

July 2015



THE HIGHLANDS

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

NEW MANAGEMENT CONTACT

Lisa Munson will be the new manager for The Highlands. Please feel free to introduce yourself and welcome Lisa to the team: (949) 838-3281 or lmunson@keystonepacific.com

Also, if you have a common area concern, please contact Lisa's associate Jeannette Vega. Jeannette will be happy to assist you with work order requests or general questions: (949) 838-3808 or jvega@keystonepacific.com.

ANNUAL ELECTION OF THE BOARD OF DIRECTORS

The Highlands Community Association is seeking a few volunteers to become members of the Board of Directors. Candidacy applications were included in the June newsletter. Management can also email a copy of the candidacy application if requested. We're looking for five (5) homeowner volunteers to serve a term of one (1) year. Meetings are held monthly at the Turtle Rock Community Center which is located just across the street from the Association. If you care about the community, please consider volunteering to serve as a member of the Board of Directors.

SUMMER VACATION

Now that the summer season is here, many of you will be going on vacation. As a precaution, it's a good idea to let your trusted neighbors know where you will be and how to reach you in case of an emergency. Be sure to stop your newspaper and mail service while you are away or make arrangements with a neighbor to take the paper in for you. You can simply go on-line at www.usps.com or visit the local post office to have your mail placed on hold during your time away from home. Don't forget to have someone remove any flyers and/or ads from your door or driveway as these are good indicators that no one is home. Another good tip is to use a variable timer for lights so your home does not appear empty or vacant for an extended period of time. Be sure to check all appliances to make sure they are turned off properly. Securely lock all windows and doors.



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, June 25, 2015
Thursday, July 23, 2015
6:30 P.M. @ Turtle Rock Community Center
1 Sunnyhill
Irvine, CA 92603

The final agenda will be posted at the bulletin board in the pool area. You may also obtain a copy of the agenda by contacting management at 949-838-3218.

WEBSITE ADDRESS:

www.myhoa.com/highlands

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Lisa Munson
Phone: 949-838-3218
Emergency After Hours: 949-833-2600
Fax: 949-833-0919
lmunson@keystonepacific.com

COMMON AREA ISSUES:

Jeanette Vega
Phone: 949-838-3808.
jvega@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
Phone: (714) 289-1778

CITY OF IRVINE

Phone: (949) 724-6000

JULY 2015 REMINDERS

- **Keystone Pacific Property Management Closed in Observation of Independence Day – Friday, July 3rd.**

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 Day - 2nd and 4th Wednesdays**
- **Trash Pick-Up Day - Friday**
- **Please remove trash cans from the common areas after this day.**
- **Upcoming Board Meetings:**
Thursday, June 25, 2015 and Thursday, July 23, 2015
Turtle Rock Community Center @ 6:30 P.M.

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.

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

ASSOCIATION MAINTAINED SLOPES

Please remember not to install plant material on the Association maintained slopes. If homeowner installed plant material needs to be removed from the slopes, the responsible homeowner could be charged for the expense. If you have concerns with the condition of the slope behind your home, please contact Lisa Munson at Keystone Pacific Management at (949) 838-3218 or lmunson@keystonepacific.com.

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.

