

April 2018

# NORTHWOOD POINTE NEWS

www.nwpointe.org

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

## ANNUAL ELECTION OF THE MEMBERSHIP

The Annual Election of the Membership for the Board of Directors will be held on April 9, 2018. This year there are two (2) seats up for election; each for a two (2) year term. Bob King, Mark Mortensen and Yue (Ella) Wu have each declared their candidacy. At the same time, you will be asked to cast your votes on the IRS Revenue Ruling 70-604 to apply any excess funds to the reserves. Your voting materials were mailed in early March. Please be sure to cast your votes and promptly return your ballots as soon as soon as possible! Every vote counts!

## THANK YOU JAN NORTHCUTT

Longtime Board member Jan Northcutt and her husband Dave, have decided to relocate out of the Northwood Pointe community. We would like to thank Jan for her many years of dedication and service to the community, and wish her well as she embarks on her next endeavor.

## 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.**

## CALIBER ONLINE PAYMENT FEATURE

You may make one-time ACH payments through [www.kppmconnection.com](http://www.kppmconnection.com). In addition, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit [www.kppmconnection.com](http://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.

### BOARD MEMBERS:

Bob King  
Dave Petka  
Lata Jobanputra  
Melody Alvarado

### NEXT BOARD MEETING:

**Monday, May 14, 2018**  
6:00 P.M.  
Keystone Pacific Property  
Management, LLC  
16775 Von Karman, Suite 100  
Irvine, CA 92606

*The final agenda will be posted at the Meadowood pool bulletin board. You may also obtain a copy of the agenda by contacting Management at 949-838-3248.*

### IMPORTANT NUMBERS:

#### ASSOCIATION MANAGER:

**Teresa Duhoux**  
Phone: 949-838-3248  
tduhoux@keystonepacific.com  
**Emergency After Hours: 949-833-2600**  
Fax: 949-833-0919

#### COMMON AREA ISSUES:

**Nathalie Cantuna**  
Phone: 949-838-3261  
ncantuna@keystonepacific.com

#### BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600  
customercare@keystonepacific.com

#### ARCHITECTURAL SUBMITTALS:

architectural@keystonepacific.com

#### INSURANCE BROKER:

Armstrong/Robitaille/Riegle  
830 Roosevelt, Suite 200  
Irvine, CA 92620  
(949) 487-6131

**POOL KEYS:** \$50.00 check payable to Northwood Pointe Maintenance Association. Please call Nathalie @ 949-838-3261 or email: [ncantuna@keystonepacific.com](mailto:ncantuna@keystonepacific.com)

## April 2018 REMINDERS

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.

Sunday, April 1st - Easter

Monday, May 14, 2018 – Board Meeting @ 6:00 P.M.  
Location: Keystone Pacific Property Management, LLC  
16775 Von Karman, Suite 100  
Irvine, CA 92606

### NEWSLETTER ARTICLES

Please feel free to submit any newsletter ideas or articles that you feel would be relevant to your neighbors at Northwood Pointe Maintenance Association. To be considered, all entries must be sent to Teresa Duhoux, [tduhoux@keystonepacific.com](mailto:tduhoux@keystonepacific.com) no later than the 5th of each month, for inclusion in the following month's newsletter.

### MARCH 12, 2018 BOARD MEETING HIGHLIGHTS

- January 8, 2018 General Session Meeting Minutes were approved
- December 31, 2017 and January 31, 2018 Financial Statements were accepted
- Proposed Rules and Regulations were adopted
- Concrete Hazard Solutions Proposal was approved
- Outdoor Dimensions Signage Proposal was approved
- A2Z Plumbing Services, Inc. Proposals were approved
- Villa Park Landscape proposals were approved
- Flash Swim Team Practice/Meet Schedule was approved
- Next Meeting: May 14, 2018



### COMMUNITY UPDATES

**Fiscal Year** – Northwood Pointe's new fiscal year begins on April 1, 2018. Please note, assessments will remain at \$45.00 per month for the 2018/2019 fiscal year.

**Pool Area Wi-Fi** – If you experience any difficulties accessing the Wi-Fi while you are at the pool area, please call Cox's 24 hour Customer Service line at 1-877-897-2159 for assistance.

**Pool Rules** – As the weather warms up, we ask that you take a few minutes to review the newly adopted pool rules on pages 3 & 4 with your families and guests.

### LOCAL RESIDENT OWNED BUSINESSES

Are you a Northwood Pointe resident who owns your own business looking to get word out to your neighbors? Have you considered placing an add in our newsletter? The nominal ad fees are as follows:

\$10.00 business card-sized ad

\$20.00 quarter page ad

\$40.00 half page ad

\$80.00 full page ad

Additionally, if you purchase a full twelve months worth of ad space in advance, you only pay for 10 months and get two months free (i.e. \$100.00 vs. \$120.00 for a business card-sized ad). The newsletter ads are a courtesy available only to Northwood Pointe residents. Our monthly newsletter is distributed to all our 1,930 residences. Offsite owners also receive the newsletters. If you are submitting a new ad, the non-refundable fee must be paid in advance. Please make your check payable to Northwood Pointe Maintenance Association. All ads must be submitted via e-mail in a .jpeg, .gif or word file to Teresa at [tduhoux@keystonepacific.com](mailto:tduhoux@keystonepacific.com). Ad space is based on available space.

## POOL RULES

*Effective April 1, 2018*

### **Hours**

Sunday - Thursday 6:00 P.M. to 10:00 P.M.

Friday & Saturday 6:00 P.M. to 10:30 P.M.

### **Reservations**

Individual homeowners may not reserve pool facilities for exclusive use.

