



Volume 5/ Issue 12

DECEMBER 2017

www.sancerrehoa.org

BOARD OF DIRECTORS

Steve Spriet

Dwight Denham

Robin Shulman

Barbara Laube

Jeffrey Maerov

FROM THE BOARD

Dear Sancerre Neighbors,

Since this is the last newsletter that will be going out before the Holidays, the Board of Directors would like to wish you all

Happy Holidays and a Very Happy New Year 2018

HOLIDAY DECORATIONS

Please remember to be considerate to your neighbors and the gardeners when you decorate your home. Please remove the holiday lights in a timely manner. Please refrain from using big objects on the community greens, the landscaping is in some distress already due to the water restrictions.

CR&R collects the Christmas trees the two following weeks after Christmas on our regular service day.

HOMEOWNERS THAT RENT OUT THEIR PROPERTY

The Board of Directors would like to remind homeowners that choose to rent out their property are responsible to communicate the rules and regulations of the Sancerre HOA to their renter.

Please make sure you give your renters the full information about the parking restrictions in our community, as well as the information on how to contact Patrol One in case of parking needs and the car safelisting program.

Homeowners **PLEASE** communicate what is happening in our community with your renters!

PARKING REGULATIONS ARE ENFORCED

Please remember the parking regulations are enforced. Register your car with Patrol One or safelist it. Don't forget your guests need to be safelisted as well. 4 Violations, on the fifth one it is an immediate tow.

TOWING is in effect!



Next Board Meeting TBD

6:30pm NCCC, 6401 San Joaquin Hills Rd.

Check out our website for great information at

www.sancerrehoa.org



CONTACT US

Manager:

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Irvine, CA 92606
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dmandel@keystonepacific.com
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IMPORTANT NUMBERS

Common Area Issues:

Alex Moran
949.838.3232
amoran@keystonepacific.com

Billing Questions/Address Change/Website Login:

949.833.2600

Patrol One

949.367.8055
www.patrol-one.com

CR&R Environmental Service

1.800.826.9677
www.crrwasteservices.com

NBPD Nonemergency Number

949.644.3717

PLEASE USE A COMMERCIAL WASH FACILITY INSTEAD OF THE COMMUNITY STREETS FOR WASHING YOUR CAR

Automobile washing activities have the potential to contribute pollutants because road dust washed from vehicles may contain metals and hydrocarbons. Any leaking fluids washed from the automobile may be carried to the storm drain by the wash water. Detergents used for automobile washing may also contain phosphorus and foaming agents, which contribute to the eutrophication of receiving waterbodies. The pollution prevention activities outlined in this fact sheets are used to prevent the discharge of pollutants to the storm drain system.

Think before conducting automobile washing activities. ***Remember - The ocean starts at your front door.***

Required Activities

- Shake floor mats into trashcan or vacuum to clean. Do not shake over ground.
- If using cleaners (such as acid based wheel cleaners) use a rag to wipe them on and off, do not rinse them off with water.
- If possible, divert runoff from automobile washing to a grassy surface large enough to contain and allow complete infiltration
- Dispose of excess wash water into the sanitary sewer (i.e. via sink, or toilet) or onto a landscaped area that will allow for complete infiltration.
- Conduct engine degreasing at a commercial facility that is set up to handle that type of waste.

Recommended Activities

- When possible, use commercial wash facilities
- Wash vehicles over pervious surfaces such as lawns and gravel areas
- Choose soaps, cleaners, or detergents labeled “non-toxic”, “phosphate free”, or “biodegradable”. Vegetable and citrus-based products are typically safest for the environment.
- Turn off water when not actively washing down automobile.
- If available, use established neighborhood wash areas, where runoff is properly controlled and managed.

SIGN UP FOR COMMUNITY E-NEWS

Please take a minute and sign up to receive news and updates pertaining to Sancerre Homeowners Association via e-mail.

To sign up, please register from the “Update My Profile” page once you have logged into your billing account at www.keystonepacific.com.

November 15, 2017

Dear Sancerre at Newport Ridge Maintenance Association 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. **Using the new portal; homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

During this upgrade, it will be necessary to update your account information by following the steps below or by visiting our online portal to ensure your payment is submitted on-time. Please follow the steps below:

1. Update Your Account Number:

Your new account number will be sent in December and will be included with your January statement. Please update your bank records to reflect this new account number. Please make sure to include your new account number on any checks or correspondence to your HOA. If you set-up your payments through your online banking account, please update your account number and payments address.

2. Update Your Payment Address:

Effective January 1st, please send all payments to our new payment address.
File 1958, 1801 W. Olympic Blvd., Pasadena, CA 91199.

Or, for fast and convenient processing, you may now take advantage of our new online payment features.

• **Manage Online Payments:**

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 visiting www.kppmconnection.com. Homeowners who complete our survey by February 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 – both live and online. These include extended hours for live customer service support and online tutorials and videos to assist you in navigating the new portal. We want you to know that the Keystone Pacific team is here to support you when you need us most.

**Extended service hours from January 2nd – January 31st:
9:00 AM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: 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