open, damage inside the clubhouse, damaged pool furniture, sidewalk trip hazards, water leaking from solar panels on the carports, overgrown shrubbery, broken tree limbs, gopher activity, termite activity, bee swarming, broken roof tiles, and damage to parking lot planters. The sooner that someone brings one of these things to the attention of the property management company, the sooner they can get addressed, so please everyone help out!

# Building Project Updates

---

As you have undoubtedly noticed, the HOA has undergone a facelift on the B, C, E, F buildings & clubhouse late last year. As part of that project, necessary wood repairs were done to replace wood that had been damaged by termites or dry rot. The buildings were then repainted, and the wooden patio fences were replaced with vinyl fences. These vinyl fences will never be subject to termite or dry rot damage, never have to be painted or stained, and don't burn. This materials change will save the HOA a lot of money going forward in maintenance and fence replacement costs, which in turn will save our homeowners dues money!



The HOA will be implementing these same repairs/upgrades to the D, G, H, I, and J buildings in the Fall of 2023, starting in September. Your Board is pleased to be able to take steps such as this to brighten and enhance the property.

If you own a first floor unit and desire to have a patio gate installed as part of the patio fence replacement process, please contact Mike Lepitri with Alpine Fence at (619) 659-9320 for pricing as soon as possible, as they vary by unit. If you own a first floor unit in a building that has already had their patio fence replaced during a previous phase of this project and would now like to have a gate installed, please obtain a quote from Alpine Fence and submit an architectural request to the Board for review.

If you own a second story unit, to streamline the project and maintain the uniform appearance of the community, the scope of work includes replacing and painting any damaged wood on the balcony railings, which, *pursuant to the governing documents, are components the owner is responsible for maintaining*. The upstairs unit owners will benefit from the reduced economy of scale pricing from PrimeCo, and those costs will be passed onto the individual unit owners for reimbursement to the Association. As a courtesy to the owners, the Association will cover the cost of painting the balcony railings (that would otherwise be the responsibility of the individual owner). The unit owners will only be responsible for the cost of the wood replacement, which based on the work completed on previous buildings has varied between \$85.00 – \$1,275.00/unit, depending on the extent of the wood damage.

For all affected units, please be aware of notices from the contractors alerting you to when they will be working in your area, especially when they will need you to keep your windows closed, or to move items off your balcony or patio. Implementing their requests will allow them to keep working efficiently and minimize the cost to the HOA and the possibility of damage to your possessions.



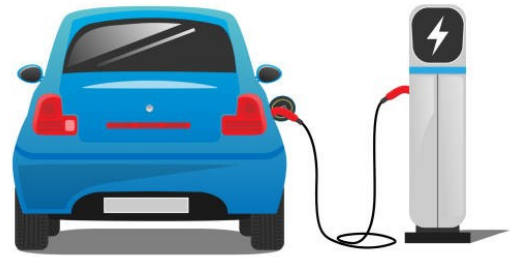
Also, a new California state law, SB326, was passed in 2020 that requires a regular inspection be performed on balconies and other elevated levels, such as stair landings. Cantabria contracted with Southern Cross Property Consultants to perform this inspection in 2022. With their report in hand, the HOA may be conducting repairs and recoating many of the balcony decks and second floor stair landings in 2024. You will receive further correspondence from the HOA when this work is scheduled, apprising you of the timing and impact on residents. We realize that this work will cause some inconvenience for residents. Thank you in advance for your cooperation with the HOA in facilitating this necessary maintenance work.

In addition to the large projects like the balcony/stair landing deck recoating, the building wood repair/painting/vinyl patio fences and the electric car chargers, there will be several other smaller projects under review for possible implementation in 2024. These include expanding the dog park, upgrading the tennis/pickleball court lighting to state-of-the-art LED lights, and others. Your HOA Board continues to be hard at work enhancing the Cantabria experience for residents.

