

February 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.



## AFTER HOURS EMERGENCY LINE

If there is an emergency situation with the irrigation, or any other common area 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.



## SCHOOL PICKUP PARKING

The Board of Directors has been made aware of the tremendous inconvenience that the illegal parking of parents dropping and picking up their children from the middle school has created. Management is in communication with the City of Highland as well as the Sheriff's Department. Please feel free to report this issue directly to local law enforcement as well!

### BOARD OF DIRECTORS:

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

### NEXT BOARD MEETING:

**Monday, March 4, 2019**  
5:30 P.M. @ Beattie Middle School  
22795 Barton Rd.  
Grand Terrace, CA 92313

*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: 951-491-7749  
**Emergency After Hours: 949-833-2600**  
Fax: 951-491-6864  
mmurano@keystonepacific.com

#### COMMON AREA ISSUES:

**Danica Petroff**  
Phone: 951-491-7363  
dpetroff@keystonepacific.com

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

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

#### ARCHITECTURAL DESK:

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

#### POOL KEYS:

**Danica Petroff**  
Phone: 951-491-7363  
dpetroff@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

- Keystone Pacific Closed for President's Day - Monday, February 19, 2018
- 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  
Time: 5:30 P.M  
Location: Beattie Middle School - 22795 Barton Rd.  
Grand Terrace, CA 92313



## 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. Backyard plans must be submitted within 90 days of your close of escrow and your backyard must be completed within 180 days of you close of escrow.

## SIGN UP FOR EMAIL NOTIFICATIONS

You can enroll to receive e-statement notifications once your assessment statement is ready to be viewed online.

In addition to the e-statement notification program, you can also sign up to receive news and updates pertaining to our community association via email.

To sign up, please register from the "Update MyProfile" page once you have logged into your billing account at [www.keystonepacific.com](http://www.keystonepacific.com).

## SIGN UP FOR THE ACH PROGRAM

Keystone Pacific has upgraded! You may now sign-up for recurring ACH payments, manage credit card payments, or make one-time ACH payments through our new account portal system. Login into [www.kppmconnection.com](http://www.kppmconnection.com) using your new HOA Account Number labeled as "Account ID" on your included billing statement.

## 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

