



Riviera Gardens

Homeowners Association Newsletter

August 2023

Board of Directors Update

The Riviera Gardens board of directors met by teleconference on July 26. The meeting included reports from Landscaping/Maintenance, Planning /Implementation, Communications/Social and Architectural/Compliance committees. Minutes will be posted on the Riviera Gardens HOA website when they are finalized. The next board meeting general session is scheduled for *August 24 at 10:00 am*, also via teleconference. Agenda and instructions on how to join the meeting will be sent to homeowners prior to the meeting. Accessing these conference calls is a good way to stay abreast of important news and deliberations regarding our community.

Responses to Open Forum Questions/Comments from the June 29 General Meeting of the Board



This section of the newsletter addresses questions or comments made by owners during the board meeting open forums, helping owners stay informed on matters that mean the most to them.

Is PPM able to help owners with bee/wasp infestation? Homeowners must submit a work order to PPM for any wasp or beehive infestations in the common areas and/or on patios.

Who cleans and maintains the pool and spa areas, specifically the furniture and pool decks? The landscapers have been emptying the pool trash bins and blowing off the pool decks on Fridays of each week. However, there is no contracted maintenance agreement for pool trash removal, washing pool furniture or spraying off pool decks.

Has the Gate Call Box issue been resolved? No, Frontier's communication lines, which our current system utilizes, are not working. PPM has reached out to three gate vendors to determine the best alternatives. An internet-based system appears to be the most efficient and cost-effective option. PPM is awaiting a proposal to install DoorKing on each of the gates as this system works with the internet. The Planning and Implementation Committee was asked by the board to assist by providing a cost/benefit analysis of the various gate entry solutions and a recommendation.

What is the exact process of collecting delinquent HOA dues? Regular and special assessments are delinquent 15 days after they become due. A late charge of 10% of the assessment or \$10, whichever is greater, will be applied if payment in full of any assessment is not received 15 days after payment is due. Interest at the annual rate of 12% may be charged on all sums due that are 30 or more days delinquent. For additional information and collection procedures, please visit the RG HOA website at www.rivieragardenshoa.com.

Planning and Implementation Committee (PIC) Report

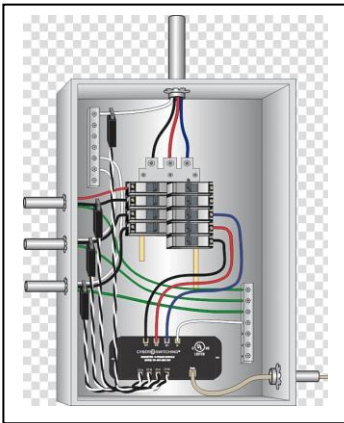
SB326 Elevated Surfaces Inspection

The Planning and Implementation Committee (PIC) reviewed the proposal submitted by RGSE and identified significant differences from the proposal submitted by Sigler & Associates, which was briefed by Chris Sigler during the April board meeting. Sigler's proposal includes Stage 2 services essential to the comprehensive inspection of areas which are not exposed to view, but are covered with drywall and stucco. These services totaling \$15,000 were not addressed in RGSE proposal. Sigler will also provide a supplementary report and analysis of the waterproofing, flashing and other non-structural components which will be used in the preparation of the reserve study.

It appears the RGSE did not do a site inspection and proposed that its inspection would be done only on exposed areas not covered by architectural finishes. In the absence of as-built plans, that gives us no assurance/verification that our structures are in safe condition.

Given the significant differences in the two existing proposals and the fact that neither PIC nor the HOA has received a briefing by RGSE, the Sigler proposal was recommended so that the inspections can be scheduled and completed in a timely manner. The board approved the Sigler proposal at the June 29 board meeting.

Main Electrical Panels Inspection and Repair



On June 27, PIC committee chair Paul Roggenkamp met onsite with Victor Leon of RTM Engineering and Justin Wyebenga of SoCalEdison (SCE) to review and discuss the status of this project. Key areas discussed were the processes of determining the exact size of underground conduit from each main panel to the serving transformer. SCE requires that a test hole must be dug at each panel location to determine what exists.

Once the start date is determined, homeowners and tenants will be notified of the date/time and duration of power outage and the expected time of restoration of power following inspections and repairs.

A. If a 3-inch conduit or larger is currently in place, the existing wires will be removed and replaced with the size of new wires required for the new service. At the same time the new panel can be installed. Once this has been accomplished, SCE and City of Palm Springs must inspect and approve the work. Following approval, the panel can be connected, and the power turned on. In each process at each panel, the removal and disposal of all existing equipment must be considered and accomplished.

B. If the existing conduit is not 3 inches or greater, then Dig Alert must be called and do a locator service to determine exactly where the existing wire is buried from the panel to the transformer. After the location is identified, the area must be excavated by a company licensed to do this type of work, to remove the existing insufficient wiring and provide a trench in which to install the replacement conduit and wiring. Following the installation of the new wiring, SCE and City of Palm Springs will inspect and approve. Upon approval the trench can be refilled, grass and sidewalk/pavement restored and the new wiring can be connected to the replacement panel and the power turned on. One of the two processes must be done on every panel which will be replaced.

These processes require close coordination, timing, and scheduling of multiple services in sequence based upon what currently exists and the replacement requirements. The hiring of a general contractor experienced in this type of variable processes is recommended.

