

FEBRUARY 2018

# TURTLE ROCK GLEN

www.turtlerockglenhoa.org



*Professionally Managed by Keystone Pacific Property Management, LLC - 16775 Von Karman, Ste. 100, Irvine, CA 92606*

## BY-LAW AMENDMENTS

**HAVE YOU VOTED** on the Proposed Modifications to the Master Association Election Process? These changes to the By-Laws must be approved by the membership. We need 50% quorum (167 ballots) in order to hold a special meeting to determine the results of the votes. Please vote on the following five proposals:

- Reduce quorum from 167 to 124 homes
- Create staggered two-year terms for Directors
- Require a director to be a member of the TRG Community Association
- Provide that proxies be used solely for quorum
- Permit only one member of a household to serve on the Board

Please contact Keystone if you did not receive your ballot or misplaced it. We only need 30 more ballots. Please mail in your ballot today!

## UPCOMING ANNUAL ELECTION

The Annual Election of the Board of Directors will be held at the Turtle Rock Community Park, 1 Sunnyhill, Irvine, CA on Thursday, March 15, 2018 at 7:00 P.M. Election materials will be mailed in early February. If you do not receive a ballot, please contact Management.

You may vote in one of four ways:

- (1) Mail your ballot directly to Keystone Property Management. Mailed ballots must be received at Keystone Property Management no later than March 15, 2018; or
- (2) Transmit your sealed ballot via a third-party for delivery to the Inspector of Election; or
- (3) Bring your ballot to the Annual Meeting on March 15, 2018
- (4) Submit a completed and signed proxy (written authorization) allowing another member of the Association to vote a ballot on your behalf at the meeting.

Alternately, you may authorize your ballot to be used only to establish a quorum for the meeting by checking that box on the ballot, in which case you will not be casting any votes. Please return your secret ballot in the two provided envelopes using one of the above options. Immediately following the election, there will be a short meeting of the newly elected Board members for the purpose of appointing the corporate Officers

Fifty percent (50%) of the membership must vote in order to hold the Annual Election. Remember that your vote counts!

## BOARD OF DIRECTORS:

**President:** Dom Saccacio

**Vice-President:** Sharon Cooper

**Treasurer:** Sinan Cilesiz

**Secretary:** Roger Freier

**Member-at-Large:** Kiran Dubhashi

## NEXT BOARD MEETING:

**Thursday, February 15, 2018**

6:50 p.m. @ Turtle Rock Community Park  
1 Sunnyhill, Irvine, CA

*The final agenda will be posted in the bulletin board in the pool area. You may also obtain a copy of the agenda by contacting management at 949-838-3244.*

## IMPORTANT NUMBERS:

### ASSOCIATION MANAGER:

**Rebecca Arroyo**

Phone: 949-838-3244

**Emergency After Hours:** 949-833-2600

Fax: 949-833-0919

rarroyo@keystonepacific.com

### COMMON AREA ISSUES:

**Rachel Davis**

Phone: 949-838-3232

rdavis@keystonepacific.com

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

Phone: 949-833-2600

customercare@keystonepacific.com

### POOL KEYS:

Rachel Davis

Phone: 949-838-3232

### SUB/MASTER INFO:

Garden Homes and Town homes are managed by:

Optimum Property Management



## FEBRUARY 2018 REMINDERS

- Keystone Pacific will be closed in Observance of President's Day on Monday, February 19, 2018.

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.



- Street Sweeping Day - 2nd and 4th Wednesday
- Trash Pick-Up Day - Fridays  
Please remove trash cans from the common areas after this day.
- Thursday, February 15, 2018 - Board Meeting @ 6:50 p.m.  
Location: Turtle Rock Community Park  
1 Sunnyhill, Irvine, CA

### 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 949-833-2600 or send an e-mail to [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com) to request an ACH application.

### VISIT [www.turtlerockglenhoa.org](http://www.turtlerockglenhoa.org)

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 Service at 949-833-2600.



### WHO DO I CALL?

If you have a concern regarding a neighbor within the community, please contact your property manager Rebecca Arroyo at 949-838-3244. She will inspect the complaint on her next inspection and will send a courtesy notice if applicable. If you notice a common area maintenance issue during normal business hours (9:00 a.m. – 5:00 p.m. Monday – Friday), please call Rachel Davis with Keystone Pacific at 949-838-3232. If it is an after hours emergency or cannot wait until the next business day, please call 949-833-2600 and follow the prompts to be connected with the emergency service. Examples of common area maintenance issues are:

- Lights out in the common area
- Pool/Spa issues
- Leaking/broken sprinklers in the common area
- Janitorial issues at the pool area

### PATIO HOMES ARCHITECTURAL REMINDER

Please remember that any exterior change or improvement to your house or yard must have Architectural Review Committee approval, prior to beginning the project. Architectural Applications may be downloaded from the community website at [www.turtlerockglenhoa.com](http://www.turtlerockglenhoa.com). If exterior renovations have begun prior to receiving approval, a cease and desist notice will be sent and all work must halt until written architectural approval is received. Please note that work completed without approval may need to be removed at your own expense.

