

July 2016

# CASTELLINA

www.castellinaho.org



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



## HAPPY FOURTH OF JULY!

The festivities continue through the summer as the sun shines on and the people come together.

Have a safe holiday while celebrating!

## CHIANTI PEDESTRIAN GATE

The Board approved the proposal with Pacific Lock and Security to replace the gate lock on the pedestrian gate next to 1 Chianti. The new gate code is 632016 and is to be used by Castellina homeowners only. Please do not share this with outside communities.



## 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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## MAY 5, 2016 BOARD MEETING HIGHLIGHTS

- The Board approved the proposal to replace the gate lock on the pedestrian gate next to 1 Chianti.
- The Board approved the 2016-2017 Annual Maintenance Report and will request proposals for the recommended roof maintenance and tile repairs other items have been deferred until the defect mediation is resolved.

## 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, July 14, 2016—6:00 P.M.**  
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)

## July 2016 REMINDERS

- Keystone Pacific Closed in Observance Independence Day - Monday, July 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, July 14, 2016 - 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](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.

### 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.



### 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.**

### 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.

