

Welcome Home




LADERA RANCH

LADERA RANCH

TABLE OF CONTENTS



- 03 WELCOME
- 04 IMPORTANT INFORMATION: MEMBERSHIP, LARCS (COMMUNITY SERVICES) & LARMAC (HOA)
- 05 LARMAC (HOA) & LARCS (COMMUNITY SERVICES) CONTACT INFORMATION
- 07 HOW TO REGISTER FOR LADERALIFE.COM
- 08 COX INTERNET SERVICE
- 09 FREQUENTLY ASKED QUESTIONS (FAQS)
- 11 IMPORTANT PHONE NUMBERS





LADERA RANCH

Welcome to Ladera Ranch!



Ladera Ranch is a unique and beautiful community that offers a wide variety of world-class amenities and activities.

As a homeowner in Ladera Ranch, you automatically become a member of the **Ladera Ranch Maintenance Corporation (LARMAC)** which is a homeowner's association professionally managed by FirstService Residential California. As a Ladera Ranch member, you will experience the benefits of living in a community that takes great pride in maintaining attractive landscaping, excellent recreation amenities, quality customer service, and established guidelines and regulations that help to foster a distinct sense of community. The management team works closely with the Board of Directors to oversee the day-to-day operations of the community while striving to preserve the value and integrity of your community.

Ladera Ranch is a unique master planned community that has our very own Community Service Organization. **Ladera Ranch Community Services (LARCS)** offers a variety of fun community events, recreational programs, volunteer led clubs, LaderaLife.com, the official website of Ladera Ranch, and a quarterly magazine, "Roots and Wings" which is delivered to your home.

The best way to become familiar with your community is by visiting LaderaLife.com. LaderaLife.com is your information center, where you will find information about events like the Harvest Festival, holiday festivities, Summer Concert Series, and our marquee Fourth of July Celebration. Additionally, you will find board meeting dates, agendas and minutes, community volunteer opportunities, community maps and much more. As a member, you will also receive Ladera Happenings, an electronic newsletter with updates on community events, projects, and helpful information.

In the Ladera Ranch New Homeowner packet you received during the process of purchasing your home you will find a copy of the community's CC&R's, Aesthetic Standards, and Community Guidelines. We realize that you may be planning on modifying your existing landscape or making alterations to the exterior of your home, which is great. If so, please refer to the Aesthetic Standards, which will guide you through the process of submitting plans and obtaining approval for any modifications. The Aesthetic Standards, CC&R's, and Community Guidelines are all available to you on LaderaLife.com.

As a new member to Ladera Ranch, you will want to:

- Obtain your Member Access Card - allows you to access the facility amenities
- Register for the community website, www.LaderaLife.com.

Prior to these being issued, the attached Membership Card Application must be completed and submitted in person to the Avendale Village Clubhouse, which is located at 1 Daisy Street, Ladera Ranch and is open from 9:00 a.m. - 6:00 p.m. Monday through Friday and 9:00 a.m. - 5:00 p.m. Saturday through Sunday.

Enclosed you will find contact information for LARMAC and LARCS. Please feel free to reach out to us with any questions you may have. We look forward to seeing you soon.

Sincerely,



Ken Gibson
General Manager

Get Connected!

LaderaLife.com is Ladera's intranet site provides community information and connects you to the latest community events and member essentials. Simply sign up for LaderaLife at LaderaLife.com if you have your homeowner association (HOA) account number or in-person at the Avendale Village Clubhouse administrative offices located at 1 Daisy Street. Additionally, you will need to contact Cox Communications to hook up internet service, which is included as part of your HOA membership (see page 8).

Membership Access Cards

Your Ladera Ranch membership access card is your ticket to all the amenities Ladera Ranch has to offer, except the skate park (a separate card is required). You will need your card to get into the pools and clubhouses. Come down to the Avendale Village Clubhouse to get your membership card 7 days a week from 9:00 a.m. to 5:00 p.m.. Don't forget to bring your Grant Deed or escrow closing documents and a photo ID with you. Should you have any questions, please feel free to call the LARMAC staff at the Avendale Village Clubhouse at (949) 218-0900.

