

May 2020

# NORTHSTAR RANCH

[www.northstarranchhoa.com](http://www.northstarranchhoa.com)



## KEYSTONE PACIFIC AND COVID-19

Management would like to take this time to thank all of the homeowners at Northstar Ranch for their patience and understanding during the mandated stay at home order. Thank you for your understanding of the pool and tot lot closures. Keystone Pacific is still open and is business as usual taking care and maintaining your community. All of the community vendors are still working as well to keep your community amenities in great working order. Management will continue to keep the common area facilities closed until the order is lifted.

## HOME MAINTENANCE WHILE SHELTERING IN PLACE

If you are staying at home there are still many ways you can safely maintain your home and keep the curb appeal of the community high and property values stable.

- Keep your front patio clear and pull the weeds in your planters and front parkway.
- Pull your trash cans behind your gate.
- Clean your driveway if there are oil stains, Dawn liquid soap and water is a good degreaser.
- Clear out space in your garage for parking of your vehicles.
- Clean off your stucco, either power wash or sweep stucco with a clean dry broom.



Thank you for taking great care of your property!

## OWNERS WHO LEASE THEIR HOME IN NORTHSTAR

We would like to take this time to remind all homeowners that it is their responsibility to inform their tenants of the Association's rules and regulations. Please provide a copy of the Association's rules to your tenants to avoid confusion. It is the homeowner who is ultimately responsible for the actions of their tenants. Thank you for your cooperation with this matter.

## PRIVATE RESIDENTIAL SPEED LIMIT

We all want to make Northstar Ranch a safe and enjoyable place to live and call home. For everyone's safety in the community, please remember that the speed limit in Northstar Ranch is 15 MPH. Please be sure to slow down and watch out for our children, neighbors and guests. We want everyone to be safe!

**BOARD OF DIRECTORS:**  
**President: Brenda George**  
**Vice President: Todd Lytle**  
**Secretary: Hany Mansour**

*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:**  
TBA

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](mailto:dmandel@keystonepacific.com)

**Emergency After Hours:**  
**951-491-6866**

**COMMON AREA ISSUES:**

Vanessa Samson  
[vsamson@keystonepacific.com](mailto:vsamson@keystonepacific.com)  
Phone: 951-375-3446

**BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:**

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

**INSURANCE BROKER:**

LaBarre/Oksnee  
30 Enterprise #180, Aliso Viejo, CA 92656 (800)-698-0711

**Mothers Day is Sunday, May 10th**



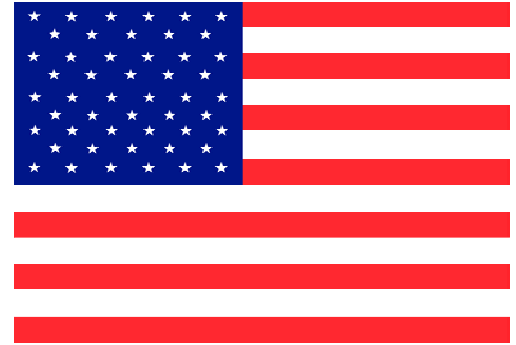
Managed by Keystone  
41593 Winchester Road, Suite 113,  
Temecula, CA. 92590.

## May 2020 REMINDERS

- Keystone is Closed in Observance of Memorial Day - Monday, May 25th
- For after-hours association maintenance issues, please call (949) 833.2600 to be connected with the emergency service line. Please call 9-1-1 for life-threatening emergencies.
- Next Board Meeting: TBD  
Location: Keystone / Temecula



Memorial Day is May 25th, remember to fly your American Flag!!



### **WHY ARE HOA ASSESSMENTS IMPORTANT?**

Your homeowners association is a non-profit mutual benefit corporation, of which you are a member. The common areas in your community are the assets that this corporation (your HOA) is responsible for managing. Therefore, your assessments directly support the programs and services that preserve the property values of the homes in your community. As a non-profit mutual benefit corporation with a volunteer board of directors, none of the members on your community's board receive compensation for their service—all of the membership assessments are funneled back into amenities and services that protect your home's equity.

### **WHERE DO HOA ASSESSMENTS GO?**

There are two parts to your HOA's annual budget: operations and reserves. Both play a critical role in preserving your home's value. Operations are the monthly expenses that fund the daily operations of the association and includes things like the landscaping contract and materials, pool maintenance, patrol, insurance fees, administrative costs, utilities and legal fees. Reserve funding is typically a very large part of what comprises your monthly assessments. Reserves represent the long-term savings plan that your HOA uses to proactively cover major repairs and replacements of common area components. Because your board has a fiduciary responsibility to manage your funds and property, setting reserves is an important part of responsible planning and maintenance. Reserve covers replacement of most of your HOA's major maintenance components, including major pool repairs & replacements to heaters, decking, and restrooms, new fencing and gates, painting projects, repaving common area roads and driveways.

### **WHAT ARE MY OPTIONS IF I AM STRUGGLING TO PAY MY ASSESSMENTS?**

COVID-19 has had a huge effect on our daily lives including many people's income. The Board of Directors must balance their compassion for their fellow neighbors with their fiduciary obligation to protect the financial well-being of the association. The association must be able to maintain cash flow to pay utility bills, insurance, landscape maintenance costs and other expenses necessary to protect property values and provide for a safe community. Therefore, associations are typically unable to waive all or even some of the monthly assessments. That being said, the Board does have some options to help homeowners on a case by case basis and not proceed with legal action or foreclosure on assessment payments, but rather work out payment plans and hold late fees and interest. Homeowners that are facing financial hardships should submit their specific request in writing to the Board of Directors for review. You may submit your request to Management at [dmandel@keystonepacific.com](mailto:dmandel@keystonepacific.com).