

MARCH 2014

# THE HIGHLANDS

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

## PRESERVING THE EQUITY OF OUR HOMES

For most of us, our home is our largest asset, and a great source of pride. But as our homes turn 35 years old, more maintenance is required to keep them looking their best. By caring for our property, we make our community more desirable, increasing the value of all our homes and adding to the feeling of living in a wonderful neighborhood.

Unfortunately, your Board of Directors and Property Management Company have been receiving many calls concerning the compromised and even deteriorated quality of some of the homes in our community. Many of these concerns are very easy to remedy, such as basic landscape maintenance, repairs such as fixing the mailbox post, replacing a broken pane of glass or treating a rotten piece of wood. Of course, some repairs may require a substantial investment, such as entire-house repainting, re-roofing, or replacing a cracked driveway.

The Board would like everyone in the Highlands to maintain their property because it is in their best interest to do so, but the Board also has an obligation to see that our CC&Rs are followed to properly maintain our property values.

At the Association meeting on February 27th, the Board will be discussing this issue further, including sending Notice(s) of Compliance to homes needing exterior work. If the Management Company sends a Notice of Compliance, please accept it as our way of asking for your cooperation in maintaining the appearance and the value of our homes.

The Board, and our various committees at the Highlands, are all volunteers (we are looking for additional help), and we look forward to your ideas and assistance in maintaining our beautiful homes in Turtle Rock.

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## PAINTING

Is your house in need of a fresh coat of paint? Check out the new beautiful and darker colors available at the bulletin board at the pool. Talk to your attached neighbor about whether you would both like to make the change. Please remember that a Paint Declaration and applicable forms are required before you begin your paint project.

The new forms are available on the Highlands' website at [www.myhoa.com/highlands](http://www.myhoa.com/highlands). Please also contact Kim Dean at Keystone Pacific at [kdean@keystonepacific.com](mailto:kdean@keystonepacific.com) or 949-838-3291 with any questions.

### 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, February 27, 2014  
Thursday, March 27, 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  
[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  
Phone: (714) 289-1778

#### CITY OF IRVINE:

Phone: (949) 724-6000

#### IRVINE POLICE DEPARTMENT:

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

## MARCH 2014 REMINDERS

### ■ Keystone Pacific Property Management -

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, February 27, 2014 and Thursday, March 27, 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).

## POOL AREA UPDATE

Check out the new lighting at the pool! Your Association recently completed new trellis lighting and updated all of the lighting pagodas and spotlights with efficient LED's. Come and enjoy your newly renovated facility in the evening where the pool and the spa remain heated throughout the winter. Pool hours are 7:00 A.M. to 10:00 P.M. daily.

## 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.

## ARCHITECTURAL APPLICATIONS

The Board would like to remind our homeowners that prior to any repairs being made to the outside of your homes that involve adding or removing any features or elevations, or replacing any windows, you must first submit an application to the Architectural Committee.

## 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.