

July 2019

Trailwood

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

GATE ATTENDANT AND PATROL SERVICE

In early June, Management and the Board of Directors announced the transition in gate attendant and patrol companies **effective June 15th**. We hope that everyone has had a chance to interact with the new staff as well as the new DwellingLIVE system and that you are enjoying the experience so far. We encourage all owners to make use of the new system to add/manage guests to help the staff process guests as quickly as possible. You may review a helpful tutorial from DwellingLIVE at the following link:

<https://dwellingliveresidents.wordpress.com/>

As we move forward with the transition, please take note of the following updates and new points of contact.



Your New Contacts

Account Manager: David Lappin, david.lappin@aus.com, 714-412-5581. Contact David with any issues with DwellingLIVE, did not receive your notice with you DwellingLIVE registration code or feedback on the on-site staff.

On-site Supervisor (Post Commander): Thomas Duprey, Thomas.Duprey@aus.com. Thomas is the new post commander and will be in charge of leading the on-site staff and will be your new point of contact for key fobs and transponders.

SAVE THE DATE: 16th ANNUAL HARVEST FESTIVAL
Mark your calendars for the 16th Annual Harvest Festival, scheduled for Saturday, October 12th from 3 p.m. – 6 p.m. There are many exciting details in the works.

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

July 23, 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:

Mike Gomez
Phone: 949-838-3201
Email: mgomez@keystonepacific.com

PARK RESERVATIONS:

Mike Gomez
Phone: 949-838-3201
Email: mgomez@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.

July 2019 REMINDERS

- Keystone Pacific Closed in Observance Independence Day - Thursday, July 4th
- 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.

POOL RULE REMINDERS

Please be courteous to your neighbors when using the pool and remember the following:

- Pool Hours

Sunday - Thursday	6:00 a.m. to 10:00 p.m.
Friday & Saturday	6:00 a.m. to 10:30 p.m.
- Guests may make use of the swimming pool/wading pool only when accompanied by the resident host. Please make sure that all guests are aware of and follow the community regulations.
- For safety reasons, the pool gate must remain closed and latched at all times.
- No pets are allowed in the pool area.

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 and/or call (949) 838-3201 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**.

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

DWELLINGLIVE ONLINE ACCESS:

You may add guests and vendors online via the DwellingLIVE Website at <https://community.dwellinglive.com/>.

If you need help with access to your account, please contact David Lappin at david.lappin@aus.com or 714-412-5581.

KEY FOBS/TRANSPONDERS:

The forms may be found on the community website. Please contact Thomas Duprey at 714-832-0586 to purchase additional Transponders and/or Fobs.

VANDALISM/NOISE COMPLAINTS:

Please report it immediately to Allied Universal 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