

July 2017

# CASTELLINA

www.castellinahoa.org



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

## PARKING UPDATE FROM THE BOARD



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About a year ago, all homeowners received a notice from the Castellina Board of Directors clarifying parking rules. The Board recently noticed a breakdown pertaining to these rules. (Article II- Use Restriction). Homeowner's signed off on these rules when they purchased their homes.

You have probably noticed that the residential streets are significantly narrower than the rest of the streets in Covenant Hills. Recent discussion's with the Orange County Fire Authority confirm that parking is not permitted on the streets except in the parking cutouts. According to the Castellina Motor Vehicle Policy at (castellinahoa.org), residents are required to first and foremost utilize their garages for vehicle parking. Driveways can be used as a backup if garages are already full with two cars. Visitors and guests may use the street during the daytime, and only for short periods of time. No long term parking is permitted. The Board respectfully asks that all homeowner's and residents work harder at keeping our streets clear of vehicles. Castellina will continue to be a sought after area , if the streets safe and quiet. This is a very special place, here, so please work together to keep it that way.

## POD STORAGE UNITS AND DUMPSTERS

The Board would like to remind homeowners that prior approval is required to have a storage POD delivered to the property. Please plan ahead and provide a 3-4 day request to Management with delivery date, location and time period needed, for the storage POD. Management will request approval from the Board and will notify you of the Boards approval. Dumpsters will also require prior approval from the Board and may require a deposit in case of damages to the common area streets, sidewalks or landscape.



## **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, July 13, 2017 @ 6:00PM**  
Avaldale Clubhouse  
1 Daisy Street, Ladera Ranch, CA

*The final agenda will be posted at the bulletin 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



Happy 4th of July!

## July 2017 REMINDERS

- Keystone Pacific Closed in Observance Independence Day - Tuesday, July 4th
- 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, July 13, 2017 - Board Meeting @ 6:00 P.M.  
Location: Community Clubhouse  
31110 Flying Cloud, Laguna Niguel, 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](http://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 [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com) to request an ACH application.

### SATELLITE DISH INSTALLATION

Per the Association's CC&R's, Article II, Use Restrictions, Section 2.7, Antenna Restrictions, etc., Section 2.7.1 Restrictions on Installation state that the satellite dish may be installed only within the Unit or in the Exclusive Use area, provided that no exterior surface of the residential building is pierced, damaged or otherwise modified by the installation. The Association has the authority to approve the architectural application for the location of where the satellite dish is installed. **Please be sure to submit the architectural application prior to scheduling the installation of the satellite dish to ensure that it is being**



### PET REMINDER

coolfreemages.net



There continues to be extensive damage to the grass areas in the community due to pet urine. When walking your dogs please make sure that you are picking up after them. Make sure to carry a bottle of water to pour on any areas where they urinate to dilute the acidity, and help prevent brown spots on the turf areas. Avoid walking your dogs on the turf areas whenever possible. The Association's landscaping company spends a lot of time and money trying to maintain the grass areas to keep it nice and green for everyone's enjoyment, but when homeowners neglect to clean up after their pets the grass becomes brown and eventually dies. Please be considerate and clean up after your pets. Thank you for your co-operation.

### COMMON AREA CONCERNS

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

# NEW PORTAL LAUNCHING



## WWW.KPPMCONNECTION.COM

At Keystone Pacific, we are constantly striving to provide our clients the highest level of customer service and a superior management experience. In July, we will modernize the look of our portal to enable new exciting features within the next year. The new portal may look different, but it retains all of the features you currently use. The launch of our new look 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. Stay tuned for more updates on exciting new features.

### USE ON ALL DEVICES

Our new website will be available on all devices; including desktops, tablets and smart phones.



### LOGIN INFORMATION

Please log in to [www.kppmconnection.com](http://www.kppmconnection.com) using your email address and password. If you have not registered, please have your billing statement available to enter in the required information.



### NEED ASSISTANCE?

STARTING JULY 15TH  
Extended Customer Service Hours  
9:00 AM to 9:00 PM  
Customer Care: (949) 833-2600 or  
[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