Maintenance Reporting

Maintenance requests include such common area items as landscape items (trimming, weeding, broken sprinkler head) and needed repairs (pool items, burned out lights).

Maintenance requests for LARMAC are best forwarded to the Avendale Village Clubhouse at **(949) 218-0900 or contact.larmac@laderalife.com**. Maintenance requests are forwarded to the appropriate contractor with a work order. A copy of the work order is also provided to the LARMAC staff member, as well as the verification of the completion of the work.

Maintenance requests can be forwarded 24 hours a day and will be processed that day or the next business day of received after hours or on weekends. When reporting a common area maintenance need, please make sure to provide as much detail as possible as to the location and attention required so the contractor can be sure to address your concern as efficiently as possible.

After business hours, common area emergencies (life or property threatening items only) can be handled on LARMAC's on-call service. To report one of these emergencies, please call LARMAC's main number at (949) 218-0900 and listen to the instructions.

Plan Submittal

Don't forget that any exterior improvement to your home, including landscaping must be approved by LARMAC prior to installation. For details about how to submit plans and the review process, please review the LARMAC Aesthetic Standards or call (949) 218-0900. The committee meets on the first and third Tuesday of each month. The submittal deadline is 5:00 p.m. the Tuesday prior to meeting. Plans can be submitted at the Avendale Village Clubhouse for your convenience.

Parkways and Street Trees

The parkways are those strips of grass with trees between the sidewalk and the street. The neighborhood builders installed these parkways and irrigation to the individual home. Each homeowner maintains the parkway in front of their home, including the trees (the exception to this is condominiums or these areas where the frontyards are maintained by LARMAC) LARMAC will trim the parkway trees, but the homeowner is required to water them, fertilize them and keep them healthy. The maintenance of the parkway is assumed by the homeowner upon close of escrow.



LARMAC: THE FOUNDATION

LARMAC stands for Ladera Ranch Maintenance Corporation. LARMAC maintains the community property and facilities in Ladera Ranch. LARMAC also provides oversight and administration of the aesthetic review process and adherence to the Community Guidelines. LARMAC is extremely important for a well maintained community and preservation of property values.

LARMAC Mission

The mission of LARMAC is to manage and maintain Ladera Ranch as one of Orange County's premier master planned communities.

Funding

LARMAC is funded by monthly assessments paid by all owners that live in Ladera Ranch.

What LARMAC does:

- Maintains LARMAC landscaping, pools, clubhouses, trails, tot lots and other assets
- Reviews home improvement plans through the Aesthetic Review Committee
- Review of governing document infractions through the Covenant Committee
- Neighborhood Representatives
- Enforcement of Aesthetic Standards
- Preservation of the community's well-established design and aesthetic integrity
- Enforcement of Community Covenants, Conditions & Restrictions (CC&Rs) and community rules

As part of homeownership, all residents enjoy membership in Ladera Ranch Maintenance Corporation (LARMAC). LARMAC has been established to maintain the community property and facilities and support the long-term value and appeal of your home and community for years to come.

Ladera Ranch residents receive:

- Access to all Village Clubhouses
- Well-maintained landscape, trails, streetscapes and parks
- High-speed Internet service through Cox Communications

Avendale Village Clubhouse

1 Daisy Street
Ladera Ranch, CA 92694
Main: (949) 218-0900
Fax: (949) 218-0901

LARMAC Office Hours:

Monday-Friday: 9:00 a.m. to 6:00 p.m.
Saturday & Sunday: 9:00 a.m. to 5:00 p.m.



LARCS: THE HEART

LARCS stands for Ladera Ranch Community Services. As a separate non-profit public benefit corporation, LARCS plans and implements community programs, events and activities. LARCS also manages LaderaLife.com the community Intranet, communicates and promotes community information and assists in the growth and formation of volunteers and clubs.

LARCS Mission

The mission of LARCS is to build a strong social fabric and foster a unique sense of community by encouraging neighbor interaction through technology, programs, activities, and the spirit of volunteerism. Promote communication among neighbors through the intranet, as well as publications to keep residents informed.

Funding

LARCS is funded by Community Enhancement Fees (CEF), Community Partnerships sponsorships and LARMAC.

