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April 2014

The Orchards Proposal Moving Toward City Council Vote

by Adrienne Robillard

On Wednesday, March 5th, the Design Review Commission held a study session where Property Development Centers (PDC) provided an update on their proposed project "The Orchards" and sought the Commission's feedback on architectural elements, including elevations, building materials, color palette and landscaping details for the nearly 200,000 square feet of new commercial buildings proposed for the 25-acre site at the corner of Ygnacio Valley Road and Oak Grove Road. Overall, the Design Review Commission had positive feedback for the applicant, with Chair Volkmann stating that the project is headed in the right direction, he likes how it has developed, and he looks forward to the next update. Vice Chair Weiss remarked on the value of the open space to the senior living community. Commissioner Gorny supports the moveable doors and Commissioner Cothren suggested scaling down the color palette.

A 2nd floor community room that includes a bathroom near the Mt. Diablo viewing deck was highlighted when Lowney Architecture showed a movie 'walk-through' of the development, entering on Shadelands Avenue and exploring the site. The process for this proposal has taken nearly 36 months to date, and the applicant stressed how community input has "made the Orchards a true community gathering space."

Three members of the public spoke, two of whom stated that an additional grocery store is not needed in this area, and that the addition of the new Safeway plus the new Whole Foods at Encina Grande will lead to Nob Hill's demise. The other comment was about the children's play area, suggesting that it have a perimeter for safety.

The following Thursday, March 13th, the Planning Commission studied "The Orchards," and provided feedback to the applicant on land use regulations and development standards. Ethan Bindernagel, Senior Planner with the City of Walnut Creek, asked the Planning Commission for specific feedback on 1) Senior Housing, 2) Setbacks, 3) Open space, 4) Land Use, 5) Traffic and, 6) Economics. Mr. Bindernagel disclosed that emissions levels will be off the charts for 6-8 months during construction; this cannot be mitigated and it is significant and unavoidable. He also illustrated that traffic queuing on Oak Grove Road (southbound) will be mitigated by adding a 2nd southbound left turn lane.

Deb Karbo said that the sale of Safeway to Cerebus will not impact this project and everything is business as usual.

During the public comment portion of the meeting about 15 people took to the podium, expressing concerns that included up to 8 months of air pollution caused by construction that cannot be mitigated, traffic issues, the high cost of living in the senior housing community, how the addition of a new Safeway may put Nob Hill Foods out of business, that the landscaping is not in line with the drought we are in, and that the principles established by the AC Committee in the beginning of this process are being violated in the name of corporate interest.

The Planning Commission acknowledged and thanked the public for its input. Commissioner Allan Moore pointed out review of the Orchards proposal will not stop because of the merger, as mergers happen. Commissioner Bill Pickett said that in 37 years of living in the area, he's seen many proposals for this land, and this proposal is finally making sense. Planning Commission Chair Cindy Darling said that the commission will keep their eyes on the ball regarding the Draft EIR and will consider all issues carefully.

Responses to the Draft EIR are expected soon and will be posted publicly. In April the Design Review Commission will make its recommendations to the Planning Commission. This summer, the Planning Commission will make its recommendations to the City Council, who will review the Specific Plan. Late this summer, the applicant projects that The Orchards development will be able to proceed, pending final design review with the Design Review Commission.

Construction is expected to begin in Q4 2014. The Safeway at Encina Grande has a lease that ends on 9/30/15, and The Orchards plans to open on 10/1/15.

All these items depend on City Council granting rezoning of the 25-acre parcel. Check the City Website for information at www. walnut-creek.org/citygov/depts/cd/planning/shadelands_gateway_specific_plan.asp. The Woodlands Association will also post notice as we receive it to the Woodlands Facebook page at: www.facebook.com/WoodlandsAssn.



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Woodlands Association P.O. Box 31085 Walnut Creek, CA 94598

Newsletter printed by Minuteman Press (925) 256-6444

Who to Contact?

