December 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. If you are able to determine the address of the offender, this is very helpful. 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.**

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.

CIGARETTE BUTTS

No one should have to clean up after smokers who leave behind cigarette butts. Please do not leave cigarette butts in the parks, streets or common areas. Trash cans are provided for proper disposal throughout the community. Please be respectful to your neighbors!

HOLIDAY LIGHTS AND CHRISTMAS TREE REMOVAL

Waste Management will collect and recycle Christmas trees for the first three weeks following Christmas on your regular collection day. Trees taller than four feet must be cut in half. Please remove all decoration including tinsel, lights, ornaments and tree stands. Place the tree at the curb. Flocked trees will be collected but cannot be recycled. Holiday lighting will need to be removed no later than January 15, 2018.

HOLIDAY SOCIAL WEDNESDAY, DECEMBER 20TH 3-6 PM

We are pleased to announce that the Portola Springs Community Association Holiday Social will be held at the Silverado Clubhouse, 91 Scarlet Bloom, on Wednesday, December 20, 2017 from 3-6 PM. Join us for a photo with Santa, holiday music and a sweet treat. More details will be sent via e-blast along with the electronic RSVP.

BOARD OF DIRECTORS:
President: Wendy Fox
Vice-President/Treasurer: Alex Gurski
Secretary: Indu Terrell

NEXT BOARD MEETING:
Thursday, December 14, 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:
Vontrell Burnett
Phone: 949-838-3201
vburnett@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/

December 2017 REMINDERS

- **Keystone Pacific Closed in Observance of the Holiday Season -** * Monday, December 25th & Tuesday, December 26th
- **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, Silverado and Village Square **Public Wifi:** LomasValleyPark-Public/SilveradoPark-Public/ VillageSquare-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 are 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

Juniper, by Richmond American
Management Representative:
Keystone Pacific Property Management
16775 Von Karman, Suite 100
Irvine, CA 92606
(949) 833-2600

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