

# Walnut Hills

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## Upcoming Events

- ❖ Resident Meeting regarding Utilities
- ❖ Resident Appreciation Event-Look out for the date!

## New Company Website Benefits Residents

R. Zaballos & Sons, Inc. has just launched its new website at [www.zaballos.net](http://www.zaballos.net). This new website has improved capabilities and design over our previous site. Of most interest to our residents is the online work order form and online survey form. **The work order form will allow residents to place service and repair requests directly from the website.** Just go to [www.zaballos.net](http://www.zaballos.net) and click on the support menu on the right hand side, then click on Residential work order. A window will pop up that asks you to register with our site. This is a benefit to you. Please sign up and register. Once you register, proceed with filling out the work order request and submit it to our office. The request will go directly to our maintenance staff and the

system will send out a confirmation that the order was sent. We hope that you will find this new feature to be convenient and useful. This is only one of many enhancements planned for the website. **Another feature that has been requested by our residents is a survey/feedback form.** We value your input and your feedback. To access this form go to Support on the top right side and click on Survey-Form. This will allow you an opportunity to voice your opinion or concern. Please take some time to complete the survey. We have also launched a Facebook community page for Walnut Hills located at <http://www.facebook.com/groups/walnuthillshayward/>. We hope this will help you feel more

## Neighborhood News

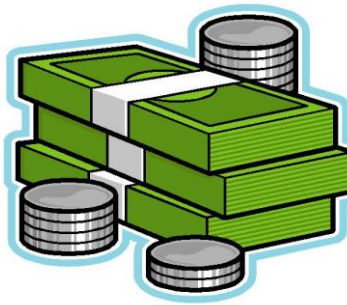
Have you been to the downtown Farmers Market yet? It's every Saturday morning from 9:00 A.M. to 1:00 P.M. year round on Watkins Street. Take a stroll downtown to visit our local farmers and gather some delicious farm-fresh produce to bring home.

You'll also find a variety of talent acts and local restaurants. Check out The Hayward library's booth. They sell used books and movies for as little as \$0.50.

### Location Details

Hayward City Plaza at 777 B Street, Hayward





## Referrals Can Bring You CA\$H

Did you know that we pay a cash bonus of \$200 for quality tenant referrals? Here's how it works. If you are a current tenant of Walnut Hills or Ridgecrest Apartments and you refer someone to our properties we will pay you \$100 when your referral moves in and a second \$100 at the six month mark. This all adds up to win-win for you and for us.

## RUBS Meeting April 11<sup>th</sup>, 2015

Join us at 9:00 A.M. on April 11<sup>th</sup> in the pool area to discuss the RUBS utility reimbursement program. We have been on the RUBS program for one year and would like to take this opportunity to review the details of the program with our residents. If you have any questions, concerns or comments, all are welcome. We will serve light refreshments and have staff to meet and greet. Our goal is to make this process transparent so

that all residents come away understanding the program, how it works and why we have it in place. We know that this program has created some controversy and some discord. Our hope is that this meeting will enable us to move past the speculation as to what RUBS is and what RUBS isn't and educate you as to exactly how the program works including what percentage tenants pay and what percentage management pays for all utilities.

*“And good neighbors make a huge difference in the quality of life. I agree.”  
~Robert Fulgham*

## Rent Reminder

Every issue of our community newsletter has included an article about the rent reminder. We want to be helpful and we understand you have a busy schedule and sometimes days run into each other. Sometimes we lose track of time and run out of time. Please consider this just a reminder that Rent is due along with your utilities on the 1<sup>st</sup> of each

month. You have a five day grace period without a late fee. You are welcome to put your utilities on one check with your Rent. If you have any questions, please do not hesitate to contact us 510-581-8484. Please take our online survey at [www.zaballos.net](http://www.zaballos.net) and let us know if online rent payments would be a convenient way to pay your rent.

