

July 2017

PACIFIC ISLANDS VILLAGE III

www.piv3hoa.com

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

"MASH THE TRASH"

In order to keep our community neat and clean it is important for everyone to work together and do their fair share; our trash enclosures need your help.

There are two types of containers for our trash; black for everyday trash, and brown for recyclable items. No home has its own container. The containers are shared by the homes within the enclosure.

When placing boxes in the brown container remove all the packing material and place it in a plastic bag, break down the box or mash it flat to fit into the container. If the box is too large for the container, cut it up.

Large household items that do not fit into a container do not belong in the enclosure; instead take them to Goodwill by the Ziggurat Building or call Vietnam Veterans of America @ 1-800-775-8387 or the Salvation Army @ 1-888-981-9699 for a pickup; or you can advise Management and they will contact CR&R to schedule a large item pickup.

We all thank you for your cooperation in this matter.

UPCOMING STREET REPAIRS

The Board of Directors has approved the contract with Rose Paving for asphalt repairs and to have the streets seal coated.

This work is scheduled to begin in early July. Notices and maps will be distributed prior to commencing any work by Rose Paving, so that homeowners can plan accordingly and park on the street. The asphalt repairs will be broken up into two phases and completed within one week. The seal coat will be scheduled late summer and again will require parking on the street.

SPA RE-PLASTER UPDATE

The spa re-plaster project began in early June and will require at least two – four weeks for completion and final permit approval by the City of Laguna Niguel and the health department. Once the approvals are received the spa will still be closed for at least 30 days to allow time for the chemicals to balance before use.

The pool will be open for use during this time, however, we ask that you use caution and avoid going into the spa area.

BOARD OF DIRECTORS:

President: Saundra Mulato
Vice-President: Gary Moeller
Treasurer: Jim Vale
Secretary: Elisa Nardulli
Member-at-Large: Vacant

NEXT BOARD MEETING:

Thursday, July 27, 2017
6:00 P.M. @ Community Clubhouse
31110 Flying Cloud Drive
Laguna Niguel CA 92677

The final agenda will be posted at the bulleting board at the pool. You may also obtain a copy of the agenda by contacting management at 949-838-3207.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Bea Garrahy
Phone: 949-838-3207
Emergency After Hours: 949-833-2600
Fax: 949-833-0919
bgarrahy@keystonepacific.com

COMMON AREA ISSUES:

Lilly Luong
Phone: 949-838-3269
lluong@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

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

ARCHITECTURAL DESK:

Phone: 949-838-3239
architectural@keystonepacific.com

INSURANCE BROKER:

Farmers Insurance
Lew Cohen
4680 Wilshire Blvd, Los Angeles, CA
949-495-8001

CLUBHOUSE RESERVATIONS:

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

POOL KEYS:

Contact Lilly Luong at 949-838-3207.
1st key is at no charge and replacement or additional keys are \$100.00.

July 2017 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.
- Trash Pick-Up Day – Fridays
Please remove trash cans from the common areas after this day.
- Thursday, July 27, 2017 - Board Meeting @ 6:00 P.M.
Location: Community Clubhouse
31110 Flying Cloud, Laguna Niguel, 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 "Update My Profile" page once you have logged into your billing account at www.keystonepacific.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.



HOME RENTALS

Owners who rent/lease their unit must submit an Owner/Leasee Information form to the managing agent along with an executed acknowledgement and agreement from the tenant/lease stating that they have received a copy of the Rules & Regulations and will abide with them at all times. An administrative set up fee in the amount of Fifty (\$50.00) Dollars will be assessed to the owner's account.

- 1) Each Unit owner who rents or leases his/her unit is required to maintain a written rental or lease agreement with the tenant (s).
- 2) The rental or lease agreement is required to provide that the terms of the lease shall be subject in all respects to the provisions of the CC&R's, By-Laws, and these Rules and Regulations, and that any failure by the lease to comply with the terms of such documents shall be a default under the lease.
- 3) Within 15 days of the beginning of the rental or lease, each Unit owner who rents or leases his/her Unit must:
 - A) Inform the management company that he/she has rented or leased his/her Unit
 - B) Provide management with a completed Registration Form
 - C) Provide a copy of the Rules & Regulations to the lease
 - D) Provide the executed Rules & Regulations Acknowledgement form to Management company within 30 days of the beginning of the tenant rental or lease.

WHAT TO DO IN CASE OF A NON LIFE THREATENING EMERGENCY



If you have an after hours common area emergency, call (949) 833-2600, and follow the emergency service prompts. The on-call manager will return your call and gather the necessary information from you. Please be ready to tell the emergency service the name of your Association, the location of your Association and your property address, in order to process your call efficiently.



NEW PORTAL LAUNCHING



WWW.KPPMCONNECTION.COM

At Keystone Pacific, we are constantly striving to provide our clients the highest level of customer service and a superior management experience. In July, we will modernize the look of our portal to enable new exciting features within the next year. The new portal may look different, but it retains all of the features you currently use. The launch of our new look 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. Stay tuned for more updates on exciting new features.

USE ON ALL DEVICES

Our new website will be available on all devices; including desktops, tablets and smart phones.



LOGIN INFORMATION

Please log in to www.kppmconnection.com using your email address and password. If you have not registered, please have your billing statement available to enter in the required information.



NEED ASSISTANCE?

STARTING JULY 15TH
Extended Customer Service Hours
9:00 AM to 9:00 PM
Customer Care: (949) 833-2600 or
customer care@keystonepacific.com

