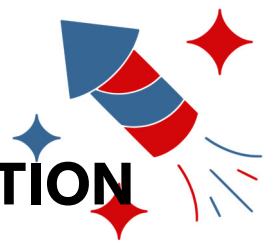


July 2021



# NORTHSTAR RANCH COMMUNITY ASSOCIATION

www.northstarranchhoa.com

## COMMUNITY POOL UPDATE

The pool is open for use at 50% capacity! It is open Thursday through Monday from 12 PM– 8 PM. You will need to check in with the pool monitor and sign a waiver upon each entry. All key cards are still turned off at this time.



## ARE YOU GOING ON VACATION?

As the summer season is approaching, many of you will be going on vacation. As a precaution, it's a good idea to let your trusted neighbors know where you will be and how to reach you in case of an emergency. Here are some tips you can maybe use while you're away.

- Plan ahead to stop your newspaper and mail service while you are away, or make arrangements with a neighbor to take the paper in for you. You can simply go on-line at [www.usps.com](http://www.usps.com) or visit the local post office to have your mail placed on hold during your time away.
- Don't forget to have someone remove any flyers and/ or ads from your door or driveway as these are good indicators that no one is home.
- Another good tip is to use a variable timer for lights so your home does not appear empty or vacant for an extend period of time. Check all appliances to make sure they are turned off properly.
- Securely lock all windows and doors.
- Be sure to park all vehicles inside of the garage.

## TRASH CONTAINER REMINDER

The Board of Directors would like to remind all residents, per the Association's 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 your garage or behind your side gate.



## WHAT TO DO WHEN YOU RECEIVE A VIOLATION LETTER:

No need to panic! We know that receiving a violation letter is not fun, but it is necessary in order to keep the community beautiful, clean, and safe. If you have received a violation letter, please email Management with a photo of the issue being resolved and request to close out the violation. If you are at a hearing status, your email request will be reviewed by the Board at the next meeting. Please keep in mind that this is for the benefit of the community. We appreciate your cooperation!

## SIGNS & FLYERS IN COMMON AREA

Signs and flyers are NOT allowed to be placed or installed in the common area landscaping or in view from the common area. This includes 'Graduation' signs and real estate signs. Thank you for your attention with this item.

### **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](mailto:dmandel@keystonepacific.com)

#### **COMMON AREA ISSUES:**

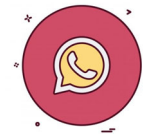
**Vanessa Samson**  
Phone: (951) 375.3446  
[vsamson@keystonepacific.com](mailto:vsamson@keystonepacific.com)

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

Phone: (949) 833.2600  
[customer care@keystonepacific.com](mailto:customer care@keystonepacific.com)

#### **ARCHITECTURAL DESK:**

Phone: (949) 838.3239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)



#### **INSURANCE BROKER:**

LaBarre/Oksnee  
30 Enterprises #180  
Aliso Viejo, CA 926

#### **PARKING & PATROL:**

**BAS Security**  
Phone: 760-297-0227  
**United Towing**  
Phone: 951-677-8486

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

## July 2021 REMINDERS

- Keystone is Closed for Independence Day (observed) - Monday, July 5th

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 : TBD for August  
Conference call via Zoom



### ARE YOU PARKING IN THE MOTOR COURTS?

The Board would like to remind all residents that parking in the motor courts is prohibited. Please keep in mind the Association has a patrol company that patrols the Association. If you are parking in the motor court areas and/or red zones you will eventually be towed. Further, please remember that jumpers and block parties are prohibited in the motor courts.

### 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.



### COMMON AREA LANDSCAPING

Please be reminded that homeowners are not allowed to put anything in the Common Area Landscaping. This includes but is not limited to Holiday decorations, signs, solar lights, potted plants, etc. Anything put in the common area landscaping can be removed by management without notice and homeowners can receive a violation letter. Please note decorations may only be attached to your home or front porch and must be removed within fifteen (15) days of the holiday.

### NORTHSTAR RANCH RULES AND REGULATIONS

If you are leasing your property, please provide your tenants with a copy of the Association Rules & Regulations. It is the responsibility of the **homeowner** to ensure that their tenants are abiding by all Rules & Regulations. A tenant's failure to comply with the Rules & Regulations can lead to fines for the Homeowner. Please visit [www.northstarranchhoa.com](http://www.northstarranchhoa.com) or e-mail [vsamson@keystonepacific.com](mailto:vsamson@keystonepacific.com) for a copy of the most recently updated Rules & Regulations for the community.

### 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.