

FEBRUARY 2014

# THE HIGHLANDS

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

## ENJOY YOUR POOL AND SPA OVER THE WINTER

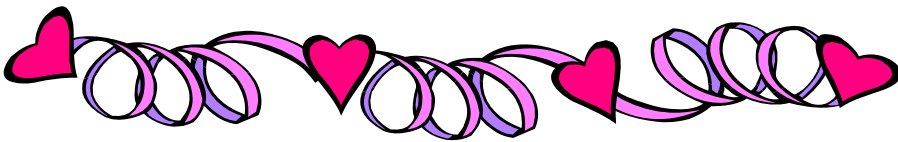
Our newly renovated pool & spa are opened from 7am to 10pm daily. The showers and faucets in the restrooms produce hot water much more quickly because a new hot-water recirculation system was recently installed. This will save the Association thousands of gallons of water per year. And our renovated pool and spa now have chemical automation, so chemical levels are always properly maintained for your safety and comfort.

## MAILBOX REFURBISHMENT

Is your mailbox post falling over from dry-rot or termite damage? It may be time to get a new one installed. Contact Management at (949) 838-3291 for more information on mailbox refurbishments.

## HOLIDAY DECORATIONS

The Association would like to thank all of the homeowners who decorated their homes over the Holidays.



[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, January 23, 2014  
Thursday, February 20, 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)

## FEBRUARY 2014 REMINDERS

- **Keystone Pacific Closed in Observance of President's Day - Monday, February 17th**  
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.
- **Upcoming Board Meetings:**  
Thursday, January 23, 2014 and Thursday, February 20, 2014  
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**

## KPPM CONNECTION COMING SOON!

Keystone Pacific is excited to announce the upcoming launch of a new portal in the second quarter of 2014. Homeowners will be able to view statements and newsletters, make payments, and print account history reports from our newly designed KPPM Connection. Additional information on the release of this new dynamic portal will be coming in the next few months.

## 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).

## 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).

