

TSG Independent Property Management, Inc.
27129 Calle Arroyo, Suite 1802
San Juan Capistrano, CA 92675
Office (949) 481-0555 ~ Fax (949) 481-0556

Memo

To: Palermo Board of Directors
From: Shannon McMurray, Account Executive
Date: 8/9/07
Re: Parking Survey Results

Below are the results of the recent parking survey to date for your consideration.

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

Yes	No
13	24

Surveys with additional comments follow for your review. Please be prepared to discuss this matter and identify any next steps or communications with the homeowners.

TSG Independent Property Management, Inc.
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San Juan Capistrano, CA 92675
(949) 481-0555 ~ (949) 481-0556

BELLA PALERMO HOMEOWNERS ASSOCIATION

A California Corporation

PARKING SURVEY

JULY 25, 2007

The Bella Palermo Homeowners Association held a Parking Forum in May for residents to attend and discuss the parking issues in the community including the shortage of unreserved parking for residents to use. We received and reviewed many suggestions for resolving the parking issues. The Board of Directors is currently looking into the possibility of adding between 20-25 parking spaces in the community, which would be located at the base of the large slope along Genoa at the east side of the community.

The costs for adding these new parking spaces including engineering plans, permits, and construction would be roughly \$55,000.00. The engineering plans portion of this project, which cost approximately \$5,000.00, would need to be completed in order to get more exact costs on the construction of the parking spaces. Since the Association's budget does not include funds for this type of capital improvement, the money for this project would need to come from a one time Special Assessment of about \$280 per home, approved by the membership. Before we move forward with engineering plans for this type of project, we feel it is critical to get your opinion because 1) this is an improvement that you may or may not want and 2) you as a homeowner would be asked to vote to approve any Special Assessment for this type of project. Please take time to consider this proposed project, weigh the positive and negative impacts to you and to the rest of the community, and offer your opinion by completing this survey and returning it to TSG. This is not a formal vote, but it is an important information-gathering tool and we appreciate your time and feedback in completing this survey. Please respond by August 20, 2007.

Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

Yes
 No

* The security company needs to aggressively enforce the parking requirements.

* All garages should be inspected & should accommodate

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

the residents vehicles

Yes
 No

Additional constructive comments pertaining to this topic:

Consider contacting the Fire Department & striping parking in front of the homes across the pool. The fire dept. typically requires only a 24' fire lane - having cars parked along the street may cause traffic in and out of the complex to slow down (traffic calming)

Name: (Optional)

Address (Optional)

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RECEIVED AUG 06 2007

From:
Sent: Saturday, August 04, 2007 9:08 AM
To: '@tsgindependent.com
Subject: Online Association Survey Submittal

Online Association Survey Submittal

Submitted By:

Homeowners Association Name: Bella Palermo

Homeowner's Name:

Association/Site Address:

Email Address:

Survey Response Yes - building more additional resident parking in the community.

Yes - We would consider voting to approve one-time special assessment of ~\$280 per home for building 20-25- pkg. spaces.

Comments - Would you require owners to have a sticker or something to indicate they are residents parking there? Or, it be open parking for residents & visitors?

End of Message

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Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

Yes
 No

RECEIVED JUL 30 2007

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

Yes
 No

Additional constructive comments pertaining to this topic:

What will the assessment be if we move forward?

Name: (Optional)

Address (Optional)

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Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

- ___ Yes
 ___ No

See comments below.

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

- ___ Yes
 ___ No

Additional constructive comments pertaining to this topic:

Additional unreserved parking would be beneficial for the guests of the residents. However, how will the unreserved spaces be monitored for only guests parking ~~only~~? Also \$55,000 seems very low estimate. ~~But~~ ^{is} Does the cost of purchasing that property included in the \$55,000?

Name: (Optional)

Address (Optional)

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Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

Yes
 No

Additional constructive comments pertaining to this topic:

This is About Time!

