

JUNE 2015

# PORTOLA SPRINGS COMMUNITY ASSOCIATION

[www.PortolaSprings.org](http://www.PortolaSprings.org)

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

## PRIVATE LESSONS REQUIRE BOARD APPROVAL

We understand that many of the homeowners in the community will hire instructors to conduct private lessons, both individual and group. Please note that all instructors must be insured and pre-approved by the Board of Directors. If you have questions about the procedure, please email Kara Gonzalez at [kgonzalez@keystonepacific.com](mailto:kgonzalez@keystonepacific.com).

## COYOTE WARNING

We have seen an increase in coyote activity throughout the community. Please use caution and take a moment to review the following tips for the safety of you and your pets.

<http://www.ci.irvine.ca.us/ipd/divisions/animalservices/coyotebulletin.asp>

There are many steps that can be taken to protect you and your property from nuisance wildlife to include coyotes:

- Do not feed coyotes.
- Fence off animal enclosures (fully enclose if possible).
- Keep cats and small dogs indoors or in the close presence of an adult.
- Feed pets indoors.
- Store trash in covered heavy duty containers with secure lids.
- Keep yards free from potential shelter such as thick brush, weeds, wood piles, or excess debris.
- Enclose the bottoms of porches and decks.
- Eliminate potential food and water sources, such as, fallen fruit and standing water.
- Keep your property well lit at night.
- Put your trash out the morning of pick up.
- Motion sensitive sprinklers may be effective in areas of high concern.
- Keep small children under close adult supervision at all times.

## 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.

## 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](mailto:customercare@keystonepacific.com) to request an ACH application.

### BOARD OF DIRECTORS:

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

### NEXT BOARD MEETING:

**Thursday, June 11, 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**  
Phone: 949-838-3245  
Fax: 949-833-0919  
[kgonzalez@keystonepacific.com](mailto:kgonzalez@keystonepacific.com)

**Emergency After Hours: 949-833-2600**

### COMMON AREA ISSUES, POOL KEYS & CLUBHOUSE RESERVATIONS:

**Megan O'Grady**  
[mogrady@keystonepacific.com](mailto: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](mailto:customercare@keystonepacific.com)

### ARCHITECTURAL DESK:

Phone: 949-838-3239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

Log onto [www.portolasprings.org](http://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.

## JUNE 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.
- Thursday, June 11, 2015 - Board Meeting @ 4:00 p.m.  
Location: Lomas Valley Clubhouse  
95 Ranchland, Irvine, CA 92618
- Clubhouse Wi-fi at Lomas Valley and Silverado  
**Public Wifi:** LomasValleyPark-Public/SilveradoPark-Public  
\*No Wifi Password\*

### 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.

### CLUBHOUSE RESERVATIONS

Download the reservation packet and get many of your questions answered about clubhouse reservations at [www.portolasprings.org](http://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](mailto: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](http://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](http://www.kppmconnection.com).