

January 2019

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.

HOLIDAY DECORATING REMINDERS

Please remember that according to the Serrano at Glenrose Ranch Rules and Regulations, all winter holiday decorations must be removed by January 15th. Decorations are limited to your Exclusive Use Area and shall not be placed in or across the Common Property. Decorations and lights cannot be adhered to or puncture the building or eaves via staples, nails or similar materials.



BOARD OF DIRECTORS:

President: Tommy Eckes
Vice-President: Holden Howell
Secretary/Treasurer: Sonny Evans

NEXT BOARD MEETING:

Monday, March 4, 2019
6:30 P.M. @ Beattie Middle School
7800 Orange St, 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

JANUARY 2019 REMINDERS

- Keystone Pacific Closed in Observance of the Holiday Season - * New Year's Day – Tuesday, January 1st
- 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, March 4, 2019 Board Meeting @ 6:30 P.M. Location: Beattie Middel School – 7800 Orange St, Highland, CA 92346
- 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.



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 streets. In addition, recreational vehicles are only allowed in the community for a short loading and unloading period, not for family to come for an extended stay. Please be courteous to your neighbors. Most likely, they will have family visiting also. Please utilize your garage for parking as much as possible. This will create more room for everyone!

CHRISTMAS TREE RECYCLING

Burrtec will collect and recycle Christmas trees from single-family residences. Please place your tree at curbside after Christmas on your collection day. Burrtec will provide this service for a period of 2 weeks after Christmas Day. Trees 6' and over need to be cut in half. Please take all ornaments, lights, and metal stands off of the tree. Flocked trees will not be recycled. They will be collected as trash.



DESIGNATE A DRIVER

The Holiday season is a festive time to enjoy the company of family and friends. Keep your celebrations safe and ensure the safety of those you care about by designating a driver to help out those who have had too much to drink. If hosting a party, consider taking on the added responsibility to provide transportation or keep the phone number to a cab company handy.

Have a safe and happy celebration!

BE AWARE OF HOME INVASIONS

The Association wants to make sure everybody is aware of several recent incidents believed to be attempted home invasions. Please be diligent in protecting your home and your neighbors'. Please call San Bernardino County Sheriff's Department if you witness a potential home invasion or any suspicious activity.