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#### PRESIDENT'S MESSAGE

NOVEMBER 2022

By Vern Jennings

Dear SouthShore community,

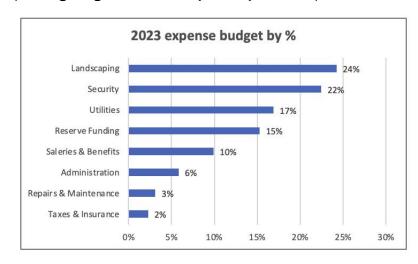
With Thanksgiving upon us, I want to take this opportunity to thank our board of directors, committee volunteers, and service providers for your support of our community throughout this year.

Together, we effectively managed our association's finances, enhanced perimeter security, refreshed common areas, improved and upgraded services to our members, and increased engagement across our community.

Please join me in learning more about each of the above.

#### **Finances**

For context, our community has a \$3 million operating budget. Funding for this budget comes from 788 dues paying accounts; income from newsletter advertisers; and penalty payments for CC&R violations. Presently, we have \$3 million in reserve funds, which equates to 97% coverage, and \$2 million in operating funds. Throughout 2022, accounts receivable remained below 5% of our operating budget. This is a very healthy financial profile.





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cmartin.cynthia@gmail.com cynthialakelasvegasrealtor.com



In support of effectively managing our finances, the Finance Committee implemented processes to simplify tracking of bad debt, refine management of reserve funds, and analyze trends in our financial statements.

They also revised and expanded the general ledger chart of accounts to provide greater granularity and transparency between "actual" versus "budgeted" expenses.

Additionally, our Finance Committee undertook the time intensive task of updating our community's main reserve account to accurately reflect the lifecycle of our fixed assets, and when money for maintenance and repair may be needed.

To reduce our association's single largest operating expense, water, we made considerable progress in understanding what it takes to convert our irrigation water from City of Henderson potable water, at an average of \$3.00/gallon, to water drawn from Lake Las Vegas, at an average of \$1.50/gallon.

#### Elements include:

- 1. Amount of water needing to be converted
- 2. Which sections of irrigated landscape can and should be migrated to lake water
- 3. When, and in what sequence, the migration should occur
- 4. Frequency, duration, and schedule, for use of lake water
- 5. Options and variables for drawing needed water out of the lake

In 2023, we plan to commence the engineering designs and related cost studies for the migration. We will do this in conjunction with the City of Henderson, Lake Las Vegas Master Association, and the SouthShore Country Club.

Further, to optimize our community's access to financial rebates, we began the process of identifying areas where turf must be removed, in compliance with Nevada's mandated removal of non-functional grass by January 1, 2027 (reference: <u>SNWA Water Smart Landscape Rebates</u>).



#### Security

Due to the size and location of our SouthShore community, our property has a large perimeter requiring protection.

To that end, we installed new motion-activated cameras at the back gate and along the dam area. These cameras have "point and zoom" capabilities, and speakers that enable security staff to issue audible commands. Soon, a "motion sensitive" alarm will also be installed on these cameras.

Our front gate guards monitor these cameras 7-days a week, 24 hours a day, and can dispatch a roving officer to investigate a potential perimeter breach. In response to many oversized vehicles hitting and damaging the front gate portico arch, a new "height" detecting camera has been installed and, combined with a red-light to alert the vehicle driver, we hope to reduce damage to our community property.

QuickPass remains SouthShore's core technology for monitoring and managing entry and exit of our community. In July, QuickPass hosted a webinar for SouthShore residents interested in learning how to use the tremendous functionality of QuickPass, with a particular focus on authorizing entry for visitors and vendors. For your reference, a one-page "quick guide" for authorizing visitors may be found <a href="here">here</a>.

This year, we added License Plate Reader (LPR) functionality to our QuickPass system and are in the process of assessing the myriad of uses and reporting capabilities of this technology.

Some examples include the ability to:

- Confirm if all contractors who entered the property have left the property
- Match activated transponders to vehicles, thus ensuring appropriate use of transponders
- Track date and time of every vehicle entering and exiting SouthShore

In September, we replaced Securitas with Marksman Security Corporation and added an incremental roving security guard daily, from 9:00 pm - 5:00 am.

