

LOS SERRANOS RANCH



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

INTERESTED IN SERVING ON THE BOARD OF DIRECTORS?

If you are interested in serving on the Board of Directors, please complete and return the Candidacy Statement, included with this months newsletter, to Management by the end of May. The Board of Directors meet every other month for a few hours.

SPRING CLEANING IDEAS

Here are some tips on what to look for on the exterior of your home to see if it needs attention:

- Black or paint stains on your stucco. You may want to try and power wash those off and if that doesn't work, consider repainting your home (remember to submit an architectural application first).
- Wood trim and shutters. Since the homes are now close to 20 years old, the wood trim and shutters may need to have some repairs performed, along with a coat of fresh paint.
- Do you have a wood fence or gate? Due to the age of the wood fence, or gate, it is a good idea evaluate the need to replace the fence. Keep in mind that if it can be seen from the street, please submit an architectural application prior to changing the fencing material.
- If you have a fabric awning outside your windows or front door and the fabric is faded or torn, please have the fabric replaced.
- Check your wrought iron gates and fences for rusting and have sections repaired/replaced and then apply a fresh coat of paint.
- Replace discolored or damaged window screens.
- Maintain your landscaping with pride and remove weeds in your lawn, planter or driveway expansion joints.

Keep in mind that Management is on site twice a month to complete property inspections, and while there, will sometimes generate letters to homeowners for any of the items listed above.



BOARD OF DIRECTORS

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

NEXT BOARD MEETING

June 20, 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

MAY 2017 REMINDERS

- Keystone Pacific Closed in Observance of Memorial Day - Monday, May 29th
- 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.
- Street Sweeping Day - 2nd and 4th Tuesday each month. Please have your cars moved off of the street these days so the streets can be swept.

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 customercare@keystonepacific.com to request an ACH application.

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.

WHEN & HOW TO SAFELIST A VEHICLE

If you are having a guest stay the night and they will be parked on the street, you need to safelist their vehicle so they are not given a citation or eventually towed if they've had too many citations. Please remember that each resident is allowed 20 safelist days in a 180 day window. In order to safelist a vehicle you need your specific address's Activation Code, which you can obtain from Management. Once you have the code:

1. Visit www.patrol-one.com
2. Click the big, blue Safelisting button
3. Click the orange, "Create/Activate" button at the top right of the screen
4. Enter your Activation Code and click the "Activate" button
5. Complete the resident contact information section



**APPLICATION FOR CANDIDACY
FOR THE BOARD OF DIRECTORS**

Dear Homeowner:

The Annual Election will be held in August 2017. If you are interested in serving on the Board, please complete this application and return it to KEYSTONE PACIFIC PROPERTY MANAGEMENT, LLC at the office address displayed below, by **5:00 PM on Oct 13, 2017**.

Please type in the information requested below.

NAME: _____

(Please note: Be sure to complete and return verification information on page 2 of this application)

**Candidacy statement needs to be kept to one page.*

WHY WOULD YOU LIKE TO SERVE AS A BOARD MEMBER?

WHAT IS YOUR BACKGROUND?

WHAT IS YOUR VISION FOR THE COMMUNITY?

WHAT WOULD YOU LIKE TO ACCOMPLISH DURING YOUR TERM OF OFFICE?

(Per Civil Code, this form will be sent with the election materials, as submitted)

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Professionally Managed by: Keystone Pacific Property Management, LLC
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**APPLICATION FOR CANDIDACY
FOR THE BOARD OF DIRECTORS**

HOMEOWNER VERIFICATION INFORMATION

NAME: _____

ADDRESS: _____

WORK PHONE NUMBER: _____

HOME PHONE NUMBER: _____

CELL PHONE NUMBER: _____

E-MAIL ADDRESS: _____