# Electric Vehicle Charging Station Update

---

As you may be aware, Cantabria has been selected to receive extensive subsidies from the California Public Utilities Commission (CPUC) via SDGE to install electric car charging stations in our parking lot, for the use of our residents. The CPUC recognized that the lack of such charging stations at condominium complexes was slowing down the adoption of electric vehicles in California, and developed the “Power Your Drive” program in response to that. Because of our participation in this program, Cantabria will be able to install 10 electric car charging stations in our parking lot for a fraction of the normal cost for doing so. This includes SDGE covering 100% of the infrastructure cost for interfacing the charging stations to the electrical grid, including transformers, breaker panels, trenching, power cable runs, etc. At this time we are still working with SDGE and our charger vendor to finalize the installation schedule, but we expect to have these stations installed and available for use by the end of 2023. We will provide regular updates to the residents as new information becomes available.



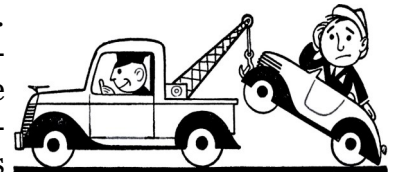
We anticipate that there will be some concern about the loss of visitor parking spaces due to the installation of these charging stations, especially given the loss of the Azuaga Street parking. That is part of the reason that we proactively added the parking spaces during the sealing/stripping process. Also, we are developing the HOA’s procedures for the operation and use of the charging parking spaces which will allow some non-charging usage of these parking spaces during limited timeframes, to mitigate this impact.

## Parking Reminders

---



While on the topic of the parking lot, this is a good time to remind everyone that it is against the Association rules to store vehicles at Cantabria. This includes not only the open parking area, but also dedicated assigned parking spaces. Stored vehicles are ones that are clearly not being driven, and include ones with expired license plates. While Cantabria has more guest parking available than most similar communities in San Diego, the recent removal of street parking on one side of Azuaga St. has placed a greater premium on these spots, and when people attempt to store vehicles on the property, it reduces the spaces available for other residents to legitimately use. Vehicles that have been identified as being stored will receive a notice on their windshield, and if the unit associated with the vehicle is known, a violation notice will be sent to that unit. If the vehicle is not removed from the property, or in the case of an expired plate, properly registered with the state, it will be towed at the owner’s expense. We have experienced a problem in this regard every time that the HOA has needed to do parking lot repairs, as inevitably vehicles that are being stored do not get moved as required so that the work can be done, and those vehicles wind up getting towed. Please help us avoid having to tow anyone with this year’s parking lot project, as it makes more work for everyone and is especially painful for the vehicle owners. Retrieving your vehicle from a towing company’s impound lot will cost you several hundred dollars, and that cost increases quickly the longer the vehicle is there.



If you are going to be absent from Cantabria for an extended period of time, such as military deployment or an extended vacation, please contact 360 Community Management prior to your departure and provide them with your vehicle make, model, color, license plate number, and where it is parked to avoid being towed for unapproved car storage. Also, please plan to provide contact information for someone who can move your vehicle, if the need arises.

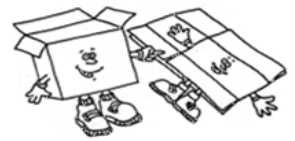
# Trash, Bulk Items, & Organic Waste

---



Cantabria has an ongoing problem with residents and strangers dumping large objects, such as pieces of furniture, in our parking lot. As our Rules stipulate and signage by the dumpsters reinforces, this is against the rules at Cantabria, and anyone caught doing this is subject to fines and possible suspension of their common area privileges. Cantabria has to pay extra to the waste management firm to have these objects removed, and those unbudgeted costs then need to be passed along to the homeowners as increases to HOA dues. Please help us to manage our operating budget and minimize dues increases by not dumping unacceptable items on the property, and reporting it to management when you see others doing this. We all need to do our part to keep Cantabria an attractive, well-maintained property. Remember, nothing should be left on the ground by the dumpsters, as the trash service will not pick this up.

