



LOS SERRANOS RANCH

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

HOW TO KEEP YOUR NEW YEAR'S RESOLUTION

The new year has arrived, and you have drawn up your resolutions? Now, how to stick to your plan.....

1. Put it all on paper. Write your resolutions down, and keep them in an accessible place as reminders - tape them to your mirror, write them in a journal or put them on your refrigerator door.
2. Mark your calendar. Set deadlines for yourself to tackle each step toward reaching your goal, one at a time.
3. Start as soon as possible. Go out and purchase the necessary equipment or literature; call now and set up an appointment with your dentist, your doctor, your trainer, your accountant...
4. Find a role model. Is there anyone who has succeeded in fulfilling an ambition like yours? Look to this person as a reminder that it is possible to achieve your goal.
5. Check your progress regularly, and give yourself an occasional reward for your efforts.
6. Inform friends and family of your goals, and recruit them to regularly remind and support you in your endeavors.

Tip: *Don't sweat the setbacks; persistence is the key*****



SPEED HUMPS ON FOXRUN

As previously mentioned in past newsletters, new speed humps will be installed on Foxrun Drive and we anticipate this happening in January. Please keep an eye out for signs posted on where NOT to park on the day of installation. Please note that the paving company has worked closely with both Chino Valley Fire and the City of Chino Hills in regards to the location and size of the humps. Thank you for your anticipated cooperation.

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, February 20, 2018**
- 6:00 PM – Executive Session (closed session)
- 7:00 PM – General Session (open session)
- Chino Hills Community Center
- Sage Conference Room
- 14250 Peyton Dr., 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
- customercare@keystonepacific.com

VISIT

www.losserranoshoa.org to:

- Pay your association bill online**
- Submit maintenance requests**
- Obtain minutes**
- Access your assessment billing account**

JANUARY 2018 REMINDERS

- Please note, the Offices of Keystone Pacific will be closed for the New Year Holiday on Monday, January 1, 2018.
- Keystone Pacific After Hours Contact Information: 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 Collection Day: THURSDAY- Trash cans should be stored out of view of the street on all other days.



- 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

PLEASE REFRAIN FROM PARKING IN THE RED CURB AREAS BOTH INSIDE AND OUTSIDE OF THE MINDENVALE GATE!

We continue to have issues with the parking violations of parents waiting for their kids to get out of school and/or dropping off their kids for school. This is causing congestion, blind spots and confusion. Thank you for your cooperation!



REMINDER: MONTHLY ASSESSMENTS INCREASE

As mentioned in the last newsletter, the monthly assessments have increased 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.

ACH PAYMENT OPTION AVAILABLE

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 e-mail to customercare@keystonepacific.com to request an ACH application.

IS YOUR CONTACT INFORMATION CURRENT?

Periodically, it is necessary for Management to contact individual homeowners for emergencies. It is much faster for Management to send an email or make a phone call rather than send out correspondence by snail mail. In some cases, Management has expired or invalid information on file. Email and phone calls are also significantly less expensive. To update your contact information, please contact management or log onto www.kppm.com.