The Woodlands Association receives some emails and questions about many issues that are best resolved by contacting the following agencies directly. The following is a reference guide:

Walnut Creek Code Enforcement, 925-256-3508 or 925-943-5863

The Code Enforcement Division of the Community Development Department is responsible for enforcing provisions of the Walnut Creek Municipal Code involving quality of life and neighborhood quality issues.

http://www.walnut-creek.org/citygov/depts/cd/nuisance_abatement_n_code_enforcement.asp

Walnut Creek Police Department, 925-943-5844

http://www.walnut-creek.org/citygov/depts/police/default.asp

Oversized Vehicle Reporting, Sandy Mulligan: Parking Lead Services Officer, 925-943-5874

Contra Costa Mosquito and Vector Control District (Pests and Insect Issues), 925-771-6196 http://www.contracostamosquito.com/programs_services_index.htm

Contra Costa Water District, 925-688-8000

Water conservation, information, gardening resources, moneysaving tips. http://www.ccwater.com

Allied Waste Services of Contra Costa County, 925-603-1144

http://www.pleasanthillbayshoredisposal.com

Valley Waste Management (recycling and yard waste service): 925-935-8900

Canal Maintenance, 925-313-2235

The canal is part of the Contra Costa County Flood Control and Water Conservation District Maintained by the Public Works Department

Graffiti Reporting: City of Walnut Creek, 925-943-5854

Want to Write an Article?

The Woodlands newsletter provides a community service by keeping neighborhood residents informed about issues and events of interest. We encourage Woodlands residents to submit articles for the newsletter and we regularly receive articles that are published in the newsletter.

If you would like to contribute an article, please contact us and we will help be happy to work with you to help get it edited and published. Our publication guidelines are relatively simple – topics should be of interest to Woodlands residents, the newsletter cannot be used as a forum to air issues between individuals, and articles may need to be edited to fit within available space (typical length is 200 words or less). To meet our publication schedule for a monthly newsletter, we have established a closing date of the 10th of each month. To the extent that space is available, articles received and ready for print by the 10th of the month will be published in the next version of the newsletter.

We appreciate your help in making the newsletter as informative, useful, and relevant to Woodlands residents. To submit an article, please write to woodlandsassn@yahoo.com.

Woodlands Association Board of Directors

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James Goudy ~ Webmaster

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Upcoming Board Meetings

8 - 9 a.m. Saturday, April 5th Saturday, May 3rd

at Denica's, 2280 Oak Grove Road, Walnut Creek (in Citrus Marketplace)

Woodlands residents are encouraged to attend board meetings.

Door to Door Solicitors – A Reminder

From the Walnut Creek Police Department

The police department consistently receives calls regarding solictors from the public. It is legal for a person to solicit others at their homes as long as they obey the Walnut Creek Municipal Code's rules and regulations governing solicitors: www. codepublishing.com/ca/walnutcreek/.

The common violations of solicitors are failing to obtain a permit from the City, disobeying a no solicitor sign, soliciting outside of the hours allowed and being too aggressive with citizens.

A common misconception is to believe a solicitor with a permit from the City has gone through a criminal background check or some other means have been done to ensure this person is a "safe" person to be soliciting. This is not true. Our current Municipal Code does not allow for a denial of a permit based on prior criminal history or failure to disclose criminal history.

Suggestions regarding home solicitations:

- If you do not want your privacy disturbed, post a "No Soliciting" sign clearly on your property (this can even be hand written).
- You do not have to answer your door. You should always check to see who is at your door prior to opening it. If you are at all nervous listen to your intuition and do not answer your door.
- If you want to report a solicitor who you believe is violating
 the Municipal Code or you suspect is violating or is about
 to violate any law you can call dispatch directly at 925935-6400. Remember to obtain a good description of
 the subject and/or vehicle (including license plate) and
 direction of travel to give to the dispatcher or officers.
- Assist the officers with the investigation and inform them
 if you are requesting the solicitor be cited or you want the
 subject placed under citizens arrest (if applicable). You can
 also remain anonymous but this will limit what the officers
 can do.
- Network with your neighbors to watch out for each other. If you have an aggressive solicitor you may want to call your neighbors to warn them and call the police department.
- Hopefully, these suggestions will provide you with some knowledge and tools in regards to solicitors.