On a related topic, we have noticed that the Recycle dumpsters are often full to overflowing by the time pick-up day rolls around. It would be very helpful if everyone would please break down your cardboard boxes before you put them in the Recycle dumpsters. Empty cardboard boxes can very quickly fill up these bins, so please help us to be green by breaking the boxes down flat!



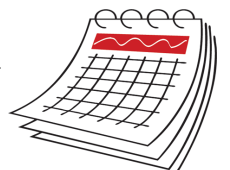
At some point this Summer, the City of San Diego is going to require Cantabria to start separately collecting organic waste on the property. Our trash hauler will be positioning additional, small green dumpsters in the parking lot for this purpose. There is still much to be worked out on how all this will work, and we will update you as we become aware of more details. Basically, the intent is to dispose of all organic waste on the property in these green dumpsters, not in the blue or black dumpsters and not down the garbage disposals. We realize that this is going to be different and viewed by many as an imposition and inconvenient. However, it is required by CA state law, and it is intended to reduce greenhouse gases, so we all need to do our part. It is useful to remember that when we were all forced to dispose of our recyclables separately, it initially met with great resistance, yet now we do it as a matter of course without really even thinking about it. Thank you in advance for your patience and compliance with this new process when it gets rolled out later this year. Stay tuned...

## Clubhouse

---

Our Clubhouse receives significant usage. We really want the clubhouse to look great and continue to provide a wonderful amenity for our resident's usage. Please take care of the facility like you would your own home and please report any damage or other maintenance issues with the clubhouse or the exercise equipment to the management company promptly, so that it can be addressed and keep everything looking great. Remember that the clubhouse is available to reserve for private parties through the management office. However, please remember to remove your food from the clubhouse fridge/freezer after your event, and to not leave any food in there at other times, as our janitorial service has been instructed to empty out any leftover food and dispose of it as part of their regular clubhouse cleanings.

If you are interested in reserving the clubhouse, please contact 360 Community Management at [info@360hoa.com](mailto:info@360hoa.com) for availability and to obtain the reservation form.



# Plumbing, Unit Owner Repairs & Vendors

---



Over the years, we have experienced a few slab leaks in first floor units. This occurs from leaks that develop in the hot water lines that run underneath first floor units. The first symptom of a slab leak is a warm floor. This is much easier to detect in the areas with hard flooring rather than carpeting, but is usually noticed in either a bathroom or kitchen, as that is where the hot water plumbing is most present. If you ever feel that your floor feels oddly warm, contact the property management company immediately.

Any first floor unit owners who plan to install hard flooring *must* first install a vapor barrier onto the concrete slab. If this is not done, moisture will most likely wick up from the ground and through the porous concrete, subsequently damaging your hard flooring, which will then have to be removed and replaced at your expense. Please consult with professional flooring contractors to ensure a successful result.

Also, this is a good time to remind all homeowners that while the HOA is responsible for the plumbing under the slabs and pays to repair them when they leak, the individual homeowner is responsible for any damages/repairs inside the units that occurs due to one of these leak incidents. It is therefore a requirement that all homeowners carry their own insurance, as otherwise they will be personally responsible to pay for these repairs themselves. Also, all offsite owners should require their tenants to carry renters insurance, as neither the HOA insurance nor the homeowner's insurance will cover any damage to the renters' possessions nor housing displacement.



We receive requests for vendor referrals from time to time from our residents. While most of the vendors that are used by the Association would not be appropriate for use by the residents due to their areas of expertise, there are a few that you might like to know about. Please note the Association *does not recommend any vendors to owners*. This is for informational purposes only.

For plumbing issues, the Association uses JC Plumbing (858) 547-3500, or their 24 hour Emergency number (800) 960-3724. They do a great job, and if a plumbing problem winds up being something that is the responsibility of the HOA, it makes this interaction easier for all involved if JC Plumbing is involved from the beginning. Please note that you should never plan to start a non-emergency plumbing project of your own in the evening or on a weekend. If things go badly and you need to call in a plumber, you will be charged high fees by the plumbing contractor for off-hours service.

