

August 2020

SERRANO AT GLENROSE RANCH

www.serranoatglenroseranch.com

SERRANO TEMPORARY EMERGENCY POOL RULES:

The following Temporary Facility Use Rules are intended to make Association facilities accessible to the membership while promoting good hygiene and proper social distancing. Please understand that the risk of infection associated with COVID-19 is an unknown and, while the Association is taking precautions to minimize the risk, there is no way for the risk to be completely eliminated. Thus, please understand that **USE OF THIS ASSOCIATION FACILITY IS AT YOUR OWN RISK!** Also, please understand that the Association's ability to keep its facilities open and to mitigate the risk related to COVID-19 is dependent upon everyone working together with social distancing and doing their part to keep everyone as safe as possible.

1. Anyone using an Association facility is required to adhere to all of the rules contained herein, as well as existing rules that do not conflict.
2. No person may access an Association facility that is sick, that has a fever or a confirmed case of COVID-19. Any person visiting a facility should wash their hands regularly and/or use sanitizer.
3. Access to any Association facility is restricted to residents and their household only (unless authorized by the association, in writing and in advance).
4. Any facility may be closed at any time, without notice. Residents are required to respect the instructions of any Association agents relating to when the facility is open or closed, as well as any instructions pertaining to proper hygiene or social distancing.
5. Any portion of the facility that is closed (e.g., BBQ, play-structure, furnishings) may not be accessed or used at any time.
6. All residents accessing the facility are required to bring either disposable sanitary wipes or similar cleaning materials to use on any surfaces in the facility that the resident intends to come into contact with (e.g. to disinfect a door handle before entry or to wipe down a chair). Residents are encouraged to wipe down equipment and/or furnishings both before and after each use as a courtesy to neighbors.
7. Residents are required to maintain the minimum safe distance as currently required by the CDC between themselves and any other resident or group. Residents should be respectful of the sentiments of neighbors relating to social distancing.
8. The furnishings available within any facility have been placed in a manner to promote proper social distancing. Residents may not move or rearrange any furnishings in a manner that interferes with social distancing or that encourages larger groups. Only one family may occupy any seating station regardless of whether there is additional space available.
9. Access to the bathroom at any facility is restricted to one household at a time.

Any person entering an Association facility assumes any and all risks of illness or injury associated with his or her access to a facility. Neither the Association nor any agent or staff member is responsible for any illness or injury suffered by any person as a result of accessing an Association facility.

BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

Monday, August 31, 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

COMMON AREA ISSUES:

Danica Petroff
Phone: (951) 491-7363
dpetroff@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: (949) 833.2600
customer@keystonepacific.com

ARCHITECTURAL DESK:

Phone: (949) 838.3239
architectural@keystonepacific.com

POOL KEYS:

Danica Petroff
Phone: (951) 491-7363
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



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

AUGUST 2020 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.



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

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.

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 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.

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.

(909) 387-8313

