

FALL 2024

# ELDORADO COTTAGE NEWS

WELCOME BACK TO THE 2024-2025 SEASON!

## Welcome Home!

Dear Valuable Members of the ECOA,

It's truly surprising how quickly time has flown by during my first year as the Director of Cottage Services. It has been an incredible year filled with various tasks, challenges, and invaluable learning experiences. Some highlights include using polymeric sand to connect pavers, understanding the need for nitrogen to detect leaks in AC units, and recognizing the importance of checking every cottage and running water after a water shut-off to prevent bursting pipes. I am continually amazed by how involved the ECOA team is in finding solutions for our members. Collaboration, note-taking, and daily communication are crucial in keeping track of everything happening daily. I am grateful to the Eldorado members for their trust and support. Thank you to the ECOA team and Eldorado staff members; let's keep learning, exploring, and working together as a team for many more years of progress and shared memories. I am eagerly looking forward to the 2024-2025 season and the new opportunities and challenges it will bring. Here's to the year ahead! Bienvenidos a Casa!

ROSIE DELESTIENNE  
DIRECTOR OF COTTAGE SERVICES



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# Summer Projects

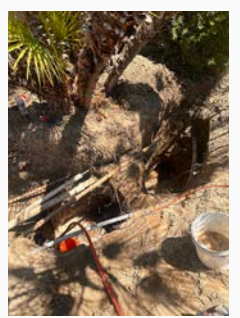
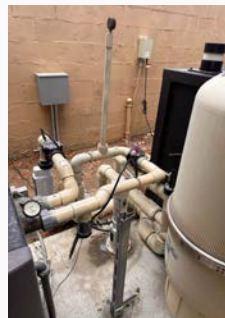
Every Summer, the ECOA staff diligently completes

- Landscaping
- Pool maintenance
- Flowers selection
- Tree trimming
- Laying and replacing damaged pavers
- Air Conditioning Maintenance
- Solar Panels maintenance
- Roofs Cleaning inspections
- Sewers and leaks



And many other projects to meet the needs of each cottage.

Kudos to all the hardworking staff who put in great effort despite the desert's high temperatures.



(Project Manager...)





# ECOA Welcomes Recycling!

The ECOA values the importance of recycling and appreciates everyone's participation in this collective effort. We are implementing a system that benefits all. The Patio attendants will collect recycling daily.

## Here's How the Recycling Process Will Function:

- Each cottage will need a dedicated trash container solely for recycling purposes.
- The container needs to be placed outside, like the rest of the trash containers, for easy access by Patio Staff.
- Oversized items are not permitted for recycling.
- Cans and bottles must be securely bagged to avoid contaminating the cardboard.
- Any cardboard boxes must be broken down.  
(The Patio Staff will be responsible for breaking down cardboard)
- Desert Arc will not accept any wax-coated or dirty cardboard.
- The ECOA will provide the recycling container to those cottages that don't have one.



Your trash is now **GRAY!**



Food & green waste goes in the **GREEN!**



Welcome your new **BLUE!**





# Newspapers, Mail Delivery and Patio Cleaning



Looking for a better way to stay informed?

Look no further than your Cottage's newspaper offerings!

We have a variety of top newspapers available, including the Desert Sun, Los Angeles Times, New York Times, New York Post, and the Wall Street Journal. To ensure you receive the publications you desire during your stay, please contact Kirsten Stump at cottagereservations@eldoradocc.org or (760)423.1581.

Kirsten will need your in-house dates to get your desired newspapers into circulation. Please note that our newspaper vendors have recently changed their ordering procedures, and we now need to place our order weekly on Wednesdays by noon. This means we will need a week's advance notice if you wish to register for newspaper delivery or stop your newspaper service. If you have any questions about this change, please don't hesitate to contact us.

Eldorado Security also delivers all cottage mail and packages.

## Trash Pick-Up, Window Washing, and Patio Cleaning

Keeping the environment clean and tidy is essential for a comfortable living experience. That's why we ensure that trash bins are emptied daily, with the staff picking them up at noon. We also provide monthly exterior window washing from November through May, with an initial interior cleaning at the beginning of the season. Moreover, we offer weekly patio cleaning that starts on the day you arrive. Let us take care of the cleanliness so that you can focus on enjoying your stay to the fullest.

## Pest Control

Fernando's Bust-a-Bug provides bi-annual interior spraying for all cottages and monthly exterior spraying to prevent pests. If you need any more services, we can make arrangements for you.

