

September 2020

# SERRANO AT GLENROSE RANCH

[www.serranoatglenroseranch.com](http://www.serranoatglenroseranch.com)

## COMMUNITY LIVING *Membership Means Organization*

**Rules & Regulations**—Your Community Association is a non-profit corporation registered with the State of California. As such, it is managed by a Board of Directors who oversee the maintenance and operation of all common areas and facilities. The Board is responsible for governing the Association in accordance with the CC&R's, Bylaws, and the Articles of Incorporation.

**What are the CC&R's?** - Basically, the Covenants, Conditions, and Restrictions (CC&R's) are the legal documents that determine the guidelines for the operation of your community as a non-profit corporation. These guidelines are included in the title to your property and cannot be changed without proper action by the Board or by a vote of the Community Association Members. All homeowners must comply with the CC&R's. Failure to do so may result in fines.

**What are Bylaws?** - The Bylaws are the guidelines for the actual operation of your Community Association. The Bylaws define the duties of the various offices of the Board, terms of the Directors, the members' voting rights, required meetings, and other items necessary to run the Association as a corporation.

**Are There Other Rules?** - From time to time, rules will be adopted by the Board. These rules are meant to protect the living environment of your community, and may involve guidelines regarding parking and vehicles, pets, pool use hours, etc. Since the common areas are owned and maintained by the association, any intended changes or modifications must meet the approval of the Board.

### ***Membership Means Cooperation***

**Assessments**—Maintaining and operating your common areas and facilities requires funds. These funds are collected from you in the form of assessments levied against your home. In addition, these monies provide for a reserve fund to offset future capital expenses. Your monthly assessment is due on the first day of the calendar month following your escrow closing and every month after.

**What If You Don't Pay Your Assessments?** - Payments received after the first of the month are subject to a late charge. Billing is a courtesy, not a requirement, failure to receive a statement does not negate legal responsibility to pay assessments. Unfortunately, non-payment can lead to legal proceedings.

### ***Membership Means Participation***

**Making Your Community Work**— Since your Community Association is a corporation by law, the Board of Directors is required to oversees its' business.

### **Most Frequent Rules Violations**

- **Parking**—Not utilizing garages, storing vehicles in guest spaces and parking the common area driveway
- **Trash cans**—Not storing your trash cans out of view of the common area by the same night of scheduled trash pick-up day

The Board is responsible to enforce the CC&R's and Rules.  
**You can make a difference—Thank you!**



### **BOARD OF DIRECTORS:**

**President:** Tommy Eckes  
**Vice-President:** Nathan Greenberg  
**Treasurer/Secretary:** Sonny Evans

### **NEXT BOARD MEETING:**

**Monday, December 7, 2020**  
7:00 P.M. @ TBD due to COVID-19

*The final agenda will be posted at the pool area bulletin board. You may also obtain a copy of the agenda by contacting management at (951) 491-6866.*

### **IMPORTANT NUMBERS:**

#### **ASSOCIATION MANAGER:**

**Marc Murano**  
Phone: (951) 491-7749  
**Emergency After Hours:** (949) 833.2600  
Fax: (951) 346.4129  
[mmurano@keystonepacific.com](mailto:mmurano@keystonepacific.com)

#### **COMMON AREA ISSUES:**

**Danica Petroff**  
Phone: (951) 491-7363  
[dpetroff@keystonepacific.com](mailto:dpetroff@keystonepacific.com)

#### **BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:**

Phone: (949) 833.2600  
[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

#### **ARCHITECTURAL DESK:**

Phone: (949) 838.3239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

#### **POOL KEYS:**

**Danica Petroff**  
Phone: (951) 491-7363  
[dpetroff@keystonepacific.com](mailto:dpetroff@keystonepacific.com)

#### **CAL SUBMETER (WATER) INFO:**

Customer Service: (858) 571-8999

#### **RICHMOND AMERICAN**

**CUSTOMER SERVICE:**  
**Jaime Bocanegra**  
Phone: (951) 232-8719  
Fax: (951) 444-7882  
[Jaime.bocanegra@mdch.com](mailto:Jaime.bocanegra@mdch.com)

Managed by Keystone  
41593 Winchester Road, Suite 113  
Temecula, CA 92590

# SEPTEMBER 2020 REMINDERS

- Keystone is Closed in Observance of Labor Day - Monday, September 7th
- 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 - **Wednesday**  
Please remove trash cans from the common areas after this day.



