

Woodside News

September 2023

OFFICE STAFF

Management Consultant

Lidia Velici

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

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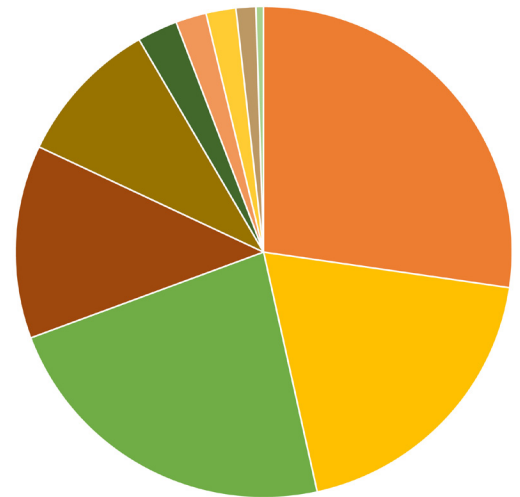
Where Does All the Money Go?

Woodside collects a sizeable amount of money each month from homeowners, from \$381 for the smallest one-bedroom unit to \$532 for three-bedroom units. All together, for the 2023-2023 fiscal year, the monthly dues will total \$3,817,580. Counting the special assessment of \$190,879 and other anticipated income, Woodside's income for this fiscal year is budgeted at \$4.5 million.

That's a lot of money. Surely \$4.5 million is enough to pay for everything we need.

Woodside comprises 198 residential buildings and 3,000-plus trees over 55-plus acres. There are 1.2 miles of roads, nearly 3 dozen parking lots of various sizes, 4 heated swimming pools, 3 heated spas, and 6 unheated satellite pools. Six laundry rooms serve the 725 units, and boilers provide hot water at no additional charge to residents. There's a maintenance shop for construction staff, and a clubhouse, card room, billiards room, fitness center, and tennis courts for residents. There are two guest suites to be stocked with coffee and cable, and they have to be cleaned daily. The association pays for waste collection, exterior lighting throughout the property, and landscaping services.

All these services require labor — staff to collect dues and assessments, assist real estate agents with property transfers, schedule unit inspections and repairs, obtain construction bids and monitor contract completion, maintain the association books and provide monthly reports, assist new homeowners by providing gate clickers and ID cards, patrol the grounds, enforce the rules and regulations, and provide all the other services that homeowners expect as their due.



Full chart on page 8

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Message from the President

Hope at Woodside

One of the reasons I serve on the Woodside board is to improve accountability on behalf of homeowners. Having lived here 25 years, I know the sacrifices that previous board members have made to keep the property going. I am also aware of how the property is aging, requiring special attention. The condition of our property has reached a tipping point. We must move from reaction to proaction, and we need your help.

Preserving and increasing property values is a desire we all share. It is up to us to hold back the downward slide. We all play a role in improving the situation for the benefit of our homes.

As you know, we brought in Lidia Velici to help structure failing or inefficient Woodside operations. To effectively manage Woodside, structures needs to be in place to allow us to:

- Ascertain the true state of the property and finances, communicated in a way that all homeowners can understand.
- Inventory the repair projects that have stopped or slowed.
- Bring order to a backlog of work orders.
- Develop well-managed systems for office, maintenance, and security.
- Maintain staff with skills matching needs and supported by an evaluation system to ensure that homeowners get the services they pay for.
- Follow a long-term maintenance plan (standard and preventative), reflecting Reserve Study findings and mandated SB 326 requirements.
- Study office requests that cost time that we all pay for.

Personally, I would like to see a plan to attract vibrant new owners to the community, now averaging more than 50% rental units. A new generation will carry Woodside condos into the future by fighting for its survival.

Thank you to fellow homeowners for choosing Woodside as a place to live, and thank you for your patience and trust that we can do this together.

—*Kim Edwards*

Social Committee Corner

October Events!

Halloween Party!

The Woodside Social Committee will host a Halloween Party on October 31 from 6 to 8 p.m. in the Old Woodside Clubhouse for all residents. Costumes are optional, but encouraged! Halloween treats will be provided. Please bring your own beverages!

Trunk or Treat

Also on October 31, the Woodside HOA will be host a “Trunk or Treat” for all children in the neighborhood from 6:30 to 7:30 p.m. The details of Trunk or Treat are being worked out and will be announced in the next newsletter.

Decorating Contest

There will also be a decorating contest. Yes, calling all Halloween spirits! Details are being worked out and winners will be announced at the Halloween Party!

