

JANUARY 2009

# ALTEZZA AT NEWPORT COAST

www.altezzahoa.org

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



*Here's to the bright New Year  
And a fond farewell to the old;  
Here's to the things that are yet to come  
And to the memories that we hold...*

## ASSOCIATION ROOFS

If you have plans to have your windows or vents cleaned, please make sure that the vendor you choose does not walk, stand or rest on the roof tiles. If damage occurs to the roof tiles, underlayment or rain gutters, the Association will hold the homeowner financially responsible for the damages.

## HOLIDAY DECORATIONS

All holiday decorations must be removed no later than January 15, 2009.

## GLASS SOUND PANELS

During mid to late January 2009, the Akme Glass Company will be inspecting all the glass sound wall barriers. They will be replacing missing caps, damaged vinyl gaskets and performing other needed repairs. Please contact Vern of Akme Glass (714) 572-3955, if Akme will require your assistance to view all the glass panels in your backyard.

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

Log onto Altezza's 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.

## ARCHITECTURAL APPROVAL

Please contact management prior to starting any home improvement project to ensure that proper procedures are followed and to avoid any delays. You may also view the architectural guidelines online.

### BOARD OF DIRECTORS:

President: Barry West  
Vice-President: Sandy Printer  
Secretary: Jerry Dotson  
Treasurer: Gary Calacci  
Member-at-Large: Tom Boris

### NEXT BOARD MEETING:

**Tuesday, January 20, 2009**  
6:30pm @ Coastal Canyon Facility  
6700 Ridge Park  
Newport Coast

*The final agenda will be posted at the spa 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 949-838-3206.*

### IMPORTANT NUMBERS:

#### ASSOCIATION MANAGER:

Jennifer B. Stocks, CCAM  
Phone: 949-838-3206  
**Emergency After Hours: 949-833-2600**  
Fax: 949-833-0919  
E-mail: [jstocks@keystonepacific.com](mailto:jstocks@keystonepacific.com)

#### COMMON AREA ISSUES:

Mindy Baumgardner  
Phone: 949-838-3254  
E-mail: [mbaumgardner@keystonepacific.com](mailto:mbaumgardner@keystonepacific.com)

#### SPA KEY:

Please contact Mindy Baumgardner to obtain a replacement spa key for \$25.00.

#### 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)

#### INSURANCE BROKER:

Greg Lerum Insurance  
25251 Paseo Del Alicia #110  
Laguna Hills CA 92653  
949-492-7331  
fax: 949-498-1016

## JANUARY 2009 REMINDERS

### ■ Keystone Pacific Closed in Observance of the New Year's Holiday - Thursday, January 1 & Friday, January 2

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.*

### ■ Trash Pick-Up Day: Thursdays

Please remove trash cans from the common areas after this day.

### ■ Tuesday, January 20th- Board Meeting @ 6:30pm

Location: Coastal Canyon Facility  
6700 Ridge Park, Newport Coast

## CONVENIENT ASSESSMENT PAYMENT OPTIONS

### 1) SIGN UP FOR THE ACH PROGRAM:

Save time and money! Sign up for our ACH program to have your assessment payment automatically debited from your checking or savings account. Please call customer service at (949) 833-2600 or send an e-mail to accounting@keystonepacific for an application.

### 2) PAY ONLINE AT WWW.KEYSTONEPACIFIC.COM:

Payments can also be made online. 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. If you have questions about this service or regarding your account number and password, please contact customer service at (949) 833-2600.

## MAINTENANCE PROCEDURES

If you suspect you have a slab leak or other type of leak, please contact Jennifer Stocks at 949-838-3206 or via email at [jstocks@keystonepacific.com](mailto:jstocks@keystonepacific.com). A plumber from Pro Serv Plumbing and Drain will be sent to evaluate and perform leak detection. In the event that the plumber determines that the leak is from a homeowner maintained plumbing fixture, the homeowner will be responsible for paying the leak detection invoice.

### *Slab Leak Symptoms that residents should be aware of:*

1. **Floor is warm or hot-** this is evidence of a hot water slab leak. The hot water from the leak is warming the soil and the concrete floor from below.
2. **Higher than usual gas bill-** If the slab leak is a hot water leak, the water heater will work harder than usual to keep up with the extra demand for hot water which will cost more on the gas bill.
3. **Higher than usual water bill-** Similar to the gas bill. The slab leak will be using more water which will cause an increase in the water bill.
4. **Noise-** The homeowner may hear a constant humming of echoing throughout the homeowner or in certain areas of the home. This is the sound of the water passing through the water system to the slab leak.
5. **Water damage-** The homeowner has wet floors, walls, etc.

If a slab leak is verified, the Association will authorize a reroute of the leaking plumbing line and repair the drywall. The homeowner is responsible for replacing any flooring, furniture or wall treatments that may have been damaged. (Per the Insurance Section of the CC&R's) Article 6 The Association will not maintain insurance other than bare-wall coverage for the structures and Common Area, and it also requires owners to obtain and maintain their own insurance for their Unit, including fixtures, installations, built-ins, floor coverings, and personal property contained therein

**Preventative maintenance:** Each homeowner should have a plumber verify that the incoming water pressure is within proper settings. The plumbing code does not allow the water pressure to exceed 80 PSI. Pro Serv Plumbing recommends setting the water pressure at 60 PSI. If your interior fixtures such as sinks, toilets or water heaters need repair – it is a homeowner maintenance responsibility and you will need to contact your own plumber.