

MARCH 2018

# TURTLE ROCK GLEN

www.turtlerockglenhoa.org

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

## **VOTE! RETURN YOUR BALLOT! MAIL-IN OR BRING IT TO THE ANNUAL MEETING!**

The Annual Meeting of Members of the Turtle Rock Glen Community Association will take place on Thursday March 15, 2018 at 7:00 pm at the Turtle Rock Community Center, 1 Sunnyhill, Irvine, CA. The Meeting includes the election of five (5) persons to serve on the Board of Directors.

Each property owner was mailed a ballot in early February and is encouraged to vote. Failure to obtain a quorum (at least 167 votes from 334 properties) will require a rescheduling of the election and will cost the Association a considerable expense.

Remember, the Board establishes your Association dues (\$\$\$), adopts and enforces the rules for community property usage, enforces the CC&Rs, and provides for maintenance of the community property pool, tennis courts, playground, and barbecue! You part is to vote... we need QUORUM!

## **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 15 more ballots. Please mail in your ballot today!

## **TIME TO SPRING FORWARD!**

Daylight Saving Time begins on Sunday, March 11th! Don't forget to set your clocks forward one hour before going to bed on Saturday. This is also a good time to replace the batteries in your smoke detectors.



### **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, March 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:**

Ernan Gama  
Phone: 949-838-3232

#### **SUB/MASTER INFO:**

Garden Homes and Town homes are managed by:  
Optimum Property Management  
714-508-9070



## MARCH 2018 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.
- Street Sweeping Day - 2nd and 4th Wednesday
- Trash Pick-Up Day - Fridays  
Please remove trash cans from the common areas after this day.
- Thursday, March 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 your 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.



### INCREASE IN ASSESSMENTS

At the November 2017 meeting the Board approved an increase of \$3.25 in assessments for the 2018 – 2019 budget for the Master Association. This increase is due to increase in vendor contracts and heating of the pool year-round. Budget materials were mailed in mid-December 2018. Should you have any questions or did not receive a copy of the budget, please contact your Community Association Manager, Rebecca Arroyo at 949-838-3244.

### TURTLE ROCK GLEN EASTER EGG HUNT

The 4th Annual Turtle Rock Glen Easter Egg Hunt is scheduled for Saturday, March 24th, 10:00 a.m. to 12:00 p.m. This is a great event for our community - bring your infants, toddlers, big kids, grand-kids, and "kids at heart" to join us for games, crafts, treats, and.....the egg hunt! The Turtle Rock Glen HOA and the Community Events Committee sponsors this family-friendly event. Hope to see you there!

### SO YOU WANT TO GO SOLAR?

Management would like to remind Patio Home homeowners considering installing solar panels on their property that solar panels must meet certain aesthetic characteristics as described in the Association's revised Architectural and Landscape Standards. Before choosing a solar contractor, verify that the panels they supply will meet the Association's aesthetic standards. A contractor may not offer a variety of panel designs, so it is important to choose contractors carefully to improve the likelihood of quick Architectural Committee approval of your project.

### PATIO HOMES GARAGES

Article XI, Section 12 of the Turtle Rock Glen CC&R's state: No storage in a garage shall be permitted which precludes the use of the space of such garage for the parking of at least on automobile.

The background of the entire page is a close-up photograph of numerous colorful Easter eggs. The eggs are in various colors including green, blue, yellow, pink, and purple, some with stripes or patterns. They are arranged in a way that creates a sense of depth and texture.

# TURTLE ROCK GLEN COMMUNITY SPRINGTIME FAMILY FUN FESTIVAL

Saturday, March 24, 2018

10 A.M. to Noon

Community Lawn

*(Near the pool and tennis court area)*

**Bring Your Own Basket!**

**Relay Races, Crafts, and Scavenger**

**Hunt for kids up to 12 years!**

**Community fun for all ages!**

**Treats & refreshments provided**



February 14, 2018

Dear Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online, effective April 2, 2018. **Using the new portal, homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

**IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH**

**CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!**

**IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK**

**After receiving your April billing statement, please complete the steps below to ensure your payment is submitted on-time:**

**1. Update Your HOA Account Number:**

- Your 10 digit HOA account number will be located in the top blue section of the April billing statement under "Account ID".
- If you pay by autopay through your bank, please update your bank records to reflect this new account number.
- If you pay by sending a check through the mail, please include your new account number on any checks or correspondence to your HOA.

**2. Update Your Payment Address:**

- If you pay by autopay through your bank, please update your bank records to reflect the new payment address.
- If you pay by sending a check through the mail, please address all envelopes to the new payment address.

New Payment Address:  
File 1958  
1801 W. Olympic Blvd.  
Pasadena, CA 91199-1958

**Or, for fast and convenient processing, you may now take advantage of our new online payment features.**

• **Manage Online Payments:**

You are still able to make one-time ACH payments through [www.kppmconnection.com](http://www.kppmconnection.com). In addition, starting April 2<sup>nd</sup>, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit [www.kppmconnection.com](http://www.kppmconnection.com) to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by logging into [www.kppmconnection.com](http://www.kppmconnection.com) and clicking on the menu located in the top-left corner and selecting "Portal Upgrade Survey". Homeowners who complete our survey by May 1<sup>st</sup> will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

**Extended service hours from March 26th – April 30<sup>th</sup>:  
5:00PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600  
Email: [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)**

The launch of our upgraded portal is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life.

Sincerely,

Cary Treff, CEO  
Keystone Pacific Property Management