

APRIL 2015

# PACIFIC RIDGE

## www.pacridge.net

*Professionally Managed by Keystone Pacific Property Management, Inc. - 16775 Von Karman, Ste. 100, Irvine, CA 92606*

### **KEYSTONE PACIFIC'S NEW WEBSITE COMING SOON!**

We are excited to announce the upcoming release of our new website [www.keystonepacific.com](http://www.keystonepacific.com). Using the website; owners can login to The KPPM Connection, submit a maintenance service request form, and much more. Our new responsive website will host a variety of articles on our blog as well as provide user-friendly tools to contact your management team. We are looking forward to providing a new, modern website for our homeowners and board members.

### **MAILBOX THEFT**

Mail theft is the #1 white collar crime in America especially during tax time. Criminals often target developments with community mailboxes. These community mailboxes offer criminals a one-stop shop. Thieves are not only prying open the back of the mailboxes, they are actually stealing the entire community mailbox, which can weigh over 150 pounds and cost between \$1,500.00 - \$2,000.00 to replace. One of the main motivators in mail theft is to subsequently steal that person's identity and receive access to their private information, including bank accounts and credit cards. The following are some tips to help prevent/ limit your exposure to mail/mailbox theft:

- Report any suspicious persons or vehicles near the mailboxes to your local law enforcement.
- Report anyone tampering with mailboxes, especially late at night or the early morning hours.
- Retrieve your mail as soon as possible after it is delivered. Don't leave your mail unattended for extended periods. Don't leave it in your mailbox overnight.
- If you cannot regularly retrieve your mail promptly, consider obtaining a P.O. Box service from your local post office.
- If you will be away from home temporarily, you can notify your post office to hold your mail.
- Always deposit your mail in a mail slot at your local post office, or hand it to your letter carrier.
- Monitor your bank account statements regularly, and report any charges or checks you did not authorize. Monitor your credit report and report any accounts you did not authorize. Ask your bank for "secure" checks that can't be altered.



### **BOARD OF DIRECTORS:**

President – Dave Shafer  
Vice President – Rich Schlesinger  
Treasurer – Nancy Shahroui  
Secretary – Pete Falco  
Member at Large – Gosia Etaati

### **AVCA – DELEGATE John Steward**

### **NEXT BOARD MEETING:**

The next Board meeting will be held in April 7, 2015, in the Aliso Viejo Conference Center, 31 Santa Barbara, Aliso Viejo. Contact Management for exact date.

The final agenda will be posted at the tot lot and on your website at least 4 days in advance of the meeting. You may also obtain a copy of the agenda by contacting Management at 949-838-3250.

### **IMPORTANT NUMBERS:**

#### **ASSOCIATION MANAGER:**

Kim Hockings  
Phone: 949-838-3250  
E-mail: [khockings@keystonepacific.com](mailto:khockings@keystonepacific.com)  
**Emergency After Hours: 949-833-2600**  
Fax: 949-833-0919

#### **COMMON AREA ISSUES:**

Mindy Lewis  
Phone: 949-838-3246  
E-mail: [mlewis@keystonepacific.com](mailto:mlewis@keystonepacific.com)  
**Emergency After Hours: 949-833-2600**  
Fax: 949-833-0919

#### **BILLING QUESTIONS/ADDRESS CHANGES/WEBSITE LOGIN:**

Phone: 949-833-2600  
[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

#### **ARCHITECTURAL DESK:**

Phone: 949-838-3239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

### **COMMUNITY AD:**

**Tutor:** Credentialed teacher available to tutor students in reading, writing, math, and other subjects. Individual or small group tutoring offered. Call Terrie (949) 448-8363.

## APRIL 2015 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.

### **SUBMIT A MAINTENANCE REQUEST!**

Using your smart phone, please scan the QR Code below to submit a maintenance request form. We look forward to serving you.



**Trash Pick-Up Day - Tuesday - Please remove trash cans from the common areas after this day.**

**Street Sweeping Day - 1st & 3rd Wednesday of every month from 8:00 A.M. to noon. Please remove your cars from the street!**

**Next Board Meeting: April 7, 2015 at 6:30 P.M. at the Aliso Viejo Conference Center, 31 Santa Barbara, Aliso Viejo, Ca. 92656.**

### **SIGN UP FOR THE ACH PROGRAM**

Save time and money and never miss a payment again! Sign up to have your assessment payments automatically debited from your checking or savings account. Please call Customer Care at 949-833-2600 or send an e-mail to [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com) to request an ACH application.

### **SIGN UP FOR COMMUNITY E-NEWS**

Sign up to receive news and updates pertaining to our community association via email. To sign up, please register from the "Update My Profile" page once you have logged into your billing account at [www.kppmconnection.com](http://www.kppmconnection.com).

### **RODENT/INSECT TREATMENT NOTIFICATION**

Animal Pest Management, the pest control company that services the community, will be treating the common areas for rodents on 4/3, 4/10, 4/17, and 4/24 and using the following pesticides:

<b>Pesticides</b>	<b>Meadow Mouse</b>	<b>Rat/House Mice</b>
Diphacinone Bait .005% (10965-50001)	X	
Maki Bait Blocks (7173-189)		X
Ramik Mini Blocks(61282-26)		X
Rozol Vole Bait	X	
Zinc Phosphide (12455-17)	X	

### **PORTABLE BASKETBALL HOOPS REMINDER**

With the warm weather upon us, more children are going to be playing outdoors. We would like to remind parents, that if you own a portable basketball hoop, it cannot be stored on common property, the street or sidewalk. Once your children are done shooting hoops, please relocate your basketball hope onto your own property. When Management is doing a community inspection and sees basketball hoops on the common property, streets or sidewalk, a violation notice will be generated and sent to you. Thank you for your cooperation!

### **ALL EXTERIOR IMPROVEMENTS NEED ARCHITECTURAL APPROVAL**

We would like to remind you that all exterior improvements, including painting your house, replacing your garage door, replacing your front door, installing awnings, installing a pool/spa, patio cover, hardscape in your front and backyard, etc. need to have architectural approval. If you are planning on making any exterior improvements to your home and have any questions, please contact Management. Please also note that new garage doors must comply with the approved color schemes and that certain factory garage door colors may not be approved. The Architectural Committee is willing to work with any homeowner to coordinate their exterior color choices.