

MAY 2010

LOS SERRANOS RANCH

www.losserranoshoa.org

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



Interested in Serving Your Community?

Here are some tips for being a great Board Member:

1. Serve because you care about your neighborhood.
2. Use CAI courses and information to learn how to run a community association and work most effectively with others in your community.
3. Educate residents.
4. Make decisions with the common good in mind.
5. Communicate, communicate and communicate some more.
6. Seek the advice of qualified professionals.
7. Study the documents before enforcing them.
8. Focus on policies, plans and objectives.
9. Conduct a reserve study and update it on a regular basis.

Remember the fiduciary duty of a Board Member is to protect, preserve, and enhance the value of the property.



Keystone Pacific will be closed on May 31, 2010 in observance of Memorial 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!

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, May 18, 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 entry-ways 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:

Terry Kammes

Phone: 951-491-6866 ext 636

tkammes@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



MAY 2010 REMINDERS

- 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.



Please remember to review the parking rules and regulations! If you do not have a copy, please contact Management at (951) 491-6863.

SIGN UP FOR E-NOTIFICATIONS

Enroll to receive e-statement notifications once your assessment statement is ready to be viewed online. If you 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. Once you have signed up for this program, you will no longer receive paper statements and any inserts that typically are sent with the assessment statements.

In addition to the e-statement notification program, you can also sign up to receive email notifications involving our community association. Information pertaining to events, news, and activities in our community could be sent by email to the homeowners who have enrolled in this e-news program.

To sign up, please register from the "Update My Profile" page once you have logged into your billing account at www.keystonepacific.com.

COMMUNITY REMINDERS

Candidacy Statements

The annual election is slated for August 17, 2010. If you are interested in joining the Board of Directors, please fill out and submit the attached candidacy statement no later than

June 1, 2010.

Board of Directors are elected volunteers, there is no monetary compensation.



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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