LADERA RANCH



RESIDENT

WELCOME PACKET

WELCOME

Welcome to Ladera Ranch!

As a homeowner, you are automatically a member of the Ladera Ranch Maintenance Corporation (LARMAC), which maintains the community's amenities, landscaping, and governing standards in partnership with the Board of Directors and FirstService Residential.

Ladera Ranch is also supported by Ladera Ranch Community Services (LARCS), which brings the community together through events, recreational programs, volunteer opportunities, and communication via LaderaLife.com and the Roots & Wings magazine.

We encourage you to visit LaderaLife.com, your hub for:

- Community events and programs
- Board meetings and important updates
- Volunteer opportunities and community resources

To get started, be sure to:

- Apply for your Member Access Card
- Set up your LaderaLife.com login

Welcome—we're glad you're here! Let's get started!





MEET THE TEAM

Ladera Ranch Maintenance Corporation

LARMAC

contact.larmac@laderalife.com

We care for Ladera Ranch's parks, trails, clubhouses, and shared spaces so you and your family can enjoy them every day. We also support residents through the architectural review process for home improvement projects and help uphold community guidelines to keep Ladera Ranch welcoming and well-maintained.

We work together!

Ladera Ranch Community Services

LARCS

contact.larcs@laderalife.com

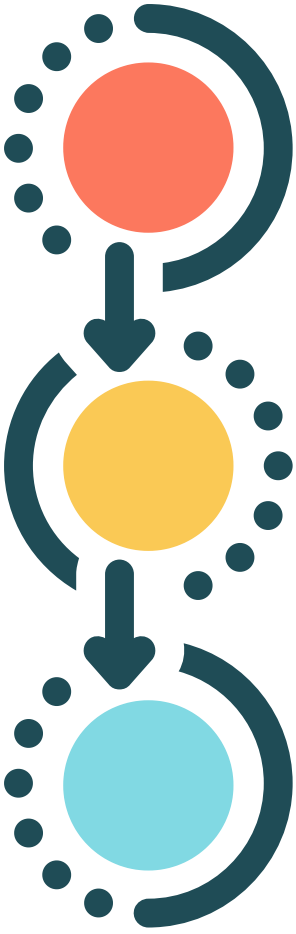
The lifestyle side of Ladera Ranch - We're here to help neighbors connect, build friendships, and create lasting memories.

From community events and activities to volunteer opportunities, LARCS brings residents together and makes it easy to get involved. We also keep you informed through LaderaLife.com and our community publications, so you'll always know what's happening around town.



GETTING STARTED...

We're excited to help you get set up with access to all of Ladera Ranch's amazing amenities, along with your account on our community website, LaderaLife.com.



Gather Your Documents

- Your Grant Deed or Final Closing Statement
- A photocopy of your picture ID(s). Your ID must match the name on the Grant Deed or Final Closing Statement
- A headshot of each resident who would like an access card (a quick selfie works great!)
    - Homeowners receive their first two access cards at no charge. Additional cards, replacement cards, and tenant cards are available for a fee. There is no age restriction for access cards; however, anyone age 14 and under must be supervised while using an amenity.

Complete an Application

A complete application will provide you with access cards and log in information for LaderaLife.com

Click or Scan

Processing

Applications are processed on Tuesdays and Thursdays in the order they are received. After your application is complete, we'll contact you to arrange a convenient time to pick up your new access cards at the Avendale Clubhouse - 1 Daisy Street.

Did you know?

Ladera Ranch offers a variety of resources for all homeowners, including ClickPay, a third-party payment platform, as well as the Resident Portal and HODA.

FirstService Residential, a professional property management company, manages Ladera Ranch and supports homeowners through these tools.

Resident Portal

- Update your mailing address
- Manage communication preferences
- View your account balance/statement

How to Register:

1. Go to LaderaRanch.connectresident.com or download the Connect Resident app.
2. Click Create Account.
3. Enter your email to receive a one-time verification code (expires in 10 minutes).
4. Create a secure password and log in.
5. Accept the Terms and Conditions.
6. Complete your registration by entering your Property Address or your Account Number (found as “Customer ID” on your Assessment Statement).

