

JANUARY 2020

PACIFIC ISLAND VILLAGE III

www.piv3hoa.com

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

NEW COMMUNITY MANAGER

Hi, my name is Debbie Stinson and I am the new Property Manager for Pacific Island Village III.

Should you have any questions, please feel free to contact me via email at dstinson@keystonepacific.com, or at 949-430-5827.

For Common Area maintenance concerns, please contact my Associate, Melanie Clay, at mclay@keystonepacific.com or at 949-503-0298.

Melanie can assist you with processing work orders for landscaping concerns, sprinkler repairs and obtaining architectural applications for any exterior changes you may be planning.

We look forward to working with the homeowners at Pacific Island Village III.

LADIES TEA AND COFFEE

All PIV III ladies are invited to Tea and Coffee January 30, 2020 @ 10 A.M. in the clubhouse.

Come meet your neighbors and make new friends.

We look forward to seeing you there.

If you have questions or want more information please contact Judy Dreyer (949) 276-7481.



ANNUAL ELECTION AND MEETING

The Annual Election will be held January 28, 2020, at 6:00 P.M. at the Community Clubhouse, 31110 Flying Cloud, Laguna Niguel, CA.

Please **mail your ballot**; we need to make quorum or another meeting will need to be scheduled at additional costs to the Association.

Remember to insert the white ballot envelope into the special brown envelope, and don't forget to write your information in the upper left hand corner and **sign it** or your ballot will be invalid.



BOARD OF DIRECTORS:

President: Vacant

Vice-President: Gary Moeller

Treasurer: Bhavna Nayar

Secretary: Elisa Nardulli

Member-at-Large: Christine Johnson

NEXT BOARD MEETING:

TUESDAY, January 28, 2020

6:00 P.M. @ Community Clubhouse

31110 Flying Cloud Drive

Laguna Niguel CA 92677

The final agenda will be posted at the bulletin board at the pool. You may also obtain a copy of the agenda by contacting management at 949-430-5827

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Debbie Stinson, CMCA

Phone: 949-430-5827

Emergency After Hours: 949-833-2600

Fax: 949-377-3309

bgarrahy@keystonepacific.com

COMMON AREA ISSUES:

Melanie Clay

Phone: 949-503-0298

mclay@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600

customercare@keystonepacific.com

ARCHITECTURAL DESK:

Phone: 949-838-3239

architectural@keystonepacific.com

CLUBHOUSE RESERVATIONS:

Obtain Reservation form on the website and submit with required deposits.

POOL KEYS:

Contact Melanie Clay at 949-503-0298

1st key is at no charge and replacement or additional keys are \$100.00.



JANUARY 2020 REMINDERS

- In observance of the Holiday Season, Keystone Pacific Property Management, LLC will be closed on Tuesday, December 31, 2019 and Wednesday, January 1, 2020.
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- 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 - Fridays
- January 6th and January 20th — Street Cleaning
- Board Meeting: Tuesday, January 28, 2020 @ 6:00 P.M.
Location: Community Clubhouse,
31110 Flying Cloud, Laguna Niguel, CA

CALIBER ONLINE PAYMENT FEATURE

You may make one-time ACH payments through www.kppmconnection.com. In addition, Keystone Pacific has introduced 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.

CHRISTMAS TREE RECYCLING

Christmas trees will be collected for the first two weeks following Christmas Day on your regular collection day.

Important reminders:

- Trees taller than 6 feet will need to be cut in half
- Remove all tinsel, ornaments and stands
- Flocked trees will be collected, however, not recycled
- Put your tree out for pick up, the *night before* your regular collection day!



2020 BUDGET INCREASE

The Board would like to inform the membership that after a thorough review of the 2019 operating expenses made it necessary to increase the assessments for 2020. There were several factors that generated this increase which are listed below. The Board will be monitoring expenditures in 2020 to ensure that the budget is balanced and no need for an increase in 2021.

1. OCFA requirements for the fuel module cleanup in 2019 added extra expenses for the landscaper services.
2. Utility rates increased. The Board will be working with the landscaper to monitor water use.
3. Maintenance Contracts increased due to hourly labor requirements.
4. The Association is now responsible for lateral lines maintenance and funds had to be added to operating and reserves to cover costs for unexpected repairs.
5. The cost for tree trimming will have to be expensed to the operating budget and the Board is working with the landscaper to have a 3 year tree trimming plan.

CONTRACTOR PARKING

Recently, there have been several incidents of contractors working for our homeowners that have been parking in the common area grass areas and damaging the landscape. Please direct your contractors to park in assigned areas only. Be advised that any damage done by your contractor will be the responsibility of the homeowner. Thank you for your co-operation.

