

**FINAL VERSION 10/23/2023  
NOT RELEASED FOR DISTRIBUTION**

**October-November 2023**

#### **OFFICE STAFF**

##### **Community Manager**

Tamara Camara

##### **Bookkeeper**

Daunte Smith

##### **Administrative Assistant**

Samantha Foust

##### **Office Main Line**

916-922-8469

##### **Grounds Patrol**

916-849-6828

##### **Office Hours**

Monday-Friday

8:00 a.m.–6:00 p.m.

**WOODSIDEHOA.COM**

#### **BOARD OF DIRECTORS**

##### **President**

Kimberly Edwards

kimberlyedwards00@comcast.net

##### **Vice President**

Hassan Pejuhesh

hpengr@comcast.net

##### **Secretary, Treasurer**

vacant

##### **Director**

Gisela Schulz

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##### **Director**

Bill Sessa

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##### **Director**

Sandra Williams

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##### **Director**

Cyrus Youssefi

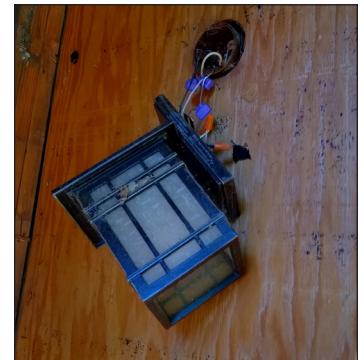
cfyinc@yahoo.com

## **Work to Start Next Week**

In mid August, the contractor replacing the siding on Buildings 722 and 724 walked off the job, leaving the building exposed to the elements. Front door lights were left hanging or removed entirely, and electrical wiring was left exposed. That's just what the average homeowner could see. Building professionals pointed out many construction errors that would lead to future water leaks.

The community management consultant, Lidia Velici, and board member Hassan Pejuhesh obtained bids to complete the work, and the board selected Blyss Construction to complete the work on Buildings 722 and 724. While construction permits are being obtained, the Blyss crew will waterproof the building.

Thank you to the residents who have waited so patiently.



## **Welcome Back, Tamara!**



### **Combined Newsletters**

The October newsletter has been combined with the November issue. For the latest news about Woodside events, please visit [woodsidehoa.com/calendar](http://woodsidehoa.com/calendar).

### **Office Closures**

Closed at noon Weds., Nov. 22

Closed all day Fri., Nov. 24

## *Message from the President*

### **The Pain Points of a Maturing HOA Office**

The experience in recent months of working in the office gave me and other homeowners a chance to see the burgeoning demands on staff. I was floored when I saw the phone line light up every few minutes. Inquiries ranged from “I need a copy of the CC&Rs” to “Why can’t I get an FHA loan to buy into Woodside?”

#### **Rental Issues**

A woman came in announcing that she was renting from a homeowner. “She gave me her gate remote.” No rental agreement, registration papers, awareness of Rules, emergency contact numbers, forwarding address for the owner moving out, signed assurances that parties understood that gate remotes are an important part of Woodside security.

On another day, a mother arrived to help her son move into “an apartment,” only to find that he didn’t have a key and could Woodside let him into his landlord’s unit?

Recently a fellow homeowner sat in the office folding newsletters. We watched a tenant being photographed for her pool ID. The homeowner said, “I never realized how long it takes to register people until I sat here.”

These interactions can take from 15 to 45 minutes, not just at the counter, but from changing a multitude of records in our antiquated paper-based filing system after the person has left.

*A mother arrived to help her son move into “an apartment,” only to find that he didn’t have a key and could Woodside let him into his landlord’s unit?*

#### **A Deluge of Questions**

Every type of question comes into the office. Roofing. Pest control. Flood insurance policy. WASH problems. Suite reservations. Condo certifications for real estate transactions take up to an hour to research! The counter can draw long lines of residents. As we clamor for services, we might think about how staff is best supported to churn out the work during an eight-hour day.

Working in the Woodside front office requires a nimble mind affording hasty recall of a myriad of on-the-spot answers, some involving money collection. Every time staff starts a task requiring focus, the phone rings or someone enters.

Some homeowners address staff in an abusive manner, refusing to give their names. A bookkeeper inputting our checks or working on payroll should not be distracted by helping at the counter or rushing to the defense of a co-worker.

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#### **Task Overload**

The office staff received dozens of phone calls and emails each day. Judging by the emails I receive, it is clear that the demand has outgrown an office of three people. Staff must deal with hot water breaks, committees, complaint forms, tree requests, violation letters, and work orders (a considerable percentage from tenants not wishing to tell their owners). More than one employee

## *Message from the President*

has broken down in tears, overwhelmed by a resident's behavior and the feeling of never being able to finish one task before being asked to start another. You have to be tough to work at Woodside.

