

Board of Directors
Regular Session Board Meeting Agenda
Tuesday, May 5, 2026 - 6:00 P.M.
22200 Canyon Club Drive, Canyon Lake, CA 92587
This meeting may also be joined virtually at vm.clpoa.net
Dial into the Zoom meeting by phone: 1-669-900-6833
Meeting ID: 837 3700 4446

1. **Welcome and Call to Order**
 - Pledge of Allegiance
 - Verification of Quorum
2. **Approval of Minutes**
 - April 7, 2026
3. **Public Official Comments**
4. **Presentations**
 - Member of the Month – Diana (Shigeko) Gallagher
 - Board of Directors 2024-2026 Recognition
 - Community Patrol Update
5. **Announcements**
6. **Member Comments on Non-Personnel Issues** (30 minutes total and limited to 3 minutes per person)
As a member of this association, you are welcome to address the Board of Directors at Regular Open Session Board Meetings. Please submit a written request to the clerk of the board. Please include your Name and Tract and Lot with your written member comment. All comments shall be limited to three (3) minutes and must be relevant to matters within the CLPOA jurisdiction. The comment section will be limited to 30 minutes total. The Board of Directors reserve the right to limit this section of the meeting to a time they believe is appropriate. Please note: Pursuant to Civil Code §4930, the Board of Directors is prohibited from discussing or taking action on items not on the agenda. Therefore, if a response is given, it will be limited to the following: the matter will be taken under advisement, the matter will be referred to appropriate personnel or a very limited factual response will be provided.
7. **Consent Agenda** (Items A - C)
 - A. **APPROVAL: Ratify Monthly Financial Statement Review** (Susan Dawood)
Proposed Resolution: That the Board of Directors review and approve the monthly Financial Statements, and all additional required information per Code Sec. 5500.
 - B. **Report of Executive Session Actions** (Andrea Moreno)
Proposed Resolution: That the Board of Directors review and approve the Executive Session Actions, as written.
 - C. **Authorization of Liens** (Susan Dawood)
Proposed Resolution: That the Board of Directors authorize the Controller or the appropriate

personnel to record the liens against the attached Assessor Parcel Numbers in accordance with Civil Code §5673 in order to secure the debt owed to the Association.

8. Board Action Items

8.1 28-Day Reading: New Rule CF.2.9 Cooking Devices on Court Surfaces (Tiffany Cribbs)

Proposed Resolution: It is recommended that the Board of Directors approve the 28-day reading of new rule CF.2.9 to prohibit the use of cooking devices on court surfaces, as attached.

8.2 28-Day Reading: Rule Revision GR.5.1o Failure to Stop for a Stop Sign (Tiffany Cribbs)

Proposed Resolution: It is recommended that the Board of Directors approve to revise rule GR.5.1o to implement a tiered fine structure within a 36-month period, as attached.

8.3 APPROVAL: 2026 Rule Variances for Fiesta Day Event (Tiffany Cribbs)

Proposed Resolution: It is recommended that the Board of Directors approve the requested variances for Fiesta Day on Saturday, May 23, 2026, and Country Fest on Sunday May 24, 2026, as attached.

9. Association Reports

- Board Liaison Committee Reports
- General Manager Report (Eric Kazakoff)
- Staff Reports, as written

10. Board Comments

11. Architectural Appeals

A. Von Stewart, LLC - 30820 Early Round Drive

Appealing ACC Denial of HVAC Unit located in the five (5') foot side setback

Proposed Resolution: It is recommended that the Board of Directors uphold the ACC Committee decision and deny the members request for the HVAC Unit located in the five (5') foot side setback. HVAC unit to be relocated to a complaint position.

12. Next Meeting Date

- Wednesday, May 13, 2026, at 9:00 a.m. – Annual Meeting of the Members / Regular Session
- Monday, May 18-20, 2026, at 8:00 a.m. – Executive Session
- Tuesday June 2, 2026, at 1:00pm – Executive Session
- Tuesday June 2, 2026, at 6:00 p.m. – Regular Session

13. Adjournment

Please be courteous and respectful to other members, Board of Directors and representatives from Management at all times. We ask that you do not raise hands or interrupt the Board or anyone else who may be speaking. No alcohol shall be permitted and/or consumed at Board meetings and/or Membership meetings. **A member not adhering to these protocols and/or who becomes unruly may be asked to leave the meeting. Failure to comply will result in a special hearing with the Board where disciplinary action may be taken.**

The Canyon Lake Property Owners Association Board of Directors (Board) met in Regular Session on Tuesday, April 7, 2026. President Van Vleet called the meeting to order at 6:08 p.m. Directors present were, Jeff Bill, Bill Medved, Lainie Cooney and Greg Doherty. Five Board members were present. Quorum was met. Also, present were Legal Counsel, Attorney Sean Kane; Director of Operations Steve Schneider; Director of Community Services Tiffany Cribbs; Community Patrol Manager Ken Toler; Planning and Compliance Supervisor Kati Trask; ACC Chairperson David Humphrey, and Clerk of the Board Andrea Moreno.

1. Welcome and Call to Order

Pledge of Allegiance was led by member Kristen Marsh
Verification of Quorum by Clerk of the Board Andrea Moreno

2. Approval of Minutes

March 3, 2026

MOTION/RESOLUTION: Director Doherty moved that the Board of Directors approve the Regular Session Board Meeting Minutes, as attached. Director Medved seconded. Five votes in favor. MOTION CARRIED

3. Public Official Comments

The Board heard comments from public officials.

4. Presentations

Director Bill recognized the Member of the Month – Monica Lyons
President Van Vleet recognized the Quilters Group, and they presented a quilt to Cort Ofstad
Allied Universal Security Services Chief Zachary Wells provided a Community Patrol Update.

5. Announcements

Bike Safety Event to be held on Saturday, April 25, 2026 at Sierra Park at 10:00am.

6. Member Comments on Non-Personnel Issues

None.

7. Consent Agenda (Items A - B)

MOTION/RESOLUTION: Upon motion properly made by Director Cooney, seconded by Director Doherty and five votes in favor, items A and B were approved. MOTION CARRIED

A. APPROVAL: Ratify Monthly Financial Statement Review

MOTION/RESOLUTION: That the Board of Directors review and approve the monthly Financial Statements, and all additional required information per Code Sec. 5500.

B. Report of Executive Session Actions

MOTION/RESOLUTION: That the Board of Directors review and approve the Executive Session Actions, as written.

8. Board Action Items

8.1 APPROVAL: Sanctioned Club & Activity Group Policy Revisions

MOTION/RESOLUTION: Director Bill moved that the Board of Directors approve the proposed revisions to the Sanctioned Club & Activity Group Policy, including updates to Sections 3.3, 4.2, 6.0, 6.2 and 7.0.
Director Medved seconded. Five votes in favor. MOTION CARRIED

8.2 APPROVAL: Rule Revision GC.9.2 Guests of Members

MOTION/RESOLUTION: Director Cooney moved that the Board of Directors approve to revise rule GC.9.2 to require hosting member reservations and accompaniment, with an exception for outside annual golf members. Director Bill seconded. Five votes in favor. MOTION CARRIED

8.3 APPROVAL: Rule Revision GR.2.14e No Unreasonable Disturbance

MOTION/RESOLUTION: Director Bill moved that the Board of Directors approve to revise rule GR.2.14e by removing the procedural investigation language and retaining the core prohibition on habitual dog barking that unreasonably disturbs the peace. Director Medved seconded. Five votes in favor. MOTION CARRIED

8.4 APPROVAL: Restaurant Facilities

MOTION/RESOLUTION: Director Cooney moved that Board of Directors approve the revisions to the Restaurant Facilities section of the Rules & Regulations as recommended by the Rules and Regulations Committee. Director Bill seconded. Five votes in favor. MOTION CARRIED

8.5 APPROVAL: Reserve Funding for Golf Course Bunker Project

MOTION/RESOLUTION: President Van Vleet moved that the Board of Directors approve the funding of \$286,464.00 plus a 5% contingency from the Repair and Replacement Reserve Fund 02-670 for the Golf Course Bunker Project. Director Bill seconded. A roll call vote was held. Five votes in favor. MOTION CARRIED

8.6 APPROVAL: Lake Advocacy Committee Appointments

MOTION/RESOLUTION: Director Medved moved that the Board of Directors approve the appointments of Richard Weyermuller and David Lester to the Lake Advocacy Committee contingent upon execution of the confidentiality agreement, effective immediately. President Van Vleet seconded. Five votes in favor. MOTION CARRIED

9. **Association Reports**

Board Liaison Committee Reports.

Director of Operations Steve Schneider provided an association report.

Staff Reports as written.

10. **Board Comments**

Directors provided comments.

11. **Architectural Appeals**

None.

12. **Next Meeting Date**

Tuesday May 5, 2026, at 1:00 p.m. – Executive Session

Tuesday May 5, 2026, at 6:00 p.m. – Regular Session

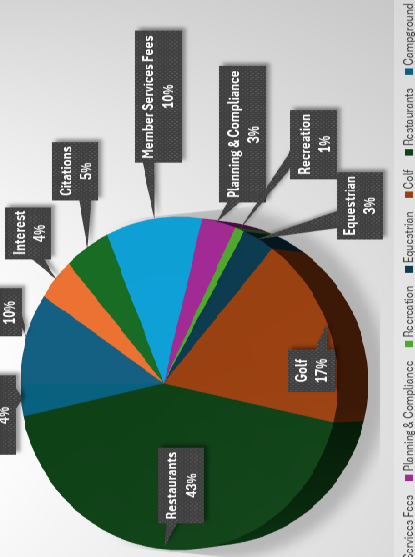
13. **Adjournment**

MOTION/RESOLUTION: Director Bill moved to adjourn the meeting. Director Cooney seconded. Meeting adjourned at 7:24 p.m.

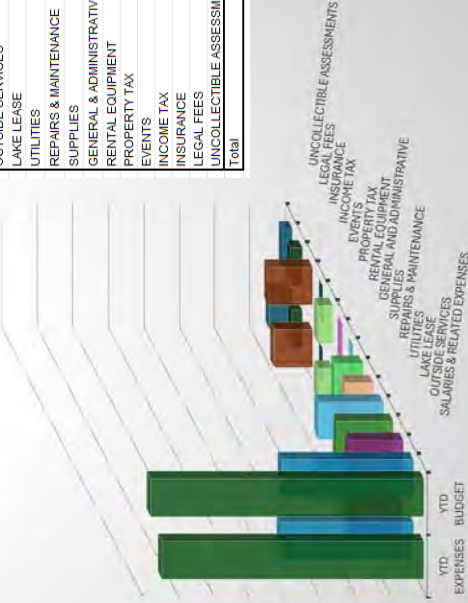
Minutes approved: _____ Approved on: _____

Actual to Budget	F/(U)
Escrow	\$80,567
Interest	\$274,468
Citations	\$239,066
Member Services Fees	(\$42,551)
Planning & Compliance	(\$273,189)
Recreation	(\$5,197)
Equestrian	(\$23,919)
Golf	\$92,241
Restaurants	(\$311,313)
Campground	(\$179,571)
Total	(\$149,397)

Non-Assessment Income February 2026 YTD Income

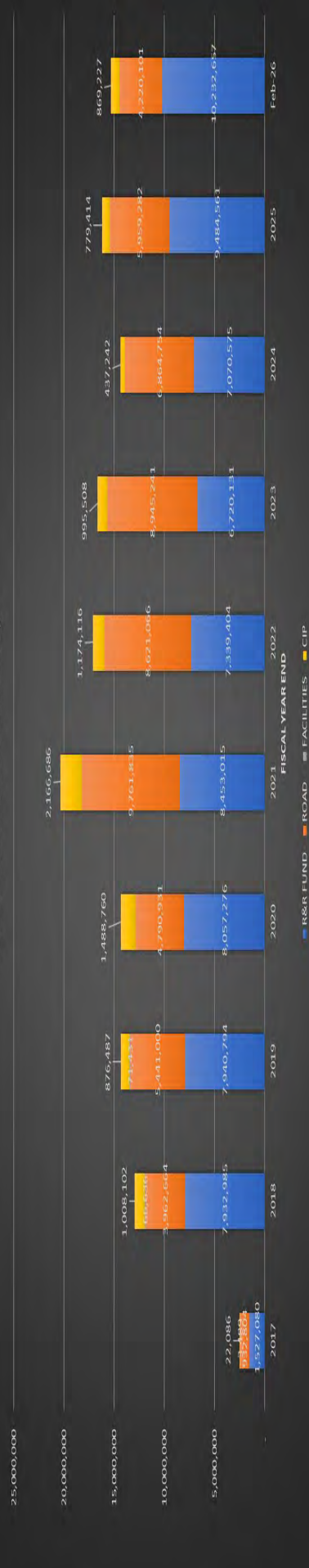


FEBRUARY 2026 YTD Expenses

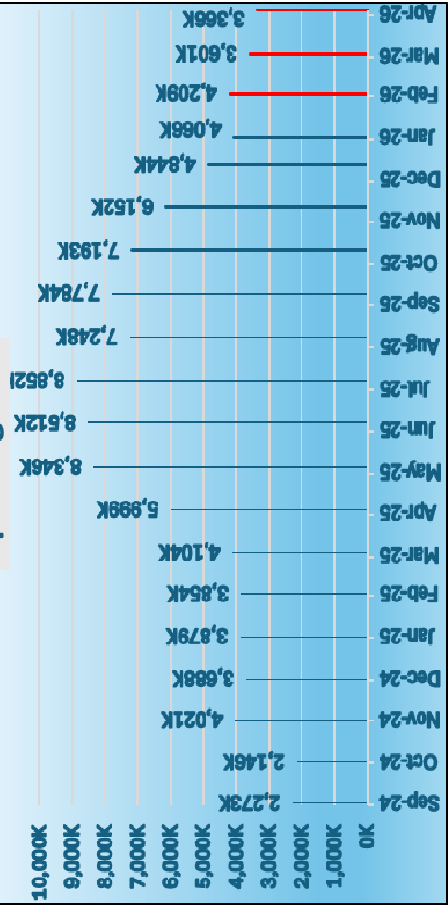


Actual to Budget	F/(U)
Salaries & Related Expenses	\$315,689
Outside Services	(\$26,730)
Lake Lease	(\$4,511)
Utilities	\$196,864
Repairs & Maintenance	(\$91,638)
Supplies	\$80,833
General & Administrative	\$47,610
Rental Equipment	(\$648)
Property Tax	(\$2,003)
Events	\$1,543
Income Tax	\$0
Insurance	\$179,514
Legal Fees	\$34,423
Uncollectible Assessments	(\$376,112)
Total	\$354,535