What LARCS does:

- Community events and programs
- Manages LaderaLife.com
- Coordinates volunteers
- Community communication
- Roots and Wings
- Committees: Event Planning, LaderaLife Committee, Teen Leadership Council, Ranch Hands, Recreational Program Task Force
- Clubs and groups
- Community partnerships



A wonderful benefit to living in Ladera Ranch is our participation in Ladera Ranch Community Services (LARCS). LARCS is a separate non-profit corporation, providing residents with the opportunity to connect with their neighbors. The organization coordinates programs and events, and helps with the formation of clubs.

The LARCS staff will assist you in getting involved in your community. You have the opportunity to start your own club, publish community news on LaderaLife.com (Ladera Chatter) or join Ladera's volunteer group, Ranch Hands. Neighbors volunteering their time, efforts and energy are key to the success of Ladera Ranch.

Oak Knoll Village Clubhouse

28192 O'Neill Drive
Ladera Ranch, CA 92694
Main: (949) 388-8300
Fax: (949) 388-8301

LARCS Office Hours:

Monday-Friday: 9:00 a.m. to 5:00 p.m



How to Register

Go to LaderaLife.com and click on the orange colored Register button located toward the top-right side of the screen. When you get to the Register screen, complete the fields with your name, residence address and personal email address; now click "Submit Registration". Once you have submitted your online registration form you will receive a confirmation email that you will need to open and click on the link to confirm your email address.

Register Screen

Now that you have confirmed your email address, visit LaderaLife.com using your personal email address and passwords that you used when you registered.

LADERALIFE
The Official Website of Ladera Ranch

HOME ABOUT REGISTER SIGN IN

REGISTER

JOIN THE LADERALIFE COMMUNITY

LaderaLife was created as another way for you to connect with Ladera Ranch. So, if you're a resident that already knows your HOA account number, simply fill out the form below to register. You may locate your 4-digit HOA number on your bill or in the communication provided by LARMAAC. If you don't have an HOA account number yet, or can't locate it, then a LARMAAC staff member will gladly assist you in the process as:

Avenale Village Clubhouse
1 Daisy Street
Ladera Ranch, CA 92654
Phone: (949) 218-0200

NAME
First Last

ADDRESS
Street

City State

Ladera Ranch California

Zip Code

52684

EMAIL

HOA
Account Number

SUBMIT REGISTRATION

Next, we ask that you visit your personal Profile page and add your photos and a few other pieces of important information.

Profile Screen

MY PROFILE

EDIT PHOTO

TBG ADMIN
Customer ID: #0001

MY INFO

ADDRESS
8 Chantilly Ln
Oak Knoll Village
Painfield 1

PHONE NUMBER
123-222-2222

NEIGHBORHOOD REP
Test User
SEND A MESSAGE

EMAIL
admin@thebuddygroup.com
I want to receive the newsletter

MY PASSWORD
Current
New
Password must be at least 8 characters and contain at least one uppercase, lowercase, number and special character (!, @, etc.)

CHANGE PASSWORD

COX INTERNET SERVICE

When you become a Ladera Ranch HOA member you are eligible to receive Cox Internet Ultimate as part of your homeowners association dues. Plus you'll also enjoy free WiFi access at select locations within Ladera Ranch.

Your Cox Internet Ultimate service includes:

- Download speeds up to 300 Mbps
- Upload speeds up to 30 Mbps
- Access to blazing fast in-home WiFi
- 10 WebMail email accounts
- Cloud storage up to 100 GB
- Free security software protects your data and identity across multiple devices
- Convenience of FREE wireless access at the Avendale, Oak Knoll, Flintridge and Covenant Hills Village Clubhouses; also the Water Park, Skate Park and Cox Sports Park

Activate your Internet service today, call (855) 512-8876.

Be sure to let the Cox Representative know that you are calling from a bulk community account and that you want the Cox Internet Ultimate service that is included in your community amenities. You should not receive a charge from Cox for Internet Premier level of service unless you rent a modern and/or subscribe to additional Cox services.



FREQUENTLY ASKED QUESTIONS (FAQ)



Q: Why do I need a Facility Access card?