RECEIVED AUG 01 2007

Name: (Optional)

Address (Optional)

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We can not park
on the street people
took those places
Permanent. the above the
Hill People Complaint
I have no relatives
they can't visit me
due to parking conditions
my understanding is this problem
has been for ever
Please design a permanent
parking before I contact
the city let them
find out what is
the issue in this
complex something is wrong
to secure parking for
your people were for
people who live here

From:
Sent: wednesday, August 01, 2007 12:06 PM
To:
Subject: FW: Online Association Survey Submittal

TSG Independent Property Management, Inc.
27129 Calle Arroyo, Suite #1802
San Juan Capistrano, CA 92675
phone (949) 481-0555
fax (949) 481-0556

-----Original Message-----

From:
Sent: Tuesday, July 31, 2007 6:00 PM
To: { @tsgindependent.com
Subject: Online Association Survey Submittal

Online Association Survey Submittal

Submitted By:
Homeowners Association Name: Bella Palermo
Homeowner's Name:]
Association/Site Address:
Email Address:

Survey ResponseI hereby respond to the parking survey that you mailed to Bella Palermo residents as "no" to build additional unreserved parking spaces, and "no" to a one-time \$280 special assessment to add additional parking spaces.

Again, you do not enforce the parking rules like they should be so I'm not willing to be penalized due to the fact that others can't follow the rules. I still continue to see residents from Sassetta Way and surrounding streets park their personal vehicles in guest parking. I asked that you restripe/remark the guest parking spots on Sassetta Way only to see no action. Please do not count me in on any of these ideas if enforcement action is not taken first. We even have a residence on Sassetta that parks no cars in their garage. Their solution is using a handicap placard for one car, and park the other in the guest spot. Strict enforcement is the only action that needs to be taken, however it seems that none is taken and the contracted security is never seen for the most part.

Submitted by 1
Resident-Bella Palermo Condos

From: [redacted]@tsgindependent.com]
Sent: Tuesday, July 31, 2007 1:04 PM
To:
Subject: FW: Online Association Survey Submittal

TSG Independent Property Management, Inc.
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San Juan Capistrano, CA 92675
phone (949) 481-0555
fax (949) 481-0556

-----Original Message-----

From: [redacted]
Sent: Tuesday, July 31, 2007 1:06 PM
To: [redacted]@tsgindependent.com
Subject: Online Association Survey Submittal

Online Association Survey Submittal

Submitted By:

Homeowners Association Name: Bella Palermo

Homeowner's Name:

Association/Site Address: Trabuco Canyon

Email Address:

Survey Response I am responding to the Parking Survey dated 7/25/07.

During the meeting in May, two parking issues were identified:

- a shortage of guest parking primarily caused by residents parking in the guest (unreserved) parking spots.
- a shortage of resident parking caused by the inability of residents to use their own spaces (i.e. cannot park in the garage) or the ownership of more than two vehicles.

In the current situation, creation of additional parking spaces corrects neither of these problems. The root cause of the parking problem is that the Association has no method for identifying resident vehicles and without such the Association cannot, and does not, enforce the parking regulations on residents.

Even when the Association is aware of violators, the Association does not enforce the current parking regulations.

a. Since the Association has no effective method to identify resident vehicles, the Association treats all cars on the property as "guest" vehicles.

b. The rules state "no more than three days per 30 day period." The Board of Directors has publicly stated that they do not enforce this rule. They take action only if a vehicle is identified as parking nine days in 30. ✓

c. The rules state "no more than three resident vehicles per unit." One of

the Board members themselves owns three vehicles.

d. The rules require that all garages be kept in a manner that allows for parking the designated number of vehicles. Even though the Board Members drive past, and are aware of, garages that are full of property other than cars, the Association takes no action.

Creation of these new spaces without the enforcement of the rules will simply allow the parking problems to expand.

a. Currently there are 14 vehicles that park on Malabar on a daily basis. The residents have become so practiced at securing and maintaining these spaces that you will see the same cars in the same spaces day after day. In addition these residents are so possessive of their spaces that any new vehicles that try to park in this area are immediately vandalized. These vehicles will simply move from Malabar to the new parking spaces.

Immediately the number of available parking spaces will decrease from 25 to ten.

b. Residents who own a third vehicle and park it at another off-site location, will immediately bring their vehicles onto the property.

c. When new spaces are available, some of the residents who have put off buying a third vehicle will purchase one. And those who have put up with the hassle of maintaining an organized and clean garage will start using that garage for storage and move their vehicles to the new parking spaces. Because the residents are aware that the Association does not enforce the rules, the resident violators park in guest/unreserved parking without fear of being towed. Within a very short time the new spaces will be filled by residents who do not follow the rules and the parking issues will simply continue, although at a higher cost for the other residents.

