

November 2020

Trailwood

www.trailwood.org

YOUR HOA MANAGEMENT TEAM

We are excited to introduce the newest member of your HOA management team, Karen Chavez. Karen has taken over the associate community manager role for Trailwood Maintenance Association and is assisting your community manager, Michael Gonzalez, with common area maintenance requests, Trailwood Park reservations and other requests for community information. Should you need assistance with any of these matters, please reach out to Karen at kchavez@keystonepacific.com or (949) 392-6893 to introduce yourself and make your request. She will be happy to help you.

GATE GUEST REGISTRATION REMINDER—PLEASE REGISTER IN ADVANCE

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 have not set up your account or are missing your account registration code, please contact Management or Thomas Duprey at the Creekglen Gate.

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 email or text notification settings so you are aware when your guests arrive.

In addition to the use of the DwellingLIVE system, you can also call the Canyonwood or Creekglen gate in advance to let them know of anticipated guests so that they can be programmed into the system for you.

Registering your guests in advance, greatly helps speed up the processing of guests when they arrive at the gate as the gate does not have to call you to verify your guests once they arrive. This not only helps your guests enter faster, but also helps avoid line back ups that can block the resident entry lane. We ask that all residents setup their accounts and manage their guests regularly to help with these potential issues.

We thank you in advance for taking advantage of the use of this system and registering guests in advance to benefit all Trailwood residents and their guests.

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, November 17, 2020
6:15 p.m.
Via Zoom

The final agenda along with the Zoom meeting information 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:

Karen Chavez
Phone: (949) 392.6893
kchavez@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:

Karen Chavez
Phone: (949) 392.6893
kchavez@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.

November 2020 REMINDERS

- Keystone is Closed in Observance of the Following Days -
 - * Veteran's Day- Wednesday, November 11th
 - * Thanksgiving - Thursday, November 26th
 - * Day After Thanksgiving- Friday, November 27th
- 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.

DECEMBER HOLIDAY LIGHTING CONTEST

The Association holds a holiday lighting contest each December. Winners will be selected from each neighborhood as well as overall community winners for "Best Traditional", "Best Animated" and "Best of Trailwood" Now is the time to get a jump on the holiday festivities and start planning your exterior holiday decorations. This year, the contest will be judged on the evening Monday, December 14th. Please mark your calendars and plan to have your display illuminated by no later than 6 p.m.

SEPTEMBER 15, 2020 BOARD MEETING HIGHLIGHTS

- Hearings were held for CC&R violations.
- The Board took action on the reinvestment of maturing CDs
- A proposal was approved to treat trees in the Mahogany neighborhood for a borer-beetle infestation.
- The Board approved various fall cleaning items that will help prolong the life of the pool and park facilities and furniture.
- The Board discussed replacement options for the park benches, which are due for replacement. Additional options will be reviewed at the November meeting.
- A proposal was approved to replace 5 failed well lights at the community entries.

FALL/WINTER MAINTENANCE CHECKLIST

Please take a moment to review the check list below for your home and address any items that may need attention.

- Front yard planters are well maintained and free of weeds. Mulch is applied to bare areas.
- Front yard lawn is well watered and fertilized to eliminate dead brown or bare areas.
- Clear your flowers beds of weeds, spent flowers and leaves. It is a great time to trim back shrubs and bushes.
- Home exterior surfaces are free of dirt/debris and all dark spots have been cleaned.

Thank you for taking the time to contribute to the beauty of Trailwood!

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 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 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 Thomas Duprey at the Creekglen Gate.

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.