

SEPTEMBER 2014

THE HIGHLANDS

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

Dear Highlands' Homeowner:

Our homes were built over 35 years ago, and we are lucky that many look like they are still brand new. Thank you to those that have put in the effort to keep them that way.

Unfortunately, the Board & Management Company have been receiving correspondence regarding some homes that have not been maintained as well. 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.

Management has been instructed to focus more attention to these maintenance issues. If the Management Company sends a Notice of Compliance, please accept it as our way of asking for your cooperation in maintaining the look and the value of our homes.

SEND IN YOUR BALLOTS

If you have not done so already, please send in your election ballots! The ballots were recently sent to everyone in the community and we need them returned for quorum purposes. It will only take a minute of your time! Again, if you have never sent in an election ballot or if you don't remember if you did or not, please contact Management.

FENCE REPLACEMENT PROJECT

By the time you receive this newsletter, the fence replacement project for the Association will be nearing completion.

The Fence Committee and the Board appreciates the general cooperation the homeowners have given thus far. While this fence is in the owners backyard, the Association has the responsibility to maintain these fences on certain lots that typically adjoin Association maintained slope or land. It is not the homeowners choice to have these replaced or maintained by the Association. The shorter HOA maintained fences along Turtle Rock Drive that are atop the short stucco walls are tentatively scheduled for 2016 replacement. They were deemed to be in better condition than the 5' fences that were supported in-ground by wood posts. The plan is to further build our financial reserves before commencing such effort, even though funds are available now.

Homeowner owned and maintained fences were not included in this project, but the fence contractor will make themselves available to work directly with any homeowner. Contact Management if you do not know if the Association maintains your fence.

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, August 28, 2014 @ 6:30 P.M.
Thursday, September 25, 2014 @ 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 949-838-3291.*

WEBSITE ADDRESS

www.myhoa.com/highlands

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Kim Dean
Phone: 949-838-3291
Email: kdean@keystonepacific.com
Emergency After Hours: 949-833-2600
Fax: 949-833-0919

COMMON AREA ISSUES:

Whitney Barlow
Phone: 949-838-3254
wbarlow@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
customer-care@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

SEPTEMBER 2014 REMINDERS

■ Keystone Pacific Property Management Closed in Observation of Labor Day - Monday, September 1st

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 area after this day.

■ Upcoming Board Meetings:

Thursday, August 28, 2014

Thursday, September 25, 2014

6:30 PM

Turtle Rock Community Center

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 customer care@keystonepacific.com to request an ACH application.

PAINTING

Is your house in need of a fresh coat of paint? Check out the 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.

Please go the Highlands' website at www.myhoa.com/highlands for the most updated forms. Please contact Kim Dean at Keystone Pacific at kdean@keystonepacific.com or (949) 838-3291 with any questions.

CONSERVE WATER!

After three consecutive years of below-normal rainfall, California faces its most severe drought emergency in decades. Governor Jerry Brown has called for Californians to reduce water use by 20 percent voluntarily, and mandatory rationing could be ordered soon so that homes, businesses and farms don't run dry over the summer. Wildfire danger is unusually high.

In response to homeowner inquiries, here is what your Association is doing to conserve water:

Reclaimed water is used in all Association-maintained landscape irrigation. Association water meters show that we have averaged only 61% of our monthly allocation thanks in part to the installation of new irrigation controllers.

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.