

January 2022

# PORTOLA SPRINGS COMMUNITY ASSOCIATION

[www.PortolaSprings.org](http://www.PortolaSprings.org)

## DON'T MISS IMPORTANT UPDATES FROM YOUR ASSOCIATION

The Association uses e-notifications and website postings for many important updates. Please visit [www.kppmconnection.com](http://www.kppmconnection.com) today to sign up! You can also access the association's website [www.portolasprings.org](http://www.portolasprings.org) for meeting notifications, important updates, events and all electronic documents available; Governing Documents, Rules and Regulations and the Design Guidelines for example. To sign up you will need your Keystone account number and your zip code. **All facility opening updates are distributed via e-blast and posted on the community website.**

## CERT AT PORTOLA SPRINGS

Connected neighborhoods reduce crime and improve safety. **PS Connect!** is our initiative to connect local groups of neighbors throughout Portola Springs. We are now training volunteers. Want to make a difference? Organize your block! We'll teach you to use our simple methods in one hour. Work at your own pace with no deadlines. Learn more at

<https://www.portolaspringscert.org/ps-connect>



## CLEAN UP AFTER YOUR PET!

Please clean up after your pets, properly dispose of waste, and keep in mind that additional services the community requires to remove pet waste can raise assessments for everyone. And remember, leashes are always required, it's the law. If your dog relieves themselves on common area grass, please dilute the urine with water so the grass is not burned.

## REMINDERS

Please be mindful of the posted speed limits. This is especially important on interior streets with curves in the road. It is not uncommon for residents to be crossing the street, and everyone needs to do their part to keep the roads safe. If you see trash or something that looks out of the ordinary from a maintenance standpoint, please report to Candice so that she can issue a work request. She can be reached at [Cfincher@keystonepacific.com](mailto:Cfincher@keystonepacific.com). Suspicious vehicles and activity should be reported to Irvine PD.

## 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](mailto: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.

## BOARD OF DIRECTORS:

**President:** Jonathan Bjorndahl  
**Vice-President/Treasurer:** Alex Gurski  
**Secretary:** Jaime Chandler

## NEXT BOARD MEETING:

**February 10, 2022**  
4:30 p.m. Please review the agenda for the most up to date time and location

The final agenda will be posted on the community website. You may also obtain a copy of the agenda by contacting management at via email.

## ASSOCIATION MANAGER:

**Kara Foley, CMCA, AMS, PCAM**  
Phone: 949-838-3245  
[kfoley@keystonepacific.com](mailto:kfoley@keystonepacific.com)  
**Emergency After Hours: 949-833-2600**

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

**Candice Fincher**  
Phone: 949-331-1412  
[cfincher@keystonepacific.com](mailto:cfincher@keystonepacific.com)

## PATROL SERVICE:

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

## BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600  
[customer-care@keystonepacific.com](mailto:customer-care@keystonepacific.com)

## NEW PAYMENT ADDRESS

PO BOX 513380, Los Angeles, CA 90051  
-3380

Log onto [www.portolasprings.org](http://www.portolasprings.org) to submit a work 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:

[www.PortolaSpringsStorm.com](http://www.PortolaSpringsStorm.com)

## EXTERIOR IMPROVEMENTS

All exterior improvements require pre-approval. This includes, but not limited to, security cameras, solar, changing landscaping, initial landscape install, etc. An architectural application and the guidelines can be found on the community website [portolasprings.org](http://portolasprings.org).

# January 2022 REMINDERS

- Keystone is Closed for New Year's Day (observed) - Monday, January 3rd
- **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 - 1st and 3rd Wednesdays
- 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 Round Canyon, Tomato Springs, Lomas Valley, Silverado and Village Square **Public Wi-Fi: RoundCanyon-Public, TomatoSprings-Public, 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](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 10:00 a.m.—11:59 p.m. daily. You can email Candice Fincher to make a reservation [cfincher@keystonepacific.com](mailto:cfincher@keystonepacific.com).

## COMMON VIOLATIONS TO AVOID

- No contractor signs are allowed anywhere in the community.
- If you are selling or leasing your property, specific signage is required; see the Rules and Regulations on the website for details.
- While we realize that during construction or exterior improvements it may be easier to leave your trash cans in the front of your home, please note that other than 12 hours before and after trash pick up, ALL trash cans must be stored out of common area view.
- Failure to submit for architectural approval prior to installation of your landscaping can result in fines.
- If you do not live in the community, please be sure that we have an active mailing address for you. We send important notices regarding violations that, if remain ignored, can result in costly fines.

## BE A RESPECTFUL NEIGHBOR WHEN PARKING

Do not park in such a way that blocks trash cans out on the street for trash day. Parking in front of them, or too close, will cause Waste Management to skip pick up all together. This creates a huge inconvenience for everyone involved. Parking in your driveway and garage will also free up the street for the proper placement of trash cans on trash pick up days. This also allows for guests to find ample parking in the community. Streets cluttered with cars can lower property values. If you must park your vehicle on the street, please do not leave too much space between you and the car in front or behind. It ends up taking up valuable parking spaces if everyone is doing this.

**Sign up for E-Notifications and Pay On-line**  
[www.kppmconnection.com](http://www.kppmconnection.com)

## PLEASE STORE SHOES OUT OF VIEW OF THE COMMON AREA

Many members of the community leave their slippers and outside shoes on the front porch all the time. Please store these out of view of the common area or in your garage.

## 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**  
**Casero, By Standard Pacific**

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**  
**Montara, By California Pacific Homes**  
**Carissa, 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**  
**Ironwood, By KB Home**

**Sevilla, By Van Daele**  
**Willow, By KB Homes**

**Cariz, By Tri Pointe Homes**  
**Juniper, by Richmond American**

Management Representative:  
 Keystone  
 16775 Von Karman, Suite 100  
 Irvine, CA 92606  
 (949) 833-2600

**Las Colinas, Las Ventanas, Serra, Quintera, Cressa, Sage and Garden Hill, Elderberry, Hillside, Bluffs, and Highland** are not sub associations. All communication should be sent to Keystone



Managed by Keystone  
 30211 Avenida De Las Banderas,  
 Suite 120  
 Rancho Santa Margarita CA,  
 92688