## Supplies

Most cottage owners prefer to bring their own cleaning supplies and paper products, but for those who don't, ECOA offers a convenient service at a fee of \$365 per calendar year, billed to your cottage account in January. The paper products will be delivered and stocked according to protocol. Cleaning and disinfecting products will be kept on the housekeeping carts. ECOA's housekeepers are trained in the optimal use of these products and will use them accordingly.



## HVAC Maintenance

DMD Mechanical is our go-to vendor for HVAC maintenance. The standard fee for each system is \$89. However, please note that extra charges may be applicable for high-efficiency media and electronic filters. Any expenses incurred will be added to the cottage owners' account.



# Important To Know

## Architectural Dates of Submission

If you're planning to do a construction or renovation project anytime soon, please submit your preliminary plans to the Cottage Services office for review by the Architectural Committee. You can do this between November 1, 2024, and March 1, 2025. Final working drawings should be submitted before April 1, 2025. Construction season runs from May 1 through November 15 each year. Any construction work NOT completed by the end of business day November 15 will result in construction overrun charges.

Please see the ECOA's Governing Documents for fees and information.

## Cottage Directory

Check with your housekeeper to get an updated Cottage Directory. If you didn't receive one, contact Rosie Delestienne at (760) 423-1587; she'll gladly deliver it.

## Please Avoid Shortcuts



The diligent efforts of our landscaping staff contribute to the vibrancy of ECOA's green spaces. Pathways from east to west grace the association's surroundings. We kindly ask for your support in avoiding the use of green areas as shortcuts, as this will help preserve the grass from damage caused by golf cart tires. By choosing not to take these shortcuts, you contribute to the longevity of our beautiful environment. Your cooperation in this matter is genuinely appreciated.



## Sewers

This past season, we had many sewer issues. To prevent this from continuing, we asked that family members be informed to avoid flushing anything but toilet paper.

## Furry Family Members



Our pets are irreplaceable members of our families. Every day, we witness the charming sight of dogs being confidently walked by their responsible owners.

Here are some key reminders:

- Always use a leash.
- Using a leash will ensure your dog's safety.
- A leash will prevent them from jumping on others or running away.
- Using leashes shows consideration for people who may be afraid of dogs.
- Never forget to clean up after your pets.

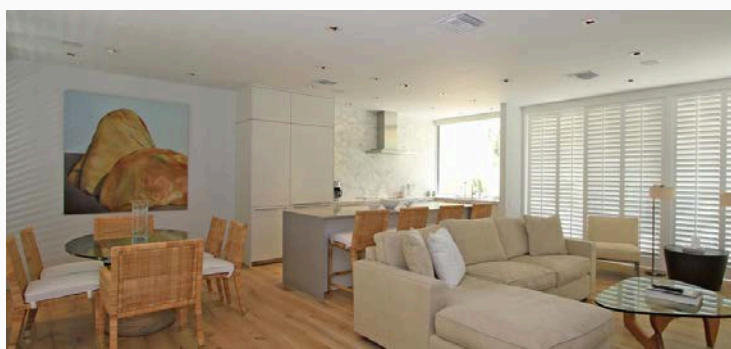
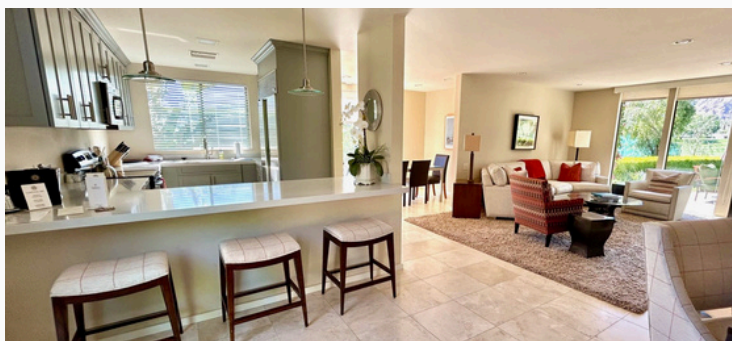




# Cottage Rental Program

The cottage rental program is popular among our owners, family members, and guests. Six cottages are participating in the rental program this season, and they are all in high demand during the peak season.

Cottages in the rental pool include: 15A, 29AB, 32D, 34A, 49A, and 49D. Please let us know if you are interested in renting this season or being part of the pool. Email Kirsten at cottagereservations@eldoradocc.org



## Welcome Our New ECOA Members



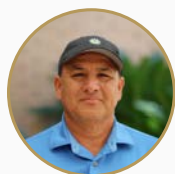
The ECOA is thrilled to welcome Mr. and Mrs. Paul and Dana Skillern to the Cottage Community. Please take the time to introduce yourselves and get to know them as they are the new owners of Cottage 28.