We Measure What We Manage

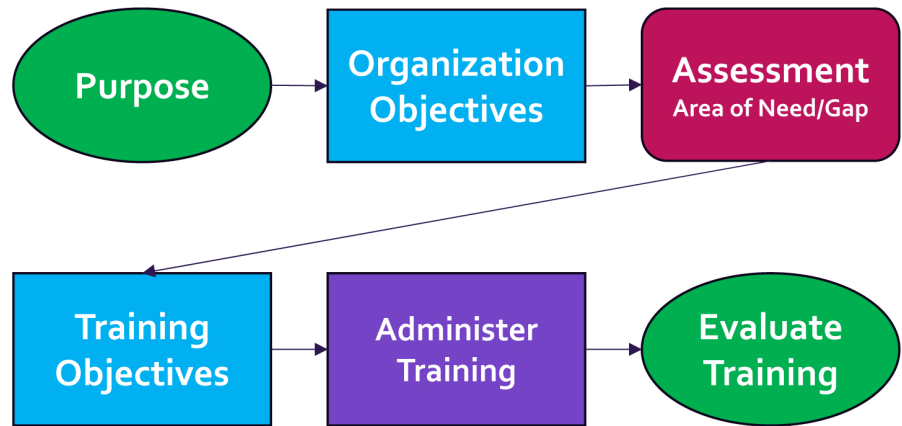
Woodside Update from HOA Management Consultant Lidia Velici

The elements that influence progress and accomplishments depend on people and processes. For the best part of this month, the Woodside team and I, with the assistance and input of the board and several committee chairs, have worked on implementing valuable tools and structures to better assist in serving homeowners and closing the gaps in past performance issues.

- **Preventive maintenance** — Submitted a plan for Board approval to implement.
- **Deferred maintenance issues** — Created “check points” for eliminating inefficient work practices.
- **Fast turnaround/response** — Implemented a plan to address homeowner needs by prioritizing office workload.

- **Time management** — Developed for the office team a schedule for allocating specific time for onboarding rentals for absentee homeowners, specific time for responding to escrow demands, and specific times for other common tasks.

- **Community transparency** — Established clear channels of communication with homeowners in small-group meetings to discuss maintenance issues.



Training Development Process Flow Chart

- **Identification of gaps in training** — Identified needed staff training and information sharing (see Training Development Process Flow Chart).
- **Productive partnerships** — Exemplified in communicating building maintenance schedules and implementing completion of work for buildings 722 and 724.
- **Technology** — Introduced SkillHop, an example of a project management software module, not only to help with construction efficiency by listing projects, but also to manage efficiency on large-ticket work orders by tracking completion time and cost-to-date.
- **Employee Evaluation** — Instituted a critical part on team growth and financial health.

\$2 Fee Assessed by Payment Processor for Monthly Dues AutoPay

If you pay your dues by automatic electronic payments, you’ll notice a \$2 fee per transaction has been added. This fee is charged by the payment processor, not Woodside. We don’t have the ability to waive or refund this fee. If you feel the convenience of AutoPay isn’t worth \$2, you may cancel AutoPay by logging into the TOPS portal. Click the green banner that says “You’re Enrolled in AutoPay” and disable the “Enable AutoPay” button.

Reestablishing Order in Work Order System

We are attempting to bring order to invoices in disarray from the past. We also suspect that older work orders have been deleted without recording why they were deleted. If months have passed and your work order has not been addressed, please resubmit the work order through the online form at woodsidehoa.com. This will enable us to update our records accurately and to prioritize your requests accordingly.

Please provide as much detail when resubmitting, including the nature of the problem, building and unit, pictures for evidence, and any other relevant information. We want to help you resolve long-standing issues. Below is a step-by-step guide on how to submit maintenance requests online:

1. Visit our website at woodsidehoa.com
2. Navigate to the Maintenance Request page.
3. Click on “report a maintenance issue.”
4. Review the Homeowners Responsibility Policy.
5. Complete the maintenance form, attaching any pictures, and submit.

As previously mentioned, owners or property managers are asked to submit work orders. Tenants have the right to expect their landlord to take care of maintenance, and owners do need to be aware of any needed repairs in their units. Yet because many tenants mistakenly believe the association office is a rental office, they call the office first whenever any repair is needed.

The HOA does not have the authority to perform repairs in the unit without owner permission. Emergency situations will be handled accordingly.

Your Board at Work

Here are board or board president and management consultant achievements over the past 30 days:

- Replaced a broken sewer pipe with exposed sewage that homeowners first reported in January.
- Oversaw the trimming of 1,000 pounds of branches from a protected heritage oak tree that’s over 100 years old; although brought to board attention in January, action wasn’t taken until after dead limbs damaged a roof and a ceiling.
- Reviewed a Committee Volunteer Waiver of Liability Agreement for volunteers; began developing a list of “light duties” that volunteers can perform with proof of proper insurance coverage.
- Approved waste signage and cans to better notify residents of disposal instructions and of needed cans.
- Renewed flood insurance to cover every Woodside building.
- Approved development of an inventory of Woodside trees to identify those of greatest safety concern to homeowners.
- Reported on tripping hazards – areas of greatest safety concerns are being marked and will continue to be marked.
- Identified units with reported leaks in anticipation of upcoming rain.
- Approved an on-site reserve study that will include status of health of underground pipes which continue to break, costing the HOA continuously.
- Finalized the contract for the SB 326 balcony bill consultant.
- Reviewed a letter of commitment for a SMUD grant application to help fund the installation of electric vehicle charging stations, as mandated by California law.
- Met with residents of buildings 722 and 724 to listen to their concerns and to discuss remedies to be considered by the board.