Finally, we engaged the services of the City of Henderson Police Department's Neighborhood Resource Unit (NRU). They assisted us with a thorough audit of SouthShore's perimeter security, and Officer Alex Alcantara conducted a two-hour seminar for all SouthShore residents on how to protect their home from crime through environmental design.

If you are interested in a complimentary home security inspection by a member of Henderson's Police Department, call 702-267-5100 or send an email to neighborhoodwatch@cityofhenderson.com.

#### **Common Area Improvements**

Thanks to exceptional planning and coordination by Jessica Smukal and her team, we successfully resurfaced and sealed all roads in SouthShore.

Additionally, in a continuing effort to manage our use of water, we upgraded the slope irrigation system in eight of our subcommunities.

Red curbs, fire hydrants, and utility boxes, were repainted; new nighttime reflectors were installed at all the crosswalks; and common area fencing was repaired and painted.

We also reviewed the entire two-mile expanse of sidewalk along Grand Mediterra Boulevard for any broken or uplifting of concrete that may pose a hazard to walkers. Thanks to Raintree Investment Corporation, the SouthShore Country Club, and 26 generous SouthShore property owners, ungroomed grounds (from the intersection of Lake Las Vegas Parkway and Grand Mediterra Boulevard to the entrance of SouthShore) were cleared and replaced with beautiful flowering desert landscape.

In partnership with a committee of Mira Monte homeowners and Dunn-Edwards Paints, Mira Monte's paint palette was updated to reflect a more current color scheme.

Finally, to further maintain the cohesive beauty of SouthShore, our Design Review Board reviewed and approved 54 requests for home remodels and renovations, six new home builds, and confirmed completion of one new home build.

#### Improved and enhanced services

In an effort to upgrade service quality to our members, we replaced FirstService Residential with Prime Community Management, and were fortunate to retain Jessica Smukal as our association's general manager. We also brought back the wonderful services of Victor Favela and added Joseph Singletary to the team.



Another major milestone is CenturyLink's community-wide installation of optical fiber, enabling all SouthShore homeowners to contract for highspeed (up to 940 Mbps) internet service.



To date, seven of our sub-communities have this capability. Capri, Carmenere, Golf Villas, Mantova, Marseilles, Mira Bella, and Monaco are targeted for completion over the next few months.

#### **Community Engagement**

This year, we extended SouthShore's social media presence via our new website, Instagram, and Facebook accounts. Check out our 5-minute, "Discover SouthShore" video, and share it with family and friends interested in our community.

In May, with COVID abating, 150 residents attended SouthShore's 25<sup>th</sup> Anniversary Party, co-sponsored with the SouthShore Country Club.



On Halloween evening, we hosted a golf cart parade and decorating contest. A \$100 Visa gift card was awarded to winners of the "Spookiest", "Most Creative", and "Most Elaborate" decorated carts.



Throughout the year, over 400 residents viewed each issue of SouthShore's online newsletter, *The Bighorn*, which contains content on activities taking place inside and beyond the gates of SouthShore.

In September, SouthShore published its *Lake Las Vegas Retail Services* guide and, through the Master Association, made it available at no charge to all residents in Lake Las Vegas. To date, over 1,600 visitors have viewed this helpful resource. It remains available for online viewing and/or download <a href="https://example.com/here">here</a>. It is also available via your mobile phone's QR code capabilities in the village at Seasons Market.

As you can see, this has been another year of significant accomplishments, only made possible by a great number of volunteers. Thank you.

For those interested in joining these efforts, please contact our management office at 702 248 7742 and/or complete the SouthShore Committee Volunteer Form located <a href="here">here</a> on our website.

With gratitude, Vern

# NEWS YOU NEED TO KNOW

#### **2023** Association Assessments

Pending ratification at the December 1 board meeting, 2023 <u>monthly</u> association assessments will be:

Main	Lots	Monthly	<b>△ Y/Y</b>
Full dues	689	\$339.67	\$10.00
Half dues	99	\$169.83	\$5.00
SBAs			
Bella Vivente	41	\$210.00	N/C
Carmenere	8	\$98.33	\$4.58
Marseilles (full dues)	48	\$4.00	N/C
Marseilles (half dues)	43	\$2.00	N/C
Mira Monte	23	\$426.67	\$30.33
Porto Cielo	72	\$9.60	N/C
Porto Villagios	36	\$4.67	N/C
Siena	49	\$5.33	N/C



Across the country, household leaks account for more than 10,000 gallons of water wasted annually; 10% of homes have leaks that waste 90 gallons or more daily.

