

February 2016

NORTHSTAR RANCH COMMUNITY ASSOCIATION

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

WE NEED TO WATCH THE WATER!

Please remember that the state of California is still in a drought despite the amount of rain we have received. Please feel free to report any common areas that have excessive watering or damaged irrigation to your community manager Clint Taylor at (949) 838-3291.

TRASH RECEPTACLES

Please refrain from leaving your trash receptacles in view of the common area for days on end. The Associations trash rule states "Trash containers may not be exposed to view 24 hours before or after trash pick up". Not only does it make your neighborhood look untidy, but it also attracts disease carrying rodents and other large unwanted animals. The Association Board is kindly requesting your courteous action to store your trash receptacles inside of your garage or behind your side gate.

VISIT www.northstarranchhoa.com!

Log onto the community website to:

- Submit maintenance requests, address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies, forms
- Access your account online
- Pay your HOA bill online

Should you have problem logging onto the community website, please call Customer Service at 949-833-2600.

QUIETING YOUR DOGS

Dogs can be quite loud when they are barking and with such close proximity to your neighbors, this can become a nuisance. Please make sure you are taking the steps needed to quiet your dog and always remember to pick up after your pets, its not just a rule it's the law!



BOARD OF DIRECTORS:

President: Brenda George

Vice President: Dylan Kennedy

Secretary: Steven Olsen

The final agenda will be posted at pool area bulletin board. You may also obtain a copy of the agenda by contacting management at 949-838-3236.

Next board Meeting:

February 22, 2016 at Keystone Pacific Property Management, Inc. 41593 Winchester Road, Suite 113, Temecula, CA. 92590.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Clint Taylor

Phone: 949-838-3291

Emergency After Hours:

949-833-2600

Fax: 949-833-0919

ctaylor@keystonepacific.com

COMMON AREA ISSUES:

COMMON AREA ISSUES:

Harmony Chavez

Phone: 949- 838- 3254

hchavez@keystonepacific.com

BILLING QUESTIONS/ ADDRESS

CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600

customercare@keystonepacific.com

INSURANCE BROKER:

Berg Insurance Agency

3651 Birtcher Dr, Lake Forest, CA

92630 (949) 830-4590

ARCHITECTURAL DESK:

Please submit your Architectural

Applications to:

architectural@keystonepacific.com

February 2016 REMINDERS

Keystone Pacific Closed in Observance of President's Day - Monday, February 15th

Please make sure you are watching your speed while driving through the community, we want to ensure our streets are safe for our kids.

For after-hours association maintenance issues, please call 951-491-6866 to be connected with the emergency service line.

Please call 9-1-1 for life-threatening emergencies.

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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.



ARCHITECTURAL REMINDER

Please remember that any exterior change or improvement to your house and/or rear yard must have Architectural Review Committee approval, prior to starting the project. Architectural Applications may be downloaded from the community website at www.northstarranchhoa.com. If exterior renovations have begun prior to receiving approval, a cease and desist notice will be sent and all work must halt until written architectural approval is received. Please note that work completed without approval may need to be removed at your own expense.

LETTERS FROM THE ASSOCIATION

Management is on site once a month to complete property inspections, and this will sometimes generate letters to homeowners. These letters may require you to clean areas in the front of your yard or correct a CC&R Violation. Here are some helpful tips in dealing with these friendly reminders!

- Don't get upset! No one likes to receive these letters but remember a courtesy letter is just that, a courtesy. From time to time, a friendly reminder is sent to you letting you know that an item needs to be addressed.
- Correct violations before they happen. Put away stored items that don't belong in front of your home. Keep your neighborhood looking good. This helps protect YOUR property values!
- Don't ignore the Association's request! Homeowners are sent a courtesy letter, if the violation continues, then a first letter giving a time frame to correct the violation is sent. If a homeowner still does not correct the violation, a second letter will be sent after which the owner will be called to a hearing before the Board! Correct violations immediately and/or call your Manager to discuss the matter.
- Yes, sometimes mistakes are made! Unfortunately, sometimes mistakes are made and a letter is sent in error. Just simply contact Management to discuss the letter.
- Fines, Fines, Fines! If you ignore requests and do get a hearing notice, fines will be imposed. Please don't let it get to that point. Let's keep our community a beautiful place to live!