



# CREEKSIDE CONNECTION

Email: [creeksideinfo@nextstepcommunities.com](mailto:creeksideinfo@nextstepcommunities.com)

## OCTOBER 2023 BOARD MEETING HIGHLIGHTS

The Creekside Community Master Association Board meeting was held on October 11, 2023, at 6:00 PM at the Tennis Courts.

The Board approved Safeguard on Demand for community patrol services.

Internet Wi-Fi Extenders was approved for all three (3) pool facilities.

The Board agreed to reverse last months approval for the upgrade of the Tennis Court lights in the upper lot to save on association costs.

Annual Tree Trimming and Removals was approved with Brightview Landscape as they matched a lower cost saving the association \$28k.

Please note, no other proposals were approved.

Homeowner Forum was held.

Executive Session was held immediately following the General Session and appropriate actions were taken.

The next Board meeting will be held on November 08, 2023, at the Tennis Courts at 6:00 PM.

## Introducing Your New Community Patrol:



**SAFEGUARD**  
**On Demand**

We are thrilled to announce an exciting update within the community – the selection of a new community patrol service. Safety and security is a crucial component of maintaining a secure and peaceful community. The selected patrol service is highly experienced and well-equipped to address a range of security and safety issues.

Here's what to Expect from Patrol.

*Increased Visibility:* The patrol will be a visible presence in the community, serving as a deterrent to potential security threats.

*Security Checks:* Regular security checks of the common areas and pool facilities within the community will be conducted to identify and address any potential issues.

*Community Engagement:* Patrol will work closely with the community to foster a sense of trust and cooperation, and they will be available to address security-related questions or concerns you may have.

While the community patrol is here to serve and protect, a collective effort is the key to a secure and thriving community.

Here's how you can contribute:

*Stay Informed:* Keep an eye on community updates and security notices to be aware of any issues or concerns.

*Report Any Suspicious Activity:* If you see something unusual or concerning, please report it to patrol. Your vigilance can make a significant difference.

*Cooperate with Patrol:* Respect and cooperate with patrol team as they work diligently to keep the community safe.

Safeguard on Demand is expected to start in the near future. Please be on the lookout for more information soon to come!

November 2023 Edition



## CALENDAR

08th – Board Meeting

## IMPORTANT ASSOCIATION CONTACTS

For life-threatening emergencies call 911.

### MANAGEMENT

Next Step Community Management  
3200 Guasti Road, Suite 100  
Ontario, CA 91761

[Creeksideinfo@nextstepcommunities.com](mailto:Creeksideinfo@nextstepcommunities.com)

800-562-3885

Report all Association issues by filling out the report form on the AppFolio > Shared Documents

For issues requiring immediate attention, call 800-562-3885 24 hours a day.

### Police Non-Emergency

909-395-2001

### Police Emergency

911

### Fire Department Non-Emergency

909-983-5911

### Animal Control

909-623-9777

### Ontario Code Enforcement/Vehicle Violations

<https://report.ontarioca.gov/>.

909-395-2278

### Abandoned Shopping Carts

800-252-4613

Report all graffiti on HOA property to Management with location and pictures if possible.

## MEMBERSHIP LIST

The Association is required to send out a membership list upon a valid request from a member. This list includes the member's name, address and contact information. You may opt out of your information being shared by sending your request in writing. Your request may be made via email or regular mail but must be made in writing. To opt out, please email or mail Management at the contact information above.



# CREEKSIDE VILLAGE EAST COMMUNITY NEWS

## Ontario Police Department Community Open House

We are excited to extend an invitation to all residents of Creekside Village East for a special event with Ontario Police Department's 2nd Annual Open House! The Board of Directors are dedicated to building a strong partnership with the local police department, and this open house is an opportunity for you to get to know your local law enforcement team better. An informed and engaged community is a safer and stronger one! Enjoy the opportunity to take a station tour and see SWAT vehicles, Air Support helicopters, motorcycles, and so much more! Please join Ontario Police Department on Saturday, October 21, 2023, from 10 AM – 2 PM located at 2500 S. Archibald Avenue.



## Neighborhood Watch Meeting

The Creekside Community Master Association is built on the values of safety, unity, and looking out for one another. Please join the next community event, The Neighborhood Watch Meeting, presented by the Ontario Police Department Crime Prevention Unit that will be held on November 7, 2023, from 6 PM – 7 PM located at Pool 1 – Tennis Courts. During the meeting, you will get to build stronger relationships with your neighbors, as well as neighboring communities such as Creekside West who will be joining in. It's not only about security but also about fostering a sense of community and support. You'll receive updates on local safety concerns, and the best practices for keeping the community, your property, and loved ones secure. By participating, you are taking an active role in making the community a safer place.

## Community Pool Facilities Rules & Regulations Reminder

- Key FOBs are required to enter the pool gate. Please DO NOT let anyone into the pool area if they do not possess a Key FOB.
- Pool IDs are required to access all pool facilities.
- Each resident/family is entitled to no more than four (4) guests in the pool/spa/tennis court.
- All minors MUST be accompanied by a responsible adult (18 Years or Older).
- The pool facility hours are from 6 AM – 10 PM.

## Fact or Fiction

The Creekside Community Master Association is NOT affiliated with any social media platforms or accounts. While we understand that these platforms can be useful for communication and community updates, it's important to note that any online presence purportedly representing the association is not officially recognized by the homeowner's association and we encourage residents to rely on verified sources.

## NEXT STEP COMMUNITY MANAGEMENT

In order for management to properly track and ensure a fast response time, we ask that homeowners use the AppFolio portal to submit maintenance requests, and/or architectural requests. You can also pay your assessments through AppFolio and if you have a smart device (which most of us do), you can download the app and do all of the above from the convenience of your phone. The portal allows us to ensure a prompt response.

Our community managers are out in the field and in meetings and emailing them directly may not result in a fast turnaround time; however, we have a team who is tasked with responding to all AppFolio requests and any emails sent to [creeksideinfo@nextstepcommunities.com](mailto:creeksideinfo@nextstepcommunities.com).

Additionally, if you proceed to the AppFolio menu selection and click on Shared Documents, you will be directed to a list of subfolders that consist of the associations governing documents, architectural applications and guidelines, as well as meeting minutes and so much more!

If you would like to submit a complaint regarding a common area issue, homeowner issue, vendor issue, etc., we ask that homeowners complete the Member Report Form which can be found in the subfolder General Association Documents.

If you must email, please email [creeksideinfo@nextstepcommunities.com](mailto:creeksideinfo@nextstepcommunities.com) and a team member will respond within 48 business hours - if not sooner! If you need an immediate need, please call 800-562-3885. We may still ask you to submit a request through the portal, but we will handle it immediately.

We want to ensure you are receiving a timely response and have your needs addressed.