

OCTOBER 2020

VINEYARD MURRIETA

reconnect@keystonepacific.com

GENERAL MAINTENANCE

Please take a look at your property and address any maintenance concerns you notice. Before the weather gets too cold, 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 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. Management will walk you through the architectural review process and help you get your project underway.

DOES YOUR HOME NEED PAINTING?

If your entry doors, shutters, garage doors, siding, or stucco are faded, cracking, or in disrepair, it is time to paint. Ideally, you should paint your home once every 7 to 10 years to protect it from nature's harmful elements and moisture.

REPORTING HOA AFTER HOUR EMERGENCIES—In the event that you notice an HOA maintenance emergency outside of Keystone's regular business hours, please call (949) 833-2600, which will direct you to follow prompts to be connected with a live person, who will contact/dispatch the appropriate vendor/emergency service. The emergency service will request the following information from you:

1. The name of your Association
2. Your property address and phone number
3. The nature of the emergency, in order to dispatch the correct vendor to assist with the resolution.
4. The address or cross streets of the emergency, if different from your property address. The emergency service will relay all of this information, via text, to Keystone's "On-Call" Manager. Please keep in mind that the "On-Call" Manager may not be familiar with your property, so please be willing to provide as much detail as possible.



BOARD OF DIRECTORS:

President - Pat Harding
Vice President - Scott Ries
Secretary - Tom Tokarchik
Treasurer - Scott Svendsen
Member at Large - Andy Warman

NEXT MEETING DATE:

November 9, 2020

Location: Teleconference Call
Call Management for Access Code.

The final agenda will be posted at the corner of Hayes and Sherry at least 4 days in advance of the meeting. You may obtain a copy of the agenda by contacting management at (951) 491-6866.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Gina Privitt
Phone: (951) 491-6865
Emergency After Hours:
(949) 833.2600
Fax: (951) 346-4129
gprivitt@keystonepacific.com

COMMON AREA ISSUES:

Danica Petroff
Phone: (951) 491-7363
dpetroff@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: (949) 833.-2600
customercare@keystonepacific.com

INSURANCE BROKER:

LaBarre/Oksne
Keith Hatch
(800) 698-0711



Managed by Keystone
41593 Winchester Road, Suite 113
Temecula, CA 92590

OCTOBER 2020 REMINDERS

- 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.
- Street Sweeping Day - 1st & 3rd Wednesday. Please move your car on street sweeping days.
- Trash Pick-Up Day - Monday Please remove trash cans from the common areas after this day.
- Annual Election November 9, 2020

SIGN UP FOR THE ACH PROGRAM

Save time and money and never miss a payment again! Sign up to have your assessment payments automatically debited from your checking or savings account. Please call Customer Care at 949-833-2600 or send an e-mail to ach@keystonepacific.com to request an ACH application.



HAVE AN 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 happy to explain the letter via email, phone call or an onsite meeting. .

SIDEWALKS

Please do not block sidewalks with your vehicle, portable basket ball hoop or anything else. Sidewalks are walkways for pedestrians and should never be blocked.

ANNUAL ELECTION

The annual Election has been rescheduled for November 9, 2020.

KPPM CONNECTION

The KPPM Connection is an online tool that offers enhanced homeowner services. Using the online portal, you can:

- Make Online Payments
- View Statements / Billing Inserts
- Print Account History Reports
- Enhanced Notification Features
- Sign-up / Register for E-Blasts



Using your smartphone, please scan the QR code to the right or visit www.kppmconnection.com. Please log in using your account online email address and password. If you have not registered, please have your billing statement available to enter in the required Information. If you need assistance, please contact Customer Care at (949) 833-2600 or customercare@keystonepacific.com.