Common culprits include worn toilet flappers, dripping faucets, and leaking valves. Faulty or damaged landscape irrigation systems and swimming pool automatic fill valves also can waste water and contribute to high water bills.

Tracking down and fixing leaks is especially important in Southern Nevada, where 90% of the community's water supply comes from one source — the Colorado River at Lake Mead.

To help make the job easier, the Southern Nevada Water Authority (SNWA) offers money, and watersaving rebate offers, for smart leak detectors that send information to an app on your smart device. The SNWA also offers free indoor water audit kits so you can test your fixtures. To learn what you can do to prevent and repair leaks in your home, visit:

https://www.snwa.com/importance-of-conservation/water-leaks/index.html

(Source: Tom Bradley, Public Information, Southern Nevada Water Authority, tom.bradley@snwa.com)



Credit: Chuck Jones, Animation Director Warner Bros. Entertainment

#### Coming face-to-face with a coyote

Because they are so common, a lot of us will see a coyote in a neighborhood at one point or another.

Whenever a coyote is seen in an urban area, the best thing you can do for them, and us, is to haze it away.

#### This means:

- Stand your ground, NEVER run from the coyote
- Get big, loud, and scary!
- Wave your hands around and yell at the coyote
- If the animal stops and looks back, make sure to continue scaring the coyote away until they have completely left the area
- NEVER corner a coyote, always make sure they have a way to escape

Hazing is important because it helps to ensure coyotes maintain a fear of humans. When they become habituated to humans (lose their fear) they are more likely to become bold and be less likely to run away from people when they are seen.

(Source: Nevada Department of Wildlife)

# BUYING OR SELLING IN SOUTHSHORE? Discover what it's like to be put first!







# POLICIES & PROCEDURES

#### **Board Meeting Highlights**

By Nancy Campbell Editor-in-Chief, Newsletter Committee

Three SouthShore Residential Community Association (SSRCA) board meetings occurred in October:

- 1. Monthly Board Meeting (October 22)
- 2. Annual Meeting & Election Results (October 22)
- 3. Board Organizational Meeting (October 27)

Highlights from the monthly board meeting include:

#### Finance

The Board approved the 2023 SouthShore main association and Special Benefit Association (SBA) budgets, including a \$10/month increase to the main association's full-assessment dues. Additionally, Carmenere SBA dues will increase by \$4.58/month and Mira Monte's SBA dues will increase by \$30.33/month. All other SBA dues remain unchanged from 2022.

Ratification of the 2023 budgets will take place at the December 1 Board of Directors meeting.

Of special note: Effective January 1, 2023, association and SBA dues will be billed monthly. Members may continue to pay quarterly, in advance, as has been our practice, but have the option to pay monthly in advance going forward. In December, payment coupon booklets will be mailed to each dues paying member on record.

Whether paying by check or an electronic payment system, please account for the above changes in advance of January 1, 2023.

#### Landscape

Southern Nevada Water Authority (SNWA) confirmed receipt of SouthShore's letter suggesting SouthShore limit non-functional grass removal to 173K sqft., in contrast to SNWA's initial assessment of 268K sqft.

SouthShore's Landscape Committee awaits SNWA's response to our proposal and seeks to resolve any discrepancy in opinion in time to take advantage of SNWA rebates for removal of non-functional grass.

#### Security

Chad Romero, Site Supervisor, Markman Security, spoke about his team's vigilant adherence to requesting photo IDs for anyone entering the property without use of an approved transponder. This complies with board and homeowner requests for increased security throughout SouthShore.

Homeowners entering the property without use of a transponder may either provide gate security with a photo ID or leverage the QuickPass "code word" functionality, located on a user's QuickPass "Profile" tab. Contact front gate security (702 558 2932) or HOA management (702 248 7742) if you need assistance setting up this function.

#### Other items of interest

- CenturyLink's high-speed internet service is now available in seven of SouthShore's communities, with 102 requests for the service complete.
- Development of 51 standalone, one and twostory homes, has begun on the "fingers lot" within SouthShore's Marseilles community.
   Once built out, these properties will pay a full, versus partial, dues assessment, thus materially increasing revenue to SouthShore.
- The board approved assignment of the SouthShore Country Club Guest Access agreement to a potential new owner of the SouthShore Country Club.

