

SEPTEMBER 2009

LOS SERRANOS RANCH

www.losserranoshoa.org



Professionally Managed by Keystone Pacific Property Management, Inc. - 41593 Winchester Road, Ste. 113, Temecula, CA 92590

WHAT IS MANAGEMENT'S ROLE?

Between the Association and Management, there is often confusion as to who plays what role. We thought residents should know what the manager has—and has not—been hired to do. The manager has two primary responsibilities: to carry out policies set by the board, and to manage the association's daily operations.

Some residents expect the manager to perform certain tasks that just aren't part of the job. When the manager doesn't meet those expectations, residents naturally are unhappy. Since we want you to be happy, we're offering a few clarifications to help you understand what the manager does.

While the manager works closely with the board, he or she is an advisor—not a member of the board. The manager does not set policy. If you disagree with a policy or rule, send a letter or e-mail to the board; or, you can send to the manager and she will place it on the agenda for the board to discuss at the next meeting.

The manager inspects the community regularly, but even an experienced manager won't catch everything. Your help is essential! If you know about a potential maintenance issue, report it to the manager.

The manager is trained to deal with conflict, but he or she will not get involved in quarrels you might be having with your neighbor. However, if association rules are being violated, the manager is the right person to call.

Although the manager works for the board, he or she is available to residents. If you need to see the manager, call or email at anytime. If a matter is so urgent that you need an immediate response, have the management emergency on-call staff paged or call 911.

The manager has a broad range of expertise, but he or she is not a consultant to the residents. Neither is she an engineer, architect, attorney or accountant. The manager may offer opinions, but don't expect technical advice in areas where he or she is not qualified.



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, September 1, 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 entryways at least 4 days in advance of the meeting. You may also obtain a copy of the agenda by contacting management at 951-491-6866.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Serina Washington

Phone: 951-491-6863

Fax: 951-491-6864

swashington@keystonepacific.com

Emergency After Hours:

951-491-6866

COMMON AREA ISSUES:

Valerie Rodriquez

Phone: 951-491-7362

vrodriquez@keystonepacific.com

BILLING QUESTIONS,

ADDRESS CHANGES,

WEBSITE LOGIN:

Phone: 951-491-6866 ext. 242

accounting@keystonepacific.com

ARCHITECTURAL DESK:

Phone: 951-491-6866

architectural@keystonepacific.com

INSURANCE BROKER:

LaBarre/Oksnee,

95 Argonaut, Suite 110,

Aliso Viejo, CA 92656

(949) 588-0711

SEPTEMBER 2009 REMINDERS

- **Street Sweeping Days:**
2nd and 4th Tuesday of each month between the hours of 7:30-9:30 A.M.
- **Trash Pick-Up Days: Thursdays**
Please remove trash cans from the common areas after this day.
- **Tuesday, September 1, 2009 - Board Meeting @ 7:00 PM**
Location: Wickman Elementary School
16250 Pinehurst Dr., Chino Hills, CA 91709

Reminder: Painting of Homes/Staining of Fences:
Please take a look around your home, is it in need of touch up paint? A new fresh coat of paint does wonders for a home!



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. **We will be closed September 7, 2009 in observance of Labor Day.**

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 951-491-6866 or send an e-mail to accounting@keystonepacific.com for an ACH application.



Dr. TONG DDS PhD ORTHODONTICS

Board Certified, American Board of Orthodontics

Certificate, USC Graduate Orthodontic Program

Member, American Association of Orthodontists

FREE CONSULTATION & LOW MONTHLY PAYMENT

\$200 OFF with this Flyer, HURRY ! Offer Ends SEP 2009

- *Doctor with experience of close to 10,000 cases;
- *Staff who are friendly, helpful and patient-centered;
- *Assistants who are nice, gentle, and quick;
- *Highest standard sterilization certified by the State;

14335 Pipeline Ave. Suite #A, Chino, CA 91710

VISIT

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,

***Everything* in Our Neighborhood**

ChinoHillsOnline.com

News | Schools | Merchants | Homes