



# CARLTON SQUARE

*Managed by Keystone 16775 Von Karman Ave., Ste. 100, Irvine, CA 92606*

## MANAGEMENT:

Lanese King, CMCA®, AMS®  
General Manager  
Lking@keystonepacific.com  
(310) 671-0444

## Office Hours:

Monday - Friday, 10 AM - 4 PM

## Emergency & After Hours: (949) 833-2600

## NEXT BOARD MEETING:

Thursday, May 9, 2024 - 7 PM  
Thursday, June 13, 2024 - 7 PM  
Via Zoom: <https://kppm.zoom.us>

Meeting ID: 861 7679 7712  
Passcode: 993635  
Dial In: (669) 900-6833

## GUARD HOUSE:

Manchester: (310) 674-2060  
11 AM - 3 AM

Pincay: (310) 674-2067  
24 hours

## BILLING & ACCOUNT CHANGES:

(949) 833-2600  
Customercare@keystonepacific.com

## ESCROW INFORMATION:

For refinances and sales documents  
must be acquired at  
[www.homewisedocs.com](http://www.homewisedocs.com)

## Residential Sound Insulation Program – City of Inglewood:

Email: [soundinfo@cityofinglewood.org](mailto:soundinfo@cityofinglewood.org)  
Phone: (310) 412-5289

## Board of Directors

President - Lanise Douglas  
Vice President - Brenda Walker  
Secretary - Susie Fritts  
Treasurer - Phyllis Gillian  
Member at Large - Anthony Daley

### **Exterior Elevated Elements (Balconies, Landings, Stairs) Repairs Update:**

Forensix, the third-party engineering firm hired by the association for February's inspections, has crafted a detailed scope of work that outlines repairs needed to fifty-one (51) structures for Phase One of the association's Elevated Elements Repairs Project. The scope of work has been given to four (4) general contractors to develop estimates detailing the cost of repairs for the Board of Directors to review as soon as possible. The Board anticipates receiving these estimates in the next few weeks.

After careful evaluation, it has become apparent that the cost of these repairs may exceed the funds currently available for elevated structure repairs in the association's reserves. In light of this, the Board is considering the possibility of implementing an emergency assessment to cover the expenses associated with these repairs. An emergency assessment is a necessary measure to ensure that essential repairs are carried out promptly and effectively, thus safeguarding the integrity, value and safety of your community.

The Board understands that an emergency assessment is not a decision to be taken lightly, and we assure you that the Board is exploring all available options to minimize the financial impact on homeowners. However, it is crucial to act swiftly to address the repair needs to prevent further deterioration and potential safety concerns, as well as interruptions to financial lending for mortgages and refinances due to Fannie Mae guidelines and lending standards.

Once the Board of Directors selects a general contractor for repairs, a meeting will be scheduled to discuss funding with the Multi-Family Stacked Flat Condominium homeowners. Prior to this meeting, Stacked Flat Condominium homeowners will be provided with detailed information regarding the scope of repairs, estimated costs, a payment schedule, and the rationale behind the need for an emergency assessment.

The Board recognizes that unexpected expenses can be challenging, and we assure you that the Board is working diligently to ensure that any financial burden is distributed equitably and responsibly.

### **2024 ANNUAL ELECTION RESULTS**

The association failed to meet the reduced quorum requirement of ninety-four (94) ballots after two additional attempts on March 14, 2024 and April 11, 2024. This means that current members, Lanise Douglas and Phyllis Gillian, will remain on the Board for a one-year term, and next year all five (5) seats on the Board will be up for election.

### **ROOF REPAIRS**

Management is in the process of scheduling group repairs due to the rainfall in February. The third-party vendor assigned will contact homeowners directly regarding scheduling. As stated in prior communication, please be reminded that interior unit repairs are a homeowner responsibility per the CC&Rs.

### **CLUBHOUSE RENTALS**

Please be advised that clubhouse rental requests must be made six (6) weeks in advance, and only completed applications will be presented to the board for consideration. The clubhouse fee is \$100, the deposit is \$400, and the general liability limit for the insurance rider must be at least \$100,000. Please remember to provide management with two (2) separate checks, made payable to Carlton Square HOA for the fee and deposit, and please remember that the insurance rider is a separate policy for the day of the event. Management cannot approve exceptions to the rental rules.

### **WASTE MANAGEMENT AND BULK TRASH PICK-UP**

Proper waste disposal is key to a clean and hygienic community. Remembering and adhering to scheduled waste collection days not only keeps our surroundings clean but also supports sustainability efforts by ensuring proper recycling and disposal practices. Please do not leave loose trash in common areas and at the enclosures; if a dumpster is filled to capacity, please dispose of your trash in a different dumpster. **Please remember to call the City of Inglewood at (310) 412-5333 to confirm bulk trash pick-up schedules prior to placing bulk trash in the enclosures.** Management has reached out to the City to arrange a site visit for improvements to the trash removal process at Carlton Square.

