

March 2018

PACIFIC RIDGE

www.pacridge.net

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

COYOTE SIGHTINGS

Neighbors in your community have been noticing more coyotes in the neighborhood, on the streets, during evenings and at sunset. They run in packs of 2-3 and have been seen following people with or without walking animals. If you see coyotes in the community, please call Mission Viejo Animal Control at 949-470-3045 or visit [Animal Services](#) and they will come out and assess the issue with each neighbor. They can tell you what to do if you see coyotes. Part of the problem is that some residents are feeding them. Do not leave food out in your front or backyards that may attract them. Please see below.

<http://www.cityofalisoviejo.com/city-hall/departments/animal-care-services/animal-care-services/>

<http://cityofmissionviejo.org/sites/default/files/Documents/coyote-web-brochure.pdf>

ANNUAL MEETING AND ELECTION OF THE BOARD OF DIRECTORS IS AROUND THE CORNER

The Annual Meeting/Election of the Board of Directors is coming up in June 2018. There will be five positions up for election, three for a term of two years and two for a term of one year. The Board meets on a monthly basis on the 1st Wednesday of every month and discusses community issues. If you are interested in running for the Board, please fill out the attached candidacy application and return it to Management by March 31, 2018.



ANNUAL ELECTION OF THE AVCA DISTRICT DELEGATE IS COMING

The Annual District Delegate Election for AVCA will also be held in June 2018. The purpose of this election will be to elect one member to serve as the AVCA District Delegate. If you are interested in serving as the AVCA District Delegate, please fill out the attached candidacy application and return it to Management by March 31, 2018. The District Delegate would attend the AVCA meetings and should attend the monthly Board of Directors meetings, which are held on the 1st Wednesday of every month at 6:30 P.M. to inform the Board of important items of concern in AVCA that may be of interest to Pacific Ridge.

BOARD OF DIRECTORS:

President – Anton Leo
Vice President – Kevin Haboian
Treasurer – Rich Schlesinger
Secretary – Mel Owens
Member at Large – David Shafer

AVCA – DELEGATE

David Shafer

NEXT BOARD MEETING:

The next Board meeting will be held on March 7, 2018 in the Aliso Viejo Center, 31 Santa Barbara, Aliso Viejo @ 6:00 P.M.

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 Encinas
Phone: 949-838-3250
E-mail: kencinas@keystonepacific.com
Emergency After Hours: 949-833-2600
Fax: 949-833-0919

COMMON AREA ISSUES:

Tanner Wallace
Phone: 949-838-3246
E-mail: twallace@keystonepacific.com
Emergency After Hours: 949-833-2600
Fax: 949-833-0919

BILLING QUESTIONS/ADDRESS CHANGES/WEBSITE LOGIN:

Phone: 949-833-2600

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.

Plantation Shutters: For the entire house! Excellent quality, like new! Pacific Ridge home. \$950.00 takes them all. For further details, please call: 949-610-9869.

March 2018 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.

WHO TO CONTACT FOR ASSISTANCE FOR TWO WEEKS IN MARCH

Kim Encinas, your Association manager, will be on vacation and out of the country from Friday, March 9th through Friday, March 23rd, returning to the office on Monday, March 26th. While Ms. Encinas is out of the office, please contact her associate, Tanner Wallace at 949-838-3246 or twallace@keystonepacific.com if you need assistance. Thank 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 - March 7, 2018 at 6:00 P.M. at the Aliso Viejo 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 to request an ACH form.

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



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.

DAYLIGHT SAVINGS TIME CHANGE

Daylight savings time starts Sunday, March 11th at 2:00 A.M. Don't forget to change your clocks and move them forward one hour before you go to bed on Saturday, March 10th.



RODENT/INSECT TREATMENT NOTIFICATION

Animal Pest Management, the pest control company that services the community, will be treating the common areas for rodents on 3/2, 3/9, 3/16 and 3/23 using the following pesticides:

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

February 14, 2018

Dear Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online, effective April 2, 2018. **Using the new portal, homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH

CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!

IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK

After receiving your April billing statement, please complete the steps below to ensure your payment is submitted on-time:

1. Update Your HOA Account Number:

- **Your 10 digit HOA account number will be located in the top blue section of the April billing statement under "Account ID".**
- **If you pay by autopay through your bank**, please update your bank records to reflect this new account number.
- **If you pay by sending a check through the mail**, please include your new account number on any checks or correspondence to your HOA.

2. Update Your Payment Address:

- **If you pay by autopay through your bank**, please update your bank records to reflect the new payment address.
- **If you pay by sending a check through the mail**, please address all envelopes to the new payment address.

New Payment Address:
File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

Or, for fast and convenient processing, you may now take advantage of our new online payment features.

• **Manage Online Payments:**

You are still able to make one-time ACH payments through www.kppmconnection.com. In addition, starting April 2nd, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit www.kppmconnection.com to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by logging into www.kppmconnection.com and clicking on the menu located in the top-left corner and selecting "Portal Upgrade Survey". Homeowners who complete our survey by May 1st will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

Extended service hours from March 26th – April 30th:
5:00PM to 9:00 PM, Monday through Friday.

Phone Number: 949-833-2600
Email: customer care@keystonepacific.com

The launch of our upgraded portal is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life.

Sincerely,



Cary Treff, CEO
Keystone Pacific Property Management



Pacific Ridge Community Association
Owner Notice Disclosure (Civil Code section 4041)

California law requires Owners in a community association to provide the following information to the association on an annual basis. Please complete and return this form to Keystone Pacific Property Management, LLC at the address shown below or send the completed form to forms@keystonepacific.com no later than April 30th.

Owner Name: _____

Property Address: _____

*ITEMS 1-6 NEED TO BE COMPLETED. IF NOT APPLICABLE, PLEASE INDICATE N/A

1. Address or Addresses to which notices from the association are to be delivered:

2. Any alternate or secondary address to which notices from the association are to be delivered:

3. The name and address of your legal representative, if any, including any person with power of attorney or other person who can be contacted in the event of your extended absence from your property:

4. Your property is (please check one): Owner occupied Rented out

If your property is rented out, please provide the following information:

Name of Tenant(s): _____

Phone Number: _____

Email Address: _____

5. Is your property developed but vacant (please check one)?: Yes No

6. Is your property undeveloped land? Yes No

Please return this form to:
Pacific Ridge Community Association
c/o Keystone Pacific Property Management, LLC
16775 Von Karman Ave, Suite 100
Irvine, CA 92606

**APPLICATION FOR CANDIDACY
FOR THE BOARD OF DIRECTORS**

Dear Homeowner:

The Election to fill Board vacancies will be held in June 2018. If you are interested in serving on the Board, please complete this application and return it to KEYSTONE PACIFIC PROPERTY MANAGEMENT, LLC at the office address displayed below. The deadline to submit is on **March '51.'4238'èv7<22'RO**.

Please type in the information requested below.

NAME: _____

(Please note: Be sure to complete and return verification information on page 2 of this application)

**Candidacy statement needs to be kept to one page.*

WHY WOULD YOU LIKE TO SERVE AS A BOARD MEMBER?

WHAT IS YOUR BACKGROUND?

WHAT IS YOUR VISION FOR THE COMMUNITY?

WHAT WOULD YOU LIKE TO ACCOMPLISH DURING YOUR TERM OF OFFICE?

(Per Civil Code, this form will be sent with the election materials, as submitted)

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Tel (949) 833-2600 · Fax (949) 833-0919 · www.keystonepacific.com

**APPLICATION FOR CANDIDACY
FOR THE BOARD OF DIRECTORS**

HOMEOWNER VERIFICATION INFORMATION

NAME: _____

ADDRESS: _____

WORK PHONE NUMBER: _____

HOME PHONE NUMBER: _____

CELL PHONE NUMBER: _____

E-MAIL ADDRESS: _____