



POPOTLA HOMEOWNERS ASSOCIATION

SPRING 2011

PRESIDENT'S MESSAGE

It's a first! This is our first electronic newsletter. Big thanks to Glenn for making this happen. Now that almost 100 % of our members have an email address, we can use electronic communication. This will allow the board to be more effective communicator with our members on a more regular basis. So "*Real Time*" has come to "*Popotla Time*" and we are looking forward to passing on current and future information. And we still will be posting on our web site the Spring and Fall newsletters

Spring has sprung with the birds chirping and the palm trees swaying in the breeze; all is well in Popotla. If you are not in Popotla, here is a picture of what you are missing.



Here is the latest news from your board plus a few items we would like to bring to your attention.

The 2011 Calendar is included in this newsletter, please note meal changes.

The 1st General Meeting of 2011 will be held on Saturday, July 2nd at 10:00 am at the bar.

General Meetings As a reminder, all General Board Meetings will be held following the "*Robert's Rules of Order*", as required by our by-laws. Therefore, if a member wishes to address the board regarding any subject, that person must submit his/her name and the subject to any Officer no less than seven days before said meeting. That person/subject will be added to the agenda under new business and will be allowed three minutes to address the membership.

Current Board Officers are listed on page 4 of this news letter. The board officers/members are volunteers committed to Popotla and the Popotla Home Owners Association. Please continue to submit your suggestions and concerns so the board can address these issues in a timely manner. I assure you the board will take appropriate actions.

Basket ball court- the basketball court has been repaired. And thanks to Park Management for the additional hoop that has been added. Now for a real basket ball experience. Enjoy!

Gate Bars Some members have asked what happen to the gate bars. The current gate bar system has lived it's coarse and needs to be replaced. Park Management has bids out for a new system. A new system will be installed soon.

Popotla HOA Boutique- Popotla HOA clothing, hats and towels will be on sale at the Memorial Day party. T shirts and sweatshirts will be available in a variety of sizes and colors. We will also provide printing on special purchases.

Annual Dues & Guest Pricing. PHOA member dues are \$15.00 per person not to exceed \$60.00 per household. **Annual Dues will be due at the first party, May 28th.** Per event charges for guest are adults \$10.00 and children (5-12) \$5.00. Associate member dues are \$15.00.

Spring Cleaning During spring cleaning find an empty box and label the box POPOTLA. Place the box in your garage or favorite closet. During the cleaning don't throw away things you don't use anymore, put them in POPOTLA box for the auction.

Memorial Day Party The success of our parties is due to the great volunteers that help with the set up, prepare great side dishes and help us tear down. If you are interested in setting up, we will meet at the basketball court at 12:00 noon. Don't forget each couple is asked to bring a side dish that will serve 8 people. If your dish needs a serving spoon, please provide. By the way, we will be serving "**Carne Asada**".

Spring Newsletter ONLINE only! Starting in 2011, PHOA newsletters and communications will be delivered via the internet. This will allow the board to communicate more timely information as needed vs. a printed newsletter twice a year. Please submit your email address to one of the contacts on page 4. There will be a drawing at the general meeting from all current e mail addresses for a cash prize of \$25.00!

Finally, the success of the Popotla Home Owners Association is due to the volunteers and the supporters of our events. There are many opportunities if you would like to volunteer with our association. Please continue to support the events sponsored by the association. Your contribution is our key to our success.

Regards, *Cindi Funk*

PARK RULES & REGULATIONS REMINDERS

Dog Walkers all dogs walked in the park should be on a lease and **please pick up after your dog.**

Emergency Calls if you have an emergency you can call the gate on channel 15 using their 2-way radio system. "Midland" brand, model LXT80 radios can be purchased at Radio Shack in the U.S. or on eBay. Be sure you buy one that services channel 15.

Trash Disposal Please make sure that ALL your trash is bagged before disposing in the trash barrels.

Useful Links

--Up to date events in Rosarito—
rosaritotowncrier.com

--Living in Mexico—
rollybrook.com

--Border waiting times—
apps.cbp.gov/bw

--Local News—
bajatimes.com/

Popotla Bar & Restaurant

Friday nights

Happy Hour

Starts at 5pm

Bring a shack to share

OPEN

Friday, Saturday, & Sunday
12pm -8pm

2011 SUMMER PARTIES & HOA MEETINGS

March 12 th	Board Meeting - Cindi's Patio 10am
April 4 th	Deadline for Spring Newsletter input to Glenn
May 28 th	Annual south beach clean-up - Time to be posted. Don't forget to bring your own gloves, clean-up bags will be provided
May 28 th	Memorial Day Party " Carne Asada "-3PM Basketball Court
June 11 th	Board Meeting - Cindi's Patio 10am
July 2 nd -	General Membership Meeting - 10AM - Location: Bar
July 2 nd	Independence Day Party " Burgers & Hot Dogs "3PM Basketball Court
September 3 th	Labor Day Party " Carnitas " 3PM Basketball Court
September 5 th	Deadline for Spring Newsletter input to Glenn
September 17 th -	Board Meeting - Cindi's Patio 10AM -
November 5 th	Board Meeting 9AM Bar
November 5 th	General Board Meeting 10AM Bar

