

APRIL 2016

LOS SERRANOS RANCH

www.losserranosranchhoa.org

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



COULD YOUR EXTERIOR USE SOME TLC?

Please step outside and take a look at the exterior of your home. Take a moment to check your shutters, garage door, front door, side gates or wood trim. There are homes in the community that need attention, especially the homes that have darker colored exteriors or get the afternoon sun. Homeowners should consider painting or refurbishing anything that looks weathered or faded.

In addition to painting, there are several homes with lots of weeds and overgrown plants. We understand that everyone is busy, but we ask that you please set aside a little time to work in your yards. The weather has been perfect for a little light yard work!



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.

BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

April 19, 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: 951-491-7362

aripperger@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 951-491-6866

customercare@keystonepacific.com

VISIT

www.losserranoshoa.org to:

Pay your association bill online

Submit maintenance requests

Obtain minutes

Access your assessment billing account

APRIL 2016 REMINDERS

For after-hours association maintenance issues, please call 949-833-2600 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.

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 to request an ACH application.



April Showers Bring May Flowers and WEEDS?

Spring has arrived and so have the weeds! Please make sure you are pulling those weeds in the expansion joints of your driveway and sidewalk, not to mention, your planter beds and lawn.

LETTERS FROM THE ASSOCIATION

As homeowners, you may receive a letter from the Association requesting that you repair an item on your property or correct a CC&R Violation. Here are some tips to help you deal with these friendly reminders!

- Don't get upset! No one likes to get these letters, but remember a courtesy letter is just that, a courtesy. From time to time, a friendly reminder is sent to you letting you know that an item needs to be addressed.
- Correct violations before they happen. Put away your trash can away or mow your lawn weekly! Keep your neighborhood looking good.
- Don't ignore the Association's request! Homeowners are sent a courtesy note, if the violation continues, then a first letter giving a time frame to correct the violation is sent. If a homeowner still does not correct the violation, they will be called to a hearing before the Board! Correct violations immediately or call Management to discuss.

GOT REMOTES?

Do you need to replace your old remote or do you need a key for the pedestrian gate? If so, please contact my Associate, Alyssa Ripperger at (951) 491-7362 or via email at aripperger@keystonepacific.com.

