

APRIL 2018

TURTLE ROCK GLEN

www.turtlerockglenhoa.org

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

WE NEED VOLUNTEERS FOR HOA COMMITTEES!

ARCHITECTURAL COMMITTEE (architectural controls)
COMMUNITY EVENTS COMMITTEE (special community events)
COMMUNICATIONS COMMITTEE (newsletter and website)
ELECTION COMMITTEE (annual election preparations)
FACILITIES AND LANDSCAPE COMMITTEE (common areas maintenance)
FINANCE COMMITTEE (budget and reserve reviews)

The TRG Community Association is blessed with magnificent facilities (landscaping, pool, tennis courts, and playgrounds.) Their continued successful operation depends on volunteers!

As a committee member, you have the opportunity to be involved in current operations, recommend improvements, and assist in assuring our common interests meet high standards. Your service does not require special expertise, just an interest and ability to spend a few hours each month on community activities.

To volunteer, please contact Rebecca Arroyo at rarroyo@keystonepacific.com or at 949-838-3244.

HAVE YOU VOTED?

In the past few months, all homeowners should have received two large white envelopes from Management, one for the **BY-LAW AMENDMENTS** and one for the **ANNUAL MEETING AND ELECTION OF THE BOARD OF DIRECTORS**. We are still collecting your ballots in order to reach quorum.

If you did not receive or misplaced your ballots, please contact Rebecca Arroyo at rarroyo@keystonepacific.com or at 949-838-3244.

STREET SAFETY!

There has been an increase in speeding on our neighborhood streets. 25mph speed limit signs are posted on both ends of Sycamore Creek. There are two marked pedestrian crosswalks on Sycamore Creek where our well-used walking paths cross. We are lucky that our children can walk to the local elementary school. If you notice a speeding car, please report to the Irvine Police at 949-724-7200. **REMEMBER: OUR CHILDREN ARE OUR MOST VALUABLE ASSET!**



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, April 19, 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
714-508-9070



APRIL 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, April 19, 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.

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 to request an ACH application.

VISIT 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 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 one automobile.

PARKING

Turtle Rock Glen streets within the Patio Homes section are City of Irvine streets. Parking over 72 hours is not permitted. Overnight parking of a commercial vehicle more than 84 inches across is not permitted. If you notice these violations, please record license plate and vehicle description and contact Irvine Police at 949-724-7200. Garden Homes and Townhome streets are private and have their own parking rules.



March 24, 2018

Dear Homeowner,

The information below was sent previously in a letter dated February 14th. We are resending the information below as a reminder.

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 new 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

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 is located in the top blue section of the attached 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. In addition, starting April 2nd, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit 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 and clicking on the menu located in the top-left corner and selecting "Portal Upgrade Survey". Homeowners who complete our survey by May 1st 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 30th:
5:00 PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: 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

We've upgraded!

Now you can sign-up for ACH, view new violations, track submitted work orders and manage electronic notifications through our customer portal.

If you are signed up for ACH through Keystone Pacific, congratulations! Your account will be upgraded automatically and you don't need to do anything!

If you currently pay your assessment through the bank or by mail, here is a step-by-step guide to assist with these changes:

UPDATE ACCOUNT NUMBER

Please reference your new
ACCOUNT NUMBER

Your new account number, labeled Account ID, is in your attached billing statement.

UPDATE PAYMENT ADDRESS

Please mail your **PAYMENTS** to:

File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199 - 1958

Or

MANAGE PAYMENTS ONLINE

WWW.KPPMCONNECTION.COM

- Sign-Up for Recurring ACH
- Manage Credit Card Payments
- One-Time ACH

NEED HELP?

EXTENDED CUSTOMER SERVICE
through April 30th:

Mon. - Fri.: 5:00 PM to 9:00 PM
(949) 833-2600; (select option 3)
customercare@keystonepacific.com

Frequently Asked Questions

How do I log in?

You can log on at www.kppmconnection.com with your existing username and password. If you don't have a username and password yet, you need to register. First, locate your new account number in the top blue section of your included billing statement under "Account ID". Then, please visit www.kppmconnection.com to access the new portal and follow the instructions. If you need help logging on, please call our customer service line below.

What new features does the customer portal have?

Our new customer portal provides great new features! Homeowners can now sign-up for recurring ACH, view new violations and new violation letters, submit and track submitted work orders and manage electronic community notifications, all from a computer or mobile device!

What if I signed up for recurring ACH directly through the Keystone Pacific Website?

Congratulations! Your account will be upgraded automatically and your payments will continue.

What if I signed up with my bank to automatically pay my assessments?

Update your bank's records with the new remittance address and your new homeowner account number. Your new 10-digit account number will be labeled "Account ID" in the top blue section of your billing statement. The new payment address is:

File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

What if I make or want to make payments on the Keystone Pacific website?

After April 2, 2018 – The Keystone Pacific customer portal will have more payment options. You can continue to make one-time ACH payments and now you can set up recurring payments as well. You can log on at www.kppmconnection.com.

What if I make recurring payments with a credit card?

If you signed up for a recurring payment through PayLease utilizing your credit card, you will receive separate correspondence with easy-to-follow instructions.

Will my account balance carry over?

Yes, however your April billing statement will only show April's assessment. It will not reflect your account balance. The account balance will appear on your May billing statement.

I need help! Who do I contact?

We've extended our hours for live customer service support to assist you in navigating the new portal. The Keystone Pacific team is here to support you.

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

Phone Number: 949-833-2600
Email: customercare@keystonepacific.com