

May 2019

SERRANO AT GLENROSE RANCH

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

SPEEDING WITHIN THE COMMUNITY

Please be aware of your speed when driving through the community. We want Serrano at Glenrose Ranch to be reasonably as safe as possible for all of our residents. Please keep your speed at a reasonable pace when driving to and from your home.



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

SERRANO POOL AND SPA RULES:

With summer right around the corner please be advised of the following pool rules when visiting the pool/spa area. For additional rules please reference your Association documents or contact Management. Pool will be heated starting May 1. **Happy swimming!**

1. Individual homeowners may not reserve the pool area facilities for exclusive use and owners are not permitted to host more than 6 guests in the pool area at any given time.
2. No smoking
3. Pool and spa areas are to be entered through the gates only. Climbing over a fence to enter or exit the pool and spa area is prohibited.
4. Anyone not abiding by the posted rules may be asked to leave the pool or spa area by a member of the Association, the Management Company or the Association's Authorized Agent.
5. **No glass, breakable containers or sharp objects. If glass or sharp objects are brought to the pool areas and it causes an accident, the responsible Owner will be liable for the cost of any resulting damage or injury.**
6. No surfboards or boogie boards will be permitted in the pool or spa. No sports equipment, foreign substances (bubble bath, soap, beverages, etc.) or pool furniture are to be thrown into or around the pool or spa.
7. No diving, running, pushing or other aggressive/boisterous activity.
8. **Except for service or assistance animals, pets are prohibited in the swimming pool or spa area.**

PLEASE RINSE OFF IN THE SHOWER PROVIDED BEFORE ENTERING POOL OR SPA.

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

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 offices will be closed in observance of the Memorial Day holiday on Monday, May 27, 2019. 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. In addition, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit 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.

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.



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

