

May 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.**

## ENFORCEMENT OFFICERS & SUMMER SWIM SEASON

The pool monitors will be stationed at the community pools between May 20, 2017 and September 17, 2017. During this time, their objective is to enforce the community pool rules. Please review the most commonly broken rules and for a complete list of the Association Rules and Regulations, please visit [www.portolasprings.org](http://www.portolasprings.org).

- Owners are permitted to host no more than ten guests in the pool area at any given time provided the resident sponsors and their guests are courteous of the neighbors and control noise.
- Owners are not permitted to bring additional furniture and/or equipment into the pool area.
- No running or "horse play" on pool deck.
- No "horse play" in the swimming pool/wading pool.
- No ball/Frisbee or object throwing.
- No skateboards/bicycles/tricycles/skates/roller blades/ scooters or the like inside fenced area.
- No toys in pool area.
- No glass bottles or other glass containers/objects inside fenced area.
- No pets or animals inside fenced area.
- No radios/playback sound devices without headsets inside the fenced area.
- No rafts, inflatable toys, or diving rings during busy periods, which shall be at the discretion of the lifeguard (if staffed) or roving patrol. Lifejackets are always allowed.
- No "boogie boards".
- No smoking.

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. Please note that a new instructor agreement will be required to obtain the ID badge. If you would like to get a jump on this process, please email Kara Foley at [kfoley@keystonepacific.com](mailto:kfoley@keystonepacific.com) for a new agreement.

### BOARD OF DIRECTORS:

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

### NEXT BOARD MEETING:

**Tuesday, June 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:

**Devin Pinedo**  
Phone: 949-838-3201  
[dpinedo@keystonepacific.com](mailto:dpinedo@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/>

## May 2017 REMINDERS

- Keystone Pacific Closed in Observance Memorial Day - Monday, May 29th  
**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\*

### 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 Devin at (949) 838-3201 or email [dpinedo@keystonepacific.com](mailto:dpinedo@keystonepacific.com) to check availability, save a date and obtain more information.

To receive electronic notifications, you will need to first ensure that you are set up on the KPPM Connection website.

**The KPPM Connection is an online tool that offers enhanced homeowner services. Using the portal, you can:**

- ◆ **Make Online Payments**
- ◆ **View Current and Previous Statements and Billing Inserts**
- ◆ **Print Account History Reports**
- ◆ **View and Update Enhanced Email Notification Features**

[www.kppmconnection.com](http://www.kppmconnection.com). Please log in using your account online email address and password. If you have not registered, please have your billing statement available to enter in the required information. If you need assistance, please contact Customer Care at (949) 833-2600 or [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com).

Once registered with KPPM Connection, you may go under Notification Settings and check the box for eNews and save the changes. Below, please find the options that you should see regarding electronic billing and electronic notifications:

**Electronic Billing eStatement Emails**  
**Community Association Updates eBlast Emails**  
**Newsletter eNewsletter Emails**

### 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.