**You know what they say: Family is forever. So which room is mine?**





# ECOA Management Staff Directory



2018

Steven Gutierrez, ECOA Grounds Supervisor

(760) 688-9576 mobile

(760) 423-1568 office

[sgutierrez@eldoradocc.org](mailto:sgutierrez@eldoradocc.org)

Steven is the go-to person for gardening, patio cleaning, trash pick-up, and association lighting assistance. As the supervisor of landscape operations, he has the expertise and experience to meet all your needs. You can be confident that your requests will be handled with care and attention to detail.



1997

Romy Santana, Head Housekeeper

(760) 834-5295 mobile

(760) 423-1583 office

[cottagehskp@eldoradocc.org](mailto:cottagehskp@eldoradocc.org)

If you need any help with housekeeping requests, you can contact Romy. She is responsible for supervising the daily activities of our dedicated housekeeping staff and assigning them their daily schedules.



1990

Alma Diaz, Cottage Customer Service

(760) 834-1147 Mobile

(760) 423-1583 Office

Email: [alma@eldoradocc.org](mailto:alma@eldoradocc.org)

Alma Diaz can be contacted for household repairs, maintenance, and outside deliveries. She is also available to assist with housekeeping requests and will ensure the information is passed on to the relevant housekeeper. Alma is committed to finding the perfect vendor to solve your repairs.



2019

Kirsten Stump, Cottage Reservationist

(760) 423-1581 office

(760) 408-1670 mobile

[cottagereservations@eldoradocc.org](mailto:cottagereservations@eldoradocc.org)

Kirsten oversees all cottage rental processes, including communicating with members, coordinating reservations, and fulfilling special requests. She works closely with other departments to coordinate reservations, ensuring that our members' needs are met promptly and accurately.



1994

At Cottage Services, we strive to deliver exceptional service to our valued owners. Our team of dedicated staff works tirelessly to fulfill every request with the utmost efficiency and care. If you ever require assistance, rest assured that any of us will be more than willing to help. We will ensure that the right staff member is assigned to handle your request quickly and professionally.

Rosie Delestienne, Director of Cottage Services

[rosie@eldoradocc.org](mailto:rosie@eldoradocc.org)

(760) 423-1587 office

(760) 501-1533 mobile

# Groundskeeper's Assigned Cottages



Andres Delgado

Since 1993

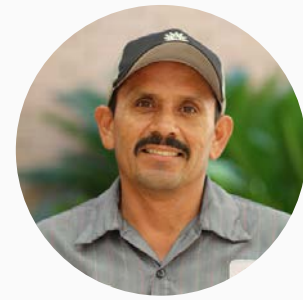
14, 5, 16, 17, 18, 19, 20, 21 & 22



Humberto Garcia

Since 2001

1, 2, 3, 4, 5, 26, 27, 28 & 29



Juan Rosas

Since 2003

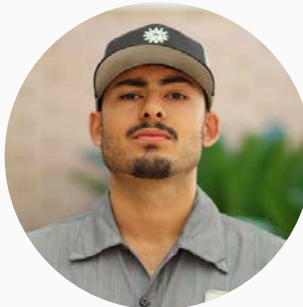
46, 47, 48, 49A, 49C, 50, 51, 52, pool & office



Jose Torres

Since 2010

23, 32, 33, 34A, 34C & 39D



Eric Delgado

Since 2014

38, 11, 40, 41, 42A, 42C, 43, 44, & 45



Jose Cervantes

Since 2021

6, 7, 8, 9, 10, 12, 13, 30 & 25

# Patio Attendants



Manuel Adame

2018

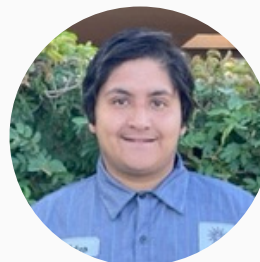
Head Patio Attendant  
& Route Scheduler



