

DECEMBER 2017

BUTTERFIELD HOMEOWNERS ASSOCIATION

www.butterfieldstates.com

Professionally Managed by Keystone Pacific Property Management, LLC - 16775 Von Karman, Ste. 100, Irvine, CA 92606

TRASH CAN AND CURBSIDE JUNK REMINDER!

Trash cans cannot be put onto the street more than 12 hours prior to the pick up date. Likewise, please remember to take your empty trash cans into your backyard or garage and out of view of the common area no more than 12 hours after pickup. Please call WASTE MANAGEMENT at (951) 280-5400 for a special pick, they will not pick up your stuff just left at the curb. You must call the Waste Management office no later than noon on Friday, before the following Monday if you wish to have your items picked up.

POOL CODE

Please be aware that the new pool code is 2735!

PARK ON YOUR DRIVEWAY

It has been brought to the attention of management that several residents are parking their vehicles on their side yard and/or front yard. Please note this type of parking is strictly prohibited in the Butterfield Estates community. If you are seen parking this way you may be subject to a monetary fines.

STOP THE VANDALISM!

Management would like to inform all residents that children in the community have continued to vandalize the common area. Recently, the Association had repaired a trip hazard at the clubhouse. The same day the concrete was scratched with two names. These increased cost to fix some these items may result in the increase in assessments which is not fair to the residents following the rules. Please help us stop this activity in Butterfield!

TENANTS

If you are currently renting or leasing out your home, please remember that your tenants and their actions are your responsibility. Remind your tenants of the provisions of the Associations Governing Documents and Rules and Regulations. It is strongly recommended that you give them a copy of the Rules and Regulations and any pertinent notices. Ultimately it is the homeowner that will be called to a hearing and/or fined if their tenant is not obeying the rules of the community.



BOARD OF DIRECTORS:

President: Paula Hook
Vice President: Dennis Gierman
Secretary: Margit Lippel
Treasurer: Chris Osuna
Member at Large: Judith Straub

The final agenda will be posted at pool area bulletin board. You may also obtain a copy of the agenda by contacting management at 949-838-3291

Next Board Meeting:

January 23, 2018 at the Community Clubhouse @ 7:30 p.m.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Clint Taylor

Phone: 949-838-3291

ctaylor@keystonepacific.com

Emergency After Hours:

949-833-2600

Fax: 949-833-0919

COMMON AREA ISSUES:

Hannah Rangel

hrangel@keystonepacific.com

Phone: 949-838-3254

BILLING QUESTIONS/ ADDRESS

CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600

customercare@keystonepacific.com

INSURANCE BROKER:

Berg Insurance Agency

3651 Birtcher Dr, Lake Forest, CA

92630 (949) 830-4590

ARCHITECTURAL DESK:

Please submit your Architectural

Applications to:

architectural@keystonepacific.com

DECEMBER 2017 REMINDERS

Please make sure you are watching your speed while driving through the community, we want to ensure our streets are safe for our kids.

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.

Next Board Meeting- January 23, 2018 at the Community Clubhouse @ 7:30 p.m.

VISIT www.butterfieldestates.com!

Log onto the community website to:

- Submit maintenance requests and address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies and 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.



ARE YOU DELINQUENT?

The Board and Management would like to remind all members of the Association that not paying your monthly assessments can result in severe monetary penalties including, but not limited to, the Association foreclosing on your property. If you are delinquent please don't ignore it! The Board is willing to work with homeowners that have fallen behind on their assessments.

DIRT IS NOT APPROPRIATE LANDSCAPE!

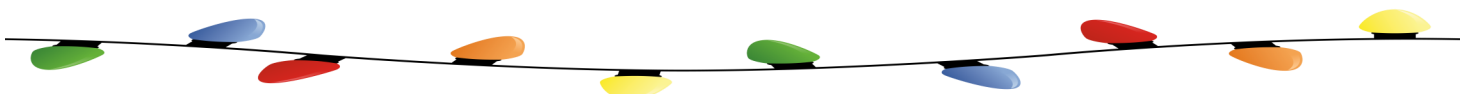
If you are wondering what is appropriate drought tolerant Landscape please contact management. Dirt will not work! Please be aware that the fine for not maintaining your front yard landscape is \$200.00. If you wish to not have grass you must submit an architectural application for approval prior to removing your sod.

INSPECT SPRINKLERS, TIMERS AND FIXTURES

Please have your sprinkler timers inspected, as they may be over or under watering your landscaping, and overflowing into the drains that flow into the street. Since many watering timers turn on during the evening it is important to inspect your sprinklers at least once per month to check for broken lines and sprinklers.

ARCHITECTURAL MATTERS

We, the Architectural Committee, would like to thank those homeowners who take pride in their front yards. As a small community of homeowners, each of us has a responsibility to maintain our properties to the best of their potential. The last couple of years with the water shortage has been trying but California will always have to watch our water consumption. Do you want Butterfield Estates to be a proud community of well maintained homes? Many of you care, but do not know how to address your landscape concerns. The Architectural Committee is here to answer your questions to help our neighborhood look its best. Now is the time to make changes to your front yard appearance and return Butterfield Estates to our once regarded premier place to live.



November 15, 2017

Dear Butterfield Estates Homeowners' Association Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online. **Using the new portal; homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

During this upgrade, it will be necessary to update your account information by following the steps below or by visiting our online portal to ensure your payment is submitted on-time. Please follow the steps below:

1. Update Your Account Number:

Your new account number will be sent in December and will be included with your January statement. Please update your bank records to reflect this new account number. Please make sure to include your new account number on any checks or correspondence to your HOA. If you set-up your payments through your online banking account, please update your account number and payments address.

2. Update Your Payment Address:

Effective January 1st, please send all payments to our new payment address.
File 1958, 1801 W. Olympic Blvd., Pasadena, CA 91199.

Or, for fast and convenient processing, you may now take advantage of our new online payment features.

• **Manage Online Payments:**

Keystone Pacific is excited to introduce recurring online ACH payments. Please visit www.kppmconnection.com to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by visiting www.kppmconnection.com. Homeowners who complete our survey by February 1st will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support – both live and online. These include extended hours for live customer service support and online tutorials and videos to assist you in navigating the new portal. We want you to know that the Keystone Pacific team is here to support you when you need us most.

**Extended service hours from January 2nd – January 31st:
9:00 AM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: customercare@keystonepacific.com**

The launch of our upgraded portal is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life.

Sincerely,



Cary Treff, CEO
Keystone Pacific Property Management