Woodlands OPEN BOARD POSITION

Advertising Manager

Are you a talented salesperson who is passionate about the Woodlands neighborhood? The Woodlands Association is looking for an Advertising Manager to oversee and execute sales for the neighborhood newsletter. The Advertising Manager is responsible for online and offline communication with current advertisers as well as soliciting new advertisers to reach revenue goals, as The Woodlands newsletter is made possible by the continued support of our valued advertisers.

As a member of the Woodlands Association, the Advertising Manager attends monthly board meetings (typically about an hour, on the first Saturday of the month) and has the opportunity to participate in neighborhood projects and advocacy as desired. Typical monthly time commitment is 2-4 hours, plus the meeting, and the board asks for a 2-year commitment from its members.

This is a great opportunity for an energetic resident looking to get involved and make a positive contribution to our neighborhood. If interested, please send an email to woodlandsassn@yahoo.com.

Woodlands Welcome Committee



Would you like to help welcome new neighbors to The Woodlands? The Woodland's board has begun to establish a program that welcomes new residents. We want to thank those of you who have responded thus far and ask for more volunteers to help. We are looking for a few people to help continue the set-up of the committee and then stop by the homes of new arrivals with a special package. If you would like to participate, drop an e-mail to woodlandsassn@yahoo.com with the subject line "WELCOME COMMITTEE".

New to the neighborhood yourself? We'd love to have you get involved!

This Month at The Cabana Club

Save the date! Opening Day B-B-Q is Saturday, May 10, from 3:00-7:00.

Back by popular demand-The Woodlands 5K Family Fun Run & Pancake Breakfast. The registration form is included so sign up soon and take advantage of the early bird discount.

MDUSD spring break is late this year and The Cabana Club is proud to announce that it will be open for the week of spring break, April 20th-April 28th, weather permitting. More details to follow.

Woodlands 5K Family Fun Run & Pancake Breakfast - Save the Date

The Cabana Club will be hosting a 5k Family Fun Run on April 13th at 9:30 am. The run will begin and end at the Cabana Club and follow a route through the Woodlands. Registration fees are \$15 per individual and \$30 for a family prior to April 1st and \$20 per individual and \$40 per family after the April 1st. Each paid registration includes a pancake breakfast. Please fill out the registration slip and return it to the Cabana Club with a check payable to the Woodlands Cabana Club. For more information, please contact Joanne Wathen at marketing@ woodlandscabanaclub.org

All proceeds from this event will go toward the purchase of a ping pong table and other club improvements. This event is open to non-members, so bring a friend and show them how cool the Cabana Club is.

5k Family Fun Run Registration Form

Last Name:	
Names of Participants:	
Phone number:	
e-mail address:	

The 5K begins at 9:30 am. All participants should arrive at the Cabana Club around 9:00 am. Pancakes will be served to all participants. The Woodlands Cabana Club: 111 Longleaf Dr. Walnut Creek, 94598

The 2014 Woodlands Cabana Club Social Calendar

Sunday, April 13th – Woodlands Cabana Club 5k and Family Fun Run

Saturday, May 10th - Opening Day BBQ

Thursday, June 26th - Movie Night

Friday, July 4th - 4th of July Parade and BBQ

Sunday, Sept. 28th - Closing Day

Sunday, Oct. – TBD Chili Challenge

SCHOOL NEWS

Foothill Middle School

Upcoming Community Meeting with Superintendent Meyer Join MDUSD Superintendent Meyer at one of the following community meetings to discuss how our district might choose to use Local Control Funding Formula (LCFF) Funds granted by the state. Meetings will be held on April 8 at Mt. Diablo High School Romaine Hall, April 10 at Riverview Middle School Multi-Use Room and May 20 at College Park High School Library.