## YELP/Apartmentratings.com-Resident Reviews

Nowadays, everyone relies on the internet for reviews about products, services and restaurants. We review our favorite restaurants, night clubs, automotive services, shopping centers....why not review your favorite apartment complex? By sharing your favorite thing about living at Walnut Hills, you could be influencing your new next door neighbor to move in. Many people use Yelp to post their reviews but were you aware of

apartmentratings.com? This is a website that allows residents to directly review their apartment community. We encourage you to share your experience both positive and negative but please be constructive. Through June 30, 2015 current residents will receive a \$10 Safeway gift card for each review posted on either Yelp! or apartmentratings.com. Limit one gift card per current resident.



## Blue Sky Takes Over After Hours Security Duties

Our security company is now Blue Sky Security Patrol. You should contact Blue Sky security Patrol if you see someone suspicious onsite. If you feel that there is an immediate threat or emergency please dial 911. Otherwise, you can reach Blue Sky at 925-245-1711. Blue Sky generates a report each night of their onsite patrol and sends the report to us on a daily basis. Blue Sky's current schedule is they begin at 6:00 pm and work until 5 am. They have no set time that they are at any one property. Blue Sky drives through the properties looking for persons that are loitering in or around

parked cars. They will stop and question anyone that is hanging around the cars. They do not handle noise disturbances. If you need to report a noise disturbance please contact the on-call answering service at **510-274-6852**.



## Newsletter Topics Needed

We encourage you to be involved in this newsletter. We want to hear from you about what topics you would like to see in our upcoming editions. We welcome suggestions, comments and ideas. Any local businesses you have eaten at lately that deserve that recognition? Any upcoming events that you are aware of or participating in that you would

like the community to join in? Anything you feel can be improved? There are no bad ideas. Please send your newsletter ideas to [Walnuthills@zaballos.net](mailto:Walnuthills@zaballos.net) and put "newsletter" in the subject line or you can reach us through our website at [zaballos.net](http://zaballos.net).

## Some Friendly Reminders

- Our Speed Limit is 5mph! Please stop at all posted stop signs.
- Cars parked in fire lanes will be towed without warning at owner's expense.
- No BBQ on balconies per California Fire Code 308.3.1. Keep your balcony and door way free of trash and debris.
- Only two (2) cars are allowed per unit on the property. Make sure your vehicle(s) are registered with the management office. **Vehicles must move every 72 hours.**
- Please be courteous to your neighbors and remember that the floors and walls are thin and your neighbors can hear you (Music, Walking, Slamming cupboards, Yelling, T.V. Surround sound etc.) Quiet time is **10pm to 7am**. Reminder that some of your neighbors work at night (grave yard shift).
- Car Stereo volume is to be turned down while on the property.
- Plumbing issues: please do not flush anything but toilet paper down your toilet (no feminine products/baby wipes etc.) The products say they are flushable but according to Roto Rooter these items have been the number one cause of ongoing plumbing problems.
- After hour Emergency Phone number **510-274-6852**.

- Blue Sky Security phone number after 6pm. 925-462-4512.
- Lock out after hours there is a \$20.00 fee paid to the manager if the manager is not available you may have to call a locksmith.
- If you have any comments or concerns please put them in writing and feel free to share them with management.
- Your lease renewal must be signed no later than the 28th of the prior month your lease is due or you will automatically be charged the Month to Month rate.

## After Hours Emergencies

An emergency is something that absolutely cannot wait until the next business day. Some examples of non life threatening emergencies are: any type of flooding, if you only have one toilet and it is inoperable, if you are having trouble with your front door/back door locks, you are locked out with no key and if you have noise complaints after 10 P.M. Our answering service keeps a running log of all calls and we can

use that documentation to place into your file if need be. The answering service can be reached at **510-274-6852**.

The on-call manager will be notified and your response time is generally no more than 20-30 minutes.

**If you have a life-threatening emergency or witness a crime being committed call 911!**

## New Staff

Please welcome our new Assistant Residential Manager Dea Spencer. Dea has been with us since February and will be splitting her time between Walnut Hills and Ridgecrest Apartments. Please stop in and say hello.

## Blast from the Past



Here's an aerial shot of the old City Center building just after its completion in 1970. This is the current location of City Center Plaza and the Safeway Shopping Center on Foothill Blvd. If you have any interesting vintage photos of Hayward please send them to [jgautreaux@zaballos.net](mailto:jgautreaux@zaballos.net) for inclusion in this publication.