

DECEMBER 2013

# THE HIGHLANDS

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



## COMMUNITY REMINDERS

- **PICK UP AFTER YOUR DOG** - Please remember to pick up after your dog. Your pets are your responsibility!
- **OIL STAINS** - Please take a moment to inspect your vehicles to make sure that they're not leaking any fluids. Oil stains on the driveways take away from the overall aesthetics of the community. Again, please inspect your vehicles and take the necessary actions to ensure that they are not leaking any fluids.
- **LAWN MAINTENANCE** - To maintain the beauty of the community, please remember to maintain your front yard landscaping. Lawns should be regularly mowed, weeding performed on a routine basis.



[WWW.MYHOA.COM/HIGHLANDS](http://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: Hugh Chewning  
Vice-President: Don Geller  
Treasurer: William Baker  
Secretary: George Malouf  
Member-at-Large: Neil Matsui

## UPCOMING BOARD MEETINGS:

Thursday, December 5, 2013  
Thursday, January 23, 2014  
@ 6:30 P.M.

Turtle Rock Community Center  
1 Sunnyhill  
Irvine, CA 92603

## WEBSITE ADDRESS

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

## IMPORTANT NUMBERS:

### ASSOCIATION MANAGER:

Kim Dean  
Phone: (949) 838 - 3291  
**Emergency After Hours: (949) 833-2600**  
Fax: (949) 833 - 0919  
E-mail: [kdean@keystonepacific.com](mailto:kdean@keystonepacific.com)

### COMMON AREA ISSUES:

Brooke Voight  
Phone: (949) 838 - 3254  
[bvoight@keystonepacific.com](mailto:bvoight@keystonepacific.com)

### BILLING QUESTIONS AND ADDRESS CHANGES:

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

### ARCHITECTURAL DESK:

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

### INSURANCE BROKER:

State Farm General Insurance Company  
Phone: (714) 289-1778

### CITY OF IRVINE:

Phone: (949) 724-6000

### IRVINE POLICE DEPARTMENT:

Phone: (949) 724-7000 (non-emergency)

## DECEMBER 2013 REMINDERS

- **Upcoming Board Meetings: Thursday, December 5th and Thursday, January 23rd**  
Turtle Rock Community Ctr. @ 6:30 P.M.
- **Trash Pick-Up Days: Fridays**  
Please remove trash cans from the common areas after this day.
- **Street Sweeping: 2nd and 4th Wednesdays**



### PAY YOUR ASSOCIATION DUES ONLINE @ [WWW.KEYSTONEPACIFIC.COM](http://WWW.KEYSTONEPACIFIC.COM).

Keystone Pacific is now accepting association payments online. This new service is available by using the homeowner account login feature located on the Keystone Pacific website. All payments require a bank routing number in addition to a checking, savings or money market account number. Credit card payments are not accepted through this online service. Payments submitted online will be processed daily. If you have questions about this service or regarding your account number and password, please contact customer service at (949) 833-2600.

### 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.

### 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.

### 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 would make a world of difference! Also, don't forget to recycle whenever possible!

### CITY INFO: PET LICENSES

All dogs age four (4) months and older living in the City of Irvine are required by law 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](http://www.irvineshelter.org).