Walnut Creek Marauders Youth Football and Cheer Program
Join over 150 boys and girls who participate in the Walnut
Creek Marauders Football and Cheer Program. Highlights of the
Marauders program include:

- Football player divisions are grouped based on the player's age and weight. Learning the game in stages that are safe and fun.
- All Football coaches are tackle certified through USA Football 's HEADS UP® program, a partnership with the NFL Players Association promoting safety through technique.
- All Cheer coaches are certified through both the National Youth Sports Coaches Association and the JAMZ Cheer & Dance Organization.
- Football and cheer practices share the same schedule and location. Practices are conveniently located at Northgate High School in Walnut Creek.

Upcoming Registration dates at Sports Basement:

Saturday, April 5 (11am - 3pm)

Saturday, May 3 (11am - 3pm)

Wednesday, May 14 (5pm - 8pm)

Saturday, June 21 (11am - 3pm)

Saturday, July 19 (11am - 3pm

Valle Verde Elementary

Mini Flings- Party Just for the Kids:

Friday, April 11th from 5-8:30pm (in the MUR). This is a party just for the kids! Parents and teachers volunteer their time to give our kids their own version of the Spring Fling, which includes; dinner, games, dancing & prizes. All children enrolled at Valle Verde are welcome to attend

Questions? Email Brandi @ klintworthbv@yahoo.com

CONTINUED ON PG.6

HOME IMPROVEMENT CORNER

Getting Rid of Household Waste

By William Gilmeyers

Most home improvements projects are about putting something into your home, but some projects are about taking things out. Today's "project" will take a day or two on consecutive weekends, but can make a big difference in your quality of life. If you are like many people, you probably

look around one day and say "Man, I've really gotta get rid of some of this stuff!". Of course, this is easier said than done. If it were easy to do, you would have already done it.

That said, follow these steps and you can finally get rid of that pile of dead AAA batteries gathering dust in your garage:

- Pick an unscheduled day to collect everything you want to get rid of, and take a quick inventory. Literally pick it up and put it all together in the middle of your garage or living room. You've got to get your arms around this, literally and figuratively.
- 2) Organize the stuff and put it into two piles: Stuff you can put out by the curb and stuff you need to take somewhere.
- 3) For the stuff out by the curb, you'll likely need to put it aside until the next neighborhood trash collection day. Put it in a pile and now it's ready to go.
- 4) For the stuff you need to take somewhere, set aside a second day to do it all at once. Seriously, if you don't plan a day you're not gonna do it. So suck it up and cancel that hair appointment. Make a list of all the places to go, plan your route, and make sure everything is open on the day you're going.

Here's where you can take some common types of waste:

Drugs and Medical Sharps: Have a few expired prescriptions around, or did your cousin accidentally leave a baggie in your guest room when he went home to Colorado? Don't throw it down the drain! There's a pharmaceuticals bin

in the lobby of City Hall; 1666 North Main St. Is your cousin into harder stuff? Good news, they will also take used syringes.

Batteries: A number of local retailers will take your drained batteries including the CVS in Countrywood Shopping center and the Radio Shack at the Encina Grande Shopping Center.

Recycling: Have more recycling than your curb bin can handle, or want to get a few bucks for all those bottles of beer you killed off over the holidays? Head over to the Walnut Creek Recycling center with your cans, bottles, scrap metal and cardboard. Open Tuesday through Saturday 8:30-5. 480 Lawrence Way, Walnut Creek.

Hazardous Waste: Not that you need an excuse to take a trip to Martinez, but this is the place to take your heavy-duty household hazardous waste including old paint, pesticides, pool chemicals, and many other items. Open Mon-Sat 9-4. 4797 Imhoff Place, Martinez, CA 94553. (800) 646-1431

Compact Fluorescent Light bulbs: The light from compact fluorescent light bulbs is awful. They are also environmentally hazardous and difficult to dispose of (I can say these things, I drive a Prius). That said, most hardware stores will take them including Ace, Orchard Supply, Home Depot and Lowes.

Few family outings are as fun and enriching as a day of waste disposal and recycling. So what are you waiting for? Get improving!

Advertise With Us!