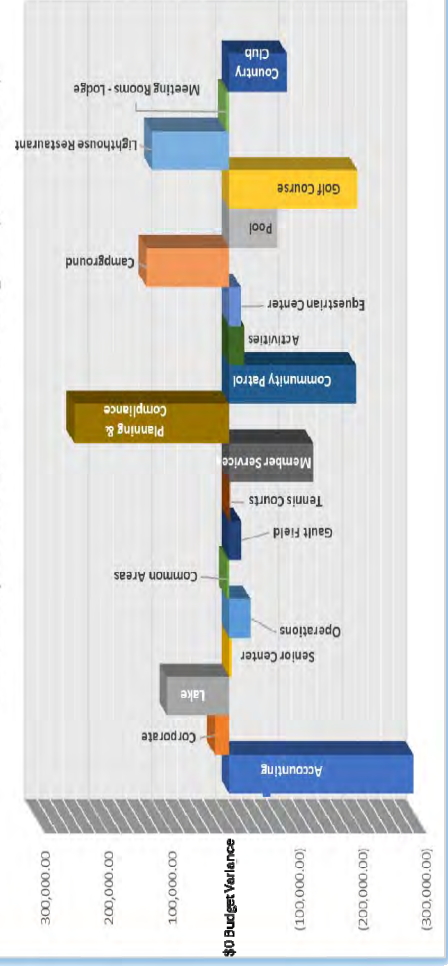
Fund Balances Summary



Operating Cash



February 2026 Actual to Budget (\$457,111)



Date: May 5, 2026

From: Andrea Moreno

APPROVAL: CLPOA Report of Executive Session

On behalf of the CLPOA Board of Directors, please see the Report of Executive Session for the Board Meeting held on Tuesday, May 5, 2026. The meeting was called to order at approximately 12:30 p.m. Items discussed during this session included:

Legal Matters - The Board of Directors and management received an update from legal counsel regarding Association matters. In addition, the Board held discussion on two (2) legal item(s).

3rd Party Contract/Agreement - The Board of Directors and management held discussion on nine (9) third party contract/agreements pending with the Association during this meeting.

Personnel Matters - The Board of Directors and management held discussion on pending personnel matters during this meeting.

The meeting concluded at or before 5:30 p.m.

Andrea Moreno
Clerk of the Board

Date: May 5th, 2026

To: Board of Directors

From: Accounting Department

Board Action/Resolution: Authorization of Liens

Background

Civil Code §5673 requires the Board of Directors to authorize the approval of the recordation of liens against members when they become delinquent. In addition, if the debt continues to remain outstanding and additional charges occur in relationship to the initial debt, the lien may be periodically updated and refiled.

Fiscal Impact

There are fees and staff time required to file the claim. These fees are included in our claim and may be awarded by the judge if we are successful.

Recommendation

It is recommended the Board of Directors authorize the Controller or the appropriate personnel to record the liens against the attached Assessor Parcel Numbers in accordance with Civil Code §5673 in order to secure the debt owed to the Association.

Assessor Parcel Number

1. 353-041-032
2. 355-301-011
3. 355-122-015
4. 353-132-035
5. 355-072-037
6. 353-075-030
7. 353-152-004
8. 353-151-003
9. 353-013-001
- 10.355-392-029
- 11.353-232-001
- 12.351-172-012
- 13.355-231-021
- 14.351-131-019
- 15.353-242-014
- 16.355-037-003

Date: May 5, 2026

To: Board of Directors

From: Tiffany Cribbs, Director of Community Services

RE: 28 Day Reading – New Rule CF.2.9 Cooking Devices/Court Surfaces

Background

The Rules & Regulations Review Committee has recommended the addition of a new rule within the Courts & Fields section to address the use of cooking devices on court surfaces.

This recommendation stems from recent incidents involving individuals using barbeques and grills on basketball courts, resulting in damage to the playing surface and impacting the usability and longevity of the courts.

While these incidents have primarily occurred on basketball courts, the proposed rule is intended to apply consistently across all court surfaces to prevent similar damage and to maintain the condition and usability of Canyon Lake POA recreational facilities.

The proposed rule includes a \$100 fine per violation, in addition to the cost of any necessary repairs resulting from damage caused by the use of cooking devices on court surfaces.

Fiscal Impact

The proposed rule includes a \$100.00 fine for violations. Any revenue generated from this fine would be incidental, as the primary purpose of the rule is to prevent damage to court surfaces and reduce maintenance costs associated with misuse of these facilities.

Recommendation

It is recommended that the Board of Directors approve the 28-Day Reading of new Rule CF.2.9 to prohibit the use of cooking devices on court surfaces, as outlined below.



Director of Community Services

PROPOSED NEW RULE:

CF.2.9 – Cooking Devices / Court Surfaces

The use of cooking devices, barbeques, or grills is prohibited on all court surfaces. Propane grills are permitted only in designated areas and must comply with all applicable safety requirements. Charcoal fires are allowed only in designated barbeques.

Fine: \$100, plus cost of repairs

Date: May 5, 2026

To: Board of Directors

From: Tiffany Cribbs, Director of Community Services

RE: 28 Day Reading Rule Revision GR.5.1o Failure to Stop for a Stop Sign

Background

General Rule 5.1o establishes the fine for failure to stop at a stop sign, which is currently a flat fine of \$250.00. The proposed revision updates the fine structure to a tiered schedule within a 36-month period to better align with Canyon Lake POA's existing progressive enforcement approach for traffic-related violations, including speeding. This adjustment promotes consistency across similar safety-related rules and provides a more balanced escalation for repeat offenses.

The revised fine structure would be as follows:

- 1st Offense: \$150.00
- 2nd Offense: \$250.00
- 3rd Offense: \$350.00

Fiscal Impact

Minimal direct fiscal impact. The revised structure may result in lower fines for first-time violations while increasing fines for repeat offenses. Overall revenue impact is expected to be neutral, with the primary objective being consistency and improved compliance.

Recommendation

It is recommended that the Board of Directors approve the revision to Rule GR.5.1o to implement a tiered fine structure within a 36-month period, as outlined above.



Director of Community Services

CURRENT RULE:

GR.5.1o – Failure to Stop for a Stop Sign

Failure to stop for a posted stop sign.

Fine: \$250.00

PROPOSED RED-LINED REVISIONS:

GR.5.1o – Failure to Stop for a Stop Sign

Failure to stop for a posted stop sign.

Fine:

- 1st Offense: \$150.00
- 2nd Offense: \$250.00
- 3rd Offense: \$350.00

PROPOSED REVISED RULE:

GR.5.1o – Failure to Stop for a Stop Sign

Failure to stop for a posted stop sign.

Fine:

- 1st Offense: \$150.00
- 2nd Offense: \$250.00
- 3rd Offense: \$350.00

DATE: May 5, 2026

TO: Board of Directors

FROM: Recreation Department

RE: 2026 Rule Variances for Fiesta Day Event

Background

The Canyon Lake POA hosts its annual Fiesta Day celebration on Saturday, May 23, followed by Country Fest on Sunday, May 24. Fiesta Day will take place at the Canyon Lake Lodge and Holiday Harbor Park, while Country Fest will be held exclusively at Holiday Harbor.

These events are well-attended community celebrations featuring a variety of activities, including a ski show and parade. Some components of these events do not fully align with the current Canyon Lake POA Rules & Regulations and therefore require Board approval for temporary variances.

Fiscal Impact

N/A

Recommendation

It is recommended that the Board of Directors approve the requested variances for Fiesta Day on Saturday, May 23, 2026, and Country Fest on Sunday, May 24, 2026.

Board of Directors – Resolution on Variances for Fiesta Day & Country Fest

WHEREAS, it is the intent of the Board of Directors to fully comply with all laws and covenants governing the Association’s Governing Documents and variances from the same.

WHEREAS, the Association’s Board of Directors, with the help of the Recreation Department, directs and supervises the annual Fiesta Hopper within the Association.

WHEREAS, Fiesta Day necessitates the closure of several streets within the Association, as well as the suspension of and/or variance from traffic and other rules which are part of the Association’s Governing Documents in order to facilitate the parade.

WHEREAS, the Board decided to temporarily allow some, but not all, variances from the Governing Documents in order to facilitate the parade.

WHEREAS, in accordance with the Business Judgment Rule set out in the *Lamden v. La Jolla Shores Club dominium Homeowners Association*, 21 Cal. 4th 249 (1999), and under the advice of legal counsel, the Association’s Board of Directors found and concluded that it is in the best interests of the Association and its members to allow all variances from the Association’s Governing Documents which are listed in Exhibit “A,” but not to allow variances from the Association’s recorded CC&R’s which prohibit the operation of motorcycles within the Association’s property.

WHEREAS, after carefully evaluating all facts, and after receiving and evaluating the advice of experts, the Board has found that unlike other variances which allow for the violation of the Rules & Regulations, a variance to allow motorcycles to be operated within the Association’s property would be in violation of the recorded CC&R’s. Moreover, the motorcycle prohibition has been and continues to be a controversial issue within the community. Therefore, the Board of Directors found that it is in the best interests of the Association and its members not to approve a variance that would allow the operation of motorcycles within the Association property for purposes of the parade.

WHEREAS, the Board of Directors personally voted on the subject of this resolution and did not delegate voting to any agent of the Association;

WHEREAS, the vote to approve this resolution occurred in an executive session of the Board and recorded in the Association’s book of minutes in compliance with California Law;

NOW, THEREFORE, BE IT RESOLVED, that the Association shall: allow variances for the violations listed in Exhibit “A,” but shall not allow for a variance allowing for the violation of the motorcycle prohibition enumerated in the Association’s CC&R’s.

The foregoing resolution is adopted by a majority of the Board of Directors on this ____ day of _____, 2026.

Acknowledgement:

CERTIFICATE OF SECRETARY

I certify that I am the duly qualified and acting secretary of the Canyon Lake Property Owners Association. The foregoing is a true and correct copy of the Resolution duly adopted by the Board of Directors of the corporation at a meeting held on _____ and entered in the minutes of such meeting in the Minute Book of the corporation. The resolution is in conformity with the Articles of Incorporation and the Bylaws of the corporation and has never been modified or appealed and is, as of now, in full force and effect.

Board of Directors – Resolution on Event Rule Variances
Fiesta Day (May 23, 2026) & Country Fest (May 24, 2026)

Parade Rule Variances (Fiesta Day Only)

- Temporary road closures and detours will be implemented before and during the parade to ensure safety and manage traffic flow, in variance of **GR.5 Motor Vehicle Rules** and standard roadway use provisions.
- Decorated vehicles, including cars, golf carts, bicycles, electric bicycles, pedal cars, tractors, floats, boats, and trucks, will travel at reduced speeds in the middle of the road, in variance of **GR.5.1 General Information** and applicable vehicle operation rules.
- Parade participants are permitted to distribute candy and other items from their vehicles to spectators along the parade route, in variance of **GR.2.9 No Public Disturbance / No Nuisance**.
- Horses and other animals are allowed to participate in the parade, walking in the middle of the road, in variance of **GR.2.14 Conditions and Restrictions for Dogs / Animal Control Provisions** and standard roadway use restrictions.
- Expect loud noises from both participants and spectators throughout the parade, in variance of **GR.2.18 Noxious and/or Offensive Conduct (Noise Restrictions)**.
- The Tuesday Work Group/Canyon Lake POA tractor may be part of the parade and is permitted to operate within the roadway along the parade route, in variance of **GR.5.4 Commercial Vehicles** and standard vehicle operation restrictions.
- Dance groups, bands, and music groups may be part of the parade and are permitted to perform within the roadway along the parade route, in variance of **GR.2.18 Noxious and/or Offensive Conduct (Noise Restrictions)**.
- Participants may ride in the back of convertibles, truck beds, trailers, floats, or boats in tow, in variance of **GR.5 Motor Vehicle Safety and Operation Rules**.
- Pedestrian traffic will be permitted on the roadway along the parade route, in variance of **GR.5 Motor Vehicle Rules** and standard roadway use provisions.
- Limited commercial advertising is permitted on parade entries, including vehicles, floats, boats, and signage, subject to the content restrictions outlined in **GR.4.6 Signs / Flags / Posters / Banners**.
- Access to the Lodge, Canyon Club Drive, and Lighthouse Drive will be limited to accommodate parade activities, in accordance with **GR.6 Access Control Policies**.
- Emergency and parade-support vehicles, such as fire trucks, police cars, and patrol vehicles, will operate with full sound and lights along the route, in accordance with **GR.5 Motor Vehicle Rules** and emergency operations protocols.

