

JANUARY 2008

# QUAIL HILL COMMUNITY ASSOCIATION

www.quailhillhoa.org

Professionally Managed by Keystone Pacific Property Management, Inc. - 16845 Von Karman, Ste. 200, Irvine, CA 92606

## COMMUNITY UPDATES.....

### IMPORTANT.....PLEASE READ

The Knollcrest facility is going to be closed for approximately one month shortly after the first of the year. The Commons pool will be heated while the Knollcrest facility is out of commission.

The Irvine Company is going to be removing and replacing several squares of concrete where rust from re-bar is surfacing. Along with this project, they will be replacing the coping around the entire spa, several areas of coping on the pool and several areas on the wader pool that are deteriorating faster than normal. During the entire project, the gates will be **locked** and you will not be able to enter this facility.

We appreciate your cooperation!

### BOARD MEETING AGENDAS

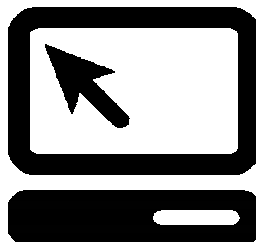
Legislature has recently amended the Common Interest Development Open Meeting Act (Civil Code section 1363.05) in a way that will change the way that the Board can do business. Effective January 1<sup>st</sup>, the Board may **only** discuss and take action on items that appeared on an agenda posted at least four (4) days before the meeting. Members will still be able to raise issues during homeowner forum, or to forward them to Management in advance, but the Board is prohibited by the new law from discussing or taking action on any topic that did not appear on the posted agenda..

In addition to posting on site in the bulletin boards, the Association will be publishing its agendas and providing information about the community on its website. Members may also obtain a copy of the agenda by contacting Management at 949-838-3255 or via email at [bmiller@keystonepacific.com](mailto:bmiller@keystonepacific.com). In an effort to ensure that topics of interest to the community are timely addressed, residents are encouraged to forward any comments to Management between meetings by contacting Bryce Miller at [bmiller@keystonepacific.com](mailto:bmiller@keystonepacific.com) at least 10 business days in advance of the meeting.

### VISIT [www.QUAILHILLHOA.org](http://www.QUAILHILLHOA.org)!

Log onto Quail Hill's community website to:

- Submit maintenance requests, address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies, forms
- Access your assessment billing account online
- Pay your association bill online



Should you have problem logging onto the community website, please call Customer Service at (949) 833-2600.

### BOARD OF DIRECTORS:

President: Greg Oranges  
Vice-President: Brian Von Helmolt  
Secretary: Sourabh Tandon  
Treasurer: Tom Dao  
Member-at-Large: Wali Reshad

### NEXT BOARD MEETING:

**Thursday, January 24, 2008**  
3:30 PM @ Keystone Pacific  
16845 Von Karman, Ste. 200  
Irvine, CA 92606

### IMPORTANT NUMBERS:

#### ASSOCIATION MANAGER:

Manager: Sheryl Uggen  
Phone: 949-838-3225  
**Emergency After Hours: 949-833-2600**  
Fax: 949-833-0919  
E-mail: [suggen@keystonepacific.com](mailto:suggen@keystonepacific.com)

#### COMMON AREA ISSUES:

Associate: Bryce Miller  
Phone: 949-838-3255  
E-mail: [bmiller@keystonepacific.com](mailto:bmiller@keystonepacific.com)

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

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

#### ARCHITECTURAL DESK:

Phone: 949-838-3239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)



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# JANUARY 2008 REMINDERS

- **Tuesday, January 1 - New Year's Day**  
**Keystone Pacific Offices Closed**

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.*

- **Street Sweeping Days:**

Every other Tuesday

- **Trash Pick-Up Days: Fridays**

Please remove trash cans from the common areas after this day.

- **Thursday, January 24th - Board Meeting @ 3:30 PM**

Location: Keystone Pacific Property Management

16845 Von Karman, Ste. 200, Irvine, CA 92606

## PAY YOUR ASSOCIATION BILL ONLINE!

Keystone Pacific is now accepting association payments online. This new service is available by using the account billing inquiry feature located on the community website at [www.quailhillhoa.org](http://www.quailhillhoa.org). All payments require a bank routing number in addition to a checking, savings or money market account number. Credit card payments are not accepted through this online service. Payments submitted online will be processed daily. If you have questions about this service or regarding your account number and password, please contact customer service at (949) 833-2600.

## AFTER-HOURS SERVICE LINE:

If an association common area matter requires immediate attention after office operating hours, please call **(949) 833-2600** and a representative will be happy to assist you.

## COMMUNITY REMINDERS

- 1st Street Painting has completed the painting of the Commons, Knollcrest and Valley View recreational facilities. A part of this painting project includes the wrought iron fence painting in the Midlands Special Benefit area. Due to inclement weather (cold and rain), 1st Street Painting has delayed the wrought iron painting until the month of February.
- IEM has begun the first phase of the installation of the key fob access system by determining the areas that conduit is required to be installed. Shortly after the first of the year, they will complete the project. The key fob access system will not be turned on until the key fobs have been distributed. The membership will be given a time frame in which to turn in old keys for the key fobs prior to dismantling the key locks. **KEEP EYES OPEN FOR FURTHER DETAILS.**

## DECEMBER BOARD MEETING HIGHLIGHTS

- Approved the Annual Maintenance Report, prepared by LaJolla Pacific that will be mailed to the membership in accordance with the CC&R's.
- Approved landscape enhancements throughout the community.
- Approved the proposal from Schonwit & Associates to prepare the fiscal year end audit.
- Reviewed and considered variance requests from homeowners.
- Reviewed and made decisions to file liens or pursue small claims for those in arrears with association assessments.
- Made investment decisions for CD's that will mature in December and/or January.
- Approved the minutes from the September board meeting.
- Accepted the July and August financial statements as submitted by Keystone Pacific.
- Conducted violation Hearings in accordance with the Violation Policy.
- Discussed possible social activities for the community; will look into costs.

## COMMUNITY ADVISORY

Recently, homeowners within the community have corresponded with management requesting assistance with the number of shopping carts that are left in the community. The City of Irvine Public Works Department is aware that shopping carts left on sidewalks and parkways can be a nuisance to the community. Please contact Public Works if you observe carts outside of shopping center parking lots, Monday through Friday, 7:00 am to 4:00 pm at (949) 724-7600. You may also contact California Shopping Cart Retrieval Services at 1-800-252-4613, leave a detailed message regarding the location of the cart including the cross streets. They will be happy to pick it up and deliver it to it's owner.