

September 2017

CASTELLINA

www.castellinaho.org

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

UPCOMING ANNUAL ELECTION

The Annual Election Meeting is scheduled to take place on September 14, 2017.

There are two (2) positions open for the September 14, 2017 Annual Election. The Election Notice and Ballot were mailed to you in August, so please be sure to read the directions carefully and complete the ballot and envelope as follows:



Valid Ballots – Secret Ballot System

- **Fill out Ballot – vote for your choice of directors and on the IRS ruling.**
- **Place Ballot in the plain white envelope.**
- **Place plain white envelope in the special brown envelope.**
- **Write clearly your name and address on the upper left hand corner and then SIGN IT under your address.**
- **Mail it back to Keystone Pacific – The Special Brown Envelope has been addressed and postage is paid.**

UPDATE YOUR EMAIL ADDRESS

Your Board of Directors is asking all Castellina homeowners and residents to provide KeystonePacific with their email address. Email provides a quick way for information to flow to homeowners and residents, and it will help the Board reduce Castellina's printing and mailing expenses. In the last fiscal year, that expense was \$4,651. If you have not already done so, please register your email address by starting at <http://castellinaho.org> and clicking (or tapping) on "View Statement/Pay Bill". You will then be at the KeystonePacific site and here click (or tap) on "Change Notification Settings" under "My Profile" to add or update your email address. Thank you. Castellina Board of Directors



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, September 14, 2017 @ 6:00PM

Covenant Hills Clubhouse

1 Covenant Hills, 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:

Chandler Schuyler 949-838-3269 or via email at

cschuyler@kkeystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600

customer-care@keystonepacific.com

ARCHITECTURAL DESK:

Phone: 949-838-3239

architectural@keystonepacific.com

INSURANCE BROKER:

Roy Palacios

Insurance

Agency, Inc.

949-582-0964



September 2017 REMINDERS

- Keystone Pacific Closed in Observance of Labor Day - Monday, September 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, September 14, 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 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 installed in an approved location.**



PET REMINDER

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 cooperation.

coolfreemages.net



COMMON AREA CONCERNS

If you have a concern about the common area landscaping, lighting or other common area concerns, please contact my Associate, Chandler Schuyler directly at 949-838-3269 or via email at cschuyler@keystonepacific.com. A work order will be issued to the appropriate vendor to take care of the common area concern.