Event Rule Variances (Fiesta Day & Country Fest)

(Applies to both events, with Country Fest limited to Holiday Harbor Park)

Lake & Marine Variances

- During Fiesta Day, the main lake will be temporarily closed for a designated period to accommodate ski shows and water-based entertainment, in variance of **LM.6 (Safe Operation and Boating Rules)** and **LM.9 (Skiing, Wakeboarding and Similar Watersports Rules)**.
- Standard lake towing and operation rules will be modified as necessary for event performances, in variance of **LM.6.16 Boat Towing** and **LM.9 Watersports Rules**.
- Marine Patrol may temporarily alter traffic patterns, speeds, and usage areas for safety and event coordination,

in accordance with **LM.6.3 Follow Marine Patrol Directives.**

Park, Beaches, & Facility Use Variances

- Temporary vendor booths and event infrastructure are permitted at the event locations, including the Lodge and Holiday Harbor, in variance of **PB.3.2 Outside Vendors.**
- Designated parking areas will be reserved for vendors, staff, and event operations, and standard parking restrictions will be modified in accordance with **PB.2.1 Designated Parking.**
- Additional accessible (ADA) parking will be designated at Holiday Harbor, in variance of **PB.2.1 Designated Parking.**

Food, Beverage, & Vendor Variances

- Outside food and beverage sales are permitted in designated event areas, in variance of **RF.6.1 No Outside Food or Beverages Allowed without CLPOA Approval.**
- Food vendors may operate without standard facility restrictions during the event, in variance of **GR.2.19 No Use of Recreational Facilities for Commercial Purpose.**
- Alcohol service and consumption may occur within approved and controlled event areas, subject to permitting and security requirements, in variance of **RF.2.3 No Alcoholic Beverages Allowed to Leave Premises and applicable facility use restrictions.**

Traffic, Parking, & Access Variances

- Increased pedestrian traffic is expected; pedestrian use of roadways near event areas will be permitted, in variance of **GR.5 Motor Vehicle Rules** and standard roadway use provisions.
- Standard parking restrictions may be modified to accommodate event attendance and operations, in variance of **GR.5.3 Parking of Vehicles within the Canyon Lake Community.**
- Certain areas may be temporarily closed or restricted to support event safety and logistics, in accordance with **GR.6 Access Control Policies.**

Noise & Conduct Variances

- Amplified music, live entertainment, and event-related noise exceeding typical limits will be permitted during event hours, in variance of **GR.2.18 Noxious and/or Offensive Conduct (Noise Restrictions).**
- Event-related activities may exceed standard noise restrictions outlined in **GR.2.18.**

General Event Operations

- Activities that would otherwise be restricted as commercial use on common areas are permitted for the duration of the events, in variance of **GR.2.19 No Use of Recreational Facilities for Commercial Purpose.**
- All activities will be managed in coordination with staff, Community Patrol, and emergency services to maintain safety and compliance.

COMMUNITY SERVICES REPORT

April 2026

DIRECTOR'S MESSAGE

Tiffany Cribbs, Director of Community Services

The Community Services departments continued delivering consistent service while supporting an increase in seasonal activity. Efforts remain focused on maintaining strong service levels while advancing key priorities, including event planning for Fiesta Day and CountryFest, expanding digital tools and online services, and continuing improvements to internal processes that support efficiency and member experience.

Communications

The Communications team maintained a high level of output, supporting community, club, recreation, and restaurant promotions. Campaigns have expanded in scale as the team moves into peak event season, with a focus on increasing visibility, participation, and support for revenue-generating amenities. Digital engagement across email, social media, and the website continues to grow, with consistent messaging supporting both community awareness and operational initiatives.

Member Services

Member Services continued serving as the primary point of contact for members, providing support across in-person, phone, and online channels. The team maintained strong service metrics while managing ongoing membership activity, decal processing, and access services. Progress continues on digital enhancements, including expanded online tools and service options, with a continued emphasis on improving efficiency and accessibility while using member feedback to guide service improvements.

Recreation

Recreation continued coordinating a high volume of facility use, club events, and programming, supporting over 250 functions during the month. Planning efforts for major upcoming events, including Fiesta Day and CountryFest, are well underway. The team is also expanding programming with summer camps, swim lessons, and additional recreation opportunities. Coordination with Patrol, Operations, and Communications remains a key focus to support event execution, facility use, and overall community programming.

COMMUNICATION REPORT

Goals & Campaigns – April 2026

Goals & Objectives

The primary goals of the Communications team this fiscal year are:

- **Foster Community Engagement:** Promote community engagement through social media and digital platforms to connect with the Canyon Lake POA.
- **Build Greater Transparency:** Provide regular updates on projects, publicize key decisions, and make relevant resources easily accessible.
- **Promote Community Recreation & Events:** Highlight local events, club functions, and recreational opportunities to encourage community participation and support.
- **Improve Information Dissemination:** Utilize various communication channels to ensure accurate and timely information reaches community members.
- **Promote Revenue-Generating Amenities:** Support marketing efforts for golf course, restaurants, Happy Camp, propane sales, online store, and gift cards. Emphasize weddings and banquets at the Lodge.
- **Enhance Online Digital Services:** Improve the website's knowledge base, feature event pages, and provide online facility schedules.

Looking Forward

In consideration of our primary goals for this year, below are new campaigns we will be focusing on in the upcoming months:

- **Recreation & Event Promotions**
 - Fiesta Day
 - CountryFest
 - Taco Tuesdays
- **Member Services Notices**
 - Canyon Lake Virtual Tours (360)
 - Notify Us & Ask Us
 - Community Maintenance
 - Online Services
- **Community Notices**
 - Lake Warning Flags
 - Lake Emergency Markers
 - Canyon Lake Camera Program
 - Access & Traffic
 - Electric Bicycle Registration & Riding Best Practices
 - Not an E-Bike
 - Community Patrol Enforcement
- **Club Promotions**
 - Yacht Club Opening Day/Blessing of the Boats
 - Choraleers Great American Songbook Concert
 - Community Theatre Be Our Guest Concert
 - CLAMS Charity Fundraiser Golf Tournament
- **Restaurant Dining and Event Promotions**
 - Lodge*
 - Cinco de Mayo Specials
 - Mother's Day Brunch
 - Happy Hour Specials
 - Weekly Live Music
 - Monthly Social Media Contest
 - Country Club*
 - Cinco de Mayo Specials
 - Mother's Day Brunch Buffet
 - Weekly Live Music
 - Live Band Karaoke with Lifetime Rocker
 - Line Dancing at Country Club
 - Comedy Night with Frank & Friends
 - Cocktails & Karaoke
 - Happy Hour Mondays
 - Taco Tuesdays
 - Sunday Brunch
 - Monthly Social Media Contest
- **Golf Promotions**
 - Golf Annual Membership Campaign
 - Golf Daily Play Promotion (Canyon Lake residents only)

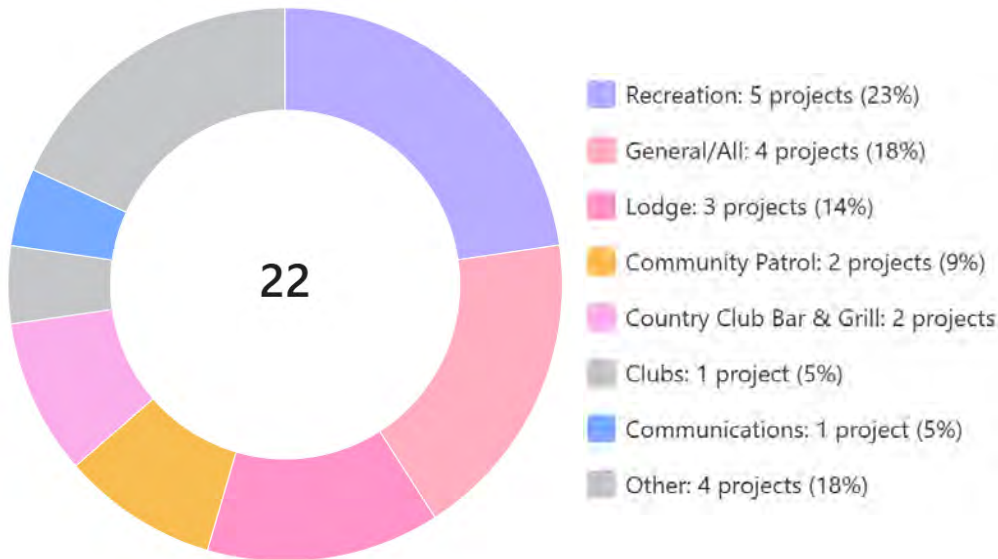
COMMUNICATION REPORT

KPI Dashboard – April 2026

ACTIVE CAMPAIGNS

April 2026

Below are the number of campaigns Communications managed during the month of April, broken down by the departments collaborated with for these campaigns.



HIGHLIGHTS

496

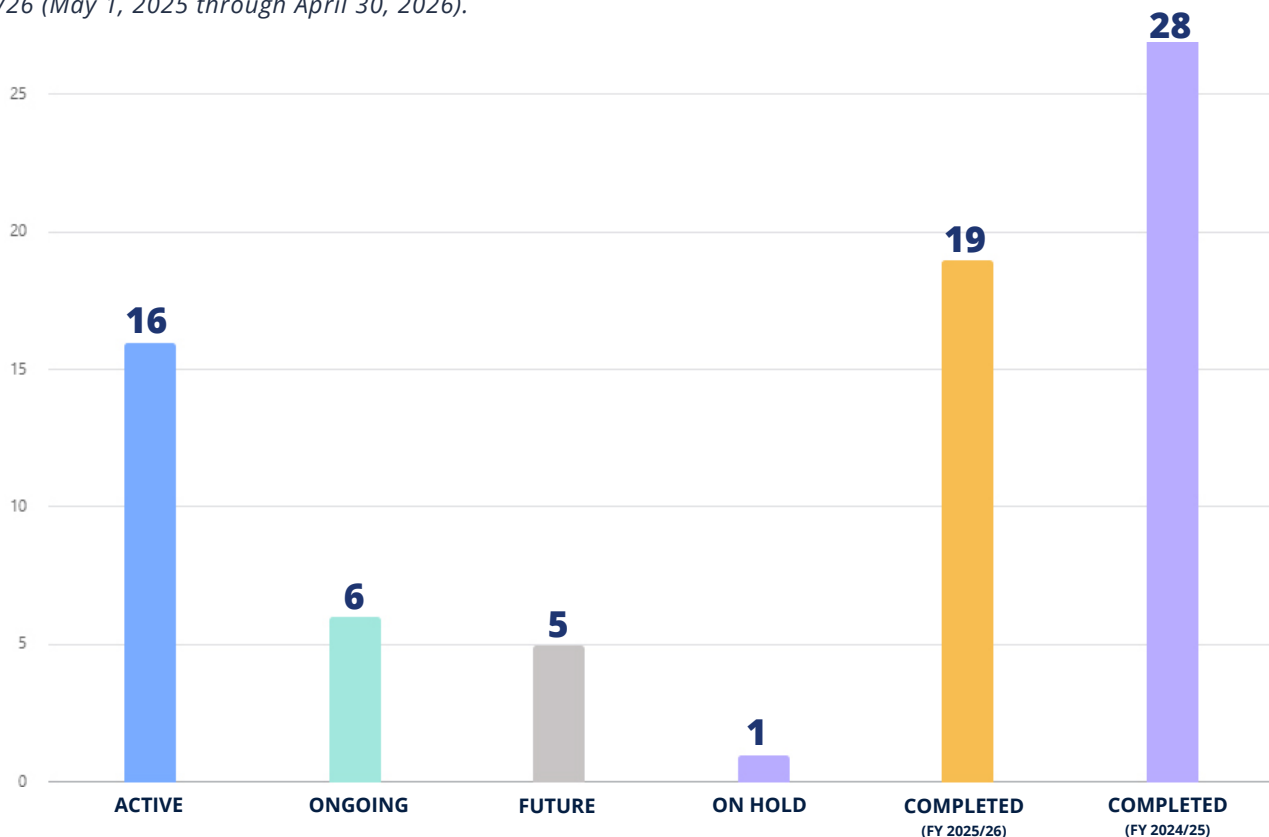
tasks completed
in April 2026

50

club events promoted
in fiscal year 2025/26

CAMPAIGN STATUS

Below is the status of the campaigns Communications manages. These numbers are tracked for the current fiscal year 2025/26 (May 1, 2025 through April 30, 2026).



FEATURE CAMPAIGNS – CANYON LAKE POA

April 2026

Community Promotions

Lake CLEAN-UP DAY

SATURDAY, APRIL 11
9 A.M. DIAMOND POINT PARK
WWW.CLVCCA.ORG

Canyon Lake Woman's Club

WALKING ON SUNSHINE FASHION SHOW

Saturday April 18th 11-3 pm
Canyon Lake Country Club

\$50 donation per guest
An Afternoon of Fashion, Mimosas and Cuisine

Priority seating for tables of 8 or 10

To RSVP contact Pam DeBry
951-640-7521

CANYON LAKE
PROPERTY OWNERS ASSOCIATION

COMMUNITY-WIDE

SALE

GARAGE Sale

Apr 25 & Apr 26

View Community Map or Register Your Garage Sale at
www.clpoa.com/communitysale

CANYON LAKE

E-BIKE EDUCATION FAIR

SATURDAY, APRIL 25
10 A.M. TO 2 P.M.

- EDUCATION RIDING TIPS
- OBSTACLE COURSE
- RAFFLE PRIZES

LOCATION | SIERRA PARK

LEARN MORE AT WWW.CLPOA.COM/EBIKE-FAIR

CANYON LAKE EQUESTRIAN CENTER

JOIN THE EQUESTRIAN WORK GROUP!

Make a difference at the Equestrian Center while connecting with fellow horse enthusiasts!

Thursday, April 2 | 8 a.m.
Canyon Lake Equestrian Center

Give Back • Meet Great People • Stay Connected

CANYON LAKE POA BOARD ELECTION

IT'S TIME TO VOTE!

