

JANUARY 2013

# THE HIGHLANDS

Professionally Managed by Keystone Pacific Property Management, Inc. - 16845 Von Karman, Ste. 200, Irvine, CA 92606



## CHRISTMAS TREE RECYCLING

Waste Management of Orange County will be collecting and recycling Christmas trees for the first three weeks following Christmas on your regular collection day. Trees taller than six feet in height, must be cut in half. Please remember to remove all decorations including tinsel, lights, ornaments and tree stands. Flocked trees will be collected but cannot be recycled.

## 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 values. 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!

## COMMUNITY POOL HEATER

Although the community pool is heated year round, for cost saving measures, the heater is set at 78 degrees throughout the winter months.

## WWW.MYHOA.COM/HIGHLANDS

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.

### BOARD OF DIRECTORS:

**President:** William Baker  
**Vice-President:** Don Geller  
**Treasurer:** Don Major  
**Secretary:** Hugh Chewing  
**Member-at-Large:** Neil Matsui

### NEXT BOARD MEETING:

**Wednesday, January 24, 2013 @ 7:00 P.M.**  
Turtle Rock Community Center  
1 Sunnyhill  
Irvine, CA 92603

*The final agenda will be posted at the pool area.  
You may also obtain a copy of the agenda by  
contacting Management at 949-838-3248.*

### WEBSITE ADDRESS

[www.myhoa.com/highlands](http://www.myhoa.com/highlands)

### IMPORTANT NUMBERS:

#### ASSOCIATION MANAGER:

**Teresa Duhoux**  
Phone: 949-838-3248  
Email: [tduhoux@keystonepacific.com](mailto:tduhoux@keystonepacific.com)  
**Emergency After Hours: 949-833-2600**  
Fax: 949-833-0919

#### COMMON AREA ISSUES:

**Gloria Vizzini**  
Phone: 949-838-3273  
[gvizzini@keystonepacific.com](mailto:gvizzini@keystonepacific.com)

#### BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600  
[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

#### ARCHITECTURAL DESK:

Phone: 949-838-3239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

#### INSURANCE BROKER:

State Farm General Insurance Company  
7622 E. Chapman, Suite B, Orange, CA 92869  
Phone: (714) 289-1778  
Fax: (714) 289-0491

# JANUARY 2013 REMINDERS

## ■ Keystone Pacific Closed in Observance of New Year's Day - Tuesday, 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: 2nd and 4th Wednesdays

## ■ Trash Pick-Up Days: Fridays

Please remove trash cans from the common areas after this day.

## ■ Board Meeting: Wednesday, January 24, 2013

Turtle Rock Community Center  
1 Sunnyhill, Irvine, CA 92603



## 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](http://www.keystonepacific.com).

## 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.

## NEW YEAR'S RESOLUTIONS!

- I will clean out my garage, so that I can park in it.
- I will drive slowly and carefully through the property and remind my guests to do the same.
- I will always keep my dog on a leash while walking through the community, and I will pick up after my pet every time.
- I will read the newsletters to keep up on what's happening with the Association, and will try to attend a couple of meetings this year.
- I will return my ballot for the election, so we have quorum.
- I won't make changes to my home until I have received architectural approval.
- I will report any problems with the common area as soon as I spot them.
- I will be a courteous neighbor and remember that noise travels.



## ADDRESS NUMBERS

Please take a moment to make sure that your address number is not covered up by any decorative flags, basketball hoops or landscaping such as ivy or shrubs. It's a good idea to have your address numbers readily visible should any emergency vehicles (fire, ambulance or police) need to locate your house in an emergency because seconds can really count!

## STORM WATER DRAINS & DUMPING

Please remember not to dump any materials such as oils, paints and fertilizers in the storm drains. These drains are for storm drain run off only! The City of Irvine can impose fines on the Association which means that everyone would have to pay a portion of the Code Enforcement violation fees if the person responsible cannot be determined.