To Advertise in the Woodlands Newsletter, Contact **Woodlandsassn@yahoo.com** or visit **www.woodlandsassn.org/advertise**

Advertising Rates & Sizes

Please note: the actual sizes below allow for binding/bleed space. Size = height x width in inches

Full Page – 10 x 7.5 - \$90/month

1/2 Page $-5 \times 7.5 - $50/month$

1/4 Page - 5 x 3.5 - \$30/month

1/4 Page on back cover - \$50/month

1/8 Page - 2.5 x 3.5 - \$20/month

Want Ads - line ad with 30 words or less: \$5 Woodlands Residents, \$13 Non-Residents

NEW Advertising Deadline

Please submit all ads and payments for the next issue by April 10, 2014

Submission Guidelines

- Please submit your ad in the actual size/dimensions listed.
- Please email a digital file of your ad to woodlandsassn@yahoo. com. We accept PDF and Microsoft Word documents ONLY.
- Payment is due when you submit your ad. Please pay via www.woodlandsassn.org/advertise/ or make checks payable to "Woodlands Association" and mail to: PO Box 31085, Walnut Creek, CA 94598.

SCHOOL NEWS CONTINUED

Volunteers Needed:

The PTA is looking for construction savvy adults to help out with a project in the MUR. Our annual PTA sponsored musical uses a stage extension every year to add performance space. The school district recently helped us reinforce the structure. We need parents who are able to help us mark the stage before we take it down so that future parents can more easily build it without district assistance. Can you help? Please e-mail Kathy Wallrathvvptaprez@gmail.com for more information.

Northgate High School

Spring for Education Auction

The Spring For Education Auction will be on Saturday, April 12 at the Clubhouse at Boundary Oak from 5:30-11:30. This event one of the PFC's largest fundraisers of the year, directly supporting Northgate High School's academic programs. Money raised at the auction is invested back into the school with past funding ensuring additional class sections (resulting in smaller class sizes) as well as providing additional hours for the College & Career Center and technology support. For more information go to www.northgatehs-pfc.com/spring-foreducation.php.

Book Donation for Homeless Children

Hannah Chesnutt, a Northgate senior, is collecting books for the children living at the Love-a-Child homeless shelter in Bay Point. These books will be read and donated to the children at the Teens and Parents Service Society "April's Angels" event on April 12th. If you have any picture books or easy readers that you don't need any longer, please email Hannah at hannahchesnutt@gmail.com and she will come pick them up.

Parent Education Night

On Thursday, April 3, 2014 @ 6:30 pm in the Northgate Lecture Hall, please plan on joining Abby Medcalf, PhD, MS Ed, for our next Parent Education Night on raising resilient and optimistic children. Dr. Abby Medcalf is a psychologist with over 25 years of experience working with both the private and public sector. She is a popular keynote speaker and has presented at many companies and organizations throughout the United States including PG&E, Kaiser, American Airlines, Chevron, Chlorox, AT&T, BART, and Employee Assistance Professionals, as well as for public and private schools, hospitals, rehab centers and other businesses.

WOODLANDS POLICE CALLS

The following information is taken from the Police Daily Bulletin as posted for public viewing on the Walnut Creek Police Department's website. The entire Walnut Creek police daily bulletin can be viewed at: www.walnutcreek.org/citygov/depts/police/bulletin.asp. Some issues of the Woodlands Newsletter may include only a portion of the monthly police activity in our neighborhood, as available print-space varies from issue to issue.

Compiled by Anne Talmage

Police Calls from 02/08/14 to 03/07/14

02/11/14 8:23:09 Citrus Av / Peachwillow Ln. Traffic incident earlier this morning regarding 2 youths driving recklessly and almost hit him while he was jogging. Requests 21 by officer. Dispo: r/p contacted. R/o to be notified via new protocol via mail. Reckless driving

 $02/14/14\,11:55:39\,$ 3400 Bl Peachwillow Ln. $\,$ Rps cards were used at numerous locations. Dispo: identity theft with c/c charges in Pleasanton. Identity theft

02/16/14 15:34:59 3100 Bl Peachwillow Ln. 459 to RP's garage, occ yesterday. POE: RP thinks they lifted the garage door, loss: tools, car parts, laptop. Dispo: 459 to garage occurred between 0600 and midnight on 02-14-14. Loss of Subaru wheels, tools, Lenovo laptop. Burglary

02/21/14 17:08:25 2200 Bl Oak Grove Rd. 20002 occ 20 ago, RP is an employee and states they have the veh on camera, gry extended cab tundra with camper shell, vic veh whi Chevy Silverado crew cab, on the left side of the lot facing the street. Dispo: susp vehicle backed into vic vehicle in parking lot. Pending security review of video surveillance to obtain a plate. Hit and Run.

