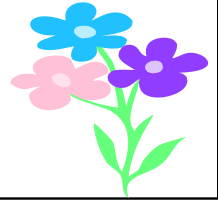


APRIL 2021



Hillcrest Herald

Www.hillcrestatnohlranch.com



NEW COMMUNITY MANAGER

Karen Steines is the new Manager for Hillcrest at Nohl Ranch.
She can be reached at
ksteines@keystonepacific.com or (949)838-3280

For all common area maintenance issues or concerns you can contact
her Associate, Jacquelyn Barlow at (949) 900-1107
or jbarlow@keystonepacific.com

ANNUAL ELECTION 2021

The Annual Election Meeting is scheduled for May 4, 2021 via Zoom.
Ballots will be mailed 30 days in advance, so please check your mail!

www.zoom.us / 1 (669) 900- 6833
Meeting ID: 973 2578 3972 / Passcode: 130222

Please be sure to read the directions carefully and complete the ballot
and envelope:

Secret Ballot System

- Fill out Ballot—vote for your choice of directors
- Place Ballot in the plain white envelope.
- Place plain white envelope in the special brown envelope.
- Clearly your name and address on the upper left hand corner, and be sure to SIGN under your address for it to be valid.
- Mail it back to Keystone Pacific—The Special Brown Envelope has been addressed and postage is paid.

Rear Gate and Vendor Access

As the Association continues its efforts to tighten up controlled access, please be reminded that all service providers are required to access through the front gate, at all times.

Also please be aware that service providers are allowed only in the community between 7am-5pm Monday-Friday and 8am-5pm on Saturdays. **There is no access on Sundays and the major holidays unless in the case of emergency (i.e. plumbing/roofing).**

Please do not ask the guard to make exceptions or deviate from this policy by allowing your contractor to follow you in at the back gate or loaning them your gate clickers.

Members will be cited for these incidents and other **disrespectful exchanges with the guards and will be subject to penalty assessments.** Thank you for your understanding and respecting the guards as they follow the Association's post orders

BOARD OF DIRECTORS:

Tom Clements—President
Carolyn Becker—Vice-President
Vijay Gulati—Treasurer
Reza Medali—Secretary
Greg Castro—Member at Large

NEXT BOARD MEETING:

April 6, 2021

Location: via Zoom tentatively

The agenda will be posted at the guardhouse 4 days prior. You may also obtain a copy of the agenda by contacting management at (949) 838-3280.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Karen Steines, CMCA, AMS
Phone: 949-838-3280
Fax: 949-377-3309
ksteines@keystonepacific.com
Emergency After Hours:
(949)833-2600

COMMON AREA ISSUES, EXTRA

KEY FOBS & GATE REMOTES:

Jacquelyn Barlow
Phone: (949) 900-1120
jbarlow@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-900-1104
customercare@keystonepacific.com

ARCHITECTURAL DESK:

architectural@keystonepacific.com

INSURANCE BROKER:

Armstrong/Robitaille/Riegle
Business and Insurance Solutions
830 Roosevelt, Suite 200
Irvine, CA 92620
Phone: (949) 381-7700

GUARD HOUSE:

Phone: 714-637-3514

DWELLINGLIVE:

www.dwellinglive.com

- ◆ Keystone is open from 9 am to 5 pm, Monday to Friday.
- ◆ 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.
- ◆ Street Sweeping Day - 2nd Friday of each month
- ◆ Trash Pick-Up Day - Monday
Please remove trash cans from the common areas after this day.



IT'S TIME FOR SPRING CLEANING!

As we approach Spring, it's the perfect time to think about home projects. Just a few, simple things can really boost the appearance of your home. Here are a few suggestions:

- Clean & Repair Screens - Window screens can be cleaned by soaking them in a children's wading pool, filled with warm soapy water. Gently scrub with a soft brush, then rinse. To repair small holes, flatten the fibers out and brush on several coats of clear fingernail polish. For large holes or tears, remove the rubber seal and install a new piece of screen.
- Clean Windows - Work in the shade to keep the cleaner from drying out too quickly. A 50/50 mix of white vinegar and water makes a great natural cleaner. Use crumpled up newspaper, rather than paper towels for a lint-free dry!
- Remove Cobwebs - Check around your home for unsightly cobwebs. Use the end of a broom to reach them without causing a sticky mess, then simply rinse your broom.
- Trim Patio Trees - If you have trees in your patio, make arrangements to have them trimmed. Trees should not extend past your fence line.
- Garages - Can you park your car in the garage? If not, the reason is probably that there's too much storage. So, now is the time to clean it out.

COMMON AREA IRRIGATION

As always, if you notice any sprinklers that are on for long periods of time or any irrigation leaks, etc., **please report them to Jacquelyn Barlow at jbarlow@keystonepacific.com so that she can submit a work order.** If your call is after hours, please call 949-833-2600 to be connected with the afterhours on call service.

EMERGENCY REPORTING

When you need to report suspicious activity (during or after business hours) please **DO NOT CALL THE GUARDS FIRST!**

Suspicious activity should be reported first to the police! Then you may call the guard to report what you have done so an incident report may be written up and the Association can then track and quantify these incidents. **The Association will then send out an email blast advising owners of the incident. Thank you!**

KPPM CONNECTION

KPPM Connection is an online tool that offers enhanced homeowner services.

- Make online payments
- View current and previous statements and billing inserts
- Print account history reports
- View open violations and work orders
- Update enhanced email notification features— sign up for eblasts under 'notification settings' and by choosing 'community updates'.

Please visit www.kppmconnection.com and log in using your email address and password. If you have not registered, please have your billing statement available to enter information. If you need assistance, please contact Customer Care at (949) 833-2600 or customercare@keystonepacific.com