

SEPTEMBER 2020

GREEN GLEN NEIGHBORHOOD ASSOCIATION

www.GreenGlenHOA.org

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



COMMUNITY INFORMATION

COVID-19 UPDATE

We hope all of you and your families are well. During this COVID-19 pandemic crisis, Green Glen Neighborhood Association, Keystone Property Management, and vendors are following all Federal, State, and Local directives.

Management will update as the COVID-19 crisis plays out. If there are any questions, please feel free to contact us. Thank you for your cooperation and stay safe and healthy.

GOOD NEIGHBOR RULE/QUIET ENJOYMENT

The Association and Management realizes that as a result of the Covid-19 pandemic, many individuals as a norm, now work from home, are home schooled, or at home more than ever and individuals face new challenges because of this. As a reminder, please be considerate of your neighbors and observe noise levels and quiet times from 11:00 P.M.—7:00 A.M. All residents are entitled to quiet enjoyment of their property per CC&R's ARTICLE II, Section 2.3 and Association Rules & Regulations, Good Neighbor Guideline.

PETS/PET WASTE

Pet owners are reminded that pets are required to be on leashes at all times while outside of your unit. In addition, pet owners are also required to pick up after their pet. Not only are these stated in CC&R's, ARTICLE II, Section 2.6, and the Association Adopted Rules & Regulations, PETS #'s 1 & 2, but also City & County Ordinances. Pet Owners can be cited for pets not being on a leash and not picking up pet waste. Please carry pet waste bags with you at all times to prevent contaminating and destruction of the Association Common Area. This type of behavior increase expenses for the Association, which in turn causes an increase in dues.

TRASH CAN STORAGE

During recent monthly inspections, Management has observed many unit owners in non-compliance with the Association CC&Rs, ARTICLE II, Section 2.8 and Association Rules & Regulations, Maintenance and Architectural, #'s 2 & 3 regarding trash can placement and storage. In order to curtail the disregard for the trash can placement requirements, Management will begin an aggressive campaign beginning in September in conjunction with the Association Violation Policy which will include Violation and Hearing Notices which can result in the culmination of a fine/continuing fines being assessed to a unit owner for non compliance.

As a friendly reminder, Keystone Property Management will be closed on Monday, September 7, 2020 in observance of Labor Day.

BOARD OF DIRECTORS:

President: Tony Crowell
Vice-President: Vacant
Treasurer: Ian MacKinnon
Secretary: Will Bohensky
Member-at-Large: Joe Rossi

Landscape Committee: Ian MacKinnon

IMPORTANT NUMBERS: ASSOCIATION MANAGER:

Timothy Maw
Phone: 949-430-5845
tmaw@keystonepacific.com

COMMON AREA ISSUES/ASSOCIATE MANAGER:

Stacy Van Blerck
Phone: 949-570-1306
svanblerck@keystonepacific.com
Emergency After Hours:
949-833-2600

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600
customercare@keystonepacific.com

POOL ENTRY:

949-508-0567 or 949-833-2600

ARCHITECTURAL APPLICATIONS

architectural@keystonepacific.com

ONLINE PORTAL:

www.kppmconnection.com
for online access to your
account

INSURANCE BROKER:

Greg Lerum Insurance
Jeannine@gregleruminsurance.com
(949) 492-7331
302 N El Camino Real, #118
San Clemente, CA 92672

SEPTEMBER 2020 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 Tuesday of every month.

Trash Pick-Up Day - Every Friday

Please remove trash cans from the common areas twelve (12) hours after pick-up.

Next Scheduled quarterly Board Meeting — Oct. 2020 / TBD
Meetings will be held via virtual meeting pending continuing gathering restrictions. Agenda will be posted on the pool bulletin board at least 4 days in advance for regular meetings.

A MEMBERS RIGHT TO PRIVACY

California Civil Code allows a member to request to be removed from the membership list to prevent release of their private contact information to a member requesting the membership list. In order to opt-out of the membership list, you must notify the Association in writing. If you choose to opt-out of sharing your name, property address, email address and mailing address under the membership list, the opt-out designation shall remain in effect until changed by you, by written notification to management. If you wish to opt-out, please complete the Opt-Out Form on our website at: <http://www.kppm.com/forms/opt-out.php>.

IMPORTANT PHONE NUMBERS

- Irvine Police 949-724-7000 (non-emergency). 9-1-1 for emergencies
- Orange County Fire Authority 714-573-6000.
- Irvine Animal Services: 949-724-7092. Bobcat/Coyote sightings.

ASSOCIATION UPDATES/MAINTENANCE

COMMON AREA TRASH BINS

Unit Owners and Residents are reminded to be courteous when using the common area trash bins. Do not overstuff or place unauthorized bulk materials. Personal Touch Cleaning & Maintenance was recently approved to increase service days from three (3) per week to five (5) days per week, to empty and clean the five (5) common area trash bins as follows...

Mon., Wed., Fri., Sat., and Sun.

POOL AREA JANITORIAL SERVICE

Personal Touch Cleaning & Maintenance was recently approved to increase cleaning services at the pool areas from three (3) days per week to seven (7) day a week service in compliance with OC and CDC suggested guidelines.

PEST CONTROL

Animal Pest Management performs service for gophers, mice/rats, squirrel and rodents on the slopes and on mow strips, as well as service for ants, crickets, earwigs, pill bugs, roaches and sow bugs, on the 3rd Monday of each month.

5-YEAR FIRE SPRINKLER INSPECTION

During late fall 2019, Western States Fire & Protection began a required 5-Year fire sprinkler inspection. 79 unit owners/residents failed to comply with instructions or did not allow the inspection techs to enter their units resulting in a delay. This delay was compounded by the Covid-19 pandemic. With new safety guidelines in place and to meet the requirements for the 5-Year inspection, the remaining 79 units were notified and will have been tested on August 25, 2020.

FIRE ALARM MONITORING/FIRE RISER ROOMS

Recently, some of the fire panels were giving off false alarms and required the fire department to respond. Bay Alarm has been working to check all the panels and systems. In addition, OC Fire Authority inspected the property and found some fire riser rooms to have unit owner/resident items stored within. Fire riser rooms are Common Area and belong to the Association. Storage of items is prohibited by both the Association and OC Fire Authority. Please remove any items stored within the fire riser rooms.