

August 2019

SERRANO AT GLENROSE RANCH

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

EARTHQUAKE PREPAREDNESS

Recently, California has had two very large quakes in the span of a couple of days and hundreds of aftershocks following. Please utilize this time now to make sure you are prepared if an earthquake happens closer to where you live. Please see the following tips from www.ready.gov to ensure you are prepared before, during, and after a major quake:

Before an earthquake occurs be sure to:

- ◆ Secure heavy items such as cabinets, tvs, shelving units and items that hang on walls. Move heavy items on shelves to lower levels.
- ◆ Practice STOP, COVER, and HOLD ON—Stop where you are, get down on hands and knees, cover your neck and head with your hands and crawl to somewhere safe (if possible) and hold on to sturdy furniture.
- ◆ Have a family communication plan and make sure you have a supply kit stocked with non-perishable food, water, flashlights and more.

During an earthquake:

- ◆ DROP, COVER, and HOLD ON—just like you have practiced.
- ◆ If you are inside, stay inside until the shaking stops and then proceed outside to an area where no objects such as your home, trees, power lines etc. can fall on top of you.
- ◆ If you are in bed, stay in bed and cover your head and neck with a pillow.
- ◆ If you are in a vehicle—pull over to a safe place, away from any objects that could fall on top of you. Do not stop under overpasses.

After an earthquake:

- ◆ Expect aftershocks—if your home is unstable, do not stay there, move away from any possible falling debris.
- ◆ Do not enter damaged buildings.
- ◆ If you are trapped cover your mouth and nose from dust and debris and try to get a text out if you have a phone with you. Bang on pipes or walls, save your voice until you hear rescuers approaching.
- ◆ If you are in an area where tsunamis are possible—move to higher ground immediately.
- ◆ Once you are safe, monitor radio, social media or television for alerts.

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
customercare@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

- 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

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

BURRTEC: (951) 786-0639



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.



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.

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.

