

JANUARY 2015

THE HIGHLANDS

Professionally Managed by Keystone Pacific Property Management, Inc. - 16775 Von Karman, Ste. 100, Irvine, CA 92606

New Year's Resolution: Check Your Wood!

Part of the charm of living at the Highlands (besides our wonderful neighbors) is how much natural wood was used in the original construction of our homes. But as the years go by, the wood is susceptible to rot & decay, termites and natural wear. More upkeep is needed to keep them looking good and functioning well. Here is a list of wood related items that should be addressed. Please note that there are architectural standards that need to be adhered to, and submitting an application to the Architectural Committee is necessary if there are any changes to the original standards.

Mail Box Posts: Some of these need to be fixed & painted, or replaced. Make sure they are not leaning over or rotten. These must meet the Highlands Architectural Standards. Please call or email the Association Manager for advice on getting these replaced.

Outlooker Beams: These are the large horizontal beams that stick out near the roof line that are on all our homes. These beams are very susceptible to rot and termite damage. The Outlooker Beams must be maintained and cannot be cut-off or removed.

Planter Boxes: Again, these cannot be removed when they start falling off the side of your home! Please repair and paint them properly so they will enhance the front of your home.

Siding & Shingles: Please look over your house to see if any boards or shingles need to be repaired or replaced. Remember that Architectural Standards must be maintained. Please contact Management if you have any questions.

Please take the time to evaluate the condition of the wood in your homes and take the steps necessary to repair or replace any damaged areas. It will help maintain the value of our homes, and after it's all fixed, you and your neighbors will be happy that it's done!

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

NEXT BOARD MEETING:

Thursday, January 22, 2015 @ 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:

Chelsea Gentry
Phone: 949-838-3254
cgentry@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
customercare@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

JANUARY 2015 REMINDERS

■ Keystone Pacific Closed in Observance of New Year's Day - Thursday, January 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 areas after this day.

■ Board Meeting: Thursday, January 22, 2015

Turtle Rock Community Center
1 Sunnyhill, Irvine, CA 92603



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 customercare@keystonepacific.com to request an ACH application.



NEW YEAR'S RESOLUTIONS!

- I will clean out my garage, so that I can park in it.
- I will clean out my yard drains and grates.
- I will always keep my dog on a leash while walking through the community, and I will pick up after my pet every time.
- I will read the newsletters to keep up on what's happening with the Association, and will try to attend a couple of meetings this year.
- I will return my ballot for the election, so we have quorum.
- I won't make changes to my home until I have received architectural approval.
- I will report any problems with the common area as soon as I spot them.

DRIVE SAFELY

Our neighborhood is blessed with many families with young children. For their safety, please drive slowly and carefully on the streets of our development.

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! If your lighted address number is missing or non-functional, contact Management for information to replace it.

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.