### **Working Conditions**

A recent visitor with experience running HOAs commented that a property this size should have at least two people in the office to deal with residents, not counting the bookkeeper or community manager. To stay efficient, we must invest in modern systems and technology if we are to transition from the old time-consuming methods suitable to a mom-and-pop storefront. We need to realize that Woodside is a \$4.5 million business and needs to be run professionally.

### **Woodside's Future**

My home holds years of memories, and the thought of leaving fills me with sorrow. I ask myself, if I stay at Woodside, what do I want? I want an office that keeps accurate, up-to-date records regarding homeowners and tenants, income and expenses, and that can provide without delay the legally required information every homeowner is entitled to request. An office that can maintain employee records compliant with HR requirements, lessening our liability risk. Grounds Patrol to enforce our rules and be vigilant for suspicious behavior. Maintenance promptly repairing broken fence pickets and the other many small issues that show a property is well-tended. Maintenance or contractors fixing roof leaks and sagging balconies before the homeowner is impacted. I believe I speak for every person in Woodside when I say I want to reverse the deterioration of our buildings.

Some of us carry an aging mindset, thinking our current dues will protect our property, magically ushering in new hot water pipes and qualified staff properly trained, monitored, and evaluated. Growing pains don't exist just in the office. They exist in us. The culture as we know it needs to move to planned action based on facts. No longer can we accept, "We don't have the money." I urge the community to become informed about Woodside finances, thrust fear aside, and say, "As long as we know that our money is spent responsibly, we will do what it takes." If not us, then who?

*To stay efficient, we must invest in modern systems and technology if we are to transition from the old time-consuming methods suitable to a mom-and-pop storefront. We need to realize that Woodside is a \$4.5 million business and needs to be run professionally.*

—Kim Edwards



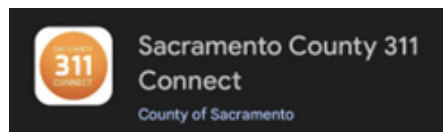
**New Office Hours Beginning December 1 — See Page 7**

# Sac 311 Connect: Your Link to

Did you know that there is a system to report non-emergency issues in the wider County of Sacramento? Potholes, illegal dumping, broken streetlights, and more can all be reported to the city or county using Sac 311.

Sacramento County's Sac 311 system (and the City of Sacramento's 311 system, which covers issues inside city limits) can be accessed from a mobile app, a website, and a phone number. If you download the app, you can create an account very quickly and use their "Report" button to quickly find the GPS location of the issue on a map, add a photo and any details about the issue, and send your report off to 311 to be directed to the appropriate county department.

If you don't want to download the app, visit the website at [311.saccounty.gov](http://311.saccounty.gov) or call 3-1-1 to report by phone or learn about other county services.



Above: The icon for the mobile app

Right: The welcome screen of the mobile app



## Grounds Patrol Report

Two vehicles were stolen in Old Woodside and one in East Woodside. All vehicles were found. The window of one vehicle was broken before it was ransacked.

Please keep your doors locked, refuse to open your door to strangers, ask workers for identification, install a security system, lock your car, and prepare for emergencies.

- All residents, please contact the grounds patrol for any security issue at the time of the incident.
- Make sure all contractors and multiday visitors get a pass from the office.
- Make sure all vehicles (only 2 are allowed) are registered at the office in accordance with the Rules & Regulations.

*Mike White, Grounds Patrol Supervisor*

Vehicle Theft – 3

Mailbox Break-In – 7

Catalytic Converter – 0

Security Follow-Up – 24

Vehicles Towed – 3

Suspicious Person – 13

Violation, Green Space – 14

Auto Vandalized/Ransacked – 7

Checked Parking Lot – 126

Violation, Deeded Space – 21

**To report crimes, always call 9-1-1 first**



## Architectural Committee

# Standards for Electric Fireplace Inserts

The 2023 rules revision for Section 19 (Gas Log Fireplaces) states that “An owner may apply to the Architectural Committee for permission to install an electric insert in place of the gas logs. The Committee sets standards for capping off the gas, the size and type of insert, installation requirements, and any other requirements for insert approval. Once installed and approved, the owner will be removed the following month from the monthly gas log fee obligation.”

