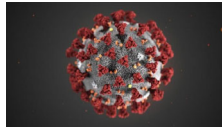


May 2020

# NORTHWOOD POINTE

[www.nwpointe.org](http://www.nwpointe.org)

## ASSOCIATION UPDATE REGARDING COVID-19



The Board of Directors and Management want to wish you all well through these trying times. We greatly appreciate your patience with the closure of the Meadowood pool and understanding that this is for the greater good of the community. Our contracted vendors are still hard at work ensuring the safety and cleanliness of all common areas. Once we receive notice that we are able to reopen the facilities, the vendors will provide Management with assurances that everything is in proper order and ready for your enjoyment. Please stay safe, stay home as much as possible, maintain social distancing, and hopefully we can return to normal life soon.

## ANNUAL MEETING OF THE MEMBERSHIP

The Annual Meeting of the Membership for Northwood Pointe was held on April 6, 2020 and the Annual Meeting of the Delegates was held on April 14, 2020. Congratulations to Bob King and Jayant Limaye who were each elected to serve on the Northwood Pointe Board for a two year term. The Board will be reseeded at the May 11, 2020 Board of Directors meeting.

## COMMUNITY WASTE CONTAINERS:

It has been observed that many of the Northwood Pointe community waste containers along Meadowood and walkway areas are being used by members of the community disposing of their household waste. As this utilizes Association resources, we ask that you please refrain from placing household waste in these containers. Please know that every home should have their own waste containers from Waste Management. Thank you for your cooperation.



## DOG REMINDERS

A friendly reminder that all dogs must remain on a leash when outside the home and in the community. Please ensure that should you be walking your dog, that you are capable of controlling that dog in the event that it becomes excited and wants to run away from you. Additionally, please make sure you are picking up after your dog right away. Nobody wants to step on that. It's a great way to ruin a good day. You don't want to ruin somebody's day, do you? Please be considerate of your fellow Homeowners and bring doggy bags with you on your walks.



### BOARD OF DIRECTORS:

Lata Jobanputra  
Dave Petka  
Melody Alvarado  
Bob King  
Jayant Limaye

### NEXT BOARD MEETING:

**Monday, May 11, 2020**  
6:00 P.M.

Location To Be Determined

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

### IMPORTANT NUMBERS:

#### ASSOCIATION MANAGER:

**Teresa Duhoux, CMCA, AMS, PCAM**  
Phone: 949-838-3248  
[tduhoux@keystonepacific.com](mailto:tduhoux@keystonepacific.com)  
**Emergency After Hours: 949-833-2600**  
Fax: 949-377-3309

#### COMMON AREA ISSUES:

**Carly Hoffman**  
Phone: 949-508-0567  
[choffman@keystonepacific.com](mailto:choffman@keystonepacific.com)

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

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

#### ARCHITECTURAL SUBMITTALS:

[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

#### INSURANCE BROKER:

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

**POOL KEYS:** \$50.00 check payable to Northwood Pointe Maintenance Association. Please call Carly @ 949-508-0567 or email: [choffman@keystonepacific.com](mailto:choffman@keystonepacific.com)

Managed by Keystone  
16775 Von Karman Ave., Suite 100  
Irvine, CA 92606

## May 2020 REMINDERS

Keystone is Closed in Observance of Memorial Day -  
Monday, May 25th

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.

Tuesday, May 5th - Cinco De Mayo  
Sunday, May 10th - Mothers Day

Monday, May 11, 2020— Board Meeting @ 6:00 P.M.  
Location: To Be Determined

### SIGN UP FOR THE ACH PROGRAM

Save time and money and never miss a payment again! Sign up to have your assessment payments automatically debited from your checking or savings account. Please call Customer Care at 949-833-2600 or send an e-mail to:  
customer care@keystonepacific.com to request an ACH application.

## COVID-19 AND EFFECTS ON THE HOA

### Why are HOA Assessments important?

Your homeowners association is a non-profit mutual benefit corporation, of which you are a member. The common areas in your community are the assets that this corporation (your HOA) is responsible for managing. Therefore, your assessments directly support the programs and services that preserve the property values of the homes in your community. As a non-profit mutual benefit corporation with a volunteer board of directors, none of the members on your community's board receive compensation for their service—all of the membership assessments are funneled back into amenities and services that protect your home's equity.

### Where do HOA assessments go?

There are two parts to your HOA's annual budget: operations and reserves. Both play a critical role in preserving your home's value. Operations are the monthly expenses that fund the daily operations of the association and includes things like the landscaping contract and materials, pool maintenance, insurance fees, administrative costs, management company services, utilities and legal fees. Reserve funding is typically a very large part of what comprises your monthly assessments. Reserves represent the long-term savings plan that your HOA uses to proactively cover major repairs and replacements of common area components. Because your board has a fiduciary responsibility to manage your funds and property, setting reserves is an important part of responsible planning and maintenance. Reserve covers replacement of most of your HOA's major maintenance components, including major pool repairs & replacements to heaters, decking, and restrooms, new fencing and gates, and painting projects.

### What are my options if I am struggling to pay my assessments?

COVID-19 has had a huge effect on our daily lives including many people's income. The Board of Directors must balance their compassion for their fellow neighbors with their fiduciary obligation to protect the financial well-being of the association. The association must be able to maintain cash flow to pay utility bills, insurance, landscape maintenance costs and other expenses necessary to protect property values and provide for a safe community. Therefore, associations are typically unable to waive all or even some of the monthly assessment. That being said, the Board does have some options to help homeowners. These options include waiving late fees and interest, limiting foreclosure actions, and helping members by working out payment plans in the event they cannot pay their assessments.

## ARCHITECTURAL GUIDELINES FOR NORTHWOOD POINTE

If you are considering to complete exterior improvements to your home, please keep in mind that you must submit for architectural approval prior to commencing work. The review process allows 30 days for review of your submittal from the time of receipt of a completed application. Incomplete applications will be sent back for re-submittal and will not be considered. Due to the volume of submittals, Management cannot expedite the review of any applications; applications will be processed in the order in which the applications are received. If you would like to view the guidelines and application, please visit the Association's website at: [www.nwpointe.org](http://www.nwpointe.org) to download the material or email

## MAINTENANCE REQUESTS

As a reminder, although we are happy to help facilitate any maintenance requests with the City or your respective sub-association, the Northwood Pointe Master Association does not maintain Meadowood Park, Citrus Glen Park, or any landscaped areas at the entrances to the individual neighborhoods or inside of the individual neighborhoods.

## 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.

*The Northwood Pointe Maintenance Association assumes no liability for and does not endorse the advertised services, goods, or events.*

# PLACE YOUR AD HERE

#RightNutritionMatters

#WrongNutritionHarms

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