

February 2021

# ALTA VISTA SOUTH COMMUNITY ASSOCIATION

[www.AltaVistaCA.com](http://www.AltaVistaCA.com)

## HOLIDAY DECORATIONS REMOVAL

If you haven't already done so, all holiday decorations must be taken down. Holiday decorations may be displayed from Thanksgiving through January 15th. Please make sure decorations are removed.

## BACKYARD TREES AND WIND ALERT

Please be courteous and trim back any of your property trees that are infringing on your neighbor's property. Make sure to clean up any tree branches and alert your neighbor if any cuttings have fallen into their yard. When the winds blow, untrimmed trees and plant material can cause damage to the surrounding homes.

## KEEP WARM AND SAFE

December, January and February are the deadliest months for home fires, according to the National Fire Protection Association (NFPA). Heating equipment is the second leading cause of home fires and home fire deaths. That is why it is important for you and your loved ones to take extra precautions during the winter. Thinking of buying a space-heater? The NFPA recommends that you make sure it carries the mark of an independent testing laboratory and that you install it according to the manufacturer's instructions or have it professionally installed.



### **BOARD OF DIRECTORS:**

President: Cyrus Khavarian  
Vice-President: Eric Nguyen  
Treasurer: Chris LaPuma  
Secretary: Matt Campbell

### **NEXT BOARD MEETING:**

**Monday, February 1, 2021**  
6:30 P.M. Via Zoom

### **IMPORTANT NUMBERS:**

#### **ASSOCIATION MANAGER:**

**Claire Fullerton**  
Phone: 949-508-0569  
**Emergency After Hours: 949-833-2600**  
[cfullerton@keystonepacific.com](mailto:cfullerton@keystonepacific.com)

### **COMMON AREA ISSUES:**

**Courtney Vergilio**  
Phone: 949-570-1310  
[cvergilio@keystonepacific.com](mailto:cvergilio@keystonepacific.com)

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

Phone: 949-833-2600

### **POOL CARDS:**

Please contact Courtney Vergilio at 949-570-1310

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

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

### **ARCHITECTURAL DESK:**

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



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

## February 2021 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.
- Street Sweeping Day - 2nd and 4th Thursday of the month
- Trash Pick-Up Day - Tuesdays  
Please remove trash cans from the common areas after this day.
- Monday, February 1, 2021 - Board Meeting @ 6:30 p.m.  
Via Zoom

### HOLIDAYS IN FEBRUARY:

#### **Valentines Day**

Friday, February 14, 2021

#### **Presidents Day**

Monday, February 15, 2021

(Keystone's Office will be Closed)



### PICKING UP AFTER PETS

It was noted that many dog owners are not picking up after their dogs whether it be on a neighbor's front lawn or in the common area. As a pet owner, please remember the following pet rules:

- All pets must be kept on a leash when in the common area.
- Pet owners are required to pick up their pet's waste and dispose of it in a sanitary manner.
- All pets are to be kept away from the playground area.
- Any nuisance created by a homeowner's pet is subject to action by the Board of Directors.

### Welcome New Manager-

Claire Fullerton is the new manager of the property. Please update your contact information. She has been with Keystone for over a year and looks forward to assisting residents and the Board.

### Welcome New Associate Manager-

Courtney Vergilio is the new Associate Manager please update your records. She will be assisting with all the common area items for the Association.

## 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 [customer care@keystonepacific.com](mailto:customer care@keystonepacific.com) to request an ACH application.

## REPORTING HOA AFTER HOURS EMERGENCIES

In the event that you notice an HOA maintenance emergency, outside of Keystone's regular business hours, please call (949) 833-2600, which will direct you to follow prompts to be connected, with a live person, with their contracted emergency service.

The emergency service will request the following information from you:

1. The name of your Association: Alta Vista South Homeowners Association
2. Your property address and phone number
3. The nature of the emergency service needed, in order to dispatch the correct vendor, to assist with the resolution
4. The address or cross streets of the emergency, if different from your property address

The emergency service will relay all of this information, via text, to the Keystone's "On-Call" Manager. In the event that more information is needed, the "On-Call" Manager will contact you; otherwise, the appropriate vendor will be dispatched to address the emergency immediately. Please keep in mind that the "On-Call" Manager may not be familiar with your property, so please be willing to provide as much detail as possible.