The <u>Annual</u> and <u>Organizational</u> board meetings were relatively brief. The three candidates who submitted nomination forms\* for the three open board positions, were nominated by acclamation.

SouthShore's 2023 Board of Directors

- Vern Jennings, President\*
- Rod Isler, Vice President
- Vicki-Hafen Scott, Treasurer\*
- Rick Phillips, Secretary
- Sam Schmidt, Director\*

(Editor's note: Greater detail on all board meetings is available by contacting SouthShore management at <a href="mailto:southshore@primenv.com">southshore@primenv.com</a>.)

## COMMUNITY CORNER OFFICER ALEX





#### **Video Surveillance Cameras (VSC)**

By Alejandro (Alex) Alcantara
Neighborhood Resource Officer
Henderson Police
Monday – Thursday | 7:00AM – 5:00PM
702 267 5100
neighborhoodwatch@cityofhenderson.com

"Lights, Camera, Action!"

Cameras, specifically, video surveillance cameras (VSC) have come a long way in a relatively short period of time.

In the past, they were large, expensive, and hard wired. Today, with the advancement of technology, cameras are smaller, inconspicuous, connect to your WI-FI connection in seconds, and can send activity notifications to your phone. Equally important, they are affordable for in-and-around-home use.

VSCs have been instrumental assisting Henderson Police in identifying suspects and vehicles involved in criminal activity. Just recently, a SouthShore resident's VSC helped us identify a criminal and return stolen goods to their rightful owner.

Prior to the age of VSCs, if a package went missing from your porch and no one witnessed it, there was practically nothing police could do. Now that VSCs "capture" images and play video, officers have leads they can follow-up on and often times, connect suspects to other crimes in the area too.

If you have one or more VSCs associated with your residence, Henderson Police Department highly encourages you to register your camera with our CAPTURE Community Video Surveillance Program.

It is a voluntary, free, and secure service, that creates a database of neighborhood surveillance camera locations and their owners.

If a crime is reported in a certain area, an officer can check the online CAPTURE video surveillance map. If the map indicates cameras are nearby, the officer can "click" on the camera icon and retrieve the homeowner's contact information. In turn, the officer will contact the homeowner and request they check their camera's footage around the time the crime is believed to have occurred. At no time does Henderson Police Department have access to or control of the camera.

If criminal activity is "captured", the VSC owner can email the video footage to the officer, and it can be used as evidence in support of solving a crime. Additionally, if a case goes to court it is difficult for the defense to deny what is caught on video.

#### If you do not yet have a surveillance camera:

- Read Home Technology Association's article, "Surveillance cameras: the 12 things you need to know"
- 2. Visit <u>consumerreports.org</u> and read their report on top video surveillance cameras

#### If you have surveillance camera(s):

- 1. Register them with Henderson Police Department's <u>CAPTURE</u> program
- 2. Create an account on the <u>Neighbors</u> App and receive real-time crime and safety alerts on your phone and tablet. This App also allows police departments to send out notifications of crimes in a specific area and request homeowners with VSCs submit footage of the crime or suspects

The City of Henderson is growing. With your help, we will remain one of the safest large cities in America.

Until next time, be safe and watch out for one another.

- Officer Alex Alcantara



# **UPCOMING EVENTS**

#### **DECEMBER**

01 (Thursday)	10:00 am	Board of Directors Meeting	SSCC* + Zoom
05 (Monday)	9:00 am	Finance Committee	Zoom
	1:00 pm	Security Committee	HOA Office
14 (Wednesday)	11:00 am	Design Review Board	SSCC
19 (Monday)	9:00 am	Landscape Committee	HOA Office
23 (Friday)	All Day	HOA office closed	HOA Office
28 (Wednesday)	11:00 am	Design Review Board	SSCC
30 (Friday)	All Day	HOA office closed	HOA Office

#### **JANUARY**

02 (Monday)	9:00 am	Finance Committee	Zoom
	1:00 pm	Security Committee	HOA Office
11 (Wednesday)	11:00 am	Design Review Board	SSCC
16 (Monday)	9:00 am	<b>Landscape Committee</b>	HOA Office
19 (Thursday)	10:00 am	<b>Board of Directors Meeting</b>	SSCC + Zoom
25 (Wednesday)	11:00 am	Design Review Board	SSCC

