

NOVEMBER 2009

LOS SERRANOS RANCH

www.losserranoshoa.org



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



OCTOBER 6, 2009 BOARD MEETING HIGHLIGHTS



- Discussed the proposed 2010 budget. The approval of the budget is pending due to further review.
- Approved the proposal submitted by Robert A. Owens to perform the 2009 audit and taxes preparation.
- Holiday Lighting – The board would like to form a holiday lighting committee to decorate the entrances. Please contact Management if you would like to join this committee or have any creative ideas that you would like to submit. This committee will be decorating the entrances the weekend of Thanksgiving.
- Update on the street repair/slurry sealing – this item was tabled pending further review and discussion of the predicted winter weather.



THURSDAY, NOV. 26TH AND FRIDAY, NOV. 27TH

Keystone Pacific Offices will be Closed in Observance of the Thanksgiving Holiday

For after-hours association maintenance issues, please call (951) 491-6866 to be connected with the emergency service line. Please call 9-1-1 for life-threatening emergencies!



Please join me in congratulating Bob Williams, who was appointed to the vacant seat on the Board of Directors, we look forward to working with him!

BOARD OF DIRECTORS:

President: Jack Ritoli
Vice President: Bob Williams
Secretary: Glen Powell
Treasurer: Laura Kopulsky
Member-At-Large: Manny Zaragoza

NEXT BOARD MEETING:

Tuesday, November 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 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

customercare@keystonepacific.com

ARCHITECTURAL DESK:

Phone: 951-491-6866 ext. 239

architectural@keystonepacific.com



NOVEMBER 2009 REMINDERS

- **Got Lights? We encourage homeowners to decorate for the holidays!**
- **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 customer@keystonepacific.com for an ACH application.

LETTERS FROM THE ASSOCIATION

Part of the Management's contract is to perform inspections twice a month of the community. The purpose of these inspections is to ensure that homes are being maintained, CC&R's are being followed and violations are being corrected.

From time to time, homeowners may receive letters advising them of a correction that needs to be made. Although this can be frustrating and down right upsetting, it is sent with the best of intentions in mind....to keep the neighborhood looking good!!!

How can you help? Sending letters is not the main purpose of an Association and homeowners can do some very simple things to help:

1. Maintain all landscaping on a weekly basis. Mow lawn, pull weeds and trim plant material. Check irrigation and fertilize as needed.
2. Remove volunteer plant material: i.e.. If a plant was not planted by you or the developer, it is a volunteer, most likely a weed and needs to be removed.
3. Make sure porch is clear of all items. This includes toys, bikes, shoes and newspapers or phonebooks. Keeping your porch tidy, helps to keep your house looking clean and maintained.
4. Be conscious of your neighbors, if your dog is barking at all hours of the night, that is considered a noise nuisance, please keep your dog inside or train your dog to abate the constant barking.
5. Store trash cans out of view of the street or common view.
6. If you do not use a vehicle every day.... Park it in your garage! Not in the street.



Keeping your house and property maintained makes the community look great, saves money and helps to foster good community spirit!!! Management is here to help, please feel free to call if you should have any questions regarding a letter you may have received or a question you may have regarding the CC&R's.

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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