

December 14, 2017

Dear 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.**

IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH

CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!

IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK

Please complete the steps below to ensure your payment is submitted on-time:

1. Update Your HOA Account Number:

- **Your 10 digit HOA account number is located in the top blue section of the attached January billing statement under "Account ID".**
- **If you pay by autopay through your bank, please update your bank records to reflect this new account number.**
- **If you pay by sending a check through the mail, please include your new account number on any checks or correspondence to your HOA.**

2. Update Our Payment Address:

- **If you pay by autopay through your bank, please update your bank records to reflect Keystone Pacific's new payment address**
- **If you pay by sending a check through the mail, please address all envelopes to Keystone Pacific's new payment address.**

New Payment Address:

File 1958

1801 W. Olympic Blvd.

Pasadena, CA 91199-1958

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

• **Manage Online Payments:**

You are still able to make one-time ACH payments through www.kppmconnection.com. In addition, 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, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

Extended service hours from January 2nd – January 31st:

9:00 AM to 9:00 PM, Monday through Friday.

Phone Number: 949-833-2600

Email: customer@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

We've upgraded!

Now you can sign-up for ACH, view violations, track submitted work orders and manage electronic notifications through our customer portal.

If you pay via Keystone Pacific recurring ACH, congratulations! Your account will be upgraded automatically. You don't need to do anything!

If you pay by check or autopay through your bank, please complete the steps below:

**UPDATE
ACCOUNT
NUMBER**

Please reference your new **HOA ACCOUNT NUMBER**, labeled Account ID on your included billing statement.

**UPDATE
PAYMENT
ADDRESS**

Please mail your **PAYMENTS** to:
File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199 - 1958

Or

**MANAGE
PAYMENTS
ONLINE**

WWW.KPPMCONNECTION.COM

- Sign-Up for Recurring ACH
- Manage Credit Card Payments
- One-Time ACH

**NEED
HELP?**

EXTENDED CUSTOMER SERVICE
through January 31st:

Mon. - Fri.: 9:00 AM to 9:00 PM
(949) 833-2600

customercare@keystonepacific.com



Frequently Asked Questions

How do I log in?

You can log on at www.kppmconnection.com with your existing username and password. If you don't have a username and password yet, you need to register. First, locate your new account number in the top blue section of your included billing statement under "Account ID". Then, please visit www.kppmconnection.com to access the new portal and follow the instructions. If you need help logging on, please call our customer service line below.

What new features does the customer portal have?

Our new customer portal provides great new features! Homeowners can now sign-up for recurring ACH, view violations and violation letters, submit and track submitted work orders and manage electronic community notifications, all from a computer or mobile device!

What if I signed up for recurring ACH directly through the Keystone Pacific Website?

Congratulations! Your account will be upgraded automatically and your payments will continue.

What if I signed up with my bank to automatically pay my assessments?

Update your bank's records with the new remittance address and your new homeowner account number. Your new 10-digit account number will be labeled "Account ID" in the top blue section of your billing statement. The new payment address is:

File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

What if I make or want to make payments on the Keystone Pacific website?

After January 3, 2018 – The Keystone Pacific customer portal will have more payment options. You can continue to make one-time ACH payments and now you can set up recurring payments as well. You can log on at www.kppmconnection.com.

What if I make recurring payments with a credit card?

If you signed up for a recurring payment through PayLease utilizing your credit card, you will receive separate correspondence with easy-to-follow instructions.

Will my account balance carry over?

Yes, however your January billing statement will only show January's assessment. It will not reflect your account balance. The account balance will appear on your February billing statement.

I need Help! Who do I contact?

We've extended our hours for live customer service support to assist you in navigating the new portal. The Keystone Pacific team is here to support you.

**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**

JANUARY 2018

BUTTERFIELD HOMEOWNERS ASSOCIATION

www.butterfieldstates.com

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

POOL AREA/COMMON AREA RULES

Management and the Board would like to remind residents that children must be accompanied by an adult when in the pool area or in the common area before or after school.

PARKING REMINDER

Driveways and Carports may not be used for storage at any time. Parking off paved areas such as your front yard is strictly prohibited in the community. The Association will be working with Code Enforcement to remove the stored vehicles in the community in the coming months. If you have a stored vehicle on your street please contact Code Enforcement.



NEW YEAR'S RESOLUTIONS!

- I will clean out my garage, so that I can park in it.
- I will drive slowly and carefully through the property and remind my guests to do the same.
- I will always keep my dog on a leash while walking through the community, and I will pick up after my pet every time.
- I won't make changes to my home until I have received architectural approval.
- I will report any problems with the common area as soon as I spot them.
- I will be a courteous neighbor and remember that noise travels.

REMINDER FOR PETS

As a friendly reminder for dog owners, please remember to keep your pets on a leash and carry a bag with you so that you can pick up after them on your walks. Thank you.

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

JANUARY 2018 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.

HOLIDAY DECORATIONS REMINDER

The Butterfield Estates Homeowners Association encourages the holiday decorating spirit but would like to take this opportunity to remind everyone that there should be no decorations placed in the common areas as not to interfere with regular maintenance. Holiday decorations must be removed from the exterior of all homes by January 15, 2018.

WHAT TO DO IN CASE OF A COMMON AREA EMERGENCY

- * If you have an after-hours emergency which you believe needs to be reported to Management, please call (949)-833-2600 and follow the prompt to be connected.
- * Have relevant information ready, such as "Butterfield Estates" and address of issue, when the On Call Manager returns your call.
- * Homeowners are responsible for their personal property located within their unit and patio area.
- * All non-Association emergencies should go through the local authorities, police, fire department, etc., as needed, to avoid delay.