The end result of the expansion will be that all residents have been assessed \$300 so that the Board can continue to ignore rule violators. Until the Association and the Board of Directors develop a method, and the will, to enforce the parking regulations I will oppose and if necessary fight, any efforts to modify the rules or expand the available parking spaces.

End of Message

From: [redacted]@tsgindependent.com]
Sent: Monday, July 30, 2007 4:38 PM
To:
Subject: FW: Online Association Survey Submittal

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San Juan Capistrano, CA 92675
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-----Original Message-----

From:
Sent: Monday, July 30, 2007 4:39 PM
To: [redacted]@tsgindependent.com
Subject: Online Association Survey Submittal

Online Association Survey Submittal

Submitted By:

Homeowners Association Name: Bella Palermo

Homeowner's Name: .

Association/Site Address:

Email Address: .

Survey Response I do NOT think it is prudent and valuable for the Association to build additional unreserved resident parking in the community. I would also NOT consider voting to approve a one time Special Assessment of approximatley \$280 per home for building 20-25 parking spaces in the community. Thank you.

End of Message

BELLA PALERMO HOMEOWNERS ASSOCIATION

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PARKING SURVEY

JULY 25, 2007

RECEIVED JUL 30 2007

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Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

- Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

- Yes
 No

Additional constructive comments pertaining to this topic:

Our 2-car garages are for this reason: to store 2 cars, not for storing such items like beds, couches, etc. We do not approve of the Special Assessment fee of \$280.00. This is outrageous after being here for 10 years!

Name: (Optional)

Address (Optional)

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Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

Yes
 No

Additional constructive comments pertaining to this topic:

Creating the community is a far better way to spend the additional money(s) This would keep out the solicitors, which leaves garbage from all the pieces blowing around. Those who own more than 2 cars should figure out another way to deal w/it... OR be responsible for the additional (\$280.00 per home) costs. Not everyone requires a 3rd spot, and don't need a 3rd spot. Why slap us w/ more money? Voting will benefit everyone.

Name: (Optional)

Address: (Optional)

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Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

Yes
 No

RECEIVED AUG 01 2007

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

Yes
 No

Additional constructive comments pertaining to this topic:

This is a small community, adding extra spaces will ultimately lead to or encourage more people than what is acceptable in one unit. For example a 2 bedroom could have as many as 8 adults living in it and using parking spaces. Lets keep this a nice quiet place!

Name: (Optional) /

Address (Optional)

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- Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

- Yes
 No

Additional constructive comments pertaining to this topic:

I do not think its fair to all the residents. Why should everyone pay for allowing people with 3 or more cars, to park inside the community. The community should enforce the rules for the current guest parking policy, very strictly

Name: (Optional)

Address (Optional)

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- Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

- Yes
 No

Additional constructive comments pertaining to this topic:

THIS WOULD ENCOURAGE EVEN MORE RESIDENTS TO NOT USE THEIR GARAGES FOR THEIR VEHICLES.

Name: (Optional)

Address: (Optional)

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The costs for adding these new parking spaces including engineering plans, permits, and construction would be roughly \$55,000.00. The engineering plans portion of this project, which cost approximately \$5,000.00, would need to be completed in order to get more exact costs on the construction of the parking spaces. Since the Association's budget does not include funds for this type of capital improvement, the money for this project would need to come from a one time Special Assessment of about \$280 per home, approved by the membership. Before we move forward with engineering plans for this type of project, we feel it is critical to get your opinion because 1) this is an improvement that you may or may not want and 2) you as a homeowner would be asked to vote to approve any Special Assessment for this type of project. Please take time to consider this proposed project, weigh the positive and negative impacts to you and to the rest of the community, and offer your opinion by completing this survey and returning it to TSG. This is not a formal vote, but it is an important information-gathering tool and we appreciate your time and feedback in completing this survey. Please respond by August 20, 2007.

Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

- Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

- Yes
 No

Additional constructive comments pertaining to this topic:

we don't really mind about extra parking spaces, but it will be nice if there are more. But we don't think we should pay for it.

