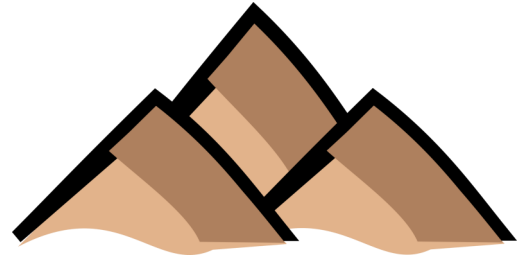


November 2020

# The Arroyo View

[www.progressivecm.com/arroyo](http://www.progressivecm.com/arroyo)



## ARCHITECTURAL DESK INFORMATION

Effective July 1, 2020, all improvement requests will be processed through Keystone's Architectural Desk. Complete submissions (application, plans/project details and payment) can be delivered to the following address:

**The Arroyo Maintenance Corporation  
c/o Keystone Arch Desk  
16775 Von Karman Ave. Suite 100  
Irvine, CA 92606**

Submissions not requiring payment may be emailed to the Architectural Desk at [architectural@keystonepacific.com](mailto:architectural@keystonepacific.com). Thank you!

## Pool Facility - Temporary Facility Use Rules Still In Effect

The following Temporary Facility Use Rules are intended to make the Association facilities accessible to the membership while promoting good hygiene and proper social distancing. Please understand that the risk of infection associated with COVID-19 is an unknown and, while the Association is taking precautions to minimize the risk, there is no way for the risk to be completely eliminated. Thus, please understand that **USE OF THIS ASSOCIATION FACILITY IS AT YOUR OWN RISK!** Also, please understand that the Association's ability to keep its facilities open and to mitigate the risk related to COVID-19 is dependent upon everyone working together with social distancing and doing their part to keep everyone as safe as possible.

1. No person may enter the pool facility if sick, has a fever or has been diagnosed with COVID-19 (and has not yet recovered such that he/she is no longer contagious).
2. The pool facilities are limited to residents. **No guests are permitted to use the pool facilities until further notice.** All residents must sign the Association's Release and Liability Waiver (COVID-19/Coronavirus) before being permitted to use the pool facilities.
3. Entrance to and use of the pool facilities will be monitored and controlled by a pool monitor at times.
4. **Any violation of these rules will lead to immediate expulsion from the pool facilities and suspension of pool privileges.** All persons must heed the instructions of the Association's pool monitor, Managing Agent or Association Director/Officer. Failure to comply with the directions from officials will also lead to immediate expulsion and suspension of pool privileges.
5. **The jacuzzi/spa is limited to 1 person or household at a time not to exceed one hour.**
6. All persons must bring and use 60% alcohol-based hand sanitizer/sanitizing wipes before entering the pool facilities and when touching surfaces in or around the pool facilities. **The Association will not provide these items.**
7. All persons entering the pool facilities must bring their own EPA approved disinfectant (e.g., disposable alcohol-based sanitizing wipes) and must disinfect/wipe down any surface before and after touching it, such as gates, latches, tables, umbrella cranks, chairs, drinking fountains, pool handrails, countertops, restroom door handles, light switches, toilets, faucets and any other items touched during their use of the facilities.
8. Social distancing must be observed when entering, using and exiting the pool facilities. This means that all persons from a single residence must maintain at least six (6) feet of distance from persons of other residences, whether in the pool or on the pool deck area.
9. Face masks must be worn when entering the pool facilities, when on/around the pool deck (but not in the water) and when exiting the pool facilities. Do not wear a mask while in the water as a wet mask can inhibit breathing.
10. **Association furniture has been removed from the pool facilities.** All persons must bring their own towels, or other items, observe social distancing and remove all items when leaving. Do not share items with other persons who are not of the same residence.
11. **Loitering or sitting on the deck or coping of the pool, including sunbathing, is not permitted at this time.**
12. **No food deliveries are permitted at the facilities. No food or beverages can be distributed while on the pool deck or while in the pool. Food and beverages should not be shared with non-household members.**
13. Access to the bathroom(s) is restricted to one household at a time. Be courteous to those waiting to use the bathroom(s) and remain at least 6 feet apart from other persons who are not of the same residence.
14. The pool capacity is limited to **25 persons** at this time in order to help ensure social distancing in accordance with Federal, State and local government guidelines.
15. **No congregations of any groups are permitted to use the facilities.**
16. The Association's general pool rules still apply, except as otherwise provided in these rules.

The foregoing TEMPORARY COVID-19 POOL FACILITY RULES were adopted on June 19, 2020 by the Board of Directors as an emergency rule change in compliance with Civil Code Section 4360.

