

MARCH 2018

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/SHORT-TERM RENTALS /COMMERCIAL ACTIVITY

Any owner found to be in violation of the short-term rental/transient tenancy and/or commercial activity 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 Association's minimum fine is \$1,000.00 and doubles with each subsequent hearing.** Residential lease agreements are required to clear a short term rental violation. The Board recommends that rentals be listed on a reputable site or with a Realtor that promotes the residential spirit of the community.

REPORT A COYOTE SIGHTING

- coyotesighting@cityofirvine.org



**Saturday,
March 24th**

Sponsored by



MARJANEH IIDA

C 949.677.7168

Miida@SurterreProperties.com

www.PortolaSpringsRealtor.com

Marjaneh Iida BRE#01972080

This is not intended as a solicitation if your property is currently listed with another broker. Surterre Properties® (949)677-7168



SAVE THE DATE-SATURDAY, APRIL 7TH

The 1st Portola Springs Concert in the Park! Village Square Lawn 4-8 PM. The 80's band REFLEXX will entertain you, along with community vendors and food. More details to follow!

BOARD OF DIRECTORS:

President: Wendy Fox

Vice-President/Treasurer: Alex Gurski

Secretary: Indu Terrell

NEXT BOARD MEETING:

Thursday, April 12, 2018

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/>

MARCH 2018 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. Private Street Sweeping for Sage and Garden Hill – 2nd and 4th Mondays.
- 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.

UPDATE FROM IRVINE POLICE DEPARTMENT

Over the last year, California residents have experienced earthquakes, wildfires, mudslides and other disasters. The Irvine Police Department recommends the following strategies to prepare your family for any large-scale emergency.

Assemble a Supply Kit

A supply kit should include enough food, water and medicine to last three to five days. Residents should tailor their supply kit based on specific family needs, such as extra eyeglasses, pet food, etc.

Motorists should consider keeping an emergency backpack in their vehicles with comfortable walking shoes, a light jacket, snacks, water and a flashlight in case roadways are blocked or damaged.

Create a Communication Plan

When a disaster strikes, family members may be in different locations. Pre-arrange a meeting location in case the family home or regular gathering place is unavailable. Develop a plan to communicate if landlines or cell-phones are not working. Alternate communication plans might include e-mail or social media. As most communication methods are electronic, keep extra batteries or alternate power sources in a convenient location.

Stay Informed

To receive emergency alerts and information, landlines and cellphones can be registered with the City of Irvine's iAlert system at cityofirvine.org/ialert. You can also download the City's Access Irvine app to stay informed.

In addition, the Irvine Police Department posts regular updates to social media. Follow [@IrvinePolice](https://www.instagram.com/IrvinePolice) on Instagram, [facebook.com/IrvinePolice](https://www.facebook.com/IrvinePolice), [twitter.com/IrvinePolice](https://www.tweet.com/IrvinePolice). Emergency updates may also be broadcast on 1640AM. For more information on emergency preparedness, visit cityofirvine.org/prepare.

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
Talise, By California Pacific Homes
Brisa, By California Pacific Homes
Celeste, 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, Quintera, Cressa, Sage and Garden Hill, Elderberry are not sub associations.
 All communication should be sent to Keystone Pacific Property Management.

February 14, 2018

Dear Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online, effective April 2, 2018. **Using the new portal, homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH

CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!

IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK

After receiving your April billing statement, please complete the steps below to ensure your payment is submitted on-time:

1. Update Your HOA Account Number:

- **Your 10 digit HOA account number will be located in the top blue section of the April billing statement under "Account ID".**
- **If you pay by autopay through your bank**, please update your bank records to reflect this new account number.
- **If you pay by sending a check through the mail**, please include your new account number on any checks or correspondence to your HOA.

2. Update Your Payment Address:

- **If you pay by autopay through your bank**, please update your bank records to reflect the new payment address.
- **If you pay by sending a check through the mail**, please address all envelopes to the new payment address.

New Payment Address:
File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

Or, for fast and convenient processing, you may now take advantage of our new online payment features.

• **Manage Online Payments:**

You are still able to make one-time ACH payments through www.kppmconnection.com. In addition, starting April 2nd, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit www.kppmconnection.com to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by logging into www.kppmconnection.com and clicking on the menu located in the top-left corner and selecting "Portal Upgrade Survey". Homeowners who complete our survey by May 1st will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

Extended service hours from March 26th – April 30th:
5:00PM to 9:00 PM, Monday through Friday.

Phone Number: 949-833-2600
Email: customercare@keystonepacific.com

The launch of our upgraded portal is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life.

Sincerely,



Cary Treff, CEO
Keystone Pacific Property Management