

**DECEMBER 2017**

# Altezza at Newport Coast

[www.altezzahoa.org](http://www.altezzahoa.org)

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

**\*\*THE KEYSTONE PACIFIC OFFICES WILL BE CLOSED ON MONDAY, DECEMBER 25TH AND TUESDAY, DECEMBER 26TH IN OBSERVANCE OF THE CHRISTMAS HOLIDAY**

## **OCTOBER 24, 2017 BOARD MEETING HIGHLIGHTS**

- Approval of the September 26, 2017 Meeting Minutes.
- Approved the 2017 Annual Maintenance Inspection Report.
- Approved security for the slurry seal project.
- Approved to change the parking fines with membership comment.
- Approved the landscape holiday bonus.

## **RODENT/PEST CONTROL CONCERNS**

Please contact Management if you see any rodents or experience any pest issues within the common area of the community. Some homeowners have witnessed rodents within the community. The best way we can deal with this is having the Association's pest control company treat the areas that we know are infested. It has also been reported, that rodents have been getting into the engine compartment and nesting. Please utilize your garage for parking, but if you have more vehicles than the garage will hold, be sure to check your engine compartments. The Board is working on a solution for the plants with berries that the rodents are feeding off of.

## **SMOKE ALARM REMINDER**

You should be testing your smoke alarms once a month and should change the batteries at least every year to ensure maximum operation and efficiency. Smoke alarm devices should be changed out every 5 years.

## **CARBON MONOXIDE DETECTORS REMINDER**

Please ensure that your home has carbon monoxide detectors installed. The law requires home carbon monoxide detectors. California homeowners were required to install carbon monoxide detectors beginning in 2011 under a bill signed by Gov. Arnold Schwarzenegger that is aimed at preventing deaths and injuries caused by poisoning from the odorless, colorless gas.

## **VISIT [www.altezzahoa.org](http://www.altezzahoa.org)**

Log onto the community website to:

- Submit maintenance requests, address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies and forms
- Should you have problem logging onto the community website, please call Customer Care at 949-833-2600.

## **IMPORTANT PHONE NUMBERS**

- 911 (emergency)
- Newport Beach Police 949-644-3717 (non-emergency)
- Newport Beach Fire Department 949-644-3104
- Newport Beach Animal Services: 949-644-3717 (Bobcat/Coyote sightings, dogs not on a leash, etc.)

## **BOARD OF DIRECTORS:**

President: Hector Macias  
Vice-President: Jerry Dotson  
Treasurer: Thomas Lee  
Secretary: Sue Crider  
Mbr at Large: Roger Naff

## **NEXT BOARD MEETINGS:**

**Tuesday, January 23, 2018, 6:30 P.M.**  
@ Coastal Canyon Clubhouse  
6700 Ridge Park  
Newport Coast, CA 92657

*The final agenda will be posted in the bulletin board at the spa and be available on the association's website at least 4 days in advance of the meeting. You may also obtain a copy of the agenda by contacting Management at 949-838-3255.*

## **IMPORTANT NUMBERS:**

**Emergency After Hours: 949-833-2600**

## **ASSOCIATION MANAGER:**

Greg Oymaian, CMCA, AMS  
Phone: 949-838-3255  
Fax: 949-833-0919  
[goymaian@keystonepacific.com](mailto:goymaian@keystonepacific.com)

## **COMMON AREA ISSUES:**

Chandler Schuyler  
Phone: 949-838-3269  
[cschuyler@keystonepacific.com](mailto:cschuyler@keystonepacific.com)

## **ALTEZZA SPA KEY:**

Please contact Chandler Schuyler to obtain a replacement spa key for \$25.00.

## **BILLING QUESTIONS/ADDRESS CHANGES/WEBSITE LOGIN:**

Phone: 949-833-2600  
[accounting@keystonepacific.com](mailto:accounting@keystonepacific.com)

## **INSURANCE BROKER:**

Armstrong/Robitaille/Riegle  
830 Roosevelt, Ste 200  
Irvine, CA 92620  
714-221-3900

## **NEWPORT COAST MSTR ASSOC:**

Managed by Service First: 949-448-6000  
Coastal Cyn Rec Center: 949-464-1149

## DECEMBER 2017 REMINDERS

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.**

Trash Pick-Up Day: Thursdays. Please remove trash cans from the common areas within 12 hours after pick-up.

Next Board Meetings:

Tuesday, January 23, 2018 @ 6:30 P.M.

Location: Coastal Canyon Clubhouse

6700 Ridge Park, Newport Coast, CA 92657

Agenda: Please check the Association's website ([www.altezzahoa.org](http://www.altezzahoa.org)) for updates and the meeting Agenda. The agenda is also posted in the bulletin board near the spa restrooms.

### SIGN UP FOR COMMUNITY E-NEWS

Sign up to receive news and updates pertaining to our community association via email.

To sign up, please register from the "Update My Profile" page once you have logged into your billing account at [www.altezzahoa.org](http://www.altezzahoa.org).

### 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](mailto:customercare@keystonepacific.com) to

### DECORATE SMARTER & SAVE ENERGY

Festive lights have become one of the staples of the holiday season; however, the energy it takes to power these little lights can cause you to lose your holiday cheer when the electric bill arrives in January.

Consider making the transition this year to light-emitting diode (LED) holiday lights. These lights are 80 percent - 90 percent more efficient than traditional lights. LEDs are shatterproof, shock resistant, and cool to the touch. Not only can they save you substantial cash, but these lights are safer for your family and can help prevent the risk of fire.



Avoid the hassle of turning your lights on and off manually by setting an automatic timer. You can customize the settings on your timer to shut off overnight and during the daytime so the lights are only on when you and your family are home to enjoy them.



### CHRISTMAS TREE RECYCLING

Christmas trees will be collected for the first two weeks, following Christmas Day, on your regular trash collection day. Trees taller than 6 feet will need to be cut in half. Remove all tinsel, ornaments and stands. Flocked trees will be collected, but cannot be recycled.

### ARCHITECTURAL APPLICATION - DON'T FORGET TO OBTAIN APPROVAL FIRST!

Altezza's governing documents require the Association to approve all proposed architectural changes before any work is started.

Getting the Association to approve all proposed architectural changes is not just a good idea to protect your investment, *it is a requirement!*

November 15, 2017

Dear Altezza at Newport Coast Homeowners 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](http://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](http://www.kppmconnection.com). Homeowners who complete our survey by February 1<sup>st</sup> 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 2<sup>nd</sup> – January 31<sup>st</sup>:  
9:00 AM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600  
Email: [customercare@keystonepacific.com](mailto: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