

December 14, 2017

Dear 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.**

**IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH**

**CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!**

**IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK**

**Please complete the steps below to ensure your payment is submitted on-time:**

**1. Update Your HOA Account Number:**

- **Your 10 digit HOA account number is located in the top blue section of the attached January billing statement under "Account ID".**
- **If you pay by autopay through your bank, please update your bank records to reflect this new account number.**
- **If you pay by sending a check through the mail, please include your new account number on any checks or correspondence to your HOA.**

**2. Update Our Payment Address:**

- **If you pay by autopay through your bank, please update your bank records to reflect Keystone Pacific's new payment address**
- **If you pay by sending a check through the mail, please address all envelopes to Keystone Pacific's new payment address.**

New Payment Address:

File 1958

1801 W. Olympic Blvd.

Pasadena, CA 91199-1958

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

• **Manage Online Payments:**

You are still able to make one-time ACH payments through [www.kppmconnection.com](http://www.kppmconnection.com). In addition, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit [www.kppmconnection.com](http://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](http://www.kppmconnection.com). Homeowners who complete our survey by February 1<sup>st</sup> 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, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

**Extended service hours from January 2<sup>nd</sup> – January 31<sup>st</sup>:**

**9:00 AM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600**

**Email: [customer@keystonepacific.com](mailto:customer@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

**We've upgraded!**

Now you can sign-up for ACH, view violations, track submitted work orders and manage electronic notifications through our customer portal.

If you pay via Keystone Pacific recurring ACH, congratulations! Your account will be upgraded automatically. You don't need to do anything!

If you pay by check or autopay through your bank, please complete the steps below:

**UPDATE  
ACCOUNT  
NUMBER**

Please reference your new **HOA ACCOUNT NUMBER**, labeled Account ID on your included billing statement.

**UPDATE  
PAYMENT  
ADDRESS**

Please mail your **PAYMENTS** to:  
File 1958  
1801 W. Olympic Blvd.  
Pasadena, CA 91199 - 1958

Or

**MANAGE  
PAYMENTS  
ONLINE**

**[WWW.KPPMCONNECTION.COM](http://WWW.KPPMCONNECTION.COM)**

- Sign-Up for Recurring ACH
- Manage Credit Card Payments
- One-Time ACH

**NEED  
HELP?**

**EXTENDED CUSTOMER SERVICE**

through January 31st:

Mon. - Fri.: 9:00 AM to 9:00 PM

(949) 833-2600

[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

## Frequently Asked Questions

### How do I log in?

You can log on at [www.kppmconnection.com](http://www.kppmconnection.com) with your existing username and password. If you don't have a username and password yet, you need to register. First, locate your new account number in the top blue section of your included billing statement under "Account ID". Then, please visit [www.kppmconnection.com](http://www.kppmconnection.com) to access the new portal and follow the instructions. If you need help logging on, please call our customer service line below.

### What new features does the customer portal have?

Our new customer portal provides great new features! Homeowners can now sign-up for recurring ACH, view violations and violation letters, submit and track submitted work orders and manage electronic community notifications, all from a computer or mobile device!

### What if I signed up for recurring ACH directly through the Keystone Pacific Website?

Congratulations! Your account will be upgraded automatically and your payments will continue.

### What if I signed up with my bank to automatically pay my assessments?

Update your bank's records with the new remittance address and your new homeowner account number. Your new 10-digit account number will be labeled "Account ID" in the top blue section of your billing statement. The new payment address is:

File 1958  
1801 W. Olympic Blvd.  
Pasadena, CA 91199-1958

### What if I make or want to make payments on the Keystone Pacific website?

After January 3, 2018 – The Keystone Pacific customer portal will have more payment options. You can continue to make one-time ACH payments and now you can set up recurring payments as well. You can log on at [www.kppmconnection.com](http://www.kppmconnection.com).

### What if I make recurring payments with a credit card?

If you signed up for a recurring payment through PayLease utilizing your credit card, you will receive separate correspondence with easy-to-follow instructions.

### Will my account balance carry over?

Yes, however your January billing statement will only show January's assessment. It will not reflect your account balance. The account balance will appear on your February billing statement.

### I need Help! Who do I contact?

We've extended our hours for live customer service support to assist you in navigating the new portal. The Keystone Pacific team is here to support you.

