

November 2017



# CASTELLINA

www.castellinaho.org

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



As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.

~John Fitzgerald Kennedy

## 2017 ADJOURNED ANNUAL ELECTION RESULTS

The Adjourned Annual Election was held on September 21, 2017 and The Castellina Board of Directors would like to thank all of you who voted for the Board of Directors. This year, Robert Daly was re-elected to serve another two-year term. We thank the Board of Directors for their volunteer service.

Robert Daly – Term expires September 2019

## SETTLEMENT REPAIR UPDATE

The Board of Directors wishes to provide homeowners with an update about the construction defects settlement repairs. While the settlement funds were received from Centex in January 2017, starting the repairs has been a very long process since vendors had to be interviewed and selected, and contracts needed to be fully reviewed to ensure Castellina's funds are efficiently and appropriately spent. In the next few months, you will be seeing a flurry of repairs happening around the neighborhood. The Board has hired a project manager to ensure all work is done correctly and on-time. He and the contractors are working on a complete scope of repairs.

Due to the severe foundation movement of two buildings on Salvatore, the first repair work is focused there. The Board hired a firm to lift the buildings. The next set of repairs will consist of a large number of projects throughout the neighborhood. Included here are repairing or replacing many of the block walls behind the buildings, repairing numerous sidewalks and driveways, repairing damaged wood on the buildings, and painting the entire community (wood and stucco). Other needed repairs identified in the defect settlement will also be scheduled, pending approval by the Board. The repair work is planned to begin by the end of the year.

The Board is aware of the frustration from the delays and appreciates your patience and understanding. If you have any questions, please feel free to contact your Property Manager, Bea Garrahy at

<[bgarrahy@keystonepacific.com](mailto:bgarrahy@keystonepacific.com)>.

### 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, November 13, 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](mailto:bgarrahy@keystonepacific.com)

#### COMMON AREA ISSUES:

**Chandler Schuyler**  
Phone: 949-838-3269  
[cschuyler@keystonepacific.com](mailto:cschuyler@keystonepacific.com)

#### BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

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

#### ARCHITECTURAL DESK:

Phone: 949-838-3239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

#### INSURANCE BROKER:

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



## November 2017 REMINDERS

- Keystone Pacific Closed in Observance of Thanksgiving - Thursday, November 23rd & Friday, November 24th
- 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, November 13, 2017- Board Meeting @ 4:00 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](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 [customer care@keystonepacific.com](mailto:customer care@keystonepacific.com) to request an ACH application.

### WHO TO CALL WITH YOUR CONCERNS

If you have a concern about the common area landscaping, please contact my Associate, Chandler Shuyler directly at 949-838-3269 or via email at [cschuyler@keystonepacific.com](mailto:cschuyler@keystonepacific.com). 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 Chandler Schuyler 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.



### 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.**



Happy  
Thanksgiving