



MISSION RIDGE CONDOMINIUM ASSOCIATION

10250 CAMINITO CUERVO • SAN DIEGO, CA 92108 • PHONE (619) 584-4094

1 May 2024

FAQs

1. Does Mission Ridge provide electric vehicle charging stations?

Owners are allowed to install their own charging units in their assigned parking space as noted in the Association's IVECS policy (posted in the Mission Ridge website). A permit is required from the HOA and any installation costs are at the expense of the owner. Contact the onsite office for details and requirements. The Board has and continues to look for options to install public charging stations.

2. Who do I call if I see something that needs repair?

Contact the onsite office M-F 8:00 to 5:00 pm. For emergency repairs after hours call Keystone Pacific Management's emergency number at (760) 643-2200.

3. Why does Mission Ridge charge a monthly \$25 rental fee?

The Mission Ridge complex and its location makes it desirable for real estate investors. The \$25 helps office staff manage additional duties and expenses related to rental units.

4. What can I do if I have a complaint against another unit?

Any complaint reported to management or the onsite office is investigated for facts and accuracy. The Association takes appropriate action based on our supporting documents and legal regulations. By law, all complaints and any disciplinary action taken are confidential.



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5. Does Mission Ridge allow smoking? Can we consider making Mission

Ridge a non-smoking facility with designated outdoor areas for smoking?

Smoking of any kind is not allowed anywhere outside one's own unit. On the advice of legal counsel the Association can best ban smoking inside a unit by amending the CC&Rs. Amending the CC&Rs requires a monitored vote by the owners. The Association must meet a quorum (meaning 93 ballots must be returned – then half + 1 must be yes votes). Smoking inside individual units is subject to Mission Ridge Rules and Regulations and California laws regarding noxious substances and activities. Secondhand smoke is considered a nuisance and as such is subject to the Associations' CC&R restrictions. If certain outside areas were defined as smoking areas, we would always have certain units affected by the smoke. The Board and its legal counsel are currently monitoring case law for any changes that would allow banning smoking entirely throughout the entire property.

6. Can I attend HOA meetings remotely?

California law allows HOA members to participate in Board meetings remotely if the HOA Board makes the option available. Beginning with the April board meeting owners can attend remotely by Zoom. Zoom meeting instructions will be posted in the meeting agenda and will be available on the website and at the onsite office.

7. Why are my Amazon packages being delivered to the wrong Building?

The Amazon lockers and mailboxes were installed according to the specific specifications required by each carrier. The Association does not have any supervision over how the individual couriers deliver packages. The onsite office has and continues to contact the individual couriers whenever packages are delivered to the wrong building or not placed in the Amazon lockers. Contact Amazon or the Post office for any parcel questions.



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8. What is being done to address the homeless from trespassing on the property?

The Association has investigated and initiated a number of actions to address the issue of the un-housed.

- *We have removed the handles on all the water spigots in the common areas. Faucets can now only be turned on with a specialized key.*
- *We have eliminated renting the storage rooms immediately outside the trash rooms. Those areas have been or will shortly be sealed.*
- *We have required all storage bins in the assigned parking spaces to be locked. Those owned by the Association have been sealed.*
- *We have investigated locking the trash room doors. Due to fire regulations, we cannot.*
- *We have investigated attaching sharp objects to the top of the stucco fencing to deter anyone climbing over. SDPD said we cannot.*
- *We investigated increasing the height of the stucco wall. To do so to deter climbing over would entail costs in excess of \$100,000.*
- *We regularly communicate to residents to not leave anything in parked vehicles, to not store anything of value (including sentimental value) in storage areas, and to report unusual behavior to the appropriate city officials.*
- *We have secured the shower and sauna rooms by removing the door closers, removing the door stoppers, and installing anti-entry mechanisms on the doors and door frames.*

Mission Ridge is private property. Trespassing is a crime and should be immediately reported to the police. For homeless encampments anywhere in San Diego a report can be filed on the City's website for Homeless Outreach

<https://getitdone.sandiego.gov/TSWNewReport?type=Encampment>

9. What services / responsibilities does the contract with the gardening / landscape cover?



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The

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services provided by the landscaping company are basic and are defined and updated during the monthly walkthroughs accomplished by Board members and our property manager.

10. Is the HOA responsible for repairing the original overhead wood storage cabinets in our parking spots?

The storage units are exclusive use common area and as such the repair and maintenance is the responsibility of the Association unless any modification or damage is done by an owner. Then the responsibility falls to the owner.

11. Can an updated list of approved/recommended vendors (plumbers, electrical, overall maintenance) be shared?

Due to liability reasons the Association does not maintain a list of "approved" vendors. The onsite office can recommend vendors.

12. Why are the trash and recycling trucks coming 4 days a week now instead of 2 days a week?

The Association contracts for 4 pickups a week (2 recycle and 2 general trash). It does not define when or on what date the 4 trucks pickup.

13. Are we getting more lounge chairs for the pool area?

The initial bid to repair the broken lounge chairs was more than purchasing new. We are continuing to investigate options.



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14. Stains on hall carpet.

The Association contracts for addressing the common area carpeting twice a year. In the spring generally after the raining season and again in the fall.

15. How were the new paint colors for our buildings selected?

The owner votes were tied between the blue/gray and one of the earth tone schemes. The Board voted to move forward with the earth tones but when samples were painted on a building, they looked yellow. On the advice of the vendor the Board chose the existing scheme based on the original earth tone colors.

16. What can be done about misbehaving dogs? If I have complaints

from neighbors about noise from my condo, can I be updated ASAP?

File a report with the onsite office and the Board will take action allowed by regulations.

17. Why can't we have floating devices that are not inflatable (such as pool noodles or cloth covered inflatables in the pool)?

Each year When the Association's property insurance policy is renewed the underwriters send an inspector to ensure the complex is safe and clear of any circumstances which could cause a claim for damages. Years ago, we were asked to abolish floating devices.

18. When will the new cable rack be installed in the gym?

The order has been placed with the vendor and paid for. We are waiting on the vendor.



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19. Why did they send my ballot to my condo address- not my new address on file?

Ballots and official communications are sent to the addresses on file at Keystone Pacific Management. Each year with the budget packet a form is included to update your contact information. You will need to contact Keystone to ensure your contact information is correct and/or to update it.

20. I thought the increase HOA fee of 25.00 for people who have renters would begin when we sell the condo?

The renter fee began in January 2024.

21. The exterior doors that open to what used to be the mail rooms don't have locks on them.

Those doors never did. If we now put locks on them the couriers would not have access to the Amazon lockers.

22. Do you rent out the storage units in the carport that aren't owned by the homeowners?

For liability reasons the Association no longer rents any common areas spaces.

23. Why is there no limit to how many terms a board member can serve?

Board member terms are defined in the Association's bylaws. A majority of the owners would have to vote to change them. Frankly it is difficult enough to find owners to serve on the Board without limiting terms.



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24. Why is the Facebook question/comment section monitored?

The Facebook page is private as the Association must ensure correct information is disseminated and the Association is not left open to anything that might incur a liability.