## BOARD OF DIRECTORS:

**President:** Chuck Massey  
**Vice-President:** Jason Wilson  
**Treasurer:** Robert Slama  
**Secretary:** Lisa Pierce  
**Member-at-Large:** Timothy Randall

## NEXT BOARD MEETING:

**Tuesday, November 10, 2020 @ 6:00pm**  
Video Conference: [www.zoom.us](http://www.zoom.us)  
Telephone Conference: 669.900.6833  
Meeting ID: 882 6056 7114  
Passcode: 378574

*The final agenda will be posted at the pool community bulletin board. You may also obtain a copy of the agenda by contacting management at (949) 431.2098.*

## IMPORTANT NUMBERS:

### ASSOCIATION MANAGER:

**Eli Perez, CMCA**  
Phone: (949) 900.1134  
**Emergency After Hours: (949) 833.2600**  
Fax: (949) 377.3309  
[eperez@keystonepacific.com](mailto:eperez@keystonepacific.com)

### COMMON AREA & POOL CARDS:

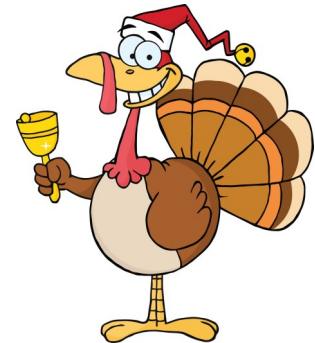
**Jacob Bryant**  
Phone: (949) 431.2098  
[jbryant@keystonepacific.com](mailto:jbryant@keystonepacific.com)

### BILLING QUESTIONS/ ADDRESS

**CHANGES/ WEBSITE LOGIN:**  
Phone: (949) 833.2600  
[customer@keystonepacific.com](mailto:customer@keystonepacific.com)

### ARCHITECTURAL DESK:

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



Managed by Keystone  
16775 Von Karman Ave., Suite 100  
Irvine, CA 92606

## November 2020 REMINDERS

- **Keystone holiday closures: Veteran's Day - Wednesday, November 11, 2020, Thanksgiving - Thursday & Friday, November 26-27, 2020, Christmas - Thursday & Friday, December 24-25, 2020 & New Years - Thursday & Friday, December 31, 2020 and January 1, 2021.**
- 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 - Thursdays. Please remove trash cans from the streets after this day.
- Tuesday, November 10, 2020 - Board Meeting @ 6:00 pm

### HOMEOWNER ASSESSMENTS

Payment address for assessments:

PO BOX 513380  
Los Angeles, CA 90051-3380

### MACHINE NOISE POLICY REMINDER

Please inform your contractors especially those that are using machines to not start up before 8:00 AM on Monday thru Saturday. No machine related work on Sundays or Federal Holidays.

### POOL FACILITY TRESPASSING

Please report suspicious activity as we have received reports of young adults or teenagers trespassing into the pool facility. Contact Management at 949.833.2600 if after hours or Jacob Bryant at 949.431.2098.

### LANDSCAPE CHANGES NEED APPROVAL

We would like to remind all homeowners that your Association is supportive of members' efforts to modify landscaping in order to adopt to a more drought tolerant landscape environment. Please note that you must first obtain architectural approval prior to making front yard landscape changes. Your application must include a complete plan/design in order to be reviewed. Applications can be obtained on the Association's website at [www.progressivecm.com/arroyo](http://www.progressivecm.com/arroyo) or by contacting the Architectural Desk at 949.838.3239 or via email at [architectural@keystonepacific.com](mailto:architectural@keystonepacific.com).

### HOLIDAY DECORATING CONTEST—GET SIGNED UP ON KPPM CONNECTION!

Up for a contest? Let the games begin! The Arroyo Maintenance Corporation Board of Directors invites you to participate in a good old fashion holiday decorating contest. There will be a first, second and third prize winners.

Judging will take place the week of December 7th with the winners announced via email blast. Get signed up to receive email blasts at [www.kppmconnection.com](http://www.kppmconnection.com).

Send an email to Jacob Bryant at [jbryant@keystonepacific.com](mailto:jbryant@keystonepacific.com) if you have any questions.



### SEPTEMBER 22, 2020 BOARD MEETING HIGHLIGHTS

- Approval of the July 28, 2020 General Session Minutes.
- Acceptance of the July 31st Financial Statements.
- Appointed Lisa Pierce to fill in the Board of Directors vacancy for a 2 year term.
- Discussed with Harvest Landscape on improving the maintenance rotation.
- Reviewed Orange County Health inspection reports.

**Highlights**