

APRIL 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!

The Highlands pool and spa renovation is underway! This project will take approximately ten (10) weeks to complete. The anticipated completion will be by Memorial Day weekend. Both the pool and spa will be re-plastered, and the cement deck will be removed and replaced with contemporary hardscaping. Please look for the "Grand Opening" details in your May newsletter.

- This project is fully funded with Association reserves.

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 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 the homeowners that wish to modify their homes. The following is a general description of the 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, 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. Homeowners must defer to professional consultants to determine if permits are needed. It is a good idea to refer to the Architectural Standards before you spend the time and money on obtaining estimates and plans. Please contact Management if you have any questions or need further explanation.

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, April 24, 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

APRIL 2013 REMINDERS

- 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, April 24, 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.

PICK UP THE TRASH

Please help keep our community looking beautiful - this is your home as well as your investment! By helping to keep trash out of the common areas, you are protecting your property value. 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 will make a world of difference! Also, don't forget to recycle whenever possible!

EDISON STREET LIGHTS

If you notice a street light that is not working, get the pole number (it will be indicated directly on the pole itself) and report it to Edison by calling 1-800-655-4555 or visiting the customer service section on their website (www.sce.com) under residential requests.

CITY INFO: PET LICENSES

All dogs age four (4) months and older living in the City of Irvine are required to have and wear a city-issued license. (Cat licensing is optional). A license provides identification in case your dog is lost, and keeps the community safe by ensuring that all dogs are vaccinated against rabies. Licensing fees constitute a primary source of support for the homeless animals at the Irvine Animal Care Center. You can license your pet by visiting the shelter in person, calling them at (949) 724-4441 or downloading a license application from their website at www.irvineshelter.org.

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.