The Board recommends that you evaluate whether you need to change your angle stops and pressure hoses. Angle stops are the valves in your unit that allow you to turn off the water to individual lines. You have two angle stops for each faucet and your clothes washing machine (hot and cold), and one for each toilet and your dishwasher. Each angle stop has a pressure hose that runs from the angle stop to its respective destination. Over time, angle stops can become frozen in place due to the build-up of calcium inside them, at which point they become incapable of being rotated to turn off the water. This is particularly a problem at Cantabria, since there is no water shut off valves for each condo, only shutoffs for the entire building. So, if you experience a leak in your unit, or if you want to replace a faucet, washing machine or dishwasher, if your angle stops are frozen, the plumber will need to turn off the water to your entire building for the duration of the repair, which inconveniences not just you, but 15 of your neighbors! And the pressure hoses attached to your angle stops should also be evaluated by a plumber to determine whether it is time for them to be replaced, as when they fail, it can be catastrophic, since they are carrying full line water pressure. Please consult with your plumbing contractor about any steps you may need to take.

In addition to the plumbing contractor, another vendor option you may want to consider is for dryer vent cleaning. Every unit in Cantabria has a dryer vent, but many of you may not know that it is the responsibility of the individual homeowner to have these vents cleaned. Over time, these ducts will get clogged with lint from your dryer, which dramatically reduces the efficiency of the dryer, evidenced by taking longer and longer to dry your clothes. In addition and even more important, clogged dryer ducts represent a fire hazard, which can be very serious. It is strongly recommended that you schedule regular dryer duct cleaning for your unit. You are welcome to use any reputable vendor that you want, but Cantabria has negotiated a discount with Sky Clean Air who can be reached at (619) 746-5551 or [Skycleanair@gmail.com](mailto:Skycleanair@gmail.com).



# Additional Important Reminders & Information

It is the responsibility of each offsite owner to provide a full, current set of the HOA's Rules and Regulations to each tenant as they move into the property. Just like with State law, ignorance of the HOA's rules is not a defense for breaking them, and can lead to fines and/or revocation of access to the HOA amenities. As a refresher, here is a list of some of the rules that seem to get forgotten most often:



- No short-term rentals (such as Airbnb or VRBO) of less than thirty (30) days are allowed at Cantabria. Any owner or resident discovered to be renting out their unit on a short-term basis will be subject to significant fines and revocation of their common area privileges.
- No visible modifications/alterations from the outside of a unit are permitted without prior Board approval. Please contact the management office to obtain an architectural application.
- No propane heaters or charcoal barbecues are allowed on the patios & balconies (propane barbecues are fine). Please ***DO NOT*** use charcoal in the community barbecues, as they are gas operated!
- Please do not attach anything that penetrates the new vinyl patio fences.
- ***No hard flooring in second floor units is allowed, except in the entryway, kitchen, and bathrooms. This includes tile, linoleum, vinyl, wood and faux wood flooring. Any upstairs unit discovered to have hard flooring in prohibited areas will be required to completely remove it, and install wall-to-wall carpeting.***
- Please pick up after your dogs! The HOA provides pet stations with dog bags throughout the property for resident use, including in the dog run area. Please do your part to keep Cantabria clean & safe, and report any residents you witness abusing the rules to the management office.

## **IMPORTANT HOLIDAY REMINDERS**

The HOA will be providing a fenced area in the back parking lot for residents to dispose of their Christmas trees. Please remember to remove all decorations, including tinsel, as these trees will be recycled into mulch, and we do not want to contaminate the process.



Also, remember that all Holiday decorations must be removed from the outsides of the buildings within thirty (30) days after the Holiday.

Well, that is all for now!

We hope that we have been successful at describing the wide range of efforts that the Board has been driving on the property to enhance your ownership and living experience.

Have a happy and healthy Fall & Winter Season!



***Cantabria—Board of Directors***