Eva Rodriguez

2020

Patio Attendant



Mathew Paniagua

2021

Patio Attendant



Joel Camacho

2023

Patio Attendant/  
Greenskeeper



# Housekeeping Assigned Cottages



Romy Santana, Head Housekeeper

Since 1997  
1, 2, 4, 20, 29, 36 & 37



Maria Morales

Since 2001  
11, 40 & 44



Luz Esparza

Since 2009  
3, 7, 15, 18, 19, 21, 22, 32AD,  
38, 41, 45, & 47



Blanca Garcia

Since 2023  
14, 27, 28, 30, 34A, 35, 42A & C, 48,  
49D, 51 & 52



Araceli Andrade

Since 2021  
6, 8, 9, 16, 23, 25, 26, 33, 39D,  
43, 49A & 50



*“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.” — Andrew Carnegie*

# Recognizing Our Superstars!



**Steven Gutierrez**



**Manuel Adame**

Steven and Manuel are incredibly hard workers—dedicated, responsible, and highly attentive in their roles as landscape supervisors and head patio attendants. Their work ethic is remarkable; no matter the task, they are always willing to lend a hand. Whether they're digging, planting, checking roofs, unpacking heavy deliveries, moving furniture, or delivering newspapers, they tackle it all with unwavering commitment. Their support is unconditional, and their presence is always felt.

Steven may not speak much, but his work speaks volumes. Alongside him is his loyal sidekick, Manuel Adame. Together, they form what I like to call the "dynamic duo." They collaborate seamlessly, consistently supporting one another and setting a great example for teamwork.

Steven and Manuel have shown us that, with hard work and dedication, they can turn the impossible into reality. Their contributions have been vital to ECOA's success, and we are deeply grateful to have them on our team. It is both a pride and an honor to work alongside such outstanding individuals.

Steven and Manuel, your commitment and effort never go unnoticed. The ECOA members and team sincerely appreciate everything you do and the incredible support you provide. Your work is invaluable, and you are truly cherished members of our team.





# Eldorado Cottage Owners Association 2024–2025 BOARD OF DIRECTORS

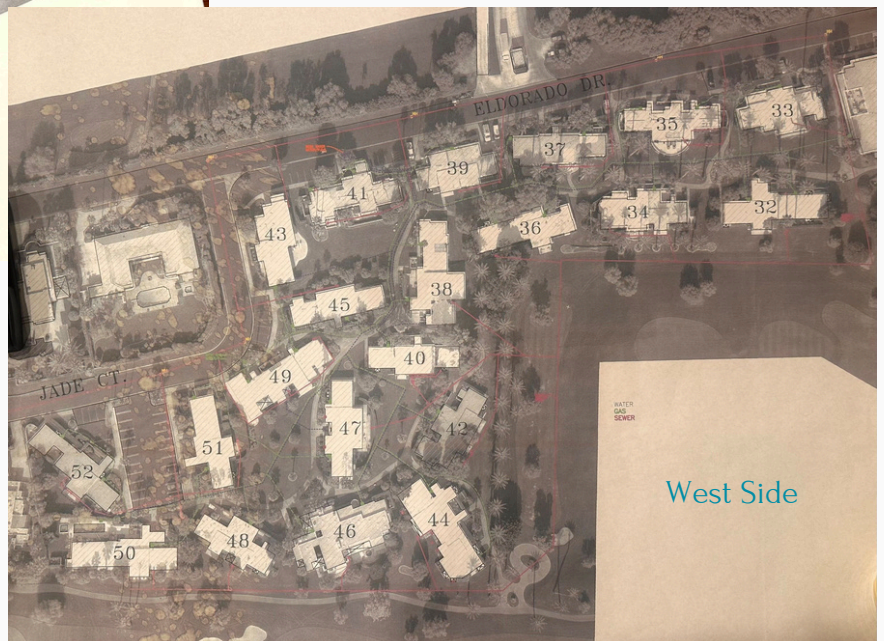


Mark Tindle.....President  
 Frederick Green.....Vice President  
 Susan Cooper.....Treasurer/Secretary  
 Paul Schorr.....Director  
 Allan E. Bulley, Jr.....Director  
 John Darden .....Director  
 Molly McGee.....Director

East Side



one community



West Side



# New Equipment Thank You!



## NEW EQUIPMENT!

The housekeeping team is excited to welcome the 2024-2025 season with six new 2024 Club Car Tempo.

It was time to change after the old carts served the association for over ten years.

The landscape department will also enjoy one new Club Car Carryall 500 Lithium Ion with a lift.

A lift will make the work more effective, less time-consuming, and safer.

All carts will include lithium batteries, which will be more effective and require minimal maintenance.



## THANK YOU, MERCI, GRACIAS!

We, the ECOA team, express our most profound appreciation to all our members for trusting us to create a memorable experience during their time here. The ECOA team is a testament to a year adorned with beautiful memories, cherished friendships, and steadfast dedication.