

July 2021

Trailwood

www.trailwood.org

NEW COMMUNITY ASSOCIATION MANAGER

Congratulations to Michael Gonzalez, who was recently promoted!

Michael will be transitioning Trailwood to Scott Aaronsen, who is a Director of Community Management with Keystone. Scott can be reached at (949) 561-0181 or saaronsen@keystonepacific.com.

MAY 26, 2021 BOARD MEETING HIGHLIGHTS

- The Board took appropriate action on delinquent accounts in accordance with the association's Delinquency Policy.
- The Board approved the distribution of the amended Residential Use Enforcement Policy.
- The Board directed management to take actions to address concerns with solicitors.
- The Board approved landscaping proposals for 2021 annual color changes, 2021 winter turf scalping and overseed, and irrigation controller replacements.
- The Board approved a proposal to address an issue with a standing water issue on Deer Hollow.
- The Board reviewed reserve items due in the 2021-2022 fiscal year and directed management to obtain opinions and proposals on pertinent items.
- The Board discussed the 2021 Harvest Festival and directed management to obtain proposals for the event.

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.

SIGN UP TODAY AT 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, July 20, 2021 (Tentative)
6:00 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) 561.0181

Please note: If you wish to address the Board at the meeting, please contact Scott Aaronsen at (949) 561.0181 ten days prior to the meeting to have your name and item of discussion placed on the agenda.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Scott Aaronsen
Phone: 949-561-0181
Emergency After Hours: 949-833-2600
saaronsen@keystonepacific.com

COMMON AREA ISSUES:

Luis Cruz
Phone: 949-561-0180
lcruz@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.

July 2021 REMINDERS

- Keystone is Closed for Independence Day (observed) - Monday, July 5th
- 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.

YARD MAINTENANCE REMINDER

Please make sure that you are tending to your yard 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, cut back any overgrown plant material and replace dead or dying trees/shrubbery. Lastly, don't forget to review your backyard plant material to ensure it is not encroaching into your neighbor's property.

AMERICAN FLAG PROTOCOL & ETTIQUETTE

Federal law stipulates many aspects of flag etiquette. The section of law dealing with American Flag etiquette is generally referred to as the Flag Code. Below, please find some general guidelines from the Flag Code:



- The flag should be lighted at all times, either by sunlight or by an appropriate light source.
- The flag should be flown in fair weather, unless the flag is designed for inclement weather use.
- The flag should be cleaned and mended when necessary.
- When a flag is so worn it is no longer fit to serve as a symbol of our country, it should be disposed of in the proper manner.

COMMUNITY WEBSITE

Log onto the community website at www.trailwood.org to:



- Submit maintenance requests and address changes
- Get the latest community news and updates
- Obtain minutes, newsletters, policies, forms
- Register to receive E-Notifications and E-Statements
- Access your account online
- Pay your HOA bill online

Should you have a problem logging onto the community website, please call Keystone Customer Care at 949-833-2600.

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 bchrsp@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.