

JANUARY 2016

# LOS SERRANOS RANCH

[www.losserranosranchhoa.org](http://www.losserranosranchhoa.org)

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



## Pieces of Time

New years come and new years go,  
Pieces of time all in a row.  
As we live our life, each second and minute,  
We know we're privileged to have you in it.  
Our appreciation never ends  
For our greatest blessings: our family and friends.  
Happy New Year!



## CHRISTMAS TREE RECYCLING:

If you have a Christmas tree that needs to be picked up, contact Chino Hills Disposal at (714) 283-3300 for their schedule of pick up. They will pick up trees for a two week period, so plan accordingly. Please be sure that trees are free of decorations, tinsels, and metal stands.

Flocked trees must be disposed of in your regular waste receptacle; utilize your green waste container for non-flocked trees. Trees larger than 6 feet should be cut in half.

## Courtesy Counts

As a new year begins, remember that courtesy can only help a situation. Please be respectful of others in the community by controlling your pets' actions, including picking-up after them; keep a watchful eye out and report vandalism, and abide by noise and parking ordinances. Let's keep Chino Hills a great city to live in and Los Serranos Ranch a beautiful community!!!

**Here's to a Prosperous 2016!**

## BOARD OF DIRECTORS:

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

## NEXT BOARD MEETING:

January 2016, day to be determined  
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: Alyssa Ripperger

Phone: 951-491-6866 ext. 636  
aripperger@keystonepacific.com

## BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 951-491-6866  
customercare@keystonepacific.com

## VISIT

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

Pay your association bill online

Submit maintenance requests

Obtain minutes

Access your assessment billing account

# JANUARY 2016 REMINDERS

Keystone Pacific Closed in Observance of the Holiday Season - New Year's Day/Holiday - Thursday, December 31st and Friday, January 1st.

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.

Please make sure you are watching your speed while driving through the community, we want to ensure our streets are safe for our kids.

Trash Pick-Up Day - Thursdays



## SIGN UP FOR COMMUNITY E-NEWS

Sign up to receive news and updates pertaining to our community association via email.

To sign up, please register from the "Account Notifications" page once you have logged into The KPPM Connection at [www.kppmconnection.com](http://www.kppmconnection.com).

## SIGN UP FOR THE ACH PROGRAM

Save time and money and never miss a payment again! Sign up to have your assessment payments automatically debited from your checking or savings account. Please call Customer Care at 951-491-6866 or send an e-mail to [customer care@keystonepacific.com](mailto:customer care@keystonepacific.com) to request an ACH application.

## A Friendly Holiday Decorations Reminder...

Please make sure you have removed all decorations by January 15th. The decorated homes looked so wonderful, thank you to all who decorated this year! The winners will be announced in the next newsletter.



## COMMUNITY REMINDERS:

- Please dispose of all trash in your receptacles or contact Chino Hills Disposal to schedule a special pick-up. Driveways and side yards are not to be used for storage of goods.
- Please contact Patrol One to request a parking permit. Photos and an application are required.
- Lawn maintenance counts! Edge lawns and tree wells for a cleaner look, and ensure all bare dirt areas are covered to prevent erosion as well as for aesthetics.
- Rear yards and side yards must also remain weed free. Residents are encouraged to contact Code Enforcement or Management if your neighbor's yard is a concern.
- Please report any maintenance items, for example, a light out or gate repair so we may place a work order immediately.
- Don't forget to touch up paint and stain/repair fencing as needed!



## Violation Letters:

For those of you who may not know, when Management sends violation letters, they are sent to the Owner of the property only. The Association does not have a legal standing with tenants; it is the Homeowner's responsibility to ensure their tenant is in compliance with the Rules and Regulations. If you are renting your home, please make sure your tenant is provided a copy of the Association's documents.