

APRIL 2015

# LOS SERRANOS RANCH

Professionally Managed by Keystone Pacific Property Management, Inc. - 41593 Winchester, Ste. 113, Temecula, CA 92590

## NO QUORUM! SURVEILLANCE CAMERA INSTALLATION



The proposed surveillance camera installation vote did not pass. We want to thank all of you that did submit your ballots for voting. Unfortunately, we did not receive enough ballots to pass the vote for the camera installation. Please make sure you are reporting any suspicious activity you may see. Please contact Management if you are interested in joining a neighborhood watch program. We need your participation!



## IS YOUR CONTACT INFORMATION CURRENT?

Periodically, it is necessary for Management to contact individual homeowners for emergencies. It is much faster for Management to send an email or make a phone call rather than send out correspondence by snail mail. In some cases, Management has expired or invalid information on file. Email and phone calls are also significantly less expensive. The Board of Directors makes every effort to minimize unnecessary costs to the Association and its members and requests that you take a moment to ensure that your information is current by logging onto your account online at [www.keystonepacific.com](http://www.keystonepacific.com).



### BOARD OF DIRECTORS:

President – Roman Nava  
Vice President – Leticia Crawford  
Treasurer – Matt Brown  
Secretary – Victor Weaver  
Member-at-Large – Philip Issa

### NEXT BOARD MEETING:

May 19, 2015

6:00 PM – Executive Session

7:00 PM – General Session

Butterfield Fire Station, 5551 Butterfield  
Ranch Road, Chino Hills

*The final agenda will be posted at the entryways at least 4 days in advance of the meeting. You may also obtain a copy of the agenda by contacting management at 951-491-6863.*

### IMPORTANT NUMBERS: ASSOCIATION MANAGER:

Serina Washington, CMCA

Phone: 951-491-6863

Fax: 951-491-6864

swashington@keystonepacific.com  
Emergency After Hours: 951-491-6866

### COMMON AREA ISSUES:

Jennifer Parker

Phone: 951-491-6866 ext. 636

jparker@keystonepacific.com

### BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 951-491-6866

customer@keystonepacific.com

### ARCHITECTURAL DESK:

Phone: 951-491-6866 ext. 239

architectural@keystonepacific.com

### VISIT

[www.losserranoshoa.org](http://www.losserranoshoa.org) to:

Pay your association bill online

Submit maintenance requests

Obtain minutes

## APRIL 2015 REMINDERS

For after-hours association maintenance issues, please call 951-491-6866 to be connected with the emergency service line.  
*Please call 9-1-1 for life-threatening emergencies.*

- **Street Sweeping Day - Tuesdays**, please do not park your car on the street during street sweeping days!
- **Trash Pick-Up Day - Thursdays**  
Please remove trash cans from the common areas after this day.
- **Speed** – Please watch your speed while driving through the community.

*Please remember to keep the noise level down from 10pm to 7am. You may contact the dispatch number below if the noise level is not being followed:*

*This is the 911 number for Chino Hills (909) 465-6837.*

### CASH PAYMENT UPDATE:

Effective April 1, 2015, Keystone Pacific will no longer be accepting cash payments for transponders, gate openers, key fees or key fobs. Your purchase will be posted to your account and you will need to remit payment for this item along with your monthly assessment. If you are enrolled in our ACH program, you will be asked to sign a letter authorizing us to include this amount with your next ACH debit. If you pay your assessments on-line, please remember to include this amount along with your next payment.

## ARE YOU RENTING OUT YOUR HOME?

If you are a homeowner who has leased your property, please be sure that your tenants are adhering to the CC&Rs and the Rules and Regulations of the community. It is your responsibility to keep the management company informed.

- ☛ Register your new tenants
- ☛ Send in a copy of the rental agreement
- ☛ Provide your new address, phone number and email
- ☛ Report when tenants vacate
- ☛ Collect community remotes and keys at the end of the tenancy
- ☛ Report missing remotes

Management can only send out information to the mailing address and email on file. If leased homes are not registered, there is a chance that the homeowner will miss out on important community information.



→ DON'T FORGET!

**TAXES ARE DUE!**  
The IRS tax filing  
deadline is April 15, 2015.

You must file your 2014 return by this date and pay any tax due OR request a six (6) month extension to file your return and pay your estimated tax liability.

Taxes have been part of our history  
The April due date is no mystery  
Yet it happens each year  
That we shudder with fear  
And dream of a refund so wistfully

~mehayes

Wrought Iron Fence  
Painting



We want to thank all of you that did paint your wrought iron fence, we appreciate your cooperation!

We still have a few more homeowners that need to paint, so please ensure the fences are painted shortly, weather permitting.

Happy Easter to all Los  
Serranos Residents!

