

MARCH 2017

LOS SERRANOS RANCH

www.losserranoshoa.org

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



PARKING PERMIT INFORMATION

We wanted to remind homeowners and residents that in order to obtain a parking permit, Patrol One will need the following:



1. DMV Vehicle Registration on all vehicles.
2. Photos of the vehicles utilizing the garage and driveway to its capacity.
3. Patrol One Parking Permit Application.
4. Proof of Residency.

Once you submit all this required paperwork to Patrol One, Patrol One will then verify all documents are received and then they will submit to Management for the Board of Directors review and approval. All parking permit requests are reviewed and approved by the Board of Directors, Management and Patrol One cannot approve granting permits. Patrol One can be contacted at 714-361-5008, if you have any questions.



Happy St. Patrick's Day!!!



If you celebrate St. Patrick's Day, please do so responsibly. Utilize a designated driver or a local taxi service to make sure you celebrate March 17th and on!



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, 2017 (day TBD)
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:

Susan Seifen, CMCA, AMS, PCAM
Phone: : (949) 430-5839
Fax: : (949) 833-0919
sseifen@keystonepacific.com
Emergency After Hours: 949-833-2600

COMMON AREA ISSUES:

Tanner Wallace
Phone: (949) 838-3246
twallace@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



MARCH 2017 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 areas after this day.

Please remember to keep the noise level down from 10pm to 7am. You may contact the dispatch number below if the noise level is not being followed:

This is the 911 number for Chino Hills (909) 465-6837.



A MEMBERS RIGHT TO PRIVACY

California Civil Code allows a member to request to be removed from the membership list to prevent release of their private contact information to a member requesting the membership list. In order to opt-out of the membership list, you must notify the Association **in writing**. If you choose to opt-out of sharing your name, property address, email address and mailing address under the membership list, the opt-out designation shall remain in effect until changed by you, by written notification to management. If you wish to opt-out, please complete the Opt-Out Form on our website at: <http://www.kppm.com/forms/opt-out.php>.

LETTERS FROM THE ASSOCIATION

Management is on site twice a month to complete property inspections, and while there, will sometimes generate letters to homeowners. These letters may require you to repaint areas on your property or correct a CC&R Violation. Here are some helpful tips in dealing 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 or touch up that paint. Keep your neighborhood looking good. This helps protect YOUR property values!
- 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 and/or call your Manager to discuss.



Painting Notices

We have noticed that quite a few homes have stained or black marks on the exterior stucco. We understand that with the rainy season, this is difficult to maintain, but please remember as we approach Spring, it might be a good idea to take a look around your home and refresh your paint. A fresh coat of paint does wonders for the aesthetics of a community!

