

August 2017

# THE HIGHLANDS

[www.MyHighlandsHOA.com](http://www.MyHighlandsHOA.com)

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

## REMEMBER TO VOTE

The Annual Election will be held at the Turtle Rock Community Center on September 28, 2017, at the beginning of the 6:30 p.m. Board of Directors Meeting. Your ballot will be mailed this month. Please help insure we have quorum needed to elect the Board members by mailing your completed ballot back no later than August 30, 2017. To ensure that your vote can be counted, please follow the instructions carefully:

1. Complete your ballot.
2. Place your completed ballot into the enclosed white envelope.
3. Put the white envelope inside the special brown envelope and seal.
4. Sign your name and add property information onto the brown envelope's upper left corner.
5. Mail the brown envelope back asap. It's prepaid so no addition postage is needed.

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



## SOCIAL COMMITTEE

The Board of Directors is looking for a homeowner in the Highlands community who would like to head the Social Committee and assist with the Board of Directors in planning social events throughout the year. Please contact Lisa Munson at Keystone Pacific Management at (949) 838-3218 or [lmunson@keystonepacific.com](mailto:lmunson@keystonepacific.com) if you are interested.

## SURVEILLANCE SYSTEM INSTALLED AT POOL

Because of increased incidents of vandalism, a closed-circuit surveillance system was recently installed at the pool. Signs are posted inside and outside the gate to inform residents and guests of this fact.

Highlands' Pool & Spa is open daily between the hours of 7am and 10pm. Come on down and enjoy our beautiful, and now safer, facility.

## BOARD OF DIRECTORS:

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

## UPCOMING BOARD MEETINGS:

**August 24, 2017 & September 28, 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:

949-430-5808

*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)



## August 2017 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 Meeting:  
August 24, 2017 & September 28, 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.



## HIGHLANDS' SMART IRRIGATION SYSTEM SAVING HUNDREDS OF THOUSANDS OF GALLONS PER YEAR.

Now in its 2<sup>nd</sup> year, our environmentally friendly irrigation system has saved a substantial amount of water and money. Weather-tracking software monitors how much (or little) water is needed every day, and automatically turns off the system when watering is not necessary. Water-flow sensors determine if a sprinkler head is broken and automatically turns off that particular station, then sends an alert to our landscaping company for repair. Reduced water bills and the avoidance of excessive water penalties have saved the Association thousands of dollars annually.

## FIVE CORNERS

Have you noticed how beautiful the entrances to the Highlands look? The Landscape Committee has worked closely with the Association's landscape company to create a very aesthetically pleasing combination of White roses, Cherry Cobbler, Petite Butterfly, Silver Lace, Variegated Garlic, Fountain Grass and other plants. Most are slow growth, drought-resistant Perennials, which help both the environment and our budget!

## 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 to see something added, please contact Management.

