

September 2019

Trailwood

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



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.

GATE ATTENDANT AND PATROL UPDATES

As we continue to move forward with the transition in gate attendant and patrol companies to Allied Universal, we wanted to take a moment to provide the following updates and reminders.

Transponders and Key Fobs

It has been identified that there are some issues with certain transponders (for resident vehicle entry) and key fobs (for pedestrian gates at the pool and perimeter walking gates) data not successfully transferring to then new system. Should you experience any issues please contact Allied Universal supervisor, Thomas Duprey at Thomas.Duprey@aus.com or by calling the Creekglen Gate and he will direct you on who to see and which gatehouse to visit to reprogram your transponders or fobs.

Equipment Upgrades

In June and July, we have replaced many of the key fob readers and the transponder readers at both gates as well. These items are being replaced with more updated models that will give the community more options on the type of transponders we can use and give us enhanced monitoring capabilities to resolve future issues more efficiently.

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: 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.

September 2019 REMINDERS

- Keystone Pacific Closed in Observance of Labor Day - Monday, September 2nd
- 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.

DWELLINGLIVE GUEST MANAGEMENT SOFTWARE

DwellingLIVE is the new visitor management software which is used by the gate staff and all resident to manage residents, guests and vendors. 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 below 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.

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.

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



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