

OCTOBER 2020

# NORTHSTAR RANCH

WWW.NORTHSTARRANCHHOA.COM



## WHAT DOES YOUR MANAGEMENT COMPANY DO?

We receive non-compliance notices from the management company. We send our assessment checks to the management company. We report common area maintenance problems to the management company. So, the management company makes all of the important decisions regarding our community, right? Not necessarily!

The management function of your Association is administrative in nature. The Board is the principle policy-making body which sets policies, standards, procedures, and programs, for example. Management's function is to carry out these Board decisions. The Board has the authority and the power to set policies and standards to carry these policies out. It may delegate its authority to implement its decisions, but it cannot delegate its responsibility to see that they are implemented and implemented properly. Management implements decisions of the Board and administers the programs, services and activities of the Association within the policies and guidelines set by the Board. When communicating with us, please keep in mind that although the Board has given us the authority to make many of the day-to-day operational decisions, some requests are going to need the approval of the Board of Directors.

Here are some tips to help facilitate your communication with the Board:

- ★ When in doubt about your request, put it in writing.
- ★ Attend the General Session portion of the Board of Directors meeting.
- ★ If your request is "non-emergency" in nature, please be patient. In most cases, management will research the issue for the Board so that the Board can make the best educated, business decision possible.
- ★ If you have any questions whatsoever, do not hesitate to contact us via email or phone.

## 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!**

## **BOARD OF DIRECTORS:**

**President:** Brenda George  
**Vice-President:** Todd Lytle  
**Secretary:** Hany Mansour

## **NEXT BOARD MEETING:**

**October 19, 2020—6:00PM**

Vis Zoom: Link to be provided at a later date when agenda is finalized

*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.*

## **IMPORTANT NUMBERS:**

### **ASSOCIATION MANAGER:**

**Darren Mandel**  
Phone: (951) 395.1202  
**Emergency After Hours: (949) 833.2600**

Fax: (951) 346.4129  
dmandel@keystonepacific.com

### **COMMON AREA ISSUES:**

**Vanessa Samson**  
Phone: (951) 375.3446  
vsamson@keystonepacific.com

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

Phone: (949) 833.2600  
customer@keystonepacific.com

### **ARCHITECTURAL DESK:**

Phone: (949) 838.3239  
architectural@keystonepacific.com

### **INSURANCE BROKER:**

LaBarre/Oksnee / 30 Enterprise  
#180 Aliso Viejo, CA 92656 / (800) 698.0711

## OCTOBER 2020 REMINDERS

Keystone Pacific After Hours Service Line 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.

Trash day: every Friday, please make sure to return trash bins after that day.

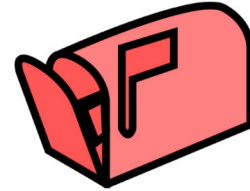


AFTER-HOURS

### HOMEOWNER ASSESSMENT INFORMATION

The payment address for assessments to be mailed is to:

PO BOX 513380  
Los Angeles, CA 90051-3380



### FUN HALLOWEEN FACTS!

- ★ Reese's Peanut Butter Cups were 2019's most popular Halloween candy!
- ★ Ireland is typically believed to be the birthplace of Halloween.
- ★ Pumpkins are not just orange! They can also grow to be blue, white or green.
- ★ More than twice as much chocolate is sold for Halloween than as for Valentine's Day.
- ★ Only 6 states produce a majority of the holiday's pumpkins, California being one of them!
- ★ Superheroes and princesses, as well as witches, zombies and vampires, were some of the most popular costumes of 2019
- ★ Candy corn is one of the most hated Halloween candies!

### 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.

### POOL CLOSURE

Thank you everyone for your cooperation and consideration while using the pool facility this summer under the temporary facility rules related to COVID-19. As you may know, the extra janitorial schedule and pool monitor service is not within the current operating budget for Northstar Ranch year-round. The Board has reviewed the financial impact of keeping the pool open during this time and has made the decision to close the pool temporarily following the Labor Day Holiday.

