

February 2020

Trailwood

www.trailwood.org

COMMUNITY REMINDERES

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 or in association planters. Please use your personal trash or the community trash receptacles.

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.

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.

HOMEOWNER ASSESSMENT CHANGE

Effective October 2019, the payment address for assessments had changed to: PO BOX 513380, Los Angeles, CA 90051-3380

Please review your payment checks to ensure the correct address. This is particularly important for payments sent directly by your bank though a bill pay service. Payments sent to the old address will not be received or processed, which may lead to late charges and escalated delinquency action & fees.

BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

March 2020 (TBD)
Keystone Office
16775 Von Karman, Ave., Suite 100
Irvine, CA 92606

The final agenda will be posted at the bulletin boards at the community entries and on the HOA website. You may also obtain a copy of the agenda by contacting management at (949) 838.3214.

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.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Michael Gonzalez
Phone: (949) 838.3214
Emergency After Hours: (949) 833.2600
mgonzalez@keystonepacific.com

COMMON AREA ISSUES:

Mike Gomez
Phone: (949) 838.3201
[mgomez@keystonepacific.com](mailto:mgonzalez@keystonepacific.com)

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: (949) 833.2600
customer@keystonepacific.com

ARCHITECTURAL DESK:

Phone: (949) 838.3239
architectural@keystonepacific.com

PARK RESERVATIONS:

Mike Gomez
Phone: (949) 838.3201
[mgomez@keystonepacific.com](mailto:mgonzalez@keystonepacific.com)

Managed by Keystone
16775 Von Karman Ave., Suite 100
Irvine, CA 92606

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 2020 REMINDERS

- Keystone is Closed in Observance of President's Day - Monday, February 17th
- 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.



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 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 upkeep with regular yard maintenance or installation of exterior home improvements without architectural approval. 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 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 scheduled 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 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.

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 email mgomez@keystonepacific.com.

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 AND ARCHITECTURAL INFORMATION:

Please check the Northwood Pointe Master Association's website at www.nwpointe.org or contact asmith@keystonepacific.com.

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

STREET LIGHTS OUT:

www.sce.com and navigate to the "Outage Center" to report a street light out.