VOTING OPTIONS

- Electronically (before 9 a.m. on May 13)
- By Mail (by May 6)
- Ballot Box at Blue Bird Hall (by 5 p.m. on May 12)
- Election Day at Lodge from 8 a.m. to 9 a.m. on May 13

VOTE

CANYON LAKE
PROPERTY OWNERS ASSOCIATION

[@canyonlakepoa](https://www.instagram.com/canyonlakepoa)

Restaurant Promotions

CANYON LAKE COUNTRY CLUB BAR & GRILL

Easter BUFFET

SUNDAY, APRIL 5
9 A.M. - 2 P.M.

FEATURING

Omelet Station, Bacon & Sausage, Country Potatoes & Triangle Hashbrowns, Biscuits & Gravy, French Toast Sticks, Mini Pancakes, Chicken & Waffles, Birria, Chile Verde Pork, Chicken Fajitas & Enchiladas, Fire-Braised Ribs, BBQ Pork Chops, Peppercorn Salmon, Asian Shrimp, Clams & Mussels, Mahi Mahi, Ceviche, Snow Crab Claws, Deviled Eggs, Meat Carving Stations, Dessert Station, and More!

ADULTS (65+) | SENIORS (65+) \$40
CHILDREN (AGED 4 - 12) \$25

Call 951.246.1773 for reservations or book online at www.canyonlakecountryclub.com/reservations

* Limited menu offered before 9 a.m. Restaurant closes after 2 p.m.

CANYON LAKE COUNTRY CLUB BAR & GRILL

Easter DRINKS

JELLY BEAN SHOOTER

COTTONTAIL MARTINI

DRUNK BUNNY

COTTON CANDY MIMOSAS

Only available on Sunday, April 5.

CANYON LAKE
COUNTRY CLUB BAR & GRILL

[@canyonlakecountryclub](https://www.instagram.com/canyonlakecountryclub)

32001 Railroad Canyon Road, Canyon Lake, CA 92587 | www.canyonlakecc.com

CANYON LAKE LODGE

Easter BRUNCH BUFFET

SUNDAY, APRIL 5 | 9 A.M. TO 2 P.M.

FEATURING

Prime rib carving station, Bacon wrapped meatloaf, Orange glazed salmon, Shrimp cocktail, Oysters half-shell, Smoked ham, Oven roasted turkey, Eggs Benedict, Omelet station, Salad bar, Dessert station and more!

ADULTS: \$65 | KIDS (4-12): \$25
SENIORS (65+): \$40

Kids 3 and younger free with each paid adult.
Add bottle of Champagne for \$20.

Free Easter egg hunt on the front lawn at 10 a.m. & 12 p.m.
Free photos with the Easter bunny on the terrace.
The restaurant will be closed after 2 p.m. on Easter day.

RESERVATIONS AT WWW.THECANYONLAKELODGE.COM

20% DISC. (CHANGE W/ST) ACCR. 15% TAXES

CANYON LAKE LODGE

Easter EGG HUNT

Sunday, April 5 at 10 a.m. & 12 p.m.

Free photos with the Easter Bunny on the terrace.
(Don't forget to bring your camera!)

Free Easter egg hunt on the front lawn at 10 a.m. & 12 p.m.

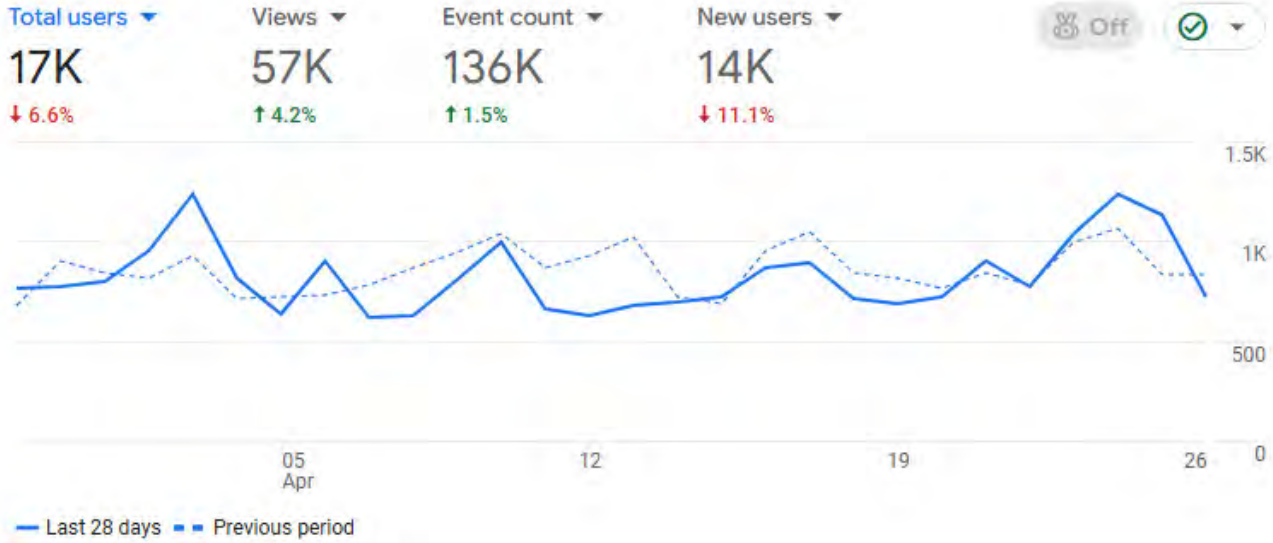
Easter brunch buffet is available from 9 a.m. to 2 p.m.
The restaurant will be closed after 2 p.m. on Easter day.

RESERVATIONS AT WWW.THECANYONLAKELODGE.COM

COMMUNICATION REPORT

Website Highlights – April 2026

Website Analytics Highlights



Top 15 Visited Website Pages

<input type="checkbox"/>	Page title and screen class +	↓ Views	Active users	Views per active user	Average engagement time per active user	Event count All events ▾
<input type="checkbox"/>	Total	57,261 100% of total	16,264 100% of total	3.52 Avg 0%	1m 17s Avg 0%	135,907 100% of total
<input type="checkbox"/>	1 Canyon Lake POA Community, Recreation & Events in Canyon Lake, CA - Canyon Lake POA	5,666 (9.9%)	2,759 (16.96%)	2.05	27s	15,196 (11.18%)
<input type="checkbox"/>	2 Login - Canyon Lake POA	5,109 (8.92%)	2,108 (12.96%)	2.42	44s	11,703 (8.61%)
<input type="checkbox"/>	3 Home - Canyon Lake POA	3,321 (5.8%)	2,111 (12.98%)	1.57	24s	10,284 (7.57%)
<input type="checkbox"/>	4 Pickleball - Canyon Lake POA	2,370 (4.14%)	296 (1.82%)	8.01	1m 09s	4,604 (3.39%)
<input type="checkbox"/>	5 Community Garage Sale - Canyon Lake POA	2,256 (3.94%)	1,310 (8.05%)	1.72	9s	5,635 (4.15%)
<input type="checkbox"/>	6 Events Reservation - Canyon Lake POA	1,816 (3.17%)	1,075 (6.61%)	1.69	24s	4,325 (3.18%)
<input type="checkbox"/>	7 My Info - Canyon Lake POA	1,671 (2.92%)	849 (5.22%)	1.97	45s	3,357 (2.47%)
<input type="checkbox"/>	8 Happy Camp - Canyon Lake POA	1,492 (2.61%)	816 (5.02%)	1.83	1m 00s	4,035 (2.97%)
<input type="checkbox"/>	9 Canyon Lake Lodge - The Canyon Lake Lodge	1,380 (2.41%)	800 (4.92%)	1.73	24s	3,961 (2.91%)
<input type="checkbox"/>	10 Book Golf Tee Time - Canyon Lake POA	1,063 (1.86%)	192 (1.18%)	5.54	4m 12s	2,027 (1.49%)
<input type="checkbox"/>	11 Search - Canyon Lake POA	1,054 (1.84%)	509 (3.13%)	2.07	57s	2,114 (1.56%)
<input type="checkbox"/>	12 Status - Canyon Lake POA	981 (1.71%)	746 (4.59%)	1.32	2s	2,668 (1.96%)
<input type="checkbox"/>	13 Make Payment - Canyon Lake POA	969 (1.69%)	489 (3.01%)	1.98	1m 48s	1,823 (1.34%)
<input type="checkbox"/>	14 Events - Canyon Lake POA	936 (1.63%)	598 (3.68%)	1.57	39s	2,054 (1.51%)
<input type="checkbox"/>	15 CountryFest - Canyon Lake POA	809 (1.41%)	536 (3.3%)	1.51	19s	2,117 (1.56%)

COMMUNICATION REPORT

Social Media Highlights – April 2026

PERFORMANCE SUMMARY

27,175

Followers
Total

375

Published
Posts

275,892

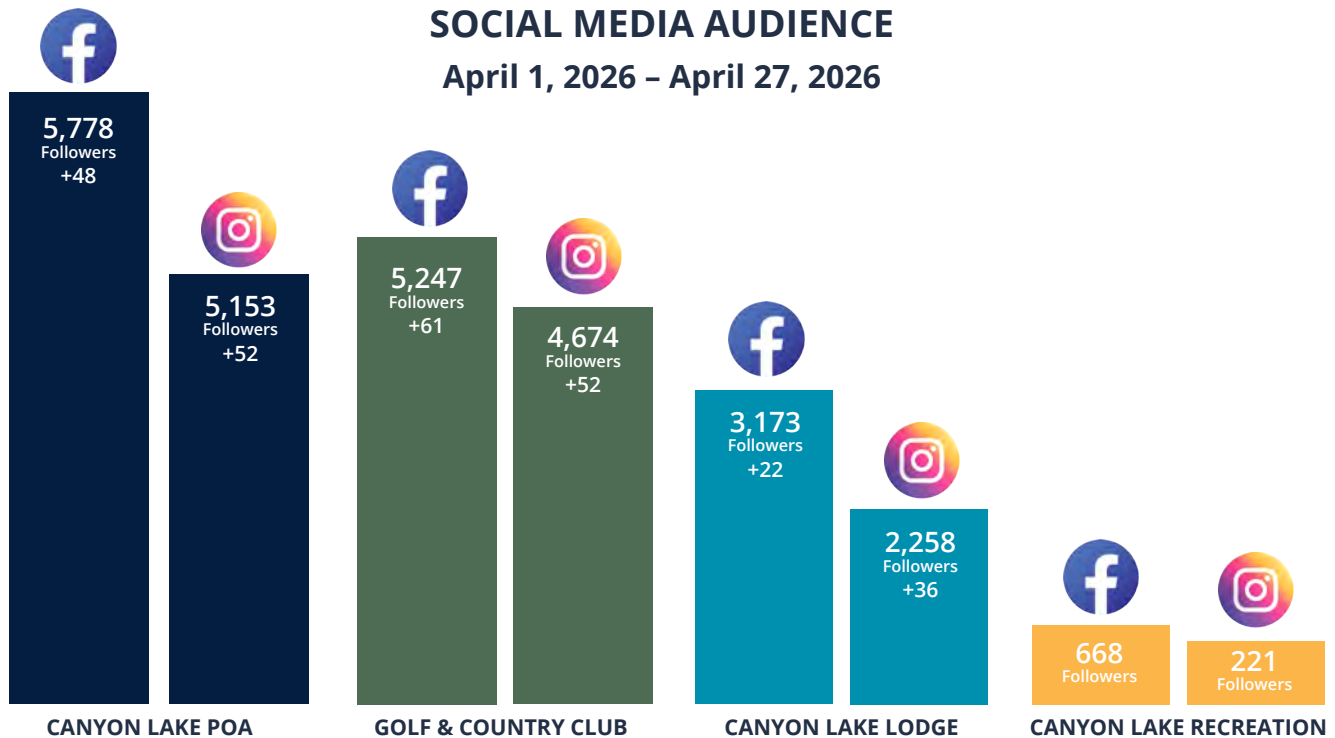
Page
Impressions

215,079

Post
Impressions

SOCIAL MEDIA AUDIENCE

April 1, 2026 – April 27, 2026



PROFILE SUMMARY

Profile	Followers	Growth	Posts	Engagment	Reach	Impressions
Canyon Lake POA Facebook	5,778	48	84	4,786	61,215	76,463
Canyon Lake POA Instagram	5,153	52	100	603	41,363	66,725
Golf & Country Club Facebook	5,247	61	33	1,591	10,786	22,417
Golf & Country Club Instagram	4,674	52	46	179	14,289	21,424
Canyon Lake Lodge Facebook	3,173	22	13	1,254	6,105	13,437
Canyon Lake Lodge Instagram	2,258	36	34	63	9,768	12,575
Canyon Lake Recreation Facebook	668	1	33	29	962	1,057
Canyon Lake Recreation Instagram	221	2	32	10	729	1,190

