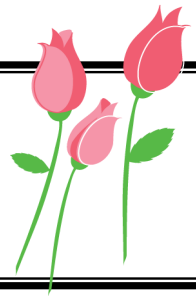


APRIL 2016

# ALBERHILL RANCH

www.alberhillranchhoa.org



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

HAVE YOU SUBMITTED YOUR PLANS FOR REAR YARD INSTALLATION?  
HAS THE WORK BEEN COMPLETED?  
HAVE YOU SUBMITTED YOUR NOTICE OF COMPLETION WITH PHOTOS?  
DID YOU RECEIVE YOUR DEPOSIT REFUND?

If you answered NO to any of the above, please contact Management so that we can assist you with completing this process.

## !!!Community Yard and Craft Sale!!!

**When:** April 9<sup>th</sup>, 2016 From: 8am-noon

**Where:** Alberhill Ranch Community

**What:** Anything! Crafts, Furniture, Clothes, anything that you want to try and sell.



### Display Rules as required by the City

- All merchandise offered for sale shall be arranged such that fire, police, health and other officials may have access for inspection at all times during the sale.
- Personal property offered for sale shall not be displayed or stored on adjoining public sidewalks or streets of right of way.

### 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 8, 2016**  
6:00 PM

Alberhill Ranch Swim Club  
4100 Gina Lynne Lane  
Lake Elsinore

*The final agenda will be posted at the Clubhouse and will be 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:

**Michelle Stanovich**  
Phone: 951-491-6865  
mstanovich@keystonepacific.com  
**Emergency After Hours: 949-833-2600**

### COMMON AREA ISSUES:

**Alyssa Ripperger**  
Phone: 951-491-7362  
aripperger@keystonepacific.com

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

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

### CLUBHOUSE RESERVATIONS and POOL FOBS:

**Alyssa Ripperger**  
Phone: 951-491-7362  
aripperger@keystonepacific.com

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



## APRIL 2016 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 - THURSDAY

Please remove trash cans from the common areas after this day, either in your garage or rear side yard, so they are not visible from the street view.



## 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).



## CLARIFYING THE MANAGERS ROLE

Our association employs a highly-qualified professional community manager, and we think residents should know what the manager has – and has not – been hired to do. The manager has two primary responsibilities: to carry out policies set by the board, and to manage the association's daily operations.

Some residents expect the manager to perform certain tasks that just aren't part of the job. When the manager doesn't meet those expectations, residents naturally are unhappy. Since we want you to be happy, we're offering a few clarifications to help you understand what the manager does.

- The manager is trained to deal with conflict, but he or she will not get involved in quarrels you might be having with your neighbor. However, if association rules are being violated, the manager is the right person to call.
- Although the manager works for the board, he or she is available to residents. However, that doesn't mean the manager is able to drop everything to take your call. If you need to see the manager, call and arrange a meeting. If a matter is so urgent that you need an immediate response, call the association emergency number or 911.
- The manager is always happy to answer questions, but he or she is not the information officer. For routine inquiries, like the date of the next meeting, please read the newsletter or check the association website.
- The manager is responsible for monitoring contractors' performance, but not supervising them. Contractors are responsible for supervising their own personnel. If you have a problem with a contractor, notify the manager, who will forward your concerns to the board. The board will decide how to proceed under the terms of the contract.
- The manager inspects the community regularly, but even an experienced manager won't catch everything. Your help is essential! If you know about a potential maintenance issue, report it to the manager.
- The manager does not set policy. If you disagree with a policy or rule, you'll get better results sending a letter or e-mail to the board than arguing with the manager.
- The manager has a broad range of expertise, but he or she is not a consultant to the residents. Neither is he or she an engineer, architect, attorney or accountant. The manager may offer opinions, but don't expect technical advice in areas where he or she is not qualified.
- Although the manager is a great resource to the association, he or she is not available 24 hours a day – except for emergencies. Getting locked out of your home may be an emergency to you, but it isn't an association emergency. An association emergency is defined as a threat to life or property.