

February 2019

Trailwood

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

COMMUNITY REMINDERS

Holiday Clean Up – Holiday decorations should have been removed by January 15th. If your decorations are still up, please remove them as soon as possible. Management will be initiating the violation process for owners who have not removed holiday lighting.

Pet Waste – When walking your pets in the community, please be sure to promptly clean up any pet waste. There are waste bags provided throughout the community for your convenience. As a courtesy to your neighbors, please do not deposit any pet waste bags into another owners trash can. Please use your personal trash or the community trash receptacles.

Real Estate Signage – Please remember that real estate signage is permitted only on the owner's personal property. Signs, other than temporary "Open House" signs, placed in the Association common area may be removed.

Street Sweeping – Street sweeping occurs on the 1st Thursday of each month. Please make sure that vehicles are removed from the streets between the hours of 8 A.M. and 4 P.M. If you have guests visiting, please make sure they are made aware of this requirement. Vehicle found in violation will be issued a citation and the owner of the property to which the vehicle is registered will receive a violation notice.

ASSESSMENT PAYMENT UPDATE

Effective April 2018, your account number and where to send your assessment payment had changed. Payments sent to the old payment address were previously forwarded to the new payment address, however, the forwarding will no longer take place. To avoid any delays in processing your assessment payments, please update your records. Your new 10 digit account number can be found in your billing statement. The current payment address is: **File 1958, 1801 W. Olympic Blvd. Pasadena, CA 91199-1958.** If you have any questions or concerns, please call 949-833-2600.

SIGN UP TODAY AT www.KPPMCONNECTION.com FOR EMAIL NEWS AND ALERTS!

Once logged into your account, click the "Change Notification Settings" link on the "My Profile" tab to update settings and enter the email addresses that you would like to receive e-notifications.

BOARD OF DIRECTORS

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

NEXT BOARD MEETING

March 19, 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.

February 2019 REMINDERS

- Keystone Pacific Closed in Observance of President's Day - Monday, February 18th
- 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.

YARD MAINTENANCE REMINDER

Please make sure that you are tending to your yard on a regular basis. The grass should always be kept at a reasonable height; no more than 2-3". And although it's a great start, mowing isn't enough to keep your yard looking its best. After you mow, put the final touches on the job by using an edger around driveways, sidewalks, planter borders, trees or any other place the grass meets another surface. On a regular basis, you should remove all weeds, cut back any overgrown plant material and replace dead or dying trees/shrubbery. Lastly, don't forget to review your backyard plant material to ensure it is not encroaching into your neighbor's property.

Please join us in a combined effort to help the community look amazing!



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.

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