

MAY 2017

MONTSERRAT AT NEWPORT RIDGE

www.montserrathoa.com

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



UPCOMING PROJECT

Wrought Iron Repairs and Painting and Base Cap Repairs and Painting. The contracted vendor is EmpireWorks Reconstruction and Painting. The anticipated project start date will be **April 24th, 2017**

- A one week notification will be posted to remind the association that the project will be commencing.
- 24 – 48 hours notice will be posted on your home to let you know the vendor will physically be on your property and they need all homeowners to adhere to the notification in order to stay on schedule without delays.
- Please remove all chicken wire, landscaping and any decorative items from all of your wrought iron and be sure that all pets remain indoors and pet waste is picked up on your scheduled date.
- If you do not prep your home for your scheduled date, your home will be skipped and this will cause delays.
- If you have a gate that you normally lock, please leave it unlocked on your scheduled date.
- The crew members will begin to arrive no earlier than 7:30 AM and will commence work from 8:00 AM – 5:00 PM, Monday – Friday, with a 30 minute lunch around 12:00 PM – 12:30 PM.
- Three notices will be provided to you and a sequence map will be provided one week prior to the commencement date.
- EmpireWorks will access your property by placing ladders over the fencing as needed.
- Each address will take between 3 – 5 days to complete.
- The entire project is expected to take 6 – 8 weeks, weather permitting and homeowner cooperation permitting.

NO ACCESS IS NEEDED TO THE INTERIOR OF YOUR HOME. NO EMPLOYEE WILL ASK YOU TO OPEN YOUR GARAGE OR DOOR TO YOUR HOME

BOARD OF DIRECTORS:

President: Sharon Fisher
Vice-President: Herbert Roth
Treasurer: Gerhard Widtmann
Secretary: Stephanie Sandoz
Member-at-Large: Marcy Kessler

NEXT BOARD MEETING:

Thursday, May 11, 2017
6:00 PM

Newport Ridge Community Center
6401 San Joaquin Hills Road
Newport Beach, CA 92657

The final agenda will be posted at the bulletin board inside the pool area next to the water fountain and telephone. You may also obtain a copy of the agenda by contacting management at 949-838-3202.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Adrian Robertson
Phone: 949-838-3202
Fax: 949-833-0919
arobertson@keystonepacific.com

Emergency After Hours:
949-833-2600

COMMON AREA ISSUES:

Larissa Rounsaville
Phone: 949-838-3293
lrounsaville@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

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

INSURANCE BROKER:

LaBarre/Oksnee Insurance
30 Enterprise, Suite 180
Aliso Viejo, CA 92656
Phone: 800-698-0711
Fax: 949-588-1275

MAY 2017 REMINDERS

- Keystone Pacific Closed in Observance of Memorial Day - Monday, May 29th
- 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.
- Street Sweeping Day: 2nd and 4th Fridays. Please ensure your vehicles are moved from the street by 7:00 AM, when they come through.
- Trash Pick-Up Day: Mondays
*Trash receptacles must be removed from the curbside on the same day that the trash is picked up.



PARKING REMINDERS

Parking in the Montserrat neighborhood poses many challenges. We are kindly requesting that you exhibit extreme consideration and courtesy to all of your surrounding neighbors when it comes to your household's extra vehicles. We ask that you utilize your garage and driveways for the parking of all of your vehicles and refrain from parking your vehicle in a manner that blocks the path of travel on the sidewalk. Please be cognoscente of the visibility your neighbor requires to back out of their garage freely and safely and do not park within 2' of any mailbox or 12' of a fire hydrant. Additionally, there is no parking allowed on the inner circle, at anytime, for a any duration of time. This is an automatic tow! Don't take a chance.

JUST IN TIME FOR SUMMER! THE POOL IS OPEN!!

The pool and spa re-plaster was complete and re-opened to the public on April 12. Thank you all for being so patient and understanding during this process. We know it was not easy and at times very frustrating. Please remember to thank your volunteer Board members for all they do to keep your Association looking it's very best.

REPORTING HOA AFTER HOURS EMERGENCIES

In the event that you notice an HOA maintenance emergency, outside of Keystone Pacific Property Management's regular business hours, please call (949) 833-2600, which will direct you to follow prompts to be connected, with a live person, with their contracted emergency service.

The emergency service will request the following information from you:

1. The name of your Association: Montserrat At Newport Ridge Maintenance Association
2. Your property address and phone number
3. The nature of the emergency service needed in order to dispatch the correct vendor to assist with the resolution
4. The address or cross streets of the emergency, if different from your property address

The emergency service will relay all of this information, via text, to the Keystone Pacific Property "On-Call" manager. In the event that more information is needed, the "On-Call" manager will contact you; otherwise, the appropriate vendor will be dispatched to address the emergency immediately. Please keep in mind that the "On-Call" manager may not be familiar with your property, so please be willing to provide as much detail as possible.

Additionally, after hours emergencies are considered property damaging maintenance items or water continuously running.

Please remember that the majority of the back slope is maintained by the master association: Newport Ridge Maintenance Association. In the event of an emergency, please contact their afterhours line.