

April 2018

PACIFIC RIDGE

www.pacridge.net

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

ANNUAL ELECTION OF THE AVCA DISTRICT DELEGATE & BOARD OF DIRECTORS IS COMING

The Annual District Delegate Election for AVCA will be held in June 2018. The purpose of this election will be to elect one member to serve as the AVCA District Delegate. The Annual Election of the Board of Directors will also be held in June 2018. If you are interested in serving as the AVCA District Delegate or on the Board of Directors for Pacific Ridge, please return your candidacy application to Management by March 31, 2018. If you need a candidacy application, please contact Management and one will be emailed to you.

MARCH 7, 2018 BOARD MEETING RECAP

- Board approved the February 7, 2018 General Session Meeting minutes/Architectural Submittal Report from 1/30/18-3/2/18.
- Board accepted the January 31, 2018 financial statement.
- Board ratified the approval of a proposal from Villa Park Landscape for replacement of a valve, for a cost of \$295.00.
- Board approved a proposal from Newman & Associates, Inc. to prepare the Association's audit/taxes, for a cost of \$900.00.
- Board approved a proposal from Villa Park Landscape for items generated from the February 15, 2018 landscape drive, for a cost of \$1,489.00.
- Board postponed further discussion on installing a pressure regulator on a slope until the April 4, 2018 meeting.
- Board postponed further discussion on revising the Architectural Guidelines until the April 4, 2018 meeting.
- Board approved to place a lien on one delinquent account.
- Board approved a request from a homeowner allowing them to keep four dogs for the time being. When one of the dogs passes away, they cannot get a fourth dog and must follow the Aliso Viejo guidelines of having a maximum of three dogs over the age of four months. If Management receives a complaint from another homeowner about one of these dogs regarding barking, they may be asked to remove one from the residence.



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 April 4, 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.

April 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.

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 hoop onto your own property. 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 - April 4, 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 you.



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

LOT MAINTENANCE

- Each owner shall maintain, repair, replace and restore all improvements located on his lot and the lot itself in a neat, sanitary and attractive condition.
- Each owner (as applicable) shall regularly paint, repair and otherwise maintain and replace as needed that portion of the perimeter block wall and wrought iron fence surrounding the properties which abuts or is located adjacent to such lot separating the lot from common area or public property.
- Lawns are to be mowed, edged and irrigated on a regular basis.
- Planter areas are to be kept weed free and filled in with plant material.
- Driveway and sidewalk expansion joints are to be kept weed free.

RODENT/INSECT TREATMENT NOTIFICATION

Animal Pest Management, the pest control company that services the community, will be treating the common areas for rodents on 4/6, 4/13, 4/20 and 4/27 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	

March 24, 2018

Dear Homeowner,

The information below was sent previously in a letter dated February 14th. We are resending the information below as a reminder.

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 new 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

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 is located in the top blue section of the attached 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!**

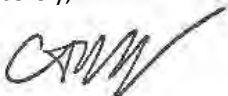
We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

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

**Phone Number: 949-833-2600
Email: customercare@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

We've upgraded!

Now you can sign-up for ACH, view new violations, track submitted work orders and manage electronic notifications through our customer portal.

If you are signed up for ACH through Keystone Pacific, congratulations! Your account will be upgraded automatically and you don't need to do anything!

If you currently pay your assessment through the bank or by mail, here is a step-by-step guide to assist with these changes:

UPDATE ACCOUNT NUMBER

Please reference your new **ACCOUNT NUMBER**
Your new account number, labeled Account ID, is in your attached billing statement.

UPDATE PAYMENT ADDRESS

Please mail your **PAYMENTS** to:
File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199 - 1958

Or

MANAGE PAYMENTS ONLINE

WWW.KPPMCONNECTION.COM

- Sign-Up for Recurring ACH
- Manage Credit Card Payments
- One-Time ACH

NEED HELP?

EXTENDED CUSTOMER SERVICE
through April 30th:

Mon. - Fri.: 5:00 PM to 9:00 PM
(949) 833-2600; (select option 3)
customer@keystonepacific.com

Frequently Asked Questions

How do I log in?

You can log on at www.kppmconnection.com with your existing username and password. If you don't have a username and password yet, you need to register. First, locate your new account number in the top blue section of your included billing statement under "Account ID". Then, please visit www.kppmconnection.com to access the new portal and follow the instructions. If you need help logging on, please call our customer service line below.

What new features does the customer portal have?

Our new customer portal provides great new features! Homeowners can now sign-up for recurring ACH, view new violations and new violation letters, submit and track submitted work orders and manage electronic community notifications, all from a computer or mobile device!

What if I signed up for recurring ACH directly through the Keystone Pacific Website?

Congratulations! Your account will be upgraded automatically and your payments will continue.

What if I signed up with my bank to automatically pay my assessments?

Update your bank's records with the new remittance address and your new homeowner account number. Your new 10-digit account number will be labeled "Account ID" in the top blue section of your billing statement. The new payment address is:

File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

What if I make or want to make payments on the Keystone Pacific website?

After April 2, 2018 – The Keystone Pacific customer portal will have more payment options. You can continue to make one-time ACH payments and now you can set up recurring payments as well. You can log on at www.kppmconnection.com.

What if I make recurring payments with a credit card?

If you signed up for a recurring payment through PayLease utilizing your credit card, you will receive separate correspondence with easy-to-follow instructions.

Will my account balance carry over?

Yes, however your April billing statement will only show April's assessment. It will not reflect your account balance. The account balance will appear on your May billing statement.

I need help! Who do I contact?

We've extended our hours for live customer service support to assist you in navigating the new portal. The Keystone Pacific team is here to support you.

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

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