02/21/14 20:08:57 Oak Grove Rd / Peachwillow Ln. Gry Infiniti weaving and possibly in a 415 with another undesc vehicle. Occupied by 2 males yelling. Dispo: area check, utl GOA. Reckless driving.

 $02/25/14\ 20:28:29\quad Oak\ Grove\ Rd\ /\ Citrus\ Av.\qquad Reports\ 11-25\ blocking\ sb,\ small\ light\ compact\ veh.\ Dispo:\ vehicle\ pushed\ out\ of\ traffic\ to\ gas\ station.$ Miscellaneous\ traffic.

02/27/14 14:12:52 100 Bl Rock Oak Ct. Reporting susp male just came to her door looking for the mother of his child. Came in a gry suv, heavyset male, quiet spoken, red/gry/whi cap. Dispo: RP req documentation only at this time. Susp. Circumstance.

03/03/14 12:43:18 Oak Grove Rd / Citrus Av. Reports road racing just turned on Citrus. Whi BMW plate similar to/brf169 verses silver Nissan. Dispo: gone on arrival. Unable to locate. Left voice mail for RP. Attempted contact at RP house. Card left. Miscellaneous traffic.

03/03/14 18:49:45 Sitka Dr / Mahogany Ct. 911 open line phase 2 cell unintialized #. Lots of static and feedback. Male sounded like he said he needed medical. No other voice contact, stayed on the line until it disconnected. Dispo: unable to locate any emergency. 9-1-1 hangup

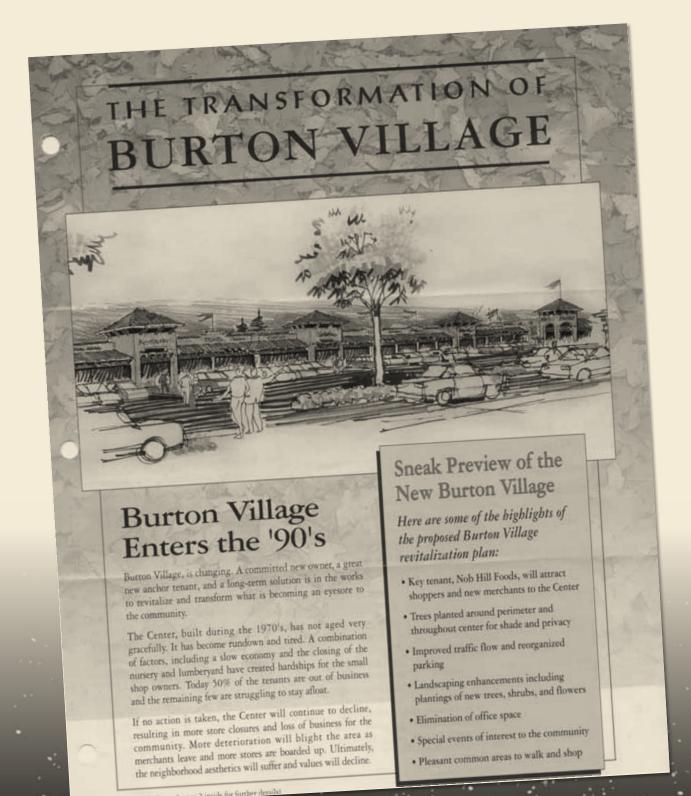
 $03/04/14\,$ 9:41:25 $\,3400$ Bl Sugarberry Ln. Parking complaint for large RV in driveway that is blocking the public sidewalk. Dispo: no one home and note left per l3. Parking complaint.

