

August 2016

THE HIGHLANDS

www.MyHighlandsHOA.com

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

REMEMBER TO VOTE

The Annual Election will be held at the September 22, 2016, Board of Directors Meeting. Please be sure to send in your ballot envelope. It will be mailed out in August. Remember to insert the white ballot envelope into the special brown envelope, and don't forget to write your info in the upper left hand.

Your vote counts! Vote for the Board of Directors! Return your ballot today!



SYNTHETIC TURF PRODUCT INSTALLATION

Front Yards, Side Yards and Rear Yards, require all homeowners to submit an "Synthetic Turf Application & Agreement. Pre-approved synthetic turf products and application can be found in the Highlands Architectural Standards and can be found on the website www.myhighlandshoa.com.

ASSOCIATION MAINTAINED SLOPES

Please remember not to install plant material on the Association maintained slopes. If homeowner installed plant material needs to be removed from the slopes, the responsible homeowner could be charged for the expense. If you have concerns with the condition of the slope behind your home, please contact Lisa Munson at Keystone Pacific Management at (949) 838-3218 or lmunson@keystonepacific.com.

INTRODUCING HIGHLANDS NEW WEBSITE!

Take a moment to review our new website full of great information with a new fresh look. Take a look now and sign up to receive eNews to get important Association information via email. See the top right corner of the new website, your privacy is protected and you'll get community news quicker while helping the Association save money.



www.myhighlandshoa.com

BOARD OF DIRECTORS:

President: Hugh Chewning
Vice-President: Don Geller
Treasurer: George Malouf
Secretary: John Baker
Member-at-Large: Neil Matsui

UPCOMING BOARD MEETINGS:

August 25 & September 22, 2016
6:30 P.M. @ Turtle Rock Community Center
1 Sunnyhill
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.myhighlandshoa.com

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:
Lisa Munson
Phone: 949-838-3218
lmunson@keystonepacific.com

COMMON AREA:
Araceli Chavez
949-430-5808
achavez@keystonepacific.com

Emergency After Hours: 949-833-2600
Fax: 949-833-0919
lmunson@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



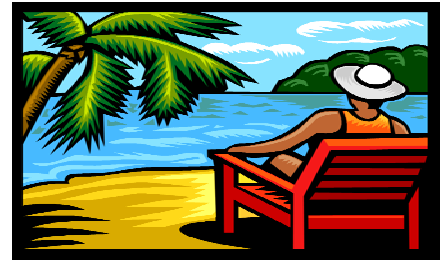
August 2016 REMINDERS

- 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
August 25 & September 22, 2016



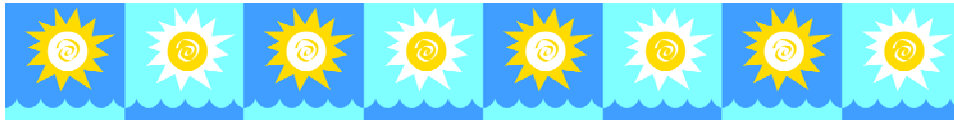
SIGN UP FOR THE ACH PROGRAM

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 customercare@keystonepacific.com to request an ACH application.



SUMMER VACATION

Now that the summer season is here, many of you will be going on vacation. As a precaution, it's a good idea to let your trusted neighbors know where you will be and how to reach you in case of an emergency. Be sure to stop your newspaper and mail service while you are away or make arrangements with a neighbor to take the paper in for you. You can simply go on-line at www.usps.com or visit the local post office to have your mail placed on hold during your time away from home. Don't forget to have someone remove any flyers and/or ads from your door or driveway as these are good indicators that no one is home. Another good tip is to use a variable timer for lights so your home does not appear empty or vacant for an extended period of time. Be sure to check all appliances to make sure they are turned off properly. Securely lock all windows and doors.



ARCHITECTURAL APPLICATIONS

The Board would like to remind our homeowners that prior to starting any repairs or exterior modifications to your homes that involve adding or removing any features, including turf removal, repainting, or the replacement of any windows or doors, you must first submit an application to architectural@keystonepacific.com and receive approval from the Architectural Committee.

www.myhighlandshoa.com

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.

