

SEPTEMBER 2016

LOS SERRANOS RANCH

www.losserranoshoa.org

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

WHAT IS MANAGEMENT'S ROLE?

Between the Association and Management, there is often confusion as to who plays what role. We thought residents should know what the manager has—and has not—been hired to do. The manager has two primary responsibilities: to carry out policies set by the board, and to manage the association's daily operations.

Some residents expect the manager to perform certain tasks that just aren't part of the job. When the manager doesn't meet those expectations, residents naturally are unhappy. Since we want you to be happy, we're offering a few clarifications to help you understand what the manager does.

While the manager works closely with the board, he or she is an advisor—not a member of the board. The manager does not set policy. If you disagree with a policy or rule, send a letter or e-mail to the board; or, you can send to the manager and she will place it on the agenda for the board to discuss at the next meeting.

The manager inspects the community regularly, but even an experienced manager won't catch everything. Your help is essential! If you know about a potential maintenance issue, report it to the manager.

The manager is trained to deal with conflict, but he or she will not get involved in quarrels you might be having with your neighbor. However, if association rules are being violated, the manager is the right person to call.

Although the manager works for the board, he or she is available to residents. If you need to see the manager, call or email at anytime. If a matter is so urgent that you need an immediate response, have the management emergency on-call staff paged or call 911.

The manager has a broad range of expertise, but he or she is not a consultant to the residents. Neither is she an engineer, architect, attorney or accountant. The manager may offer opinions, but don't expect technical advice in areas where he or she is not qualified.



BOARD OF DIRECTORS:

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

NEXT BOARD MEETING

October 18, 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/KEYS AND GATE REMOTES:

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



SEPTEMBER 2016 REMINDERS

Keystone Pacific will be closed on Monday, September 5th. 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!

The Gate Code Has Changed!

Please be advised that the gate code has changed. 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.



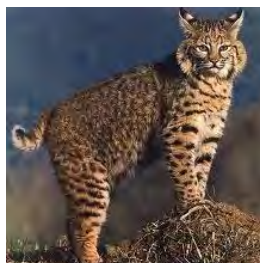
Log onto the Los Serranos Ranch website to:

- 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



Wild Animal Sightings

Please be cautious as we have received reports of bobcats, coyotes and snakes in and around the community! Please do not leave any food out and be sure to keep your trash containers closed. These wild animals are roaming around looking for food and water. Pets and small domestic animals should be secured at night. If you happen to see any of these wild animals, please contact 9-1-1.



No Quorum!

We were unable to achieve quorum for the August 9, 2016 annual election. Please remember to submit your ballots, if you have not already done so. We need your vote.