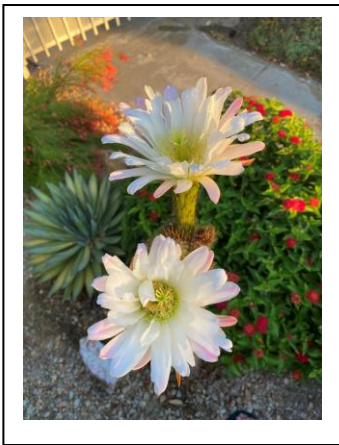
Board president Dede Wade requested that the SCE requirement to have test holes dug at each panel be in writing. The request was sent by PIC chairman to Justin Wybenga of Southern Cal Edison and his reply stating the requirement was received and provided to the Board and PPM.

Reserve Study

During the June 29 and July 26 board meetings, Planning and Implementation Committee (PIC) liaison Jim Busch provided an update from the committee's reserve study work. When completed, this study will help to inform the 2024 budget. PIC members are prepared to assist and contribute as necessary to produce a comprehensive budget which will cover our 2024 operating needs and continue to fund our reserves appropriately for common area infrastructure repairs and replacements well into the future.

Paul Roggenkamp, Planning and Implementation Committee

Landscaping Committee Update



In June, Landscape Committee members Scott Daniels and Julie Harris walked the perimeter of the property with Pro Landscape representatives, checking the irrigation for defective sprinkler heads and possible ways to better water the grass and not the sidewalks. Adjustments are being made, realizing we can't do much about the windy days and nights we've encountered this summer. The conclusion is that we are dealing with very old piping and fixtures in our irrigation system. Our gardeners continue to do a really good job. Flower beds are raked, the debris cleaned up in a timely manner, and the area near the gardener garage is kept organized and neat. Several remarks have been made about how nice everything looks.

Our palm tree pruning was completed quickly and in a tidy manner in July.

Thanks to Jenny Givner for printing and hanging informational flyers throughout the community so residents would be aware as to when it would take place.

It has really heated up in Palm Springs causing many residents to flee for cooler climates. Safe journeys to all and come back safe and sound to our beautiful community!

Julie Harris, Landscaping Committee

Banking and Payment Update

As per the notice issued by mail from PPM to all homeowners, the mailing location for payment checks has been changed effective August 1. Please make note of the new address: Pacific Western Bank, C/O Personalized Property Management, P.O. Box 512835, Los Angeles, CA 90051. Payments sent to the old lockbox location will be forwarded overnight for the next 90 days, after which checks will be returned to the sender. If you currently use your bank's online bill pay feature, please take a moment to delete the existing payee and create a new one with the updated mailing address, which will expedite the payment process.

A Reminder to Pet Owners

Homeowners with pets are reminded to please clean up after them, and to ask their renters to do the same. Pets must be kept on leash when outdoors throughout the Riviera Gardens complex. Please be considerate of your neighbors and help maintain our common community areas.

The new PPM Portal is a Great Tool and Site for Homeowners



The Coachella Valley's Community Management Company

The Homeowner Portal at www.ppminternet.com has several pages to help owners navigate their accounts and keep them informed and engaged with the community.

Dashboard - The Dashboard page gives an overview of the homeowner's account information, balance, any upcoming scheduled payments if applicable, as well as their "Open Issues." From the Dashboard, you can easily navigate to the other Portal Pages.

My Contact Info - homeowners can update any of their information, including mailing address, email, and phone number. They can also control what contact information is available on the directory, as well as their communication preferences. Once these changes are made in the portal, any changes are also recorded on the Homeowner's Activity Notes for future reference.

Billing - Owners can see the current state of their Account(s) balance, as well as make payments on each of those accounts in one convenient location. In addition, portal users can see their account history, along with any charges, adjustments, or payments. They can even download copies of their statements or Transaction Histories by clicking Download Report.

My Items - homeowners can not only see outstanding or recently closed items for their account, but they can also submit new service requests that will create a work order in the system.

The Discussions tab shows both Open and Recently Closed action items for the Homeowner's Account(s) They can see the Status or Step of Action Items, open them to see any messages or steps meant for them, and even reply directly to your management with any questions or comments they may have.

Homeowners can submit various types of requests to the Management Team. Both Work Order and Homeowner Request category action items will appear here. Any Action Item created through this page will begin in the first numerical step, send to the appropriate person, and be attached to the Homeowner's Vantaca (community association management software) account.

Calendar & Events - the homeowner portal can show different events and important dates within the community.

Directory - Homeowners have access to their community's directory. Here they can see contact information for their boards, committee members, and fellow homeowners. Each homeowner can choose their Directory Preferences on the My Contact Info page. By default, both Email and Phone numbers are hidden from the Homeowner Directory.

Documents - Homeowners have access to the Association's established documents. Those documents include governing documents, Architectural Forms, Minutes, Financials, etc.

Johny Perez, Personalized Property Management

Share the News!

The Riviera Gardens HOA newsletter is distributed electronically via email. Twenty-five additional printed copies are also placed throughout the community at the mailbox locations. Committee chairs and community members are reminded that submissions for the October newsletter (200 to 250 words maximum) are due by September 20 to Laura Fuson at Laura@LauraDanaeDesigns.com