

November 2016

CASTELLINA

www.Castellinahoa.org

Professionally Managed by Keystone Pacific Property Management, Inc. - 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

DAYLIGHT SAVINGS TIME

Sunday, November 6th is the day to FALL BACK.

Please turn your clocks back one hour. This is the perfect time to change the batteries in your smoke detectors too. A quality alkaline battery should be installed and replaced every six months or so. Please keep in mind rechargeable batteries should never be used in smoke detectors.



CONSTRUCTION DEFECT CLAIM

We are pleased to inform you that the Association has resolved its construction defect claim against Centex Homes without a lawsuit. The settlement results in a financial recovery to the Association which exceeds the estimated cost of common area repairs. Those repairs are expected to begin in the next six months and will include roofs, stucco, soils conditions, and other common area components at the community. Unspent funds may be set aside in the reserve account to address other repairs in the future. You will be receiving a written disclosure concerning the specific terms of settlement. If you have questions, you are encouraged to contact the Association's counsel, Fenton Grant at (800) 238-0625.

2016 ANNUAL ELECTION RESULTS

The Castellina Board of Directors would like to thank all of you who voted for the Board of Directors as you helped us achieve quorum. Making quorum on the first attempt saves the Association money. This year, David Viers, Elizabeth Edwards and Lynne Vacketta were each re-elected to serve another two-year term. We thank the Board of Directors for their volunteer service.

David Viers – Term expires September 2018

Elizabeth Edwards – Term expires September 2018

Lynne Vacketta – Term expires September 2018

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, November 17, 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:

Ernan Gama

Phone: 949-838-3269

egama@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)

November 2016 REMINDERS

- Keystone Pacific Closed in Observance of Thanksgiving - Thursday, November 24th & Friday, November 25th

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 17, 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.

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.



TREASURER'S REPORT

November 2016

In the September newsletter, I mentioned that the community's photovoltaic system (solar panels) is operational, and that I would report back to you about the savings from the system. Based on the electrical bills from San Diego Gas and Electric, it looks like the community will be saving about \$5,300 per year, or about \$65 per home.

I hope the Treasurer's Report continues to be helpful and useful for each of you. I will be providing you regular reports on how your dues are being spent and about the financial health of our community. If you have any topics you would like me to write about, please feel free to contact me via email (bobdaly@mac.com).

Happy Thanksgiving

WHO TO CALL WITH YOUR CONCERNS

If you have a concern about the common area landscaping, please contact my Associate, Ernan Gama directly at 949-838-3269 or via email at egama@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 Ernan Gama 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.