

May 2017

Trailwood

WWW.FACEBOOK.COM/TRAILWOOD

WWW.TRAILWOOD.ORG

WWW.TWITTER.COM/TRAILWOODASSOC

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

TRAILWOOD POOL AREA VANDALISM

Recently, the Trailwood pool area has been subject to various incidents of vandalism. As a result of various incidents, the Association has suffered extensive damage to the pool furniture and pool closures due to furniture and glass in the pool. In addition to these issues, there have been reports of parties and underage drinking in the pool area, with one incident in March where an individual was transported to the hospital.

Due to the various issues, the Board has decided to put the replacement of damaged furniture on hold until the frequency of the vandalism decreases. The Board is in the process of reviewing additional avenues to combat these issues, however, in the meantime we are calling on the residents to continue to be vigilant and report any suspicious activity or after-hours pool use to Nordic Security and Irvine PD immediately. The Canyonwood Gate is open 24 hours a day and can be reached in person or by phone at 714-832-0586. Irvine PD can be reached at 949-724-7200.

Please remember these issues not only affect the comfortable use of the pool area and the safety of our residents, but costly repairs and furniture replacement may lead to an increase in the assessment rate. Thank you in advance for helping to keep Trailwood safe!



BOARD OF DIRECTORS

President: David Northcutt
Vice President: Maajed Abahusayn
Treasurer: T. Eric Wang
Secretary: Bob King

NEXT BOARD MEETING

Tuesday, May 9, 2017
Homeowner Forum @ 6:00 P.M.
Keystone Pacific Property
Management, LLC
16775 Von Karman Ave., Suite 100
Irvine, California 92606

The final agenda will be posted on the bulletin boards at the community entrances and available on the Association's website at least 4 days in advance of the meeting.

Please note: If you wish to address the Board at the meeting, please contact Michael Gonzalez at (949) 838-3214 ten days prior to the meeting to have your name and item of discussion placed on the agenda.

CONTACT INFORMATION

COMMUNITY MANAGER:

Michael Gonzalez, CMCA
Main Line: (949) 833-2600
Direct Line: (949) 838-3214
Fax: (949) 833-0919
Email: mgonzalez@keystonepacific.com

COMMON AREA ISSUES:

Phone: 949-838-3201

Keystone Pacific Property Management, LLC

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.

May 2017 REMINDERS

- Keystone Pacific Closed in Observance 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.

PAINTING / ARCHITECTURAL IMPROVEMENTS

Remember that if you are planning any improvement to the exterior of your home, including painting, you must submit an architectural application to Northwood Pointe and receive approval **prior to** the commencement of any work. Failure to submit an application prior to commencing work may lead to violation enforcement, including fines and potential required removal of unapproved improvements. An architectural application and additional information can be obtained at www.nwpointe.org.

MARCH 21, 2017 BOARD MEETING HIGHLIGHTS

The following is a brief recap of some of the decisions that were reached by the Board of Directors at the meeting:

- The General and Executive Session board meeting minutes from January 17, 2017 were reviewed and approved.
- The Board reviewed options for the investment of Association funds and appropriate action was taken.
- The Board reviewed competitive bids, and approved the renewal of the Association's insurance policy.
- The Board reviewed the 2017-2018 reserve study and discussed potential maintenance items to complete during this fiscal year.
- The Board approved a proposal from Villa Park to complete the 2017 annual color changes throughout the community.

VISIT www.Trailwood.org!

Log onto the community website to:

- Obtain information on submit ting for approval for exterior changes
- Submit maintenance requests and address changes
- Get the latest community news and updates
- Obtain minutes, newsletters, policies, forms
- Register to receive E-Notifications and E-Statements
- Access your account online
- Pay your HOA bill online

Should you have a problem logging onto the community website, please call Customer Care at 949-833-2600.

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.

REMINDERS

TRASH PICK-UP DAY: Monday

Please store your trash cans out of view of the street by Monday evening.

STREET SWEEPING:

1st Thursday Every Month

Please do not park on the streets between the hours of 8 A.M. to 4 P.M.

INFORMATION

TRAILWOOD PARK

RESERVATIONS:

Complete the reservation form and please call 949-430-5808

BILLING QUESTIONS / SIGN UP FOR ACH PROGRAM:

Please contact Customer Care at 949-833-2600 or

customercare@keystonepacific.com

ASSOCIATION WEBSITE:

www.trailwood.org

NORTHWOOD POINTE MASTER ASSOCIATION INFO:

www.nwpointe.org

APPROVED COLOR SCHEME INFORMATION:

Please check the Association's website at www.trailwood.org

CANYONWOOD GATEHOUSE:

714-832-0586; Fax 714-832-1551

CREEKGLEN GATEHOUSE:

714-573-9879; Fax 714-573-8620

NORDIC ONLINE ACCESS:

You may add guests and vendors online via the Nordic Security Website at www.nordicsec.com. You will need to use your Nordic ID and password to complete your request.

KEY FOBS/TRANSPONDERS:

The forms may be found on the community website. Please contact Peri Kennedy at 714-573-9879 to purchase additional Transponders and/or Fobs.

VANDALISM:

Please report it immediately to Nordic Security at 714-832-0586.

IRVINE POLICE DEPARTMENT:

Non Emergency Line: 949-724-7200

ANIMAL CONTROL: 949-724-7092