

December 14, 2017

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. **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

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 is located in the top blue section of the attached January 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 Our Payment Address:

- **If you pay by autopay through your bank,** please update your bank records to reflect Keystone Pacific's new payment address
- **If you pay by sending a check through the mail,** please address all envelopes to Keystone Pacific's 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, 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, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

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

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

We've upgraded!

Now you can sign-up for ACH, view violations, track submitted work orders and manage electronic notifications through our customer portal.

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, please complete the steps below:

**UPDATE
ACCOUNT
NUMBER**

Please reference your new **HOA ACCOUNT NUMBER**, labeled Account ID on your included billing statement.

**UPDATE
PAYMENT
ADDRESS**

Please mail your **PAYMENTS** to:
File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199 - 1958

Or

**MANAGE
PAYMENTS
ONLINE**

WWW.KPPMCONNECTION.COM

- Sign-Up for Recurring ACH
- Manage Credit Card Payments
- One-Time ACH

**NEED
HELP?**

EXTENDED CUSTOMER SERVICE
through January 31st:

Mon. - Fri.: 9:00 AM to 9:00 PM
(949) 833-2600

customercare@keystonepacific.com



Frequently Asked Questions

How do I log in?

You can log on at www.kppmconnection.com with your existing username and password. If you don't have a username and password yet, you need to register. First, locate your new account number in the top blue section of your included billing statement under "Account ID". Then, please visit www.kppmconnection.com to access the new portal and follow the instructions. If you need help logging on, please call our customer service line below.

What new features does the customer portal have?

Our new customer portal provides great new features! Homeowners can now sign-up for recurring ACH, view violations and violation letters, submit and track submitted work orders and manage electronic community notifications, all from a computer or mobile device!

What if I signed up for recurring ACH directly through the Keystone Pacific Website?

Congratulations! Your account will be upgraded automatically and your payments will continue.

What if I signed up with my bank to automatically pay my assessments?

Update your bank's records with the new remittance address and your new homeowner account number. Your new 10-digit account number will be labeled "Account ID" in the top blue section of your billing statement. The new payment address is:

File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

What if I make or want to make payments on the Keystone Pacific website?

After January 3, 2018 – The Keystone Pacific customer portal will have more payment options. You can continue to make one-time ACH payments and now you can set up recurring payments as well. You can log on at www.kppmconnection.com.

What if I make recurring payments with a credit card?

If you signed up for a recurring payment through PayLease utilizing your credit card, you will receive separate correspondence with easy-to-follow instructions.

Will my account balance carry over?

Yes, however your January billing statement will only show January's assessment. It will not reflect your account balance. The account balance will appear on your February billing statement.

I need Help! Who do I contact?

We've extended our hours for live customer service support to assist you in navigating the new portal. The Keystone Pacific team is here to support you.

**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**



Volume 6/ Issue 1

JANUARY 2018

www.sancerrehoa.org

BOARD OF DIRECTORS

Steve Spriet

Dwight Denham

Robin Shulman

Barbara Laube

Jeffrey Maerov

FROM THE BOARD

Dear Sancerre Neighbors,

The Board would like to start this month's newsletter by wishing everyone a ***very Happy and Prosperous New Year.***

2017 was a great year to be a resident in Sancerre. Hopefully you were able to enjoy The Spring Clean Up event, where about 20 dumpsters were provided to Spring Clean your house.

We are happy to report once again that the community is in the best shape it has been in years financially. We have completed most of our major expenses regarding the landscaping and general maintenance.

Please remember we are a kid-friendly neighborhood! Please be extra careful when you back out of your garage or when you pull into the 6-packs.

With the rains we already had, please make sure the storm drains in your back yard are cleaned out.

Please make it a New Year's Resolution to make it to at least one board meeting in 2018. We really welcome your input on how to make the community better.

BE AWARE OF COYOTES AND BOBCATS!

Just a friendly reminder that there were several sightings of coyotes and bobcats in the neighborhood. Please be careful at night! Be extra careful with little children and pets!



Next Board Meeting January 22, 2018
6:30pm NCCC, 6401 San Joaquin Hills Rd.

Check out our website for great information at

www.sancerrehoa.org



CONTACT US

Manager:

Darren Mandel
16775 Von Karman, Ste.200
Irvine, CA 92606
949.838.3267
dmandel@keystonepacific.com
www.Sancerrehoa.org

IMPORTANT NUMBERS

Common Area Issues:

Rachel Davis
949.838.3232
rdavis@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

IRWD – WATER SAVINGS UPDATE

- **Entertain efficiently.** Defrost frozen foods in the fridge overnight instead of thawing them out in tap water. Wash vegetables in a large bowl of water rather than running the faucet - then reuse the water in your garden.
- **Be mindful after mealtime.** Scrape dirty dishes clean and dump the scrapes in the trash instead of rinsing the dishes with water. Remember not to pour fats, oils or grease down the drain. To reduce loads in the dishwasher, be sure to fill it up and use water-saving settings if available.
- **5-minute shower timers and low-flow showerheads.** It's never too late to develop the good habit of conserving water. With either of these gifts, your loved ones can enjoy a full-force shower while saving water and cutting the energy bill. They're available at online shopping sites and local retail or home-improvement stores.
- **Rebates** A high-efficiency clothes washer uses 55 percent less water than a standard washer, saving about 75,000 gallons over its lifetime. Save up to \$250 on your purchase.
- Are you dreaming of a new landscape? Get \$2 for every square foot of grass you replace with drought-tolerant landscaping.
- Other rebates include \$150 for high-efficiency toilets, \$255 for weather-based irrigation controllers, \$35 per rain barrel, and \$2 for sprinkler nozzles.

POLICE UPDATES

Please program the following non-emergency Number for the Newport Beach Police Department in your phone: **949.644.3717**

Please use this number to report suspicious activity to the NBPD by calling the non emergency Number!

Before leaving your home:

- close and lock all doors and windows
- Set your burglar alarm every time you leave your home

Always lock your car, activate your alarm and remove all valuables from plain sight!

Make sure to sign up for 

Receive crime updates, traffic advisories and community updates from the Newport Beach Police Department via text message, email, or on the WEB by signing up at:

www.nixle.com

**HOMEOWNERS PLEASE COMMUNICATE WHAT IS
HAPPENING IN OUR COMMUNITY WITH YOUR RENTERS!**