

May 2020

Trailwood

www.trailwood.org

MARCH 18, 2020 BOARD MEETING HIGHLIGHTS

- The Board reviewed homeowner reimbursements requests and held hearings for violations in Executive Session.
- Maturing investments were reviewed and approved recommendations from Morgan Stanley to reinvest the maturing funds.
- The annual insurance policy renewal for the Association was approved.
- The Board engaged in preliminary discussions for the 2020 Harvest Festival.



COVID-19 COMMUNITY UPDATES

POOL AND PARK AREAS

Until the "stay at home" restrictions are lifted and it is deemed appropriate to reopen the areas, the pool and park within Trailwood have been closed. Please do your part in combating the virus by avoiding these areas and practicing "social distancing". We appreciate your understanding and thank you for your efforts to keep our community safe!

STREET SWEEPING

Enforcement of street sweeping has been temporarily suspended. You may continue to receive citations on your vehicles as reminders from the community patrol company, but all citations during this time will not lead to formal HOA violations or count towards the infractions that result in fines. The streets continue to require cleaning and, if you are able to, please remove all vehicles from the streets during the street sweeping time frame as posted on the back of this notice.

GATE PROTOCOLS

In order to keep all community members and vendors safe, the gate staff is no longer issuing printed guest passes or accepting physical payment checks for the purchase of key fobs OR transponders. All guest will still be properly authorized before being granted entry. If you must purchase a key fob or transponder at this time, there are options to bill your payment to your HOA assessment account. Please contact Thomas Duprey at the Creekglen Gate house for a copy of the appropriate form.

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

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.

May 2020 REMINDERS

- Keystone is Closed in Observance of Memorial Day - Monday, May 25th
- 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.

WHY ARE HOA ASSESSMENTS IMPORTANT?

Your homeowners association is a non-profit mutual benefit corporation, of which you are a member. The common areas in your community are the assets that this corporation (your HOA) is responsible for managing. Therefore, your assessments directly support the programs and services that preserve the property values of the homes in your community. As a non-profit mutual benefit corporation with a volunteer board of directors, none of the members on your community's board receive compensation for their service—all of the membership assessments are funneled back into amenities and services that protect your home's equity.

WHERE DO HOA ASSESSMENTS GO?

There are two parts to your HOA's annual budget: operations and reserves. Both play a critical role in preserving your home's value. Operations are the monthly expenses that fund the daily operations of the association and includes things like the landscaping contract and materials, pool maintenance, patrol, insurance fees, administrative costs, management company services, utilities and legal fees. Reserve funding is typically a very large part of what comprises your monthly assessments. Reserves represent the long-term savings plan that your HOA uses to proactively cover major repairs and replacements of common area components. Because your board has a fiduciary responsibility to manage your funds and property, setting reserves is an important part of responsible planning and maintenance. Reserve covers replacement of most of your HOA's major maintenance components, including major pool repairs & replacements to heaters, decking, and restrooms, new fencing and gates, painting projects, repaving common area roads and driveways.

WHAT ARE MY OPTIONS IF I AM STRUGGLING TO PAY MY ASSESSMENTS?

COVID-19 has had a huge effect on our daily lives including many people's income. The Board of Directors must balance their compassion for their fellow neighbors with their fiduciary obligation to protect the financial well-being of the association. The association must be able to maintain cash flow to pay utility bills, insurance, landscape maintenance costs and other expenses necessary to protect property values and provide for a safe community. Therefore, associations are typically unable to waive all or even some of the monthly assessment. That being said, the Board does have some options to help homeowners. These options include waiving late fees and interest, limiting foreclosure actions, and helping members by working out payment plans in the event they cannot pay their assessments. If you want more information, please feel free to contact us to learn more!

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.

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

CREEKGLEN GATEHOUSE:

714-573-9879

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.