

JANUARY 2017

ROSETTA HILLS

www.rosettahillshoa.org

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



"Twenty years from now you will be more disappointed by the things that you didn't do than by the ones you did do. So throw off the bowlines. Sail away from the safe harbor. Catch the trade winds in your sails. Explore. Dream. Discover." Mark Twain

SIGN UP FOR E-MAIL ALERTS

All homeowners who have an account in good standing may sign up for an email notification (e-billing) instead of receiving a paper statement. Information pertaining to events, news, and activities in their community will be sent by email once enrolled in e-statement. Email is a much more efficient way for the Association to communicate with it's members. Unfortunately, not many homeowners have taken advantage of this offer.

To sign up to receive e-billing, homeowners can register from the "Update My Profile" page once they have logged into their accounts at www.keystonepacific.com. *Signing up for e-billing is a great way to save the Association money!* If you have trouble, please contact our customer care department at (949) 833-2600 or at customercare@keystonepacific.com.

REMINDER ABOUT TRASH CANS

Trash Bins are only to be placed out 24 hours before and after collection day. On the other days they are to be stored out of view, behind your side gate or in the enclosed garage. They are not to be stored in any location that they can be viewed from the public.

HOLIDAY REMINDERS

CR&R will start picking up your Christmas trees on the first scheduled pick-up date after December 26th. Trees must be free of ornaments, including tinsel. All trees will be recycled into compost or mulch. For more information on when your trees will be picked up, call CR&R at 1-800-755-8112.

Also, we appreciated everyone's holiday spirt. All the decorations and lighting really made the community shine! As a friendly reminder, please remember to remove your holiday lighting by January 15th!



BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

TBA
Time: 6:30 PM
Location: TBA

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: 949-833-2600
Fax: 951-491-6864

COMMON AREA ISSUES:

Gina Privitt
Associate Community Manager
Phone: 951-491-7362
gprivitt@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/

WEBSITE LOGIN:
Phone: 951-491-6866
customercare@keystonepacific.com

ARCHITECTURAL DESK:

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

JANUARY 2017 REMINDERS

Keystone Pacific Closed on Monday, January 2, 2017 in observance of New Year's Day.

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 - Tuesday

Please remove trash cans from the common areas after this day.

THE ASSOCIATION'S DELINQUENCY POLICY

It's important to remember that homeowners choose where to live, and by choosing to live in a community like ours, they accept a legal responsibility to abide by established policies and meet their financial obligations to the association and their neighbors.

Association budgets

Associations rely exclusively—on homeowner assessments to pay their bills, which can include landscaping, fencing, detention basins and insurance. For condominiums and cooperatives, these costs include building maintenance, utilities and amenities enjoyed by all residents.

You trust our board to develop realistic annual budgets. We base our assumptions on careful cost projections and anticipated income primarily from assessments. Our budgetary obligations do not change when some owners don't pay their fair share. Common grounds still must be maintained. Utilities and insurance premiums must be paid. When homeowners are delinquent, their neighbors must make up the difference or services and amenities must be curtailed. The former is an issue of fairness; the latter can lessen the appeal of the community and erode property values.

Assessments

Assessments are due on the 1st of the month and are considered late after the 15th. When an assessment is received late, after the 15th, a late charge is applied to the account. 30 Days after the assessment becomes due, interest is applied.

When any assessment remains unpaid forty-five (45) days past its due date, the Association mails a Pre-Lien Notification to the owner as required by California Civil Code 5660 by certified and first class mail, to the owner's mailing address of record advising you of the delinquent status of the account and impending collection action. The cost of the Pre-Lien letter is \$75.00.

When an owner fails to respond to repeated attempts to collect the debt, the association can be left with little choice but to place a lien on the property. The magnitude of this decision requires an approach that is fair, reasonable and consistent and that complies with applicable laws, practices and procedures set forth in the governing documents that guide our decision-making. If an owner fails to pay the amounts set forth in the Pre-Lien notification within 30 days, the Board can decide to place a Lien (Notice of Delinquent Assessment) on the property. If a Lien is approved by the Board, the fee for processing the lien, which is \$325.00, is assessed to the account.

After thirty (30) days from recording the Notice of Delinquent Assessment, the Association may turn the members account over to the Association's Attorney or Trustee to enforce the lien by proceeding with judicial or non-judicial foreclosure sale when either (a) the delinquent assessment amount totals One Thousand, Eight Hundred Dollars (\$1,800.00) or more, excluding accelerated assessments and specified late charges and fees or (b) the assessments are delinquent for more that twelve (12) months. However, upon review of the Association Member's delinquent account, the Board may decide to take small claims court action. The Association is authorized under California law to charge the owner reasonable costs of collection for any action utilized.

Foreclosures

We believe homeowners facing foreclosure deserve a reasonable opportunity to appeal to the leaders of the association. Knowing that people occasionally face financial hardship—a lost job, for instance—we will try to work with homeowners to bring their accounts up to date. Nobody wants to foreclose on a home—and certainly not our association. However, the threat of foreclosure is often the only tangible leverage an association has to ensure fairness and shared responsibility. Without this option, many residents would simply choose to default on their obligation to their association and neighbors.

We are not telling homeowners this to scare you into paying on time but over the last year, the association has seen and met with several homeowners that just simply did not understand how quickly fees and collection costs can add up. We care about our homeowners and want you to understand the collection process. As a reminder, its also very important to keep your address up to date so that you received notices about your account. Please contact a Management if you're having problems, to discuss alternative payment arrangements.