

November 2019

SERRANO AT GLENROSE RANCH



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

WHO ARE THE BOARD OF DIRECTORS?

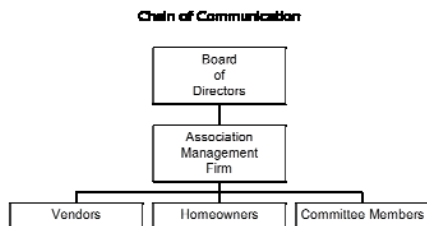
As a California Corporation, the members of the Association elect the Board of Directors who are typically volunteer homeowners in the community. The Board of Directors hold regularly scheduled meetings to conduct the business of the association and make decisions on behalf of its residents for the benefit of the community.

Typical duties of the Board include: review and acceptance of financial records, adoption of an operating budget, enforcement of the delinquency policy, architectural guidelines, and rules and regulations, in addition to contracting with vendors, as needed, to maintain the common areas. Additionally, the Board is responsible for appointing homeowner members to serve on various committees to oversee landscaping, the architectural review process, budget process and any other community needs that may arise as determined by the Board.

HOW DO I GET INVOLVED?

There are many ways that you can effect positive changes through involvement with your community. As mentioned above, in addition to the Board of Directors, there is a need for homeowner volunteers to serve on committees. Committee participation does not require much time and is the best method of ensuring that the community is managed in the manner in which you envision. In fact, non-profit corporations or associations rely heavily on homeowner volunteers to sustain their operations.

To volunteer, you may attend and express your interest at a Board of Directors meeting. Alternatively, you may submit correspondence to your management representative indicating your desire to volunteer. Please refer to the diagram below for a better understanding of the structure under which your community operates.



WHAT DOES THE MANAGEMENT COMPANY DO?

Your management company works at the direction of the Board of Directors to oversee the day-to-day operations for your community. Examples of management responsibilities include: receiving and returning phone calls and emails, conducting property inspections, oversight of vendors and common area maintenance issues, along with association finances and implementation of association policies. If you have any questions about your association maintenance responsibilities or association policies and procedures, please contact your management representative at mmurano@keystonepacific.com.

BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

Monday, December 2, 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 for the Following Days -
 - * Veteran's Day - Monday, November 11th
 - * Thanksgiving - Thursday, November 28th
 - * Day After Thanksgiving - Friday, November 29th

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, December 2, 2019 Board Meeting

Time: 7:00 P.M

Location: Beattie Middle School -

7800 Orange St, Highland, CA 92346



SIGN UP FOR EMAIL NOTIFICATIONS!

You can enroll to receive e-statement notifications once your assessment statement is ready to be viewed online.

In addition to the e-statement notification program, you can also sign up to receive news and updates pertaining to our community association via email.

To sign up, please register from the "Update MyProfile" page once you have logged into your billing account at www.kppmconnection.com.

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. Please remember to turn your coach lights on, they are located in your garage!

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.



SCHOOL PICKUP PARKING

The Board of Directors has been made aware of the tremendous inconvenience that the illegal parking of parents dropping and picking up their children from the middle school has created. Please help the community by calling the local Sheriff station and report this issue directly to local law enforcement at:

(909) 387-8313