

April 2018

# Trailwood

[WWW.FACEBOOK.COM/TRAILWOOD](http://WWW.FACEBOOK.COM/TRAILWOOD)

[WWW.TRAILWOOD.ORG](http://WWW.TRAILWOOD.ORG)

[WWW.TWITTER.COM/TRAILWOODASSOC](http://WWW.TWITTER.COM/TRAILWOODASSOC)

Professionally Managed by Keystone Pacific Property Management, LLC - 16775 Von Karman, Ste. 100, Irvine, CA 92606

## FAREWELL DAVID & JAN NORTHCUTT

The Board of Directors and Management would like to take a moment to extend our thanks and gratitude to David and Jan Northcutt for their service and dedication to the Trailwood and Northwood Pointe communities. After over twenty years of living in Trailwood, creating and running community events like the annual Trailwood Harvest Festival and providing countless years of service on the Board of Directors for both Trailwood and Northwood Pointe, David and Jan are moving from the community. On behalf of all of us, thank you David and Jan! Trailwood and Northwood Pointe will miss you greatly!

## 2018 ANNUAL MEETING & ELECTION

The Annual Meeting and Election for the Board of Directors will be held in April 2018. At the same time, you will be asked to cast your vote on the IRS Revenue Ruling 70-604. Your voting materials were mailed to you at the end of February. Please complete and return your ballot at your earliest convenience. Thank you!



## SWIM SEASON IS HERE!

The pool heat has now been turned on for the start of swim season. Please be courteous to your neighbors when using the pool and remember the following:

- Persons under the age of 14 may not use the pool unless accompanied and supervised by an adult.
- Guests may make use of the swimming pool/wading pool only when accompanied by the resident host.
- Smoking and glass containers are prohibited in the pool or park area.
- For safety reasons, all gates must remain closed and locked at all times.
- Always clean up any mess and dispose of any trash before leaving the pool area.

## SAVE TIME BY REGISTERING ANTICIPATED GUESTS & VENDORS

You may add guests online via the Nordic Security Website at [www.nordicsec.com](http://www.nordicsec.com). You will need to use your Nordic ID and password to complete your request. You may also call in your guests to the Gate Attendant so they can be let into the community. If you need assistance login in, please contact the Creekglen Gate at 714-573-9879.

## BOARD OF DIRECTORS

President: Maajed Abahusayn  
Vice President/Secretary: Bob King  
Treasurer: David Northcutt

## NEXT BOARD MEETING

May 8, 2018

Homeowner Forum @ 6:30 P.M.  
Keystone Pacific Property  
Management, LLC  
16775 Von Karman Ave., Suite 100  
Irvine, California 92606

The final agenda will be posted on the bulletin boards at the community entrances and available on the Association's website at least 4 days in advance of the meeting.

**Please note:** If you wish to address the Board at the meeting, please contact Michael Gonzalez at (949) 838-3214 ten days prior to the meeting to have your name and item of discussion placed on the agenda.

## CONTACT INFORMATION

### COMMUNITY MANAGER:

Michael Gonzalez, CMCA  
Main Line: (949) 833-2600  
Direct Line: (949) 838-3214  
Fax: (949) 833-0919  
Email: [mgonzalez@keystonepacific.com](mailto:mgonzalez@keystonepacific.com)

### COMMON AREA ISSUES:

Vontrell Burnett  
Phone: 949-838-3201  
Email: [vburnett@keystonepacific.com](mailto:vburnett@keystonepacific.com)

### PARK RESERVATIONS:

Skye Jackson  
Phone: (949) 838-3233  
Email: [sjackson@keystonepacific.com](mailto:sjackson@keystonepacific.com)

## Keystone Pacific Property Management, LLC

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.

## April 2018 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.

### PAINTING / ARCHITECTURAL IMPROVEMENTS

Remember that if you are planning any improvement to the exterior of your home, including painting, you must submit an architectural application to Northwood Pointe and receive approval **prior to** the commencement of any work. Failure to submit an application prior to commencing work may lead to violation enforcement, including fines and potential required removal of unapproved improvements. An architectural application and additional information can be obtained at [www.nwpointe.org](http://www.nwpointe.org).

### TRAILWOOD PARK RESERVATIONS

If you are planning a party at Trailwood Park and would like to reserve the covered picnic tables and one barbeque grill, please download and print the reservation form from the community website at [www.trailwood.org](http://www.trailwood.org) and/or contact Skye Jackson at (949) 838-3233 or [sjackson@keystonepacific.com](mailto:sjackson@keystonepacific.com) to obtain the form and to inquire about the reservation schedule.

Please note that the playground equipment, umbrella tables, park benches and pool area may **not** be reserved. Although you may have reserved the picnic area, the rest of the park is available for community use. Residents are responsible for cleaning up after their parties, **including the removal of all decorations, leftover food items and all trash. All trash must be removed from the park and disposed of in your own trash receptacles.** Please respect our park and recognize that each of us deserves to enjoy clean facilities. Trash left on the ground attracts insects, rodents and coyotes, so please be respectful. Finally, we request that you immediately report security or safety concerns to the Gate Attendant at the Canyonwood Gate at **(714) 832-0586**.

#### When using the barbeques, please remember the following:

- Promptly clean up after yourself and leave the BBQ area so that the next resident may also enjoy the use of clean facilities.
- Please wipe the counter to remove any oil or spills.
- Clean the grill with the grill brush.

