

April 2020

SERRANO AT GLENROSE RANCH

PATROL AND PARKING PROGRAM ANNOUNCEMENT

At the January 14, 2020 Board of Directors meeting, a motion was passed to approve a proposal provided by Patrol One to perform nightly patrols and institute a community-wide parking enforcement program. A separate mailer introducing the program along with instructions on how to register, permit, and safelist any vehicles you may have will be mailed out in the coming weeks.



Patrol One has been contracted to issue and track resident permits and guest safelists and to enforce the parking rules specified in the CC&Rs and Parking Rules. The new program will only be enforced from midnight to 6:00am. A start date has yet to be determined. All other parking rules will be enforced as stated in the parking rules (Rules and enforcement parameters are subject to change over time, please confirm with the Board or Management).

Please be on the lookout for further announcement and registration materials to ensure that you obtain proper registration and understand the full extent of enforcement before patrol begin.

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.

COMMUNITY WEBSITE COMING SOON!

Please be on the lookout for the announcement of Serrano's new website. The details are being finalized. This will be a premier place to go for community updates, news, and announcements. We will also be posting governing documents and other useful resources here.

Some specific features of the new community website will be:

- Submit maintenance requests and address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies, forms
- Access your account online
- Pay your HOA bill online



BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

Monday, June 1, 2020
7:00 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) 491-7749
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
customercare@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

April 2020 REMINDERS

- 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.

CLEAN YOUR GARAGE DOOR

As a community, we strive to uphold the aesthetic appeal of the association by regularly maintaining the exterior of our homes. As a friendly reminder, we kindly request that you make the proper accommodations to have your garage door cleaned. It just takes a moment to sweep off the cobwebs and a soft cloth to dust off the individual squares of your garage door. Thank you for keeping the community looking beautiful.

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

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

