

January 2020

SERRANO AT GLENROSE RANCH

HOLIDAY DECORATING REMINDERS

Please remember that according to the Serrano at Glenrose Ranch Rules and Regulations, all winter holiday decorations must be removed by January 15th. Decorations are limited to your Exclusive Use Area and shall not be placed in or across the Common Property. Decorations and lights cannot be adhered to or puncture the building or eaves via staples, nails or similar materials.



CHRISTMAS TREE RECYCLING

Burrtec will collect and recycle Christmas trees from single-family residences. Please place your tree at curbside after Christmas on your collection day. Burrtec will provide this service for a period of 2 weeks after Christmas Day. Trees 6' and over need to be cut in half. Please take all ornaments, lights, and metal stands off of the tree. Flocked trees will not be recycled. They will be collected as trash.

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.



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.

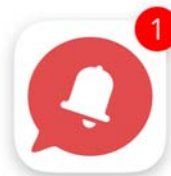
- Parking your vehicle in the common area driveways is strictly prohibited.
- Leaving a vehicle in a guest parking spot for more than 96 hours is considered an abandoned vehicle and is subject for towing.
- Garages must be utilized for as many vehicles as you have up to 2.

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.keystonepacific.com.



BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

Monday, March 2, 2020
6:30 P.M. @ Beattie Middle School
7800 Orange St, Highland, CA 92346

The final agenda will be posted at the pool area bulletin board. You may also obtain a copy of the agenda by contacting management at (951) 491-6866.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Marc Murano
Phone: (951) 491-6866
Emergency After Hours: (949) 833.2600
Fax: (951) 346.4129
mmurano@keystonepacific.com

COMMON AREA ISSUES:

Danica Petroff
Phone: (951) 491-7363
dpetroff@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: (949) 833.2600
customer@keystonepacific.com

ARCHITECTURAL DESK:

Phone: (949) 838.3239
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

Managed by Keystone
41593 Winchester Road, Suite 113
Temecula, CA 92590

January 2020 REMINDERS

- Keystone is Closed in Observance of New Year's - Wednesday, January 1st
- 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.
- Trash Pick-Up Day - **Wednesday**
Please remove trash cans from the common areas after this day.



HOMEOWNER ASSESSMENT CHANGE

Effective immediately, the payment address for assessments has changed to:

PO BOX 513380
Los Angeles, CA 90051-3380

COMMUNITY REMINDERS

Please be reminded of some frequently forgotten rules and regulations within the Serrano at Glenrose Ranch Homeowners Association.

- All satellite dish installations must be installed out of view of the common area streets and driveways.
- There is no parking allowed in the common area driveways.
- Security cameras or any exterior installation to your unit requires an architectural application approval.
- 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.

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

DESIGNATE A DRIVER

The Holiday season is a festive time to enjoy the company of family and friends. Keep your celebrations safe and ensure the safety of those you care about by designating a driver to help out those who have had too much to drink. If hosting a party, consider taking on the added responsibility to provide transportation or keep the phone number to a cab company handy.

Have a safe and happy celebration!

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

