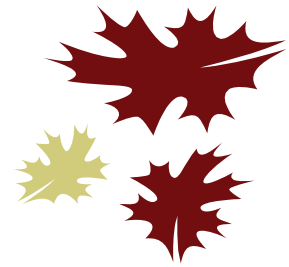


SEPTEMBER 2022

# ALBERHILL RANCH

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



## WHAT DOES YOUR MANAGEMENT COMPANY DO?

We receive non-compliance notices from the management company. We send our assessment checks to the management company. We report common area maintenance problems to the management company. So, the management company makes all of the important decisions regarding our community, right? Not necessarily!

The management function of your Association is administrative in nature. The Board is the principle policy-making body which sets policies, standards, procedures, and programs, for example. Management's function is to carry out these Board decisions. The Board has the authority and the power to set policies and standards to carry these policies out. It may delegate its authority to implement its decisions, but it cannot delegate its responsibility to see that they are implemented and implemented properly. Management implements decisions of the Board and administers the programs, services and activities of the Association within the policies and guidelines set by the Board. When communicating with us, please keep in mind that although the Board has given us the authority to make many of the day-to-day operational decisions, some requests are going to need the approval of the Board of Directors.

Here are some tips to help facilitate your communication with the Board:

- ★ When in doubt about your request, put it in writing.
- ★ Attend the General Session portion of the Board of Directors meeting.
- ★ If your request is "non-emergency" in nature, please be patient. In most cases, management will research the issue for the Board so that the Board can make the best educated, business decision possible.
- ★ If you have any questions whatsoever, do not hesitate to contact us via email or phone.

## LABOR DAY

**Keystone Pacific will be closed in Observance of Labor Day - Monday, September 5th.** For after-hours association maintenance issues, please call 951-491-6866 to be connected with the emergency service line.

## COMPLIANCE LETTERS

When you receive courtesy letters to call your attention to a certain compliance issue, please make sure you call Management to inform us that you are addressing the issue and/or need more time to resolve the matter. This way, we avoid pursuing further compliance action. Please remember, Management is here to help the homeowners and to try and keep Alberhill Ranch looking as nice as possible.

## **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](mailto:dmandel@keystonepacific.com)

### **COMMON AREA ISSUES:**

Melissa Alvarez  
Phone: 951-491-7748  
[malvarez@keystonepacific.com](mailto:malvarez@keystonepacific.com)

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

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

### **ARCHITECTURAL DESK:**

Phone: (949) 838.3239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

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

## SEPTEMBER 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.



### **STORED VEHICLES IN THE COMMUNITY**

If you notice a vehicle that is being 'stored' in the community, please contact Darren Mandel with Keystone at [dmandel@keystonepacific.com](mailto:dmandel@keystonepacific.com) so we can alert the patrol company to the violation and send the appropriate letters if an address is identified.

### **NEIGHBOR TO NEIGHBOR**

Living in Alberhill Ranch offers many advantages, but at the same time does impose some restrictions. These restrictions are not meant as an inconvenience, but rather as a means of maintaining harmony and protecting property values in your community. With neighbors in such close proximity it can be difficult for everyone to get along. Backyard landscaping needs to be trimmed to not obstruct your neighbor's property. If you have overhanging tree branches or climbing vines please be sure to trim them regularly. A key to a happy community is respect. Respecting your neighbor's right to the quiet enjoyment of their home is part of the arrangement. Your neighbors will appreciate, and hopefully reciprocate, your efforts to lower the volume, keep your pets quiet and keeping interior remodeling and entertaining to reasonable hours.

### **HAVE A HOA RELATED QUESTION**

To ensure that you are receiving accurate and up-to-date information with regards to landscaping, assessments, or common areas, please make Management your first point of contact. If you ever receive a notice and you aren't quite sure you understand what it is for. Contact us, we are more than welcome to explain the letter via email, phone call or an onsite meeting.

### **WHAT ARE MY OPTIONS IF I AM STRUGGLING TO PAY MY ASSESSMENTS?**

The Board of Directors must balance their compassion for their fellow neighbors with their fiduciary obligation to protect the financial well-being of the association. The association must be able to maintain cash flow to pay utility bills, insurance, landscape maintenance costs and other expenses necessary to protect property values and provide for a safe community. Therefore, associations are typically unable to waive all or even some of the monthly assessment. However, the Board does have some options to help homeowners. These options include waiving late fees and interest, limiting foreclosure actions, and helping members by working out payment plans in the event they cannot pay their assessments. If you want more information, please feel free to contact us.

### **HOME IMPROVEMENT PROJECTS**

Prior to commencing with alterations or improvements to your house or yard, please be sure to obtain architectural approval. For more information about how to obtain architectural approval, please contact management at 951 375.3446, you can also obtain a copy of the architectural application on the Association's website.



**Alberhill Ranch Community Association  
Owner Notice Disclosure (Civil Code section 4041)**

California law requires Owners in a community association to provide the following information to the association on an annual basis. **If the below contact information has changed**, please complete and return this form to Keystone Pacific Property Management, LLC at the address shown below or send the completed form to [forms@keystonepacific.com](mailto:forms@keystonepacific.com) no later than October 31st.

**Owners Name** \_\_\_\_\_

**Property Address** \_\_\_\_\_

**Owner Phone #** \_\_\_\_\_ **Owner Email** \_\_\_\_\_

**\*ITEMS 1-6 NEED TO BE COMPLETED. IF NOT APPLICABLE, PLEASE INDICATE N/A**

1. Address or Addresses to which notices from the association are to be delivered:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Any alternate or secondary address to which notices from the association are to be delivered:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. The name and address of your legal representative, if any, including any person with power of attorney or other person who can be contacted in the vent of your extended absence from your property:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Your property is (please check one):                      Owner occupied                      Rented out

If your property is rented out, please provide the following information:

Name of Tenant(s): \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

- |  |     |    |
|--|-----|----|
| 5. Is your property developed, but vacant (please check one)?: | Yes | No |
| 6. Is your property undeveloped land?                          | Yes | No |

**Please return this form to:  
Alberhill Ranch Community Association  
c/o Keystone Pacific Property Management, LLC  
16775 Von Karman Ave, Suite 100, Irvine, CA 92606**