<sup>\*</sup> Footnote: SSCC (SouthShore Country Club)



# **BOARD & COMMITTEE VOLUNTEERS**

#### **BOARD OF DIRECTORS**

- Vern Jennings, President\*
- Rod Isler, Vice President
- Vicki Hafen-Scott, Treasurer
- Rick Phillips, Secretary
- Sam Schmidt, Director

#### **VOLUNTEER COMMITTEES**

#### **Administrative**

- Vern Jennings\*
- Rod Isler

#### **Finance**

- Vicki Hafen-Scott\*
- Alex Doka
- Rick Phillips
- Sam Schmidt

#### **Design Review Board**

- Les Crouch\*
- Jim Avery
- Terry Devlin
- Pat Evans
- Dean Hampton

#### **Landscape & View**

- Vern Jennings\*
- Sheryl Alexander
- Barbara Gunn
- Vicki Hafen-Scott
- Francoise Markus
- Reba St. Clair
- Paul Trapp

#### **Marketing**

Alex Gennett

#### Newsletter

- Nancy Campbell
- Roberto Bruckstein
- Lori Vagner
- Ava Zedelmayer

#### **Policies**

- Vern Jennings\*
- Chuck Doherty
- Kathy Freberg
- Vicki Hafen-Scott

#### **Security**

- Rick Phillips\*
- Kathy Freberg
- Daniel Harris
- Francoise Markus
- Sam Schmidt
- Bruce Thacher

#### Social

- Myrna Frame
- Heidi Locatell

SouthShore Residents
Soon you can experience

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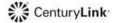
Speed may not be available in your area.

Chairperson annotated with an asterisk\*



With your uploads as fast as your downloads, that's not internet magic. That's CenturyLink Fiber Internet.

More information coming soon on how to sign up for service.



Although our fiber service usually means 100% fiber-optic network to your location, in limited circumstances CenturyLink may need to deploy alternative technologies coupled with a non-fiber connection from a certain point (usually the curb) to your location in order to provide the advertised download speeds.

Customer speed experiences will vary, particularly when accessing the Internet wirelessly from various devices. Maximum download/upload speeds are up to 940 megabits per second via a wired connection due to overhead capacity reserved to deliver the data. Internet speeds are not guaranteed due to conditions outside of network control, including customer location, devices, equipment, and access through a wired or wireless connection; see www.centurylink.com/InternetPolicy for more information.

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# LINKS BEYOND THE LINKS

#### **HOMEOWNER ASSOCIATIONS**

#### Lake Las Vegas Master Association

(Taylor Association Management) 1600 Lake Las Vegas Parkway

Phone: 702 568 7948

> Peg Lozier, General Manager

> Terry Devlin, Compliance Administrator > Julie Williams, Administrative Assistant

Email: plozier@lakelasvegas.com

#### Lake Las Vegas Website

lakelasvegas.com/events

#### Lake Las Vegas - Community Patrol

702 249 5086

#### Lake Las Vegas - Lake Patrol

702 682 6932

#### Lake Las Vegas - Marina

661 204 9198

#### **SouthShore Residential Community Association**

(Prime Community Management)
220 Grand Mediterra Blvd

Phone: 702 248 7742

> Jessica Smukal, General Manager

> Joseph Singletary, Assistant Manager

> Victor Favela, Administrative Coordinator

Email: southshore@primenv.com

Email: <a href="mailto:southshorenewsletter@yahoo.com">southshorenewsletter@yahoo.com</a>

Website: ssllv.com

#### **Mantova Homeowners Association**

(First Service Residential) 25 Via Mantova, Unit 2 Phone: 702 566 0013

> Michelle Wolven, Community Manager Email: <u>michelle.wolven@fsresidential.com</u>

#### SouthShore Golf Villas Homeowners Association

(Nicklin Community Management Services)

