

March 2016

CASTELLINA

www.CASTELLINAHOA.org

Professionally Managed by Keystone Pacific Property Management, Inc. - 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



DAYLIGHT SAVINGS TIME



Spring time is approaching! Be sure to set your clocks ahead one hour before going to bed on March 12th. Daylight savings time officially begins on March 13th at 2:00am.

FIRE SPRINKLER REPAIRS

The Board approved the proposal from VFS Fire Security to make the repairs to the defective fire sprinklers as a result of the 5 year fire sprinkler inspections. VFS will be sending out a schedule to complete the repairs over a one to two week window, please make every effort to schedule a date to have these repairs completed, as it a requirement of the fire authority to have all fire sprinklers repaired and certified in order to receive the 5 year certification. Also, please note that if the repairs are not completed during this schedule, the homeowner will responsible for the cost to have VFS return to complete the repairs. Your assistance in working with VFS will be greatly appreciated.



JANUARY 14, 2016 BOARD MEETING HIGHLIGHTS

- The Board approved the proposal from OCBS to prepare the 2016 Annual Maintenance Inspection report.
- The Board approved the proposal from OCBS for repairs at 5,7 & 27 Tuscany
- The Board approved the proposal from VFS to complete the fire sprinkler repairs.
- The Board approved the proposal from Coastline Landscape for a \$135.00 budget for general plant replacement and to install a 24" Cherry tree and plants near 33 Chianti.
- The Board approved the 2016 tree trimming proposal from RGS.

BOARD OF DIRECTORS:

President: David Viers
Vice-President: Elizabeth Edwards
Treasurer: Steve Wolf
Secretary: Era Swanepole
Member-at-Large: Lynne Vacketta

NEXT BOARD MEETING:

Tuesday, March 15, 2016
6:00 PM @ Covenant Hills Clubhouse
1 Covenant Hills
Ladera Ranch, CA 92694

The final agenda will be posted at the mailboxes. 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

INSURANCE BROKER:

Spectrum Risk Insurance Company
Contact: Carol Wolfe
949-756-7530

GUARD HOUSE:

Antonio Gate: 949-429-6081
Sienna Gate: 949-218-2403

SUB/MASTER INFO:

First Service Residential
Maintenance: 949-218-0900 ext. 100
(Sue White)



March 2016 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 - Fridays

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

Wednesday, January 13, 2016 - Board Meeting @ 6:00 P.M.

Location: Covenant Hills Clubhouse

1 Covenant Hills, 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.

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.

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.



WHO TO CALL WITH YOUR CONCERNS

If you have a concern about the common area landscaping, 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.

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.