## HOMEOWNER ASSESSMENT CHANGE

Effective immediately, the payment address for assessments has changed to:

PO BOX 513380  
Los Angeles, CA 90051-3380



## RECEIVED A VIOLATION LETTER? DON'T PANIC! COMMUNICATE WITH THE BOARD.

The purpose of violation letters is to open the lines of communication and to keep the community property values at their optimum. Twice a month, the community manager drives through the entire community looking for common area problems and to monitor areas that may need attention in the near future. If you receive a letter from the Association and you have questions, need further clarification or you are in need of additional time to address the problem, please contact your Property Manager, Marc Murano at: [mmurano@keystonepacific.com](mailto:mmurano@keystonepacific.com)

The Board is happy to work with you, but first we need to hear from you. If the problem is not addressed and we have not heard from you, then you may be called to a hearing to discuss the matter further and possible fines may be assessed.

## PACKAGE DELIVERIES

It has been reported to the Board and Management that our community mail carrier has noticed an increase of package deliveries in the parcel mailboxes and residents are not picking up their packages daily. This has created a back-up of package deliveries that are not being able to be delivered. Please be sure to check your parcel mailboxes daily so that all residents are able to have their parcels delivered on time.

## CLEAN YOUR GARAGE DOOR

As a community, we strive to uphold the aesthetic appeal of the association by regularly maintaining the exterior of our homes. As a friendly reminder, we kindly request that you make the proper accommodations to have your garage door cleaned. It just takes a moment to sweep off the cobwebs and a soft cloth to dust off the individual squares of your garage door. Thank you for keeping the community looking beautiful.

## IF YOU SEE SOMETHING SAY SOMETHING

Please be diligent in protecting your home and your neighbors'. Please call San Bernardino County Sheriff's Department non-emergency dispatch if you witness a potential home invasion or any suspicious activity.

**(909) 387-8313**

## UTILITY INFORMATION:

POLICE:	(909) 387-8313
ELECTRIC: Edison	(800) 655-4555
GAS: So Cal Gas	(951) 427-2200
FIRE:	(909) 862-3031
WATER: Cal Submeters:	(800) 203-8653
East Valley Water District:	(909) 899-9501
BURRTEC:	(951) 786-0639

## SIGN UP FOR EMAIL NOTIFICATIONS

You can enroll to receive e-statement notifications once your assessment statement is ready to be viewed online.

In addition to the e-statement notification program, you can also sign up to receive news and updates pertaining to our community association via email.

To sign up, please register from the "Update MyProfile" page once you have logged into your billing account at [www.keystonepacific.com](http://www.keystonepacific.com).





**Serrano at Glenrose Ranch Homeowners Association  
Owner Notice Disclosure (Civil Code section 4041)**

California law requires Owners in a community association to provide the following information to the association on an annual basis. **If the below contact information has changed**, please complete and return this form to Keystone Pacific Property Management, LLC at the address shown below or send the completed form to [forms@keystonepacific.com](mailto:forms@keystonepacific.com) no later than October 31st.

**Owners Name** \_\_\_\_\_

**Property Address** \_\_\_\_\_

**Owner Phone #** \_\_\_\_\_ **Owner Email** \_\_\_\_\_

**\*ITEMS 1-6 NEED TO BE COMPLETED. IF NOT APPLICABLE, PLEASE INDICATE N/A**

1. Address or Addresses to which notices from the association are to be delivered:

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2. Any alternate or secondary address to which notices from the association are to be delivered:

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3. The name and address of your legal representative, if any, including any person with power of attorney or other person who can be contacted in the event of your extended absence from your property:

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4. Your property is (please check one):  Owner occupied  Rented out

If your property is rented out, please provide the following information:

Name of Tenant(s): \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

5. Is your property developed, but vacant (please check one)?:  Yes  No  
6. Is your property undeveloped land?  Yes  No

*Please return this form to:*

**Serrano at Glenrose Ranch Homeowners Association  
c/o Keystone Pacific Property Management, LLC  
16775 Von Karman Ave, Suite 100, Irvine, CA 92606**