

MARCH 2013



THE HIGHLANDS

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

POOL CLOSED MARCH - MAY FOR RENOVATION!

Our pool & spa have served our community well since it was built 35 years ago. It is now time to give it a very necessary face-lift. Both the pool and spa will be re-plastered, and the cement deck will be removed and replaced with contemporary hardscaping. Plans are forthcoming for the grand reopening to occur in May.

- This project is fully funded with Association reserves.

DAYLIGHT SAVINGS TIME IS HERE AGAIN!



This year daylight savings will begin March 10th and ends November 3rd. Don't forget to set your clocks one hour forward.

Daylight saving time (DST), or summer time, is the practice of temporarily advancing clocks during the summertime so that afternoons have more daylight and mornings have less. Typically clocks are adjusted forward one hour near the start of spring and are adjusted backward in autumn.

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!

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, March 27, 2013 @ 6:30 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

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Teresa Duhoux
Phone: 949-838-3248
Email: tduhoux@keystonepacific.com
Emergency After Hours: 949-833-2600
Fax: 949-833-0919

COMMON AREA ISSUES:

Brittany Kitts
Phone: 949-838-3273
bkitts@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
customercare@keystonepacific.com

ARCHITECTURAL DESK:

Phone: 949-838-3239
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

MARCH 2013 REMINDERS

■ Keystone Pacific Closed in Observance of Good Friday - Friday, March 29th

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, March 27, 2013

6:30 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.

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.

HOMEOWNER MODIFICATIONS

Per the Association's governing documents, any exterior modifications (i.e. large barbeque installations, pools/spas, gazebos, windows, landscaping, painting, fences, fountains, etc.) must receive approval from the Architectural Review Committee. Please visit the community's website at www.myhoa.com/highlands to obtain the Architectural Standards which explains in detail the three (3) different procedures that are available to homeowners that wish to modify their homes. The following is a general description of these procedures:

- **Declaration of Compliance** - may be used for projects with limited scopes such as painting, replacing windows and doors in an existing opening with the same size and shape windows and replacement of roofs, garage doors and driveways.
- **Minor Review** - is utilized for all modifications that do not involve a change to the exterior dimensions of a residence.
- **Major Review** - is utilized for all projects that involve changes to the appearance or exterior dimensions of a residence.

Your submittal will be reviewed within forty-five (45) days from the date it is received by Management. It will be reviewed to determine if the proposed improvement is to code and if it is in harmony with the surrounding structures.

HIRED CONTRACTORS AND WORKERS

Please remember that homeowners are responsible for the actions of their hired contractors and/or workers. Make sure that they are all abiding by the following:

- Do not park vehicles in such a way that blocks off the streets or another homeowner's access to their garage or driveway.
- Be courteous to the surrounding neighbors and commence work during reasonable hours.
- Avoid, if at all possible, setting up work stations on the driveways as this could allow debris to settle in the driveways - not to mention it is an eyesore and noise nuisance for your neighbors!
- Do not dump/dispose of materials in the common areas.
- Be sure to clean up after each work day!