

Cantabria Board of Directors Newsletter



Spring 2024



Letter from the President

Welcome to the Spring 2024 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 / bvik@360hoa.com, or via the website at 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, forty (40) hour 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.

Cantabria has a lot of amenities compared to other similar properties, and the Board and your Property Management company works constantly to maintain them in tip-top shape for the enjoyment of our residents. We also spend a tremendous amount of effort on maintaining the appearance and function of the buildings and landscaping, for the enjoyment and benefit of all. This effort has especially been rewarded these last few years with increasing property values, as others find Cantabria attractive as well. In this newsletter, we will update you on what we have been up to.

The last few years have seen Cantabria's HOA dues increase significantly, as inflation and supply chain issues and labor shortages have caused the cost of much of what the HOA pays for to increase faster than in the past. Your HOA Board continues to work hard to control these costs as best as possible to minimize the annual dues increases. One area of success for this has been the installation and use of the two large solar voltaic arrays on the top of the A and G buildings. These solar arrays provide electricity for the common area walkway lighting, parking lot lighting, tennis court lighting, pool/spa pumps, clubhouse lighting and A/C, etc. Without these solar arrays, our annual expense for electricity would be over \$20,000, but instead it closer to \$2,000. Also, your Board has taken advantage of the recently higher interest rates to lock-in high rate, long term CD's to generate as much interest income as possible for the reserves funds. We understand that no one is happy to see their HOA dues go up, but you should be confident that your Board is doing all it can to minimize those increases, while still ensuring that the property is properly maintained and future infrastructure projects are properly funded.

Property Amenities

We are fast approaching the Summer pool season! Any damaged pool furniture will be repaired in preparation for your use. The pool and spa at Cantabria receive some of the heaviest usage of any of the amenities at Cantabria, and we are pleased to be able to maintain these areas for your use. Please remember that the pool is solar heated, and therefore will not reach “comfortable” temperature until late Spring. Also, please remember some of the key rules for pool use:

- No pets allowed in the pool area
- No alcohol or smoking in the pool area (this includes vaping!)
- No glass containers in the pool area
- No unattended persons under the age of fourteen (14) years old
- Do not prop the pool gates open. The pool is for the enjoyment of residents, and propping the pool gates open exposes the HOA to liability risk due to the presence of unattended minors and non-residents, especially after pool hours
- The pool area is open 7:00 a.m. to 11:00 p.m. Please respect these hours so that you do not disturb the peace and quiet for residents who live close the pool



Our Clubhouse also receives significant usage. We really want the clubhouse to look great and continue to provide a wonderful amenity for our resident’s enjoyment. 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.

We have also added an air hockey table, new ping pong table, and card table to the clubhouse. Please feel free to enjoy these amenities whenever the clubhouse is open for use. Also, please be courteous in sharing these amenities if others are waiting to use them as well.



You may also have noticed that the HOA has added the striping for two pickleball courts on the southern-most tennis court. Users will need to provide their own pickleball nets in order to use these courts. These nets are fairly inexpensive and can be purchased online for a little over a hundred dollars. If tennis and pickleball players would like to simultaneously use the courts, we ask that the tennis players play on the northern most court to allow the pickleball players access to the new pickleball courts. Having two pickleball courts striped onto this tennis court allows up to two doubles pickleball games to be played at the same time, so we hope that there are enough courts for everyone.

For the tennis courts, we intend to repair the major crack that has developed on the north court, adjacent to the basketball hoop. We will then resurface and reline both tennis courts, and as part of that we will add the lines for pickleball courts to the north tennis court. That will bring our total pickleball court capacity to 4, from the current 2. We also plan to replace the existing old technology gas discharge lights with state of the art LED lights, and explore augmenting the existing arrangement of lights to improve the lighting for nighttime play.

Property Amenities Continued...

For the dog park, we are exploring effectively doubling the size of the current dog park area, enclosing the grass area that is currently adjacent to the dog park on the south side. The exact size and configuration of this expansion is still under review. But the end result will be a much larger space for dogs to safely run and play off-leash, and a better utilization of what is currently primarily an unused area.



Finally, as you may have noticed, the surface of the spa is discolored. This is caused by the gas fired spa heater gradually staining the walls of the spa. Our current plan is to replace the spa heater and refinish the spa during the second half of 2024. These activities are actually part of our normal maintenance plan from the reserve study, and these expenses are both planned and allocated for.

Building Wood Repairs & Painting and Inspections

As you have undoubtedly noticed, the D, G, H, I, and J buildings underwent a facelift 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! As part of this upgrade, first floor homeowners in these buildings were offered the opportunity to pay to have a gate installed in their new patio fence, if they desired. Your Board is pleased to be able to take these steps to brighten and enhance the property.



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.



