

January 2019

Trailwood

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

TRAILWOOD HOLIDAY LIGHTING WINNERS

The judging of the 2018 Holiday Lighting Contest took place on December 18th. Thank you to all who participated this year! Festive yard signs have been placed in each of the winner's yards for all to see. Please join us in congratulating the winners of this year's contest!

ASSOCIATION VIOLATION POLICY & FINE SCHEDULE

Regularly, Management and the Board of Directors are tasked with reviewing the community for violations of the Association CC&R's and Rules & Regulations and taking action to ensure adequate action is taken. Unfortunately, many violations observed this year have gone unresolved after communication and have escalated to hearings and fines. In order to enhance communication and understanding the of the violations and enforcement process, we would like to share the following points with all homeowners and tenants.

- **What is a violation?** A violation is non-compliance with an association rule or provision of the CC&R's. Common violations are related to failure to maintain the home such as painting or yard maintenance. Other violation also come from failure to act, such as removing trash cans from common area view between pick up days or failure to remove cars from the street on during street sweeping.
- **What happens if my home is subject to a violation?** The association's violation process starts with a notice via mail sent to your mailing address on file with the HOA noting the violation and a time frame to resolve the matter. In order to ensure you receive this information, it is important to update your mailing address if you rent out your home or do not regularly check your mail. If the violation continues to go unresolved, a hearing notice will be sent. You will be given the opportunity to appear at the next schedule Board meeting and discuss the issue with the Board. At the meeting, the Board of Directors will take action, which may be an extension to resolve the violation, a fine for non-compliance (starting at \$50.00 and escalating to \$200.00 per hearing), and/or other appropriate as allowed by the CC&R's and applicable laws.

If you receive a violation notice and have questions about the process, how to resolve the matter and/or want to communicate the need for an extension, please contact your community manager.

BOARD OF DIRECTORS

President: Bob King
Vice President: Gary Abraham
Treasurer: Darren Inouye
Secretary: Maajed Abahusayn

NEXT BOARD MEETING

January 15, 2019
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) 377-3309
Email: mgonzalez@keystonepacific.com

COMMON AREA ISSUES:

Vontrell Burnett
Phone: 949-838-3201
Email: vburnett@keystonepacific.com

PARK RESERVATIONS:

Vontrell Burnett
Phone: 949-838-3201
Email: vburnett@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.

January 2019 REMINDERS

- Keystone Pacific Closed in Observance of New Year's - Tuesday, January 1st
- 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.

NOVEMBER 27, 2018 BOARD MEETING HIGHLIGHTS

- The Board of Directors approved the September 18, 2018 meeting minutes as well as the August 31, 2018 – October 31, 2018 financial statements.
- The Board established the record date, inspector of election and annual meeting dates for the 2019 election.
- Delinquent accounts were reviewed and appropriate action was taken.
- The Board reviewed proposals and a presentation for the tree trimming plan for the next three years.

SAVE TIME BY REGISTERING ANTICIPATED GUESTS & VENDORS

You may add guests online via the Nordic Security Website at 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 Creek Glen Gate at 714-573-9879.

HOLIDAY CLEAN UP

Please remove all holiday decorations by January 15th. As you are cleaning up from the holidays, tidying up the garage or refreshing the landscaping, please remember that trash must be stored out of view of the street until the evening before pickup. Waste Management will not pick up large items (furniture, etc.) unless you call ahead for a bulky item pickup. For more information please contact Waste Management at 949-642-1191.

VISIT 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

ASSOCIATION WEBSITE:

www.trailwood.org

NORTHWOOD POINTE MASTER ASSOCIATION INFO:

www.nwpointe.org

APPROVED COLOR SCHEME INFORMATION:

Please check the Association's website at 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. 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

**TRAILWOOD MAINTENANCE ASSOCIATION
APPLICATION FOR CANDIDACY
FOR THE BOARD OF DIRECTORS**

Dear Homeowner:

The Annual Election will be held in April 2019. For your convenience, please type your candidacy statement of 250 words or less on why you would like to serve on the Board in the space provided below or submit your type written candidacy statement of 250 words or less on an 8 1/2 x 11" sheet of paper to KEYSTONE PACIFIC PROPERTY MANAGEMENT, LLC at the office address displayed below. The deadline to submit is on **January 31, 2019 at 5:00 p.m.**

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.*

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

**TRAILWOOD MAINTENANCE ASSOCIATION
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: _____