

February 2020

# LOS SERRANOS RANCH

www.losserranoshoa.com

Happy  
Valentine's  
Day

## NEW VEHICLE GATE CODE #8454

The new vehicle gate code #8454 will be effective February 3, 2020.

If you rent our your home please make sure to notify your tenants of this new gate code.



## 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

## SEE SOMETHING, SAY SOMETHING

If you see people in and around the area who you do not recognize or that are acting suspicious please contact the Sheriff's Department. Remember not to keep valuables in your car overnight and to lock your car doors. Please keep a watchful eye for anyone you notice who is not a Los Serranos Ranch resident. Report any non emergency, suspicious activity **directly to the Sheriff's Department at (909) 465-6837**. In case of emergency call 9-1-1. Let's keep the community safe for all residents!

## COMMUNITY REMINDERS

1. Please STOP at the STOP SIGNS in the community.
2. Parking: Vehicles should be parked in the garage first, then the driveway. If you have more than four vehicles, you can apply for a parking permit so you can park a vehicle on the street overnight
3. Running a Business from your Home: If your business is a professional administrative occupation which does not create any external evidence such as, increased impact on parking or traffic and is in conformance with all applicable City ordinances, it is allowed.

## 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, February 25, 2020**  
6:00 PM—Executive Session  
(closed session)  
7:00 PM—General Session (open session)  
Chino Hills Community Center  
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

Fawne Adams  
Phone: 909-297-2558  
[fadams@keystonepacific.com](mailto:fadams@keystonepacific.com)

**VEHICLE GATE CODE: #8454**  
**PEDESTRIAN GATE CODE: 432**

## BILLING QUESTIONS/ADDRESS CHANGES/ WEBSITE LOGIN

Phone: 949-833-2600  
[customer-care@keystonepacific.com](mailto:customer-care@keystonepacific.com)

## VISIT

**[www.losserranoshoa.org](http://www.losserranoshoa.org) to:**

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

Managed by Keystone  
3155-D Sedona Court, Suite 150  
Ontario, CA 91764

## February 2020 REMINDERS

- Keystone is Closed in Observance of President's Day - Monday, February 17th
- 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.
- 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.
- Trash Pick-Up Day - Thursday  
Please remove trash cans from the common areas after this day.
- Tuesday, February 25, 2020- Board Meeting @ 6:30 PM

### HOMEOWNER ASSESSMENT CHANGE

Effective immediately, the payment address for assessments has changed to:

PO BOX 513380  
Los Angeles, CA 90051-3380



### FRIENDLY REMINDERS

Management performs inspections twice a month and letters are then generated and sent to owners & tenants requesting compliance with the Association's Rules and Regulations. Over the last couple of months the following violations seem to be common amongst a large number of homes so here are a few reminders:

- ◆ Trim your large trees that are starting to hang low over the sidewalks, this will be appreciated by those that walk the community so they don't have to duck or walk in the street when they pass your house.
- ◆ Please make sure you are painting/staining your wood side gates, as numerous gates need touch up paint due to water stains and fading.
- ◆ Please take a look at your front/side yards and address any maintenance concerns you notice like weeds in your planters or the ones that pop up in the cracks of your driveway, remove any trees or shrubs that have died, remove tree stakes on mature trees, and put down a little mulch to freshen up your landscaping. It looks nice and it helps retain moisture in the soil so your plants require less water.

### RENTING OUT YOUR HOME TO TENANTS?

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).

### HOLIDAY DECORATING CONTEST

Thank you to all who participated in the Annual Holiday Decorating Contest! As the judges drove through the community, they found it VERY difficult to make a decision on just a handful of homes so this year they decided to award particular streets with the most decorated homes that they felt brought the spirit of the holiday! Here are the results:

The winner is:  
4164 Kelton Court

Special mention homes:  
1. 4392 Stone Mountain  
2. 16449 Misty Hill  
3. 4282 Golden Glen