COMMUNICATION REPORT

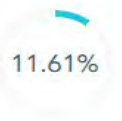
Email Highlights – April 2026

EMAIL DASHBOARD – APRIL 2026

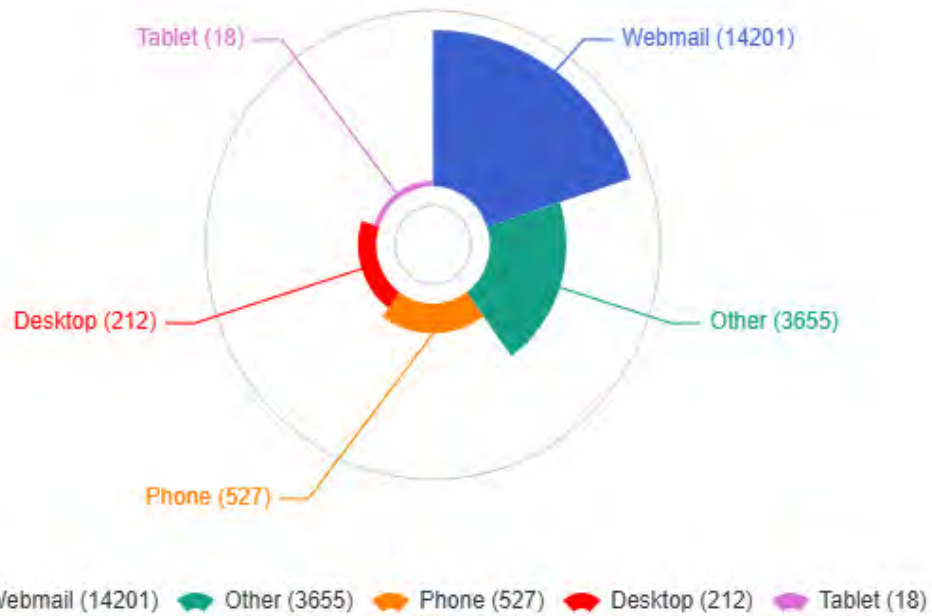
58455
DELIVERED



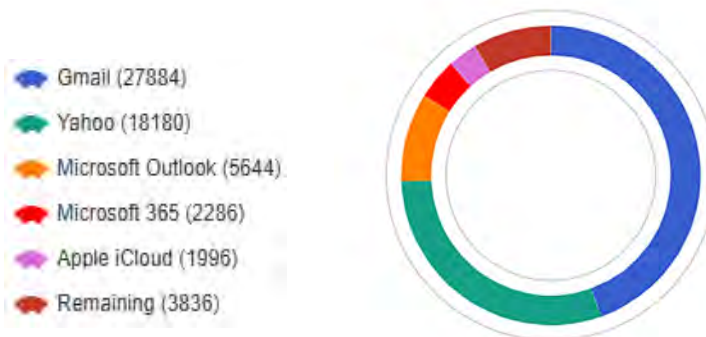
7382
UNIQUE OPENS



TOP DEVICE OPENS APRIL 2026



DELIVERY BY EMAIL CLIENT APRIL 2026



MEMBER SERVICES REPORT

Goals & Campaigns – April 2026

Goals & Objectives

The primary goals of the Member Services team this fiscal year are:

- **Digital Enhancement Initiative:** Adopt and improve digital solutions to increase efficiency and accessibility in Member Services.
- **Positive Member Interactions:** Deliver exceptional Member Service in all interactions between employees and members.
- **Ensure Professionalism:** Provide members with support that consistently reflects courtesy, respect, honesty, and informed responses.
- **Expedient Responses:** Respond promptly to calls and emails with clear, professional, and informative communication.
- **Anticipate Member Needs:** Train staff to recognize and respond to both expressed and unexpressed member needs effectively.
- **Foster Continuous Improvement:** Regularly train and update staff on best practices in member service to maintain high standards and adapt to new challenges.

Looking Forward

In consideration of Member Services primary goals for this year, below are some of the initiatives the Member Services team will be focusing on in the upcoming months:

- **Department Projects**
 - FY 26/27 Boat Registrations
 - Policy Development
 - Ongoing Staff Website Review
- **Digital Enhancements:**
 - Department Digitalization
 - Increased online support.
 - Implementing new digital tools in the office for more efficient support.
- **Customer Support Performance**
 - Continued collection of member feedback through SurveyMonkey to assess service levels and identify areas for improvement.
- **Daily Membership Management**
 - Issue Decals, RFIDs, & POA Cards
 - Boat Decals
 - E-bike Decals
 - Golf Cart Decals
 - Motorcycle Decals
 - Pump Track Decals
 - Vehicle Decals
 - Establishing New Memberships
 - Manage Boat Dock Slip Rentals
 - Provide Guest Access Support
 - Process Assessment Payments
 - General Association Inquiries
 - Monthly Membership Renewal Letters

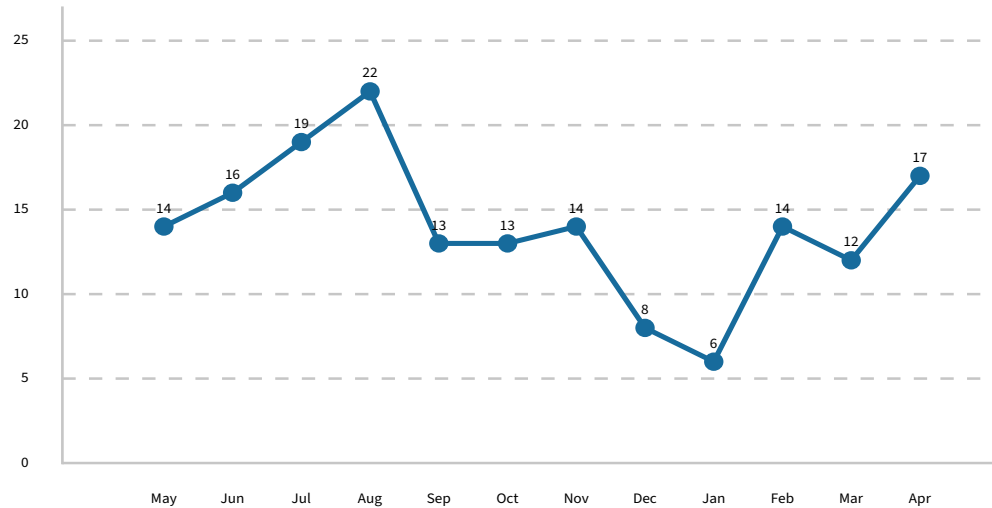
MEMBER SERVICES REPORT

KPI Dashboard – April 2026

NEW HOMEOWNERS

April 2026

Below is the number of new homeowners Member Services processes each month. These numbers are tracked for the current fiscal year 2025/26 (May 1, 2025 through April 30, 2026).



MEMBERSHIP HIGHLIGHTS

16,105

Memberships in April 2026

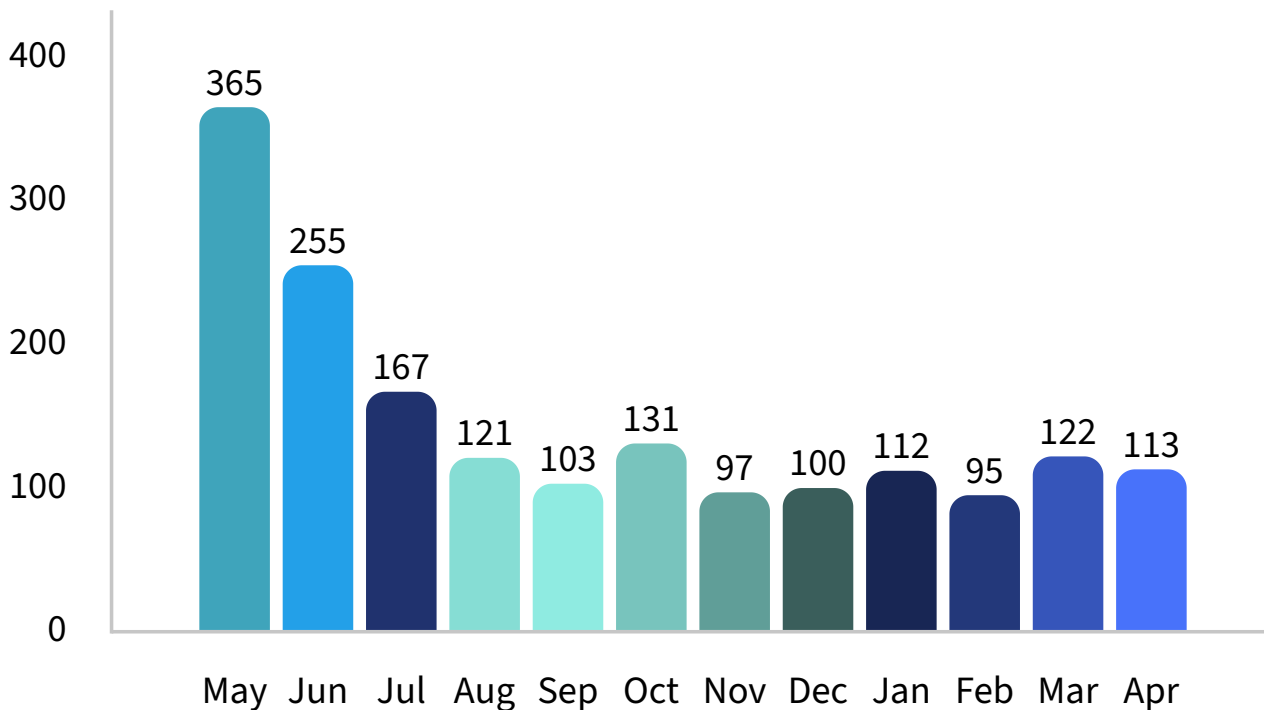
1,715

Tenants in April 2026

NEW MEMBERSHIPS

April 2026

Below is the number of new memberships Member Services processes each month. These numbers are tracked for the current fiscal year 2025/26 (May 1, 2025 through April 30, 2026).



MEMBER SERVICES REPORT

KPI Dashboard – April 2026

MEMBER SERVICES ACTIVITY

279 (-31 Mar)

Member Office Visits

303 (+21 Apr)

Decals Processed

10% (-1% Mar)

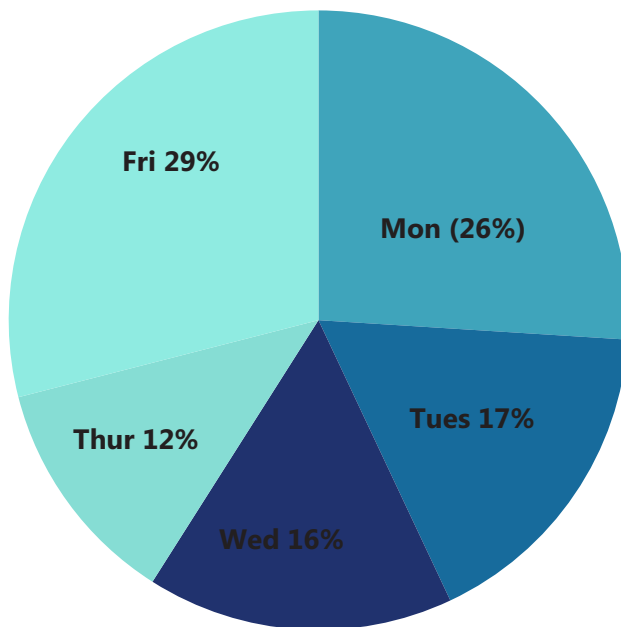
In Person Support

90% (+1% Mar)

Phone/Online Support

MEMBER VISITS BY DAY TO MEMBER SERVICES

April 2026



MEMBER SUPPORT

2,863 (-57 Mar)

Members assisted in April
(in person, online/email, phone)

1,550 (-3 Mar)

Members signed up for email communication

MEMBER EXPERIENCE FEEDBACK

April 2026

Feedback from surveys sent to members after each visit to the Member Services office.

Overall Satisfaction



Overall Helpfulness



Issue Resolved



Wait Time

99%

Issue Resolution Time

75%

26

Recommendation Rating

81%

MEMBER SERVICES REPORT

KPI Dashboard – April 2026

DECAL OVERVIEW - APR 2026

152 (-21 Mar)

Vehicle Decals Issued

22 (-2 Mar)

Golf Cart Decals Issued

36 (-29 Mar)

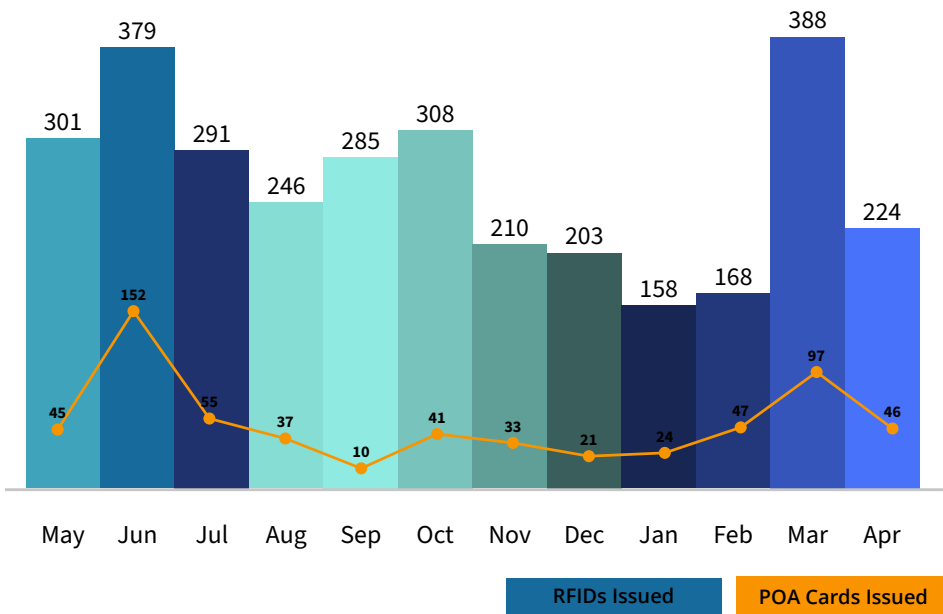
E-Bike Decals Issued

93 (+73 Mar)

Boat Decals Issued

RFIDS & POA CARDS ISSUED

April 2026



GO ACCESS HIGHLIGHTS

89%

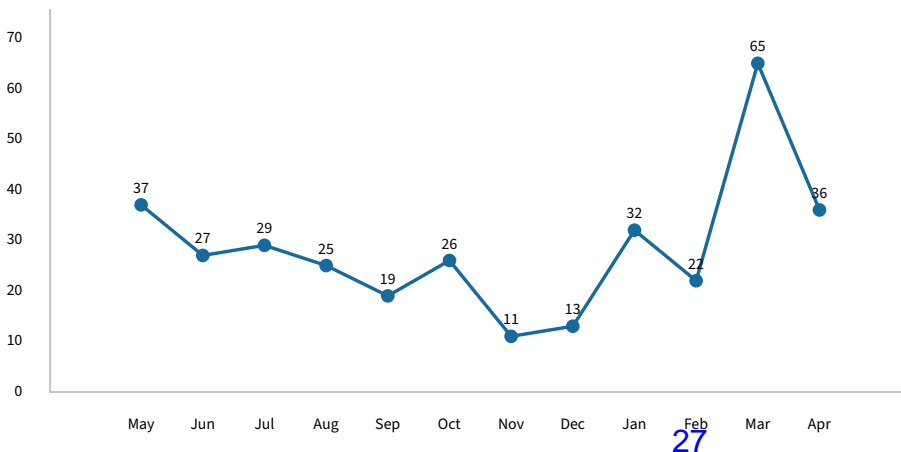
Members migrated to GoAccess.

