

April 2020

# Trailwood

[www.trailwood.org](http://www.trailwood.org)

## SWIM SEASON IS HERE!

The pool at Trailwood Park will be heated starting March 18th for the start of swim season. Please be courteous to your neighbors when using the pool and remember the following:



- Persons under the age of 14 may not use the pool unless accompanied and supervised by an adult.
- Guests may make use of the swimming pool/wading pool only when accompanied by the resident host.
- Smoking and glass containers are prohibited in the pool or park area.
- For safety reasons, all gates must remain closed and locked at all times.
- Always clean up any mess and dispose of any trash before leaving the pool area.
- Pool hours are as follows. Please be sure to exit the pool area by the closing time.

Sunday—Thursday 6:00 a.m. to 10:00 p.m.

Friday & Saturday 6:00 a.m. to 10:30 p.m.

## COMMUNITY REMINDERS

- **Pet Etiquette:** Pets shall be leashed at all times when not secured within the owner's property. Please bring waste bags with you to clean up any waste deposited on a neighbor's property or in the common areas/sidewalks. There are various dog bag stations around the community for convenience.
- **Trash Can Storage:** Please remember to take your trash cans into your garage or backyard as soon as they are emptied so they aren't visible from the street. Trash cans may not be stored in an area visible from the common areas.

## GATE VISITOR MANAGEMENT REMINDER

This is a reminder that all owners have the ability to manage guests and visitors utilizing the DwellingLIVE system on their computer or mobile device. If you are missing your account registration code, please contact management.

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.

## BOARD OF DIRECTORS:

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

## NEXT BOARD MEETING:

**Tuesday, May 12, 2020**  
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](mailto: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](mailto:customer@keystonepacific.com)

### ARCHITECTURAL DESK:

Phone: (949) 838.3239  
[architectural@keystonepacific.com](mailto: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.

## April 2020 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.

### HOMEOWNER ASSESSMENT PAYMENTS

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 through 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.

### 2020 ANNUAL MEETING & ELECTION

The Annual Meeting and Election for the Board of Directors will be held in April 2020. At the same time, you will be asked to cast your vote on the IRS Revenue Ruling 70-604. Your voting materials were mailed to you at the end of February. If you have not done so already, please complete and return your ballot at your earliest convenience. Thank you!



### HOME AND YARD MAINTENANCE

Spring time is a great time to review your home for necessary maintenance! Please take a moment to take a look at the appearance of your home from the street to identify any maintenance issues. Common issues identified by Management include: paint that is peeling or cracking in need of touch-up, stains/dirt spots on the face of the home that need to be washed, failing or dying plant material and lawns in the front yard, weeds growing in planter beds. Please take a look at your home and address any maintenance concerns as quickly as possible.

### STREET LIGHT OUTAGES

If you notice a street light out, damaged or flickering please report the issue to [mgomez@keystonepacific.com](mailto:mgomez@keystonepacific.com) or directly to Southern California Edison at (800) 611-1911 or <https://www.sce.com/wps/portal/home/outage-center/report-street-light-outage>. Please be sure to take note of the location of the light or the tag number on the pole.

### 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 12 P.M.

### INFORMATION

#### TRAILWOOD PARK RESERVATIONS:

Complete the reservation form and please email [mgomez@keystonepacific.com](mailto:mgomez@keystonepacific.com).

#### BILLING QUESTIONS / SIGN UP FOR ACH PROGRAM:

Please contact Customer Care at 949-833-2600 or [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

#### ASSOCIATION WEBSITE:

[www.trailwood.org](http://www.trailwood.org)

#### NORTHWOOD POINTE MASTER

#### ASSOCIATION INFO:

[www.nwpointe.org](http://www.nwpointe.org)

#### APPROVED COLOR SCHEME AND ARCHITECTURAL INFORMATION:

Please check the Northwood Pointe Master Association's website at [www.nwpointe.org](http://www.nwpointe.org) or contact [choffman@keystonepacific.com](mailto:choffman@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](mailto: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](http://www.sce.com) and navigate to the "Outage Center" to report a street light out.