

June 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. 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.**

PARKING AND BLOCKING DRIVEWAYS

Residents that have driveways should use care when parking so as not to block the sidewalk with their vehicle. This does not allow proper access for people to pass and causes those in wheelchairs, strollers or walkers into the street or grass and creates an unsafe situation.

SIDEWALK CHALK IN COMMON AREAS

While we understand that sidewalk chalk is fun for many, please do not allow anyone in your household to use it in the common areas. This is costly for the Association to continually remove. Recently, we had brand new paint applied to park pillars that were immediately ruined with sidewalk chalk and had to be repainted. You are welcome to use it on your own property, but please refrain from using any type of chalk or substance that requires removal and/or cleaning in common areas or on common area surfaces.

TRASH CANS PLACED OUT FOR PICK UP

The CC&R's only allow you to place trash cans out 12 hours before Waste Management pick up and 12 hours after Waste Management pick up. What this equates to is no earlier than 6 PM the night before pick up day and no later than 6 AM the next morning. Please be respectful to your neighbors and only place cans outside during these times. Also, if your trash can is visible from the street, that means it is not being stored out of view and you may receive a violation letter. Trash cans must be in your garage or behind your side gate on non-trash days. Pulling the cans to the side of your home, but outside the gate leaves them in view.

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 for the architectural guidelines and application.

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

Emergency After Hours: 949-833-2600

COMMON AREA ISSUES & POOL KEYS:

Rigo Montes de Oca
Phone: 949-838-3201
rmontesdeoca@keystonepacific.com

CLUBHOUSE

RESERVATIONS:

Devin Pinedo
Phone: 949-430-5855
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

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.

SWIM TEAM INFORMATION:

<http://portolaspringsstorm.swim-team.us/>

June 2017 REMINDERS

- **Board Meeting has been changed to Tuesday, June 13th**
- **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. 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. 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 949-430-5855 or email 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. 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.

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.