

APRIL 2015

# ALBERHILL RANCH

www.alberhillranchhoa.org



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

## COMMUNITY EVENTS

At the March 11, 2015 meeting, the Board approved to hold a Community Yard Sale on April 18, 2015. To take part in the yard sale is easy, simply place your item on your driveway and get ready to sell. The advertised hours are from 7 AM until 3 PM, however you may set your belongings out earlier and leave them out later if you wish.

The Board also approved a beer tasting event to be held on June 27, 2015 at the Clubhouse. This event will be for adults only. Details on the event will be released as the Event Committee has them.

If you have any questions, please contact Management at 951-491-7363.

Please be advised that posting flyers on mailboxes is not allowed in the Alberhill Ranch Community and by the post office. Any flyers posted will be removed as soon as possible.



## 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.

## BOARD OF DIRECTORS:

**President:** Tom Tomlinson  
**Vice-President:** Kevin Beals  
**Treasurer:** Scott Thayer  
**Secretary:** Teresa Kirpluk  
**Member-at-Large:** Paulie Tehrani

## NEXT BOARD MEETING AND ANNUAL MEETING:

**Wednesday, June 10, 2015**  
6:00 PM at Alberhill Ranch Swim Club  
4100 Gina Lynne Lane, Lake Elsinore

*The final agenda will be posted at the Clubhouse and available on the HOA website 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.*

## ASSOCIATION MANAGER:

**Debbie Graffam**  
Phone: 951-491-7363  
**Emergency After Hours: 949-833-2600**  
Fax: 951-491-6864

## COMMON AREA ISSUES:

**Jennifer Parker**  
Phone: 951-491-7362  
jparker@keystonepacific.com

## BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600  
customer@keystonepacific.com

## ARCHITECTURAL DESK:

Phone: 949-833-2600 ext. 239  
architectural@keystonepacific.com

## CLUBHOUSE RESERVATIONS and POOL FOBS:

Jennifer Parker  
Phone: 951-491-7362  
jparker@keystonepacific.com

## EVENTS COMMITTEE

dgraffam@keystonepacific.com

If you are interested in becoming a volunteer, or donating items for future events, please contact Management. As the events continue to grow, we will need more people within the community to help by providing their time to run future events.

**Website: [www.alberhillranchhoa.org](http://www.alberhillranchhoa.org)**

## APRIL 2015 REMINDERS

For after-hours association maintenance issues, please call 951-491- 6866 to be connected with the emergency service line.

Please call 9-1-1 for life-threatening emergencies.

Trash Pick-Up Day - Thursdays

Trash cans are not allowed to be in view of the common areas 12 hours prior to and 12 hours after collection.



### 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 [customer care@keystonepacific.com](mailto:customer care@keystonepacific.com) to request an ACH application.

## UPDATES FROM KEYSTONE PACIFIC PROPERTY MANAGEMENT:

### 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.

### CASH PAYMENTS:

Effective April 1, 2015, Keystone Pacific will no longer be accepting cash payments for transponders, gate openers, key fees or key fobs. Your purchase will be posted to your account and you will need to remit payment for this item along with your monthly assessment. If you are enrolled in our ACH program, you will be asked to sign a letter authorizing us to include this amount with your next ACH debit. If you pay your assessments on-line, please remember to include this amount along with your next payment.

### IS YOUR CONTACT INFORMATION CURRENT?

Periodically, it is necessary for Management to contact individual homeowners for emergencies. It is much faster for Management to send an email or make a phone call rather than send out correspondence by snail mail. In some cases, Management has expired or invalid information on file. Email and phone calls are also significantly less expensive. To update your contact information, please contact management or log onto [www.keystonepacific.com](http://www.keystonepacific.com).

### IMPORTANT AREA NUMBERS:

**Police** (non-emergency):  
(800) 950-2444

**ROVE:**  
(800) 950-2444 (Press 5)

**Trash & Graffiti:**  
(951) 245-3186

**Animal Control:**  
(951) 674-0618

**Crime Prevention:**  
(800) 782-7463

**City Services:**  
(951) 674-3124

**Fire Department:**  
(951) 674-2161

**Code Enforcement:**  
(951) 674-3424 ext. 227