

DECEMBER 2017

ROSETTA HILLS

www.rosettahillshoa.org



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



"Blessed is the season which engages the whole world in a conspiracy of love."

- Hamilton Wrigh Mabie

Let's Keep That "Holiday Spirit" All Year Long!

During the holidays we are often reminded of the diversity that our world is made up of. People celebrate the holidays according to their separate heritage, traditions, and beliefs. One of the common denominators is a desire to live in peace, harmony and happiness. It is a desire shared by all and it is best achieved through cooperation, compliance and respect.

We are made up of people with varying differences, but we are all connected by the fact that we share a community together. And, although we have our differences in opinions, perceptions and desires, we too can benefit through cooperation, compliance and respect for our neighbors. During this holiday season as we celebrate in our own tradition, let's try to hold onto that spirit of unity, harmony and peace that all traditions embrace and apply it to all of our community neighbors all year long.

HOLIDAY DECORATIONS



Its that time of year again! We know that many homeowners like to get into the holiday spirit and put up decorations. We ask that residents refrain from putting up their decorations until the day after Thanksgiving and then remove their decorations by January 8th.

As a reminder, holiday decorations must be limited to your lot. Residents should refrain from decorating the common areas.

BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

December 5, 2017
Earl Warren Elementary MPR
41221 Rosetta Canyon Dr.
Lake Elsinore, CA 92532
Time: 6:30 PM

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/ COMMON AREA ISSUES:

Gina Privitt
Phone: 951-491-6865
gprivitt@keystonepacific.com
Emergency After Hours: 949-833-2600
Fax: 951-491-6864

Police (Non-Emergency)
951-245-3300

Code Enforcement
951-674-3124

Animal Control
951-471-8344

Graffiti Hotline
951-674-2701

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

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

DECEMBER 2017 REMINDERS

Keystone Pacific Closed in Observance of Christmas

Monday December 25th

Tuesday December 26th

Keystone Pacific After Hours Contact Information:

For after-hours 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 Collection Day: Tuesday



DESIGNATE A DRIVER!

The Holiday season is a festive time to enjoy the company of family and friends. Keep your celebrations safe and ensure the safety of those you care about by designating a driver to help out those who have had too much to drink. If hosting a party, consider taking on the added responsibility to provide transportation, keep the phone number to a cab company handy, or install a Lift or Uber app on your phone.

Have a safe and happy celebration!

Tips for Holiday Home Safety

1. **Merry and Bright:** Carefully inspect holiday light strings each year and discard any with frayed cords, cracked lamp holders, or loose connections.
2. **Lights Out:** Always turn off holiday lights when you leave the house.
3. **Fresh Is Best:** Try to purchase a freshly cut tree, as they are more resistant to ignition.
4. **Timing Is Everything:** Use an outdoor timer to switch lights on and off.
5. **Check for the Certification Mark:** When purchasing light strings, extension cords, spot lights, electrical decorations, gas appliances, or carbon monoxide alarms, look for the certification mark.
6. **One and Done:** Never connect more than one extension cord together; instead use a single cord that is long enough to reach the outlet without stretching.
7. **The Great Outdoors:** When hanging outdoor lights, keep electrical connectors off the ground and away from metal rain gutters.
8. **Climbing Up:** Use a ladder when you put up lights.
9. **Keep the Gas Behind Glass:** Do not use your gas fireplace if the glass is removed, cracked, or broken.
10. **Sound the Alarm:** Test your smoke alarms monthly to make sure they work, and be sure to install smoke and carbon monoxide (CO) alarms on every level of your home.
11. **Filter-Friendly Furnace:** To help prevent CO hazards in your home, have a qualified heating contractor perform a yearly maintenance check of your furnace and venting system, and clean or replace your furnace filter frequently during the heating seasons.
12. **Clean the Clutter:** Do not store combustible materials such as gasoline, propane, paper, chemicals, paint, rags, and cleaning products near your gas furnace. Gasoline or propane cylinders should be stored outside the home.

November 15, 2017

Dear Rosetta Hills Community Association Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online. **Using the new portal; homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

During this upgrade, it will be necessary to update your account information by following the steps below or by visiting our online portal to ensure your payment is submitted on-time. Please follow the steps below:

1. Update Your Account Number:

Your new account number will be sent in December and will be included with your January statement. Please update your bank records to reflect this new account number. Please make sure to include your new account number on any checks or correspondence to your HOA. If you set-up your payments through your online banking account, please update your account number and payments address.

2. Update Your Payment Address:

Effective January 1st, please send all payments to our new payment address.
File 1958, 1801 W. Olympic Blvd., Pasadena, CA 91199.

Or, for fast and convenient processing, you may now take advantage of our new online payment features.

• **Manage Online Payments:**

Keystone Pacific is excited to introduce recurring online ACH payments. Please visit www.kppmconnection.com to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by visiting www.kppmconnection.com. Homeowners who complete our survey by February 1st will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support – both live and online. These include extended hours for live customer service support and online tutorials and videos to assist you in navigating the new portal. We want you to know that the Keystone Pacific team is here to support you when you need us most.

**Extended service hours from January 2nd – January 31st:
9:00 AM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: customercare@keystonepacific.com**

The launch of our upgraded portal 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.

Sincerely,



Cary Treff, CEO
Keystone Pacific Property Management