

FEBRUARY 2016

# LOS SERRANOS RANCH

www.losserranosranchhoa.org

Happy  
Valentine's  
Day

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

## Holiday Decorating Contest

Thank you to all who participated in the Annual Holiday Decorating Contest! All the homes were nicely decorated. Regardless of whether the homes were decorated for the holidays, for the delight of children, or for the competition, the lights were all so beautiful.

### Following are the results:

1. First Place: 4201 Foxrun
2. Second Place: 16540 Misty Hill
3. Third Place: 4229 Stone Mountain

### Honorable Mentions:

1. 4447 Foxrun
2. 4167 Thatchbury



Thank you to the judging committee for your time and effort. We look forward to next year's contest! Do you have any feedback you would like to share regarding the decorating contest? Would you rather have a Halloween Decorating Contest? We want to hear from you!



### BOARD OF DIRECTORS:

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

### NEXT BOARD MEETING:

February 16, 2016  
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: 949-833-2600

### COMMON AREA ISSUES: Alyssa Ripperger

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

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

Phone: 951-491-6866 ext. 274  
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

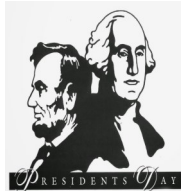
## FEBRUARY 2016 REMINDERS

Keystone Pacific Closed in Observance of President's day on Monday, February 14th.

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  
Please remove trash cans from the common areas after this day.



### 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.

### Are you ready for El Nino?

They are expecting heavy rain fall this winter. Are you ready?

Here are some tips on how to prepare:

- Make an itemized list of personal property, which includes clothing, furnishing and valuables. Take photographs of your home, both inside and out, and store in a safe place. This will help an insurance adjuster to settle any claims and to help prove uninsured losses.
- Form an evacuation plan. The key to surviving an El Nino flood is to learn the safest route away from your home to a safe area, in case you need to evacuate in a hurry. Without an evacuation plan, you might turn from evacuees into refugees.
- Prepare a cache of emergency supplies. This includes keeping a set of emergency cooking equipment, food, fresh batteries, flashlights and portable radios in good working order. If your area is prone to flooding, keep a steady supply of plywood, plastic sheeting and sandbags to protect your property.
- Purchase flood insurance ahead of time. Often, flooding is not covered under national disaster insurance, and will require a separate insurance policy specifically for flooding. Contact your insurance provider about flood insurance. Don't wait to apply, there may be a thirty day waiting period before the policy is effective.
- By following these steps and other tips you may find on the internet, as well as, keeping up to date on the latest El Nino developments, you and your family will be prepared, should the worst, if any flooding, happen in your area.

### KEEPING OUR COMMUNITY LOOKING GOOD

We need all of our residents' help in keeping our community looking its best. Please do your part and remember to:

- Pick up after your pet and dispose of waste properly.
- Pick up litter you notice in the community and dispose of it.
- Put away basketball standards when not being utilized.

Thank you for taking pride in the appearance of our community. Your cooperation is appreciated!