

JANUARY 2010

# LOS SERRANOS RANCH

## www.losserranoshoa.org

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



### KEYSTONE PACIFIC'S ACCOUNT ONLINE SERVICES

Keystone Pacific Property Management is proud to announce the release of an updated version of the account online program. Homeowners will be able to access their association accounts to view activity, check their balance, make payments, and update settings.



In addition to these services, homeowners will also be able to print association billing statements. For those homeowners who decide to enroll in this process and have an account in good standing, an email notification will be sent as the statement becomes available online. In these cases, a billing statement will not be mailed to the homeowners.

Homeowners may also decide to receive email notifications involving their community association. Information pertaining to events, news, and activities in their community could be sent by email to those who have enrolled in this process.

In January 2010, we will begin implementing these new online features for our community associations.

To sign up to receive e-statement and email notifications, homeowners can register from the "Update My Profile" page once they have logged into their accounts at [www.keystonepacific.com](http://www.keystonepacific.com).

### BOARD OF DIRECTORS:

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

### NEXT BOARD MEETING:

Tuesday, January 5, 2010  
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](mailto:swashington@keystonepacific.com)

#### COMMON AREA ISSUES:

Joy Richardson  
Phone: 951-491-6866 ext 636  
[jrichardson@keystonepacific.com](mailto:jrichardson@keystonepacific.com)

#### BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 951-491-6866  
[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

#### ARCHITECTURAL DESK:

Phone: 951-491-6866 ext. 239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)



### DECEMBER 1, 2009 BOARD MEETING HIGHLIGHT

- Approved the November 11, 2009 Meeting Minutes
- Approved the October 31, 2009 Financial Statements
- Discussed Homeowner requests and actions to be taken
- Discussed the Holiday Lighting Decorating Committee
- Approved the Action without Meeting Minutes on the TCD rollovers

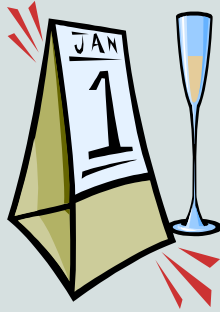
# JANUARY 2010 REMINDERS

- **Keystone Pacific will be closed in observance of the New Year's holiday as follows:**

- \* *Thursday, 12/31 - Closed at noon*
- \* *Friday, 1/1 - Closed all day*

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.

- **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 Care at 951-491-6866 or send an e-mail to [customer care@keystonepacific.com](mailto:customer care@keystonepacific.com) for an ACH application.

## COMMUNITY REMINDERS

### 10 Ways to Winterize Your Home

1. Make sure your furnace is in good working order. Check that the furnace filter is clean and replace it if it 's not. Ensure that the thermostat and pilot light are working properly.
2. Have your heating ducts cleaned. It 's recommended that the ducts be vacuumed every five years.
3. Trim trees and remove dead branches. Ice, snow and wind could cause weak trees or branches to break, damaging your home or car, or injuring someone walking on your property.
4. Remember all the leaves that fell off your trees in autumn? Well a lot of them are still in your gutters. Cleaning them out should prevent water from building up and freezing in the gutters.
5. As long as you are cleaning out leaves, make sure none are clogging your chimney. Install a screen over the chimney top to prevent this after cleaning.
6. Check the caulking around doors and windows to make sure there' s no cracking or peeling. Recaulking if needed prevents air from entering your home.
7. Keep the house warm. The temperature inside the walls where the pipes are located is substantially colder than the walls themselves. A temperature lower than 65 degrees will not keep the pipes from freezing.
8. Drain the gasoline from lawnmowers, weed whackers and other engines that won 't be used until summer.
9. Make sure steps and handrails are in good shape. Broken stairs and banisters can become dangerous. Make repairs now to prevent someone from falling and being seriously injured.

Take special care if you plan to be away from home. Shut off the water where your pipes are located to prevent pipes from bursting.

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

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