

THE CROSSINGS The Signal

JANUARY 2019

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www.walnutcountry.com

President's Corner
(Page 3)

Safety & Security
(Page 4)

WCST Chili Cook off
(Page 6)

PROBLEMS WITH AUTOMATIC PAY FOR HOMEOWNER DUES

If you have your monthly homeowner dues paid automatically through a banking or credit institution there is a chance your December payment was either declined or refunded to you. This was due to an error on Union Bank's side and is simple to resolve. If your payment was rejected or returned, you will still need to submit payment for the month of December.

If you use Union Bank's payment system, please be aware that payments scheduled for December and beyond will not be processed unless you signed up with the bank's new system. If you want to use Union Bank's system, the company has offered the following instructions:

1. Go to hoabankers.com
2. Enter your login ID and password
3. Go to the Payees tab and select Edit Automatic Payments and Alerts
4. Cancel recurring payments by selecting the Cancel button

Next, re-register to set up future recurring payments:

1. Go to HOAbankservices.com
2. Select Online Payments for Homeowners
3. Click Sign-In or Register to make one-time or recurring eCheck payments

If you use a different company to pay your monthly dues and your payment did not go through, please contact your financial institution to have your December payment reauthorized and resent. If you are unsure if payments have gone through, you can call or email the business office for a brief summary of your account.

CHOA 2018 EVENTS CALENDAR

Included as an insert in this month's edition of the Signal, is the schedule for all of the upcoming CHOA events in 2019. We saw record breaking turnouts for some of our larger events this year, as well as overwhelming positive feedback to then new, now returning, Concert on the Belt. For more information about each event, please refer to the Events Calendar Insert. If there are any changes to one or more of these events, we will be sure to share the details in the Signal, eSignal, and on our website. Please note that some of our events are space limited and RSVPs are on a first come, first serve basis. If you did RSVP to a space limited event and are no longer able to make it, please cancel your RSVP online or contact the Business Office so that we can make room for anyone on the waiting list. For all events that require RSVPs, sign up at the link below:
www.Walnutcountry.com/RSVP



Treasurer's Report (Year To Date)

BALANCE SHEET as of November 30, 2018

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Current Assets

Cash Operating Acct.	\$438,013
Cash Reserve Acct.	\$2,171,134
Receivables	(\$4,592)
Prepaid Expenses	\$4,374
TOTAL CURRENT ASSETS	<u>\$2,608,929</u>

Current Liabilities & Capital

Liabilities	\$75,283
Reserves	\$2,147,626
Owner's Equity	\$405,541
Income	(\$19,520)
TOTAL CURRENT LIABILITIES & CAPITAL	<u>\$2,608,930</u>

Year-To-Date BUDGET REPORT

	Actual	Budget	Actual Over (or under) Budget
Total Revenues	\$1,333,915	\$1,361,283	\$27,368
Operating Expenses			
Payroll/Benefits/Taxes	\$126,975	\$130,163	(\$3,188)
Management Expenses	\$171,780	\$176,913	(\$5,133)
Office Equip/Supplies	\$29,825	\$26,213	\$3,612
Professional Services	\$22,312	\$19,338	\$2,974
Facilities Repair/Maint.	\$264,455	\$242,165	\$22,290
Insurance	\$47,154	\$57,321	\$10,167
Security Expenses	\$33,279	\$44,363	(\$11,084)
Tax & Licenses	\$9,170	\$11,814	(\$2,644)
Utilities	\$189,514	\$181,239	\$8,275
Recreation	\$36,386	\$28,402	\$7,984
Miscellaneous Expense	\$8,637	\$2,189	\$6,448
Capital Acquisitions	\$19,008	\$36,663	(\$17,655)
WCST Expenses	\$117,236	\$132,924	(\$15,688)
Reserve Expenses	\$277,706	\$277,706	\$0
Total Operating Expense	\$1,353,437	\$1,367,413	(\$13,976)
Net Income	(\$19,522)	(\$6,130)	(\$13,392)



Happy New Year!

Rhiannon Harris, General Manager

The Crossings Business Office
925- 687-9961
Businessoffice@Walnutcountry.com

President's Corner – January 2019

As we enter the new year, we can take pause over the many 2018 accomplishments and activities of another successful year in Walnut Country – The Crossings.

After a year of well-attended and fun activities including our Wine Tasting, Spring Festival/Safety Fair, the new “Concert on the Belt”, Back-to-School Fall and Winter Holiday Celebration, we closed out with our last community event of the year - our **second Crossing New Year's Eve Party**. We had a great time and great attendance. Check out the insert in this edition of the Signal to see the **calendar of events for 2019**.

Looking back at 2018, we had a change in our association's management. Pat Magee retired and we brought in Rhiannon Harris as our new General Manager and hired Stephen Sulyma as her full-time assistant and Clubhouse Supervisor. Rhi brought her industry expertise while Stephen brought his knowledge of several years working in for us.

