

DECEMBER 2015

# THE HIGHLANDS

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



## 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).

## Slope Bank Run-Off

Homeowners are responsible for conducting regular inspections, maintenance and repair of all yard drains and the paths of surface-drainage on their properties to prevent flooding of their homes, and to prevent water from being diverted onto adjacent properties. This responsibility extends to homeowner-installed drainage devices or drainage systems located at the bottom of the slope bank behind your home.

## Planting on Association Maintained Common Area

Homeowners should not be planting any type of plant or tree on Association maintained areas. If you have mistakenly planted plants or trees in the Associations maintained areas, please remove them immediately. We appreciate your cooperation.

## Holiday Travel

Now that the holiday season is here, some of you may be going on vacation. As a precaution, it is 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 them in for you. You can simply go on-line at [www.USPS.com](http://www.USPS.com) or by calling 1-800-215-8777 to have your mail placed on hold during your time away. Don't forget to have someone remove any flyers and/or ads from your door or driveway. Another good tip is to use a variable timer for interior lights so your home does not appear empty or vacant for an extended period of time. Have a wonderful and safe holiday vacation.



## BOARD OF DIRECTORS:

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

## UPCOMING BOARD MEETINGS:

**January 28, 2016 & February 25, 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](http://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](mailto:lmunson@keystonepacific.com)

### COMMON AREA ISSUES:

**Jeanette Vega**  
Phone: 949-430-5808.  
[jvega@keystonepacific.com](mailto:jvega@keystonepacific.com)

### BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600  
Fax: 949-833-0919  
[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

### INSURANCE BROKER:

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

### CITY OF IRVINE

Phone: (949) 724-6000



## DECEMBER 2015 REMINDERS SIGN UP FOR THE ACH PROGRAM

### Keystone Pacific Closed in Observance of the Holiday Season -

- \* Christmas Eve - Thursday, December 24th
- \* Christmas Day - Friday, December 25th
- \* New Year's Eve - Thursday, December 31st

### 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

January 28, 2016 & February 25, 2016

Turtle Rock Community Center @ 6:30 P.M.

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](mailto: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](http://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.

## 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.

## 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, 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.

