

September 2019

SERRANO AT GLENROSE RANCH

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

COMMUNITY LIVING

Membership Means Organization

Rules & Regulations—Your Community Association is a non-profit corporation registered with the State of California. As such, it is managed by a Board of Directors who oversee the maintenance and operation of all common areas and facilities. The Board is responsible for governing the Association in accordance with the CC&R's, Bylaws, and the Articles of Incorporation.

What are the CC&R's? - Basically, the Covenants, Conditions, and Restrictions (CC&R's) are the legal documents that determine the guidelines for the operation of your community as a non-profit corporation. These guidelines are included in the title to your property and cannot be changed without proper action by the Board or by a vote of the Community Association Members. All homeowners must comply with the CC&R's. Failure to do so may result in fines.

What are Bylaws? - The Bylaws are the guidelines for the actual operation of your Community Association. The Bylaws define the duties of the various offices of the Board, terms of the Directors, the members' voting rights, required meetings, and other items necessary to run the Association as a corporation.

Are There Other Rules? - From time to time, rules will be adopted by the Board. These rules are meant to protect the living environment of your community, and may involve guidelines regarding parking and vehicles, pets, pool use hours, etc. Since the common areas are owned and maintained by the association, any intended changes or modifications must meet the approval of the Board.

Membership Means Cooperation

Assessments—Maintaining and operating your common areas and facilities requires funds. These funds are collected from you in the form of assessments levied against your home. In addition, these monies provide for a reserve fund to offset future capital expenses. Your monthly assessment is due on the first day of the calendar month following your escrow closing and every month after.

What If You Don't Pay Your Assessments? - Payments received after the first of the month are subject to a late charge. Billing is a courtesy, not a requirement, failure to receive a statement does not negate legal responsibility to pay assessments. Unfortunately, non-payment can lead to legal proceedings.

Membership Means Participation

Making Your Community Work— Since your Community Association is a corporation by law, the Board of Directors is required to oversee its' business.

Most Frequent Rules Violations

- Parking—Not utilizing garages, storing vehicles in guest spaces and parking the common area driveway
- Trash cans—Not storing your trash cans out of view of the common area by the same night of scheduled trash pick-up day

The Board is responsible to enforce the CC&R's and Rules.

You can make a difference— Thank you!

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

- Keystone Pacific Closed in Observance Labor Day - Monday, September 2nd. 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.

REPORTING HOA AFTER HOURS EMERGENCIES

In the event that you notice an HOA maintenance emergency outside of Keystone's regular business hours, please call (949) 833-2600, which will direct you to follow prompts to be connected with a live person, who will contact/dispatch the appropriate vendor/emergency service.

The emergency service will request the following information from you:

1. The name of your Association: Serrano at Glenrose Ranch
2. Your property address and phone number
3. The nature of the emergency service needed, in order to dispatch the correct vendor to assist with the resolution
4. The address or cross streets of the emergency, if different from your property address

The emergency service will relay all of this information, via text, to Keystone's "On-Call" Manager. Please keep in mind that the "On-Call" Manager may not be familiar with your property, so please be willing to provide as much detail as possible.

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.