4,266

Members migrated to GoAccess.

E-BIKE DECAL TRACKER

Below are the number of e-bike decals Member Services processes each month. These numbers are tracked for the current fiscal year 2025/26 (May 1, 2025 through April 30, 2026).



TOTAL E-BIKES REGISTERED

1,269

as of April 28, 2026

RECREATION REPORT

Goals & Campaigns – April 2026

Goals & Objectives

The primary goals of the Recreation team this fiscal year are:

- **Enhance Community Engagement:** Elevate the quality and variety of existing recreational programs to better engage the community.
- **Expand Program Offerings:** Broaden the range of recreational activities, introducing new programs designed specifically to engage both youth and adults in the community.
- **Foster Partnerships & Community Support:** Secure local business partnerships for event sponsorships to reduce costs and enhance the quality of community events.
- **Support Club Activities:** Strengthen collaboration with clubs to ensure smooth execution of their events with enhanced consistency in departmental support.
- **Improve Facility Utilization:** Enhance the existing reservation system to streamline facility usage and meet community needs more effectively.
- **Update Technology Integration:** Upgrade technology to allow for online signups and payments to enhance user accessibility and streamlining operations for recreational programs.

Looking Forward

In consideration of Recreation's primary goals for this year, below are new initiatives the Recreation team will be focusing on in the upcoming months:

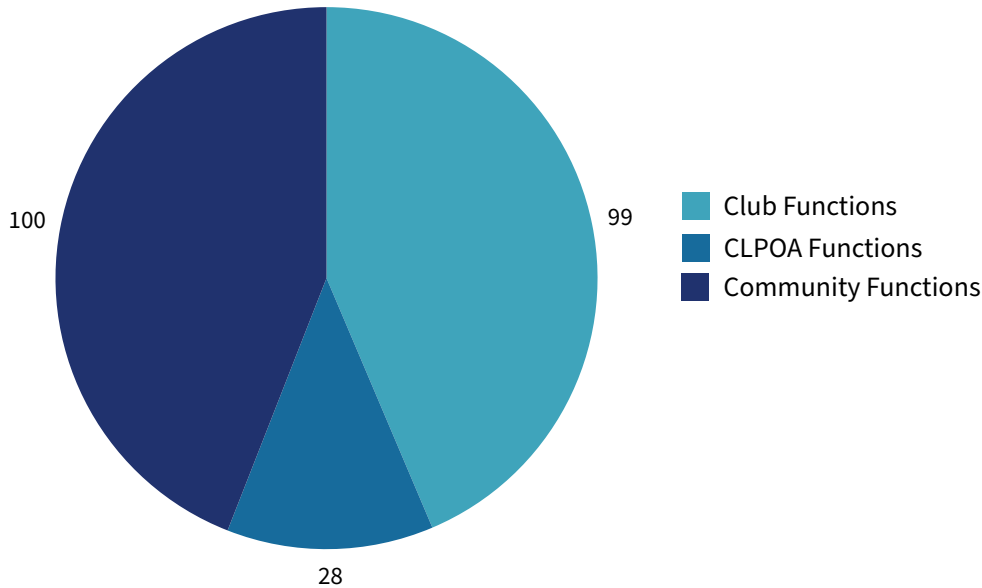
- **Event Coordination**
 - Fiesta Day
 - CountryFest
 - Taco Tuesdays
 - 4th of July Fireworks
 - Club Event Support
- **Department Projects**
 - Coordinating club event support with Patrol, Recreation, and Operations year-round
 - Managing Community Bench Program
- **Recreational Programs**
 - Working with clubs to offer our second year of the Kids Summer Camp
 - New advanced swim lessons will be available at the pool this year
- **Facilities**
 - Pool:
 - Aqua Fitness Available Now
 - Summer Swim Lessons
 - Senior Center:
 - Monthly Potluck on Sunday, May 31
 - Lions Club Bingo first and third Sundays
- Collaborating with the Recreation Committee to explore tween and teen recreation options.
- New Line Dancing classes start in April
- Exploring additional fitness class opportunities.

RECREATION REPORT

KPI Dashboard – March 2026

TYPES OF FUNCTIONS

April 2026



HIGHLIGHTS

227

functions scheduled
in April 2026

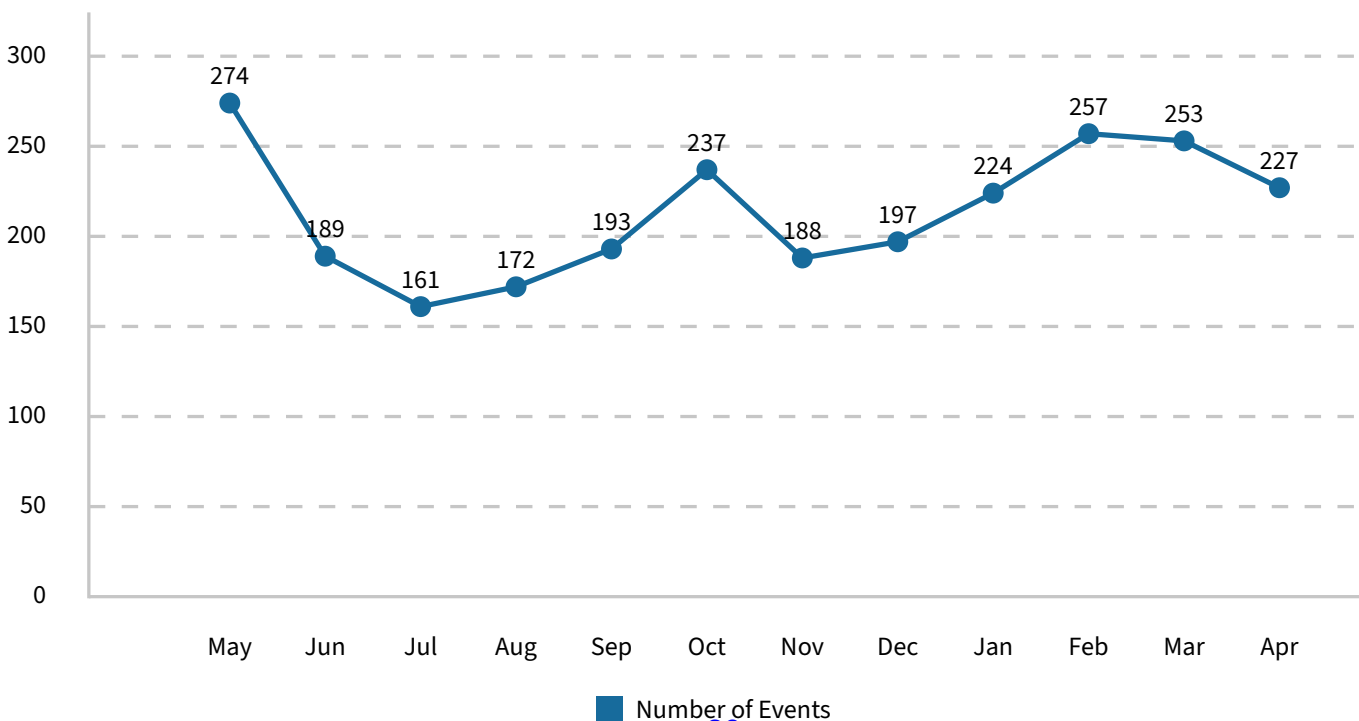
99

club functions
in April 2026

COMMUNITY FUNCTIONS

April 2026

Below are the number functions that take place each month in the community. These numbers are tracked for the current fiscal year 2025/26 (May 1, 2025 through April 30, 2026).



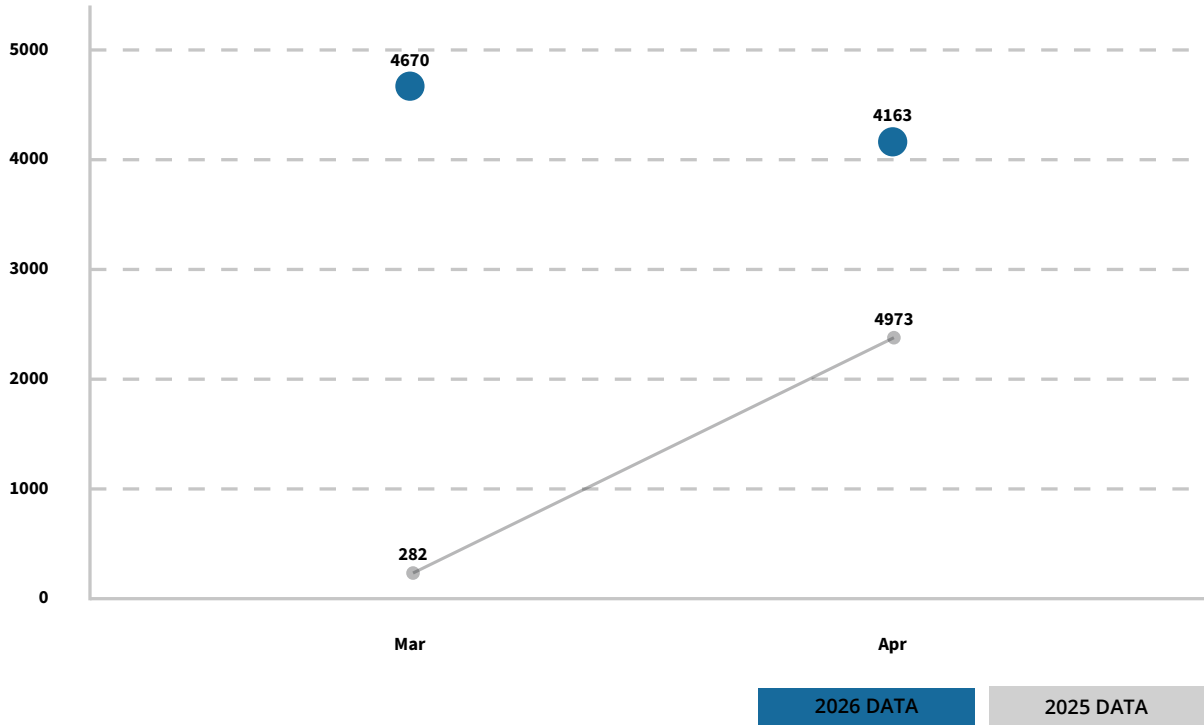
RECREATION REPORT

Pool KPI Dashboard – April 2026

POOL USAGE

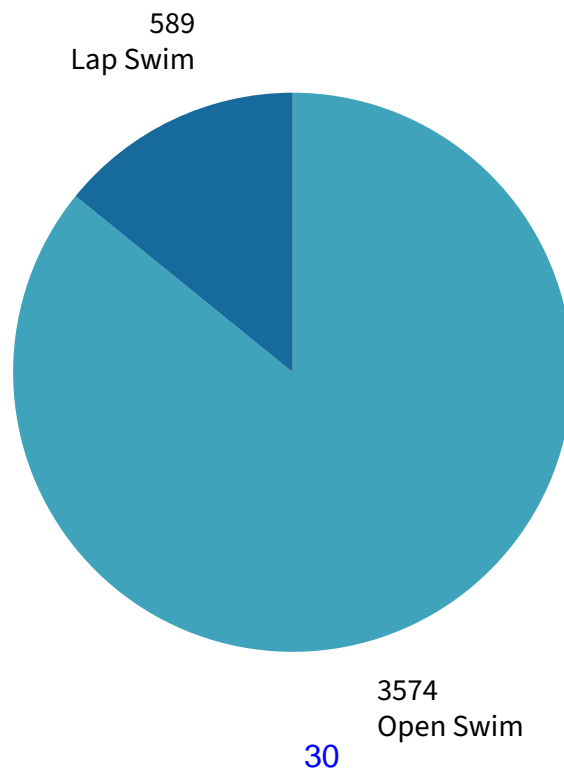
April 2026

Below are the number of swimmers that visit the pool each month. These numbers are tracked for the pool seasons which runs through November.



POOL ACTIVITY

April 2026



RECREATION REPORT

Community Events: Save The Date For These Upcoming Events!

MAY 2026

May 1 Yacht Club's Full Moon Cruise

May 2 Yacht Club's Opening Day & Blessing of the Boats

May 8 Choraleers Great American Songbook Concert

May 9 Cars & Coffee with the Car Club

May 23 Fiesta Day

May 24 CountryFest

May 30 Salvation Army Drive
CLAMS Charity Golf Tournament
Canyon Lake Guild Concert Lynyrd Skynyrd Tribute

May 31 Yacht Club's Full Moon Cruise

JUNE 2026

Jun 6 Yacht Club's Pirates & Wenches Cruise

Jun 13 Cars & Coffee with the Car Club

Jun 19 Yacht Club's Juneteeth Cruise

Jun 27 Mermaids of Canyon Lake Festival

RECREATION REPORT

Community Events: Save The Date For These Upcoming Events!

