

August 2018

SERRANO AT GLENROSE RANCH



Professionally Managed by Keystone Pacific Property Management, LLC - 41593 Winchester Road, Suite 113, Temecula, CA. 92590

BOARD SEAT OPPORTUNITY AVAILABLE!

The Association's Board of Directors will be seeing one developer Board Member resigning at the September meeting. The Association needs your help. The Association will need new a new Board Member to fill the vacancy so that the Association business can be conducted on behalf of the Membership.

If you are interested in being appointed to the Board, please find the candidacy statement that was sent with this month's billing statement and this newsletter. Please complete the candidacy statement and return to Management to mmurano@keystonepacific.com no later than August 31, 2018.



The Board of Directors are elected representatives of the Homeowners Association and are the only officers of the Corporation. The Board has the exclusive responsibility to supervise the property, sub-contractors, finances and CC&R's and, in general, may make decisions which may affect the Association and its members.

The Board of Directors will also be voting on creating a Landscape Committee at the September 10th meeting. If you would like to have an input on the maintenance and appearance of the common area landscaping within the community, please contact Management to have your name included for potential individuals that can potentially be appointed by the Landscape Committee once it has been established.

COMMON AREA LANDSCAPING

It has been brought to Management's attention that many in the community have been displeased with the maintenance and appearance of the common area landscaping throughout the community. The Board of Directors held a special Executive Session on July 10, 2018 and approved the transition from RGS Landscaping to Villa Park Landscaping. We feel this change in vendors will greatly affect the upkeep and aesthetic of the common area landscaping. Please report any common area landscaping issues immediately to Management at (951) 491-7363. Note, the community's plant palette is California Native Drought Tolerant and have a natural growth pattern that can have the appearance of being unmaintained and overgrown. However, these plants are most healthy when left to grow naturally, then pruned back instead of trimmed with hedge trimmers during the right season.

BOARD OF DIRECTORS:

President: Edgar Gomez
Vice-President: Holden Howell
Secretary/Treasurer: Sonny Evans

NEXT BOARD MEETING:

Monday, September 10, 2018
6:30 P.M. @ Richmond American
Model Homes
7927 Prairie Rose Way
Highland, CA 92346

The final agenda will be posted at the mailboxes at least four days prior to the meeting. You may also obtain a copy of the agenda by contacting management at 951-491-7749.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Marc Murano
Phone: 951-491-6866
Emergency After Hours: 949-833-2600
Fax: 951-491-6864
mmurano@keystonepacific.com

COMMON AREA ISSUES:

Kiara Caballero
Phone: 951-491-7363
kcaballero@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 951-491-6866
customercare@keystonepacific.com

ARCHITECTURAL DESK:

Phone: 951-491-6866 ext 239
architectural@keystonepacific.com

POOL KEYS:

Kiara Caballero
Phone: 951-491-7363
kcaballero@keystonepacific.com

CAL SUBMETER (WATER) INFO:

Customer Service: 858-571-8999

RICHMOND AMERICAN CUSTOMER SERVICE:

Jaime Bocanegra
Phone: 951-232-8719
Fax: 951-444-7882
Jaime.bocanegra@mdch.com

AUGUST 2018 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.
- Street Sweeping Day - Third Wednesday of each month
- Trash Pick-Up Day - Wednesday
Please remove trash cans from the common areas after this day.
- Monday, September 10, 2018 Board Meeting @ 6:30 P.M.
Location: Richmond American Model Homes
- Perimeter Landscaping Issues must be reported to the City of Highland Public Works Department. They can be reached at:
(909) 864-6861 x.217

PAYMENT UPDATE:

Effective immediately, your account number and where to send your assessment payment has changed.

To avoid any delays in processing your assessment payments, please update your records.

Your new 10 digit account number can be found in your billing statement. The new payment address will be:

**File 1958, 1801 W. Olympic Blvd.
Pasadena, CA 91199-1958.**

If you have any questions or concerns, please call 949-833-2600.

COMMUNITY REMINDERS

Please be reminded of some frequently forgotten rules and regulations within the Serrano at Glenrose Ranch Homeowners Association.

1. All satellite dish installations must be installed out of view of the common area streets and driveways.
2. There is no parking allowed in the common area driveways.
3. Security cameras or any exterior installation to your unit requires an architectural application approval.
4. Please remember to turn your coach lights on, the switch is located in your garage!

SPEEDING WITHIN THE COMMUNITY

Please be aware of your speed when driving through the community. We want Serrano at Glenrose Ranch to be reasonably safe for all our residents. Please keep your speed at a reasonable pace when driving to and from your home.

AFTER HOURS EMERGENCY LINE:

If there is an emergency situation with the pool, irrigation, or any other common area problem that occurs after 5:00 P.M., over the weekend, or on a holiday, please contact our emergency number at **949-833-2600** to report the issue so that it can be corrected as quickly as possible.



For common area work orders or key card requests during regular business hours (9am–5pm, Monday through Friday), please contact Kiara Caballero at (951) 491-7363 or via email at kcaballero@keystonepacific.com.

UTILITY INFORMATION:

POLICE: (909) 387-8313

ELECTRIC: Edison (800) 655-4555

GAS: So Cal Gas (951) 427-2200

FIRE: (909) 862-3031

WATER: Cal Submeters: (800) 203-8653

East Valley Water District: (909) 899-9501

BURRTEC: (951) 786-0639

