

September 2017

THE HIGHLANDS

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. 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 ballot must be received prior to the September 28, 2017 meeting to be counted.



LIGHTING

Please remember to submit plans to the Architectural Committee prior to installing motion detection lights or exterior security lights. Also, make sure the lights are installed in a way that will not inadvertently disturb the neighboring homes. Warm-temperature & low intensity lighting are recommended.

BOARD OF DIRECTORS:

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

UPCOMING BOARD MEETINGS:

September 28, 2017 & October 26, 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

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

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

COMMON AREA:

Bryn Kirkpatrick
949-430-5808
bkirkpatrick@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



September 2017 REMINDERS

Keystone Pacific Closed in Observance of Labor Day - Monday, September 4th

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:
September 28, 2017 & October 26, 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 to request an ACH application.



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 (and receiving its approval) is necessary if there are any changes to the original standards. Check the Architectural Standards page on the Association's website, under the Association's tab.

Mail Box Posts: Some of these may 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 6" x 12" beams that stick out near the roof line or the 6" x 6" beams that sometimes stick out from over the garage. These beams are very susceptible to rot and termite damage. These 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.

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.

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