We also continued to manage and improve our property with our committees and projects during 2018 including:

- Coming in close to budget and developing our 2019 budget to keep our monthly dues level at \$97/month. This included a comprehensive review of our liability and insurance needs to reduce risk to all homeowners as well as our reserves to insure we have planned well for the future.
- Our Landscape committee had a great year with the completion of the South Slope pilot project and beginning the final stages of our main greenbelt irrigation upgrades.
- Our Architectural Committee which has undergone change in both leadership and committee makeup and continues to refine processes and increase training.
- Our Safety and Security committee has brought great information to our homeowners in helping them be safe and secure with their most recent effort being our Wildfire Seminar in October.
- Our Board of Directors welcomed two new members. Marc Buchanan returned to the Board and Dave Stelter has joined as a new member bringing us to full strength with 7 members.
- Facility improvements including:
 - Completion of the East Pool renovation to make it look great and last long into the future.
 - Completion of our new security fob program providing better control over our pools and tennis facilities.
 - Completion of renovations for the Tennis Backboard area by the lower tennis courts.
 - Completion of emergency renovations to address issues at the Walnut Country Preschool

We'll keep you abreast of our plans and activities in the coming year. We are working to bring the Board together for a planning session in January where we will work to establish our working norms and plans for 2019. We also invite you to join us this year for one of the monthly Board of Directors' meetings. It's a great way to stay informed and involved. On that note, please join us on January 24th for our next regular monthly BOD meeting.

I wish you all a Happy and Prosperous New Year! Until next month...

Mark Weinmann, President

*** SAFETY & SECURITY ADVISORY COMMITTEE ***

TIPS FOR PREVENTING PACKAGE THEFT

In the last month, several residents have had delivered packages stolen from their doorsteps, and mail stolen from their mailboxes. If you see a suspected theft in progress, call Concord Police dispatch at (925)671-3333. If your package was stolen, please fill out a police report online. The police need to know there is a problem at the Crossings so that they devote more time to patrolling here.

Remember, CHOA's security company is not responsible for activity on Concord city streets where packages are delivered; the security company only patrols CHOA's shared facilities and grounds. Also, the Business Office will not hold packages of any kind for residents.

Some tips to ensure your package is secured

Have the package delivered to work, a friend, a neighbor, or a local carrier store. Try using different delivery options during the high-crime season. Have packages delivered where someone can accept them such as work or by a neighbor, or require a signature for delivery. Also, consider using the carrier's local store for a delivery address and picking it up there.

Signup for the USPS scanned email program called Informed Delivery. The USPS will scan letters being delivered to your mail each day and send an email to you with their images. This service is free and available at: <https://informedelivery.usps.com/box/pages/intro/start.action>

Leave a note. Delivery drivers may honor requests to place packages behind a gate, shrub, or other location; residents should contact their carrier. In some cases, a note on the door is enough.

Track packages. Package tracking has come a long way with online features. Setup alerts to your phone or email so you know when the package is en route. You will know when it is at your door to pick it up yourself or ask a neighbor to grab it.

Amazon locker. If you purchase items from Amazon, consider having it delivered to an Amazon Locker located in a local Safeway or Whole Foods. When it's there, you'll receive a code to open the secure locker and pickup your item.

Reward

The Board of Directors is prepared to pay up to \$2,000 for information leading to the arrest and conviction of anyone who willfully destroys or damages association property, including graffiti. If you know of or see someone using a marking pen, paint pen, or spray paint, etc. to deface property within The Crossings, please contact the CHOA Manager at 925-687-9961 or email businessoffice@walnutcountry.com.

Important Telephone Numbers

POLICE (Non Emergency)	925-671-3220
First Security	877-900-1110
CHOA Business Office	925-687-9961
Clubhouse Office	925-825-0250
CC Emergency Med Services	925-646-4690
CC Water District	925-688-3158
CCC Fire Protection District	925-941-3330
CC Animal Services Dept.	925-335-8300
PGE- Electrical Outage	800-743-5002
PGE- Gas	800-743-5000
Concord Code Enforcement	925-671-3075
Sgt. Nick Boccio	925-671-5083

FALLEN BRANCES IN GREENBELT

Recently we have noticed a number of large branches falling from trees in the Greenbelt. If you spot a large fallen branch in the common areas, please report it to the Business Office (925) 687-9961. We will forward that to the landscape crew and they will remove the debris the next chance they get.



Stephen Sulyma, Recreation Director

Clubhouse Office

925-825-0250

recdirector@walnutcountry.com

[Walnut Country Book Club](#)

For more information about the Walnut Country Book Club go to:
info@berkshire-books.com or call the Clubhouse at 925-825-0250.

The following books have been chosen by Book Club members for...

January 15th: *Sapiens* by Yuval Noah Harari

ALL ARE WELCOME TO JOIN US IN THE CLUBHOUSE @ 6:30PM

I 
Book Club



- [WE'RE IMPRESSED](#) *

4420 Canoe Birch Ct

Great job everyone and thank you for helping make the Crossings a great place to live!

