

OCTOBER 2019

NORTHSTAR RANCH COMMUNITY ASSOCIATION

WWW.NORTHSTARRANCHHOA.COM

Professionally Managed by Keystone Pacific Property Management, LLC - 41593 Winchester Rd., St. 113, Temecula 92590

TRICK OR TREAT?

With Halloween fast approaching, it is especially important to remember to proceed with extra caution while driving throughout the community. The combination of trick-or-treaters and the absence of light makes it crucial that safe driving be practiced by all. This includes following designated speed limits and making a complete stop whenever approaching a stop sign. Be safe and have a **Happy Halloween!**

WATCH YOUR SPEED

The speed limit within the community is 15 MPH, however, it would be very much appreciated if homeowners would use this as their top speed guideline and navigate a little slower through the neighborhood and to not run the posted stop signs. There are many children walking and riding their bikes to and from school or the park area and safety is our biggest concern. Thank you for your cooperation.

DOG BARKING

Northstar Ranch homeowners and residents are reminded that dogs left unattended in their units for extended periods of time may disturb other residents by their barking. Substantiated complaints about this problem may result in fines by the Association and/or referral to Animal Control. Please be considerate to your surrounding neighbors regarding dog barking and other noise disturbance matters.

POOL & SPA GATHERINGS

Please remember that if you bring items into the recreational areas, it is your responsibility to clean up after and put the trash in your own trashcan. **Pets, smoking, glass bottles and glassware are strictly prohibited in the pool area.** Drinking alcohol before using the spa is not recommended due to health considerations. Those suffering from heart diseases, asthma, high blood pressure as well as pregnant women should be cautious if considering using the spa.

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 951-395-1202.

Next Board Meeting:

October 21, 2019 at 7:30 pm in the Keystone Pacific Property Management, LLC. Board Room, 41593 Winchester Road, Suite 113, Temecula, CA. 92590.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:
Darren Mandel
Phone: (951) 395-1202
dmandel@keystonepacific.com

Emergency After Hours:
951-491-6866

COMMON AREA ISSUES:

Danica Petroff
dpetroff@keystonepacific.com
Phone: 951-491-7363

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
customer@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

OCTOBER 2019 REMINDERS

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

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.

EXPEDITING YOUR REQUEST OR CONCERN

Management would like to make sure all homeowners have key tips in order to expedite your maintenance request, concern or emergency:

- Please put your request in writing via email whenever possible.
- Email photos when possible. Photos enable us to get a clear picture of the location and extent of the issue needing to be addressed.
- Please indicate your Association "Northstar Ranch" in the subject line, and remember to include your full address in the body of the email for reference.
- Provide us with your best contact phone number if the issue is complex, and requires special attention.
- Please report issues as soon as you see them.
- True emergencies will always be treated as such, and will be prioritized. If there is an emergency after hours, please contact the after hours emergency service line.

PICK-UP AFTER YOUR PET

Please pick up after your pet. This is a concern in the neighborhood where pet owners are not picking up after their pet. Doggie bag dispensers and trash receptacles are placed throughout the community. Please do not throw the doggie bags on the ground or store in front of your front door or in the bushes. This is unsightly and unhealthy. Failure to pick up after your pet will result in disciplinary fines.

COMPLIANCE LETTERS

When you receive courtesy letters to call your attention to a certain compliance issue, please make sure you call Management to inform us that you are addressing the issue and/or need more time to resolve the matter. This way, we avoid pursuing further compliance action. Please remember, Management is here to help the homeowners and to try and keep Northstar Ranch looking as nice as possible.

