

MARCH 2018

MONTSERRAT AT NEWPORT RIDGE

www.montserrathoa.com

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

Montserrat Budget Update from your Board

Last year was a productive year enhancing our community on many fronts.

- The community pool/spa was retiled and plastered and a new heating system was installed.
- Our streets were resurfaced with fresh asphalt and black top.
- The community trees were all trimmed through out
- The perimeter fencing was repaired & painted (this is still in process so stay tuned!)
- New plant material was added to our pool area and community planters.

Our community has great curb appeal and that is the way we want to keep it. The community looks great, but all these repairs/upgrades cost money which comes from our reserve fund. The reserves go up and down based on the yearly expenses. To help rebuild our reserves, the monthly fee for Montserrat will increase \$10 towards the reserves. Our community is 25 years young with that comes the need to be sure we are covered for the unexpected.

What's in store for 2018?

- Landscaping is one of our major expenses. We have many large trees in our community that add to it's beauty, but also must be monitored for disease and root growth. Some of our birch wood trees are on that list. An arborist indicated this tree does not thrive near the beach. We are looking at a necessary replacement for these trees: perhaps a smaller more flowering option to add color.
- Repair work is needed in our pool deck area. You may have noticed some rust from the rebar. Some of our decorative cement needs cleaning/coloring.
 - Our mailboxes are showing some wear with the loss of the house numbers/paint chips
- New art sculpture is needed for the pool planter area where our globe was stolen. We are open to new ideas on this.
- Investigating new entrance gate/keypad options. This is a major expense for which we do not have reserves so that would need a special assessment if the community was in favor.

The board does it's best to maintain costs and stay on budget. Of course, every year expenses like insurance, utilities, landscaping etc go up. Your opinion matters. Any suggestion to help us prioritize or new thoughts would be greatly appreciated. Please forward them to Trina at Keystone .

BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

March 13, 2018
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:

Trina Alexander
Phone: 949-430-5837
Fax: 949-833-0919
talexander@keystonepacific.com

Emergency After Hours:
949-833-2600

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

INSURANCE BROKER:

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



MARCH 2018 REMINDERS

- **Board Meeting:** March 13, 2018
Time: 6:00 PM
Location: Newport Coast Community Center
Address: 6401 San Joaquin Hills Road
- 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.

EXTERIOR IMPROVEMENTS

Please keep in mind that before you make **any** exterior modifications to your home, including exterior paint, regardless of if you plan to apply the same color, you must fill out an architectural application and it must be approved by the Architectural Review Committee before commencing any work. The Committee will then review and return your architectural application promptly. Please contact Management for an architectural application form.



Pedestal Update

The Board has removed the pillar from the entrance flower bed, where the armillary was stolen and is looking into replacing it. We know this is a focal point for our community and are open to any ideas that homeowners may have. If you have suggestions, please email talAlexander@keystonepacific.com.

New Pool Gate

The Board has approved to have a new non key exit gate at the rear of the pool. The new gate will allow homeowners the ease of exiting the gate without having to use a key. We are currently working on a design, that will look good, but still be affective in deterring people to try to enter without a key.

Bunny/Fencing Project Update

Empireworks is coming back out to complete the remainder of the fencing project in February. They will be repairing the cement caps on the exterior wrought iron, as well as repainting the front gate and pool gates. Once this project has been completed, the Board would like to have some sort of mesh product placed along the bottoms of the fences along the reservoir between #1 and #2 Avignon at the end of the cul-de-sac and also along the reservoir access gate mid Avignon, to prevent rabbits from entering the community and eating the new plants and grass.



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. In addition, starting April 2nd, Keystone Pacific is excited to introduce 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. **Please complete our online survey by logging into 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 1st 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 26th – April 30th:
5:00PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: customer care@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



February 14, 2018

RE: DOCUMENT DISCLOSURE SUMMARY FORM

Dear Montserrat at Newport Ridge Maintenance Association Homeowner:

In accordance with California Civil Code, 5300, 4530 and 4528, please find a copy of the completed "Document Disclosure Summary Form", as required, effective January 1, 2018. The completed "Document Disclosure Summary Form" can be found on the reverse side of this letter.

Should you have any questions regarding the materials enclosed, please do not hesitate to contact the undersigned at (949) 430-5837.

Sincerely,

At the Direction of the Board of Directors,

Trina Alexander

Trina Alexander
Community Association Manager

Professionally Managed by:

Keystone Pacific Property Management, LLC

16775 Von Karman Avenue, Suite 100 · Irvine, CA 92606-4960 · Tel (949) 833-2600 · Fax (949) 833-0919

www.keystonepacific.com

MONTSERRAT AT NEWPORT RIDGE MAINTENANCE ASSOCIATION

Charges for Documents Provided

This disclosure is provided to you in accordance with the requirements of California Civil Code Section 4528.

CHARGES FOR DOCUMENTS PROVIDED AS REQUIRED BY SECTION 4525*

The seller may, in accordance with Section 4530 of the Civil Code, provide to the prospective purchaser, at no cost, current copies of any documents specified by Section 4525 that are in the possession of the seller.

A seller may request to purchase some or all of these documents, but shall not be required to purchase ALL of the documents listed on this form.

Property Address:

Owner of Property:

Owner's Mailing Address (If known or different from property address.):

Provider of the Section 4525 Items:

Print Name _____ Position or Title _____ Association or Agent Date Form Completed:

Check or Complete Applicable Column or Columns Below

Document	Civil Code Section	Fee	Not Available (N/A), Not Applicable (N/App), or Directly Provided by Seller and confirmed in writing by Seller as a current document (DP)
Articles of Incorporation or statement that not incorporated	Section 4525(a)(1)	25.00	
CC&Rs	Section 4525(a)(1)	45.00	
Bylaws	Section 4525(a)(1)	35.00	
Operating Rules	Section 4525(a)(1)	15.00	
Age restrictions, if any	Section 4525(a)(2)	No Cost	
Rental restrictions, if any	Section 4525(a)(9)	No Cost	
Annual budget report or summary, including reserve study	Sections 5300 and 4525(a)(3)	35.00	
Assessment and reserve funding disclosure summary	Sections 5300 and 4525(a)(4)	No Cost	
Financial statement review	Sections 5305 and 4525(a)(3)	40.00	
Assessment enforcement policy	Sections 5310 and 4525(a)(4)	No Cost	
Insurance summary	Sections 5300 and 4525(a)(3)	No Cost	
Regular assessment	Section 4525(a)(4)		
Special assessment	Section 4525(a)(4)	No Cost	
Emergency assessment	Section 4525(a)(4)		
Other unpaid obligations of seller	Sections 5675 and 4525(a)(4)		
Approved changes to assessments	Sections 5300 and 4525(a)(4), (8)		
Settlement notice regarding common area defects	Sections 4525(a)(6), (7), and 6100		
Preliminary list of defects	Sections 4525(a)(6), 6000, and 6100		
Notice(s) of violation	Sections 5855 and 4525(a)(5)		
Required statement of fees	Section 4525	290.00	
Minutes of regular board meetings conducted over the previous 12 months, if requested	Section 4525(a)(10)	60.00	

* The information provided by this form may not include all fees that may be imposed before the close of escrow. Additional fees that are not related to the requirements of Section 4525 shall be charged separately.