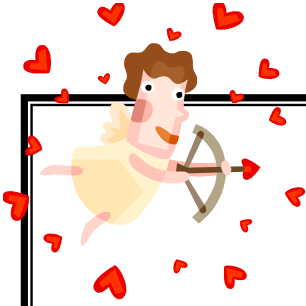


FEBRUARY 2008

# LOS SERRANOS RANCH

www.losserranoshoa.org



Professionally Managed by Keystone Pacific Property Management, Inc. - 16845 Von Karman, Ste. 200, Irvine, CA 92606

## JANUARY 2, 2008 BOARD MEETING HIGHLIGHTS

### I. Tow Hold

- A tow hold has been in place since September 2007. The Board declined to have the tow hold lifted.
- Until the Verizon fiber optic upgrade is complete, no cars will be towed, with the exception of cars parked in violation of basic safety regulations (i.e., blocking fire hydrants, too close to or on intersection corners, blocking fire access or others' driveways, etc.)

### II. Patrol Proposals

- Two patrol proposals from Nordic Security Services and Patrol Masters were tabled. The Board is considering renewing and/or modifying the current patrol contract with Patrol One.

### III. Rabbit Control

- A proposal from Animal Pest Management to perform rabbit control was declined.

### IV. Plant Replacements

- A proposal from Villa Park to remove all Ocasia plants on Golden Glen Dr. and replace them with Pacifica plants was declined.

### V. Delinquency Action

- The Board will be exploring the possibility of raising the minimum delinquency threshold before lien action is taken.

### VI. Investments

- As of Nov. 30, 2007, the Merrill Lynch Settlement account has 313K in liquid funds. The Board would like to keep these funds liquid in anticipation of litigation and repair costs.

### BOARD OF DIRECTORS:

President:: Glen Powell  
Vice-President: Arian Maleki  
Secretary: Pamela Drummond  
Treasurer: David Yu  
Member-at-Large: Jack Ritoli

### NEXT BOARD MEETING:

**Wednesday, March 5, 2008**

6:00 PM – Executive Session

7:00 PM – General Session

Butterfield Fire Station

5551 Butterfield Ranch Road,

Chino Hills, CA 91709

### IMPORTANT NUMBERS:

#### ASSOCIATION MANAGER:

Claudia Faison

Phone: 949-838-3227

**Emergency After Hours:**

**949-833-2600**

Fax: 949-833-0919

cfaison@keystonepacific.com

#### COMMON AREA ISSUES:

Mindy Baumgardner

Phone: 949-838-3254

mbaumgardner@keystonepacific.com

#### BILLING QUESTIONS,

#### ADDRESS CHANGES,

#### WEBSITE LOGIN:

Phone: 949-833-2600

accounting@keystonepacific.com

#### ARCHITECTURAL DESK:

Phone: 949-838-3239

architectural@keystonepacific.com

#### INSURANCE BROKER:

LaBarre/Oksnee,

95 Argonaut, Suite 110,

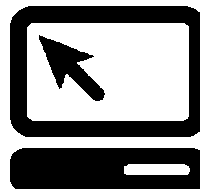
Aliso Viejo, CA 92656,

(949)588-0711

## VISIT [www.losserranoshoa.org](http://www.losserranoshoa.org)!

Log onto the Los Serranos Ranch community website to:

- Submit maintenance requests, address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies, forms
- Access your assessment billing account online
- Pay your association bill online



Should you have a problem logging onto the community website, please call Customer Service at (949) 833-2600.

## JANUARY 2008 REMINDERS

### ■ Monday, February 18 - President's Day Keystone Pacific Offices Closed

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 Days:

2nd and 4th Tuesday of each month between the hours of 7:30-9:30 AM

### ■ Trash Pick-Up Days: Thursdays

Please remove trash cans from the common areas after this day.

### Wednesday, March 5th - Board Meeting @ 7:00 PM

Location: Butterfield Ranch Fire Station

5551 Butterfield Ranch Road, Chino Hills, CA 91709

### PAY YOUR ASSOCIATION BILL ONLINE!

Keystone Pacific is now accepting association payments online. This new service is available by using the account billing inquiry feature located on the community website at [www.losserranoshoa.com](http://www.losserranoshoa.com). All payments require a bank routing number in addition to a checking, savings or money market account number. Credit card payments are not accepted through this online service. Payments submitted online will be processed daily. If you have questions about this service or regarding your account number and password, please contact customer service at (949) 833-2600.

### AFTER-HOURS SERVICE LINE:

If an association common area matter requires immediate attention after office operating hours, please call (949) 833-2600 and a representative will be happy to assist you.

## HOW TO PARTICIPATE IN HOA MEETINGS

All meetings of the association board are open meetings. Residents are encouraged to observe meetings and read approved minutes. Residents who wish to address the board are welcome to do so during the homeowner forum conducted at the beginning of each meeting. The Board of Directors meets bimonthly. Here are few tips for participating:

**Put it in writing.** You will get the best response if you put your question or opinions in writing prior to the meeting. This isn't mandatory, but it helps you and the board. Some issues may require a little research by the manager. Also, the board can serve you better if members have time to consider your concern.

**Call ahead.** As a courtesy, the association asks that you phone and let the manager know that you wish to address the board. This also allows us to notify you if a meeting is cancelled for any reason.

**Plan your remarks to last no longer than five minutes.** Board members enjoy visiting with residents; however, the meeting agenda is always very full, and the five-minute limit ensures that all business gets conducted. This doesn't mean big issues can't be presented. If your concern requires more time, please summarize it in five minutes, and the board will add it to the agenda for the next meeting.

**Don't expect an immediate response.** Board members don't act independently. All issues require discussion and sometimes a vote. Sometimes an immediate answer is possible, but it's just as likely that you won't get a response until after the meeting.

**If you need information, call the manager.** The purpose of the Homeowner Forum is for residents to share opinions and concerns with the board. Residents seeking general information (like a status report on a project or the board's position on an issue) can get a more immediate answer from the manager.

## YOUR AD HERE !

**If you are interested in placing an ad in the newsletter for your business each month, please email Claudia Faison at [cfaison@keystonepacific.com](mailto:cfaison@keystonepacific.com) with the exact wording of your ad and mail a \$50.00 check made payable to: Los Serranos Ranch.**

