

FEBRUARY 2018

BUTTERFIELD HOMEOWNERS ASSOCIATION

www.butterfieldstates.com

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

CUSTOMER PORTAL AND ONLINE ACCOUNT MANAGEMENT SOFTWARE !

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 Your Payment Address:

⇒ If you pay by autopay through your bank, please update your bank records to reflect the new payment address.

⇒ If you pay by sending a check through the mail, please address all envelopes to the 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 nonregistered 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.

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:

February 27, 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

FEBRUARY 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- February 27, 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.

QUIETING YOUR DOGS

Dogs can be quite loud when they are barking and with such close proximity to your neighbors, this can become a nuisance. Please make sure you are taking the steps needed to quiet your dog and always remember to pick up after your pets, its not just a rule it's the law!

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 is strictly prohibited in the community. The Association will be working with Code Enforcement and security to remove the stored vehicles in the community. If you see a stored vehicle on your street please contact our Community Manager, Clint Taylor via email at ctaylor@keystonepacific.com.

MOSQUITO PROBLEMS

Landscape planters, fountains and ponds should be checked regularly for mosquito larvae. Larvae will appear as small wriggling "worms" attached to the surface (right) or swimming near the bottom. Small containers should be drained or at least flushed and refilled about once a week during warm summer months. Eliminating sources of standing water, including rain gutters, will significantly reduce the number of biting mosquitoes and the chances of getting a disease like West Nile virus.