

November 2016

THE HIGHLANDS

www.MyHighlandsHOA.com

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

Thanksgiving



ANNUAL ELECTION RESULTS

The Board of Directors would like to thank all of the homeowners for voting and achieving quorum at the September 22, 2016 Annual Meeting. A special thanks to Jeff Isaac and William Baker for serving as Inspectors of Election and counting, and ballots. Congratulations to Hugh Chewning, Don Geller, Frank Laird, George Malouf, and Neil Matsui for being elected to the Board of Directors.

Thank you John Baker, for your time and service.

HOMEOWNER PET RESPONSIBILITY

When walking your dog in the community, remember that it should be leashed and please keep your dog from going on your neighbor's lawn or on the new plants that the Association has recently invested in at the entrances to our community. If you have encountered any problems related to responsible control of dogs, or problems with dog waste on your property, please contact Irvine Animal Services at 949-724-7092 or City of Irvine Website - Animal Services. Excerpts from the Irvine Municipal Code are: **Sec. 4-5-701** addresses owners not allowing their dog from accessing private property. **Sec. 4-5-710** addresses excreta not being left behind.

FENCE REPLACEMENT

The Highlands HOA will be starting Phase II of the wrought iron fence replacement project in early 2017. Wrought iron fencing that sit atop the short masonry wall that runs along Turtle Rock Drive will be replaced. The project will affect 31 homes on Silver Fern and Hillgrass that back up to Turtle Rock Drive. Those homes will receive additional information on the project as we get closer to the start date.

BOARD OF DIRECTORS:

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

UPCOMING BOARD MEETINGS:

December 1, 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
customer-care@keystonepacific.com



November 2016 REMINDERS

Keystone Pacific Closed in Observance of Thanksgiving -
Thursday, November 24th & Friday, November 25th

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
December 1, 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.



INTRODUCING HIGHLANDS WEBSITE!

Take a moment to review our 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.

GET PREPARED FOR WINTER

It is time to prepare for the Winter months. Make sure all your drains, gutters & downspouts are cleared of debris and are in working condition. Test the drains and call a vendor to clear them if necessary. Remove dead leaves from your roof so they don't clog the drains and gutters. Inspect and clear screens. A few minutes of preventive action now can save you thousands of dollars of damage. Oh, and don't forget to turn off your sprinklers whenever it rains (before, during & after).

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.

