

August 2019

Trailwood

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

GATE ATTENDANT AND PATROL SERVICE

We hope that everyone has had an opportunity to meet some of the new onsite gate staff and become accustomed with the new DwellingLIVE visitor management software. In June, all residents were mailed a letter with a unique registration code. If you have not signed up and begun managing your guests and visitors, please take a moment to sign up now at <https://community.dwellinglive.com> or by scanning the QR code to the right with the camera on your mobile device. If you are missing your registration code, please contact David Lappin of Allied Universal with the contact information provided below.

Scan the QR code below with the camera on your mobile device to visit the DwellingLIVE website. Setup your account, manage guests, save time!



The system allows residents to add guests and visitors as well as send passes to your guests that can be scanned on your guests mobile device when they arrive at the gate. You can also establish notification settings so you are aware when your guests arrive.

Please take a few moments to explore and take advantage of all of the great features provided by DwellingLIVE. You can even download the DwellingLIVE application on your mobile device to manage your account on the go!

Allied Universal 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.

BOARD OF DIRECTORS

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

NEXT BOARD MEETING

September 17, 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](mailto:mgonzalez@keystonepacific.com)

PARK RESERVATIONS:

Mike Gomez
Phone: 949-838-3201
Email: [mgomez@keystonepacific.com](mailto:mgonzalez@keystonepacific.com)

KEYSTONE

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.

August 2019 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.

SAVE THE DATE! 16th ANNUAL TRAILWOOD HARVEST FESTIVAL SATURDAY, OCTOBER 12, 2019 3:00PM - 6:00PM



The 16th Annual Trailwood Harvest Festival will be held at Trailwood Park. Activities will include a balloon artist, face painting, and much more! There will be a potluck again this year, but dishes are no longer assigned by last name. Please bring any family favorite food to the potluck; appetizer, entrée, salad or desert. For our potluck to be successful, please plan for your item to serve 10-15.

ARCHITECTURAL REMINDER

All proposed exterior modifications, alterations, additions or changes must be submitted to the Northwood Pointe Architectural Review Committee for approval **PRIOR** to any installation or commencement of construction. Failure to submit an application prior to commencing work may lead to violation enforcement, including fines and potential required removal of unapproved improvements. You may view the guidelines and download the application at 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 barbecue grill, please download and print the reservation form from the community website at www.trailwood.org and/or contact Mike Gomez at (949) 838-3201 or mgomez@keystonepacific.com to obtain the form and to inquire about the reservation schedule.

When using the barbecues, 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!

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