

FEBRUARY 2015

THE HIGHLANDS

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

HOLIDAY DECORATIONS

The Association would like to thank all of the homeowners who decorated their homes over the Holidays. If you haven't already done so, please remember to remove your holiday decorations after the holiday season.

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.

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 you would like to update your address number (that hasn't turned on for years or has been replaced with a non-illuminated number) with a lighted address number that is approved for the Highlands, please contact Management at (949) 838-3291 to request information regarding where you can purchase one.

STUCCO WALLS

The Fence Committee is planning repairs and painting of some of the stucco walls around the complex. This work should occur in the February March timeframe. Thank you for your cooperation in advance of this.

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:

Wednesday, January 21, 2015

Thursday, February 26, 2015

@ 6:30 P.M.

Turtle Rock Community Center
1 Sunnyhill
Irvine, CA 92603

WEBSITE ADDRESS

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

COMMON AREA ISSUES:

Chelsea Gentry

Phone: (949) 838 - 3254

cgentry@keystonepacific.com

BILLING QUESTIONS AND ADDRESS CHANGES:

Phone: (949) 833 - 2600

customercare@keystonepacific.com

ARCHITECTURAL DESK:

Phone: (949) 838 - 3239

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 2015 REMINDERS

- **Keystone Pacific Closed in Observance of President's Day - Monday, February 16th**
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:**
Wednesday, January 21, 2015 and Thursday, February 26, 2015
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**

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.

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.

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.