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

**Phone Number: 949-833-2600**  
**Email: [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)**

JANUARY 2018

# NORTHSTAR RANCH COMMUNITY ASSOCIATION

[WWW.NORTHSTARRANCHHOA.COM](http://WWW.NORTHSTARRANCHHOA.COM)

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

## 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.



## **NEW YEAR'S RESOLUTIONS!**

- I will clean out my garage, so that I can park in it.
- I will drive slowly and carefully through the property and remind my guests to do the same.
- I will always keep my dog on a leash while walking through the community, and I will pick up after my pet every time.
- I won't make changes to my home until I have received architectural approval.
- I will report any problems with the common area as soon as I spot them.
- I will be a courteous neighbor and remember that noise travels.

## COMMON AREA LANDSCAPING

Please be reminded that homeowners are not allowed to put anything in the Common Area Landscaping. This includes Holiday decorations, signs, solar lights, potted plants etc. Anything put in the common area landscaping will be removed by management without notice. Please note decorations may only be attached to your home or front porch and must be removed by January 15, 2018.

## **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:**

January 19, 2018 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

# JANUARY 2018 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.

Next Board Meeting- January 19, 2018 at 7:00 pm in the Keystone Pacific Property Management LLC Board Room, 41593 Winchester Road, Suite 113, Temecula, CA. 92590.

## 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.



## 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.

## GARAGE PARKING

In accordance with our CC&R's, garages are to be cleared out for vehicle parking. Please make sure that you are able to fit the appropriate amount of vehicles in your garage. If garages are noticed to be used as storage, a courtesy letter will be sent out requesting you clear your garage out for vehicles. If the violation persists, you may be asked to a hearing and possibly fined. Parking is an issue in the community, if everyone uses their garage appropriately this will alleviate some of the parking issues.

## ARE YOU PARKING IN THE MOTOR COURTS?

The Board would like to remind all residents that parking in the motor courts is prohibited. Please keep in mind the Association has a patrol company that patrols the Association. If you are parking in the motor court areas and/or red zones you will eventually be towed. Further, please remember that jumpers and block parties are prohibited in the motor courts.

## WHAT TO DO IN CASE OF A COMMON AREA EMERGENCY

- \* If you have an after-hours emergency which you believe needs to be reported to Management, please call (949)-833-2600 and follow the prompt to be connected.
- \* Have relevant information ready, such as "Northstar Ranch" and address of issue, when the On Call Manager returns your call.
- \* Homeowners are responsible for their personal property located within their unit and patio area.
- \* All non-Association emergencies should go through the local authorities, police, fire department, etc., as needed, to avoid delay.

# 2018

**APPLICATION FOR CANDIDACY  
FOR THE BOARD OF DIRECTORS**

Dear Homeowner:

The Annual Election will be held in April 2018. If you are interested in serving on the Board, please complete this application and return it to KEYSTONE PACIFIC PROPERTY MANAGEMENT, LLC at the office address displayed below by **5:00 PM on Lcpwct{ '53.'4238.**

*Please type in the information requested below.*

NAME: \_\_\_\_\_

*(Please note: Be sure to complete and return verification information on page 2 of this application)*

*\*Candidacy statement needs to be kept to one page.*

WHY WOULD YOU LIKE TO SERVE AS A BOARD MEMBER?

WHAT IS YOUR BACKGROUND?

WHAT IS YOUR VISION FOR THE COMMUNITY?

WHAT WOULD YOU LIKE TO ACCOMPLISH DURING YOUR TERM OF OFFICE?

*(Per Civil Code, this form will be sent with the election materials, as submitted)*

**Page 1 of 2**

**Professionally Managed by: Keystone Pacific Property Management, LLC**  
16775 Von Karman Avenue, Suite 100 · Irvine, CA 92606-4960  
Tel (949) 833-2600 · Fax (949) 833-0919 · www.keystonepacific.com

**APPLICATION FOR CANDIDACY  
FOR THE BOARD OF DIRECTORS**

HOMEOWNER VERIFICATION INFORMATION

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

WORK PHONE NUMBER: \_\_\_\_\_

HOME PHONE NUMBER: \_\_\_\_\_

CELL PHONE NUMBER: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_