Click Pay

- Set Up Automatic Assesstment Payments
- Option to opt-in Allows of auto adjustment of assessment
- View Your Balance Due
- Pay by ACH or Credit/Debit

How to Register:

1. Go to www.ClickPay.com/FirstService
2. Click Register.
3. Connect your home using the access number on your statement
4. Select your preferred Payment Option (e-check for FREE or credit/debit for a fee)
5. Set up Automatic Payments or click Pay Now to make one-time payments.



Powered by artificial intelligence, HODA®, our Homeowner Digital Assistant, can respond to resident inquiries by text 24/7. HODA is integrated with FirstService Residential Connect and allows residents to receive detailed information specific to their association, such as account balances, submitting service requests, booking amenities, and more.

For more information about HODA and a list of Frequently Asked Questions about HODA, visit **fsresidential.com/HODA**

What can HODA help with?

- Amenity bookings
- Community rules and regulations
- Maintenance schedules
- Account information
- And more!

How to connect:

1. **Text** "Hey HODA" to 1.866.377.0779
2. Save the contact in your phone
3. Whenever you have a question, 24/7, text HODA

As easy as texting a friend.

FirstService RESIDENTIAL | Life, simplified.®

Scan here to start chatting with HODA

Copyright © 2025 FirstService Residential. All rights reserved.



LET'S STAY IN TOUCH

Website

LaderaLife.com

Amenities | Reservations | Events
Association Resources | Programs
Maintainence Requests

Newsletter

Ladera Happenings

Weekly Newsletter every Thursday

Magazine

Roots & Wings

Quarterly Resident Lifestyle Magazine

Socials

IG: LaderaLife | FB: LaderaRanch

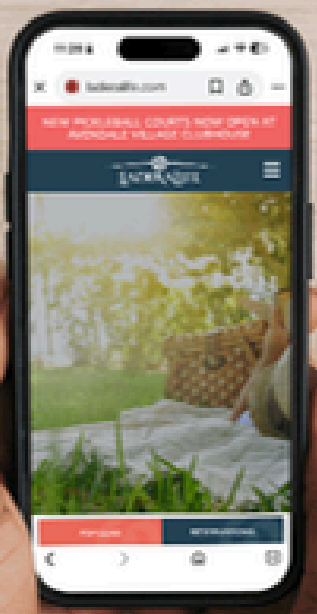
LADERALIFE.COM

Explore to Learn About...

Lifestyle

- Community Events
- Recreation Programs
- Volunteer Opportunities
- Clubs & Groups
- Teens in Ladera
- Sports

Mobile Friendly!

