

MARCH 2008

# PORTOLA SPRINGS COMMUNITY ASSOCIATION

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

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



## COMMUNITY POOL HEATING

Although the community pools at Portola Springs are not heated during the winter (due to extraordinarily high heating costs), the pools will be heated during Spring Break, beginning April 4th, and through the summer.

## REMINDERS

- **Sunday, March 9 - Daylight Saving Time Begins**  
Remember to set your clocks forward one hour.
- **Friday, March 21 - Good Friday**  
**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.*

## ACTIVITIES COMMITTEE FIRST MEETING

Are you interested in getting to know other Portola Springs residents, and planning fun activities that would enhance your sense of community? Then come to the first Activities Committee meeting, set for Monday, February 25, 2008 at 6:00 PM at the Silverado Clubhouse. We are still looking for more members for this committee, and it will be more successful with more participation. If you are interested, either come to the meeting or contact the Association Manager.

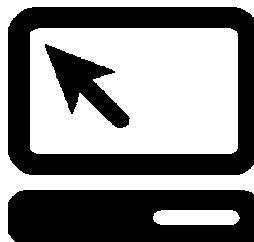
## FEBRUARY 13, 2008 BOARD MEETING HIGHLIGHTS

- Kelly Given was appointed to the Activities Committee.
- The Board approved lowering the clubhouse reservation fee to \$150. The refundable deposit will remain at \$500. Please see more information in the right column.

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

Log onto the Portola Springs 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: Tom Heggi  
Vice-President: Bradley Hawkins  
Secretary/Treasurer: Wendy DeWees

## NEXT BOARD MEETING:

**Wednesday, April 9, 2008**  
3:30 PM @ Irvine Company (Exhibit Hall)  
550 Newport Center Drive  
Newport Beach, CA 92660  
*The final agenda will be posted at the pool area and 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) 838-3265.*

## IMPORTANT NUMBERS:

### ASSOCIATION MANAGER:

Jamie Bolduc  
Phone: (949) 838-3265  
**Emergency After Hours: (949) 833-2600**  
Fax: (949) 833-0919  
E-mail: [jbolduc@keystonepacific.com](mailto:jbolduc@keystonepacific.com)

### COMMON AREA ISSUES CLUBHOUSE RESERVATIONS KEY FOBS:

Leona Zhao  
Phone: (949) 838-3253  
E-mail: [lzhao@keystonepacific.com](mailto:lzhao@keystonepacific.com)

Both rooms at each clubhouse can be reserved for a \$150 non-refundable fee and \$500 refundable deposit. Insurance is also required. Download the reservation form at [www.portolasprings.org](http://www.portolasprings.org). Call Leona to check the availability of a certain date.

If your key fob doesn't work, send an email to Leona and provide the number stamped on your key fob. Leona will check the database to make sure your key fob is active.

If you haven't received your key fobs yet, please also e-mail or call Leona.

### 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)

## MARCH 2008 REMINDERS

### 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.

### E-WASTE COLLECTION EVENT

To help keep potentially toxic electronics out of landfills and waterways, the City of Irvine is holding an electronic waste (e-waste) collection event on March 7-8, from 8:30 a.m. - 2:30 p.m. at the Civic Center, at the corner of Harvard and Alton. Irvine residents and businesses can drop unwanted electronics free of charge at the collection area set up in the Civic Center parking lot. They will accept computer monitors, cell phones, printers, VCR's, telephones, answering machines, radios, TV's and microwaves. The following items will **NOT BE ACCEPTED**: refrigerators, air conditioners, thermostats, household batteries, smoke detectors, mercury containing devices, fluorescent light bulbs, or gas or liquid-filled items. For more information about the event or recycling, please call the City of Irvine at (949) 724-6459.

Residents are also able to drop off e-waste at the County of Orange Household Hazardous Waste (HHW) Collection Center, located at 6411 Oak Canyon Avenue in Irvine, Tues-Sat from 9 a.m.- 3 p.m.

### TRANSFER/RESALE TO NEW OWNER/BUYER

Upon the sale or transfer of a home, the former owner's key fobs will be deactivated, but can be reactivated once the new owners submit their Homeowner Information form. It is the previous homeowner's responsibility to give their key fobs to a new buyer. It is not the responsibility of the Association to insure the key fobs are transferred. If the new owner does not receive key fobs at the point of sale, they will be required to pay \$25 per key fob, up to the limit of four (4).

