

AUGUST 2021



Hillcrest Herald

Www.hillcrestatnohlranch.com



Parties

If you are hosting a party and expecting 12 or more vehicles, you must submit an alphabetical guest list to the gate or advise the guard that your guest list has been entered into dwellingLive, at least 24 hours prior to the scheduled event.

For larger parties of 25 or more vehicles, the resident must submit an alphabetical guest list or advise the guard that you have entered your guest list into dwellingLive, at least 72 hours prior to the event and pay for an additional gate officer for a minimum of four (4) hours to facilitate guest entry.

If you do not make prior arrangements with the Post Commander for an additional officer, one will be dispatched on an emergency basis, and the additional cost will be charged to the resident host. Additionally, a fine may be imposed for non-compliance.



Speeding

Please slow down when driving through the neighborhood. Be mindful of residents by watching your speed and staying attentive. Use "hands free" devices only – that text message can wait. Please remind all drivers in your household for safety sake.

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).**

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
Greg Castro — Secretary
Laurie Griffiths — Member at Large

BOARD MEETINGS:

1st Tuesday monthly at 5:30 p.m.

August 3, 2021
Trinity Lutheran Church,
4101 E. Nohl Ranch Rd., Anaheim

The agenda will be posted at the guardhouse and community website 4 days prior. You may also obtain a copy of the agenda by contacting management at ksteines@keystonepacific.com or (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:

Laurie Clark
(949) 900-1115 or
lclark@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
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.



UPDATE YOUR CONTACT INFORMATION

If you are an off-site owner or have a change in information, please contact Management to ensure all communication is being properly sent and received. Homeowners are ultimately responsible for notifying Management in a change of contact information. If you are leasing your home, you must email a signed copy of the lease agreement to Management

HomeWiseDocs.com

Keystone utilizes HomeWiseDocs.com, the next generation in document and data delivery for resale packages, resale demands, lender questionnaires and association documents.

HomeWiseDocs.com provides reliable, around-the-clock online access to all governing documents and critical project data for lenders, closing agents, real estate professionals, and homeowners from Keystone Pacific's managed communities. Please see login information:

Online Chat at www.homewisedocs.com

Help Desk: 866.925.5004 x 1

e-mail: info@homewisedocs.com

Log on to www.homewisedocs.com and select the Sign Up link to register. The many system enhancements geared toward an improved user experience include:

- Order by address or association name
- Email and SMS text completion notices for users
- Track orders online with confirmation
- Much more!

COMMON AREA IRRIGATION

If you notice any sprinklers on for an extended period of time or any irrigation leaks, etc., please report to Laurie Clark at lclark@keystonepacific.com so a work order can be submitted.

If after hours, please call 949-833-2600 to be connected with the after-hours 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.