375 N Stephanie St, Suite 911

Henderson, NV 89014

Phone: 702 851 7660 x2211

> Amanda Miles, Community Manager

Email: amiles@nicklincm.com

#### **GOLF, TENNIS & OTHER SPORTS**

#### **SouthShore Country Club**

100 Strada Di Circolo Phone: 702 856 8400 www.southshoreccllv.com

#### The Lake Club

210 Grand Mediterra Boulevard

Phone: 702 856 8431 www.southshoreccllv.com

#### **Reflection Bay Golf Club**

75 Montelago Boulevard Phone: 702 740 4653 www.reflectionbaygolf.com

#### Lake Las Vegas Sports Club

101 Via Vin Santo Phone: 702 568 1963 <u>llvsport@lakelasvegas.com</u>

#### **Lake Las Vegas Water Sports**

15 Costa Di Lago Street Phone: 702 600 9860

lakelasvegaswatersports.com

#### **HOTELS**

#### Hilton Lake Las Vegas Resort & Spa

1610 Lake Las Vegas Parkway

Phone: 702 567 4700

hilton.com

#### The Westin Lake Las Vegas Resort & Spa

101 Montelago Boulevard Phone: 702 567 6000

marriott.com

#### **FOOD & DINING**

Bayside Grill (Soup, salad, sandwiches, entrees)

75 Montelago Boulevard Phone: 702 740 4653

(located inside Reflection Bay Golf Club)

#### Bellalinda Gelateria Italiana (Gelato and sweets)

40 Costa Di Lago, Suite 130

Phone: 702 856 3010

#### Luna Rossa (Authentic Italian)

10 Via Bel Canto Phone: 702 568 9921 lunarossallv.com

#### Mimi & Coco Bistro (Continental Cuisine)

40 Costa Di Lago Phone: 702 382 7900 mimicocorestaurant.com

#### Mrs. Coco's Café (French Lunch & Pastries Café)

20 Via Bel Canto, Suite 150 Phone: 702 369 0373 mrscocolv.com

#### **The Pub** (Sports bar and comfort food)

40 Via Bel Canto, Suite 100 Phone: 702 567 8002

#### **Rocky Mountain Chocolate Factory** (Sweet treats)

20 Via Bel Canto, Suite 100 Phone: 702 547 1000

rmcfllv.com

#### **Seasons Grocery** (Beautifully stocked market)

20 Costa Di Lago #120 Phone: 702 898 0145 seasons@lakelasvegas.com

#### The Speakeasy (1920's lounge & cigar bar)

10 Via Brianza, Suite 110 Phone: 702 564 0110

https://the-speakeasy-lounge.business.site/

#### Sonrisa Grill (Mexican)

30 Via Brianza, Suite 100 Phone: 702 568 6870 sonrisagrill.com

#### Tokyo Social House (Asian Cuisine & Sushi)

15 Via Bel Canto Phone: 702 565 5522 tokyosocialhouse.com

#### **Vino Del Lago Wine & Jazz Lounge** (Wine Lounge)

25 Via Brianza, Suite 100 Phone: 702 474 0357 vinodellago.com

#### **OTHER SERVICES**

#### A Moment in Time Events (Create your own event)

30 Via Brianza Street Phone: 702 328 4457 amomentintimelly.com

#### Mint Locker (laundry & dry-cleaning services)

Located inside of Seasons Grocery

20 Costa Di Lago #120 Phone: 702 800 5904

mintlocker.com

#### La Belle Peau (laser & aesthetic services)

20 Via Bel Canto, Suite 130 Phone: 949 533 1346

Labelleoc.com

#### Once Upon a Nail Salon (full-service nail salon)

25 Via Bel Canto, Suite 110 Phone: 702 856 0020 Onceuponanailsalon.com

#### Pariz Salon (full-service hair salon)

25 Via Bel Canto, Suite 120 Phone: 725 529 HAIR (4247)

Parizsalon.com

#### **Pedego Electric Bikes**

25 Via Bel Canto, Suite 105 Phone: 702 856 0065 angie@pedegolasvegas.com

#### **COMING SOON**

#### **Apricot Lane** (women's clothing boutique)

25 Via Bel Canto, Suite 100 Phone: 928 310 8250

apricotlaneboutique.com/store/henderson

# INTERESTED IN ADVERTISING? The SouthShore Residential Community Association (SSRCA) newsletter is published six times a year and distributed electronically to all residents. Additionally, on occasion, some content is also shared with and further distributed by the Lake Las Vegas Master Association (LLVMA).

We publish during the last week of February, April, June, September, November,

and December. Camera ready work is appreciated by the 7th of each month in