POPOTLA HOA

P.O. BOX 439030 PMB #218

SAN DIEGO, CA 92143-9030

If you have a HOA question, concern or a suggestion, please contact any HOA officer or place your suggestion in the folder located in the glass display case:

Cindi Funk, President, Space 51, Tel 619-835-9477, email: cindifunk@yahoo.com

Rick Lines, Vice President, Space 113, Tel: 661-107-9988, email: linesf@aol.com

Glenn Burow, Secretary, Space 59, Nextel 122*48*555, email: glennburow@yahoo.com

Susan Smith, Treasurer, Space 50, Tel: 619-787-1616, email: cruzinsusan@netscape.com

For a list of all the HOA Board Members and contact information, go to our web site {POPOTLA.ORG} and click on officers on the left side of the index page.

If you are a current member and wish to review the last approved (June 12, 2010) Treasurer's Report .

Email glennburow@yahoo.com and request the web site link.

CBP Info Center has the Answers

When you have questions about required U.S. travel documents, tariffs, duties, admissible foods, or even how to import medication to cure insect illnesses, who are you going to call? The CBP Info Center, a one-stop customer service team that guides the inquiring public to the correct answers to questions concerning CBP—and many that don't. The center reviews, tracks and addresses queries, complaints and compliments from around the world. The center staff responds to more than 850 phone calls and 200 e-mail inquiries on a typical work day, plus the occasional snail mail. Calls average about four minutes in length, and more than 90 percent are resolved without follow-up. Inquiries vary widely and can be as simple as, "What documents do I need to visit the U.S.?" or as complex as, "How do I store and move cargo in a foreign trade zone?" What separates CBP Info Center personnel from other information center employees is the immense volume of data they must grasp and relay. "Typical call center operations train in specific areas of the organization and calls are distributed accordingly," explained Info Center Director Janice Mosher. "Our staff trains in all facets of CBP operations, as well as other branches of Homeland Security. The job demands sharp and dynamic people."

A Click Away

The most valuable, underused source of CBP information is the Info Center's online database of questions and answers. The database contains more than 700 questions relating to CBP policies and programs, step by- step how-to's, plus links to other agencies, forms and additional resources. In an average month, 350,000 people use the Info Center self-service Q-and-A application, and 7,500 e-mail for personal assistance. The public can access the resource by keying in help.cbp.gov or from the www.cbp.gov home page by clicking the Questions/Comments tab at the upper left. Info Center personnel also guide callers and e-mailers to specific areas of the website's self-help feature. People often want to see information in writing and keep the Web link for future reference. Many of the answers to the FAQs contain links to other agencies and entities that govern the rules and regulations enforced by CBP. For example, a Canadian family wants to visit the U.S. for hunting and camping in New York state's national parks. Using a land border crossing, they want to bring firearms, bear spray and food. After consulting with the Info Center online database, they discover that they may bring bear spray but not bear bangers (explosives); they must obtain a firearm permit from the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives plus a hunting license from New York; and they can bring

some canned, but few fresh, foods. They also can link to the websites of all the relevant state and federal agencies for more detailed information and to download forms.

The Hottest Topics

The most frequent subjects addressed by the Info Center involve scams, travel tips and document requirements. U.S. import duty rates and requirements hit the top 10 in trade related topics. More than 50 percent of Info Center inquiries revolve around international travel. The staff can respond to phone calls and e-mails in Spanish and to e-mails in other European languages using translation software. The Info Center staffers have become adept myth-busters as they receive countless calls and e-mails from victims of scams. People call after they have paid duty for so-called lottery winnings or sent sizable sums to an overseas love interest that supposedly "needs" money to clear customs, board a flight or obtain a visa. The Info Center's public information officers often struggle to convince callers that their situation is likely a scam. Embracing the concept that complaints are opportunities to improve service, CBP complaints officers deal with criticisms and defects. It isn't easy. They collaborate with other agency contacts and work directly with customers to resolve issues. Using an electronic information tracking system helps the officers to identify, investigate and resolve problems at their root.

Expanding Resources

The Info Center's anticipated expansion includes new technologies, additional employees and extensive training. The staff now is located primarily in Rosslyn, Va., just across the Potomac River from CBP's Washington, D.C., headquarters, with some personnel in Nogales, Ariz. An additional remote office is planned for the West Coast to respond to calls beyond regular East Coast hours or during emergency or hazardous weather closings. Mosher envisions employing the Info Center database to give CBP a more global view of the public's questions and concerns. "Ultimately, other CBP operations will be able to use it to record public contacts that require research and resolution," said Mosher. "A central record will allow us to do robust trend analyses and help CBP across the country to better serve the public."

For general CBP inquiries, please call the CBP INFO Center Monday-Friday, between 8:30 a.m. and 5 p.m. Eastern Time. **General Inquiries: 1-877-CBP-5511**
International Callers: (703) 526-4200
TDD: 1-866-880-6582

This article from U.S. Customs and Border Protection's *"FRONTLINE"*, (winter edition)