

# LOS SERRANOS RANCH



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

## SAFETY TIPS

The Los Serranos Ranch Board would like to remind homeowners of a few safety tips seeing that there has been a recent criminal activity in the area.

- ◆ Change your factory set garage door opener code, thieves can drive neighborhoods with common openers looking for doors that they are able to open.
- ◆ Change alarm codes often and when you have to distribute a spare key, make it to a specific (differently keyed) door in case a key is lost you'll just have to replace one lock.
- ◆ Trim shrubs/trees away from home address so the numbers are visible.
- ◆ Keep the exterior of your home well lit.
- ◆ Make sure your car doors are locked at night and your garage doors are completely closed. Do not leave valuables in your car.
- ◆ Be aware of your surroundings, if you see people in and around the area who you do not recognize or that are acting suspicious, please contact the San Bernardino Sheriff's Station **directly at (909) 465-6837**. In case of emergency call 9-1-1. Let's keep the community safe for all residents!

## REMINDER: COMMUNITY GARAGE SALE!

Please join us on **SATURDAY, JUNE 24, 2017** for a Los Serranos Community Garage Sale! Time to clean out your closets and your garage and make some extra money! We will have the gates open from 7 a.m. to 1 p.m. so that shoppers can come into the community and see what treasures you have to sell. Pass the word along to your friends! Remember, no need to obtain an individual permit, we will be obtaining a permit for the whole community!

## REVISION OF RULES & REGULATIONS

By now you have received information in the mail regarding a revision of the Rules and Regulations. There are rules being added regarding parking, pets and basketball backboards. The Board of Directors will be discussing and potentially adopting these revised rules at the June 20th meeting. If you have any comments regarding the rules, please email them to Susan Seifen at [sseifen@keystonepacific.com](mailto:sseifen@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

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](mailto: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](mailto:jloera@keystonepacific.com)

## BILLING QUESTIONS/ ADDRESS CHANGES/WEBSITE LOGIN

Phone: 949-833-2600  
[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

## JUNE 2017 REMINDERS

- *Father's Day is Sunday, June 18th*
- *Annual Garage Sale is Saturday, June 24th*
- Trash Pick-Up Day - Thursdays- Please remove trash cans from the common areas after this day either behind your side gate or in your garage.
- 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](http://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](mailto:customercare@keystonepacific.com) to request an ACH application.

## WATERING GUIDELINES

The City of Chino Hills has published the following information on their website to advise residents on when & how frequently they should be watering:

- ◆ Residential addresses ending in an **even number** may use water on Mondays, Wednesdays & Saturdays (except from 9:00 am to 6:00 pm)
- ◆ Residential addresses ending in an **odd number** may use water on Tuesdays, Thursdays & Sundays (except from 9:00 am to 6:00 pm)



## 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](http://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

