

AUGUST 2016

# LOS SERRANOS RANCH

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

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

## Annual Election

The Annual Election is scheduled for August 9, 2016. Please complete the secret ballot once you receive it in the mail and return it ASAP so quorum can be achieved.

The purpose of the election will be to elect five (5) members to the Board; three to serve a two (2) year term and two to serve a one (1) year term.

The election will be held at the Butterfield Fire Station, 5551 Butterfield Ranch Road, Chino Hills.

Unfortunately, we have not been able to achieve quorum on the past elections, so let's see what we can do this year! We need your vote. Please submit the ballot, even if you are not planning on attending the election. Your vote counts!

## KPPM CONNECTION

The KPPM Connection is an online tool that offers enhanced homeowner services.

Using the portal, you can:

- Make Online Payments
- View Current and Previous Statements and Billing Inserts
- Print Account History Reports
- Update Enhanced Email Notification Features

Using your smartphone, please scan the QR code to the right or visit [www.kppmconnection.com](http://www.kppmconnection.com). Please log in using your account online email address and password. If you have not registered, please have your billing statement available to enter in the required information. If you need assistance, please contact Customer Care at (949) 833-2600 or [customercare@keystonepacific.com](mailto:customercare@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/ ANNUAL ELECTION:

August 9, 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](mailto:swashington@keystonepacific.com)  
Emergency After Hours: 949-833-2600

## COMMON AREA ISSUES/KEYS AND GATE REMOTES:

Alyssa Ripperger

Phone: 951-491-7362

[aripperger@keystonepacific.com](mailto:aripperger@keystonepacific.com)

## BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 951-491-6866

[customercare@keystonepacific.com](mailto: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



# AUGUST 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.

Trash Pick-Up Day - Thursdays  
Please remove trash cans from the common area view.

Street Sweeping Days - Tuesdays  
Please remove your vehicles from the street during this day so that the streets may be swept properly.



## CASH PAYMENT UPDATE:

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.

**VISIT [www.losserranoshoa.org](http://www.losserranoshoa.org)!**

## Annual Election, Got Ballot?

Don't forget to submit your ballot when you receive it in the mail for the August 2016 election. We need your vote!

Log onto the Los Serranos Ranch website to:

- Submit maintenance requests, address change
- Get the latest community news & updates
- Obtain minutes, newsletters, policies, forms
- Access your assessment billing account online
- Pay your association bill online

## PAINTING REMINDER:

Is your home in need of touch up painting? A fresh coat of paint will do wonders for a home. If you plan on changing the exterior color, an architectural application will need to be submitted. Please contact our office for a copy of the architectural guidelines and application.



## Gate Code Change

Please be advised that the gate code will be changing. Please be sure to check your statements for the new gate code.

Please do not give out this gate code.

This is only for residents of Los Serranos Ranch.

If you need another gate remote, please send a check or money order payable to Los Serranos Ranch in the amount of \$35.00 to our office and we will send you a remote.