

APRIL 2015

# ROSETTA HILLS HOA

www.rosettahillshoa.org

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

## COULD YOUR EXTERIOR USE SOME LOVE?

Please step outside and take a look at the exterior of your home. Take a moment to check your shutters, garage door, front door or wood trim & balconies. There are homes in the community that need attention, especially the homes that have darker colored exteriors or get the afternoon sun. Homeowners should consider painting or refurbishing anything that looks weathered or faded. Please be a responsible homeowner, your home will look made over and will give the entire community a new look as well!

In addition to painting, there are several homes with lots of weeds and overgrown plants. We understand that everyone is busy but we ask that you please set aside a little time to work in your yards. The weather has been perfect for a little light yard work!

As a reminder, If you're planning to paint your home and plan to vary from the original color scheme, please remember that an architectural application and plan must be submitted to the Architectural Review Committee for approval prior to painting. If you have any questions, please contact Management at 951-491-6862.

## MARCH 3, 2015 BOARD MEETING HIGHLIGHTS

Thank you to those homeowners who attended the meeting. For those who were not able to attend, below are a list of items that were discussed:

- December 2, 2014 General Session Minutes were approved.
- The October 31, 2014, November 30, 2015 and December 31, 2014 Financial Statement were accepted.
- Maturing CDs were discussed.
- The Board reviewed insurance proposals for the Associations 2015-2016 renewal and approved a proposal through Riverport.
- The Board approved to replace the rusted benches at the part with concrete benches.
- The Board approved a proposal from Protec Building Services for the annual maintenance inspection as required by the Association's Governing Documents.
- The Board reviewed a delinquency report and approved to lien delinquent homeowners.

### BOARD OF DIRECTORS:

**President:** Sonia Tellez  
**Vice-President:** Darwin Takkinen  
**Treasurer:** Justin Shekoski  
**Secretary:** Seth Talabamiz  
**Member-at-Large:** Frank Morales

### NEXT BOARD MEETING:

**June 2, 2015**

Time: 6:00 PM

Location: Lone Star Steakhouse  
18601 Dexter Ave.  
Lake Elsinore, CA

*The final agenda will be posted at the tot-lot on Diana Lane 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

jalegria@keystonepacific.com

**Emergency After Hours: 951-491-6866**

Fax: 951-491-6864

#### COMMON AREA ISSUES:

##### Associate Community Manager

**Jennifer Parker**

Phone: 951-491-6866 ext. 636

jparker@keystonepacific.com

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

Phone: 951-491-6866

customercare@keystonepacific.com

#### ARCHITECTURAL DESK:

Phone: 951-491-6866 ext. 239

architectural@keystonepacific.com

## APRIL 2015 REMINDERS

- For after-hours association maintenance issues, please call 951-491- 6866 to be connected with the emergency service line.
- Trash Pick-Up Day - Tuesday  
Please remove trash cans from the common areas after this day.
- Tuesday, June 2, 2015 - Board Meeting @ 6:00 P.M.  
Location: Lone Star Steakhouse, 18601 Dexter Avenue, Lake Elsinore, CA

### SIGN UP FOR COMMUNITY E-NEWS

Sign up to receive news and updates pertaining to our community association via email.

To sign up, please register from the "Account Notifications" page once you have logged into The KPPM Connection at [www.kppmconnection.com](http://www.kppmconnection.com).

### 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 951-491-6866 or send an e-mail to [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com) to request an ACH application.

### COMMUNITY REMINDERS

We love pets but as a reminder, please make sure you leash your pet when out on a walk. I'm sure your dog is the sweetest pup in the world and would never hurt a fly, but you still have to follow the rules and keep them on a leash. It is also very important to clean up after your pet. Please remember to carry a bag with you, just in case. Thank you!



### KEYSTONE PACIFIC'S NEW WEBSITE COMING SOON!

We are excited to announce the upcoming release of our new website [www.keystonepacific.com](http://www.keystonepacific.com). Using the website; owners can login to The KPPM Connection, submit a maintenance service request form, and much more. Our new responsive website will host a variety of articles on our blog as well as provide user-friendly tools to contact your management team. We are looking forward to providing a new, modern website for our homeowners and board members.

### CALLING MANAGEMENT AFTER HOURS

After regular business hours, Keystone Pacific has a very efficient emergency response system in place in order to respond to *appropriate* emergencies, which are situations that can cause damage to property. Management can do little about your neighbor's dog barking at 3:00 a.m. The best way for this kind of a situation to be handled in the long term, is for you and your other affected neighbors to report it *in writing* to the Board of Directors in care of Management. Prowlers and vandals are best handled by the local law enforcement officials. That is not to say that the Board or Management does not want to know about this activity. They do, in order to monitor the community, but the quickest, most effective response and enforcement will come from the Police or Sheriff's Department. However, if a broken common area sprinkler or irrigation timer, fallen Association trees, etc. is threatening property, Management should be notified so that the landscape contractor can be called to solve the problem.

A rule of thumb to remember when determining whether or not to call Management after-hours is that if the property threatening situation can be addressed by one of the Association's contractors, and if not reported immediately will cause personal or property damage, then call. After hours on-call personnel will be notified and the situation addressed. Remember, our Board of Directors and Management depend upon the eyes and ears of the community to make sure that all of the community's needs are met. Please don't hesitate to contact Management during normal business hours with any questions you may have about the after hours emergency line.