Name: (Optional)

Address (Optional)

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BELLA PALERMO HOMEOWNERS ASSOCIATION

A California Corporation

RECEIVED AUG 01 2007

PARKING SURVEY

JULY 25, 2007

The Bella Palermo Homeowners Association held a Parking Forum in May for residents to attend and discuss the parking issues in the community including the shortage of unreserved parking for residents to use. We received and reviewed many suggestions for resolving the parking issues. The Board of Directors is currently looking into the possibility of adding between 20-25 parking spaces in the community, which would be located at the base of the large slope along Genoa at the east side of the community.

The costs for adding these new parking spaces including engineering plans, permits, and construction would be roughly \$55,000.00. The engineering plans portion of this project, which cost approximately \$5,000.00, would need to be completed in order to get more exact costs on the construction of the parking spaces. Since the Association's budget does not include funds for this type of capital improvement, the money for this project would need to come from a one time Special Assessment of about \$280 per home, approved by the membership. Before we move forward with engineering plans for this type of project, we feel it is critical to get your opinion because 1) this is an improvement that you may or may not want and 2) you as a homeowner would be asked to vote to approve any Special Assessment for this type of project. Please take time to consider this proposed project, weigh the positive and negative impacts to you and to the rest of the community, and offer your opinion by completing this survey and returning it to TSG. This is not a formal vote, but it is an important information-gathering tool and we appreciate your time and feedback in completing this survey. Please respond by August 20, 2007.

Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

- Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

- Yes
 No

Additional constructive comments pertaining to this topic: I do not experience a parking problem. Although I do come home sometimes around midnight and often see the same cars parking in spaces and they sometimes park the car there after the security goes through to see license plates. It seems to me that there should be enough places for visitors to park. I believe that the people who need spaces for three vehicles should pay for a permit to park in this new area. Not to

Name: (Optional)

Address (Optional)

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penalize those who are using their garages to park in and have no need for more parking. 58

Is the parking policy being enforced?
Have any cars been towed away? Maybe the
license plates could be checked at 2AM instead
of 11PM? Are they checked every night?
What about painting "visitor parking only"
on the spaces?

I would like to see better enforcement
of the current policy before I am forced
to pay for what I do not need. Some people
need to remove stuff from their garage
so they can park their car in there, maybe.

Would these extra 20 spaces be just
more opportunity for people to abuse the
system, or is there truly a need??

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Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

- Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

- Yes
 No

Additional constructive comments pertaining to this topic:

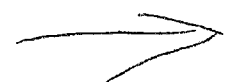
For what uses is the money of the Association's budget

We need The Association's budget PAY why NOT? IF the Association's Bella Palermo have funds! why we need to pay EXTRA MONEY?

Name: (Optional)

Address (Optional)

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It's very Ridiculous

We pay more than \$3,295⁰⁰.

Every month Plus Property
(And Bills) Taxes! WE CAN'T PAY
MORE MONEY!

Why Bella Palermo Association's
Budget don't PAY?

Can you Tell us for What kind of
things or Projetc the Association's budget
use our money.?

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Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

- Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

- Yes
 No

Additional constructive comments pertaining to this topic:

Use reserves to build the spaces, and then re-
comp the cost by selling or renting the spaces.

Name: (Optional)

Address (Optional)

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Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

- Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

- Yes
 No

Additional constructive comments pertaining to this topic:

My family should not have to pay one cent simply because people chose to either not read the CC&Rs or chose to ignore them regarding parking when they bought here. If they want parking, make them pay and not the people who are fine with their 2 allotted spaces.

Name: (Optional)

Address (Optional)

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Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

- Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

- Yes
 No

Additional constructive comments pertaining to this topic:

We believe that these additional 20-25 spaces would end up being "long term" parking with all the unused 3rd vehicles. It will be a storage facility, with dirty, hot-tired cars sitting there. How about making the circle guest parking and the back alley for residents? Off subject... but just a suggestion. It's a little strange asking guests to park in the alley.

or, all the work trucks. It will be hideous looking.

Name: (Optional)

Address (Optional)

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Based on the information above, do you think it is prudent and valuable for the Association to build additional unreserved resident parking in the community?

Yes
 No

Based on the information above, would you consider voting to approve a one time Special Assessment of approximately \$280 per home for building 20-25 parking spaces in the community?

Yes
 No

Additional constructive comments pertaining to this topic:

Not needed. Residents should not use guest parking. This sometimes is a problem.

Name: (Optional)

Address (Optional)

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