



# GALLERIA COMMUNITY HOA NEWS

December 2015—January 2016

## Important Phone Numbers

Community Management Services, Inc.  
(408) 559-1977

Transportation Agency  
(light rail schedules, etc.)  
(408) 321-2300

Bay Area Insurance  
(Earthquake, Fire, Liability, Fidelity Bond)  
(650) 654-9750

**Towing:** Vehicles parked along curbs or garage areas are subject to being towed from these locations without warning. Vehicles left in the open parking spaces will receive a tow warning notice. Vehicles cannot be stored in the open parking spaces. If your vehicle is tagged, please do not disregard the notice. It will be towed if it is not moved, and very expensive for you to retrieve your vehicle from the tow company. Vehicles must fit within the parking space and not extend into the road beyond the space number.

## Board Vacancy

There is a vacant seat on the Board of Directors. If you are interested in serving on the Board, please contact Bob Soares for more details. The Association expresses appreciation to Rick Collings for having volunteered his time and energy.

## COMMUNITY MANAGEMENT SERVICES, INC.

Bob Soares  
Senior Association Manager

1935 Dry Creek Road  
Suite 203  
Campbell, CA 95008

Phone Number  
(408) 559-1977  
Fax Number  
(408) 559-1970

## Board of Directors Meeting

The next Board of Directors meeting is scheduled for Thursday, February 18, 2016, at 6:00 p.m. Please contact CMS for the location of the meeting. Board meetings are held to conduct specific Association business and address agenda items requested by the members. The best way to communicate with the Board is in writing. Correspondence must be received at least one week in advance of the meeting to be included on the agenda. Items must be on the agenda to be discussed by the Board, or action taken, unless it is an emergency or immediate action is deemed to be required. Correspondence should be sent to:

Community Management Services, Inc.  
1935 Dry Creek Road, Suite 203  
Campbell, CA 95008

Correspondence is incorporated into the agenda for the Board to discuss at the meeting. Due to the Board needing to address items on the agenda, homeowners attending the meeting are limited to expressing their issue only during the "Open Forum" portion of the meeting. Open Forum comes up on the agenda during the first 15 minutes of every meeting. If an Open Forum item is not on the agenda, the Board may briefly respond or ask for clarification. The agenda will be posted at the pool area approximately 4 days prior to the meeting.

## Rain Gutters

If you observe that your rain gutter is leaking at a seam or due to a hole in it, please send an email to [bsoares@communitymanagement.com](mailto:bsoares@communitymanagement.com) to report the location. The Association is compiling a list of gutter repair/replacement locations.

## Insurance

If your lender requests a certificate of insurance, please contact Bay Area Insurance at 650-654-9750. Please be advised that the insurance deductible for the package policy is \$5000.00 and 15% per building on the earthquake policy. Please contact your agent about the deductibles to make sure you are covered in the event of a loss.

## Holiday Tree Pickup

Arrangements have been made for holiday tree pick up and recycling. A truck will come into Galleria on Monday, January 4, 2016 and Monday, January 11, 2016 to remove trees. Please place your tree in the parking spot located closest to your mailbox. If possible, try to keep the trees contained to one parking spot near each mailbox location. Please follow these guidelines for neat and organized tree removal:

- All decorations, lights icicles, stands, etc. must be removed from the tree.
- Place your tree in the parking space located next to the mailbox on the night before or early morning of January 4 or 11, 2016 for pick-up.
- Do not place trees in common areas more than 24 hours before pick-up.
- Do not place trees in the dumpster.
- Trees must be cut shorter than 5 feet in length.

## CUSTOMER SERVICE - Here's How It Works

Community Management Services' office hours are from 8:00 AM - 5:00 PM, Monday through Friday. The Customer Service phone number is 408-559-1977.

At Community Management, our Customer Service Department directly answers your call. They are equipped to handle most emergencies, routine matters, and general questions.

If for any reason Customer Service is unable to help you, they will either transfer you to your Association Manager or obtain the necessary information for your Manager to return your call. Please assist them in serving you by utilizing their talents and expertise when possible.

Questions about your assessment or statement? Please give the name of your Association and ask for the accounts receivable department. For after-hours calls, you may use the same phone number after-hours. Our voice mail system will allow you to leave a message for Customer Service, or the appropriate person, and will also give you an emergency number to call if you have an emergency that requires immediate attention.