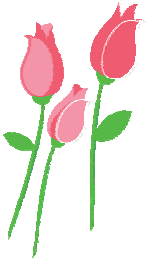


MARCH 2010

# Portola Springs Community Association

www.portolasprings.org

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



Spring is nature's way of saying,  
"Let's party!"  
~Robin Williams



## VANDALISM

The Association has noticed vandalism happening pool side. Many of the table tops have had holes burned in them, causing the Association to have to replace them. The barbeques have also had all the knobs stolen, rendering the barbeques useless. We kindly request that if you see anyone suspicious or see anyone vandalizing the Association's property, please contact the Irvine police immediately at 949-724-7000.

## STREET LIGHTS

If you notice a street light that is out, please note the number on the pole and report it to Southern California Edison at (800) 611-1911.

## HOMEOWNERS AND THEIR DOGS

Please be a responsible pet owner and always keep your pet on a leash, and use the doggie bags located in the parks throughout the community to remove his or her waste. If you see a loose dog with or without its owner present, contact Animal Control at (949) 724-7092 and/or Irvine Police Department at (949) 724-7000. Thank you for abiding by the rules and regulations of your community.

## KEY FOBS & CLUBHOUSE RESERVATIONS:

Valerie Rodriguez, Associate Manager  
Phone: (949) 838-3253  
vrodriquez@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). Please call Valerie to check the availability of a certain date.

If your key fob doesn't work, send an email to management and provide the number stamped on your key fob. We will check the database to make sure your key fob is active. If you haven't received your key fobs yet, please e-mail or call management.

## BOARD OF DIRECTORS:

President: Tom Heggi  
Vice-President: Bradley Hawkins  
Secretary/Treasurer: Wendy Fox

## NEXT BOARD MEETING:

Wednesday, April 14, 2010 @ 4:00 PM  
Lomas Valley Park Clubhouse  
95 Ranchland, Irvine, CA 92618

*The final agenda will be posted in the pool areas 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) 838-3213.*

## IMPORTANT NUMBERS:

### ASSOCIATION MANAGER:

Tracie Manriquez  
Phone: (949) 838-3213  
Fax: (949) 833-0919  
E-mail: [tmanriquez@keystonepacific.com](mailto:tmanriquez@keystonepacific.com)

### COMMON AREA ISSUES

Valerie Rodriguez, Associate Manager  
Phone: (949) 838-3253  
vrodriquez@keystonepacific.com

### EMERGENCY AFTER HOURS:

**(949) 833-2600** *Always call 9-1-1 for life-threatening emergencies.*

### 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)

Log onto [www.portolasprings.org](http://www.portolasprings.org) to:

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

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



## MARCH 2010 REMINDERS

- **Trash Pick-Up Day: Tuesday**  
Please remove trash cans from the common areas after this day.
- **Next Board Meeting: Wednesday, April 14, 2010 @ 4:00 PM**  
Lomas Valley Clubhouse, 95 Ranchland, Irvine

### COMMUNITY FACILITY INFORMATION

Lomas Valley Park – 95 Ranchland

Silverado Park – 91 Scarlet Bloom

**Pool/Spa Hours:** 7 AM - 10 PM Daily

**Tennis Courts Hours:** 7 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. Please report any acts of vandalism or common area damage to management. Thank you!

### SIGN UP FOR E-NOTIFICATIONS

Enroll to receive e-statement notifications once your assessment statement is ready to be viewed online. If you decide to enroll in this process and have an account in good standing, an email notification will be sent as the statement becomes available online. Once you have signed up for this program, you will no longer receive paper statements and any inserts that typically are sent with the assessment statements.

In addition to the e-statement notification program, you can also sign up to receive email notifications involving our community association. Information pertaining to events, news, and activities in our community could be sent by email to the homeowners who have enrolled in this e-news program.

To sign up, please register from the "Update My Profile" page once you have logged into your billing account at [www.portolasprings.org](http://www.portolasprings.org)

### 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

**Las Colinas and Serra** are not sub associations. All communication should be sent to Keystone Pacific Property Management.