### **Pool Manager**

Any problems should be reported immediately to Keystone Pacific Property Management, LLC, at (949) 833-2600.

### **General Rules**

1. Persons under the age of 14 may not use the pool unless accompanied and supervised by a person 18 years or older. Use the pool at your own risk. The Association assumes no responsibility for any accident or injury in connection with such use or for any loss or damage to personal property.
2. Pool Furniture may not be removed from the pool area for any reason at any time, including for use at the park.
3. Guests may make use of the swimming pool/wading pool only when accompanied by the resident host.
4. For health reasons, persons with bladder control or incontinence issues are required to wear leak-proof swimming attire in the pool (including "swim diapers" for diaper-age persons).
5. Persons with contagious maladies or persons with open sores will not be permitted to use the swimming pool/wading pool.
6. For shoulder length hair or longer, it is recommended that hair be tied back, braided or a cap worn (hair clogs the drains).
7. No running or "horse play" on the pool deck.
8. No "horse play" in the swimming pool/wading pool.
9. No ball/Frisbee or object throwing.
10. No water guns allowed in pool or pool area.
11. No gum in the pool area.
12. No skateboards, bicycles/tricycles/skates/roller blades inside the fenced area.
13. No glass bottles or other glass containers/objects inside the fenced area.
14. No pets inside the fenced area.
15. No unduly loud or disturbing noise inside the fenced area.
16. No radios/playback sound devices without headsets inside the fenced area.
17. No diving from benches, tables or other facility structures inside the fenced area.
18. No rafts, inflatable objects, or diving rings during busy periods. The lifeguard determines busy periods. Lifejackets are always allowed.
19. No "boogie boards", body boards or surf boards.
20. Smoking is prohibited.
21. Alcoholic beverages are prohibited.
22. Food and drink is prohibited in the pool and wader.
22. No pool furniture in the pool.
23. Anyone urinating or defecating in the pool is subject to immediate removal from the pool and pool area and the imposition of appropriate penalties, which may include charging residents with all costs associated with the draining and cleaning of pool. Residents are also subject to fines for such actions by themselves or their guests.
24. Swim instruction is for the Northwood Pointe residents only.

## POOL RULES CONTINUED

25. Two (2) designated lanes are provided for lap swimming only and not for lounging or playing. Lane lines are not to be hung on.
26. Barbecues and picnic benches are available on a first come first serve basis at all times and may not be reserved.
27. Any damage to equipment or furnishings must be reported promptly. Members responsible for the damage will be required to reimburse the association for losses related to the damage.
28. The "buddy system" is recommended to be used by all swimmers at all times. For safety reasons, no one should swim alone.
29. For safety reasons, all gates must remain closed and locked at all times.
30. Each household may bring up to 15 guests. Any party seen with guests over the 15 person limit allowed will be requested to leave the pool area. Residents may call Nordic Security to take action at (714) 751-0347.
31. Any resident or resident's guest who jumps over the fence to gain entry to the recreational facility will be required to leave the facility for the day. If this conduct occurs a second time, the person will be asked to leave the facility for the day and a letter will be sent to the homeowner. Non-resident violators will be reported to the police as trespassers.
32. Violation of these rules may result in disciplinary action, including without limitation the suspension of pool privileges and fines.

## PLACE YOUR AD HERE

**Kaylyn Zhu/朱俁依**, 在您身旁的房产经纪  
帮您租房! 买房! 卖房!

电话 / Cell: **949-838-7451**

微信/wechat: **656801217**

加我微信, 创建

北木家庭微信组

**Northwood Family Group Chat**

**I live right here in Northwood**

**Buy? Sell? Lease?**

**I pick up phone right away and I am only 5 minutes away!**

**International Home Realty**  
16485 Laguna Canyon Rd ste160  
Irvine, CA, 92618  
Bre#:01971500





March 24, 2018

Dear Homeowner,

The information below was sent previously in a letter dated February 14<sup>th</sup>. We are resending the information below as a reminder.

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, effective April 2, 2018. **Using the new portal, homeowners can sign-up for recurring ACH, view new 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 April 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](http://www.kppmconnection.com). In addition, starting April 2<sup>nd</sup>, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit [www.kppmconnection.com](http://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 logging into [www.kppmconnection.com](http://www.kppmconnection.com) and clicking on the menu located in the top-left corner and selecting "Portal Upgrade Survey". Homeowners who complete our survey by May 1<sup>st</sup> 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 March 26<sup>th</sup> – April 30<sup>th</sup>:  
5:00 PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600  
Email: [customercare@keystonepacific.com](mailto: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

## We've upgraded!

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

If you are signed up for ACH through Keystone Pacific, congratulations! Your account will be upgraded automatically and you don't need to do anything!

If you currently pay your assessment through the bank or by mail, here is a step-by-step guide to assist with these changes:

### UPDATE ACCOUNT NUMBER

Please reference your new  
**ACCOUNT NUMBER**

Your new account number, labeled Account ID, is in your attached 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](http://WWW.KPPMCONNECTION.COM)**

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

### NEED HELP?

**EXTENDED CUSTOMER SERVICE**  
through April 30th:

Mon. - Fri.: 5:00 PM to 9:00 PM  
(949) 833-2600; (select option 3)  
[customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)



## Frequently Asked Questions

### How do I log in?

You can log on at [www.kppmconnection.com](http://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](http://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 new violations and new 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 April 2, 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](http://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 April billing statement will only show April's assessment. It will not reflect your account balance. The account balance will appear on your May 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 March 26<sup>th</sup> – April 30<sup>th</sup>:**  
**5:00 PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600**  
**Email: [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com)**