

December 14, 2017

Dear 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.**

IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH

CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!

IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK

Please complete the steps below to ensure your payment is submitted on-time:

1. Update Your HOA Account Number:

- **Your 10 digit HOA account number is located in the top blue section of the attached January billing statement under "Account ID".**
- **If you pay by autopay through your bank**, please update your bank records to reflect this new account number.
- **If you pay by sending a check through the mail**, please include your new account number on any checks or correspondence to your HOA.

2. Update Our Payment Address:

- **If you pay by autopay through your bank**, please update your bank records to reflect Keystone Pacific's new payment address
- **If you pay by sending a check through the mail**, please address all envelopes to Keystone Pacific's new payment address.

New Payment Address:
File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

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

• **Manage Online Payments:**

You are still able to make one-time ACH payments through www.kppmconnection.com. In addition, 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, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

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

**Phone Number: 949-833-2600
Email: customer@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

We've upgraded!

Now you can sign-up for ACH, view violations, track submitted work orders and manage electronic notifications through our customer portal.

If you pay via Keystone Pacific recurring ACH, congratulations! Your account will be upgraded automatically. You don't need to do anything!

If you pay by check or autopay through your bank, please complete the steps below:

UPDATE ACCOUNT NUMBER

Please reference your new **HOA ACCOUNT NUMBER**, labeled Account ID on your included billing statement.

UPDATE PAYMENT ADDRESS

Please mail your **PAYMENTS** to:
File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199 - 1958

Or

MANAGE PAYMENTS ONLINE

WWW.KPPMCONNECTION.COM

- Sign-Up for Recurring ACH
- Manage Credit Card Payments
- One-Time ACH

NEED HELP?

EXTENDED CUSTOMER SERVICE
through January 31st:

Mon. - Fri.: 9:00 AM to 9:00 PM
(949) 833-2600

customercare@keystonepacific.com

Frequently Asked Questions

How do I log in?

You can log on at www.kppmconnection.com with your existing username and password. If you don't have a username and password yet, you need to register. First, locate your new account number in the top blue section of your included billing statement under "Account ID". Then, please visit www.kppmconnection.com to access the new portal and follow the instructions. If you need help logging on, please call our customer service line below.

What new features does the customer portal have?

Our new customer portal provides great new features! Homeowners can now sign-up for recurring ACH, view violations and violation letters, submit and track submitted work orders and manage electronic community notifications, all from a computer or mobile device!

What if I signed up for recurring ACH directly through the Keystone Pacific Website?

Congratulations! Your account will be upgraded automatically and your payments will continue.

What if I signed up with my bank to automatically pay my assessments?

Update your bank's records with the new remittance address and your new homeowner account number. Your new 10-digit account number will be labeled "Account ID" in the top blue section of your billing statement. The new payment address is:

File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

What if I make or want to make payments on the Keystone Pacific website?

After January 3, 2018 – The Keystone Pacific customer portal will have more payment options. You can continue to make one-time ACH payments and now you can set up recurring payments as well. You can log on at www.kppmconnection.com.

What if I make recurring payments with a credit card?

If you signed up for a recurring payment through PayLease utilizing your credit card, you will receive separate correspondence with easy-to-follow instructions.

Will my account balance carry over?

Yes, however your January billing statement will only show January's assessment. It will not reflect your account balance. The account balance will appear on your February billing statement.

I need Help! Who do I contact?

We've extended our hours for live customer service support to assist you in navigating the new portal. The Keystone Pacific team is here to support you.

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

January 2018

THE HIGHLANDS

www.MyHighlandsHOA.com



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

NEW YEAR'S RESOLUTION: INSPECT & FIX YOUR HOME!

Here are some suggestions:

Painting: Does your house need a fresh coat of paint? Remember that you must use Association approved colors (located on our website and also displayed at the pool). House body color must match your attached neighbor's, so discuss with your neighbor if you wish to change the color.

Driveway: Is your driveway cracked, lifting, or just plain ugly? It might be time to consider an upgrade. Many of your neighbors have changed their driveways by installing pavers or pouring new concrete, so look around for ideas.

Landscaping: While you're thinking about it, take a look at how you can improve the landscaping of your home by removing dead vegetation, trimming and installing new plants. This is a great and inexpensive way to greatly enhance the beauty of your home and neighborhood.

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 contact Management if you have any questions.

Please take the time to evaluate the condition of your home and take the steps necessary to repair or replace any damaged areas. It will help maintain the value of our homes, and after it's all fixed, you and your neighbors will be happy that it's done!

Please visit our website for complete architectural details:

www.MyHighlandsHOA.com

REMEMBER THAT ALL MODIFICATIONS AND CHANGES TO THE EXTERIOR OF YOUR HOME REQUIRES ARCHTECTURAL REVIEW AND APPROVAL.

BOARD OF DIRECTORS:

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

UPCOMING BOARD MEETING:

January 25, 2018 and February 22, 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
customer@keystonepacific.com



January 2018 REMINDERS

Keystone Pacific Closed in Observance of New Year's -
Monday, January 1st

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:
January 25, 2018 and February 22, 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.

Happy New Year!

TRASH PICKUP

Because of the holidays, trash will be delayed by one day the last week in December and the first week in January. The trash will be collected on Saturday, December 30th and Saturday, January 6th.

LIGHTING

Thank you to those who decorate our homes so festively over the holidays. Please remember to remove any exterior holiday lights and ornaments no later than one week after the new year.

BUDGET & RESERVE STUDY

These important documents will be mailed out to all homeowners the first part of the year.

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.

