

May 2017

# THE HIGHLANDS

www.MyHighlandsHOA.com

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

## MEMORIAL DAY POOL PARTY

Kick-off the summer at the Highlands' annual pool party on Monday, May 29, 2017 from 2:00 p.m. to 5:00 p.m. Meet your fellow residents, Board members and Social Committee member. Music from Melinda Baker (on guitar), food and beverages will all be provided. See you there!



## DRY-ROT, TERMITES & WOOD DECAY

Part of the charm of living at the Highlands (besides our wonderful neighbors) is how much natural wood was used in the original construction of our homes. But as the years go by, the wood is susceptible to rot & decay, termites and natural wear. More upkeep is needed to keep them looking good and functioning well. Here is a list of wood related items that should be addressed. Please note that there are architectural standards that need to be adhered to, and submitting an application to the Architectural Committee is necessary if there are any changes to the original standards.

**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 call the Association Manager if you have any questions.

### BOARD OF DIRECTORS:

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

### UPCOMING BOARD MEETINGS:

May 25, 2017 & June 22, 2017  
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](http://www.myhighlandshoa.com)

### IMPORTANT NUMBERS:

**ASSOCIATION MANAGER:**  
**Lisa Munson**  
Phone: 949-838-3218  
[lmunson@keystonepacific.com](mailto:lmunson@keystonepacific.com)

**COMMON AREA:**  
**Araceli Chavez**  
949-430-5808  
[achavez@keystonepacific.com](mailto:achavez@keystonepacific.com)

*Emergency After Hours: 949-833-2600*  
Fax: 949-833-0919  
[lmunson@keystonepacific.com](mailto:lmunson@keystonepacific.com)

**BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:**  
Phone: 949-833-2600  
Fax: 949-833-0919  
[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)



## May 2017 REMINDERS

**Keystone Pacific Closed in Observance Memorial Day - Monday, May 29th**

**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 Meeting:  
May 25, 2017 & June 22, 2017**

## 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](mailto:customercare@keystonepacific.com) to request an ACH application.



## POOL & SPA

The Highlands' pool and spa was closed for a week in April to drain the water, acid wash, and refill. In May, the umbrellas and pool furniture will come back out and the pool water temperature will be raised to 83 degrees.

The automated chemical system adds the perfect amount of chlorine and maintains the correct PH balance. Enjoy a swim or a soak at the Association's beautiful facility. Hours are 7am to 10pm.

## PICK UP THE TRASH

Please help keep our community looking beautiful. This is your home as well as your investment! By helping to keep the trash out of the common areas, you are protecting your property value. Next time you go on a walk and notice trash in the common area, take a moment to pick it up and throw it away in a trash bin. It will only take a minute of your time but it would make a world of difference. Thank you for your cooperation!



## 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](mailto: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

