

APRIL 2017

LOS SERRANOS RANCH



Professionally Managed by Keystone Pacific Property Management, LLC. - 16775 Von Karman, Ste. 100, Irvine, CA 92606

FRIENDLY REMINDERS

- Garages may not be used for storage to the extent that the maximum designed parking spaces of the garage can't be utilized to accommodate the vehicles of the owner.
- Paint faded, chipped or discolored wood trim, front doors, shutters, stucco or wrought iron.
- Trim back overgrown plant material in your yard.
- Replace discolored or damaged window screens.
- Repair and/or stain any side yard wood gates.
- Maintain your landscaping with pride and remove weeds in your lawn, planter or driveway expansion joints.
- Please pick up after your dog. There are numerous doggie bag stations throughout the community for your convenience.
- Trailers, towed equipment, moving vans, and recreational vehicles may not be parked or stored anywhere within the association for any period exceeding 72 hours. Such vehicles parked anywhere on association property in violation of this rule will be towed away at the owner's expense.

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

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 18, 2017

6:00 PM – Executive Session
(closed session)

7:00 PM – General Session (open 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 949-430-5839.

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/GATE REMOTES AND KEYS

Jessica Loera
Phone: 949-838-3254
jloera@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/WEBSITE LOGIN

Phone: 949-833-2600
customercare@keystonepacific.com

VISIT

www.losserranoshoa.org to:

Pay your association bill online

Submit maintenance requests

Obtain minutes

Access your assessment billing account

APRIL 2017 REMINDERS

- Keystone Pacific Closed in Observance of Good Friday - Friday, April 14th
- 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.



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 in to the KPPM Connection website 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 949-833-2600 or send an email to customer care@keystonepacific.com to request an ACH application.

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 now that Spring is here, it might be a good idea to take a look around your home and refresh your paint or power wash your stucco. A fresh coat of paint does wonders for the aesthetics of a community!

