

April 2019

# SERRANO AT GLENROSE RANCH

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

## WELCOME ONE NEW BOARD OF DIRECTOR

Due to a lack of quorum from the March 4th annual election, the March Board of Directors meeting saw the resignation of one more developer Board Member and the appointment of one new Board of Director. Please join me in welcoming the following homeowner to the Board of Directors for Serrano at Glenrose Ranch!

**Vice President: Nathan Greenberg**

## **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.



## **HELP KEEP SERRANO BEAUTIFUL**

Please help do your part to keep Serrano the clean community we all want it to be! Please clean up after yourself and your pets. Management has been getting reports of more than usual dog waste, cigarette butts, and general litter throughout the community.



### **BOARD OF DIRECTORS:**

**President:** Tommy Eckes  
**Vice-President:** Nathan Greenberg  
**Secretary/Treasurer:** Sonny Evans

### **NEXT BOARD MEETING:**

**Monday, June 3 2019**  
5:30 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: 951-491-7749  
**Emergency After Hours: 949-833-2600**  
Fax: 951-491-6864  
[mmurano@keystonepacific.com](mailto:mmurano@keystonepacific.com)

#### **COMMON AREA ISSUES:**

**Danica Petroff**  
Phone: 951-491-7363  
[dpetroff@keystonepacific.com](mailto:dpetroff@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:**

**Danica Petroff**  
Phone: 951-491-7363  
[dpetroff@keystonepacific.com](mailto: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](mailto:Jaime.bocanegra@mdch.com)

- 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, June 3, 2019 Board Meeting  
Time: 5:30 P.M  
Location: Beattie Middle School -  
7800 Orange St, Highland, CA 92346



## CALIBER ONLINE PAYMENT FEATURE

You may make one-time ACH payments through [www.kppmconnection.com](http://www.kppmconnection.com). In addition, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit [www.kppmconnection.com](http://www.kppmconnection.com) to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available. We are excited for you to experience the new portal and appreciate your feedback.

## 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.

## IF YOU SEE SOMETHING SAY SOMETHING

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 non-emergency dispatch if you witness a potential home invasion or any suspicious activity.

**(909) 387-8313**

## CLEAN YOUR GARAGE DOOR

As a community, we strive to uphold the aesthetic appeal of the association by regularly maintaining the exterior of our homes. As a friendly reminder, we kindly request that you make the proper accommodations to have your garage door cleaned. It just takes a moment to sweep off the cobwebs and a soft cloth to dust off the individual squares of your garage door. Thank you for keeping the community looking beautiful.

## 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