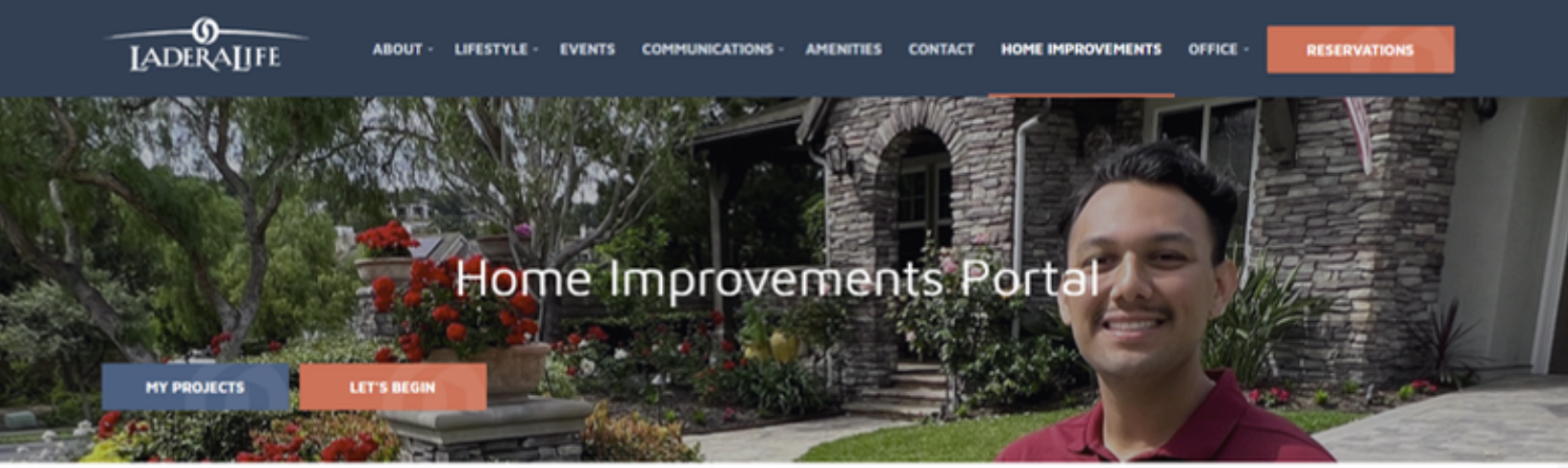


Reservations

- Pickleball
- Tennis
- Clubhouses
- Picnic Areas

My Profile

- My Reservations
- My Neighborhood
- Communication Preferences



HOME IMPROVEMENTS

Welcome

The Home Improvement Portal has been designed to streamline the review and approval process for exterior home improvements.

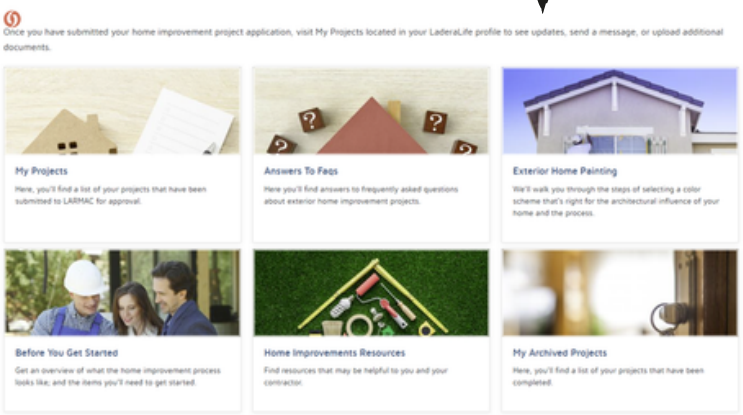
The Aesthetic Review Committee (ARC) plays a crucial role in upholding the aesthetic standards for the community, which in turn impacts the community's home values. ARC carefully reviews all home improvement project applications, striving to make the process easy for residents while maintaining the design and aesthetic integrity that made Ladera Ranch an award-winning community.

Aesthetic Review Process

The process of having your home improvement projects reviewed includes submitting a project review application, ensuring the project is compliant with the community guidelines and aesthetic standards, and formally approving the projects as outlined by California association law.

1. **Prepare**
   Gather all required documents and pictures
2. **Submit**
   Complete an application
3. **Review**
   Reviewed by LARMAC Staff, Consultant, and Committee
4. **Results**
   Review the status of an application under My Projects

Endless Resources to Help Get You Started!



Top 3 Home Improvement Projects

Exterior Paint

Front/Rear Landscape

Artificial Turf



County of Orange Resources

714-955-0200

My OC eServices:
Report Complaint,
Permit & Planning,
or Service Request

OC Public Works

Association Common Area Maintenance Requests

Community Phone Numbers

All Emergencies	911
Orange County Fire	714.573.6000
OC Crime Stoppers	855.847.6227
OC Animal Control	714.935.6848
Poison Control Hotline	800.222.1222
San Diego Gas & Electric (Emergency)	800.611.7343
Santa Margarita Water District	949.459.6420
Santa Margarita Water District (After Hours)	949.361.6294
So Cal Gas Company (Emergency)	800.427.2200
Waste Management	949.345.1546
We Tip (Anonymous Crime Hotline)	800.782.7463

