

December 2017

THE HIGHLANDS

www.MyHighlandsHOA.com

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

HOLIDAY TRAVEL

If you will be traveling during the holidays, don't let your uncollected newspapers, flyers, and mail be a signal to burglars! Ask a trusted neighbor to help by picking up your front yard and step. Consider letting them know where you will be and how they can reach you in case of an emergency. Mail Hold: www.usps.com or call 1-800-215-8777

A good tip: use a variable timer for interior lights so that your home does not appear empty or vacant for an extended period of time.

THE DAYS ARE SHORTER, SO WATER LESS (From IRWD)

As the days get shorter, your landscaping needs less water. By September, plants naturally enter their dormant phase until spring. The shorter days also mean less water is lost through evaporation, regardless of daytime temperatures. So dial back your sprinklers by 30 percent. You'll still have a beautiful yard and save a boatload of water to boot. For a free watering guide and more, please visit the IRWD website.

POOL & SPA OPEN IN THE WINTER

The pool is heated to 80 degrees during the winter, and the spa is always hot, so enjoy a swim or a soak. Hours are 7am to 10pm.



ARCHITECTURAL STANDARDS

Homeowners, please take note that the out looker beams on the homes within the Association should never be cut off due to dry rot or damage, but replaced when needed. We appreciate your cooperation in helping keep the Highlands Community looking as pristine as originally designed.

PLANTING ON ASSOCIATION MAINTAINED AREA

Homeowners should not be planting any type of plant or tree on Association maintained areas. If you have mistakenly planted plants or trees in the Associations maintained areas, please remove them immediately. We appreciate your cooperation.

BOARD OF DIRECTORS:

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

UPCOMING BOARD MEETING:

December 7, 2017 and January 25, 2018
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:
Gabriel Hipolito
949-430-5808
ghipolito@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



December 2017 REMINDERS

Keystone Pacific Closed in Observance of the Holiday Season -

* Christmas Day - Monday, December 25th

* Christmas - Tuesday, December 26th

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:

December 7, 2017 and January 25, 2018

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.

SIGN UP FOR COMMUNITY E-NEWS

Sign up to receive news and updates pertaining to our community association via email.

To sign up, please register from the "Update My Profile" page once you have logged into your billing account at www.keystonepacific.com.

GET PREPARED FOR THE RAINS

If this year is anything like last year's rains, it's time to get prepared! Make sure all your drains, gutters & downspouts are cleared of debris and are in working condition. Test the drains and call a plumber 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 water damage. Oh, and don't forget to turn off your sprinklers whenever it rains (before, during & after).

SLOPE RUN OFF BANK

Homeowners are responsible for conducting regular inspections, maintenance and repair of all yard drains and the paths of surface-drainage on their properties to prevent flooding of their homes, and to prevent water from being diverted onto adjacent properties. This responsibility extends to homeowner-installed drainage devices or drainage systems located at the bottom of the slope bank behind your home.

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.

Visit our community website www.MyHighlandsHOA.com for the following:

- Obtain the Architectural Standards & Forms to submit
- 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.

November 15, 2017

Dear The Highlands Community Association Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online. **Using the new portal; homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

During this upgrade, it will be necessary to update your account information by following the steps below or by visiting our online portal to ensure your payment is submitted on-time. Please follow the steps below:

1. Update Your Account Number:

Your new account number will be sent in December and will be included with your January statement. Please update your bank records to reflect this new account number. Please make sure to include your new account number on any checks or correspondence to your HOA. If you set-up your payments through your online banking account, please update your account number and payments address.

2. Update Your Payment Address:

Effective January 1st, please send all payments to our new payment address.
File 1958, 1801 W. Olympic Blvd., Pasadena, CA 91199.

Or, for fast and convenient processing, you may now take advantage of our new online payment features.

• **Manage Online Payments:**

Keystone Pacific is excited to introduce recurring online ACH payments. Please visit www.kppmconnection.com to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by visiting www.kppmconnection.com. Homeowners who complete our survey by February 1st will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support – both live and online. These include extended hours for live customer service support and online tutorials and videos to assist you in navigating the new portal. We want you to know that the Keystone Pacific team is here to support you when you need us most.

**Extended service hours from January 2nd – January 31st:
9:00 AM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: customercare@keystonepacific.com**

The launch of our upgraded portal is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life.

Sincerely,



Cary Treff, CEO
Keystone Pacific Property Management