



March 2018

EDEN SHORES *Living*

The Newsletter of the Eden Shores Homeowners Association ■ The Bay, The Breakers, and The Cape

FROM THE PRESIDENT

Dear Eden Shores Homeowners,

Happy Year of the Dog! The Board wishes you a year of good health and prosperity!

I am happy to inform you that the Board is installing a new solar power system for the community pool and clubhouse. Currently, the design is completed and is awaiting approval from PG&E. We anticipate the project will be completed by this summer.

On March 6, 2018, a cluster mailbox unit was vandalized while another was stolen. Our Board Secretary posted information regarding these incidents on the Eden Shores HOA web page. Please visit <http://theedenhores.org/> to get updated information on mail theft, along with other current events in our community.

Mail theft, package stealing, and identity theft are major challenges not only at our Eden Shores community, but a growing national problem. The U.S. Postal Inspection Service is the federal law enforcement, crime prevention, and security arm of the U.S. Postal Service. In 2016, the Postal Inspection Service reported over 5,351 arrests and around 4,400 convictions related to postal crimes, primarily those involving mail theft, fraud and prohibited mailings. They helped recover misappropriated or stolen mail transport equipment worth more than \$1.6 million, including the recovery of 25,677 pallets. Total mail theft arrests made by USPS Office of Inspector General (OIG) special agents and postal inspectors combined in one year was 2,876. USPS internal staff make up a significant portion of the arrest. An investigation conducted by OIG from October 2016 through September 2017 found 1,364 internal mail incidents, resulting in 409 arrests, leading to 1,178 administrative actions, and costing approximately \$3.2 million in monetary benefit for the Postal Service

While mail theft is a growing problem, there are some things residents can do to protect against it.

Here are some helpful tips:

- Hand your mail directly to your local USPS postman, or make a drop off at your local Post Office.
- Make checking your mailbox part of your daily routine by pick up your mail regularly and right after the daily delivery. If possible, don't leave letters in the cluster mailbox overnight.
- Don't send cash, valuable, or sensitive information through the mail.
- Alert USPS if you are going out of town by filing online vacation hold notice.
- Contact USPS if you don't receive a check or other piece of valuable mail you're expecting.
- Keep a watchful eye and report any suspicious activity to USPS, the police, and Eden Shores Board. Watch your cluster mailbox unit for suspicious characters. Report any suspicious person driving around, loitering, or behaving strangely around your mailbox. Take pictures of the license plate of the suspicious vehicle and report to the police.
- Install a security camera to cover your cluster mailbox. Your cluster box unit (CBU) is not owned by Eden Shores HOA (see ES HOA CC&R and Current Reserve Study). Each of the 42 CBU is owned and shared by 10 to 16 of your neighbors, so it is your responsibility to protect your CBU. As a suggestion, homeowners should consider installing a surveillance camera around their CBU to deter criminal activity. A one-time camera installation is roughly \$10 per home should the cost be shared among all members of a CBU. Each homeowner can connect to the camera via smart phone or home wi-fi system to monitor for suspicious activity.

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STREET PARKING ENFORCEMENT

The streets and roadways in the community are public. Therefore, enforcement of restrictions regarding the parking of vehicles is enforced by the Hayward Police Department (HPD). Examples of restrictions enforced by HPD include the citation and removal of abandoned vehicles, vehicles without current registration, and the storage of vehicles on the street. Requests for enforcement should be reported to HPD by calling (510) 293-5140 and leaving a message on the voicemail provided.



TRASH CONTAINER & PROHIBITED VEHICLES REMINDER

Please be aware that trash containers cannot be visible from the street other than the night prior and day of trash service pick-up. Please be sure to store your trash containers behind the fence or in your garage. Monthly site visits are being conducted and you will receive a warning letter if you are in violation, so please make sure you are storing your containers in the appropriate place. A second warning will result in you being called to a hearing with the board of director's and a possible fine on your account.

Please review Article II Section 2.8 of your CC&Rs for more information.

Please be aware that the following vehicles are not permitted:

1. Recreational Vehicles
2. Commercial Vehicles
3. Buses and Vans
4. Vehicles with more than 2 axles
5. Trailers
6. Inoperable Vehicles
7. Aircraft
8. Any vehicle deemed a nuisance by the Board

Please review Article II Section 2.5.2 of your CC&Rs for more information.



What is Suspicious Activity?

- Unusual persons / vehicles in the area without a purpose
- Unknown persons looking into cars / residential windows
- Unusual door-to-door sales solicitation
- Unusual traffic at all times of the day to one residence
- Excessive / unusual dog barking

If you see any of the above, please contact the Hayward Police Department immediately.

UPCOMING BOARD MEETINGS

May 16, 2018
August 15, 2018
November 21, 2018

Board Meetings are held at the clubhouse at 7:00 p.m.

