



Professionally Managed by Action Property Management

## BOARD OF DIRECTORS:

Cal Zissel, President  
Jim Linna, Vice President  
Ed Benschop, Secretary  
Len Campanaro, Treasurer  
Mark Guitarini, Director

## NEXT BOARD MEETING:

March 20, 6:00P.M., In the Lounge

## MONTHLY COMMITTEE MEETINGS:

Social: 1st Thursday @ 4:30P.M.  
Building: 3rd Monday @ 4:00P.M..  
Landscape: 4th Thursday @ 4:00P.M.

## UPCOMING EVENTS:

- *Daylight Savings Time*  
*March 10, 2013 @ 2:00A.M.*  
*Don't forget to "Spring Forward!"*
- *"We Got the Building Back!" End of reconstruction party– Date TBD*

## Starline Window Warranty Claim:

Last summer, Grande South Management advised all Homeowners that an issue with seeping window sealant had been identified. In an effort to be proactive, Management sent out a Starline Window Warranty Claim form, which included photos of what to look for while inspecting your windows, to every Homeowner. We have received 45 claim forms as of February 2013.

Rightfully so, many of you were perturbed to find that after many months of filing a claim, Starline has not responded.

The window warranty expires in 2014. Management, along with the Board of Directors, is compiling a list of all units who have filed, in preparation to take action.

Here's what we need you to do:

- ◆ If you haven't already filed a claim, don't wait! File a claim today. Please contact the Front Desk or Management for a claim form.
- ◆ If you already filed a claim, **make sure Management has a copy.**

Please contact Management for any questions regarding the Starline Window Warranty.

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### Moves and Deliveries:

In the past couple of weeks, we have experienced a great deal of unscheduled moves and deliveries, which have caused undesirable outcomes including scheduling issues, slow elevator response, and in some cases, refusal to accept the move or delivery.

It is never the intention of any Grande South staff member to have to turn away a move in (or out) or a delivery. We strive to accommodate to the best of our ability, but this can be overwhelming and often times, simply not doable.

It is **imperative** that elevator usage is scheduled ahead of time with the Front Desk. Please, let us know of any moves or deliveries as soon as possible so that we may assist to the best of our ability.

### Grande South Staff Changes:

In the February Newsletter, we mentioned upcoming Front Desk staff changes, to include the return of Natalie Mora, and the departure of Lauren Smallwood.

We are happy to announce we have hired a new Action Property Management staff member to take over Lauren's shifts. Kayla Bowen will be working the Front Desk from 2:30P.M. to 11P.M. Thursday through Sunday. Please do not hesitate to introduce yourself to Kayla when you see her and welcome her to The Grande South!

### New Policies:

With many vendors in and out of the building each day (and in and out of your unit, perhaps) we have decided to implement two new rules to help you understand who people are and whether or not someone has entered your unit.

First of all, all Grande South hired contractors (painters, handymen, electricians, etc.) who are not wearing a company shirt or some form of uniform will be required to wear an identification badge, which will be provided by the Front Desk upon check-in.

Additionally, each time your unit is entered by our Grande South Staff, whether it be for a water alarm, an annual inspection, or an emergency situation, we will leave notification in your unit on the kitchen countertop.

### Pet Policy

"I'm free...I'm free...But I should be on a leash! I'm supposed to be your best friend. Please keep me on my leash so I don't have an accident on the hallway carpeting, or get stepped on by someone, or get into a fight with another dog!"

This could be what is running through your dog's mind. We know it is running through the minds of a lot of Grande South residents. We have received a number of complaints regarding dogs urinating on the hallway carpeting (really?) and running free through the halls, garages and Lobby.

These are violations of the Association's Rules and Regulations—violations that could cause unnecessary fines! Not to mention that it is completely unsanitary to allow your pet to urinate on the carpeting, which also costs money to get cleaned afterwards.

Options to consider to remedy this situation could include: putting cameras in all the hallways to catch dogs in the act, charging all dog owners on a respective floor when urine has to be cleaned from the carpet, or the best option yet...FOLLOW THE ASSOCIATION'S RULES AND REGULATIONS and please leash your dog and take them off the property to do their business. That, of course, is the preferred option for all of us.

### Trash Chute Reminder:

Please be reminded not to place boxes or overstuffed bags down the trash chute. Additionally, if you have vendors working in your unit, please inform them that any debris and/or materials should be hauled offsite to prevent the trash chutes from getting clogged. We thank you in advance for your cooperation!

*Written and edited by: Tom Freeley and Aileen Ryan*

## **BUILDING CONTACT INFORMATION**

**The Grande South Website:** [www.thegrandesd.org](http://www.thegrandesd.org)

**Front Desk & Management Office:**

(619) 236-1122 p / (619) 236-1436 f

1199 Pacific Highway, San Diego, CA 92101

**Tom Freeley, General Manager:** [tfreeley@actionlife.com](mailto:tfreeley@actionlife.com)

**Aileen Ryan, Assistant Manager:** [aryan@actionlife.com](mailto:aryan@actionlife.com)

**Concierge:** [frontdeskstaff@thegrandesd.org](mailto:frontdeskstaff@thegrandesd.org)