

January 2017

CASTELLINA

www.castellinaho.org

Professionally Managed by Keystone Pacific Property Management, Inc. - 16775 Von Karman, Ste. 100, Irvine, CA 92606

HAPPY NEW YEAR!

Here's a toast to the future,
A toast to the past,
And a toast to our friends, far and near.
May the future be pleasant;
The past a bright dream;
May our friends remain faithful and dear.



WHO TO CALL WITH YOUR CONCERNS

If you have a concern about the common area landscaping, please contact my Associate, Lilly Luong at directly at 949-838-3269. A work order will be issued to the appropriate vendor to take care of the common area concern.

Emergency Number – Keystone Pacific maintains 24 hour emergency service. If you are calling between the hours of 9:00 a.m. and 5:00 p.m., you can speak to Bea Garrahy at (949) 838-3207 or Lilly Luong at 949-838-3269.

If you are calling after hours, please dial (949) 833-2600 and follow the prompts for after hour emergency service. The on-call manager will be paged by our answering service and your call will be returned promptly.

BACKYARD MAINTENANCE

It has come to Management's attention that the plant materials in homeowners back yards are over grown and encroaching onto the Association's common areas and fences. When the plant material is overgrown into the common area pathways behind the homes it is difficult for the landscapers to access the landscaping on the slopes in these areas.

The Board and Management request that you have your gardeners trim the over grown plants and vines away from the back yard fencing and maintain the vegetation on a regular basis. Also, please check your irrigation to make sure that the timers are adjusted so that the back yard plants are not being over watered and water run off to the slope.

Thank you for your assistance.

BOARD OF DIRECTORS:

President: David Viers
Vice-President: Elizabeth Edwards
Treasurer: Bob Daly
Secretary: Era Swanepoel
Member-at-Large: Lynne Vacketta

NEXT BOARD MEETING:

Thursday, January 12, 2017 @ 6:00PM
Covenant Hills Clubhouse
1 Covenant Hills, Ladera Ranch, CA

The final agenda will be posted at the bulleting board at the pool. You may also obtain a copy of the agenda by contacting management at 949-838-3207.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Bea Garrahy
Phone: 949-838-3207
Emergency After Hours: 949-833-2600
Fax: 949-833-0919
bgarrahy@keystonepacific.com

COMMON AREA ISSUES:

Lilly Luong
Phone: 949-838-3269
lluong@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
customer@keystonepacific.com

ARCHITECTURAL DESK:

Phone: 949-838-3239
architectural@keystonepacific.com

INSURANCE BROKER:

Roy Palacios Insurance Agency, Inc.
949-582-0964



January 2017 REMINDERS

- Keystone Pacific Closed in Observance of New Year's - Monday, January 2nd

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.

Trash Pick-Up Day - Fridays

Please remove trash cans from the common areas after this day.

Thursday, January 12, 2017 - Board Meeting @ 6:00 P.M.

Location: Covenant Hills Clubhouse

1 Covenant Hills, Ladera Ranch, CA

SIGN UP FOR COMMUNITY E-NEWS

Sign up to receive news and updates pertaining to our community association via email.

To sign up, please register from the "Update My Profile" page once you have logged into your billing account at www.keystonepacific.com.

SIGN UP FOR THE ACH PROGRAM

Save time and money and never miss a payment again!

Sign up to have your assessment payments automatically debited from your checking or savings account. Please call Customer Care at 949-833-2600 or send an e-mail to customer care@keystonepacific.com to request an ACH application.

TREASURERS REPORT



As the Treasurer for Castellina, I continue to find ways to reduce annual HOA costs. Because of negotiations with our fire alarm system company, Bay Alarm, our net-cost for the fire alarm system will be \$12,000 less per year, or about \$145 per year per homeowner. By combining these alarm savings with the photovoltaic system savings, the HOA will be saving \$2500.00 per year for the alarm system and electricity expenses.

As you have already read, the defects litigation against Castellinas builder was resolved. The \$2.75 million from this settlement was deposited into Castellinas account in December 2016. The most critical repairs are in progress, and the Board will begin reviewing the list of repairs and improvements which were outlined in the defect settlement report to determine how to proceed. The Board will keep you up-to-date on these issues.

HOLIDAY DECORATIONS

During the holidays, decorations help make the community more festive. Please keep in mind however that you should be removing them soon after the holidays. The general rule is to remove them a week after New Years or no later than January 14, 2017.



CHRISTMAS TREE RECYCLING

Christmas trees will be collected for the first two weeks following Christmas Day on your regular collection day.

Important reminders:

- Trees taller than 6 feet will need to be cut in half
- Remove all tinsel, ornaments and stands
- Flocked trees will be collected, however, not recycled
- Put your tree out for pick up, the night before your regular collection day!

