

May 2016

Mother's Day

CASTELLINA

www.castellinaho.org

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

CONSTRUCTION DEFECT CLAIM UPDATE

As you know, Fenton Grant, represents the Castellina Neighborhood Corporation in its pending claim against Centex for construction defect repairs. The investigation by the Association's experts is complete and the experts have exchanged their reports. The parties have agreed to participate in a final mediation which is scheduled to take place on May 19, 2016. We are hopeful that we will be able to reach a resolution of the case this year which would include permanent repair of the construction defects, including conditions relating to soil movement, at no cost or expense to the community.

LANDSCAPE CONCERNS

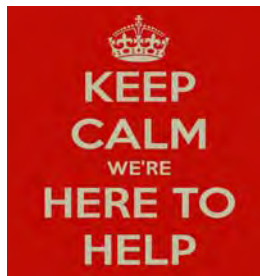
It has been brought to Managements attention that there are several sprinkler heads that are being broken due to vehicles backing out of the garages and driveways. Please use caution when you exit the garage and driveways and make sure that you clear the concrete and not drive into the planters and over the sprinkler heads. The repairs are occurring more often and these repairs are costly to the Association. The cost of the repairs may be accessed to your account. Your assistance is greatly appreciated.

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.



BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

Thursday, May 5, 2016
6:00 PM @ Flintridge Clubhouse
28211 Roanake Street
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)

May 2016 REMINDERS

- Keystone Pacific Closed in Observance Memorial Day - Monday, May 30th

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, May 5, 2016 - Board Meeting @ 6:00 P.M.
Location: Flintridge Clubhouse
28211 Roanake, 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 customer care@keystonepacific.com to request an ACH application.

OUTSIDE IMPROVEMENTS

The following outside Improvements are prohibited:

- clotheslines, balcony, patio or deck covers, wiring, air conditioning equipment, water softeners, other machines and other similar Improvements,
- Improvements protruding through the walls or roofs of buildings, and
- other exterior additions or alterations to any Condominium. Outdoor patio or lounge furniture, plants and barbecue equipment may be Kept, pursuant to the Rules and Regulations.

PLEASE PICK UP AFTER YOUR PETS!

Dog owners please remember that your dog(s) must ALWAYS be kept on a leash and in the control of the owner when outside of your enclosed property.

As a courtesy to your neighbors and common area, please ensure that you are picking up after your pets and disposing of the used bags. Please avoid disposing your pets trash bags in your neighbors trash bins. We are also kindly asking that you be mindful where your pets urinate as the Association is responsible for common area grass. Please carry a bottle of water to rinse off the area as it helps dilute the urine and keeps the grass from dying. Thank you for your cooperation.



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