



MARCH 2018

# MORGAN HEIGHTS

Professionally Managed by Keystone Pacific Property Management, LLC, Temecula, CA 92590

## St. Patrick's Day

"St. Patrick's Day is here, you see.  
 We'll pick some shamrocks, one, two, three.  
 We'll count the leaves and look them over,  
 And maybe find a four-leafed clover.  
 I'll sew green buttons on my vest,  
 Green for St. Patrick is the best.  
 I'll wear a green hat, very high,  
 And dance a jig--at least I'll try!"  
 - Author Unknown



### March Is A Great Month To...

- Get a jump-start on your spring garden by starting seeds in your garden window so that you'll have seedlings ready to plant as soon as the ground is ready. Garden supply stores and seed catalogs stock treated soil mixtures that are especially conducive to starting seeds, as well as biodegradable cardboard containers to plant them in. Once you've sown the seeds, set them in a bright south window and think spring.
- Start planning for your summer vacation. Check out the Sunday travel section of the newspaper. Send for brochures of faraway places with strange sounding names. Maybe you're willing to save up for an extra special vacation next year, and make this the year you visit interesting places in your own hometown. Visitors to California get excited about the places we see everyday and sometimes take for granted.
- Go on a money diet. Self-made, wealthy Americans have a few self-imposed rules in common; namely, they live below their means, they budget their spending, they have a disciplined investment plan, they take on debt very sparingly, they participate in serious tax-sheltering, they get help from a professional financial advisor, and they own their own business. None of these things are possible without adhering to the first rule: live below your means. That will make possible the investing, avoidance of debt, sheltering of funds, the need for a financial advisor, and the ability to own a business.

Make this your motto for the year:

"Use it up, wear it out, make do, or do without."

### **BOARD OF DIRECTORS:**

Jessica Vulovic Aviles  
 Mike Russ  
 Rich Cooper  
 Casey Earle  
 Marty Stark

### **NEXT MEETING DATE:**

**Please refer to the backside of this Newsletter for Board Meeting Dates.**

*You may obtain a copy of the agenda by contacting management*

@

951-491-6866

### **IMPORTANT NUMBERS:**

#### **Keystone Pacific**

#### **Property Management**

41593 Winchester Rd., Suite 113

Temecula, CA 92590

Phone: 951-491-6866

Fax: 951-491-6864

#### **Association Manager:**

Amber Effinger

Phone: 951-491-7361

Fax: 951-491-6864

E-mail: [aeffinger@keystonepacific.com](mailto:aeffinger@keystonepacific.com)

#### **Common Area Issues:**

Amber Effinger

Phone: 951-491-7361

E-mail: [aeffinger@keystonepacific.com](mailto:aeffinger@keystonepacific.com)

#### **Billing Questions/**

#### **Address Changes:**

Phone: 951-491-6866

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

#### **Architectural Desk:**

Phone: 951-491-6866

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



## MARCH 2018 REMINDERS



**Keystone Pacific After Hours Information:** For after-hours association maintenance issues, please call 951-491-6866 to be connected with the emergency service line. *Please call 9-1-1 for life-threatening emergencies*



**Next Board Meeting:**

**Dates:** March 7, 2018

**Time:** General Session 6:30 P.M.

**Location:** The Corner Bakery  
32435 Temecula Parkway  
Temecula, CA 92592



*\*PLEASE NOTE THE ABOVE REFERENCED MEETING DATE IS BASED ON THE CURRENT MEETING ROTATION AND MEETINGS ARE SUBJECT TO CHANGE DUE TO LOCATION AVAILABILITY, BOARD ATTENDANCE AND QUORUM, ETC. TO CONFORM TO CIVIL CODE REQUIREMENTS, YOU MAY REFER TO THE POSTED AGENDA, AT THE CORNER OF BUTTERFILED STAGE ROAD AND MORGAN HEIGHTS ROAD, FOUR (4) DAYS BEFORE THE NOTICED BOARD MEETING, AS THAT IS THE OFFICIAL NOTICE TO THE MEMBERSHIP.*

### TRASH BINS

Trash Bins are only to be placed out 24 hours before and after collection day. On the other days they are to be stored from public view, behind your side gate or in the enclosed garage. They are not to be stored in any location that they can be viewed from the public. Anyone to be found in violation of this and the Governing Documents will be subject to Hearings and fines per the Association's Enforcement & Fine Policy.