A: Your Ladera Ranch facility access card is your ticket to all the amenities Ladera Ranch has to offer. You will need your card to get into the pools and clubhouses. Come down to the Avendale Village Clubhouse to get your access card Monday - Friday 9:00AM - 6:00PM or Saturday - Sunday, 9:00AM - 5:00PM. Don't forget to bring your grant deed, escrow closing documents or lease agreement with you and a photo ID. Should you have any questions, please feel free to call the LARMAC staff at the Avendale Village Clubhouse at 949-218-0900. If you move within Ladera Ranch, the process must be repeated.

Q: Is internet included as part of my monthly homeowners association assessment?

A: Yes, LARMAC has a bulk internet agreement with Cox Communications which includes internet to all homes in Ladera Ranch at exceptionally low rates for Internet Ultimate. With this service being paid through your assessments, you shouldn't be receiving an internet service bill from Cox unless you have an upgraded plan or unless you lease a modem from Cox.

A modem is not included in the internet service. A DOCSIS 3 modem is required to receive optimal speeds for your internet service. You have the option of leasing a modem from Cox, purchasing a modem from Cox (via the Cox store) or purchasing from a 3rd party of your choice. If you do choose to purchase a modem from a 3rd party, click here for a list of recommended modems.

Call a Cox representative today at (855) 512-8876 to start new internet service or enquire about your account. Be sure to advise the representative that you live in Ladera Ranch, which has a specially discounted rate, and is included as part of your homeowners assessments fee. Please contact Amy Faulds at amy.faulds@fsresidential.com for any additional questions or concerns.

Q: Can I reserve a clubhouse or facility?

A: Yes, as a resident of Ladera Ranch, you may reserve a clubhouse or picnic area for a party or gathering. Clubhouses may not be used for commercial purposes or personal profit, which includes seminars. Facility reservations can be made online at LaderaLife.com. A clubhouse can be reserved up to 6 months in advance. For login information and/or help with making reservations, please contact the LARMAC office at (949) 218-0900.

Q: What are CC&R's and how do they impact me?

A: LARMAC's Covenants, Conditions and Restrictions (CC&R's) were created by the developer prior to the development of Ladera Ranch to provide a governance structure and statement of the objectives for the community. The CC&R's outline the standards and procedures for the development, administration, and operation of the community. The CC&R's cannot be changed without a specific vote of the membership.

Q: Why Must There Be A Board of Directors (LARMAC)?

A: The LARMAC Board of Directors is elected to serve as its governing body in accordance with the community's Bylaws and CC&R's. The directors are elected annually at a general meeting of all property owners. They have a fiduciary responsibility to enforce all community guidelines according to the association's legal charter, oversee that monies are properly budgeted, collected and spent, and set any new regulations when needed. Usually, they create several committees to assist in community decision-making (e.g., Aesthetic Review and Covenant Committees). Homeowners are encouraged to participate.

Q: When Does The LARMAC Board Hold Its Meetings?

A: The Board meets monthly, which includes executive session meetings (closed meetings) to discuss 3rd party contracts, legal matters, personnel related matters, collection matters and enforcement related matters. Open session meetings, which are open to all homeowners, are typically held every other month. See the Member Services>LARMAC>Board section of the website to view the meeting schedule.

Q: What do my monthly HOA assessments pay for?

A: The monthly homeowners association assessment paid to LARMAC is for maintenance, administrative and operational expenses for the community. Only legal homeowners are assessed; renting tenants are not billed.

Q: Who do I contact regarding questions with my association's assessment bill?

A: Call FirstService Residential's customer care center at (949) 428-5588.

Q: Who is responsible for the tree that's between the sidewalk and the street in front of my house?

A: The street tree (aka parkway tree) in front of the home is owned by the homeowner. LARMAC trims the tree for road and sidewalk clearance and may perform root pruning in the street tree area when sidewalk repairs are being made. The homeowner is responsible for all other aspects of the tree, including feeding, maintaining, support post removal, and irrigating the tree. The homeowner is also responsible for replacement of the tree if it dies or is removed.

