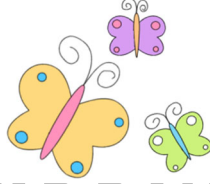


March 2021



NORTHSTAR RANCH COMMUNITY ASSOCIATION

www.northstarranchhoa.com

ARE YOU A GOOD NEIGHBOR?

Being a good neighbor is vital to creating a healthy and happy community. Ask yourself these few questions and see what you can do to improve the quality of life at Northstar Ranch.

- Do I keep my porch and side yard clean of storage items?
- Do I park two vehicles in my garage to conserve street parking?
- Do I play loud music that could affect others?
- Do I monitor my pet's behavior to insure that they are not continually barking?
- Do I report maintenance items to Management?
- Do I put my trash cans away promptly after trash pick up day?
- Do I pick up after myself, my guests, my children or my pets after utilizing the common area?
- Do I pay my assessments on time?
- Do I attend Board Meetings and take a vested interest in my community?
- Do I know my neighbors and have I taken the time to have a friendly conversation with them?
- Do my tenants know the rules and have I presented them with a copy of the Rules & Regulations and/or CC&R's?

Management deals with neighbor complaints all the time and the first question is often, "have you spoken to your neighbor regarding this issue?" Many items can be dealt with one-on-one, if approached in a friendly manner, with the intention of resolution! Please make sure that you are being a good neighbor and fostering a happy community! Thank you.

ARCHITECTURAL REMINDER

Please remember that any exterior change or improvement to your house and/or rear yard must have Architectural Review Committee approval, prior to starting the project. Architectural Applications may be downloaded from the community website at www.northstarranchhoa.com. If exterior renovations have begun prior to receiving approval, a cease and desist notice will be sent and all work must halt until written architectural approval is received. Please note that work completed without approval may need to be removed at your own expense.

LANDSCAPE MAINTENANCE

Although it is still cold out and the idea of spending time outside in the cold is not too appealing for many, that doesn't give you a free pass on your porch and backyard maintenance! Spring is just around the corner. Please make sure you are doing your best and taking time to keep your home looking nice throughout the winter season. Thank you!



BOARD OF DIRECTORS:

President: Brenda George
Vice-President: Toddy Lytle
Secretary: Hany Mansour

NEXT BOARD MEETING:

Monday, March 15, 2021
Conference call via Zoom

The final agenda will be posted at 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-care@keystonepacific.com

ARCHITECTURAL DESK:

Phone: (949) 838.3239
architectural@keystonepacific.com

INSURANCE BROKER:

LaBarre/Oksnee
30 Enterprises #180
Aliso Viejo, CA 92656



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

March 2021 REMINDERS

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 Pick-Up Day - Friday
Please remove trash cans from the common areas after this day.

Board Meeting : Monday, March 15, 2021
Conference call via Zoom



WHY ARE HOA ASSESSMENTS IMPORTANT?

Your homeowner 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, you 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, security patrol, insurance premiums, administrative costs, management company services, 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 private streets, driveways, fences and the tot lot.

Therefore, associations are typically unable to waive all or even some of the monthly assessment. However, the Board does have some options to help homeowners. These options include waiving late fees and interest, limiting foreclosure actions, and helping members by working out payment plans in the event they cannot pay their assessments. If you want more information, please feel free to contact us to learn more.

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 assessment. However, the Board does have some options to help homeowners. These options include waiving late fees and interest, limiting foreclosure actions, and helping members by working out payment plans in the event they cannot pay their assessments. If you want more information, please feel free to contact us to learn more.