

September 2018

SERRANO AT GLENROSE RANCH



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

WELCOME TO SERRANO AT GLENROSE RANCH!

Welcome to your new home at Serrano at Glenrose Ranch! We are excited to get to know all of our homeowners, and hope to make your move into an HOA as smooth as possible. We understand that you received quite a lot of paperwork at your close of escrow, and as busy homeowners, some items may have been overlooked. Here's a quick summary of what you should know:

- ◇ Your property manager is Marc Murano, and he can be reached at mmurano@keystonepacific.com or at (951) 491-7749. Marc will be conducting property inspections twice a month, to ensure the community maintains its value through homeowner adherence to the CC&R's and Rules and Regulations, and through close monitoring of vendor performance.
- ◇ Backyard installations are required! To keep the value of your community steady and increasing, your backyard plans are required to be submitted within 90 days from the date you closed escrow and the completion of your backyard is required within 180 days (6 months) from the date you closed escrow. If you have questions regarding this please contact your manager.
- ◇ There are forms! While there may seem like quite a few forms in your packet, the goal is to have an open line of communication and detailed records. These can be found in the back of your welcome packet, or you may contact Keystone directly for a copy.
- ◇ As the property is still under construction, assessments will fluctuate based on each close of phases. This is very common in new developments and details are outlined in your white report. Ideally, we are notified in advance of a phase closing, but this isn't always the case. Assessment billings will be pro-rated and adjusted accordingly as needed. The assessments will range based upon how many homes are being annexed vs. the amount of amenities the HOA will be assuming responsibility for.

SCHOOL PICKUP PARKING

With school back in session the illegal parking of parents dropping and picking up their children from the middle school is back. Management is in communication with the City of Highland as well as the Sheriff's Department. However, we need your help to report any violations you witness to the Sheriff's department. The more reports we make the more resources we'll be given to keep those breaking the law accountable! Please contact the Sheriff's Department non-emergency number at:

(909) 387-8313

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

SEPTEMBER 2018 REMINDERS

- Keystone Pacific Closed in Observance of Labor Day - Monday, September 3rd. 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

