

JANUARY 2010

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 a toast to the future,
A toast to the past,
And a toast to our friends, far and near.
May the future be pleasant;
The past a bright dream;
May our friends remain faithful and dear.

~ Anonymous

HAPPY NEW YEAR!

Living in a community association offers many advantages, but at the same time does impose some restrictions. These restrictions are not meant as an inconvenience, but rather as a means of maintaining harmony and protecting property values in your community. Residents have to share walls with neighbors beside them and possibly the ceiling and floors above and below as well. Walkways, trees, shrubs, courtyards and parking areas are considered common areas.

A key to a happy community is respect. Respecting your neighbor's right to the quiet enjoyment of their home is part of the arrangement. Your neighbors will appreciate, and hopefully reciprocate, your efforts to lower the volume, walk quietly, as well as limit your chores, interior remodeling and entertaining to reasonable hours.

DECEMBER BOARD MEETING HIGHLIGHTS

THE BOARD:

- Approved the financials and minutes. (Minutes are posted on the community website.)
- Reviewed and made decisions regarding the reserve investment accounts.
- Reviewed and made decisions on any delinquent accounts.
- Approved the installation of a agenda message board at the spa.
- Approved the epoxy lining of all lines at a unit with a slab leak.

BOARD OF DIRECTORS:

The adjourned election was held on December 21st. The election results letter was mailed to the membership.

NEXT BOARD MEETING:

Tuesday, January 26, 2010
6:30pm @ Coastal Canyon Rec Center
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
Fax: 949-833-0919
E-mail: jstocks@keystonepacific.com

Emergency After Hours: 949-833-2600

COMMON AREA ISSUES:

Mindy Baumgardner
Phone: 949-838-3254
E-mail: mbaumgardner@keystonepacific.com

ALTEZZA 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
customer-care@keystonepacific.com

ARCHITECTURAL DESK:

Phone: 949-838-3239
architectural@keystonepacific.com

INSURANCE BROKER:

Greg Lerum Insurance
25251 Paseo Del Alicia #110 Laguna Hills, CA 92653 Phone: 949-492-7331

NEWPORT COAST MSTR ASSOC:

Managed by Merit: 949-448-6000
Coastal Cyn Rec Center: 949-464-1149

JANUARY 2010 REMINDERS

- **Keystone Pacific will be closed in observance of the New Year's holiday as follows:**

- * *Thursday, 12/31 - Closed at noon*
- * *Friday, 1/1 - Closed all day*

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.
Trash pick up is often delayed by holidays.

- **Board Meeting: Tuesday, January 26, 2010 @ 6:30pm**

Location: Coastal Canyon Facility
6700 Ridge Park, Newport Coast

Homeowners are always welcome and encouraged to attend.

AFTER-HOURS SERVICE LINE:

If an association common area matter requires immediate attention after management's office operating hours, please call **949-833-2600** and a representative will be happy to assist you.

Please call 9-1-1 for life threatening emergencies.

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 customercare@keystonepacific.com for an ACH application.

VISIT www.altezzahoa.org

Log onto the community website 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.

KEYSTONE PACIFIC'S ACCOUNT ONLINE SERVICES

Keystone Pacific Property Management is proud to announce the release of an updated version of the account online program. Homeowners will be able to access their association accounts to view activity, check their balance, make payments, and update settings.

In addition to these services, homeowners will also be able to print association billing statements. For those homeowners who 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. In these cases, a billing statement will not be mailed to the homeowners.

Homeowners may also decide to receive email notifications involving their community association. Information pertaining to events, news, and activities in their community could be sent by email to those who have enrolled in this process.

In January 2010, we will begin implementing these new online features for our community associations.

To sign up to receive e-statement and email notifications, homeowners can register from the "Update My Profile" page once they have logged into their accounts at www.keystonepacific.com

We are very pleased to continue offering quality service and convenience to our clients.