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LADERA RANCH

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RESIDENT  
WELCOME PACKET

# *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](http://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](http://LaderaLife.com) login

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



# WELCOME



# MEET THE TEAM

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## **Ladera Ranch Maintenance Corporation** *LARMAC*

✉ [contact.larmac@laderalife.com](mailto: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.

## **Ladera Ranch Community Services**

*LARCS*

✉ [contact.larcs@laderalife.com](mailto:contact.larcs@laderalife.com)

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

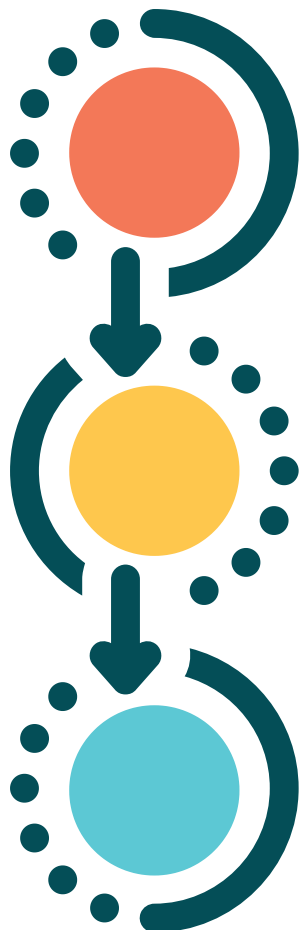
From community events and activities to volunteer opportunities, LARCS brings residents together and makes it easy to get involved. We also keep you informed through [LaderaLife.com](http://LaderaLife.com) and our community publications, so you'll always know what's happening around town.





# 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!)
  - The first two cards are complimentary; additional or replacement cards are available for a fee. There is no age restriction on access cards.

## Complete an Application

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

## 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.



Click or Scan



# 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](https://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 Assessment 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](https://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.



“Hey, HODA!”

Powered by artificial intelligence, HODA<sup>®</sup>, 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](https://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.*



Life, simplified.<sup>®</sup>

*Scan here to  
start chatting  
with HODA*





# LET'S STAY IN TOUCH



Website

LaderaLife.com

Amenities | Reservations | Events  
Association Resources | Programs  
Maintenance Requests



Newsletter

Ladera Happenings

Weekly Newsletter every Thursday



Magazine

Roots & Wings

Quarterly Resident Lifestyle Magazine



Socials

IG: LaderaLife | FB: LaderaRanch

# LADERALIFE.COM

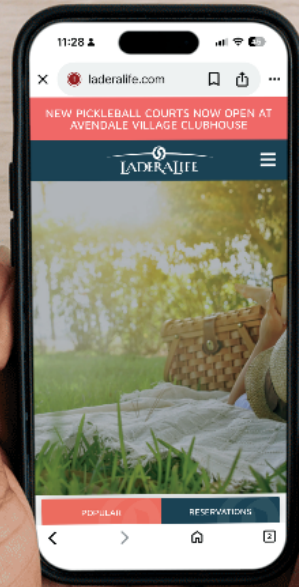
Explore to Learn About...

## 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

[MY PROJECTS](#)[LET'S BEGIN](#)

# 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.

*Endless Resources to Help Get You Started!*

## 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

Once you have submitted your home improvement project application, visit My Projects located in your LaderaLife profile to see updates, send a message, or upload additional documents.

 <b>My Projects</b> Here, you'll find a list of your projects that have been submitted to LARMAC for approval.	 <b>Answers To Faqs</b> Here you'll find answers to frequently asked questions about exterior home improvement projects.	 <b>Exterior Home Painting</b> We'll walk you through the steps of selecting a color scheme that's right for the architectural influence of your home and the process.
 <b>Before You Get Started</b> Get an overview of what the home improvement process looks like, and the items you'll need to get started.	 <b>Home Improvements Resources</b> Find resources that may be helpful to you and your contractor.	 <b>My Archived Projects</b> Here, you'll find a list of your projects that have been completed.

# Top 3 Home Improvement Projects



Exterior Paint



Front/Rear Landscape



Artificial Turf

# See Something. Say Something.

- 1 Determine Who to Contact
- 2 Document the incident
- 3 Submit a report

**California Highway Patrol (CHP)**  
**Traffic and e-Bike Issues**  
 Non-emergency: (949) 670-7030  
 Emergency: 911

**Orange County Sheriff**  
**Crime or Suspicious Activity**  
 Non-emergency: (949) 770-6011  
 Emergency: 911

**Titanium Security**  
**LARMAC Property**  
**Vandalism & Graffiti**  
 Text or call: (949) 351-9253



ocsdsouthpatrol  
ocsheriff

## County of Orange Resources

714-955-0200

### My OC eServices:

Report Complaint,  
 Permit & Planning,  
 or Service Request



**OC Public Works**

## 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



Association Common Area  
 Maintenance Requests



### Internet Service

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

### Contacting Cox 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.

# LADERA RANCH

## ROOTS AND WINGS

### LEGEND

#### VILLAGE CLUBS

- Avendale
- Covenant Hills
- Flintridge
- Oak Knoll
- Terramor (Water and Skate Park)

#### PLUNGES

- Boreal
- Canterra
- Celestial
- Cherry
- Creighton
- Township

#### PARKS

- Arroyo
- Brittlestar
- Chaparral\*
- Cox Sports\*
- Dawnwood
- Eton
- Exploration
- Founders\*
- Hilltop
- Linear
- Mission Hills
- Oso Grande\*
- Pleasanton
- Poets
- Sienna Botanica
- Toddler Town
- Town Green
- Wagsdale
- Weatherwood
- \*Restrooms available.

#### HIKES

- Craftsman Trail
- County Regional Trail
- Ladera Ranch Trail
- Sienna Botanica Trail
- Terramor Paseo Trail
- Yukon Riley Botanica Trail
- Access Point
- Observation/Rest Area

#### MISC

- Fire Station
- Retail Center



# COMMUNITY MAP



SCAN TO  
LEARN MORE ABOUT  
LADERA AMENITIES



**Ladera Ranch Maintenance Corporation**

*LARMAC*

✉ [contact.larmac@laderalife.com](mailto:contact.larmac@laderalife.com)



**Ladera Ranch Community Services**

*LARCS*

✉ [contact.larcs@laderalife.com](mailto:contact.larcs@laderalife.com)