

SEPTEMBER 2021

SERRANO AT GLENROSE RANCH

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.

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.

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

BOARD OF DIRECTORS:

President: Zac Bishop
Vice-President: Nathan Greenberg
Treasurer/Secretary: Sonny Evans

NEXT BOARD MEETING:

Monday, September 13, 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
Emergency After Hours:
(949) 833-2600

COMMON AREA ISSUES:

Clara Pelayo
Phone: (909) 297-2570 - Direct
cpelayo@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: (949) 833.2600
reconnect@keystonepacific.com

ARCHITECTURAL DESK:

Phone: (949) 838.3239
architectural@keystonepacific.com

POOL KEYS:

Clara Pelayo
Phone: (909) 297-2570 - Direct
cpelayo@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

INSURANCE BROKER:

Greg Lerum Insurance Agency
(949) 492-7331

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

SEPTEMBER 2021 REMINDERS

- Keystone is Closed in Observance of Labor Day - Monday, September 6th
- 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, September 13, 2021 - Board Meeting @ 6:30 P.M.
Location: Zoom
The agenda will be posted with Zoom meeting instructions will be posted at the pool area bulletin board

KEEPING CONNECTED

We encourage you take the time and get signed up to receive eBlast. An eBlast is a faster way to effectively communicate important community items to Homeowners. To sign up for electronic community updates or statements from Keystone Pacific, please follow the steps below:

1. Log into the KPPM Portal at www.kppmconnection.com
2. Under *My Profile*, click on the *Change Notification Settings*
3. Click the +Add button to type in your email
4. Select via check-box what service you want (community updates, newsletters, or statements) and press Save

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.



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.



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 Community Property Manager, Evelyn O'Leary at: soleary@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.

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 or is subject to citation and/or towing.

Visit www.patrol-one.com or (714) 541-0999 to Safelist.



Remember:

- ◆ Parking your vehicle in the common area driveways 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.



**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 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:

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

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 vent of your extended absence from your property:

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: _____

- | | | |
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| 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