

JULY 2017

VINEYARD-MURRIETA

www.vineyard-murrieta.org



Professionally Managed by Keystone Pacific Property Management, LLC - 41593 Winchester Road, Suite 113, Temecula, CA. 92590

HAVE A HOA RELATED QUESTION

To ensure that you are receiving accurate and up-to-date information with regards to landscaping, assessments, or common areas, please make Management your first point of contact. If you ever receive a notice and you aren't quite sure you understand what it is for... Contact us, we are more than welcome to explain the letter via email, phone call or an onsite meeting.

GENERAL MAINTENANCE

Please take a look at your property and address any maintenance concerns you notice. Before the weather gets too warm, take some time this weekend to spray weeds in your planters or the ones that pop up in the cracks of your driveway, remove any trees or shrubs that died last winter and put down a little mulch to freshen up your landscaping. It looks nice and it helps retain moisture in the soil so your plants require less water.

If you have a question about how to tackle a big project like painting or installing drought tolerant landscaping, please contact Management or attend a Board meeting. We will walk you through the architectural review process and help you get your project underway.

SIGN UP FOR E-NOTIFICATIONS

Enroll to receive e-statement notifications once your assessment statement is ready to be viewed online. In addition to the e-statement notification program, you can also sign up to receive news and updates pertaining to our community association via email.

To sign up, please register from the "Update My Profile" page once you have logged into your billing account at www.keystonepacific.com.

VISIT THE COMMUNITY WEBSITE

Log onto the community website to:

- Submit maintenance requests, address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies, forms
- Access your account online
- Pay your HOA bill online

Should you have problem logging onto the community website, please call Customer Care at 951-491-6866.



BOARD OF DIRECTORS:

President: Rachael Taylor
Vice-President: Diana Hess
Treasurer: Scott Ries
Secretary: Tom Tokarchik
Member-at-Large: Scott Svendsen

NEXT BOARD MEETING:

TBD
At Sykes Park on Hayes

The final agenda will be posted at the corner of Hayes and Sherry and available on the association's website at least 4 days in advance of the meeting. You may also obtain a copy of the agenda by contacting management at 951-491-6866.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Jennifer Alegria
Phone: 951-491-6862
Emergency After Hours: 949-833-2600
Fax: 951-491-6864
jalegria@keystonepacific.com

COMMON AREA ISSUES:

Gina Privitt
Phone: 951-491-6865
gprivitt@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 951-491-6866
customer@keystonepacific.com

ARCHITECTURAL DESK:

Architectural@keystonepacific.com

JULY 2017 REMINDERS

Keystone Pacific Closed in Observance of the 4th of July Day - Tuesday, July 4th

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.

Trash Pick-Up Day - Monday
Please remove trash cans from the common areas after this day.

A MEMBERS RIGHT TO PRIVACY

California Civil Code allows a member to request to be removed from the membership list to prevent release of their private contact information to a member requesting the membership list. In order to opt-out of the membership list, you must notify the Association **in writing**. If you choose to opt-out of sharing your name, property address, email address and mailing address under the membership list, the opt-out designation shall remain in effect until changed by you, by written notification to management. If you wish to opt-out, please complete the Opt-Out Form on our website at: <http://www.kppm.com/forms/opt-out.php>.

Why A Reserve Study is Important

In determining how much we should be paying in maintenance assessments each month, our Board of Directors must estimate how much our association is going to spend for operating expenses and how much it must save for future repairs and replacement of common area assets (reserves).

However, in order to know how much to set aside for those repairs or replacements the Board needs to know approximately when those repairs/replacements are going to be needed. A reserve study helps to provide that information to the Board. State statutes require that community associations have an independent reserve study (prepared by an independent consultant or contractor with no connection or interest in the association) done every three years.

The results of the reserve study play an important role in determining how much of our monthly assessment will be used to fund the reserve funds. A reserve study identifies the major components which the association is obligated to repair, replace, restore, or maintain. In addition, a reserve study provides estimates for each components remaining life, cost of maintenance or replacement and the annual dollar contribution required to perform the work. Our Board of Directors consider the findings of the reserve study when they set our community's operating budget for the upcoming fiscal year, thus determining our monthly assessment.

The reserve study is a valuable tool that our Board and management company use in order to ensure that our association has the funds available to properly maintain and replace our common area assets when needed. The association had a professional reserve study analyst perform an onsite review of the community's assets in June 2017. A summary of the study will be mailed to all homeowners with the annual budget in this fall.

Street Sweeping Reminder

Please remember to move your vehicles off the street on Wednesdays. The city sweeps the streets on Wednesdays and the streets look the best when the sweeper does not have to go around the cars left of the street.

NEW PORTAL LAUNCHING



WWW.KPPMCONNECTION.COM

At Keystone Pacific, we are constantly striving to provide our clients the highest level of customer service and a superior management experience. In July, we will modernize the look of our portal to enable new exciting features within the next year. The new portal may look different, but it retains all of the features you currently use. The launch of our new look is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life. Stay tuned for more updates on exciting new features.

USE ON ALL DEVICES

Our new website will be available on all devices; including desktops, tablets and smart phones.



LOGIN INFORMATION

Please log in to www.kppmconnection.com using your email address and password. If you have not registered, please have your billing statement available to enter in the required information.



NEED ASSISTANCE?

STARTING JULY 15TH
Extended Customer Service Hours
9:00 AM to 9:00 PM
Customer Care: (949) 833-2600 or
customer care@keystonepacific.com