### **PETS AND DEBRIS**

All pet owners are responsible for cleaning up any pet excrement or other unsanitary conditions caused by their pets on their property and in the common area of the community. Please utilize the doggie walk bags provided in the stations throughout the community and dispose of your pets' excrement in the designated trash receptacles.

### **HOME RENOVATIONS - ARCHITECTURAL APPLICATIONS MANDATORY**

Homeowners wanting to renovate their homes (both patio owners for yard modifications, and stacked-condo owners for interior modifications) must submit an architectural application and receive written approval prior to beginning a project. For Patio Homes, no bearing walls, ceilings, floors or other structural or utility bearing portions of the buildings shall be pierced or otherwise altered or repaired, without the prior written approval of the plans for the alteration or repair by the Board of Directors.

For Stacked Flats, **do not open the walls of your unit without architectural approval.** Also, installation of hard surface flooring, and any changes that might increase the structural load, must be submitted to a structural engineer and approved by the Board of Directors. These items include, but are not limited to, flooring changes (e.g., ceramic tile, marble, granite, hardwood, etc.) and items such as pool tables or pianos. Please note it is required to install an underlayment of at least an 1/2 inch before installing new flooring. Specifications for the proposed underlayment must be provided to management before installing flooring, and an inspection of the installed underlayment may be required before hard flooring is installed on top.

Failure to install proper underlayment may cause noise nuisances, and the owner being called to a hearing before the Board of Directors which may result in assessment of fines, and the flooring removed at the owner's expense to install sufficient underlayment.

### **THIRD-PARTY VENDOR INSPECTIONS**

Many of the association's third-party vendors have reported that homeowners have not been returning their calls regarding appointments.

Because management does not schedule or control scheduling by third-party vendors, please note the following:

**Third-party vendors may call from unknown numbers.** If you do not answer, and the vendor cannot leave a message, you will miss an opportunity to schedule an appointment as soon as possible. Please do not immediately call management because you "missed a vendor." Vendors have been asked to leave messages with their contact information for homeowners.

**Third-party vendors will provide a range of time for an appointment.** If you cannot be available for more than one (1) hour to meet with a vendor, please schedule the appointment for another day.

**Third-Party vendors may provide next steps.** Please do not call management to negotiate repairs or debate what should or should not be done. Certain association repairs, i.e., water remediation, are performed in several steps per best practices for your safety and to protect the association from liability.

**Third-Party vendors will not have estimates to management by the next business day.** Please do not call management for an update on your estimate and repair immediately after an inspection. The vendor will not present an estimate that quickly, and management has the Board of Directors review estimates at board meetings.

### **HOMEOWNER RESPONSIBLE REPAIRS**

There has been an increase in calls to management regarding non-association related repairs. Please note the following:

**Patio Homes:** Plumbing/Pipes that service your homes exclusively are a homeowner's responsibility to repair, not the association's responsibility. If you contact management for a plumber, the cost of inspection and repairs must be paid by you or the resident at the time of service. If the association's third-party plumber bills the association, due to a refusal to pay, the homeowner will be invited to a hearing to have the cost assessed to his/her account by the Board of Directors.

Windows and doors are also a homeowner's responsibility to maintain and repair. Homeowners who have asked the association's third-party roofer to seal any windows and doors (patio doors included), will be invited to a hearing to have the cost assessed to their accounts by the Board of Directors.

**Multi-Family Stacked Flats:** Plumbing/Pipes that service your units exclusively are a homeowner's responsibility to repair, not the association's responsibility to repair. Homeowners in upper units are responsible for the cost of repairs to pipes that service their units exclusively. The association is NOT responsible for repairs due to refusal of upper and lower units to coordinate repairs.

### **LEASING UNITS**

On February 29, 2024, the Board adopted Rental Rules which caps unit rentals to 25% (18 units at one time). The cap helps the association comply with lenders' guidelines, prevent transient tenancy, and avoid increased insurance premiums. The association is currently at 33%, and the cap applies to homeowners who purchased as of February 29, 2024.

Please further note that owners are responsible for the conduct of their tenants. Management is not responsible for managing, fielding, or otherwise responding to tenant complaints. Tenants must direct any and all complaints or concerns regarding their Unit to the Owner. To the extent said complaints or concerns involve the Common Area or otherwise implicate the Association's duties and responsibilities, the Owner may direct them to management, so that the Association can respond or address it accordingly. Tenants must provide access to the Unit for the Association to investigate damage, including water intrusion/leaks, and effectuate maintenance/repairs as necessary.

Tenants need their owners'/landlords' permission to purchase additional key FOBs and obtain additional car decals from management.