

December 2015

NORTHSTAR RANCH COMMUNITY ASSOCIATION

Professionally Managed by Keystone Pacific Property Management, Inc. - 16775 Von Karman, Ste. 100, Irvine, CA 92606

Seasons Greetings

UNDER NEW MANGEMENT!

Keystone Pacific Property Management, Inc. is honored to be taking over as the acting management company for the Northstar Ranch Community Association. We will do everything in our power to make this transition as smooth as possible. We thank you in advance for your patience while we get to know you all and the learn the intricacies and unique nuances of your community. Clint Taylor is your property manager and can be reached at 949-838-3291 or ctaylor@keystonepacific.com. David Washington is his Associate and can assist you when he is out of the office on property inspections, landscape walks or Board Meetings. David can be reached at 949-838-3254 or

COMMON AREA LANDSCAPING

Please be reminded that homeowners are not allowed to put anything in the Common Area Landscaping. This includes Holiday decorations, signs, solar lights, potted plants etc. Anything put in the common area landscaping will be removed by management without notice.

FAMILY VISITING FOR THE HOLIDAYS?

As the holiday season approaches, we would like to remind everyone about parking within the community. During this time of year, many people have get-togethers with family and friends. This creates a lot of extra vehicle traffic on the Associations streets. Please make sure your guests follow the speed limit and the parking rules of the community.



BOARD OF DIRECTORS:

President: Brenda George
Vice President: Dylan Kennedy
Secretary: Steven Olsen

The final agenda will be posted at pool area bulletin board. You may also obtain a copy of the agenda by contacting management at 949-838-3236.

IMPORTANT NUMBERS: ASSOCIATION MANAGER:

Clint Taylor
Phone: 949-838-3291

Emergency After Hours:

949-833-2600
Fax: 949-833-0919
ctaylor@keystonepacific.com

COMMON AREA ISSUES:

David Washington
Phone: 949-838-3201
dWASHINGTON@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
customer-care@keystonepacific.com

INSURANCE BROKER:

Berg Insurance Agency
3651 Birtcher Dr, Lake Forest, CA 92630
(949) 830-4590

ARCHITECTURAL DESK:

Phone: 949-838-3239
architectural@keystonepacific.com

POOL FOBS:

Pool Fobs can be purchased for \$50.00. If you are interested in purchasing one of these items, please contact Clint Taylor at (949) 838-3291.

DECEMBER 2015 REMINDERS

Keystone Pacific Closed in Observance of the Holiday Season -

- * Christmas Eve - Thursday, December 24th
- * Christmas Day - Friday, December 25th
- * New Year's Eve - Thursday, December 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.

SIGN UP FOR THE ACH PROGRAM

Save time and money and never miss a payment again! Sign up to have your assessment payments automatically debited from your checking or savings account. Please call Customer Care at 949-833-2600 or send an e-mail to customercare@keystonepacific.com to request an ACH application.



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.

PETS IN THE COMMUNITY

- Follow all licensing and leash laws. Always keep your pets on leash when leaving your yard.
- Please curb your dog and do your best to prevent them from using a neighbors yard.
- Please do not allow your dogs to bark and disturb your neighbors.
- Picking up after your pet is your family's responsibility. Please remind all members of the household to pick up after your pets. Be sure to bring a bag and/or scooper with you every time.

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, as this enables a clear idea of the location and extent of the issue needing to be addressed.
- Please place Northstar Ranch Community Association and your full address, including your unit number, in the subject line.
- Provide us with your best contact phone number if the issue is complex and may need special attention. We promise to use the utmost discretion if contact is needed.