

November 2015

THE HIGHLANDS

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

ANNUAL ELECTION RESULTS

The Board of Directors would like to thank all of the homeowners for voting and achieving quorum at the September 24, 2015 Annual Meeting. A special thanks to Jeff Isaac, William Baker, and Tom Roy for serving as Inspectors of Election and counting, and ballots. Congratulations to John Baker, Hugh Chewning, Don Geller, George Malouf, and Neil Matsui for being elected to the Board of Directors.

New "Smart" Irrigation Controllers

The Board of Directors recently approved an upgrade to the Association's irrigation controllers. There are many benefits including:

- Reduced water consumption and expenses significantly by monitoring weather, evaporation conditions, and automatically adjusts when and for how long the sprinklers are on.
- Utilizes water flow sensors and master valve shut-offs to turn off water automatically if the system detects a broken valve, sprinkler head, or leaking pipe.
- System immediately informs the landscape contractor of any problems with the irrigation system.
- The Association's landscape contractor can turn off or adjust system remotely.
- Allow for the proper amount of watering that will enhance the look and health of the vegetation in the Association's Common Area.

Get prepared for the rains

Word is that we might have a wet rainy season, so get prepared. Make sure all your drains, gutters & downspouts are cleared of debris and are in working condition. Test the drains and call a plumber to clear them if necessary. Remove dead leaves from your roof so they don't clog the drains and gutters. Inspect and clear screens. A few minutes of preventive action now can save you thousands of dollars of water damage. Oh, and don't forget to turn off your sprinklers whenever it rains (before, during & after).

BOARD OF DIRECTORS:

President: Hugh Chewning
Vice-President: Don Geller
Treasurer: George Malouf
Secretary: John Baker
Member-at-Large: Neil Matsui

UPCOMING BOARD MEETINGS:

**Tuesday, November 17, 2015 and
January 28, 2016
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: 949-430-5808.
jvega@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
customercare@keystonepacific.com

INSURANCE BROKER:

State Farm General Insurance Company
Phone: (714) 289-1778



November 2015 REMINDERS

Keystone Pacific Closed in Observance of Thanksgiving -
Thursday, November 26th & Friday, November 27th

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.

Street Sweeping Day - 2nd and 4th Wednesdays

Trash Pick-Up Day - Friday (Saturday after a holiday) Please remove
trash cans from the common areas after this day.

Upcoming Board Meetings

Tuesday, November 17, 2015 & January 28, 2016
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 www.keystonepacific.com.

ARCHITECTURAL STANDARDS

Homeowners, please take note that the out looker beams on the homes within the Association should never be cut off due to dry rot or damage, but replaced when needed. We appreciate your cooperation in helping keep the Highlands Community looking as pristine as originally designed.

A FEW HOMEOWNERS ARE ADDING UNNECESSARY COSTS TO THE ASSOCIATION

During our property inspections it was noted that some homeowners are allowing their dogs to walk through the recently planted flowers in the front entrance areas. Please walk animals on the green belt areas in the community.



LOCK YOUR CAR!

Remember to lock your car when parking in your driveway and on the street. There has been recent vandalism to cars that are not locked. Whenever possible, it's best to park your car in the garage, and keep the garage door closed.

ARCHITECTURAL APPLICATIONS

The Board would like to remind our homeowners that prior to any repairs, or any exterior modifications are made to 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.