September 2023 Events

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

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

Save the Date! October 31, Halloween Extravaganza • November 11, Veterans Day Chili Cook-Off • December 9, Holiday Razzle Dazzle



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MLS

Special Thanks to Darla Hagge

Board member Darla Hagge resigned in August due to time-consuming workplace duties and other commitments that conflicted with her responsibilities as a board member. During the summer she heroically performed more than fulltime hours to keep the Woodside HOA office open. An asset in every way, Darla exemplified the responsible, organized professional. She always traveled with her computer, whisking it out and turning it on before others had even sat down, and she took meticulous notes at meetings. She researched many, many companies to assist with Woodside functions, including finances, to ensure greater accountability to homeowners. Darla was a voice of reason for the board, and we miss her presence. When you see her, please thank her for her service.

Think Before Taking Action

Woodside was built as a peaceful place, a haven among trees. Recently, some homeowners have posted angry signs, issued unpleasant greeting cards to volunteers, threatened to call attorneys, made unfounded accusations of “abuse” or of ruining Woodside, and engaged in other uncivil acts.

Every individual has a right to his or her opinion. Everyone has a right to express opinions. However, please be aware that staff and residents have a right to live and work in a hostile-free environment. One individual’s strong acts can lead to unintended consequences acted out on others, as we saw recently when someone found her tire slashed with a razor blade.

Most accusations arise from rumor, not fact. No matter how justified you feel, please be aware that acts of hostility or intimidation may hurt the people we employ and the residents who live here. Please think ahead of possible consequences. We all play a role in keeping the grounds safe. Thank you for your belief in Woodside.

Grounds Patrol Report

- 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.

Woodside Association hopes our grounds patrol system provides some deterrence. However, the community can never be crime-free. For example, it is possible for someone to enter the property under false pretense to commit crimes, for residents to commit crimes against their own neighbors, for guests of residents to commit crimes, and for employees to commit crimes. As a result, the association cannot guarantee your security. You should NOT rely on the association to protect you from loss or harm. You should provide for your own security by keeping your doors locked, refusing to open your door to strangers, asking workers for identification, installing a security system, locking your car and carrying insurance, and maintaining emergency preparedness measures such as owning a flashlight.

Mike White, Grounds Patrol Supervisor

Suspicious Person – 7	Removed Trespassers – 7	Security Follow-Up – 114
Checked Parking Lot – 129	Violation, Green Space – 39	Violation, Deeded Space – 18
Catalytic Converter – 0	Vehicle Vandalized/Ransacked – 16	

First Steps Taken To Add EV Chargers

In keeping with its policy of reducing Woodside’s carbon footprint and sustaining the long-term future of the environment, the association has taken baby steps toward installing electric vehicle chargers on the property.

In early August, the association sent a non-binding letter of commitment to SMUD stating its commitment to installing EV stations, which could result in Woodside receiving a grant from the utility to cover a significant portion of the infrastructure costs associated with the installations. SMUD is using the letters of commitment from customers to show support for the EV program to make its application for a California Energy Commission grant as competitive as possible.

With this grant program, SMUD is looking to increase the number of EV chargers in multi-family housing situations, which improves their efficiency over chargers used only in private residential homes. If Woodside is selected, the grant would be used to cover the costs of infrastructure improvements, such as expanding electrical capacity, which is in addition to SMUD-sponsored rebates that are currently available to cover the cost of the actual chargers and related equipment.

The first generation of modern cars to meet California’s newest generation of “zero” emission standards are hybrids, such as the popular Toyota Prius, which uses a gasoline-powered engine to charge the battery. Nearly all auto makers are already offering all-electric plug-in models to meet the state’s newest standards. California already has one million pure electric cars on the road, which makes expanding the network of car chargers critical to keeping up with the demand.

The California Energy Commission has approved \$2.9 billion to be available in grants with the goal of doubling the state’s charging network from 80,000 publicly available chargers to 170,000 in the next year and eventually to 250,000 chargers installed by 2025.

Woodside has not yet allocated any funds for EV chargers and will not know potential costs until the outcome of the competition for grants is revealed. In the meantime, Woodside has identified three potential charging locations in Old, East, and Sierra after considering power sources and potential parking spaces that would be devoted to charging.

Writers Needed!

