

March 2018



# PACIFIC ISLAND VILLAGE III

www.piv3hoa.com

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



May your pockets be heavy and your heart be light.  
May good luck pursue you each morning and night.  
May good luck be your friend in whatever you do and  
May trouble be always a stranger to you.  
~Irish Blessing

Daylight Savings begins  
Sunday, March 11, 2018  
Do not forget to set your  
clocks forward!



## 2018 ANNUAL ELECTION

The 2018 Annual Election was held on January 30, 2018 at the Community Clubhouse. The following homeowners were elected to serve as the Board of Directors for the Pacific Islands Village III for a two year term.

Sandra Mulato —Term Expires January 2020  
Bhavna Nayer—Term Expires January 2020

The Board also wishes to thank everyone for returning their election ballots within the designated timeframe.

## PATROL MASTERS

Patrol Masters will be sending a representative to our next Board Meeting on March 27, 2018, to discuss all Homeowner questions and concerns with regards to safe listing and parking procedures for our community. If you have ever had a question with regards to our patrol service this is the chance to come and be heard and have your questions answered.



### **BOARD OF DIRECTORS:**

**President:** Sandra Mulato  
**Vice-President:** Gary Moeller  
**Treasurer:** Bhavna Nayar  
**Secretary:** Elisa Nardulli  
**Member-at-Large:** Christine Johnson

### **NEXT BOARD MEETING:**

**Tuesday, March 27, 2018**  
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:**

**Trina Alexander**  
Phone: 949-430-5837  
**Emergency After Hours: 949-833-2600**  
Fax: 949-833-0919  
talexander@keystonepacific.com

#### **COMMON AREA ISSUES:**

**Chandler Schuyler**  
Phone: 949-838-3269  
cschuyler@keystonepacific.com

#### **BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:**

Phone: 949-833-2600  
customer@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 Chandler Schuyler at 949-838-3207.  
1st key is at no charge and replacement or additional keys are \$100.00.

## 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.
- Trash Pick-Up Day - Fridays
- Tuesday, March 27, 2018 - 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](http://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](mailto:customercare@keystonepacific.com) to request an ACH application.

## **ASSOCIATION SUPPLIED ELECTRICITY**

Equipment, toys and appliances containing electric motors (excluding small hand tools), located in detached garages metered to the Association must be registered with the Association prior to their use. The equipment, toys or appliances will be subject to a monthly fee of \$50.00 as long as it is in operable condition in the garage. It is the homeowner's responsibility to inform the Association whenever equipment or appliances are brought in or taken out of service. A not all-inclusive list of equipment, toys and appliances subject to the fee are refrigerators, freezers, kiddie automobile, jet skis when continually on charger and other large tools or appliances. Please advise your contractors that they are **not** to use the unattached garage electricity for their construction purposes.

Charging of hybrid or electric cars in an unattached garage is not permitted and requires Architectural Board Approval and installation of an electric vehicle charging station which also requires SDG&E permits and City Permits for connection to homeowners' electrical panel. If you are currently using high voltage items in your garage please advise Manage-

## **NEW LANDSCAPE COMPANY**

On January 1, 2018 Aguilar Landscape Company became our new landscapers, as in the past Fermin continues to work onsite with Felix a new member of the team.

Sorry for the misinformation in the February Newsletter.

## **WATER USAGE**

Spring is here and flowers will be blooming soon. Please remember that your monthly assessment pays for the water in the Community. We understand that everyone wants beautiful flowers and lawns, but please be mindful about the amount of watering you are doing and how often you are watering. The bills have been on the higher side lately and we want to make sure we are all aware.

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 26<sup>th</sup> – 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