

FEBRUARY 2013



# THE HIGHLANDS

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



## POOLHOUSE PUMP ROOM

It has been brought to the attention of Management that an unauthorized person has been entering the pump room at the pool. Sadly, the Association has incurred costs so this does not happen again. If you are at the pool and see someone suspicious, please contact the Police and Management right away.

## VARIANCE REQUEST

A homeowner within the Highlands community has submitted a request to install white vinyl posts with glass panels supported by white vinyl rails between the white vinyl posts to their 2nd floor deck guardrail of their home. The material will be available for inspection until February 25, 2012 at Keystone Pacific Property Management, Inc., 16845 Von Karman Avenue, Suite 200, Irvine, CA 92606. You may put your comments in writing by submitting them to Management at [tduhoux@keystonepacific.com](mailto:tduhoux@keystonepacific.com).

## EDISON STREET LIGHTS

If you notice a street light that has gone out, get the pole number (it will be indicated directly on the pole itself) and report it to Edison by calling 1-800-655-4555.

## 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 Chewning  
**Member-at-Large:** Neil Matsui

### NEXT BOARD MEETING:

**Wednesday, February 27, 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

## FEBRUARY 2013 REMINDERS

- **Keystone Pacific Closed in Observance of President's Day - Monday, February 18th**

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, February 27, 2013**  
7:00 PM  
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 [customer care@keystonepacific.com](mailto:customer care@keystonepacific.com) to request an

### AS A REMINDER...

- Please keep your dogs on a leash while in the community. Do your best to prevent your dogs from excreting on the sidewalks/curbs of the community. Please pick up after your animal and bring a water bottle to pour on the urine to prevent the lawn from turning brown.
- If you notice anyone in violation of the Association's Governing Documents, please contact Management at [tduhoux@keystonepacific.com](mailto:tduhoux@keystonepacific.com) to report the violation in writing.
- Please do not post any signs on common area or fencing.
- Please reduce your speed and use caution within The Highlands community. It is your responsibility to slow down as you never know what or who may pop out in front of you. Also, please watch for children at play in the community.
- When you're parking your vehicles on your driveway, please do not block the sidewalks. Vehicles cannot be parked so that it hinders access for pedestrians. You would not want a child to have to walk into the street so that they can get around the vehicle on your driveway.

### 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.