Q: I would like to replace my parkway tree – do I need approval?

A: Yes, written authorization is required from LARMAC prior to the removal or replacement of a homeowner street tree. Please contact the Avendale Clubhouse at (949) 218-0900 for assistance.

Q: What's the approval process for making exterior changes to my property?

A: Submit plans for proposed changes to the LARMAC office at the Avendale Clubhouse at 1 Daisy Street in Ladera Ranch.

Q: Do I have to seek approval before making changes to my home or yard?

A: Yes. If you are planning to make any exterior changes to your property, prior approval by LARMAC's Aesthetics Review Committee (ARC) is required. There is a plan submittal packet found here that contains the HOA forms which will need to accompany your plans. Please refer to the LARMAC Aesthetic Standards (found here) before submitting plans to ensure your submittal is complete. Making changes without getting approval first constitutes an HOA violation.

Q: How am I notified of my architectural/landscape plan submittal?

A: Communication will be mailed to the homeowner within 10 days following the scheduled Aesthetic Review Committee meeting. You can also contact the Avendale Village Clubhouse at (949) 218-0900 the day following the ARC Review for a status update.

Q: Is my street public or private?

A: Most of the streets in the community are owned and maintained by the County of Orange. However, certain neighborhood streets are owned and maintained by LARMAC. Please contact the Avendale Clubhouse for more information.

Q: What can be done with the various portable basketball backboards on my street?

A: LARMAC can address if it's being stored on a private street. Please contact the Avendale Clubhouse at (949) 218-0900 for assistance. If the basketball hoop is being stored on a County of Orange owned and maintained street, a request must go to the county. The county can be reached at www.ocpublicworks.com/comments or (714) 667-8800.

Q: Who do I call with questions about my homeowner account?

A: Please call the First Service Residential Customer Care Center at (800) 428-5588 for all questions regarding your homeowner account.

Q: I noticed a street light is out on my street, will LARMAC fix it?

A: The street lights are actually owned and maintained by SDG&E and can be reported by calling (800) 411-7343 or online at: sdge.com/node/757. Please note: the representative will ask for the pole tag number and/or location. The tag is located on the lower portion of the pole.

Q: The common area near my home looks like it's in need of some attention, where can I report my concerns?

A: You can call the Avendale Clubhouse at (949) 218-0900 and a representative will place a work order for the area to be serviced.

IMPORTANT PHONE NUMBERS



All Emergencies:	911
Avendale Clubhouse:	(949) 218-7380
California Highway Patrol (CHP):	(949) 487-4000
Cox Communications:	(855) 512-8876
CVS Pharmacy:	(949) 347-6751
Fire Department (Ladera Ranch Station 58):	(714) 573-6000
Ladera Ranch Security (G4S Security):	(949) 351-9253
FBI (Orange County Field Office):	(714) 939-8699
Ladera Ranch Community Services (LARCS):	(949) 388-8300
Ladera Ranch Maintenance Corporation (LARMAC):	(949) 218-0900
OC Sheriff (Non-Emergency):	(949) 770-6011
OC Crime Stoppers:	(855) 847-6227
Poison Control Hotline:	(800) 222-1222
San Diego Gas & Electric (Emergency):	(800) 411-7343
Santa Margarita Water District:	(949) 459-6420
Santa Margarita Water District (After Hours):	(949) 361-6294
SoCal Gas Company (Emergency):	(800) 427-2200
Waste Management:	(949) 345-1546
We Tip (Anonymous Crime Hotline):	(800) 782-7463

Ladera Ranch Community Phone Numbers

Sienna Gate	(949) 218-2403	Return a phone authorization call Emergency repair authorization (i.e. plumber)
Antonio Gate	(949) 429-6081	
G4S On-Duty Patrol Officer	(949) 351-9253	Report violation of association rules (parking, facility or property use, maintenance issues)
Sheriff Non-Emergency	(949) 770-6011	File a police report for non-emergency crime Report a disturbance
LARMAC Avendale Office	(949) 218-0900	Association general questions
911 Emergency	911	Emergencies of safety, life, or crime in progress
LARCS	(949) 388-1900	Website, recreation programs, clubs and groups, events