

October 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](mailto: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.

## RECEIVED A VIOLATION LETTER? DON'T PANIC!

The purpose of violation letters is to open the lines of communication and to keep the community looking great and property values at their optimum. Twice a month, the community manager drives through the entire community looking for common area problems and to monitor areas that may need attention in the near future. If you receive a letter from the Association and you have questions, need further clarification or you are in need of additional time to address the problem, please contact your Property Manager, Marc Murano at [mmurano@keystonepacific.com](mailto:mmurano@keystonepacific.com). The Board is happy to work with you, but first we need to hear from you. If the problem is not addressed and we have not heard from you, then you may be called to a hearing to discuss the matter and possible fines may be assessed.

### BOARD OF DIRECTORS:

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

### NEXT BOARD MEETING:

**Monday, December 3, 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](mailto:mmurano@keystonepacific.com)

#### COMMON AREA ISSUES:

**Kiara Caballero**  
Phone: 951-491-7363  
[kcaballero@keystonepacific.com](mailto:kcaballero@keystonepacific.com)

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

Phone: 951-491-6866  
[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

#### ARCHITECTURAL DESK:

Phone: 951-491-6866 ext 239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

#### POOL KEYS:

**Kiara Caballero**  
Phone: 951-491-7363  
[kcaballero@keystonepacific.com](mailto: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](mailto:Jaime.bocanegra@mdch.com)

## OCTOBER 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, December 3, 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.

## 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**

## 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