**VISIT
WWW.THEEDENSHORES.ORG
FOR MORE FORMS,
DOCUMENTS, AND OTHER
HELPFUL INFORMATION**

IMPORTANT CONTACT INFORMATION

BOARD OF DIRECTORS

David Huang, President
Maria Adas, Vice President
Candy Chen, CFO
Julius Willis, Secretary
Ken Kinzler, Director

president@theedenshores.org
vicepresident@theedenshores.org
cfo@theedenshores.org
secretary@theedenshores.org
directorken@theedenshores.org

COMMITTEES

Common Area Facilities
Design Review
Elections
Finance
Governing Documents Amendments
Landscape
Neighborhood Watch
Predator Management
Social

facilities@theedenshores.org
designreview@theedenshores.org
elections@theedenshores.org
finance@theedenshores.org
amendments@theedenshores.org
landscape@theedenshores.org
neighborhoodwatch@theedenshores.org
predator@theedenshores.org
social@theedenshores.org

Clubhouse Manager
HOA Handyman
Webmaster

clubhousemanager@theedenshores.org
facilities@theedenshores.org
webmaster@theedenshores.org

NEIGHBORHOOD ASSOCIATION MANAGEMENT, INC.

(Street light outages, enforcement matters, billing and assessment inquiries, and other concerns)

Office:
Fax:
Email:
After-Hours Emergencies:

(925) 243-1797
(925) 243-1798
Lzuniga@neighborhoodam.com
(925) 243-1797, Opt. 8

WWW.THEEDENSHORES.ORG

(Clubhouse reservations, access card requests, home improvements, and other forms and documents)

STREET PARKING ENFORCEMENT

Hayward Police Department - Parking Enforcement
Non-Urgent Police Line

(510) 293-5140
(510) 293-7000

Neighborhood Association Management, Inc.
PO Box 10968
Pleasanton, CA 94588
925-243-1797 Office • 925-243-1798 Fax
www.neighborhoodam.com

LETTER FROM THE PRESIDENT

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In the unfortunate event your mail is stolen or mailbox is damaged, please follow these steps:

1. If you see mail theft in progress call the Hayward police 9-1-1. If the mail theft has already occurred where there is no injury or danger is considered non-emergencies, then report the incident to the Hayward Police Communications Center by calling 510-293-7000, then call Federal Postal Inspectors (not local post office) at 877-876-2455 (press 3). File a police online report (Access Hayward) to get the incident down on record. Be sure to contact your local post office by calling 800-275-8777, or visiting 24438 Santa Clara Street, Hayward, CA 94544. Be sure to make arrangement for interim mail pick up procedures.
2. Set a fraud alert. Contact one of the three major credit bureaus — Equifax, Experian or TransUnion — and receive a notice if any inquires on your credit are taken out in the next three months.
3. Monitor your credit report. Scour your credit report for signs of identity theft. Obtain a free report each year from annualcreditreport.com. Check for any suspicious activity, and dispute fraudulent items.
4. Consider a getting a USPS Post Office box. Thieves are more likely to target unwatched neighborhood cluster boxes than those inside the highly-monitored Post Office. If your mail has been stolen repeatedly, a more secure solution could be the best option.
5. Consider use Smart Package Lockers or Convenience Store. To avoid your Amazon package being stolen from your front porch, use Amazon Locker. Amazon now allows you to pick up your delivery in Amazon Locker in selected locations across the country with a unique code, which you can punch into the machine to retrieve your package. When putting down your shipping address on Amazon, check out if the Amazon locker is available in your region or not. If so, the Amazon locker will be the safest and convenient place to secure your Amazon package.
6. Use the UPS Store, check the availability of lockers in nearby convenience stores, kiosks or buy your own digital locker to secure your package or share a cluster locker with your neighbors.

David Huang
 President Eden Shores HOA
<http://theedenshores.org/>

10 REMINDERS FOR YOUR COMMUNITY

1. Please keep trash, recycling & compost bins out of sight except the night before and day of trash pick-up.
2. Mobile basketball hoops are not permitted in the community.
3. Holiday lighting and décor is limited to 45 days prior to the date of the holiday and must be removed within 30 days after the celebrated holiday.
4. No shed, carport or temporary building is permitted without the prior written or consent of the Design Review Committee.
5. To change the color of your home, please submit an Architectural Improvement Application Form (which can be found on www.theedenshores.org) and email to Lzuniga@neighborhoodam.com. If you're painting your home the same HOA approved color, no application form is necessary.
6. If you would like to change the color of your fence, or if you've already changed the color of your fence, please submit an Architectural Improvement Application Form so the board can review the color.
7. Please do not store items on your front porch or the side yard area in front of your fence.
8. Please review Article II, Section 2.5 of your CC&Rs as a reminder of Authorized Vehicles and Prohibited Vehicles for your community.
9. Please remember to clean up after your pets.
10. Please do not leave unregistered, inoperable vehicles in your driveway or on the street.

THANK YOU!!!