#### VISIT [www.Trailwood.org](http://www.Trailwood.org)!

Log onto the community website to:

- Submit maintenance requests and address changes
- Get the latest community news and updates
- Obtain minutes, newsletters, policies, forms
- Register to receive E-Notifications and E-Statements
- Access your account online
- Pay your HOA bill online

Should you have a problem logging onto the community website, please call Customer Care at 949-833-2600.

#### TRASH PICK-UP DAY: Monday

Please store your trash cans out of view of the street by Monday evening.

#### STREET SWEEPING:

##### 1st Thursday Every Month

Please do not park on the streets between the hours of 8 A.M. to 4 P.M.

#### INFORMATION

##### TRAILWOOD PARK

##### RESERVATIONS:

Complete the reservation form and please call 949-838-3201

##### BILLING QUESTIONS / SIGN UP FOR ACH PROGRAM:

Please contact Customer Care at 949-833-2600 or

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

##### ASSOCIATION WEBSITE:

[www.trailwood.org](http://www.trailwood.org)

##### NORTHWOOD POINTE MASTER ASSOCIATION INFO:

[www.nwpointe.org](http://www.nwpointe.org)

##### APPROVED COLOR SCHEME INFORMATION:

Please check the Association's website at [www.trailwood.org](http://www.trailwood.org) or visit the Canyonwood Guard House.

##### CANYONWOOD GATEHOUSE:

714-832-0586; Fax 714-832-1551

##### CREEKGLEN GATEHOUSE:

714-573-9879; Fax 714-573-8620

##### NORDIC ONLINE ACCESS:

You may add guests and vendors online via the Nordic Security Website at [www.nordicsec.com](http://www.nordicsec.com). You will need to use your Nordic ID and password to complete your request.

##### KEY FOBS/TRANSPONDERS:

The forms may be found on the community website. Please contact Isaac Garcia at 714-573-9879 to purchase additional Transponders and/or Fobs.

##### VANDALISM / NOISE COMPLAINTS:

Please report it immediately to Nordic Security at 714-832-0586. Please also call Irvine PD at the number listed below.

##### IRVINE POLICE DEPARTMENT:

Non Emergency Line: 949-724-7200

##### ANIMAL CONTROL: 949-724-7092

##### STREET LIGHTS OUT: [www.sce.com](http://www.sce.com)

March 24, 2018

Dear Homeowner,

The information below was sent previously in a letter dated February 14<sup>th</sup>. We are resending the information below as a reminder.

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 new 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**

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 is located in the top blue section of the attached 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!**

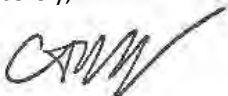
We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

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

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

## We've upgraded!

Now you can sign-up for ACH, view new violations, track submitted work orders and manage electronic notifications through our customer portal.

If you are signed up for ACH through Keystone Pacific, congratulations! Your account will be upgraded automatically and you don't need to do anything!

If you currently pay your assessment through the bank or by mail, here is a step-by-step guide to assist with these changes:

### UPDATE ACCOUNT NUMBER

Please reference your new **ACCOUNT NUMBER**  
Your new account number, labeled Account ID, is in your attached billing statement.

### UPDATE PAYMENT ADDRESS

Please mail your **PAYMENTS** to:  
File 1958  
1801 W. Olympic Blvd.  
Pasadena, CA 91199 - 1958

Or

### MANAGE PAYMENTS ONLINE

**WWW.KPPMCONNECTION.COM**

- Sign-Up for Recurring ACH
- Manage Credit Card Payments
- One-Time ACH

### NEED HELP?

**EXTENDED CUSTOMER SERVICE**  
through April 30th:

Mon. - Fri.: 5:00 PM to 9:00 PM  
(949) 833-2600; (select option 3)  
customer@keystonepacific.com

## Frequently Asked Questions

### How do I log in?

You can log on at [www.kppmconnection.com](http://www.kppmconnection.com) with your existing username and password. If you don't have a username and password yet, you need to register. First, locate your new account number in the top blue section of your included billing statement under "Account ID". Then, please visit [www.kppmconnection.com](http://www.kppmconnection.com) to access the new portal and follow the instructions. If you need help logging on, please call our customer service line below.

### What new features does the customer portal have?

Our new customer portal provides great new features! Homeowners can now sign-up for recurring ACH, view new violations and new violation letters, submit and track submitted work orders and manage electronic community notifications, all from a computer or mobile device!

### What if I signed up for recurring ACH directly through the Keystone Pacific Website?

Congratulations! Your account will be upgraded automatically and your payments will continue.

### What if I signed up with my bank to automatically pay my assessments?

Update your bank's records with the new remittance address and your new homeowner account number. Your new 10-digit account number will be labeled "Account ID" in the top blue section of your billing statement. The new payment address is:

File 1958  
1801 W. Olympic Blvd.  
Pasadena, CA 91199-1958

### What if I make or want to make payments on the Keystone Pacific website?

After April 2, 2018 – The Keystone Pacific customer portal will have more payment options. You can continue to make one-time ACH payments and now you can set up recurring payments as well. You can log on at [www.kppmconnection.com](http://www.kppmconnection.com).

### What if I make recurring payments with a credit card?

If you signed up for a recurring payment through PayLease utilizing your credit card, you will receive separate correspondence with easy-to-follow instructions.

### Will my account balance carry over?

Yes, however your April billing statement will only show April's assessment. It will not reflect your account balance. The account balance will appear on your May billing statement.

### I need help! Who do I contact?

We've extended our hours for live customer service support to assist you in navigating the new portal. The Keystone Pacific team is here to support you.

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

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