03/06/14 14:04:46 Hamlin Lp / Citrus Cr. Req area ck for bma, 30's, whi sweatshirt, gry pants or sweats, blk hair net, hanging around in the neighborhood. Dispo: GOA. Susp. Circumstance.

03/07/14 2:13:46 3200 Bl Peachwillow Ln. heard. Dispo: area checked, no signs of a crime, unable to verify where called originated. 9-1-1 hangup.

911, open line, nothing





From the Woodlands Archives

Parking Changes to Go Into Effect

A number of changes to downtown parking are set to go into effect this spring. Meter rates in the core downtown will increase from \$1 to \$2 an hour, and operating hours will shift from 9 a.m. to 6 p.m. to 10 a.m. to 8 p.m., including Sundays. While no one enjoys paying more for parking, the goal is to better manage overall parking inventory by creating clearer parking choices. While short-term visitors may choose to park on the street, those who work downtown, or who plan to be downtown for more than two hours, are encouraged to use one of the City's parking garages.

To sweeten that option, City parking garages will be free for the first hour. Plus, downtown employees can take advantage of a new \$25 per month employee parking program for the South Broadway and North Locust streets garages.

The additional parking revenues will be reinvested in the downtown, including enhanced police services, landscaping and street and sidewalk cleaning.

NO-SMOKING RULES NOW IN EFFECT

From the City of Walnut Creek's "In a Nutshell" Newsletter

It's official –cigarette smoking is no longer allowed in Walnut Creek in the core downtown, apartments and condominiums, parks and open space, outdoor dining areas, ATM or ticket lines, or within 25 feet of enclosed areas. The City's Second-Hand Smoke Ordinance went into effect January 29th.

Questions and reports of violations can be directed to the City's No Smoking Hotline, 925-256-3535 or via email at NoSmoking@walnut-creek.org.

APRIL'S RASPDERRY FOOL DESSERT

Recipe by Heather Feather
Photo by HeatherFeather

o Prep Time: 15 mins

o Total Time: 5 hrs 15 mins

o Servings: 4

Ingredients

- o 1 1/2 cups nonfat vanilla yogurt or 1 1/2 cups low-fat vanilla yogurt
- o 1 (10 -12 ounce) packages frozen raspberries, thawed
- o 1/3 cup confectioners' sugar
- o 1/4 cup heavy cream, well-chilled, whipped
- o 4 French-style ladyfinger cookies

Directions

- Place the yogurt in a strainer lined with a paper towels (or a 2 coffee filters) and let it drain over a bowl to thicken in the refrigerator (covered) for at least 4 hours, and up to 1 day; Discard the liquid and set the thickened yogurt aside.
- Puree half the raspberries in a food processor until smooth; strain into a large bowl, pressing the liquid out with a rubber spatula; discard the seeds and save all the juices.
- 3. Whisk in the confectioners' sugar.
- 4. Stir in the remaining raspberries.
- 5. a chilled small bowl whip the cream until stiff peaks are formed; gently fold in the yogurt, then fold in the raspberry mixture.
- 6. Chill, covered, for at least 1 hour.
- 7. Spoon into pretty cocktail glasses and stick a fancy cookie into each serving



Fresh and Delicious Mexican Food Comes to Citrus Marketplace

by Adrienne Robillard

We now have our own El Molino, a branch of the popular tortilleria on Monument Boulevard, right here at Citrus Marketplace. Open 7 days a week, the menu includes a variety of burritos, tacos, sopes, quesadillas, nachos, tortas, pupusas, and smoothies. All their food is made with fresh ingredients, including homemade tortillas. You can dine in or take out, and they also offer catering. It's open every day at 10 a.m. and closes at 8 p.m. Monday – Saturday, and 7 p.m. on Sundays.

