

JANUARY 2016

THE HIGHLANDS

Professionally Managed by Keystone Pacific Property Management, Inc. - 16775 Von Karman, Ste. 100, Irvine, CA 92606

Happy New Year!

Check Your Mail!

Soon you will receive the Budget for 2016-2017 and the Proposed Consolidated Architectural Standards that has been revised by the Board of Directors. This is important information that affects the community, so please take time to review all the documents and return your comments to Management within 30 days of receipt. If you have any questions or comments, contact Keystone Pacific Property Management, Inc., at 949-838-3218.

New Year's Resolutions!

I will clean out my garage, so that I can park in it.

I will clean out my yard drains and grates.

I will always keep my dog on a leash while walking through the community, and I will pick up after my pet every time.



New Year's Resolution: Check Your Wood!

Mail Box Posts: Some of these need to be fixed & painted, or replaced. Make sure they are not leaning over or rotten. These must meet the Highlands Architectural Standards. Please call or email the Association Manager for advice on getting these replaced.

Outlooker Beams: These are the large horizontal beams that stick out near the roof line that are on all our homes. These beams are very susceptible to rot and termite damage. The Outlooker Beams must be maintained and cannot be cut-off or removed.

Planter Boxes: Again, these cannot be removed when they start falling off the side of your home! Please repair and paint them properly so they will enhance the front of your home.

Siding & Shingles: Please look over your house to see if any boards or shingles need to be repaired or replaced. Remember that Architectural Standards must be maintained. Please contact Management if you have any questions.

Please take the time to evaluate the condition of the wood in your homes and take the steps necessary to repair or replace any damaged areas. It will help maintain the value of our homes, and after it's all fixed, you and your neighbors will be happy that it's done!

Please see our website for complete details www.myhoa/highlands

BOARD OF DIRECTORS:

President: Hugh Chewning

Vice-President: Don Geller

Treasurer: George Malouf

Secretary: John Baker

Member-at-Large: Neil Matsui

UPCOMING BOARD

MEETINGS:

**January 28, 2016 & February 25, 2016
6:30 P.M. @ Turtle Rock Community
Center**

1 Sunnyside
Irvine, CA 92603

The final agenda will be posted at the bulletin board in the pool area. You may also obtain a copy of the agenda by contacting management at 949-838-3218.

WEBSITE ADDRESS:

www.myhoa.com/highlands

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Lisa Munson

Phone: 949-838-3218

Emergency After Hours: 949-833-2600

Fax: 949-833-0919

lmunson@keystonepacific.com

COMMON AREA ISSUES:

Jeanette Vega

Phone: 949-430-5808.

jvega@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600

Fax: 949-833-0919

customercare@keystonepacific.com

INSURANCE BROKER:

State Farm General Insurance Company

Phone: (714) 289-1778

CITY OF IRVINE

Phone: (949) 724-6000



JANUARY 2016 REMINDERS

Keystone Pacific Closed in Observance of New Year's Eve and New Year's Day - Thursday and Friday, December 31, 2015 & January 1, 2016

Keystone Pacific Property Management

For after-hours association maintenance issues, please call 949-833-2600 to be connected with the emergency service line. Please call 9-1-1 for life-threatening emergencies.

Street Sweeping Day - 2nd and 4th Wednesdays

Trash Pick-Up Day - Friday (Saturday after a holiday)

Please remove trash cans from the common areas after this day.

Upcoming Board Meetings

January 28, 2016 & February 25, 2016

ADDRESS NUMBERS

Please take a moment to make sure that your address number is not covered up by any decorative flags, basketball hoops or landscaping such as ivy or shrubs. It's a good idea to have your address numbers readily visible should any emergency vehicles (fire, ambulance or police) need to locate your house in an emergency because seconds can really count! If your lighted address number is missing or non-functional, contact Management for information to replace it.

SLOPE BANK RUN-OFF

Homeowners are responsible for conducting regular inspections, maintenance and repair of all yard drains and the paths of surface-drainage on their properties to prevent flooding of their homes, and to prevent water from being diverted onto adjacent properties. This responsibility extends to homeowner-installed drainage devices or drainage systems located at the bottom of the slope bank behind your home.

ALERT TO ALL HOMEOWNERS!

Remember to lock your doors, windows and cars. There has been recent vandalism to homes and cars. Keep an eye out and report anything suspicious to the Irvine Police Department at 949-724-7000. Whenever possible, it's best to park your car in the garage, and keep the garage door closed.

ARCHITECTURAL APPLICATIONS

The Board would like to remind our homeowners that prior to any repairs, or any exterior modifications are made to your homes that involve adding or removing any features or elevations, or replacing any windows, you must first submit an application to the Architectural Committee.

WWW.MYHOA.COM/HIGHLANDS

Visit the community website to:

- Obtain the Architectural Standards
- Submit maintenance requests and address changes
- Get the latest community news and updates
- Obtain minutes, newsletters, policies and much more!

Should you have questions about the information you see on the community website or if you would like to see something added, please contact Management.

SIGN UP FOR THE ACH PROGRAM

Save time and money and never miss a payment again! Sign up to have your assessment payments automatically debited from your checking or savings account. Please call Customer Care at 949-833-2600 or send an e-mail to customer-care@keystonepacific.com to request an ACH application.

