

August 2022

ALBERHILL RANCH

www.alberhillranchhoa.org



WHEN TO CONTACT THE POLICE

The Association has Rules and Regulations that management is charged with enforcing, and the first step in the enforcement process is to mail a letter to the homeowner who has committed a violation. Sometimes, however, it is more appropriate to contact the police, especially when homeowners observe suspicious and/or illegal activity in the community. Management urges homeowners to contact the police immediately in the event of burglary, theft, speeding or abandoned vehicles, vandalism, noise complaints, inappropriate activity in public places, gang violence, etc. With any common area maintenance concern or questions, please contact Keystone.

ANONYMOUS COMPLAINTS

Sometimes a complaining witness wants to be anonymous so as to avoid a confrontation with the person who is in violation of the rules. To hold a disciplinary hearing and fine an owner based on anonymous testimony would be a violation of the accused owner's due process rights. Without any evidence of a violation, disciplinary hearings cannot be held, which is why we rely on written correspondence. Please remember to submit your complaint in writing to management. We appreciate your cooperation.

RENTAL HOMES

If you are renting out your home, please be sure to provide a copy of the rules and regulations to your tenants when they move in. It is the responsibility of the **homeowner** to make sure that tenants follow the Association's Rules and Regulations and the provisions of the Governing Documents. Ultimately, it is the homeowner that will be mailed violation notices, called to a hearing and imposed fines if their tenant is not obeying the rules of the community. If you need a copy of any Association documents, please visit the Association's website.

Stored Vehicles in the Community

If you notice a vehicle that is being 'stored' in the community or unauthorized commercial vehicle, please contact Darren Mandel with Keystone at dmandel@keystonepacific.com so we can alert the patrol company and city to the violation.

COMMON AREA EMERGENCY?

- If you have an after-hours emergency which you believe needs to be reported to Management, please call (949)-833-2600 and follow the prompt to be connected.
- Have relevant information ready, such as "Alberhill Ranch" and address of issue, when the On Call Manager returns your call.

BOARD OF DIRECTORS:

President: Paulie Tehrani
Vice-President: Vanessa Macias
Treasurer: Karen Holder
Secretary: Vacant
Member-at-Large: Andy Petijean

NEXT BOARD MEETING:

To Be Determined
Conference Call via Zoom & In Person

The final agenda will be posted at clubhouse bulletin board. You may also obtain a copy of the agenda by contacting management at (951) 395.1202

Please note, due to COVID-19, the Board of Director's are currently following the guidance of State, County, and the Association's Legal Counsel requirements / recommendations in regards to social distancing and meetings. At this time, it is unknown when "on-site" Board Meetings will commence.

Thank you for your understanding and patience during these difficult times.



IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Darren Mandel
Phone: (951) 395.1202
Emergency After Hours: (949) 833.2600
Fax: (951) 346.4129
dmandel@keystonepacific.com

COMMON AREA ISSUES:

Melissa Alvarez
Phone: 951-491-7748
malvarez@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: (949) 833.2600
customer-care@keystonepacific.com

ARCHITECTURAL DESK:

Phone: (949) 838.3239
architectural@keystonepacific.com

Managed by Keystone
41593 Winchester Road, Suite 113
Temecula, CA 92590

August 2022 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.
- Board Meeting: To Be Determined
Conference Call via Zoom & In Person
- The Splash Pad at the Alberhill community pool is working and is 'timer' activated. The timer is located to the left of the bathroom corridor on the wall.



Water Conservation Tips

- Check household faucets for leaks. A faucet with even a slow drip takes 10 to 25 gallons of water. Just think, 15 drips per minute add up to almost 3 gallons of water wasted per day, 65 gallons wasted per month, and 788 gallons wasted per year!
- Keep a pitcher of water in the refrigerator. Then you won't have to run tap water to cool it.
- Use a broom to sweep your driveway, garage, or sidewalk instead of using water.
- Water your lawn in the evening or in the early morning to per current regulations from the water department to avoid evaporation. Be careful to water only the lawn and not the sidewalk or street.

TAKING PRIDE IN THE COMMUNITY

A short drive around Lake Elsinore will quickly illustrate the differences in purchasing a home in an HOA vs. purchasing a home that is not part of an HOA. While a majority of homeowners want to maintain their home and protect their assets, what individuals consider the property level of maintenance can differ greatly. The Association helps maintain property values in the community by ensuring that homeowners maintain their properties. When the Association identifies an issue, a compliance notice is sent as a means of communicating that attention is needed.

It's common for homeowners to look at their own property and think, "My yard is not as bad as my neighbors." However, this is really not the standard that is going to benefit the community. The Association would like to encourage homeowners to take pride in the community by doing simple things like spraying weeds, fertilizing plants, regularly mowing the lawn and bringing in the trash cans in after trash pick up. These small things really make a world of difference!

Why Do We Have A Homeowners Association??

Your association may be your best tool to protect the value of your home and the quality of your neighborhood. Community associations do a number of different things, such as setting and collecting the maintenance fees required and needed to run an association, maintaining landscaping or recreation areas, and providing for events or meeting places for neighborhood functions. That being said, one of the most important functions of an association is to enforce deed restrictions and protect the value of the community assets among those being your home.

VISIT THE COMMUNITY WEBSITE

Log onto the community website to:

- Submit maintenance requests, address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies, forms
- Access your account online
- Pay your HOA bill online

Should you have problem logging onto the community website, please call Customer Care at 951-491-6866.