Jun 27

Canyon Lake Guild Concert featuring Bob Seger Silver Tribute Band

Jun 29

Yacht Club's Full Moon Cruise

COMMITTEES REPORT

April 2026

Recreation Committee

The primary responsibility of the Recreation Committee is to advise and assist the Canyon Lake POA's Board on the enhancement, preservation, and related uses of designated recreational common areas within the community for the Canyon Lake POA.

The committee met on April 14, 2026. Discussion focused on upcoming community events, including Fiesta Day, CountryFest, Taco Tuesdays, and the 4th of July. The committee also reviewed ongoing and upcoming recreation programming such as summer kids camp, teen activities, swim lessons, and fun runs. Additional topics included potential improvements to recreation amenities, including pump track seating, a swim dock platform, and new program ideas such as Gaga Ball.

The next meeting is scheduled for May 12, 2026, at 5 p.m. in the POA Conference Room.

Rules & Regulations Review Committee

The primary responsibility of the Rules & Regulations Review Committee is to provide advice and assistance to the Canyon Lake POA's Board in reviewing and revising the Rules & Regulations.

The committee met on March 24, 2026. Discussion items included a proposed rule addressing BBQ/grilling on courts and continued consolidation efforts within the Lake & Marina section to improve organization and eliminate redundancies. The committee also continues to focus on overall rule clarity and structure to enhance usability and consistency across sections.

The next meeting is scheduled for May 19, 2026, at 6 p.m. in the POA Conference Room.

Senior Center Work Group

The primary responsibility of the Senior Center Work Group is to advise the Canyon Lake POA's Board on new programs and concepts for use at the Canyon Lake Senior Center.

At the most recent meeting, the group reviewed and approved several donations from the Woman's Club. Discussion also included early planning and scheduling considerations for the 2026 Holiday Boutique, along with initial coordination for the upcoming Wellness Fair, which is expected to include approximately 5 to 10 vendors.

The next meeting is scheduled for May 5, 2026, at 9 a.m. at the Senior Center.

COMMUNITY PATROL REPORT

March 2026

Community Patrol’s primary functions are to provide the community with services that include access control at the entry gates, Rules and Regulations for compliance, and incident observation and reporting to the Association. Community Patrol’s services do not replace the services of outside public safety agencies such as law enforcement, fire services, medical services, city code enforcement, etc. In the table below, the “Calls for Service” column reflects the number of calls made by community members based on the violation type.

Citations Issued

Citations Issued	January		February		March	
	Calls for Service	Cites	Calls for Service	Cites	Calls for Service	Cites
Parking	14	59	14	9	27	46
Unauthorized Entry	25	2	21	5	15	10
Noise	28	2	35	4	20	5

E-Bike Violations	January	February	March
GR.5.2b- E-bike registration	5	15	7
GR.5.2e- Passengers	0	2	4
GR.5.2f- Reckless Behavior	1	7	10
GR.5.2h- Failure to Yield	0	1	5
GR.5.2i- Designated Areas	1	7	5

Additional Information

	January	February	March
Total Calls for Service	222	244	328
Call for Service – Unable to Locate	50	50	76

Guest Citations	106	135	64
Service Provider Citations	4	8	1
Member Citations	161	185	92
Warning Citations	54	20	73
Vandalism	1	4	7
Property Damage	14	24	16
Prohibited Vehicles	4	17	10
Misc. Violations	44	59	66
School Bus Enforcement	1	1	1
Speeding	9	10	17
Failure to stop at a stop sign	161	238	75

Gate Entry Statistics

	January	February	March
Confiscated Guest Passes	40	56	55
Misuse of Access Identification	8	8	10

Two Guest Lane Entry Protocol*

	January	February	March
Total time in minutes	0	158	20
• Main Gate	0	86	20
• East Gate	0	0	0
□ North Gate	0	72	0

*If traffic volume in the guest lane backs up into the nearest intersection, staff in the middle lane will temporarily begin to issue guests' passes to improve traffic flow.

Report presented by: Zachary Wells (Community Patrol Chief)

31512 Railroad Canyon Road, Canyon Lake, CA 92587
 951.244.6841
 www.canyonlakepoa.com

Marine Patrol Report

April 2026
 (3/30 - 4/26)

Marine Patrol’s primary functions are to provide the community with services that include Quagga Mussel and boat safety inspections, Rules and Regulations compliance, and incident observation and reporting to the Association. In the table below, the “Calls for Service” column reflects the number of calls made by community members based on the violation type.

Citations Issued

CITATION		FEBRUARY	MARCH	APRIL
LM.2.5	Expired/No Reg (State)	174	0	19
LM.2.6	Expired/No Reg (CLPOA)	0	0	0
LM.2.7	Expired/No Reg at a dock or lift	46	0	15
LM.6.7	Excessive Wake in NO wake zone	2	1	1
LM.7.3	Reckless behavior while operating a motorized boat	0	0	1
LM.9.11	Plowing	0	0	0
GR.2.18a	Loud Noise	0	0	0
GR.4.4	Fishing License	0	0	0
LM.6.9	Failure to present CA Boater Card	2	0	0
	Other	4	0	2
TOTAL		228	1	38

Warnings Issued

WARNING		FEBRUARY		MARCH		APRIL	
		VERBAL	WRITTEN	VERBAL	WRITTEN	VERBAL	WRITTEN
LM.2.5	Expired/No Reg (State)	5	0	12	0	4	0
LM.2.6	Expired/No Reg (CLPOA)	0	0	3	1	2	0
LM.2.7	Expired/No Reg at a dock or lift	0	0	0	0	0	0
LM.6.7	Excessive Wake in NO wake zone	4	0	5	0	15	0
LM.7.3	Reckless behavior while operating a motorized boat	0	0	3	0	0	0
LM.9.11	Plowing	0	0	3	0	2	0
GR.2.18a	Loud Noise	0	0	0	1	0	0
GR.4.4	Fishing License	4	0	0	0	2	0
LM.6.9	Failure to present CA Boater Card	0	1	7	1	4	0
	Other	3	0	5	0	5	0
TOTAL		16	1	38	3	34	0

Additional Information

	FEBRUARY	MARCH	APRIL
Total Calls for Service	58	114	187
Boat Safety Inspections	14	28	79
Boat Tow (Out of Fuel/Mechanical)	6	17	8
Boat Tow (Adrift)	2	2	1
Battery Assist	1	1	0
P&C Inspector Escort Hours	12.5	16.25	12.5
Fish & Game/Other Escort Hours	8.5	5	9
Fishing License Checks	4	3	11
Quagga Inspection	15	39	46
White Tag Applied	13	15	35
Quarantine Tag Applied	3	0	0
Debris/Other Retrieval & Disposal	8	14	28
Days @ Yellow Flag *RED	0	0	0

Boat Operating Hours

	Start Hrs	End Hrs	JANUARY	FEBRUARY	MARCH
Boat 1	127	297.7	127.2	148.9	170.7
Boat 2	4114	4290.8	116	179.4	176.8
Boat 3	1315.9	1320.8	1.1	1.9	4.9
Boat 4	2363.9	2364.5	0	11.9	0.6
TOTAL			244.3	342.1	353

Boat Operating Hours & Percentage by Location

	JANUARY		FEBRUARY		MARCH	
	Hours	%	Hours	%	Hours	%
Main Lake	140	57.3	202	59	210	59.5
East Bay	103.2	42.2	138.2	40.5	138.1	39.1
North Ski	1.1	0.5	1.9	0.5	4.9	1.4

Incident Report Summary

	JANUARY	FEBRUARY	MARCH
Reports	0	0	0

Incident Report Details

Location	Incident Description

Report presented by: *Dave Martilla (Marine Patrol Captain)*

Date: 5/5/26

To: Board of Directors

From: Planning and Compliance Department – Cheryl Mitchell
Department Report - ACC Committee Overview

Total current items monitored by department **1829** which include permit due dates, violations, extension, and escrow inspections, last month **1903**.

Permit Breakdown

1. **876** Open permit – down
 - a. **43** - new home– down
 - b. **15** - Additions – up
 - c. **8** – ADU/JADU – down
 - d. **102** - lakeside permits - down
 - e. **56** - solar panel permits - down
 - f. **43** - fence permits – no change
 - g. **25** - pool permits – up
 - h. **14** - dumpster/pod permits – no change
 - i. **251** – Same Day Permits - down
 - j. **319**- Improvements (multiple types) – down

Violation/Escrow Breakdown

1. **895** Open violations – down
2. **41** Open escrows – up

ACC Committee Overview

1. Total of **210** items reviewed – up
2. Total of **154** permits approved - up

Items reviewed – Permit Breakdown

1. New Home Reviewed/Permit **(1)**
2. Additions – **(1)**
3. ADU/JADU **(0)**
4. Grading Permit **(0)**
5. Improvements **(57)**
6. Lakeside Improvement **(15)**
7. Recorded Variance **(15)**
8. Rejected Applications **(15)**
9. Re-Submittal's **(4)**
10. Permit issued same day (Over the counter) **(50)**
11. Preliminary Applications **(7)**

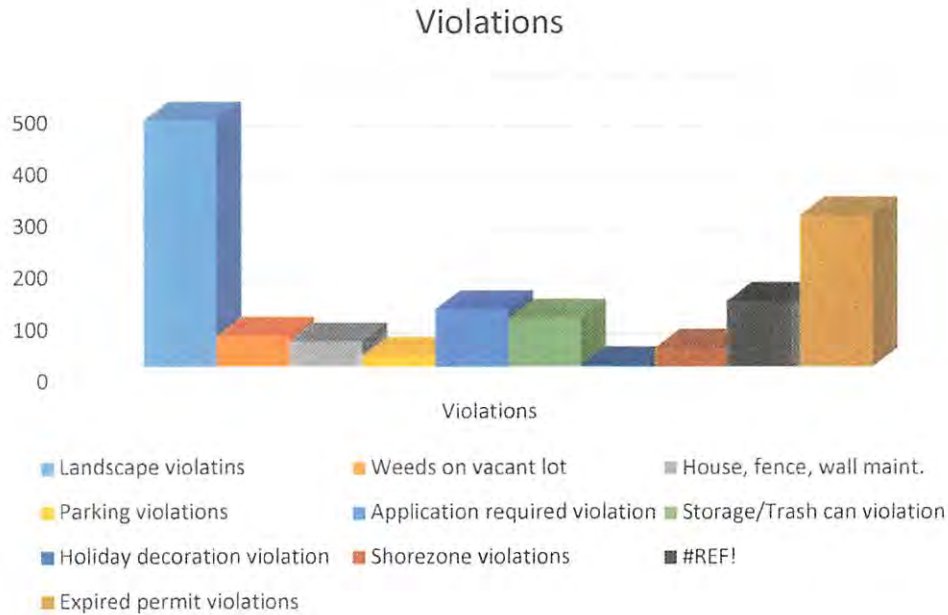
Member Complaints

1. **23** Complaints investigated **(2 months)**
2. **4** already written.

Letter - Compliance

1. **227**- compliances
2. **224** Courtesy Notices

Violation Breakdown Chart



Violations graph -greatest to least

1. Landscape violation
2. Expired permits
3. Others
4. Storage/Trash cans
5. Application required
6. House, fence, wall maintenance
7. Parking violations
8. Shorezone
9. Weeds on vacant lots
10. Holiday decorations

Department Focus

It is weed abatement season and the initial letter was sent to all vacant lots explaining the weed abatement process and what is considered an acceptable lot. So far we have had a respectable number of lots that have been cleared. Below shows the amount of vacant lots and how many still require abatement.

Total Vacant Lots – 193

Abatement required - 60

Percentage of Approvals

Average time from submittal to Committee review is approximately 7-14 days depending on if the application is new. All added items require public notice. Approximately 50-70 percent of the application are over the counter same day issue. The graph below are the applications submitted review minus the over the counter. This is to show the average approvals issued per week.

<u>Week Of Oct/Nov</u>	Submitted	Rejected	Approved	%
• September 4	22	2	20	91%
• September 11	23	2	21	95%
• September 18	22	1	21	95%
• September 25	41	4	37	90%
• October 2	42	4	38	90%
• October 9	37	3	35	92%
• October 16	35	6	29	83%
• October 23	33	8	25	76%
• October 30	28	2	26	93%
• November 6	27	4	23	85%
• November 13	32	4	28	88%
• November 20	47	3	44	94%
• December 4	42	2	40	95%
• December 11	51	10	41	80%
• December 18	56	3	53	95%
• December 25	Dark			
• December 31	45	8	37	82%
• January 8, 2026,	46	3	43	93%
• January 15	53	4	49	92%
• January 22	36	8	28	77%
• January 29	52	14	38	74%
• February 5	70	4	66	94%
• February 12	47	3	44	93%
• February 19	45	7	38	84%
• February 26	54	10	44	81%
• March 5	58	5	53	91%
• March 12	49	5	44	90%
• March 19	52	0	52	100%
• March 26	64	7	57	89%
• April 2	64	4	60	93%
• April 9	62	3	59	95%
• April 16	66	7	59	89%
• April 23	58	1	57	99%

Cheryl Mitchell
Planning and Compliance Manager

RESERVE ITEMS & CIP SUMMARY

Repair and replacement reserve items, as well as CIP projects, were scheduled and/or coordinated during the month of April. Refer to the attached reports for additional details.

OPERATIONS DEPARTMENT

In April, Operations worked on Board Approved Projects, Reserve Items, CIP, and Committee recommendations and requests.

Completed Projects

- **Jump Lagoon Access Point** – The Jump Lagoon access point was improved with the installation of a new staircase to provide safe and adequate access to the dock for recreational use.
- **Happy Camp Meter Relocation** – Work has been completed to relocate the Happy Camp water meter.

