



Cypress Point Lakes Newsletter

July 2024

BOARD MEETING

August 14, 2024

Location

Phone/Video conference

Video Meeting:

<https://bit.ly/3fhfLYH>

or

Phone Meeting:

Dial 1-669-900-6833

Meeting ID: 946 6915 9048

Passcode: 797409

Time

7:00 PM

All homeowners are

Invited and encouraged to join

BOARD MEMBERS

President

Terrie Rayl

Vice President

Treasurer

Wendy Wyss

Secretary

Shaily Bhargav

Director

Stacey Ritter

Director

Katerina Blazek

Director

John Lindquist

Board Meetings

The Board welcomes all homeowners to attend and participate in our open board meetings. The Open Forum portion of the meeting will be held first and this is your opportunity to have your issues heard by the Board, Association Manager, and others present. The Board Meeting will begin and will be limited to discussions of agenda matters among the members of the Board.

Community Website

www.cplakes.org



CINC NEW MANAGEMENT SOFTWARE

Automatic payments through Heritage Bank will be CANCELED May 28, 2024.

Community Management Services is transitioning to a partnership with CINC Systems, LLC to provide your community's payment processing, banking, and web services. To set up automatic recurring payments please go to our new website at <https://cms.cincwebaxis.com>. This website has been specifically designed to allow you the convenience of making your payments online and accessing your account information. On your first visit to the website, you will need to register. Simply click on the "Register" button and complete the information required. Once your registration request is reviewed and validated by Community Management Services, you will receive an email with a link to set your password. You can then log in with your email address and new password to make payments and access information about your community. Click the Pay Assessments Link. On the Pay Assessments page, you can choose to set up your recurring payments for e-check or credit card by clicking on the New Recurring E-check or New Recurring Credit Card link. Please note each owner has to be verified and may take up to a day.

Please do not hesitate to contact our office if you have any questions regarding the transition to our new software.

Pool

We are happy to report both pool fences have been installed. Please note that all gates will be keyed to match the original gates to the pool.

Balcony Project

The GB Group has been contracted to start the next group of balconies. Please keep an eye out for any notifications posted and follow any instructions noted.

Dumpsters

Dispose of trash, compost and recycling in the appropriate bin. A guide is located at each mail kiosk of what goes where. Keep the lids shut after use. Do not prop open Dumpsters or Compost bins. Keep in mind that when items are disposed of correctly in the compost bin, there will be a charge to have the garbage company come back to dispose. This increases the prices and will result in an increase in dues.

Parking Reminder

As a reminder, cars parked at Cypress Point Lakes are subject to the vehicle and parking rules. Many cars currently have expired tags. Please check your plates to ensure they have current tags.

Vehicles without current registration can be parked in your reserved space for up to two years ONLY if a notice of Planned Non-Operation is placed on the dashboard. Cars without that can be subject to towing. Cars parked in the open parking or 72 hour spaces have no grace period.

USPS Parcel Box Keys

Some Parcel box keys have been lost and USPS is leaving packages on the front doorsteps. Please be on the lookout for postal packages and remove them quickly.

Laundry Room Prices

We are aware of the increase in laundry prices. The prices were increased without management and board knowledge. We are still trying to work with CSC to get the price dropped down to \$1.50 for wash and \$1.50 for dry. Per the new contract the vendor needs approval prior to any further increases.

Community Reminders

- **Remember to lock all doors and clean the laundry machine, after use. Be respectful to other residents.**
- **No string lights allowed outside of units.**
- **Please do not leave shoes or shoe boxes/racks outside of units.**
- **Do Not leave wet clothes or towels draped over wooden balcony.**
- **Do Not plant or add potted plants in the common area, it kills vegetation.**
- **Do Not bring glass to the spa or pool area.**
- **Do not leave food out for pets, it attracts rodents. Do not feed the wildlife, squirrels, birds, etc.**

Inspection Required: Check for the Original Mixet Valve in Your Bathroom

Some owners have reported that they are having issues with their water temperature and pressure. According to the plumbers, the original and old Mixet valves have cartridges inside that go bad over time. Once this happens it can compromise the water pressure and or water temperature in your unit or the unit of others in your building. We understand many have already replaced their shower/tub valves, but some units still have the original Mixet Valves, which would be attributing to issues in the water to other residents in their building. There are two sample photos below for reference. Owners will need to check or have their plumber's check. We encourage all owners with the old Mixet valves to have them replaced, to ensure you are not contributing to water issues in your building. Let's all work together on this issue!



Old Mixet Valve #1



Old Mixet Valve #2

Reach out to the property manager with any further questions about said valve, tdominguez@communitymanagement.com.

Here's How To Do: Plumbing Repairs in your Unit

If you need some plumbing work done to your unit, the procedure is as follows:

- Make arrangements with your plumber a week or so in advance
- Determine whether your plumber requires the water to be shut off to the building or only to your unit, such as under your sink; if only to your unit, there is no need to involve the Association
- Contact customer service at CMS (408-559-1977) and advise them that you will need to shut the water off to your building between 10 am and 2 pm on a Friday. Water is only shut off on Fridays. CMS will provide you with a notice that must be posted on each banister for the entire building 3 day in advance of the shut-off. Please be sure to follow the instructions on the notice.
- CMS will contact the HOA plumber and make arrangements for the water to be shut off as you requested, at the expense of the Association.
- Prepare notices for each of the units affected and post them at the bottom of the stairs 3 days (72 hours) before water will be shut off.

IN AN EMERGENCY SITUATION

Follow the same procedure as above and give your neighbors as much notice as possible.

It is particularly important that the Association plumber be used to turn the water off and on as there is a procedure to be used due to the re-circulation of the pumps. **If you have your own plumber turn off the water and it is not turned back on correctly, or something gets broken, you will be responsible for the cost of repairs.**

Very Important – We Have Old Plumbing Pipes - Inform Residents

Our community has old plumbing pipes. Do NOT put any wipes down the toilet (even the ones that say “flushable” or “septic safe”). Only toilet paper may be put down the toilet. Also, please do not put any grease down the kitchen sinks, because it clogs the pipes.

Laundry Room Washer/Dryer Not Working?

Please take the following action to request service: 1). Using your smart phone browser, simply log a service ticket using the web page listed on the [machine](https://www.cscsw.com/request-service/) <https://www.cscsw.com/request-service/>. Enter the machine number, fill out the form. It is quick and easy. 2). Scan the QR code on the poster above the washing machines. 3). Call the phone number on the machine. CSC will dispatch someone to come out and make the re-pair. 4). You can alsocs@communitymanagement.com. We will also issue a work order. However, logging a service ticket directly will get the ball rolling faster.



Contact CMS FIRST:

As a homeowner experiencing any maintenance concerns like plumbing, electrical or termites, please call Management first. We can direct you how to handle as it may be covered under the HOA. When in doubt call management to help guide you through the correct protocols.



Important Numbers:



Mountain View Police Dept Contact:
650-968-1661 Emergency /High
Priority: 911 Non-Emergency Crime
Reports: 650-903-6395 Police General
Info: 650-903-6344
Emergency Service after hours:
650-961-2630 Press 3 then 0 to reach
on-call manager

Laundry:

Please be courtesy and clean area when using washing machines and dryers. Be sure to clean up any spilled bleach. When using pods they are to go inside machine and not in drawer.

Clubhouse:

Please do not lock the clubhouse, this is community property and available for all residents to use.

Community Management Services, Inc. Tammy Dominguez, Association Manager

1935 Dry Creek Road, Suite 203, Campbell, CA 95008

Phone: (650) 961-2630 x 126

Email: tdominguez@communitymanagement.com