

JUNE 2021

# SERRANO AT GLENROSE RANCH

## SERRANO POOL AND SPA RULES:

With summer right around the corner please be advised of the following pool rules when visiting the pool/spa area. For additional rules please reference your Association documents or contact Management.

The pool is now heated.

**Happy swimming!**



1. Individual homeowners may not reserve the pool area facilities for exclusive use and owners are not permitted to host more than 6 guests in the pool area at any given time.
2. No smoking
3. Pool and spa areas are to be entered through the gates only. Climbing over a fence to enter or exit the pool and spa area is prohibited.
4. Anyone not abiding by the posted rules may be asked to leave the pool or spa area by a member of the Association, the Management Company or the Association's Authorized Agent.
5. **No glass, breakable containers or sharp objects. If glass or sharp objects are brought to the pool areas and it causes an accident, the responsible Owner will be liable for the cost of any resulting damage or injury.**
6. No surfboards or boogie boards will be permitted in the pool or spa. No sports equipment, foreign substances (bubble bath, soap, beverages, etc.) or pool furniture are to be thrown into or around the pool or spa.
7. No diving, running, pushing or other aggressive/boisterous activity.
8. **Except for service or assistance animals, pets are prohibited in the swimming pool or spa area.**

**PLEASE RINSE OFF IN THE SHOWER PROVIDED BEFORE ENTERING POOL OR SPA.**

## PARKING RULES AND REGULATIONS



Any/all vehicles parked in the common area parking between the hours of 12:00 AM and 6:00 AM must either have a Patrol One Resident Plate Permit or a Patrol One Guest Safelist, if not, the vehicle is subject to citation and/or towing.

Visit [www.patrol-one.com](http://www.patrol-one.com) or (714) 541-0999 to Safelist.

### **Remember:**

- Parking your vehicle in the motor courts is strictly prohibited.
- Leaving a vehicle in a guest parking spot for more than 96 hours is considered an abandoned vehicle and is subject for towing.
- Garages must be utilized for as many vehicles as you have up to 2.

## **BOARD OF DIRECTORS:**

**President:** Zac Bishop

**Vice-President:** Nathan Greenberg

**Treasurer/Secretary:** Sonny Evans

## **NEXT BOARD MEETING:**

**Monday, June 7, 2021**

6:30 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 (909) 297-2549.*

## **IMPORTANT NUMBERS:**

### **ASSOCIATION MANAGER:**

**Evelyn O'Leary**

Phone: (909) 297-2549—Direct

[eoleary@keystonepacific.com](mailto:eoleary@keystonepacific.com)

**Emergency After Hours:**

**(949) 833-2600**

### **COMMON AREA ISSUES:**

**Fawne Adams**

Phone: (909) 297-2558—Direct

[fadams@keystonepacific.com](mailto:fadams@keystonepacific.com)

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

Phone: (949) 833.2600

[reconnect@keystonepacific.com](mailto:reconnect@keystonepacific.com)

### **ARCHITECTURAL DESK:**

Phone: (949) 838.3239

[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

### **POOL KEYS:**

**Fawne Adams**

Phone: (909) 297-2558—Direct

[fadams@keystonepacific.com](mailto:fadams@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)

### **INSURANCE BROKER:**

Greg Lerum Insurance Agency

(949) 492-7331

Managed by Keystone  
3155-D Sedona Court, Suite 150  
Ontario, CA 91764

## JUNE 2021 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 - **Wednesday**  
Please remove trash cans from the common areas after this day.
- Monday, June 7, 2021 - Board Meeting @ 6:30 P.M.  
Location: Zoom  
The agenda will be posted with Zoom meeting instructions and will be posted at the pool area bulletin board

### HOMEOWNER ASSESSMENT

PO BOX 513380  
Los Angeles, CA 90051-3380



### RECEIVED A VIOLATION LETTER? DON'T PANIC!

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 Community Association Manager, Evelyn O'Leary at: [eoleary@keystonepacific.com](mailto:eoleary@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.

### SPEEDING WITHIN THE COMMUNITY



Please be aware of your speed when driving through the community. We want Serrano at Glenrose Ranch to be reasonably as safe as possible for all of our residents. Please keep your speed at a reasonable pace when driving to and from your home.

### 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

### 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

### 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.

### 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).

**(909) 387-8313**