

April 2018

# PACIFIC ISLAND VILLAGE III

www.piv3hoa.com

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



## KEYSTONE PACIFIC UPDATE

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. **Using the new portal, homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

**If you already pay via Keystone Pacific recurring ACH CONGRATULATIONS! Your account will be updated automatically and you don't have 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 January 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, 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.

## **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, April 24, 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 909-297-2556.*

## **IMPORTANT NUMBERS:**

### **ASSOCIATION MANAGER:**

**Trina Alexander**

Phone: 909-297-2556

**Emergency After Hours: 909-297-2550**

Fax: 949-833-0919

[talexander@keystonepacific.com](mailto:talexander@keystonepacific.com)

### **COMMON AREA ISSUES:**

**Hannah Rangel**

Phone: 909-297-2558

[hrangel@keystonepacific.com](mailto:hrangel@keystonepacific.com)

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

Phone: 909-297-2550

[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

### **ARCHITECTURAL DESK:**

Phone: 949-838-3239

[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

### **CLUBHOUSE RESERVATIONS:**

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

### **POOL KEYS:**

Contact Hannah Rangel at 909-297-2558.

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



## April 2018 REMINDERS

- For after-hours association maintenance issues, please call 909-297-2550 to be connected with the emergency service line. Please call 9-1-1 for life-threatening emergencies.
- Trash Pick-Up Day - Fridays
- Tuesday, April 24, 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.kppmconnection.com](http://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 909-297-2550 or send an e-mail to [customer care@keystonepacific.com](mailto:customer care@keystonepacific.com) to request an ACH application.



### February 27, 2018 Board Meeting Highlights

- Barbara Nayar was appointed to the office of Board Treasurer.
- Landscape, Security, Social and Architectural Committees were formed.
- \$600.00 was budgeted for Clubhouse Dishwasher Replacement.
- The Board is negotiating the cost to add an additional man for landscape with Aguilar Landscape.



### Parking Rule Reminders

Please remember that common area parking is Guest Parking between the hours of 2:00AM and 6:00AM, seven days per week. Guests staying past midnight or overnight must have their vehicle registered on the SAFELIST.

There are two ways to SAFELIST a Guest Vehicle with Patrol Masters.

1. Call 949-209-6370, 24 hours per day, seven days per week.
2. Log onto [www.patrolmasters.com](http://www.patrolmasters.com) and follow instructions.

Please note that Patrol Masters has been instructed to not SAFELIST any vehicle more than fourteen (14) times in a 180 day period.

### **VIOLATIONS: (Cited twice and tow on third infraction within 90 days of first infraction)**

1. Parked in a Fire Lane
2. Marked red zone
3. Anywhere not designated as a parking space including in front of garage doors
4. On any community street—all streets are considered Fire Lanes—vehicle is subject to immediate tow.
5. Vehicle parked on common area with a SAFELIST between midnight and 6:00AM.
6. No Commercial or Recreational Vehicles are permitted to park overnight and are subject to immediate tow.

March 24, 2018

Dear Homeowner,

The information below was sent previously in a letter dated February 14<sup>th</sup>. 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](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!**

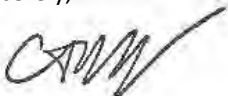
We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

**Extended service hours from March 26<sup>th</sup> – April 30<sup>th</sup>:  
5:00 PM 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

## 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)  
customer@keystonepacific.com

## Frequently Asked Questions

### How do I log in?

You can log on at [www.kppmconnection.com](http://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](http://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](http://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 26<sup>th</sup> – April 30<sup>th</sup>:**  
**5:00 PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600**  
**Email: [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)**