

March 2018

ELM PARK

www.elmpark.org



Professionally Managed by Keystone Pacific Property Management, LLC - 3155-D Sedona Court, Suite 150, Ontario, CA 91764

PROTECT OUR GATES AND COMMON AREA!

In the past months the Association has incurred additional expenses due to vandalism on the pedestrian gates and drive through gates. Please be aware the Association has a strict budget to adhere to, these additional expenses add up which in turn can cause your monthly assessments to increase. The Board is asking for your help to prevent the gates from being vandalized. Please keep an eye on the gates, restrooms and all other common area items as they belong to you, the homeowner! Please immediately report any vandalism to Management.



KEEPING OUR COMMUNITY LOOKING GOOD

We need all of our residents' help in keeping our community looking its best.

Please do your part and remember to:

- Pick up after your pet and dispose of waste properly.
- Pick up litter you notice in the community and dispose of it.
- Make sure household trash is bagged, secured and disposed of in a timely and appropriate manner.
- Store trash receptacles from view and be sure not to leave them out 24 hours before or after pick up.
- Be sure to store your garden hose properly when not in use.

Thank you for taking pride in the appearance of our community. Your cooperation is appreciated!

VISIT www.elmpark.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.

BOARD OF DIRECTORS:

President: Veronica Jimenez
Vice-President: Getachew Kiros
Treasurer: Eric Efueng
Secretary: Carlos Fuentes
Member-at-Large: Vacant

NEXT BOARD MEETING:

DATE: Wednesday, April 18, 2018
Time: 6:30 P.M.
Location: Fire Station 203
1550 N. Ayala,
Rialto, CA 92376

The final agenda will be posted at the pool. You may also obtain a copy of the agenda by contacting Management at 949-838-3283.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Lindsey Latham
llatham@keystonepacific.com
Phone: 949-838-3283

Emergency After Hours:
949-833-2600

COMMON AREA ISSUES:

Hannah Rangel
hrangel@keystonepacific.com
Phone: 949-838-3254

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
customer@keystonepacific.com

INSURANCE BROKER:

Roy Palacios Insurance Agency
26081 Merit Circle, Suite 101
Laguna Hills, CA. 92653
949.582.0964 – Office
949.582.0655 – Fax

POOL KEYS & POOL TAGS:

Phone: 949-838-3254

March 2018 REMINDERS

- Keystone Pacific Closed in Observance of President's Day - Monday, February 19th
- 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 - Wednesday
Please remove trash cans from the common areas after this day.
- Wednesday, April 18, 2018 - Board Meeting @ 6:00
Location: Rialto Fire Station 203
1550 N Ayala Dr. Rialto, CA. 92376

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.

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 customer care@keystonepacific.com to request an ACH application.

HOMEWISEDOCS.COM

Keystone Pacific Property Management, LLC is pleased to announce that we utilize HomeWiseDocs.com, the next generation in document and data delivery for resale packages, resale demands, lender questionnaires and association documents. HomeWiseDocs.com provides reliable, around-the-clock online access to all governing documents and critical project data for lenders, closing agents, real estate professionals, and homeowners from Keystone Pacific's managed communities.

Please see below for login information:

Online Chat at www.homewisedocs.com

Help Desk: 866.925.5004 x 1

e-mail: info@homewisedocs.com

Log on to www.homewisedocs.com and select the Sign Up link to register. The many system enhancements geared toward an improved user experience include:

- Order by address or association name
- Email and SMS text completion notices for users
- Track orders online with confirmation
- Much more!

RULES AND REGULATIONS

If you are leasing your property, please provide your tenants with a copy of the Association Rules & Regulations. It is the responsibility of the homeowner to ensure that their tenants are abiding by all Rules & Regulations. A tenant's failure to comply with the Rules & Regulations can lead to fines for the Homeowner. Please e-mail llatham@keystonepacific.com for a copy of the most recently updated Rules & Regulations for the community or you may obtain from the community website.

DAYLIGHT SAVINGS TIME

Spring time is approaching! Be sure to set your clocks ahead one hour before going to bed on March 10th. Daylight savings time officially begins on March 11th at 2:00am.



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. 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:
5:00PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: customer care@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