

February 2021

# Trailwood

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

## COMMUNITY REMINDERS

**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.

**Portable Basketball Stands** — The community allows for portable basketball stands to be left in front of the homes. However, damaged nets or backboards must be promptly repaired.

**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 12 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](http://www.nwpointe.org).

**SIGN UP TODAY AT [www.KPPMCONNECTION.com](http://www.KPPMCONNECTION.com) FOR EMAIL NEWS AND ALERTS!**

Once logged into your account, click the "Change Notification Settings" link on the "My Profile" tab to update settings and enter the email addresses that you would like to receive e-notifications.

## 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, March 16, 2021**  
**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](mailto:mgonzalez@keystonepacific.com)

### COMMON AREA ISSUES:

**Karen Chavez**  
Phone: (949) 392.6893  
[kchavez@keystonepacific.com](mailto:kchavez@keystonepacific.com)

### BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: (949) 833.2600  
[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

### ARCHITECTURAL DESK:

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

### PARK RESERVATIONS:

**Karen Chavez**  
Phone: (949) 392.6893  
[kchavez@keystonepacific.com](mailto: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.

# February 2021 REMINDERS

- Keystone is Closed in Observance of President's Day - Monday, February 15th
- 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 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](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 [bchrisp@keystonepacific.com](mailto:bchrisp@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](http://www.sce.com) and navigate to the "Outage Center" to report a street light out.