

June 2020

Trailwood

www.trailwood.org

MAY 12, 2020 BOARD MEETING HIGHLIGHTS

- The Board appointed officers and committee members following the April election.
- Hearings were held for CC&R violations.
- The Board took appropriate action on delinquent accounts in accordance with the association's Delinquency Policy.
- The draft rental policy rules were reviewed along with a homeowner comment. Revisions are being made to the drafted rules, which will be distributed for a second round of membership comment.
- The Board approved for the reroofing of the pool restroom and pump room building, along with the replacement of the solar water heating system.
- The Board reviewed reserve items due in the 2020-2021 fiscal year and directed management to obtain opinions and proposals on pertinent items.
- The Board reviewed the completed security consultant report and recommended actions. As a result, the following decisions have been made at this time to further enhance community security. Additional considerations will be made at future Board meetings.
 1. **Post Order Updates**—The set of post orders is the operating manual used by the gate staff. Recommendations were made to enhance the post orders to provide additional details for processing guests, handling emergency situations and to enhance communication between all parties.
 2. **New Gate Area Camera System**—A proposal has been approved to install a new camera system for the gate entry areas. The system will include cameras that will capture vehicles licenses plates and an overview of the vehicles both entering and exiting the community. The system also has a camera that will capture the interaction of guests and the date staff at the gate house.
 3. **Homeowner Recommendations**—The report included a variety of recommendations that owners should consider to enhance the security of their personal property and individual homes. Please see the attachment included with this newsletter for a list of the recommendations.

BOARD OF DIRECTORS:

President: Darren Inouye
Vice-President: Maajed Abahusayn
Treasurer: Bob King
Secretary: Jayant Limaye
Member at Large: Gary Abraham

NEXT BOARD MEETING:

Tuesday, July 28, 2020
Keystone Office (or Via Zoom)
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

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: (949) 833.2600
customercare@keystonepacific.com

ARCHITECTURAL DESK:

Phone: (949) 838.3239
architectural@keystonepacific.com

PARK RESERVATIONS:

(RESERVATIONS TEMPORARILY SUSPENDED)
Mike Gomez
Phone: (949) 838.3201
mgomez@keystonepacific.com

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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.

June 2020 REMINDERS

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LANDSCAPE MAINTENANCE

Please make sure that you are tending to your lawn on a regular basis. The grass should always be kept at a reasonable height; no more than 2-3". And although it's a great start, mowing isn't enough to keep your yard looking its best. After you mow, put the final touches on the job by using an edger around driveways, sidewalks, planter borders, trees or any other place the grass meets another surface. On a regular basis, you should remove all weeds and cut back any overgrown plant material. Lastly, don't forget to review your backyard plant material to ensure it is not encroaching into your neighbor's property.

When scheduling your gardeners, please also take note of the City's noise ordinances when it comes to maintenance and leaf blowers.

What are the laws regarding property maintenance noise?

Irvine Municipal Code section 6-8-205B prohibits noise of maintenance of real property from 7 p.m.-7 a.m. on any day except Sundays. On Sundays and Federal holidays property maintenance noise is restricted between the hours of 6 p.m.-9 a.m.

If you observe violations of this section., call the Irvine Police Department at 949-724-7000.

Are there any laws governing use of leaf blowers?

Irvine Municipal code section 6-8-205.C.2C requires leaf blowers to be tested and certified to be below 70 decibels before they can be used within the City. Certified blowers are restricted from use from 5 p.m. to 8 a.m. on weekdays and 5 p.m. to 9 a.m. on Saturdays. Leaf blowers are not allowed to operate at any time on Sundays. Call 949-724-6326 to register and certify leaf blowers for use or to report companies using leaf blowers in violation.

Please join us in a combined effort to help the community look amazing for summer!

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.

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.



Homeowner Security Responsibilities

- 1. Report Suspicious Activity:** Be vigilant and report suspicious persons to the police. Frequently the criminal is observed loitering about the community but is never reported to the police. The crook is casing the place!
- 2. Be Active in Neighborhood Watch:** Know your neighbor. Look out for each other. Call the Irvine Police Department, Crime Prevention Unit, for more information on Neighborhood Watch.
- 3. Install an Alarm System:** Install and use a burglar alarm system. Homes with alarm systems are required to be registered with the Irvine Police Department. Permits are free. If considering installing any type of outdoor system, such as motion sensing or sensors on a fence, these systems typically go into an alarm mode due to weather, wildlife in the area, and other types of movement. The false alarm rate is very high and therefore could subject the homeowner to fines if the police respond too many times. Should an outside alarm be installed, consideration must be given to an audible "siren" since a silent alarm would not scare away an intruder. With a siren the neighbors would be calling the police.
- 4. Consider a Camera System:** Consider installing a camera system that can be monitored remotely via a cell phone or computer. There are systems, such as Ring, for monitoring the front door. Other camera systems are more sophisticated and can monitor larger areas with the capability of recording the activity in addition to remote monitoring. Also, these cameras can be programmed to only record movement, thus saving recording space. For monitoring the backyard fences, a motion sensing element should be incorporated into the camera which could also trigger a signal to a cell phone or computer that some activity is occurring and the homeowner should view the camera. Cameras should be mounted about 7'-8' high in order to see a person's face. Many criminals today are wearing hoodies that block their faces from cameras mounted above 8' high.
- 5. Install Motion Activated Lights:** Lights activated by motion are always a good investment. In addition to the traditional mounting locations at the corners of buildings, consider installing them close to backyard fences of homes that are adjacent to the perimeter open space areas. Lighting is really needed in order to obtain better camera images, even though cameras are advertised with low light capabilities. Use LED lights as they can be very directional and consume little energy with a long bulb life.
- 6. Plant Barrier Shrubs:** For backyard fences against the open space areas, barrier shrubs such as Natal Plum should be planted near the fence (but far enough away to allow for fence maintenance) to discourage trespassing onto the property. Plant barrier shrubs or thorny plants under windows, to keep persons away from them. Keep barrier plants trimmed to a height of between 36" and 42", which will still allow persons to see over them.
- 7. Lock Doors and Windows:** When leaving the home, even if there is an alarm system, lock all doors and windows including second story ones. The longer it takes a burglar to enter, the more chances of being seen or heard and reported. There are burglars who specialize in second story entries because people don't typically lock doors to patios on this level. The percentage of burglaries of single family homes involving unlocked doors or windows is significantly higher in gated communities than non-gated neighborhoods.
- 8. Record Serial Numbers and Photograph Valuables:** Police departments have an overwhelming amount of property that has been recovered from the arrest of burglars. However, it is usually sold at auction due to the inability to identify the owner. Record serial numbers of electronic devices, guns, and other such items. Photograph jewelry and other valuable non-serialized property.