

MARCH 2017

ROSETTA HILLS

www.rosettahillshoa.org

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

MAIL THEFT DURING TAX SEASON

Mail theft is the #1 white-collar crime in America. As some may be aware, one of the Association's mailboxes on Diana Ln. was vandalized and had to be replaced last month. This is a good reminder to our residents that criminals are now targeting new developments with community mailboxes. These community mailboxes offer criminals a one-stop shop. Thieves are prying open front door of the mailboxes to gain access to the individual mail slots. Typically, the door is damaged so severely, mail is halted and the entire cluster mailbox has to be replaced which costs the association between \$1,400 - \$2,000 to replace. One of the main motivators in mail theft is to subsequently steal that person's identity and receive access to their private information, including bank accounts and credit cards. The following are some tips to help prevent/ limit your exposure to mail / mailbox theft:

- Report any suspicious persons or vehicles near the mailboxes to your local law enforcement.
- Report anyone tampering with mailboxes, especially late at night or the early morning hours.
- Retrieve your mail as soon as possible after it is delivered. Don't leave your mail unattended for extended periods. Don't leave it in your mailbox overnight.
- If you cannot regularly retrieve your mail promptly, consider obtaining a P.O. Box service from your local post office.
- If you will be away from home temporarily, you can notify your post office to hold your mail.
- Always deposit your mail in a mail slot at your local post office, or hand it to your letter carrier.
- Monitor your bank account statements regularly, and report any charges or checks you did not authorize.
- Monitor your credit report and report any accounts you did not authorize.
- Ask your bank for "secure" checks that can't be altered.

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 customer-care@keystonepacific.com to request an ACH application.



BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

March 7, 2017

Time: 6:30 PM

Location: Earl Warren Elementary MRP

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

customer-care@keystonepacific.com

MARCH 2017 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.

Trash Pick-Up Day - Tuesday

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>.

CHANGES TO YOUR HOME

Many homeowners have been installing artificial turf, large areas of rock or mulch, without prior architectural approval. As a reminder, prior architectural approval is required for any of these projects. Homeowners that move forward with home improvement project prior to receiving approval run the risk of having to remove the artificial turf, rocks or mulch or make costly changes. Please plan ahead and submit an architectural application prior to starting your project.

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.

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 meetings, 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, only 15 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.

TRESPASSING

It has been brought to Management's attention that there are growing concerns about trespassers behind the slopes. In some cases, there are reports of transients in the open areas behind the community. It is very important that residents report these incidents as they occur to the Police by calling 951-245-3300. There have also been incidents of illegal dumping which results in abatement notices from Code Enforcement. In these cases, the Association is forced to use HOA funds to clean up the debris and trash which effects everyone.

Please do your part by notifying the Police if you witness trespassing.

IMPORTANT NUMBERS

Police (Non-Emergency)
Code Enforcement
Graffiti Hotline
Animal Control

951-245-3300
951-674-3124
951-674-2701
951-471-8344