If you have community-related news and informative articles to share, we want to hear it. Send your articles to office@woodsidehoa.com

Pickleball, Anyone?

The game of pickleball has caught the eye of some homeowners. They have requested that the board determine residents’ level of enthusiasm. Pros and cons, and the exact location, need to be discussed. If you would like to see pickleball at Woodside, please send an email indicating your interest to office@woodsidehoa.com.



Major Items Now in Reserve Fund Study

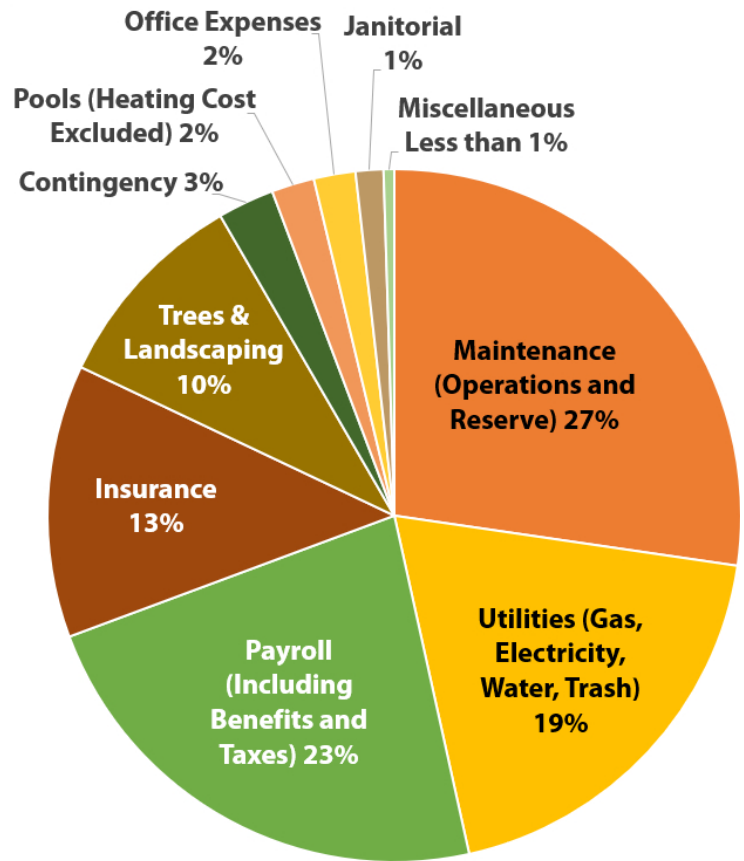
The last newsletter reported that the Reserve Study lists components with a lifespan of 30 years or less. New reserve standards now include all major components, such as plumbing, regardless of age.

Continued from page 1

Where Does All the Money Go?

Essentially, Woodside is a small city with a tiny tax base. All the infrastructure, from sewer pipes to roads to streetlights to buildings, is maintained using homeowner fees. As the property ages, more maintenance is required. The longer the maintenance is put off, the more expensive it becomes. For instance, painting wooden siding increases its life expectancy. Delay the painting too long, and the siding needs to be replaced, not painted. Cracks in the parking lot asphalt need to be sealed regularly. If the cracks aren't sealed, water from rain and sprinklers pours into the cracks, eroding the road base below the asphalt and causing dips and pot holes.

Homeowner fees pay for staff. It has been hard to attract quality applicants because of low wages and poor working conditions combined with a tight labor market. The front desk in the office was vacant for nearly a year. When a person was finally hired back in May, she left after two days. A second person was hired a month later, and she also left after a short stay. It's an unpleasant job for several reasons. First of all, there are no written procedures or formal training, and yet the incumbent is supposed to be able to help callers and walk-ins from day one. Duties include assistance with real estate paperwork, issuing pool IDs, registering tenants and new homeowners, leasing suites, issuing parking stickers and visitor passes, assigning clickers, helping with the WASH machine, processing work orders and violation letters, scheduling estoppel inspections, managing pet applications, assigning leased parking, and so on. Some homeowners feel that because their dues pay employee salaries, the employees work for them personally. But staff are employed by the association, not 725 individuals, and the staff have specific duties they need to complete to keep the association running smoothly.



Source: Approved 2023-2024 Budget

Buildings 722 and 724 Siding Replacement

In mid August, angry homeowners called board members. The contractor replacing the siding on buildings 722 and 724 had walked off the job, leaving the building exposed to the elements. Fences were left leaning against walls, siding materials were left piled on balconies, front door lights were left hanging or removed entirely, electrical wiring was left exposed.

Lidia Velici, our management consultant, has uncovered many problems with the project. She subsequently obtained bids to complete this work, and the board is expected to approve a contract shortly so that the project can be completed before the rains start.

No matter who from the past was at fault for selecting this contractor, the responsibility for oversight lies with the board, and the board will fix it. Our neighbors deserve better than this.