2228 Oak Grove Road (925) 295-0266 tortillaselmolino.com

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Stephen L. Carlin

Branch Manager NMLS # 241643 • DRE # 00865988

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2013 San Francisco East Bay Five Star Real Estate Agents

Five Star Professional partnered with *Diablo* magazine to identify real estate, mortgage and insurance professionals in the San Francisco East Bay area who deliver outstanding service and client satisfaction. The Five Star Professional research team contacted thousands of recent homebuyers, as well as other consumers. Clients may also submit evaluations online. Phone, mail and online respondents rated their service professional on criteria such as overall satisfaction and whether they would recommend the provider to a friend. The research methodology allows no more than 7 percent of professionals in each category to receive the award.

Professionals who satisfied each of the following objective criteria were named a 2013 San Francisco East Bay Five Star Real Estate Agent, Five Star Mortgage Professional or Five Star Home/Auto Insurance Professional:

- 1. Received a qualifying client satisfaction rating.
- 2. Satisfied the applicable state licensing requirements.
- Actively employed as a licensed professional for a minimum of three years.
- Favorable regulatory and complaint history review.
- Satisfied minimum client volume or production on a one-year and three-year basis (number and volume of transactions or number of client households served).

**The research methodology is designed

to identify professionals who meet or

exceed objective evaluation criteria

associated with providing quality

services to clients?9

Alexandra Saul, Research Director,

Five Star Professional

Research

DISCLOSURES

 Five Star Professional surveyed San Francisco East Bay area residents who purchased a home priced at more than \$150,000 within an 8-month period (July 2012)

to March 2013). The final list of 2013 San Francisco East Bay

Five Star Real Estate Agents is a select group, representing less than 2% of real estate agents in the area. Evaluations were collected by mail, phone and online at www.fivestarprofessional.com/homesurvey.

- The 2013 Five Star Real Estate Agents, Mortgage Professionals and Home/ Auto Insurance Professionals do not pay a fee to be included in the research or the final list.
- Each professional is screened against state governing bodies to verify that licenses are current, and no disciplinary actions are pending.
- The inclusion of a real estate agent, mortgage professional or insurance professional on the final lists should not be construed as an endorsement by Five Star Professional or *Diablo* magazine.
- The research process incorporates a statistically valid sample in order to identify the professionals in the local market who score highest in overall satisfaction. These professionals are not included on the list unless their score is statistically valid.

For more information on the Five Star award and the research/selection methodology, go to www.fivestarprofessional.com.

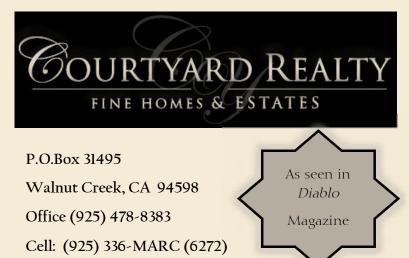
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2013 Five Star Real Estate Agent



Marc Graves



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I would be grateful for the opportunity to work with any of your referrals and would give them the 'extra' special care and attention as well.

If you have any family or friends that are in need of a home, please let them know I will be happy to work with them.

Again, thank you for your business.

Very Best Regards, Marc Graves

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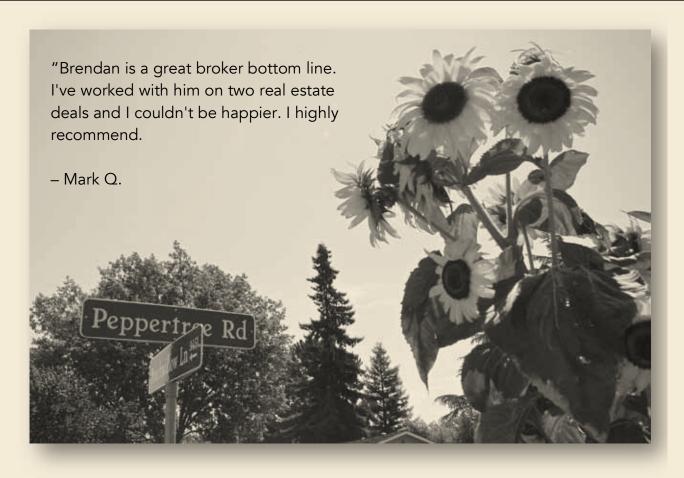
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