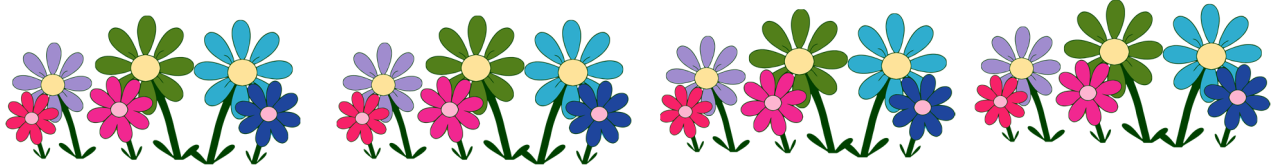


May 2021



NORTHSTAR RANCH COMMUNITY ASSOCIATION

www.northstarranchhoa.com

Trash Can and Curbside Junk Reminder

The Board of Directors would like to remind all residents per the Associations Rules and Regulations, trash containers may not be in view of the common area 12 hours before or 12 hours after trash pick up. Further, owners are required to label their trash containers with their property address. Not only does it make your neighborhood look untidy when the containers are left out, but it also attracts disease carrying rodents and other large unwanted animals. The Association Board is kindly requesting your courteous action to store your trash receptacles inside of your garage or behind your side gate. Lastly, please remember that it is the responsibility of the resident to contact waste management for large item pickups. Should the HOA have to have the item removed the homeowner will be subject to monetary penalties and fines.

KEEPING NORTHSTAR RANCH LOOKING GOOD

We need all of our residents' help in keeping our community looking its best. Please do your part and remember to:

- Pick up after your pet and dispose of waste properly.
- Pick up litter you notice in the community and dispose of it.
- Make sure household trash is bagged, secured and disposed of in a timely and appropriate manner.
- Store trash receptacles from view and be sure not to leave them out 24 hours before or after pick up.
- Be sure to store your garden hose properly when not in use.



Love and Leash Your Dog

We love dogs—we really do. That's why the association is committed to enforcing the county leash law on association property. According to the U.S. Humane Society, an unleashed dog has an average life span of less than four years. Allowing your dog to run free threatens your dog's health and welfare and the happiness it brings to you. We also love our community. That's another reason the association is committed to enforcing the county leash law—so all residents may enjoy our community. We trust we can count on you for voluntary compliance with the leash law. We don't like to call animal control, but we won't have any choice if your dog is running free.

VISIT WWW.NORTHSTARRANCHHOA.COM!

Log onto the community website to:

- Submit maintenance requests, address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies, forms
- Access your account online
- Pay your HOA bill online

Should you have problem logging onto the community website, please call Customer Service at 949-833-2600.

BOARD OF DIRECTORS:

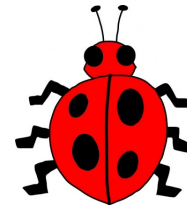
President: Brenda George
Vice-President: Toddy Lytle
Secretary: Hany Mansour

NEXT BOARD MEETING:

TBA

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 926



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



May 2021 REMINDERS

- Keystone is Closed in Observance of Memorial Day - Monday, May 31st
- 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 : TBA
Conference call via Zoom

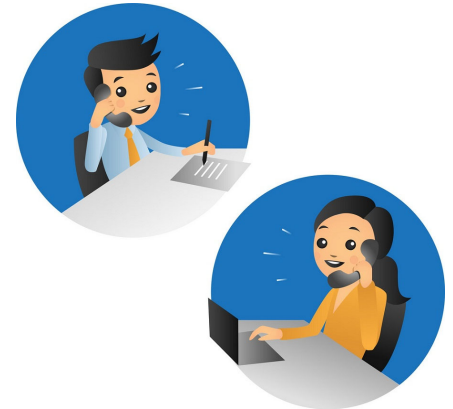


NEIGHBOR TO NEIGHBOR

Living in Northstar Ranch offers many advantages, but at the same time does impose some restrictions. These restrictions are not meant as an inconvenience, but rather as a means of maintaining harmony and protecting property values in your community. With neighbors in such close proximity it can be difficult for everyone to get along. Backyard landscaping needs to be trimmed to not obstruct your neighbor's property. If you have overhanging tree branches or climbing vines please be sure to trim them regularly. A key to a happy community is respect. Respecting your neighbor's right to the quiet enjoyment of their home is part of the arrangement. Your neighbors will appreciate, and hopefully reciprocate, your efforts to lower the volume, keep your pets quiet and keeping interior remodeling and entertaining to reasonable hours.

WHAT TO DO IN CASE OF A COMMON AREA EMERGENCY

- If you have an after-hours emergency which you believe needs to be reported to Management, please call (949)-833-2600 and follow the prompt to be connected.
- Have relevant information ready, such as "Northstar Ranch" and address of issue, when the On Call Manager returns your call.
- Homeowners are responsible for their personal property located within their unit and patio area.
- All non-Association emergencies should go through the local authorities, police, fire department, etc., as needed, to avoid delay.



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 fobs at the end of the tenancy
- Report missing fobs

HOME IMPROVEMENT PROJECTS

Prior to commencing with alterations or improvements to your house or yard, please be sure to obtain architectural approval. For more information about how to obtain architectural approval, please contact management at 951 375.3446, you can also obtain a copy of the architectural application on the Association's website.