

## Covenant Hills Asphalt Reconstruction FAQs

Q: How will LARMAC communicate the details of the project that impacts my street/zone?

A: LARMAC will communicate in multiple ways to keep residents informed:

- Email: An email will be sent three weeks prior to work commencing in your zone; you will receive an email to the address associated with your Covenant Hills dwellingLIVE account.
- Door Hangers: Approximately one week before work begins in your zone, door hangers will be distributed to each residence.
- Street Signs: Temporary NO PARKING signs will be posted on streets 2 - 4 days before work begins in your zone.
- LaderaLife: During the project, updates will be posted on the '[Your HOA at Work](#)' project page

Q: How can I learn more about the overall project?

A: Visit the [Your HOA at Work](#) page on LaderaLife.com

Q: What are the hours of this project?

A: The scheduled hours are Monday through Friday from 7:00 a.m. to 5:00 p.m. Work will not be conducted on Saturdays, Sundays or Federal Holidays.

Q: How will I be updated should the schedule change?

A: Should there be a schedule change for any reason, within your zone, the work will be rescheduled, and LARMAC will provide residents with the rescheduled dates prior to the work commencing. Updates will be posted to the [project page](#) on LaderaLife.com and sent to the email address associated with your active DwellingLive account.

Q: May I request the work in my zone to be rescheduled or postponed?

A: Unfortunately, the schedule is set and will not be changed. Significant thought and planning have been invested in creating the phased schedule, which was developed collaboratively by GMU Pavement Engineering and Premier Paving.

Q: I need to have access to my vehicle during the day; where may I park my vehicle while work is in progress?

A: If you require access to your vehicle during the day, you will want to park on any street OUTSIDE of your zone. Parking is never permitted in areas where parking is prohibited, including posted fire lanes and maintenance roads or trails, unless otherwise directed.

If you are in a zone that is in close proximity to a zone that has an active closure, please help your fellow neighbor by utilizing your driveway and garage to free up more street parking for your neighbors.

Q: Will I be able to cross a street that is under repair to get to my vehicle that is parked in another zone?

A: Residents walking within areas under construction are strongly encouraged to use sidewalks at all times. If crossing a street is required, please access a street that is not under construction. Streets undergoing construction are typically unfinished, uneven, and below grade, and therefore unsafe for pedestrian use.

Q: What will happen if vehicles are not moved out of the zone by 7:00 a.m. on a scheduled workday?

A: Vehicles that are parked on streets after 7:00 a.m., within a scheduled work zone, will be towed at the vehicle owner's expense.

Q: Whom do I contact to recover my vehicle, should it be towed?

A: You may contact Titanium Security Patrol at (949) 351-9253.

Q: Will the work impact the trash and recycling pickup schedule?

A: Unfortunately, yes. Trash and recycling services are collected on Fridays throughout Covenant Hills. Only one zone will be impacted and will not receive the regularly scheduled Friday service.

Q: Will the asphalt reconstruction work affect the street sweeping schedule?

A: Street sweeping occurs on the second Tuesday of the month. If your zone is scheduled on June 16, street sweeping will be rescheduled on a date that does not conflict with asphalt work in your zone.

Q: Will this work impact the United States Postal Service (USPS) mail pickup and delivery schedule?

A: Yes. When your zone is scheduled for asphalt work, LARMAC will coordinate with USPS to hold all mail on weekdays for delivery on Saturdays. Time-sensitive mail can be dropped off and/or picked up at the local post office located at 28081 Marguerite Pkwy, Mission Viejo. Your post office may be reached at (800) 275-8777.

Q: What if I have guests, contractors, service providers, or visitors planning on visiting on a scheduled workday in my zone?

A: Street access will be unavailable from 7:00 a.m. to 5:00 p.m. on scheduled workdays. Please notify any guests, contractors, gardeners, babysitters, house cleaners, and others who may be impacted by the street closures. It may be advisable to reschedule visits due to restricted access in your zone. This includes deliveries such as UPS, FedEx, Amazon, Uber Eats, Door Dash, Lyft, etc.

Q: Aside from rescheduling service providers, guests, and visitors, what else can I do to help ensure a successful project?

A: Please ensure all landscaping irrigation is turned off when work is being performed in your zone, and reduce irrigation run times to help preserve the integrity of the new asphalt pavement.

In preparation for this asphalt reconstruction project, LARMAC recently completed a turf removal and drip irrigation project, which focused on streets and parkways where irrigation runoff has been an issue. We ask for your support in this effort. For more information, visit [Laderalife.com/TurfRemoval](http://Laderalife.com/TurfRemoval).

Q: What can I expect when work is in progress?

A: Construction noise, dust, and vibration from paving and grinding activities are all to be expected with a project of this scope. You will also experience a very rough and uneven roadway surface until construction is completed in your zone. The roadway will be well below grade, which will be very noticeable at driveway transitions. There will also be steel plates on the road. Use extreme caution and significantly reduce speeds should you decide to drive on the unfinished surface.

Q: What if I need assistance with transportation to and from my residence?

A: Contact Annalise at [annalise.soares@fsresidential.com](mailto:annalise.soares@fsresidential.com) or (949) 337-8321 between 7:30am and 3:00pm and we will arrange assistance for you.