Thank you

[View From The Clubhouse](#)

How's it been 2019,

Ah, a new year, a new opportunity to finally fulfill last year's resolutions, better late than never right? 2019 is set to be an exciting year for CHOA with new events, upcoming projects, and a renewed sense of vigor. We here at the Clubhouse are enjoying the last couple relaxing months of winter, before the warm weather hits and the pools open back up.

Speaking of pools, if you or someone you know is interested in Lifeguarding for CHOA this summer, let them know that we are hiring. Applications can be picked up at either the Clubhouse or Business Office. For more information about lifeguarding, please be on the lookout for a larger article in next month's Signal or get in contact with me through the email address and phone number in the header of this page.

-Till next time,

Stephen Sulyma
Clubhouse Supervisor

[Friendly Reminders](#)

- The Landscape Committee has moved from monthly, to quarterly meetings, and will reconvene on March 4th at 7PM.
- The Business Office will be closed on Monday, January 21st in honor of Martin Luther King Day, The Clubhouse will be open for its normal hours of operation (12PM–8PM)
- Please be sure to take down any and all holiday decorations by the end of January, as per the CHOA Rulebook.

Recreation, Preschool & Communications News

Walnut Country Preschool

We had a wonderful December learning about holiday celebrations around the world, including our own celebration here at school with singing, treats and a visit from Santa! January will be a busy month at preschool and our students are looking forward to learning about all things winter!

We would like to invite all prospective students and families join us for **OPEN HOUSE** on Monday, **January 14, 2019 from 7-8pm**. Currently enrolled students, alumni and families are always welcome as well! **Registration begins January 28th**. We encourage you to register early as space is limited and classes fill up quickly. We look forward to seeing you there!

Walnut Country Swim Team

Chili Cook Off Announcement!

Please join us on January 27th for the 5th Annual Chili Cook-Off fundraiser benefiting the Walnut Country Swim Team. This event is open to all neighbors, friends, and family - the more the merrier!

Entry is \$10 for adults for All You Can Eat chili, cornbread, and soda and \$5 for kids for chili or pizza.

Join in the fun and enter your award winning chili recipe for a chance to win prizes and 2019 Chili Champion bragging rights.

To enter the Cook-Off please email: wcstfundraiser@walnutcountry.com Email soon - we always have GREAT participation and we want to hold your spot! PLEASE INVITE FRIENDS, NEIGHBORS AND FAMILY. This is a fundraising event so hope to see you there!

CHOA Holiday Lights - Tell Us What You Think

This year saw the addition of new holiday lights around the Business Office, Clubhouse, and both monument signs at the east and west entrances. They have been on nightly since the day after Thanksgiving, as well as during special events at the Clubhouse such as the Haunted House or Election day. If you have any comments, compliments or critiques of the holiday lights, please send an email to recdirector@walnutcountry.com to let us know. The owner of the company that installed the lights is a Crossings resident and we would love to pass on the good news to them.

Gophers in the Greenbelt

We have noticed an uptick in gopher holes in the Greenbelt and Dog Park. Gophers have become an increasingly pervasive the past months and we have been trying different methods to combat the pests. We will continue our efforts to clear common areas of gophers and gopher holes, while preserving the beauty of our land.

Walnut Country Signal

Senior's Potluck Dinner

Join the group for a **Winter Wonderland** potluck on Wednesday, January 9, 2019, 5:30 p.m. in the Crossings Clubhouse.

If you would like to attend as a first-time guest, call Ken Cellini, Leader (925/ 798-7839), before 1/4/2019 to reserve your seating and get a food assignment.

New members are always welcome!

Next Potluck: Wed, February 13, 2019

Interested in CHOA gear

We just replenished the Walnut Country/The Crossings logo tee shirt and baseball hat inventory! They can be purchased at the Clubhouse office between the hours of 12–8pm Monday through Saturday and 12–6pm on Sundays.

Cotton T-Shirts: Adult sizes small to XXL - \$20
Cotton T-shirts: Youth sizes small to XL - \$15



Limited Edition Haunted Clubhouse shirts are also available in select sizes. \$15 each, all proceeds will go toward next year's budget for the haunt!

Want to Rent the Clubhouse?

Rental rate is \$350 for the lounge area (up to 8 hours). Game room is an additional \$50 and use of the fully equipped downstairs kitchen is an additional \$75.

Conditions apply including:

- Serving alcohol requires hiring and paying for a security officer.
- Certificate of Insurance (COI) is required.
- If you book a party you **MUST** be present during the entire party.
- The resident who books the party is responsible for what takes place during the entire event.

To reserve a date you must put down a \$500 security/cleaning deposit.

All fees and paperwork are due at least two weeks prior to your event.

To reserve the Clubhouse, or for inquiries concerning renting the Clubhouse, please call: **925- 825-0250**

Or Email

+

Recdirector@walnutcountry.com



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