### ARCHITECTURAL SUBMITTALS

If you live in a sub-Association and have architectural plans to submit, please submit them to your sub-association and not to the Portola Springs Community Association.

### FACILITY HOURS

**Pools:** 6 AM - 10 PM Sun-Thurs; 6 AM - 11 PM Fri & Sat

**Tennis Courts:** 6 AM - 10 PM Daily

Please bring your key fob to the parks and pools at Portola Springs every time you visit. If you forget your fob, you will not be able to access the restroom facilities or any of the enclosed amenities.

Remember, when your guests utilize the facilities, they must enter with you. Just a reminder that pets, including dogs, are not allowed on the Tennis Courts and must be kept on leashes at all times. Thanks!

### 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.portolasprings.org](http://www.portolasprings.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.

### SUB ASSOCIATION INFORMATION:

Bougainvillea, By KB Homes

Los Arboles, By Taylor Woodrow Homes

*Management Representative:*

Crummack-Huseby, Inc.

1 Spectrum Pointe, Suite 320

Irvine, CA 92630

(949) 367-9430

Decada, By California Pacific Homes

*Management Representative:*

Accell Property Management

23046 Avenida de la Carlotta, Suite 700

Laguna Hills, CA 92653

(949) 581-4988

Manzanita, By Richmond American Homes

Paloma, By Brookfield Homes

San Carlos, By William Lyon Homes

*Management Representative:*

Keystone Pacific Property Management

16845 Von Karman, Suite 200

Irvine, CA 92606

(949) 833-2600

Sendero, By John Laing Homes

*Management Representative:*

PCM

23726 Birchtree Drive

Lake Forest, CA 92630

(949) 768-7261

Vientos, By California Pacific Homes

*Management Representative:*

BHE Property Management

P.O. Box 7736

Laguna Niguel, CA 92607

(949) 363-1963

Note: Las Colinas and Serra are not sub-associations. All communication is with Keystone Pacific Property Management (as shown on page 1).

## Join the Neighborhood Safety Email Network—*WatchMail*



We have begun a *WatchMail* network in Portola Springs. This network is used to disseminate information about crimes or suspicious activity, persons, vehicles, and other safety matters occurring in our community. The goal is to get information out by email when it is most useful – immediately. Participants in the new *PortolaSpringsWatchMail* program can expect to receive an average of 1-5 email messages per month (free of spam), including special alerts and tips provided by the **Irvine Police Department's Crime Prevention Bureau**, an important part of this network.

*WatchMail* has proven to be very successful in its pilot program in Granite Bay, California. The program has now grown to about a dozen networks of 300-500 participants per network in that area, and has been adopted by the City of Folsom, Placer County, and most recently by Irvine, the first city in Southern California to implement *WatchMail*. It keeps residents informed, has prevented crime, and has helped to catch perpetrators. Residents using the *WatchMail* network have reported great satisfaction with the program.

To join the network exclusive to Portola Springs or to learn more about the program, please send an email request to Bruce Ertmann at →

**[PortolaSpringsWatch@gmail.com](mailto:PortolaSpringsWatch@gmail.com)**

Bruce is a Portola Springs resident, graduate of the Irvine PD's Community Police Academy and the volunteer host for our network. Participation in the program is completely voluntary, and all email addresses submitted by requesting residents will be held in strict confidence and utilized only for the broadcast of *WatchMail* alerts for Portola Springs. There are several *WatchMail* networks now operating successfully within Irvine. All are connected via a resident host and the Irvine Police.

Everyone in the neighborhood, member or not, can participate by reporting all crimes, suspicious activity, or emergency information to the resident *WatchMail* host at [PortolaSpringsWatch@gmail.com](mailto:PortolaSpringsWatch@gmail.com). Of course, this is not a substitute for reporting the same or similar activity to the Irvine Police Department. They should be the first contact in the event of a crime by dialing 911.

Help keep the Portola Springs community free from crime. Join the *PortolaSpringsWatchMail* network now. If you are already a member, tell a neighbor, and share broadcast information with those neighbors who are not internet connected.

***Report all crimes and suspicious activity to the dispatch center of the Irvine Police Department at 949-724-7200 and this network via [PortolaSpringsWatch@gmail.com](mailto:PortolaSpringsWatch@gmail.com).***