

DECEMBER 2017

NORTHSTAR RANCH COMMUNITY ASSOCIATION

WWW.NORTHSTARRANCHHOA.COM

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

NORTHSTAR RANCH HOLIDAY DECORATING REMINDER!

A friendly reminder to all Northstar Ranch residents to please be courteous of your neighbors and decorate with care this holiday season. Please do not place any holiday lights or decorations in the Association's common area, landscaped area or planters. Placing decorations in the landscape areas prevents the landscapers from doing their job properly and creates a liability for the Association. Please keep decorations tasteful and in keeping with the look of Northstar Ranch. Thank you for your cooperation and for brightening our community with your holiday lights and decorations!



NEWSLETTER ARTICLES

Please feel free to submit any newsletter ideas or articles that you feel would be relevant to your neighbors here at Northstar Ranch. To be considered, all entries must be sent to the attention of Clint Taylor no later than the 5th of each month for inclusion in the following month's newsletter.

EXTERIOR HOUSE MAINTENANCE – STUCCO, WOOD TRIM, GARAGE DOORS AND WINDOWS

Maintenance is needed on several homes in the community to keep up the curb appeal and maintain the community values. If your wood trim is faded, peeling or rusting nails are showing through, please paint! Same applies to the garage door. Adding a new coat of paint to your home is a huge boost in appeal for the community and yourself. It has also been noted that many windows are in need of being repaired. We all need to do our part to keep the "maturing" community looking fresh and to remain a desirable place to live in.

BOARD OF DIRECTORS:

President: Brenda George
Vice President: Steven Olsen
Secretary: Hany Mansour
Treasurer: Vacant

The final agenda will be posted at the pool area bulletin board. You may also obtain a copy of the agenda by contacting management at 949-838-3291.

Next Board Meeting:

December 18, 2017 at 7:00 pm in the Keystone Pacific Property Management, LLC. Board Room, 41593 Winchester Road, Suite 113, Temecula, CA. 92590.

IMPORTANT NUMBERS: ASSOCIATION MANAGER:

Clint Taylor
Phone: 949-838-3291
ctaylor@keystonepacific.com

Emergency After Hours:

949-833-2600
Fax: 949-833-0919

COMMON AREA ISSUES:

Hannah Rangel
hrangel@keystonepacific.com
Phone: 949- 838- 3254

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

DECEMBER 2017 REMINDERS

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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TRASH CAN STORAGE & LABEL

When placing your trash cans out for pick up, please keep in mind that in many cases, they take up valuable parking spaces. This is one of the reasons why it is so important to only leave them out long enough for pick up. Further, please remember that all residents must label their trash containers in the Northstar Ranch Community.



SPEEDING!

Please respect your neighbors and slow down while driving in the Northstar Ranch Community. It will be getting darker sooner and Halloween is right around the corner. Lets all slow down and enjoy the ride!

NEIGHBOR TO NEIGHBOR

Living in a Northstar Ranch offers many advantages, but at the same time does impose some restrictions. These restrictions are not meant as an inconvenience, but rather as a means of maintaining harmony and protecting property values in your community. With neighbors in such close proximity it can be difficult for everyone to get along. Backyard landscaping needs to be trimmed to not obstruct your neighbor's property. If you have overhanging tree branches or climbing vines please be sure to trim them regularly. A key to a happy community is respect. Respecting your neighbor's right to the quiet enjoyment of their home is part of the arrangement. Your neighbors will appreciate, and hopefully reciprocate, your efforts to lower the volume, keep your pets quiet and keeping interior remodeling and entertaining to reasonable hours.

ARE YOU DELINQUENT?

The Board and Management would like to remind all members of the Association that not paying your monthly assessments can result in severe monetary penalties including, but not limited to, the Association foreclosing on your property. If you are delinquent please don't ignore it! The Board is willing to work with homeowners that have fallen behind on their assessments.

A MEMBERS RIGHT TO PRIVACY

California Civil Code allows a member to request to be removed from the membership list to prevent release of their private contact information to a member requesting the membership list. In order to opt-out of the membership list, you must notify the Association **in writing**. If you choose to opt-out of sharing your name, property address, email address and mailing address under the membership list, the opt-out designation shall remain in effect until changed by you, by written notification to management. If you wish to opt-out, please complete the Opt-Out Form on our website at: <http://www.kppm.com/forms/opt-out.php>.

November 15, 2017

Dear Northstar Ranch Community Association Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online. **Using the new portal; homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

During this upgrade, it will be necessary to update your account information by following the steps below or by visiting our online portal to ensure your payment is submitted on-time. Please follow the steps below:

1. Update Your Account Number:

Your new account number will be sent in December and will be included with your January statement. Please update your bank records to reflect this new account number. Please make sure to include your new account number on any checks or correspondence to your HOA. If you set-up your payments through your online banking account, please update your account number and payments address.

2. Update Your Payment Address:

Effective January 1st, please send all payments to our new payment address.
File 1958, 1801 W. Olympic Blvd., Pasadena, CA 91199.

Or, for fast and convenient processing, you may now take advantage of our new online payment features.

• **Manage Online Payments:**

Keystone Pacific is excited to introduce recurring online ACH payments. Please visit www.kppmconnection.com to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by visiting www.kppmconnection.com. Homeowners who complete our survey by February 1st will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support – both live and online. These include extended hours for live customer service support and online tutorials and videos to assist you in navigating the new portal. We want you to know that the Keystone Pacific team is here to support you when you need us most.

**Extended service hours from January 2nd – January 31st:
9:00 AM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: customercare@keystonepacific.com**

The launch of our upgraded portal is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life.

Sincerely,



Cary Treff, CEO
Keystone Pacific Property Management