Developing Projects

- **North Gate Monument Sign** – Sign is currently in plan check.
- **Blackhorse & Sorrel Gates** – Currently in the design development phase.
- **Country Club Generator** – Work is being scheduled, currently in plan check.
- **Canyon Lake Main Marina** – Currently in progress, with base curing underway, followed by anchorage and hardware installation thereafter.
- **Paving Project Year Four** – The design of the year four paving project is being reviewed. The RFP is expected to be released this month.
- **Pickleball Court Refurbishment** – The approved vendor has been scheduled for mid-May to complete the resurfacing of the community courts. Two courts will remain open for member use.
- **Holiday Harbor Enhancements** – Proposal approved for the replacement of the roofing system at the Holiday Harbor Park restroom and snack bar building.

Functions with Staff Assistance

- Operations staff assisted with setup and breakdown for multiple club and POA events across various community locations, including personal weddings, an Easter Brunch at the Lodge, a Blood Drive, and a personal baptism.
- Operations collaborated closely with POA, Country Club, and Lodge staff to support numerous private member events, including parties, weddings, and meetings, assisting with a total of thirteen event setups.

General Maintenance Items

- **Resident Matters** – Responded to residential requests, questions, and/or concerns as they occur.
- **Vandalism** – The vandalism reports included reflect incidents from the previous month (March). The vandalism report for the current month is still in progress. Vandalism remains a serious issue throughout the community; residents who witness any such activity are encouraged to contact Community Patrol at (951) 244-6841, ext. 410.

Public Works / Grounds Maintenance

- **Public Works** – Streets, gutters and storm drains were monitored for debris and standing water.
- **Weed Abatement** – Operations is consistent in maintaining monthly weed abatement in easements, parks, and other common areas.
- **Tree Maintenance** – Annual palm tree trimming is underway throughout the community.

Landscape Maintenance

The Operations team maintains regular communication with Landcare Logic to ensure that all landscape-related matters and necessary maintenance improvements are promptly addressed.

- No major issues to report this month.

Golf Course Maintenance

Operations have proactively communicated all golf course-related matters and maintenance improvement needs to the Golf Course Superintendent at BrightView, ensuring timely coordination and resolution.

- **Golf Course Restroom Refurbishments** – Hole five and fifteen restrooms are scheduled for new roofs and paint.
- **Golf Course Maintenance Building** – Enhancements were made to the maintenance yard building, including a fresh coat of paint and the installation of new fencing for the area.

Parks and Beaches

- No major issues to report this month.

Regulatory / Compliance

- **Annual Ansul Certifications** – Annual inspections were completed on both restaurants' fire suppression systems to ensure continued safety and proper ventilation.
- **Annual Hydrant Certifications** – Annual inspections were conducted for all three privately owned fire hydrants throughout the Canyon Lake community.
- **Annual Fire Sprinkler Certifications** – Annual fire sprinkler inspections were completed to ensure proper operation, code compliance, and continued life safety protection.

Safety / Training

- **Triennial Forklift Training** – Staff completed required triennial training to ensure adherence to safety protocols when operating heavy machinery.
- **Managing Workplace Stress** – This month's safety meeting was led by Chuck Hippensteil of the Safety Compliance Company and focused on managing workplace stress. The session covered strategies for recognizing stressors, maintaining mental well-being, and promoting a healthy, safe, and productive work environment while ensuring compliance with best practices.
- **Exercise in the Workplace** – Staff received training focused on incorporating safe workplace exercise and movement practices, including proper body mechanics, safe activity techniques, and strategies to reduce the risk of injury during physical tasks.

- **Getting Plenty of Sleep for the Workplace** – Staff received guidance on the importance of adequate sleep and rest for workplace safety and performance, including strategies to improve rest habits, support alertness, and reduce the risk of fatigue-related incidents.

EQUESTRIAN CENTER

- **Round Pen Arena Lighting** – New arena lighting has been installed to provide adequate lighting coverage over the round pen.

HAPPY CAMP CAMPGROUND

- **Meter Relocation** – Work has been completed to relocate the Happy Camp water meter.

COMMITTEES / WORK GROUPS

Refer to the recap below for Committee updates for the month of April.

Green Committee: The Green Committee met on April 9, 2026, in the Magnolia Room at the Country Club. The following agenda items were addressed by the Green Committee:

- Golf Course Inspection: Tuesday, May 12, at 9:00am.

The Green Committee meets on the 2nd Thursday of the month in the Magnolia Room at the Country Club. The next meeting scheduled is on Thursday, May 14, 2026, at 1:00pm.

Facilities Planning Committee (FPC): The Facilities Planning Committee met on November 13, 2025, in the Magnolia Room at the Country Club. The following agenda items were addressed by the Facilities Planning Committee:

- FPC to be scheduled as an AD HOC Committee.

Lake Advocacy Committee: The Lake Advocacy Committee met on April 9, 2026, in the Magnolia Room at the Country Club. The following agenda items were addressed by the Lake Advocacy Committee:

- LAC Charter Revisions
- Lyon's Lake Education Efforts

The Lake Advocacy Committee meets on the 4th Thursday of the month in the Magnolia Room at the Country Club. The next meeting scheduled is on May 28, 2026, at 3:00pm.

Equestrian Work Group (EWG): The Equestrian Work Group met on April 21, 2026, in the Magnolia Room at the Country Club. The following agenda items were addressed by the EWG Group:

- Electronic Message Center system for digital displays at the facility.

The group meets on the third Tuesday of the month in the Magnolia Room at the Country Club. The next EWG meeting is scheduled for May 19, 2026, at 4:00pm.

Tuesday Work Group (TWG): The Tuesday Work Group met on April 28, 2026, in the Magnolia Room at the Country Club. The following agenda items were addressed by the TWG Group:

- Golf Course Maintenance & Repairs

The group meets on the last Tuesday of the month in the Magnolia Room at the Country Club. The next TWG meeting is scheduled for May 30, 2026, at 1:00pm.

DIRECTOR'S MESSAGE

As summer approaches and temperatures rise, Canyon Lake continues to see increased activity across the community. The pool is beginning to experience its typical seasonal demand, with a variety of aquatic classes available for members to enjoy. Staff have begun annual preparations for Fiesta Day later this month, with Memorial Day quickly approaching. In addition, CountryFest will return for its second year, following the community's major Fiesta Day event. Several community improvement projects are currently underway and progressing smoothly. Operations is also advancing multiple initiatives, including the early stages of Year Four of the Paving Project. We are looking forward to the season ahead and remain committed to maintaining and enhancing a welcoming and enjoyable space for all.



Presented By: *Steve Schneider, Director of Operations*

VANDALISM REPORT
March 2026

W.O. #	I.R. #	DATE	LOCATION	WORK REQUESTED	MATERIAL COST	HRS	TOTAL	MATERIAL USED
337410	N/A	1/9/2026	EAST GATE	REPLACE MISSING LED SIGN LOUVERS	\$200.00	0.50	\$227.50	BLACK SQUARE LOUVERS
337462	N/A	1/14/2026	COMMON AREA / LUCKY COVE	REPAIR BROKEN GATE HINGE AT LUCKY COVE	\$5.00	0.75	\$46.25	SCREWS & HARDWARE
337518	4777016	1/20/2026	EAST GATE	ASSESS & REPAIR GATE ARM AFTER GATE ARM STRIKE	\$0.00	4.00	\$320.00	ON-CALL EMERGENCY LABOR
N/A	N/A	2/27/2026	COMMON AREA / SKYLINK DR	REPAIRS TO PEDESTRIAN GATE	\$390.00	4.00	\$390.00	INVOICE #2009
337891	N/A	3/2/2026	COMMON AREA / INDIAN BEACH	CLEAN MARKINGS FROM TABLES	\$5.00	0.25	\$18.75	GENERAL CLEANING SUPPLIES
337894	4881286	3/3/2026	EQUESTRIAN CENTER	REPAIR FENCING AT ENTRANCE OF EQUESTRIAN CENTER	\$0.00	1.00	\$55.00	LABOR TIME ONLY
337900	N/A	3/4/2026	COMMON AREA / SIERRA PARK	REPLACE CAR STOP IN PARKING LOT	\$30.45	2.00	\$140.45	CEMENT CAR STOP
337981	N/A	3/9/2026	HAPPY CAMP	REPAIR PERIMETER FENCING AT HAPPY CAMP ENTRANCE	\$17.00	2.00	\$127.00	CHAIN LINK FENCE & HOG RINGS
337997	N/A	3/11/2026	DOG PARKS	REPLACE BROKEN FIRE HYDRANT AT THE LARGE DOG PARK	\$285.72	7.00	\$670.72	FIRE HYDRANT & QUIKRETE
338030	N/A	3/16/2026	GAULT FIELD	CLEAN UP CHALK MARKING NEAR THE SNACK BAR	\$0.00	1.00	\$55.00	LABOR TIME ONLY
338040	N/A	3/16/2026	COMMON AREAS	CHECK PERIMETER FENCING	\$39.60	3.00	\$204.60	BARBED WIRE
338092	N/A	3/23/2026	COMMON AREA / SNOW WATER PL	REPAIR PERIMETER FENCING	\$135.18	3.00	\$300.18	TOP RAIL, TENSION BAR, HOG RINGS, & QUIKRETE
338095	N/A	3/23/2026	COMMON AREAS	CHECK PERIMETER FENCING	\$0.00	4.00	\$220.00	LABOR TIME ONLY
338100	N/A	3/23/2026	CANYON LAKE MARKET	CLEAN GRAFFITI FROM CANYON LAKE LIVING MAGAZINE BOX	\$5.00	0.50	\$32.50	GRAFFITI REMOVER
338112	4934982	3/25/2026	COMMON AREA / OUTRIGGER PARK	FILL LARGE HOLE IN LANDSCAPE OF THE OUTRIGGER EASEMENT	\$0.00	1.00	\$55.00	LABOR TIME ONLY
338166	4949247	3/30/2026	BLUE BIRD HALL	CLEAN LIQUID SUBSTANCE FROM WINDOW OF COMMUNITY PATROL BUILDING	\$5.00	0.50	\$32.50	GENERAL CLEANING SUPPLIES
338168	4949902	3/31/2026	COMMON AREA / OUTRIGGER PARK	LEVEL DIRT PILE AT OUTRIGGER EASEMENT	\$0.00	1.00	\$55.00	LABOR TIME ONLY
338172	4951598	3/31/2026	EASTPORT PARK	REMOVE GRAFFITI FROM CURB IN THE PARKING LOT	\$0.00	1.00	\$55.00	LABOR TIME ONLY

\$1,117.95 \$ 36.50 \$3,005.45

\$1,887.50

Date: 5/5/26

To: Board of Directors

From: Planning and Compliance Department

Board Action/Resolution: Member Von Stewart, LLC Appealing ACC Denial HVAC Unit located in the five (5') Foot Side Setback

T/L: 3831-261

Address: 30820 Early Round Dr

Rule Violation

Member Since February 26, 2026

PC.3.1 Application of Setbacks

PC.3.1c Side Setback

Exhibits for Review

Exhibit 1	Plot plan 1 – Von Stewart, LLC
Exhibit 2	Plot plan 2 – Previous Owner
Exhibit 3	HVAC Previous Location (January 18, 2016)
Exhibit 4	HVAC Previous Location (November 18, 2008)
Exhibit 5	Front View of Home (Corner Lot)
Exhibit 6 & 7	HVAC Current Position (February 6, 2026)
Exhibit 8	Current Position

Background

1. Escrow inspection was conducted on **February 6, 2026**, and it was found that a HVAC unit is located in the five (5') foot side setback (**Exhibit 6 & 7**).
2. Escrow letter sent to Rexera Escrow **February 9, 2026**.
3. Previous owner submitted an application for the HVAC unit **February 13, 2026**.
4. Escrow closed **February 23, 2026**.
5. **ACC Committee Denied HVAC unit March 5, 2026**.
6. New Owner letter sent **March 20, 2026**.
7. Application submitted by new owner **March 19, 2026**.
8. **ACC Committee Denied HVAC unit March 26, 2026**.
9. Member submitted an appeal to Board of Directors **April 8, 2026**.

Rules Description

PC.3.1 Application of Setbacks - Setbacks should generally be kept free of structures. **NO IMPROVEMENT SHALL BE CONSTRUCTED, PLACED OR MAINTAINED WITHIN A SETBACK UNLESS SPECIFICALLY APPROVED BY THE COMMITTEE.** It is the Committee's expectation that only improvements such as landscaping, driveways, retaining walls and stairways will be approved for installation in a Front Setback and improvements such as landscaping, decks, gazebos, pools, and other typical back yard improvements will be approved for installation in the Rear Yard Setback. Each application seeking approval for installation of an improvement in a setback area will be considered by the Committee on an individual basis.

PC.3.1c Side Setback - Five (5') feet from each lot Side Property Line, except corner lots, which shall be ten (10') feet on the side adjacent to the side street only. The interior Side Property Line setback for a corner lot will be five (5') feet. No structures are allowed in the side setbacks. This area is also called the Side Yard.

Committee Results

The Committee met and the application was denied:

1st Meeting Denied March 5, 2026: HVAC unit is in the side five (5') Foot setback, measured two (2') foot clearance.

2nd Meeting Denied March 26, 2026: HVAC unit is in the side setback and was installed without an application. It must be relocated to a compliant position, per **PC.3.1.**

Members Appeal – Please see members written appeal.

Fiscal Impact

None

Staff Recommendation

Staff recommends that the Board of Directors uphold the **ACC** Committee decision and deny the members' request for the **HVAC** unit located in the (5') foot side setback. **HVAC** unit is to be relocated in a compliant position.

Cheryl Mitchell _____

Senior Planning and Compliance Manager