

APRIL 2015

PORTOLA SPRINGS COMMUNITY ASSOCIATION

www.PortolaSprings.org

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. 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.

NEW POLICY REGARDING PAYMENT METHODS

Effective April 1, 2015, Keystone Pacific will no longer be accepting cash payments for key fobs. Your purchase will be posted to your account and you will need to remit payment for this item along with your monthly assessment. If you are enrolled in our ACH program, you will be asked to sign a letter authorizing us to include this amount with your next ACH debit. If you pay your assessments on-line, please remember to include this amount along with your next payment.

MAIL THEFT: ADVICE FROM THE IRVINE POLICE

In an effort to keep our residents informed we are offering the following suggestions in response to potential mail and package thefts. Always deposit your mail inside your local post office, or hand it to your letter carrier. Have your local post office hold your mail while you're on vacation, or absent from your home for a long period of time. If you don't receive a check or other valuable mail you're expecting, contact the issuing agency immediately. Check your incoming mail as close to your delivery time as possible. If a package is being delivered without a signature required, make sure someone will be home to receive the package. If you observe what appears to be a theft in progress immediately call Irvine PD dispatch at (949)724-7200.

COMMON VIOLATIONS TO AVOID

- No contractor signs are allowed anywhere in the community.
- If you are selling or leasing your property, specific signage is required; see the Rules and Regulations or "Policies" on the website for details.
- While we realize that during construction or exterior improvements it may be easier to leave your trash cans in the front of your home, please note that other than 12 hours before and after trash pick up, ALL trash cans must be stored out of common area view.
- Failure to submit for architectural approval prior to installation of your landscaping can result in fines.
- If you do not live in the community, please be sure that we have an active mailing address for you. We send important notices regarding violations that, if remain ignored, can result in costly fines.

SPRING

BOARD OF DIRECTORS:

President: Wendy Fox
Vice-President/Treasurer: Janet Stimson
Secretary: Indu Terrell

NEXT BOARD MEETING:

Wednesday, April 15, 2015
4:00 p.m. at Lomas Valley Clubhouse
95 Ranchland, Irvine, CA 92618

The final agenda will be posted on the community website. You may also obtain a copy of the agenda by contacting management at 949-838-3245.

ASSOCIATION MANAGER:

Kara Gonzalez, CMCA, CCAM
Phone: 949-838-3245
Fax: 949-833-0919
kgonzalez@keystonepacific.com

Emergency After Hours: 949-833-2600

COMMON AREA ISSUES, POOL KEYS & CLUBHOUSE RESERVATIONS:

Megan O'Grady
mogrady@keystonepacific.com
Phone: 949-838-3201

PATROL SERVICE:

Elite Enforcement Security Solutions
Phone: 714-801-4385

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

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

ARCHITECTURAL DESK:

Phone: 949-838-3239
architectural@keystonepacific.com

Log onto www.portolasprings.org to submit work a request or address change; Get the latest community news & updates; Obtain minutes, newsletters, policies, forms; Access your account online; Pay your HOA bill online; Find out about upcoming community events, and more! Should you have problem logging onto the community website, please call Customer Service at 949-833-2600.

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.
- Street Sweeping Day - 1st & 3rd Fridays by City of Irvine
- Trash Pick-Up Day - Wednesday. Please remove trash cans from the common areas within 12 hours of service. This is a requirement of the CC&R's.
- Wednesday, April 15, 2015 - Board Meeting @ 4:00 p.m.
Location: Lomas Valley Clubhouse
95 Ranchland, Irvine, CA 92618

BE A RESPONSIBLE PET OWNER

No one wants to step in dog poop while out walking their dog. Please pick up after your animal. When the association pays a vendor to remove dog poop, it costs everyone in the association money. Problems associated with animals, including noise disturbances and defecation must be directed to Animal Control at (949) 724-7740. No animals, including dogs, cats, birds and other domesticated animals, are permitted in any pool area or common facilities at any time.

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 customer care@keystonepacific.com to request an ACH application.

CLUBHOUSE RESERVATIONS

Download the reservation packet and get many of your questions answered about clubhouse reservations at www.portolasprings.org. A security deposit, rental fee and insurance endorsement are required at least 15 days in advance of your event. No amplified music is allowed (no pro DJ or band gear). Clubhouse reservations are permitted from 10 a.m. – 11:59 p.m. daily. Please call Megan at (949) 838-3201 or email mogradym@keystonepacific.com to check availability, save a date and obtain more information.

DID YOU KNOW...?

- If you sell your home, you are responsible to ensure your buyer receives your common area key fobs.
- If you are a resale owner, you are responsible to ensure your "inherited" key fobs are re-registered under the new household name.
- Failure to pay the monthly assessment can result in your key fobs being deactivated until your account is paid current.

VISIT www.portolasprings.org !

Log onto the community website to:

- Submit maintenance requests, address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies, forms
- Access your account online
- Pay your HOA bill online

Should you have problem logging onto the community website, please call Customer Care at 949-833-2600.

SUB-ASSOCIATION INFORMATION:

**Bougainvillea, By KB Home
Los Arboles, By Taylor Morrison**

Management Representative:
Crummack-Huseby, Inc.
1 Spectrum Pointe, Suite 320
Irvine, CA 92630
(949) 367-9430

**Decada, By California Pacific Homes
Primrose at Decada, By KB Home**

Management Representative:
Accell Property Management
23046 Avenida de la Carlotta, Suite 700
Laguna Hills, CA 92653
(949) 581-4988

Sendero, By John Laing Homes

Management Representative:
Powerstone Property Management
16470 Bake Parkway
Irvine, CA 92618
(949) 716-3998

**Vientos, By California Pacific Homes
Primrose at Vientos, By KB Home**

Luna, By California Pacific Homes
Management Representative:
BHE Management Corporation
P.O. Box 7736
Laguna Niguel, CA 92607
(949) 363-1963

Colibri, By Ryland Homes

**Manzanita, By Richmond American Homes
Paloma, By Brookfield Homes
San Carlos & Agave, By William Lyon Homes
Casero, By Standard Pacific
Ironwood, By KB Home
Sevilla, By Van Daele
Willow, By KB Homes**

Cariz, By Tri Pointe Homes

Management Representative:
Keystone Pacific Property Management
16845 Von Karman, Suite 200
Irvine, CA 92606
(949) 833-2600

**Las Colinas, Las Ventanas, Serra, Quintera,
Sage and Garden Hill** are not sub associations.

All communication should be sent to Keystone Pacific Property Management.

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 "Account Notifications" page once you have logged into The KPPM Connection at www.kppmconnection.com.