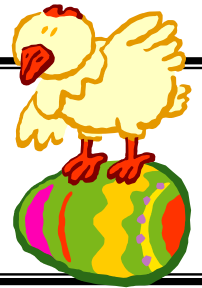


APRIL 2009

## LOS SERRANOS RANCH COMMUNITY

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



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

### PLEASE OBSERVE THE TRAFFIC SIGNS!

Homeowners, with spring and summer school breaks just around the corner, activity in the community will pick up. More people are walking and children are frequently out playing after dark. For everyone's safety, please observe the stop signs and speed limits. Reckless driving reported or observed by the Board of Directors/Management may result in fines!

### BARKING DOGS!

As the nights are getting longer and warming, more people are leaving their windows open and spending more time in their backyards. Dogs should not be allowed to remain outdoors to bark noisily, especially at night. Owners who do not keep their dogs' barking from becoming a noise nuisance may face fines. Also, please remember that all dogs are to be leashed whenever being walked in the community or in the front of an owner's lot. Remember to pick up after your pet.

### WHAT DO THE CC&R'S SAY?

Per the Associations CC&R's and Rules and Regulations:

1. "Loud and Disturbing noises will only be tolerated within reason and will not be tolerated at all between the hours of 10:00 PM and 6:00 AM." This includes, but is not limited to, TV's, home and car stereo's, musical instruments, modified or non-standard vehicle exhausts, parties or other gatherings, and noisy animals.

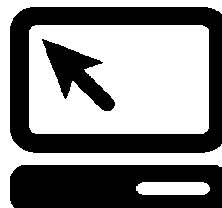
2. "No noise or other nuisance shall be permitted to exist or operate upon any portion of a Lot, so as to be offensive or detrimental to any other LOT or to occupants thereof."

**HOMEOWNERS, it is up to you to report these nuisances to Management! Perpetual nuisances will be subject to fines.**

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

Log onto Los Serranos Ranch's 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, April 7, 2009**

6:15 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](mailto:cfaison@keystonepacific.com)

#### COMMON AREA ISSUES:

Mindy Baumgardner

Phone: 949-838-3254

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

#### BILLING QUESTIONS,

#### ADDRESS CHANGES,

#### WEBSITE LOGIN:

Phone: 949-833-2600

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

#### ARCHITECTURAL DESK:

Phone: 949-838-3239

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

#### INSURANCE BROKER:

LaBarre/Oksnee,

95 Argonaut, Suite 110,

Aliso Viejo, CA 92656

(949) 588-0711

## APRIL 2009 REMINDERS

- **Keystone Pacific Closed in Observance of Good Friday -**  
Friday, April 10th
- **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.
- **Tuesday, April 7, 2009 - 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 **951-491-6866** and a representative will be happy to assist you.

### 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 951-491-6866 or send an e-mail to [accounting@keystonepacific.com](mailto:accounting@keystonepacific.com) for an ACH application.

### DO YOU KNOW WHERE YOUR ASSOCIATION DOCUMENTS ARE?

When you bought a home in our community, you should have received copies of all of the Association's governing documents—including the rules and regulations—prior to or at closing. Sometimes these documents get lost among all the other papers you received at closing and many homebuyers are so involved moving into their new homes, they don't take the time to read all the fine print.

As a homeowner, you have a right to these documents; so, if you don't have copies for any reason, let the management office know, and we'll provide them to you.

Of course, it's your responsibility to provide the Association with your current address and phone number (particularly nonresident owners). This enables the Association and Management to meet our obligation to provide all owners with information from the Association.

It's very important to have copies of the governing documents because you'll be expected to know and comply with all rules and regulations of the community. You'll also want to stay informed by reading all materials provided by the Association.

That old expression—ignorance of the law is no excuse—isn't exactly our motto, but it's close.

Source: Community Associations Institute

### 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.



## HAPPY EASTER!!!