Pest Control



Interior Pests: If you have any pests inside your unit (ants, roaches, spiders, etc.) Mt. Helix Pest Control offers **FREE interior spraying** if you have it done on their regularly scheduled service day! If you would need to have your unit sprayed sooner, they offer a discounted rate. Please contact Mt. Helix Pest at (619) 584-6794. Please Interior rodent control is NOT covered under this offer, and will be a separate charge.

Exterior Pests: If you observe pests in the *common areas*, including bees & rodents, please contact the Management office right away to report it!

Parking & Security

This is a good time to remind everyone that it is against the Association's Rules to store vehicles at Cantabria. This includes not only the open parking area, but the dedicated assigned parking spaces. Stored vehicles are ones that are clearly not being driven, including those with expired license plates. While Cantabria has much more guest parking available than most similar complexes in San Diego, it is not infinite, 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 projects, 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 will be absent from Cantabria for an extended period of time, such as military deployment, please contact the manage office prior to leaving and provide them with your vehicle information, to avoid being towed for unapproved car storage. They will need to know the make, model, color, and license number of your vehicle, and where it is parked. Also, please plan to provide contact information for someone who can move your vehicle, if the need arises.

Cantabria has unfortunately experienced periodic petty crime in the parking lots. As such, the Board has engaged a security firm to provide nightly patrols of the property. Please do your part by not leaving anything of value visible inside your vehicle, rolling up your windows, locking your doors, and setting your car alarm. If you see anyone suspicious on the property at night, please contact the police immediately and report it to the onsite security officer so that they can take appropriate measures.



EV Charging Stations



As you may be aware, Cantabria has been selected to receive extensive subsidies from the California Public Utilities Commission (CPUC) via SDG&E 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 SDG&E 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 SDG&E and our charger vendor to finalize the installation schedule. We have been notified by SDG&E that the permits have been approved and the tentative schedule is to break ground in May 2024.

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 procedures for the operation and use of the EV charging parking spaces, which may allow some non-charging usage of these parking spaces during limited timeframes, to mitigate this impact.

Once we move past the effort and expense of implementing the EV charging stations, there are a few other significant projects we anticipate implementing in the second half of 2024. These include upgrades and repairs to the tennis courts, dog park, and spa.

Trash/Recycling, Bulk Items, & Organic Waste



Cantabria has an ongoing issue with residents and strangers dumping large items (furniture, appliances, etc.) 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 in the near future, 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

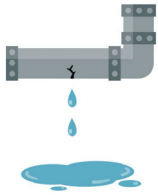
our recyclables separately, it initially met with great resistance, yet now we do it as a matter of course without really even thinking about it. Thank you in advance for your patience and compliance with this new process when it gets rolled out. Stay tuned...

Rodent Activity

During the last few years, there has been an increase in rodent activity on the property. This problem has always existed in San Diego, but seems to have become more noticeable with changing weather patterns. Cantabria does their part to control the rodent population by regularly maintaining the bait stations located throughout the common areas, keeping the landscaped areas trimmed, and the trash enclosures clean. Unfortunately, this will not completely prevent the potential for rodents to make their way into your vehicles. One of the best things that you can do to discourage this rodent activity is to start and drive your car on a regular basis. Rodents are less likely to set up housekeeping in your engine compartment if they keep getting chased out by a running engine and a moving car. There are also many natural and manmade products available that claim to discourage rodents, including dryer sheets, peppermint oil, Irish Spring soap shavings, and other more serious commercial products that you can find in auto parts and hardware stores, or online. Having rodents chew up your vehicle wiring can be a very expensive repair that the HOA is not responsible for, so it is good to be aware of this potential problem, and keep your eye out for any evidence of an issue.



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.

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 the pipes 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.



Any first floor unit owners who plan to install carpet or *non-tile* hard flooring (laminated, wood, vinyl) *must* first install a vapor barrier onto the concrete slab. If this is not done, moisture will likely wick up from the ground and through the porous concrete, subsequently damaging your flooring, which will then have to be removed and replaced at your expense. It is important to note that this moisture barrier is *not* necessary nor recommended underneath tile floors. Please consult with professional flooring contractors to ensure a successful result. As a reminder, hard flooring of any kind is only permitted in the kitchens, bathrooms, and small entryways of second floor units.

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. 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 everyone 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 inspect 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 from calcium build-up, and cannot be 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.

Another vendor 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 residents have had good experiences with Sky Clean Air who can be reached at (619) 746-5551 or 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 exterior of a unit are permitted without prior Board approval. Please contact the management office to obtain an architectural application.
- No charcoal barbecues are allowed on the balconies
- No propane heaters are allowed on balconies or patios
- Do not attach anything via penetrating methods to 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 and safe, and report any residents you witness abusing the rules to the management office.

Well, that is all for now!

We hope 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 Summer!

Cantabria—Board of Directors

