

July 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

SAVE THE DATE: 14th ANNUAL HARVEST FESTIVAL

Mark your calendars for the 14th Annual Harvest Festival, scheduled for Saturday, October 7th from 3 p.m. – 6 p.m. There are many exciting details in the works. Additional information will be forthcoming in future months.

YARD LANDSCAPE MAINTENANCE

Please make sure that you are tending to your yard and lawn on a regular basis. The grass should always be kept at a reasonable height; no more than 2-3". And although it's a great start, mowing isn't enough to keep your yard looking its best. After you mow, put the final touches on the job by using an edger around driveways, sidewalks, planter borders, trees or any other place the grass meets another surface.

On a regular basis, you should remove all weeds and cut back any overgrown plant material. **Tip:** Don't forget to check for weeds in the expansion joints of your driveway.

Please use these pointers to help the community look amazing for summer!

PETS IN THE COMMUNITY

- Follow leash laws and keep your pets on leash when leaving your yard.
- Help us protect our grass by bringing a bottle of water when you walk your dog. By pouring water in the area where your dog urinates, you can dilute the acidity of the urine and prevent brown spots in the grass.
- Please do not allow your dogs to bark and disturb your neighbors.
- Picking up after your pet is your family's responsibility. Please remind your family members to pick up after your pets. Be sure to bring a bag and/or scooper with you every time. The Association provides doggie walk bags at various locations within the community.

REMINDER: NO SOLICITING

It was recently reported to Management, that a vendors providing services in the community have been seen soliciting business in the community by going door to door distributing flyers. Please remind all vendors, agents and/or service providers that they are not permitted to solicit inside the community.

BOARD OF DIRECTORS

President: Maajed Abahusayn
Vice President/Secretary: Bob King
Treasurer: David Northcutt

NEXT BOARD MEETING

Tuesday, August 1, 2017

Homeowner Forum @ 6:30 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:

Rigo Montes De Oca

Phone: 949-838-3201

Email: rmontesdeoca@keystonepacific.com

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.

July 2017 REMINDERS

- Keystone Pacific Closed in Observance Independence Day - Tuesday, July 4th
- 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.

ARCHITECTURAL REMINDER

All proposed exterior modifications, alterations, additions or changes must be submitted to the Northwood Pointe Architectural Review Committee for approval **PRIOR** to any installation or commencement of construction. Failure to submit an application prior to commencing work may lead to violation enforcement, including fines and potential required removal of unapproved improvements. You may view the guidelines and download the application at www.nwpointe.org.

POOL RULE REMINDERS

Please be courteous to your neighbors when using the pool and remember the following:

- Pool Hours
Sunday - Thursday 6:00 a.m. to 10:00 p.m.
Friday & Saturday 6:00 a.m. to 10:30 p.m.
- Guests may make use of the swimming pool/wading pool only when accompanied by the resident host. Please make sure that all guests are aware of and follow the community regulations.
- For safety reasons, the pool gate must remain closed and latched at all times.

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

NEW PORTAL LAUNCHING



WWW.KPPMCONNECTION.COM

At Keystone Pacific, we are constantly striving to provide our clients the highest level of customer service and a superior management experience. In July, we will modernize the look of our portal to enable new exciting features within the next year. The new portal may look different, but it retains all of the features you currently use. The launch of our new look 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. Stay tuned for more updates on exciting new features.

USE ON ALL DEVICES

Our new website will be available on all devices; including desktops, tablets and smart phones.



LOGIN INFORMATION

Please log in to www.kppmconnection.com using your email address and password. If you have not registered, please have your billing statement available to enter in the required information.



NEED ASSISTANCE?

STARTING JULY 15TH
Extended Customer Service Hours
9:00 AM to 9:00 PM
Customer Care: (949) 833-2600 or
customercare@keystonepacific.com

