

March 2017

# PORTOLA SPRINGS COMMUNITY ASSOCIATION

*www.PortolaSprings.org*

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

## VACATION OR SHORT-TERM RENTALS

Any owner found to be in violation of the short-term rental/transient tenancy policy will be called to a hearing and face potential fines. If you discover a listing on Airbnb.com or any similar site, please email a copy of the listing to Kara Foley at [kfoley@keystonepacific.com](mailto:kfoley@keystonepacific.com). You may also report the infraction to the City of Irvine as well. **Please note that the minimum fine is \$1,000.00 and doubles with each subsequent hearing.**

## EXTERIOR PAINTING OF DETACHED HOMES

During recent inspections, it has been noted that homes in the earlier phases of the community are in need of painting. In many cases, the wood trim may be all that is needed. Please remember to submit an architectural application for painting prior to commencing work. Please visit [www.portolasprings.org](http://www.portolasprings.org) for the architectural guidelines and application.

## LANDFILL ODORS

We have received reports and concerns with the odors coming from the neighboring landfill. If you have questions, please contact them directly.

Julie Chay-Public Information Officer, Strategic Communications  
714-834-4059

[Julie.Chay@ocwr.ocgov.com](mailto:Julie.Chay@ocwr.ocgov.com)

## PRIVATE INSTRUCTORS

Beginning this year, we will now require private swim instructors to obtain an identification badge to conduct lessons or coaching of any kind. This will allow us to control the pool use and prevent unauthorized instructors that may present liability for the Association. Keep an eye out for additional details.

## SAGE I AND II AND GARDEN HILL PET WASTE UPDATE

We have received complaints that owners in Sage and Garden Hill are allowing their pets to relieve themselves on the sidewalk and in many cases, the waste is not picked up. It is important to remove the waste as contracting a removal service will only increase the monthly assessments for everyone, even non-pet owners. If you see a neighbor not picking up after their pet and you can determine their address, please email Kara Foley at [kfoley@keystonepacific.com](mailto:kfoley@keystonepacific.com) to report it!



### BOARD OF DIRECTORS:

**President:** Wendy Fox  
**Vice-President/Treasurer:** Alex Gurski  
**Secretary:** Indu Terrell

### NEXT BOARD MEETING:

**Thursday, April 13, 2017**  
3:30 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 Foley, CMCA, AMS**  
Phone: 949-838-3245  
[kfoley@keystonepacific.com](mailto:kfoley@keystonepacific.com)

*Emergency After Hours: 949-833-2600*

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

**Katin Horan**  
Phone: 949-838-3201  
[khoran@keystonepacific.com](mailto:khoran@keystonepacific.com)

**PATROL SERVICE:**  
**Courtesy Patrol Specialists**  
Phone: 714-669-2736

**BILLING QUESTIONS/ ADDRESS  
CHANGES/ WEBSITE LOGIN:**  
Phone: 949-833-2600  
[customercare@keystonepacific.com](mailto:customercare@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.

**SWIM TEAM INFORMATION:**  
<http://portolaspringsstorm.swim-team.us/>

## March 2017 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 - Varies depending on location. For your service day, please visit [www.wm.com](http://www.wm.com). Please remove trash cans from the common areas within 12 hours of service. This is a requirement of the CC&R's.
- Clubhouse Wi-Fi at Lomas Valley and Silverado  
Public Wifi: LomasValleyPark-Public/SilveradoPark-Public  
\*No Wi-Fi Password\*

### COYOTE WARNING REMINDERS

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> . If you are interested in the coyote watch program, please email Kara at [kfoley@keystonepacific.com](mailto:kfoley@keystonepacific.com).

### BE A RESPONSIBLE PET OWNER

Pets must be on a leash at all times regardless of the size of your pet. Also, no one wants to step in dog feces while out walking their dog. Please pick up after your animal. Please refrain from placing used doggie bags into the planters. When the association pays a vendor to remove dog waste, 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 Katin at (949) 838-3201 or email [khoran@keystonepacific.com](mailto:khoran@keystonepacific.com) to check availability, save a date and obtain more information.

### 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).

### 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

**Legado, By Brookfield Homes**  
 Management Representative:  
 Professional Community Management  
 27051 Towne Center Drive, Suite 200  
 Foothill Ranch, CA 92610  
 (800) 369-7260

**Vientos, By California Pacific Homes**  
**Primrose at Vientos, By KB Home**  
**Luna, By California Pacific Homes**  
**Citrine, California Pacific Homes**  
**Silverleaf, California Pacific Homes**  
**The Vine, By William Lyon Homes**  
**Indigo, 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  
 16775 Von Karman, Suite 100  
 Irvine, CA 92606  
 (949) 833-2600

**Las Colinas, Las Ventanas, Serra, Quintera, Cressa, Sage and Garden Hill** are not sub associations.  
 All communication should be sent to Keystone Pacific Property Management.