

APRIL 2019

# LOS SERRANOS RANCH

www.losserranoshoa.org



Professionally Managed by Keystone Pacific Property Management, LLC - 3155-D Sedona Court, Suite 150, Ontario, CA 91764

## SPRING SPRUCE UP

It's that time of year to take a critical look as you drive up to your beautiful home and ask yourself these questions:

- Do you need to reseed bare areas in your front yard?
- Does your garage door need a coat of paint or stain?
- Is it time to paint the wood trim or stucco on your home?
- Is the paint on my shutters faded and in need of a touch-up?

Curb appeal is important to all homeowner to keep property values high within the community. Any major exterior improvements need an architectural application prior to making changes to your home. To request an application please contact Management or you may download the application and guidelines at [www.losserranoshoa.org](http://www.losserranoshoa.org).

## COURTESY FOR NEIGHBORS

Management has received quite a few complaints over the last few months that parents are allowing their children to ride scooters and run in neighbor's planters and yards, ruining plants, flowers and grass. Please make sure you talk to your children about the need to stay off other's property. It is important not to trespass on other's property, and this should be kept in mind for children and adults alike.

## UPCOMING COMMUNITY PROJECTS

At the February 26, 2019 Board meeting, the Board of Directors voted to approve the following projects:

- ♦ Repaint the vehicle gates, light posts in the islands and the fencing on the slopes at the entrances.
- ♦ Repainting all of the red curbs & painting new red curbs.
- ♦ A few trash cans will be added throughout the community as well as a new doggie bag station along Stone Mountain Drive.
- ♦ Fire hydrants and vent covers will be repainted.
- ♦ New storm drain plaques will be installed on the curbs.
- ♦ Various sections of concrete sidewalks throughout the community will be replaced or repaired.



## **BOARD OF DIRECTORS**

**President – Roman Nava**  
**Vice President – Brent Hill**  
**Treasurer – Leticia Crawford**  
**Secretary – Rene del Rosario**  
**Member-at-Large – June Jones**

## **NEXT BOARD MEETING**

**Tuesday, April 16, 2019**

6:00 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 909-297-2553.*

## **ASSOCIATION MANAGER:**

**Kaylin Porritt, CMCA**

Phone: 909-297-2553

Fax: 909-335-3840

[kporritt@keystonepacific.com](mailto:kporritt@keystonepacific.com)

**Emergency After Hours: 909-297-2550**

## **COMMON AREA ISSUES/GATE REMOTES AND KEYS**

Hannah Rangel

Phone: 909-297-2558

[hrangel@keystonepacific.com](mailto:hrangel@keystonepacific.com)

**VEHICLE GATE CODE: #6395**

**PEDESTRIAN GATE CODE: 432**

## **BILLING QUESTIONS/ ADDRESS CHANGES/WEBSITE LOGIN**

Phone: 949-833-2600

[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

## **VISIT**

**www.losserranoshoa.org to:**

Pay your association bill online

Submit maintenance requests

Access your assessment billing account

## APRIL 2019 REMINDERS

- Keystone Pacific After Hours Contact Information: For after-hours association maintenance issues, please call 909-297-2550 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.
- Please take advantage of the doggie bags and pick up after your dog.
- Portable basketball hoops are not permitted to be stored on the street or sidewalk.

### HOME OF THE MONTH

The winner for April is:

**4309 Foxrun Drive**

*Be on the lookout in the community for the sign in the winner's front yard!*

*Thank you for taking pride in your home!*



### IF YOU RENT YOUR HOME....WHAT YOU NEED TO KNOW

If you are renting out your home or rooms in your home, please be sure to provide a copy of the Rules and Regulations to your tenants when they move in. It is the responsibility of the **homeowner** to make sure that tenants follow the Association's Rules and Regulations and the provisions of the Governing Documents. Ultimately, it is the homeowner that will be mailed violation notices, called to a hearing and imposed fines if their tenant is not obeying the rules of the community. If you need a copy of any Association documents, you may access all Association documents on [losserranoshoa.org](http://losserranoshoa.org).

### NEW PAINTING REQUIREMENTS

If you wish to paint the exterior of your home, you **MUST** choose one the 16 approved color schemes. You can view the color schemes on the Association's website at: <https://losserranoshoa.org/association/architectural-information/> and once you have chosen the scheme, click on the link for that specific color scheme. The application is mostly filled out for you and you just need to indicate which of the fifteen (15) accent colors you wish to use for your shutters and front door. Please know you must pick one set scheme and you **cannot** mix and match from different schemes or change which colors are to be used on the areas of the home, or they will be denied. Your application will also be returned to you if you do not use the correct application.

### STREET PARKING OVERNIGHT

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 and this pertains to safelisting your vehicles as well. After 3 warnings from Patrol One, the vehicle will be towed. 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

