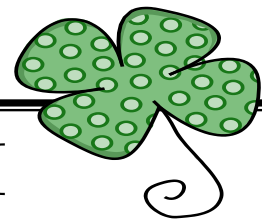


MARCH 2018

LOS SERRANOS RANCH

www.losserranoshoa.org



Professionally Managed by Keystone Pacific Property Management, LLC - 3155-D Sedona Court, Suite 150, Ontario, CA

RECENT CAR BREAK-IN'S

As you may have already heard, in late January there were some car break-ins . We would like to remind everyone to please NOT keep valuables in plain sight in your car and make sure your vehicle doors are locked. It is also a good idea to keep your porch lights on during the night or install a motion sensor as a deterrent. If you see anything or anyone suspicious while you are walking or driving through the community, do not be afraid to contact the Sheriff's Department non-emergency dispatch number at **909-465-6837** or **911** if you need immediate response.

DAYLIGHT SAVINGS TIME IS HERE

Just a friendly reminder that it's time to Spring forward. Daylight Savings Time will start on Sunday, March 11, 2018, at 2:00 A.M. Don't forget to change your clocks and enjoy another hour of daylight each evening.



PET ETIQUETTE

Please make sure to pick up after your pet when out for a walk. Take doggie bags from any of the 17 doggie bag stations throughout the community to pick up waste and make sure to dispose of the bags when you get home or in the trash cans provided but do NOT drop them in the common areas landscape or homeowner's yards.

ARCHITECTURAL APPLICATIONS

Please keep in mind that BEFORE making any changes to your yard or the exterior of your home, you MUST obtain approval from the Architectural Committee. The applications are available on the Association website or you can contact the property manager for one as well.

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, April 17, 2018
6:30 PM – Executive Session
(closed session)
7:00 PM – General Session (open session)
Chino Hills Community Center
Cypress 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

MARCH 2018 REMINDERS

- **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



REMINDER: Portable basketball hoops are NOT to be in the street or on the sidewalk when not in use.

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



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.

February 14, 2018

Dear Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online, effective April 2, 2018. **Using the new portal, homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH

CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!

IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK

After receiving your April billing statement, please complete the steps below to ensure your payment is submitted on-time:

1. Update Your HOA Account Number:

- **Your 10 digit HOA account number will be located in the top blue section of the April billing statement under "Account ID".**
- **If you pay by autopay through your bank**, please update your bank records to reflect this new account number.
- **If you pay by sending a check through the mail**, please include your new account number on any checks or correspondence to your HOA.

2. Update Your Payment Address:

- **If you pay by autopay through your bank**, please update your bank records to reflect the new payment address.
- **If you pay by sending a check through the mail**, please address all envelopes to the new payment address.

New Payment Address:
File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

Or, for fast and convenient processing, you may now take advantage of our new online payment features.

• **Manage Online Payments:**

You are still able to make one-time ACH payments through www.kppmconnection.com. In addition, starting April 2nd, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit www.kppmconnection.com to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by logging into www.kppmconnection.com and clicking on the menu located in the top-left corner and selecting "Portal Upgrade Survey". Homeowners who complete our survey by May 1st will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

**Extended service hours from March 26th – April 30th:
5:00PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: customercare@keystonepacific.com**

The launch of our upgraded portal 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.

Sincerely,



Cary Treff, CEO
Keystone Pacific Property Management