

March 2018

CASTELLINA

www.castellinahoa.org



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

May your pockets be heavy and your heart be light.
May good luck pursue you each morning and night.
May good luck be your friend in whatever you do and
May trouble be always a stranger to you. ~Irish Blessing



TEMPORARY MANAGER CHANGE

Please note that there will be a temporary manager change effective January 1, 2018. Randa Rayor will be covering the Manager responsibilities for Castellina for the next 2-3 months. Randa will be the contact for all business relating to Castellina. Please contact Randa at 949-838-3260 or via email at rrayor@keystonepacific.com. Randa will be supported by Chandler Schuyler for common area maintenance concerns. Please contact Chandler Schuyler at 949-838-3269 or via email at ccschuyler@keystonepacific.com. Thank you for your assistance

SPEEDING NOTICE

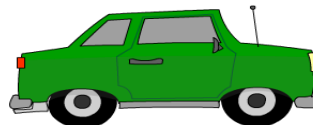
Please exercise extreme caution when driving through the community. There are many children that live and play throughout the community and it is important for everyone to not speed. Please also be very careful when driving through the intersections. We need everyone's cooperation in order to keep the community a safe place to live. **Thank you for cooperation!**



NO PARKING IN FIRE LANES

An important reminder that there is NO PARKING at any time for residents or guests in the designated fire lanes on Castellina streets. Any vehicle parking in a fire lane is subject to immediate towing without notice.

For more information, please review the Castellina CC&R's and Parking Rules at CASTELLINAHOA.ORG. Or you can contact Randa Rayor at Keystone Pacific at (949) 838-3260 or rrayor@keystonepacific.com.



BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

Thursday, March 8, 2018 @ 4:00PM
NEW LOCATION
Avendale Village Club
1 Daisy Street, Ladera Ranch, CA

The final agenda will be posted at the mailbox. You may also obtain a copy of the agenda by contacting management at 949-838-3269.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:
Randa Rayor Phone: 949-838-3260
rrayor@keystonepacific.com

Emergency After Hours: 949-833-2600
Fax: 949-833-0919

COMMON AREA ISSUES:

Chandler Schuyler Phone: 949-838-3269
cschuyler@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

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

ARCHITECTURAL DESK:

architectural@keystonepacific.com

INSURANCE BROKER:

Roy Palacios Insurance Agency, Inc.
949-582-096

DAYLIGHT SAVINGS TIME
BEGINS ON SUNDAY,
MARCH 11, 2018



March 2018 REMINDERS

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 - Friday

Remove trash cans from the sight of the common areas on the same day as trash pick-up

Board Meeting on Thursday, March 8, 2018 @ 4:00 p.m.

NEW LOCATION

Avendale Village Club

1 Daisy Street

Ladera Ranch, CA 92694



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.

TRASH CONTAINERS

Castellina's Rules and Regulations state that trash containers shall be exposed to view of neighboring Condominiums only when set out for a reasonable period of time (not to exceed twelve (12) hours before or after scheduled trash collection hours).

Trash containers should not be placed on the street **until Thursday evening** and should be stored properly **before Saturday morning**. Please follow the Rules and Regulations and minimize the time your trash containers are on the street.

PET REMINDER

There continues to be 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 to 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.

WHO TO CALL WITH YOUR CONCERNS

If you have a concern about the common area landscaping, please contact my Associate, Chandler Schulyer 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 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.

If you are calling between the hours of 9:00 a.m. and 5:00 p.m., you can speak to Randa Rayor at (949) 838-3260 or Chandler Schulyer at 949-838-3269.

February 14, 2018

Dear Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online, effective April 2, 2018. **Using the new portal, homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH

CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!

IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK

After receiving your April billing statement, please complete the steps below to ensure your payment is submitted on-time:

1. Update Your HOA Account Number:

- **Your 10 digit HOA account number will be located in the top blue section of the April billing statement under "Account ID".**
- **If you pay by autopay through your bank**, please update your bank records to reflect this new account number.
- **If you pay by sending a check through the mail**, please include your new account number on any checks or correspondence to your HOA.

2. Update Your Payment Address:

- **If you pay by autopay through your bank**, please update your bank records to reflect the new payment address.
- **If you pay by sending a check through the mail**, please address all envelopes to the new payment address.

New Payment Address:
File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

Or, for fast and convenient processing, you may now take advantage of our new online payment features.

• **Manage Online Payments:**

You are still able to make one-time ACH payments through www.kppmconnection.com. In addition, starting April 2nd, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit www.kppmconnection.com to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by logging into www.kppmconnection.com and clicking on the menu located in the top-left corner and selecting "Portal Upgrade Survey". Homeowners who complete our survey by May 1st will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

**Extended service hours from March 26th – April 30th:
5:00PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: customercare@keystonepacific.com**

The launch of our upgraded portal 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.

Sincerely,



Cary Treff, CEO
Keystone Pacific Property Management