Spectrum

Internet Service

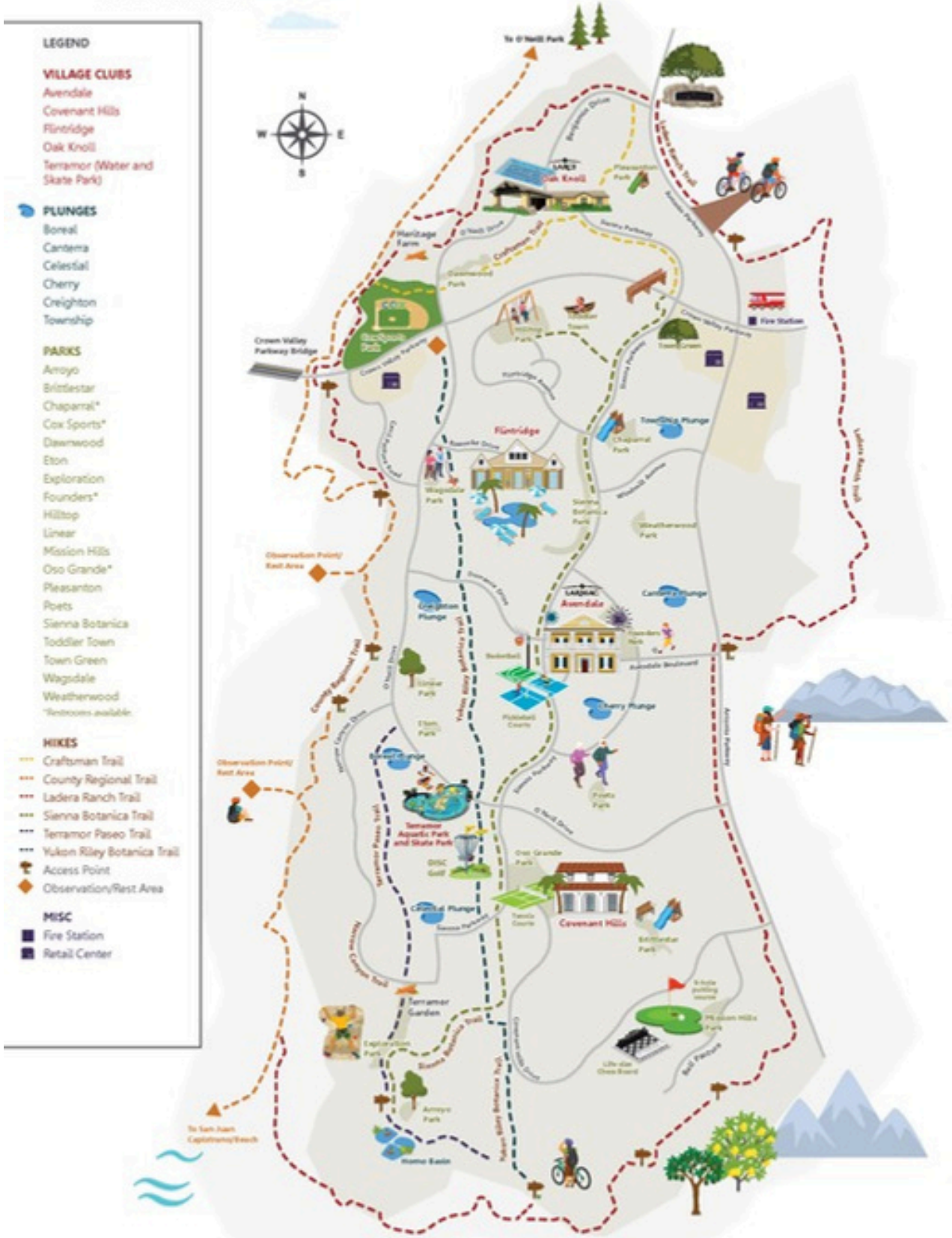
Great news, Ladera residents! Ladera Ranch has contracted with Spectrum to provide its residents with faster 2 Gig internet speeds.

Contacting Spectrum to set up a new service
Contact Cox at (855) 512-8876 to start a new internet service or inquire about your account. Be sure to advise the representative that you live in Ladera Ranch, which has a bulk discounted rate and is included as part of your homeowner assessment fee.

COMMUNITY MAP

LADERA RANCH

ROOTSANDWINGS



SCAN TO LEARN MORE ABOUT LADERA AMENITIES

FirstService RESIDENTIAL



LARMAC

Ladera Ranch Maintenance Corporation

LARMAC

contact.larmac@laderalife.com

LARCS

Ladera Ranch Community Services

LARCS

contact.larcs@laderalife.com