

JULY 2017

LOS SERRANOS RANCH



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

CONCERTS IN THE PARK

Join your friends this month for an evening of fun at Veterans Park on Wednesdays from 7:00 - 8:30 PM. The line up for July is as follows:

July 12th – The Wise Guys (Big Band)

July 19th – The Ravelers (Classic Rock)

July 26th – Bayside High (90's Tribute)



ANNUAL MEETING & ELECTION OF THE BOARD OF DIRECTORS

The Annual Meeting and Election of the Board of Directors will be held on August 15, 2017. Since quorum was not achieved last year, all five (5) seats will be up for election, with staggered terms to be determined by the number of votes received per candidate. Keep an eye out for the election package that will be mailed in July. We ask that you please complete the Ballot, and return it immediately to ensure quorum for the election. Please know that due to the lack of Ballots being returned to reach the quorum requirement, we have not been able to hold an Election over the last few years and the current Board Members have continued to serve.

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.

BOARD OF DIRECTORS

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

NEXT BOARD MEETING

August 15, 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

Phone: 949-838-3254

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

JULY 2017 REMINDERS

- *The offices of Keystone Pacific Property Management will be closed on July 4th for the 4th of July holiday.*
- 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

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.

INDEPENDENCE DAY CELEBRATION – JUNE 28TH

Join the fun at the City's Independence Celebration at Concerts in the Park on Wednesday, June 28th. The event starts at 5:00 p.m. and the fun continues until 9:00 p.m. at Veterans Park, 14877 Eucalyptus Avenue. Enjoy the food vendors, game booths, a stilt walker, face painting, free family activities, a balloon artist, and more! Dignitaries will offer brief patriotic comments at the 6:30 p.m. ceremony. The rock variety band, Pine Mountain Logs, will be performing from 6:45 to 9:00 p.m. Remember to wear red, white, and blue to show off your patriotic pride in celebration of America's Independence!



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



NEW PORTAL LAUNCHING



WWW.KPPMCONNECTION.COM

At Keystone Pacific, we are constantly striving to provide our clients the highest level of customer service and a superior management experience. In July, we will modernize the look of our portal to enable new exciting features within the next year. The new portal may look different, but it retains all of the features you currently use. The launch of our new look is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life. Stay tuned for more updates on exciting new features.

USE ON ALL DEVICES

Our new website will be available on all devices; including desktops, tablets and smart phones.



LOGIN INFORMATION

Please log in to www.kppmconnection.com using your email address and password. If you have not registered, please have your billing statement available to enter in the required information.



NEED ASSISTANCE?

STARTING JULY 15TH
Extended Customer Service Hours
9:00 AM to 9:00 PM
Customer Care: (949) 833-2600 or
customer care@keystonepacific.com

