

FEBRUARY 2018

NORTHSTAR RANCH COMMUNITY ASSOCIATION

WWW.NORTHSTARRANCHHOA.COM

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

CUSTOMER PORTAL AND ONLINE ACCOUNT MANAGEMENT SOFTWARE !

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 Your Payment Address:

- If you pay by autopay through your bank, please update your bank records to reflect the new payment address.
- If you pay by sending a check through the mail, please address all envelopes to the 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. In addition, 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 nonregistered 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.

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:

March 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

FEBRUARY 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- March 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.

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 to be sent to the attention of Clint Taylor no later than the 5th of each month for inclusion in the following month's newsletter.

ARE YOU RENTING OUT YOUR HOME?

If you are a homeowner who has leased your property in Northstar Ranch, please be sure that your tenants are adhering to the CC&Rs and the Rules and Regulations of the community. It is your responsibility to keep the management company informed.

- ☛ Register your new tenants
- ☛ Send in a copy of the rental agreement
- ☛ Provide your new address, phone number and email
- ☛ Report when tenants vacate
- ☛ Collect community remotes and keys at the end of the tenancy
- ☛ Report missing remotes

DOES YOUR HOME NEED PAINTING?

If your entry doors, shutters, garage doors, siding, or stucco are faded, cracking, or in disrepair, it is time to paint. Ideally, you should paint your home once every 7 to 10 years to protect it from nature's harmful elements and moisture. If you are painting to match the exact color or you are choosing an approved color scheme, architectural approval will NOT be required. Paint color scheme information is available from our community manager or on the community website.



Northstar Ranch Community Association
Owner Notice Disclosure (Civil Code section 4041)

California law requires Owners in a community association to provide the following information to the association on an annual basis. Please complete and return this form to Keystone Pacific Property Management, LLC at the address shown below or send the completed form to forms@keystonepacific.com no later than March 31st.

Owner Name: _____

Property Address: _____

*ITEMS 1-6 NEED TO BE COMPLETED. IF NOT APPLICABLE, PLEASE INDICATE N/A

1. Address or Addresses to which notices from the association are to be delivered:

2. Any alternate or secondary address to which notices from the association are to be delivered:

3. The name and address of your legal representative, if any, including any person with power of attorney or other person who can be contacted in the event of your extended absence from your property:

4. Your property is (please check one): Owner occupied Rented out

If your property is rented out, please provide the following information:

Name of Tenant(s): _____

Phone Number: _____

Email Address: _____

5. Is your property developed but vacant (please check one)?: Yes No

6. Is your property undeveloped land? Yes No

Please return this form to:
Northstar Ranch Community Association
c/o Keystone Pacific Property Management, LLC
16775 Von Karman Ave, Suite 100
Irvine, CA 92606