The following are the Architectural Committee’s Standards:

1. **Capping off the gas.** The capping of the gas log must be performed by a qualified technician who will cap off the gas line with an appropriate cap intended for gas line use and test to confirm there is no leak in the capped line. Manual shut off of any valve is not a sufficient substitution for capping off the gas line. If there is a manual valve prior to the capped line, it is to be turned to the closed position prior to capping and checked to confirm there are no gas leaks.
2. **Size and type of insert.** The insert must be of such design that it is a self-contained unit within its own metal box. The electric fireplace insert must be of sufficient size so that once installed there are no visible gaps between the original firebox wall and the actual insert. Alternatively, a matching metal surround can be used to achieve this more built-in “flush mounted” appearance to conceal any gaps. The type of insert must be of sufficient quality to provide the look of a realistic flame and supplemental heating but not to exceed the amperage capacity of the electrical line and circuit protection (typically 15 amps). The insert must have appropriate safety features including auto-shutoff, UL rating (for plug in types), and automatic overload shutoff. The unit cannot exceed 15 amps unless a dedicated circuit is installed to carry this higher electrical load.
3. **Installation requirements.** Installation must be performed by qualified installers and the electrical power must be provided within the firebox by a licensed professional so as to not be visible and to meet all requirements for providing electrical power for this use.
4. **Other requirements for insert approval.** The gas log must be removed and properly disposed. A completed architectural application must be submitted and approved prior to initiating the installation. Once the insert has been installed and is operational, a final inspection of the installation by Architectural Committee or designate will be required to confirm installation was as approved in the original application and to obtain the approval to exit the gas log program the following month after approval.



Electric fireplace inserts are available from several vendors. They range in price from a few hundred dollars to \$2,000 or more depending on quality, size, and options. Installation costs will vary according on your particular firebox and electrical situation, but typically they run from \$500 from \$750.

# October 2023 Events

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4 7:00 pm: Environmental Committee	5 7:00 pm: Board of Directors (September)	6	7
8	9	10 4:00 pm: Tree Committee 6:00 pm: Voices	11 6:00 pm: Safety Committee	12	13 5:00 pm: Deadline for Architectural Apps 5:00 pm: Deadline for BOD Agenda	14
15	16	17	18 6:00 pm: Architectural Committee	19	20 5:00 pm: Deadline for newsletter submissions	21
22	23	24 7:00 pm: Board of Directors	25	26	27	28
29	30	31 6:00 pm: Halloween Party 6:30 pm: Trunk or Treat for Kids				



**Advertise with us! 916-922-8469 or office@woodsidehoa.com**

**exp REALTY**

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## Woodside Tree Facts

BrightView arborists conducted any inventory of Woodside trees in August. The inventory was conducted at no cost or obligation to Woodside. The inventory includes mapped locations, tree species, and maintenance needs in a digital, interactive format. Here are a few highlights:

- Number of trees in Woodside: 1,374
- Number of dead or nearly dead trees: 16
- Number of trees that need pruning over a three-year period to improve tree health, protect property, and improve safety: 122

# November 2023 Events

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 7:00 pm: Environmental Committee	2	3	4
5	6	7	8 6:00 pm: Safety Committee	9	10 5:00 pm: Deadline for Architectural Apps	11 Veterans Day Chili Cook-Off
12	13	14 4:00 pm: Tree Committee 6:00 pm: Voices	15 6:00 pm: Architectural Committee	16	17	18
19	20 5:00 pm: Deadline for newsletter submissions	21	22 Office Closed at Noon	23 Thanksgiving	24 Office Closed	25
26	27	28	29	30		

Unless otherwise noted, all events take place at the Old Woodside Board Room, Card Room, or Clubhouse.

## *Safety Committee*

### Woodside Safety 2023 Survey

The Safety Committee is conducting a short survey to learn how residents feel about the safety of our community and what our priorities should be moving forward. This survey is anonymous and the committee will not collect your email address or your name.

The Safety Committee will compile the results and present them to the Board of Directors.

The survey may be accessed at [bit.ly/WoodsideSafety23](https://bit.ly/WoodsideSafety23) or by scanning the QR code.



## Office Hour Changes Beginning December 1

The changes below are planned to help the office stay on top of operations. More changes are expected to be announced later. Thank you for your understanding

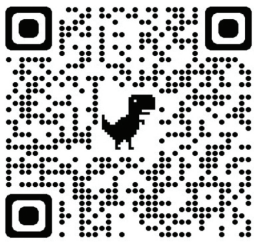
Beginning December 1, rental transactions will be handled between 3 and 5 p.m. Notices will be posted to remind renters and landlords of this process.

Also beginning December 1, office hours will change to 9 a.m. – 6 p.m. The office will remain closed 1-2 p.m.

Woodside HOA Social Committee Presents:

# Trunk or Treat

**October 31st, 6:30-7:30pm**  
**Outside the Old Woodside Clubhouse**



Scan here to sign  
up to volunteer for  
Trunk or Treat!

**Fun for all children in the  
neighborhood!**



# Woodside Halloween Party



**Old Woodside Clubhouse**  
**6-8pm**  
**October, 31st**  
**Costumes Encouraged!**  
**Treats Provided!**  
**BYO Boos!**