

OCTOBER 2009



LOS SERRANOS RANCH

www.losserranoshoa.org



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

DO YOU KNOW WHERE YOUR ASSOCIATION DOCUMENTS ARE?

When you bought a home in the community, whether it was just last year or if you're an original homeowner, you should have received copies of all the Association's governing documents prior to or at your closing.



Often times, these documents get lost among all the other papers and homeowners simply forget about them. It's very important to have copies of the Association's governing documents because you'll be expected to know and comply with all of them. It's Management's responsibility to make these documents – the bylaws and the Covenants, Conditions, and Restrictions (the CC&R's) – as understandable as possible, so if there's anything you don't understand, please let us know. We'll be glad to clarify any confusing language or give you other materials that answer your questions. As a homeowner, you have a right to these documents; so, if you don't have copies for any reason, let us know, and we'll provide them to you for a nominal fee. You'll need contact our Escrow Department at (949) 833-2600 and ask for Delia King.

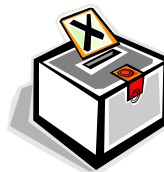
SEPTEMBER 1, 2009 BOARD MEETING HIGHLIGHTS

- Update on street repairs/slurry sealing: Currently, the Board is reviewing documentation from Engineering Design Group on the core sample reports. The Board will be discussing a revised proposal submitted by the Asphalt Company. This is a big project that will need to be reviewed in detail. With the prediction of the winter weather, this project may need to be deferred until the first part of 2010.
- Approved the Annual Maintenance Inspection Report to be completed by year end.



Adjourned Annual Meeting Results:

The Annual Meeting scheduled for September 1, 2009 was adjourned as we have not achieved quorum. If you would like to be a member of the Board of Directors, please contact Management at (951) 491-6863 or swashington@keystonepacific.com. We are looking for volunteers!



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, October 6, 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, CCAM
Phone: 951-491-6863
Emergency After Hours: 951-491-6866
Fax: 951-491-6864
swashington@keystonepacific.com

COMMON AREA ISSUES:

Valerie Rodriguez
Phone: 951-491-6866 ext 636
vrodiguez@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 951-491-6866
accounting@keystonepacific.com

ARCHITECTURAL DESK:

Phone: 951-491-6866 ext. 239
architectural@keystonepacific.com



OCTOBER 2009 REMINDERS

- **Daylight Saving Time Ends - November 1st at 2:00 a.m.** – Remember to adjust your clocks back one hour!
- **Trash Pick-Up Day - Thursdays**
Please remove trash cans from the common areas after this day.
- **Street Sweeping Days: 2nd and 4th**
Tuesday of each month between the hours of 7:30 – 9:30 A.M.



AFTER-HOURS SERVICE LINE:

If an association common area matter requires immediate attention after hours, please call **951-491-6866** 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 951-491-6866 or send an e-mail to accounting@keystonepacific.com for an ACH application.

Homeowner Maintenance

Landscape Maintenance:

- Please make sure to remove all weeds throughout your property, including driveway expansion joints, slopes, lawn and planters.
- Trim all planter material away from sidewalks, entry ways, driveways, windows and lawn. Please make sure to clear all dead leaves and branches.
- Check your irrigation! The dead spots on your lawn may be due to your sprinkler heads not working properly. Run a test once a month to make sure everything is in working order.
- Be sure to reduce water issue per the City of Chino Hills requirements. Check city website for details.

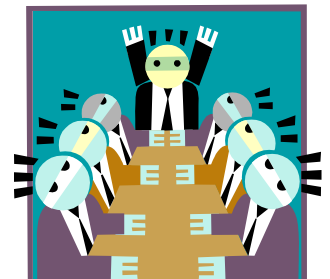
Property Maintenance:

- Keep driveways and porches clear of all items, including toys, basketballs, bikes, shoes and stored items. If your not using that basketball standard in your driveway, consider putting it away.
- Park all vehicles that are not being used daily in your garage.
- Trash cans should not be placed curbside sooner than 12 hours prior to pick up and must be removed no later than 12 hours after pick up.



10 Tips for Improving Discussions at Board Meetings

- ✓ Stay calm, state your case. Avoid side conversations and other distractions.
- ✓ Listen with an open mind and try to understand the board members and managements' perspectives and their due diligence to the community.
- ✓ Consider alternatives or compromising.
- ✓ Don't debate—discuss.
- ✓ Separate facts and opinions: Discuss the facts and offer your opinion.
- ✓ Address interests, not positions.
- ✓ Have all documentation ready to state your case.
- ✓ Judge ideas, not people. Phrase feedback/opinions constructively.
- ✓ Consider that you as a community need to pull together and work with your association, board members and management.
- ✓ Consider the interests of the community as a whole.



VISIT 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

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