

July 2020

SERRANO AT GLENROSE RANCH

www.serranoatglenroseranch.com

SERRANO POOL RULES:

The Board in conjunction with management and the Association's legal counsel is closely monitoring the daily changing information coming out on Public Pools being reopened with the guidance from the California Department of Public Health and the CDC. Once the pool area is officially reopened please be advised of the following pool rules when visiting the pool area. For additional rules please reference your Association documents or contact Management.

1. Individual homeowners may not reserve the pool area facilities for exclusive use and owners are not permitted to host more than 6 guests in the pool area at any given time.
2. No smoking.
3. Pool area is to be entered through the gates only. Climbing over a fence to enter or exit the pool area is prohibited.
4. Anyone not abiding by the posted rules may be asked to leave the pool by a member of the Association, the Management Company or the Association's Authorized Agent.
5. **No glass, breakable containers or sharp objects. If glass or sharp objects are brought to the pool areas and it causes an accident, the responsible Owner will be liable for the cost of any resulting damage or injury.**
6. No surfboards or boogie boards will be permitted in the pool. No sports equipment, foreign substances (bubble bath, soap, beverages, etc.) or pool furniture are to be thrown into or around the pool.
7. No diving, running, pushing or other aggressive/boisterous activity.
8. **Except for service or assistance animals, pets are prohibited in the swimming pool area.**

REVISED "TEMPORARY EMERGENCY RULES" WILL BE MADE AVAILABLE ONCE THE BOARD OFFICIALLY APPROVE THE OPENING OF THE POOL.

COMMUNITY WEBSITE IS NOW LIVE!

Please visit Serrano's new website. www.serranoatglenroseranch.com. 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

PICK UP AFTER YOUR PET

It doesn't take much to remember that we have pets in our community. In fact, if you don't watch your step, your liable to step in one such reminder! Besides being unsightly and smelly, animal waste can be hazardous to the health of our children who play in the community and other pets. One of the most common forms of disease transmission between dogs is through fecal matter. When walking your dog in our community, remember that it should be leashed.

Also, it is important to remember to immediately clean up after your pet. Take along a baggie with you to pick up waste with and then dispose of it properly. By taking a few simple steps to clean up after your pet, you can contribute not only to the beautification of our community, but also towards the elimination of one of the most irritating nuisances in our community.

BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

Monday, August 31, 2020
7:00 P.M. @ TBD due to COVID-19

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
customer-care@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

July 2020 REMINDERS

- Keystone is Closed for Independence Day (observed) - Friday, July 3rd
- 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



RECEIVED A VIOLATION LETTER? DON'T PANIC! COMMUNICATE WITH THE BOARD.

The purpose of violation letters is to open the lines of communication and to keep the community property values at their optimum. Twice a month, the community manager drives through the entire community looking for common area problems and to monitor areas that may need attention in the near future. If you receive a letter from the Association and you have questions, need further clarification or you are in need of additional time to address the problem, please contact your Property Manager, Marc Murano at: mmurano@keystonepacific.com

The Board is happy to work with you, but first we need to hear from you. If the problem is not addressed and we have not heard from you, then you may be called to a hearing to discuss the matter further and possible fines may be assessed.

PACKAGE DELIVERIES

It has been reported to the Board and Management that our community mail carrier has noticed an increase of package deliveries in the parcel mailboxes and residents are not picking up their packages daily. This has created a back-up of package deliveries that are not being able to be delivered. Please be sure to check your parcel mailboxes daily so that all residents are able to have their parcels delivered on time.

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

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

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.

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.

(909) 387-8313

