



LOS SERRANOS RANCH

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

2018 BUDGET REVIEW

The monthly assessments will be increasing from \$49.00 to \$55.00 per month starting January 1, 2018. The change in assessments is a result of the minimum wage being increased, which is affecting the labor provided by vendors and the need to fund reserves for upcoming expenditures. If you currently have your bank send payments automatically, please make sure you update the amount they send each month. If you are signed up for ACH through Management, there is no need to make any changes.

ANNUAL HOLIDAY DECORATING CONTEST

We are looking forward to seeing everyone's holiday decorating this year. The judging will take place on Friday, December 15th, after 6 pm and the results will be posted in the February 2018 newsletter.

ANNUAL MEETING & ELECTION OF THE BOARD OF DIRECTORS

We were not able to achieve quorum for the final attempt at the November 7, 2017 Annual Election. We appreciate those of you that submitted your ballot. The current Board of Directors will remain seated until the next election scheduled for August 2018.

WHAT'S NEW FOR 2018

Next year we will be starting a "Home of the Month" award that will be given to one home each month that shows exceptional pride in their home. A sign will be placed in their yard and they will be mentioned in the newsletter.

The Board of Directors made the decision at the November 7th meeting to hire a new landscape maintenance company, Bemus Landscape, that will start servicing the community on January 1st.



BOARD OF DIRECTORS

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

NEXT BOARD MEETING

Tuesday, December 5, 2017
6:00 PM – Executive Session
(closed session)
7:00 PM – General Session (open session)
Butterfield Ranch Fire Station
5551 Butterfield Ranch Rd., 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.

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

Hannah Rangel
Phone: 949-838-3254
hrangel@keystonepacific.com

GATE CODE: #5478

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN

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

VISIT

www.losserranoshoa.org to:

Pay your association bill online

Submit maintenance requests

Obtain minutes

Access your assessment billing account

DECEMBER 2017 REMINDERS

- The offices of Keystone Pacific Property Management, LLC will be closed on **Monday, December 25th and Tuesday, December 26th for the Christmas Holiday.**

Noise Nuisance? Call Chino Hills PD at 909-465-6837

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.

CHRISTMAS TREE SAFETY TIPS

The carolers are out and the holiday decorations are everywhere. The joy of the season should not be dampened by the risk of fire. In recent years, nearly 600 fires per year have been started by ignition of Christmas trees in the United States. Christmas trees add a special touch to the holiday season, but they also can be a fire hazard. Here are some helpful tips to reduce any fire risk:

- Check your tree lights for broken or frayed wires and loose connections.
- Replace non-working light bulbs.
- Avoid decorating Christmas trees with candles.
- Make sure live Christmas trees are fresh. Don't buy trees with brown needles or dry limbs.
- Give the tree plenty of water. Never let the base holder dry out.
- Don't place the tree near a heat source, open flames or room exits.
- Keep light strings and other electrical decorations out of children's reach.
- Always unplug the Christmas tree lights when you leave or go to bed.
- Don't burn the Christmas tree or package wrappings in a fire place or wood stove.



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