

May 2020

# HILLCREST COMMUNITY ASSOCIATION

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

## ASSOCIATION ASSESSMENTS...

### Why are HOA Assessments Important:

Your Homeowners Association is a non-profit benefit corporation, of which you are a member. The common areas in your community are the assets that this corporation (your HOA) is responsible for managing. Therefore, your assessments directly support the programs and services that preserve the property values of the homes in your community. As a non-profit mutual benefit corporation with a volunteer Board of Directors, none of the members on your community's board receive compensation for their service—all of the membership assessments are funneled back into amenities and services that protect your home's equity.

### Where do HOA assessments go?

There are two parts to your HOA's annual budget: operations and reserves. Both play a critical role in preserving your home's value. Operations are the monthly expenses that fund the daily operations of the association and includes things like landscaping, pool maintenance, patrol, insurance fees, management company services, utilities, supplies for common area, etc. Reserve funding is typically a very large part of what comprises your monthly assessments. Reserves represent the long-term savings plan that your HOA uses to proactively cover major repairs and replacements of common area components. Because your Board has a fiduciary responsibility to manage your funds and property, setting reserves is an important part of responsible planning and maintenance. Reserve covers replacement of most of your HOA's major maintenance components, including major pool repairs & replacements to heaters, decking, restrooms, fencing, painting projects, stair stringers, etc.

### What are my options if I am struggling to pay my assessments?

COVID-19 has had a huge effect on our daily lives including many people's income. The Board of Directors must balance their compassion for their fellow neighbors with their fiduciary obligation to protect the financial well-being of the association. The association must be able to maintain cash flow to pay utility bills, insurance, landscape maintenance costs and other expenses necessary to protect property values and provide for a safe community. Therefore, associations are typically unable to waive all or even some of the monthly assessment. That being said, the Board does have some options to help homeowners. These options include waiving late fees and interest, limiting foreclosure actions, and helping members by working out payment plans in the event they cannot pay their assessment. For further information, contact your community manager at [suggen@keystonepacific.com](mailto:suggen@keystonepacific.com).

## BOARD OF DIRECTORS:

**President:** Victor Lange  
**Vice-President:** Vacant  
**Treasurer:** Valerie Robertson  
**Secretary:** Chris Hedger  
**Member-at-Large:** Pam Elkins

## NEXT BOARD MEETING:

**Monday, May 11, 2020  
6:00 PM**

Due to Coronavirus Stay at Home orders, please contact Management or visit bulletin board to determine if Zoom meeting or at Audi Mission Viejo

*The final agenda will be posted in the bulletin board by the pool & on the website. You may also obtain a copy of the agenda by contacting management at (949) 838.3225.*

## IMPORTANT NUMBERS:

### ASSOCIATION MANAGER:

**Sheryl Uggen**  
Phone: (949) 838-3225  
**Emergency After Hours: (949) 833.2600**  
Fax: (949) 377.3309  
[suggen@keystonepacific.com](mailto:suggen@keystonepacific.com)

### COMMON AREA ISSUES:

**Claire Fullerton**  
Phone: (949) 508-0569  
[cfullerton@keystonepacific.com](mailto:cfullerton@keystonepacific.com)

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

Phone: (949) 833.2600  
[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)

### ARCHITECTURAL DESK:

Phone: (949) 838.3239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

### INSURANCE BROKER:

Please call LaBarre/Oksnee directly if your need an insurance certificate for your lender or have Association insurance questions—(949) 588-0711.

Managed by Keystone  
16775 Von Karman Ave., Suite 100  
Irvine, CA 92606

## May 2020 REMINDERS

- Keystone is Closed in Observance of Memorial Day - Monday, May 25th
- 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.
- Pool area closed until further notice due to Stay at Home orders.
- Trash Pick-Up Day - Fridays  
Please remove trash cans from the common areas after this day.
- Monday, May 11th @ 6:00 PM  
Location: TBD (Zoom or Audi Mission Viejo  
(Contact Management or view posted agenda)

### COMMUNITY REMINDERS

The Association has multiple doggy bag stations located in the Community for your convenience to dispose of doggy waste bags. These trash cans are not to be used for your personal trash. Your trash should be deposited into your trash containers. When you dispose of your trash in the dog bag containers, you take up all the room, making it impossible to place doggy waste bags in the container. We appreciate your cooperation!

### COMMUNITY REMINDERS

During this crisis time that we are in due to the Coronavirus, we know that many more people are working out of their homes and/or not working at all. Please take the time to check on a neighbor to ensure they are doing fine and /or see if you can assist them with grocery shopping or personal item pick-ups, We are all in this together and now is the time to be united and lend a helping hand.

On another note, we do want to remind you that we do understand that parking is at its ultimate high, we must still enforce NO PARKING in fire lanes, that includes behind garages, curbs or common area. Vehicles must be parked in garages or marked parking stalls. Unattended vehicles, occupied or not, not actively loading or unloading or performing commercial or emergency services, will be towed at the vehicles owner's expense as provided for under CVC 463.

### COMMUNITY ADVISORY

1. No additions or alterations may be made to any building or yard, including screen doors, awnings, outdoor carpeting for balcony or entryway, planters, patio sun-shelters, lattice on top of walls, or used as screening wrought iron fencing, etc. without prior approval of the Architectural Committee.
2. Entries, stairs and landings, sidewalks, curbs and gutter areas adjacent to a unit must be kept clear of debris, free of all obstacles or unsightly and inappropriate items. (i.e. toys, plants, boxes, etc.)
3. NO potted plants are permitted on the stairs or intermediate landings.
4. Pet owners are required to pick up and dispose of pet droppings from their pets in a sanitary manner.
5. All pets are to be on a leash controlled by a person capable of controlling the animal and must wear license tags while on Common Area Property.

### NEW REGIONAL OFFICE

We are very excited to announce the opening of our new **Rancho Santa Margarita Regional Office!**

The office is located at 30211 Avenida De Las Banderas, Suite 120, Rancho Santa Margarita, CA 92688. Our office hours are from 8:30 AM to 5:00 PM. Come by and visit us!

This new location provides our South Orange County clients with convenient access to Keystone's full suite of services. We couldn't be more excited about the move and look forward to helping you re-connect to where you live.

### HOMEOWNER ASSESSMENT ADDRESS CHANGE:

**Mail to: P.O. Box 513380  
Los Angeles, CA 90051-3380**