

La Costa Ridge

Community Association

SUMMER 2023



“La Costa Ridge is a desirable community with an inspiring lifestyle and great quality of life, including enjoyment of friends and family”

USE OF GATE CODES FOR COMMUNITY SAFETY

Our personal gate codes are the digital “keys” to the neighborhood. Unfortunately, when codes are handed out indiscriminately, it’s like leaving our front door open. To improve safety, it’s important that each of us protect our unique codes like we safeguard our credit card numbers.

This past spring La Costa Ridge did away with universal gate codes and assigned unique codes to each household. If an unauthorized person gains entry using one of these unique codes, that homeowner’s code can be identified, and the breach sealed without creating new codes for every household.

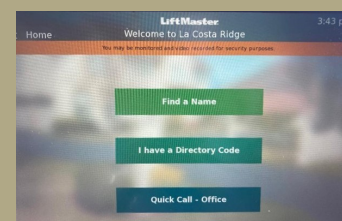
If there is a **break-in, vandalism, or damage in the community**, the time of entry **may be traced back to the code** that was used. To assist the police in identifying the perpetrator, there’s one rule we should all follow:

Rule #1: Don’t Share Your Gate Code

So **how do you grant entrance if you can’t share your code?** Here are some solutions for different scenarios:

- **Have visitors?** Don’t give out your code. Instead, simply instruct visitors to **contact you using the call boxes** at each gate. The assigned phone (landline or cell phone) will ring so you can open the gate.
 1. Instruct the visitor to **push “Phone Call”** on the Welcome Screen.
 2. **Look for your name in the directory** by scrolling.
 3. **Push the telephone icon.**
 4. Or you may provide them with your **Directory Code**, which is next to your name in the directory.
 5. **Answer your phone** and **push 9** to open the gate.
 6. If you are not listed in the gate directory, contact Avalon to be included. Households may have more than one name in the directory.
- **Are your visitors staying for several days?** Share your **transponder** with them so they won’t have to call you after each outing. If you need an extra transponder, contact Avalon.
- **Ordering food delivery?** Again, instruct your driver to **call you from the gate call box**. Sharing your unique code with a delivery driver risks them handing out your code to everyone they know.
- **Give access to service people:** While service people can call you from a gate, there is another option. Contact Avalon Management and request a **unique gate code** for your landscapers and other workers to let themselves in. Remind them that they are **responsible for anyone who uses the code**.
- **A package has arrived?** Major parcel companies, including U.P.S., U.S.P.S., FedEx, and Amazon have assigned gate codes to let themselves in. For others, instruct them to call you using the call box.
- **Plan ahead when ordering deliveries.** When you are ordering packages, you can add your **Directory Code to the shipping instructions (NOT YOUR PERSONAL GATE CODE)**. The Directory Code is the four-digit number that appears to the right of your name in the Directory Listing at the call box. (See the photo above.) This number does not open the gate, but it will ring your phone so you can let the driver in. This is helpful when the name on the package is not listed in the gate directory.

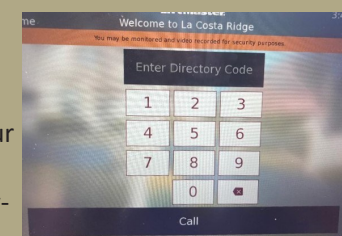
That’s it. There is only one rule, **“Don’t share your personal gate entry code”**.



Step 2



Step 3



Step 4

MyQ Community App Survey Results

Eighty-four residents responded to the MyQ Community App Survey this summer, which is 32 percent of the 263 homes in La Costa Ridge. Of those 84 responses, **71 said they would not be interested in signing up for the app**, which represents 85% of the survey respondents.

None of the respondents said they would definitely sign up for the service and just 12 respondents said they would “probably” use it.

The MyQ app allows residents to use a smartphone to create their own gate passes for visitors, service people, deliveries, and others. Digital gate passes can be customized for single or repeat use and include expiration dates. In addition, the program was designed so that MyQ app users would pay the monthly costs, not the HOA. The HOA was only going to pay for a one-time software setup fee.

Since residents are not interested in the app, the community will be relying solely on gate codes and each of us should take steps to safeguard our personal codes. If used indiscriminately, codes can be passed around and create safety issues. **The safest course is to not share your personal gate code.**

To see complete survey results along with comments from your neighbors, log onto the La Costa Ridge Community website. Select the “INFO” tab at the top of the home page to reach the survey results listed along with our newsletters.

Thanks to all homeowners who participated in the survey. These surveys are an important avenue for you to share your thoughts directly with the board.

We also encourage homeowners to share their thoughts about community business by attending board meetings. The meetings include an open session at the start for owners to discuss items on the agenda. If homeowners want to bring up community topics not on the agenda, they may speak at a second open session after the board meeting.

MyQ Community App Survey Results

Respondents									
I would definitely sign up for this service.			I probably would sign up for the MyQ Community App.			I am not interested. Our current gate access options suits my needs.		I'm not sure. I need more information.	
# Yes	% of Respondents	# of phones	# Yes	# of phones	% of Respondents	# No	% of Respondents	#	% of Respondents
0	0%	0	12	40	14%	71	85%	1	1%

AVALON MANAGEMENT CONTACT INFORMATION

For Accounting/Payment Questions:

Member Services:
Email: ar@AvalonWeb.com
Phone: (951) 244-0048 ext 109

For Architectural Applications:

Email: Oceanside@AvalonWeb.com
Phone: (760) 481-7444 ext 110

For Management Issues:

Community Manager:
Melissa Brown, AMS, PCAM
Email: LaCosta@AvalonWeb.com
Phone: (760) 481-7444 ext 103

Assessment Payment Mailing Address:

La Costa Ridge Community Association
c/o The Avalon Management Group
PO Box 52982
Phoenix, AZ 85072-2982

Correspondence Mailing Address:

3618 Ocean Ranch Blvd.
Oceanside CA 92056

Websites:

www.AvalonWeb.com (Avalon)
www.LaCostaRidgeHoa.com (Yours)



Download the mobile app to stay connected!

COMMUNITY INFORMATION

Seasonal Lighting Reminders: As we approach the holidays, we would like remind homeowners that the Association does have a policy which allows Holiday lights to be installed without approval but **no earlier than Thanksgiving**. All holiday lights **shall be removed by January 15th**.

Changes to the Exterior of a Lot or Residence: Occasionally, one of our neighbors begins a project without architectural approval. Avalon Management can help you determine if you need to submit a Home and Landscape Improvement Form. Call *before making any exterior change to your property* to prevent the possibility of having to *modify or remove an improvement or pay a fine*.

Helpful hints:

- The Home and Landscape Improvement Form and the Neighborhood Awareness Form are located under the “Forms” tab on LaCostaRidgeHOA.org.

Helpful hints continued:

- If you wish to change any of the colors on your home, look for examples in your own village (City Venture and KB Dolcetto, Warmington Fiori, Shea Messina, or Pulte San Vincenzo). The color schemes for each village are available on the HOA Website.
- All plants used in front yards must be on the Approved Plant List, under the “Docs” tab on LaCostaRidgeHOA.org. Rock gardens are *not* allowed. The Approved Plant List is an organized framework of landscape treatment that supports La Costa Ridge’s theme and character.

Each application is reviewed by an independent third-party consultant based upon its own merits, adherence to Community Guidelines, harmony with the community, existing structures, improvements, access, and sunlight.