### LETTERS FROM THE ASSOCIATION



Management is on site twice a month to complete property inspections, and while there, will sometimes generate letters to homeowners. These letters may require you to repaint areas on your property or correct a CC&R Violation. Here are some helpful tips in dealing with these friendly reminders!

- Don't get upset! No one likes to get these letters, but remember a courtesy letter is just that, a courtesy. From time to time, a friendly reminder is sent to you letting you know that an item needs to be addressed.
- Correct violations before they happen. Put away your trash can or mow your lawn. Keep your neighborhood looking good. This helps protect YOUR property values!
- Don't ignore the Association's request! Homeowners are sent a courtesy note, if the violation continues, then a first letter giving a time frame to correct the violation is sent. If a homeowner still does not correct the violation, they will be called to a hearing before the Board! Correct violations immediately and/or call your Manager to discuss.

February 14, 2018

Dear Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online, effective April 2, 2018. **Using the new portal, homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

**IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH**

**CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!**

**IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK**

**After receiving your April billing statement, please complete the steps below to ensure your payment is submitted on-time:**

**1. Update Your HOA Account Number:**

- **Your 10 digit HOA account number will be located in the top blue section of the April billing statement under "Account ID".**
- **If you pay by autopay through your bank**, please update your bank records to reflect this new account number.
- **If you pay by sending a check through the mail**, please include your new account number on any checks or correspondence to your HOA.

**2. Update Your Payment Address:**

- **If you pay by autopay through your bank**, please update your bank records to reflect the new payment address.
- **If you pay by sending a check through the mail**, please address all envelopes to the new payment address.

New Payment Address:  
File 1958  
1801 W. Olympic Blvd.  
Pasadena, CA 91199-1958

**Or, for fast and convenient processing, you may now take advantage of our new online payment features.**

• **Manage Online Payments:**

You are still able to make one-time ACH payments through [www.kppmconnection.com](http://www.kppmconnection.com). In addition, starting April 2<sup>nd</sup>, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit [www.kppmconnection.com](http://www.kppmconnection.com) to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by logging into [www.kppmconnection.com](http://www.kppmconnection.com) and clicking on the menu located in the top-left corner and selecting "Portal Upgrade Survey". Homeowners who complete our survey by May 1<sup>st</sup> will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

**Extended service hours from March 26<sup>th</sup> – April 30<sup>th</sup>:**  
**5:00PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600**  
**Email: [customer care@keystonepacific.com](mailto:customer care@keystonepacific.com)**

The launch of our upgraded portal is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life.

Sincerely,



Cary Treff, CEO  
Keystone Pacific Property Management

**APPLICATION FOR CANDIDACY  
FOR THE BOARD OF DIRECTORS**

Dear Homeowner:

The Annual Election will be held in June 2018. If you are interested in serving on the Board, please complete this application and return it to KEYSTONE PACIFIC PROPERTY MANAGEMENT, LLC at the office address displayed below, by **5:00 PM on October 15, 2018**.

*Please type in the information requested below.*

NAME: \_\_\_\_\_

*(Please note: Be sure to complete and return verification information on page 2 of this application)*

*\*Candidacy statement needs to be kept to one page.*

WHY WOULD YOU LIKE TO SERVE AS A BOARD MEMBER?

WHAT IS YOUR BACKGROUND?

WHAT IS YOUR VISION FOR THE COMMUNITY?

WHAT WOULD YOU LIKE TO ACCOMPLISH DURING YOUR TERM OF OFFICE?

*(Per Civil Code, this form will be sent with the election materials, as submitted)*

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**Professionally Managed by: Keystone Pacific Property Management, LLC**  
41593 Winchester Road, Suite 113 · Temecula, CA 92590  
Tel (951) 491-6866 · Fax (951) 491-6864 · www.keystonepacific.com

**APPLICATION FOR CANDIDACY  
FOR THE BOARD OF DIRECTORS**

HOMEOWNER VERIFICATION INFORMATION

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

WORK PHONE NUMBER: \_\_\_\_\_

HOME PHONE NUMBER: \_\_\_\_\_

CELL PHONE NUMBER: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_