

MAY 2013

# THE HIGHLANDS

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

## POOL CLOSED 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. This project is fully funded with Association reserves.

## JOIN US FOR THE GRAND REOPENING OF THE HIGHLANDS POOL & SPA

Memorial Day, Monday May 27<sup>th</sup>  
2:00 to 5:00 P.M.

Meet your fellow residents, our Board members and our pool contractor

Wine, Cheese, Soft Drinks and Dessert will be served



## 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!

## REMINDER: SPRINKLER MAINTENANCE

From time to time, it's a good idea to check your sprinklers. Make sure that they are popping up properly, providing sufficient coverage for watering and that no fixtures are leaking. Also, make sure that you are not over-watering. Plants and turf require less water during the winter months.

Doing a monthly irrigation check, such as this, can cut down your watering bill. It will also keep your lawn looking its best!

Also, when you are checking sprinkler coverage, please direct sprinklers away from mailbox posts, sidewalks and driveways. Nobody wants to be responsible for a "slip and fall" accident.

### 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, May 22, 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](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:

**Brittany Kitts**  
Phone: 949-838-3273  
[bkitts@keystonepacific.com](mailto:bkitts@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

## MAY 2013 REMINDERS

- **Keystone Pacific Closed in Observance Memorial Day - Monday, May 27th**

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, May 22, 2013**

6:30 PM

Turtle Rock Community Center  
1 Sunnyhill, Irvine, CA 92603

### A MEMBERS RIGHT TO PRIVACY

California Civil Code allows a member to request to be removed from the membership list to prevent release of their private contact information to a member requesting the membership list. In order to opt-out of the membership list, you must notify the Association **in writing**. If you choose to opt-out of sharing your name, property address, email address and mailing address under the membership list, the opt-out designation shall remain in effect until changed by you, by written notification to management. If you wish to opt-out, please complete the Opt-Out Form on our website at: <http://www.kppm.com/forms/opt-out.php>.

**M** is for the million things she gave me

**O** means only that she's growing old

**T** is for the tears she shed to save me

**H** is for her heart of purest gold

**E** is for her eyes, with love-light shining

**R** means right, and right she'll always be

Put them all together, they spell "MOTHER." A word that means the world to me - Howard Johnson

**Mother's Day**

### 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!

### 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](http://www.sce.com)) under residential requests.

### WWW.MYHOA.COM/HIGHLANDS

Visit the community website to:

- Obtain the Architectural Standards
- 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.