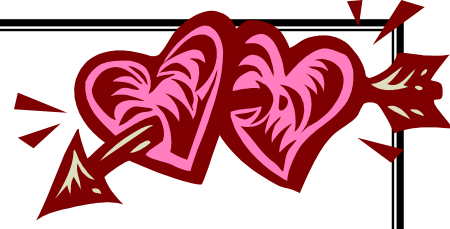
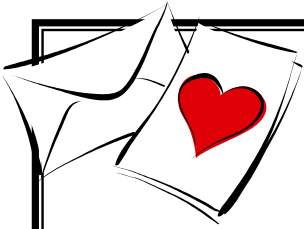


FEBRUARY 2009

**LOS SERRANOS RANCH**  
www.losserranoshoa.org



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

## Happy Valentines Day!!

(Saturday, February 14th)



### GATE CODE CHANGE!!!!

On January 15, 2009, the gate code was changed to: **key key 9631**.  
For the privacy and protection of our residents, please do not give out this code to non-LSR residents.

### POST-FIRE UPDATE

Since the November 2008 fires, many residents have been wondering about the burnt hills and whether there was a plan-of-action in place to restore them. Management has received confirmation that the City will be re-installing the damaged irrigation and landscape behind the homes adjacent to where the fires took place. The City of Chino Hills is currently coordinating with FEMA regarding the burn areas and will keep residents informed as progress continues. Please note, the City has on-call personnel available at all times for emergencies. In case of an emergency, you may reach them at **(909)36402800**.

### NO PARKING INFRONT OF MAILBOXES

To ensure the successful delivery of mail, please do not park in front of the mailboxes or leave your trash bins there.

### 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 problem logging onto the community website, please call Customer Service at (949) 833-2600.

### BOARD OF DIRECTORS:

President: Jack Ritoli  
Vice-President: Arian Maleki  
Secretary: Glen Powell  
Treasurer: Laura Kopulsky  
Member-at-Large: Manny Zaragoza

### NEXT BOARD MEETING:

**Tuesday, February 3, 2009**

6:00 PM – Executive Session  
7:00 PM – General Session  
Wickman Elementary School  
16250 Pinehurst Drive  
Chino Hills, CA 91709

*The final agenda will be posted at the entry-ways at least 4 days in advance of the meeting. You may also obtain a copy of the agenda by contacting management at 949-838-3227.*

### 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

## FEBRUARY 2009 REMINDERS

- **Keystone Pacific Closed in Observance of President's Day - Monday, February 16th**
- **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.
- **Tuesday, February 3 - Board Meeting @ 7:00 PM**  
Location: Wickman Elementary School  
16250 Pinehurst Dr., Chino Hills, CA 91709

### AFTER-HOURS SERVICE LINE:

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

*Please call 9-1-1 for life threatening emergencies.*

### SIGN UP FOR THE ACH PROGRAM:

Save time and money! Sign up for our ACH program to have your assessment payment automatically debited from your checking or savings account. Please call customer service at 949- 833-2600 or send an e-mail to [accounting@keystonepacific.com](mailto:accounting@keystonepacific.com) for an ACH application.

### 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 monthly. 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.