

July 2019

# SERRANO AT GLENROSE RANCH

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

## SERRANO POOL AND SPA RULES:

With summer upon us 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.

## JUNE 4, 2018 BOARD MEETING HIGHLIGHTS

- Approval of the March 11, 2019 Executive and General Session Minutes
- Acceptance of February 28, 2019 and March 31, 2019 Financial Statements
- Approval of two stop signs on Wild Rose Ln. at the intersection of Sunflower St. and Chaparral Dr.
- General discussion around submetering issues within the community

## BOARD OF DIRECTORS:

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

## NEXT BOARD MEETING:

**Monday, September 9, 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 Pacific Closed in Observance Independence Day - Thursday, July 4th. 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, September 9, 2019 Board Meeting  
Time: 7:00 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.

## 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.



## 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

## PARKING RULES AND REGULATIONS

It has been brought to Management's attention that some of the parking rules are not being followed within Serrano. The most notable of these rules are keeping your garage readily accessible for parking and no parking within the common area driveway.

## 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.

