

MARCH 2020

COWAN HILLS

www.cowanhills.org

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

TIME TO SPRING FORWARD!

Daylight Saving Time begins on Sunday, March 8th! Don't forget to set your clocks forward one hour before going to bed on Saturday. This is also a good time to replace the batteries in your smoke detectors.



ARCHITECTURAL APPROVAL

We would like to remind everyone that Architectural Approval is required **prior to the start of work on any portion of the exterior.** The Architectural Application needs to have the signatures of your neighbors on the Neighbor Awareness Form, **but** their signatures do not constitute approval. It is a courtesy to your neighbors to make them aware of your intentions. The Architectural Application can be found on the Cowan Hills website at www.cowanhills.org. **Any improvements/changes made without approval of the Architectural Review Committee (ARC) are subject to removal at the homeowner's expense.**

PET REMINDERS

We certainly love our pets in Cowan Hills and enjoy walking them through our lovely community. It has been brought to the Board's attention there has been an increase in reports of owners allowing their dogs to be off leash while in the common area.

The association's CC&R's and Rules and Regulations state that all dogs must be on a leash when in the common area. All owners must also obey the County of Orange "Leash Law" that requires dogs that are not on their own property be on a 6 foot or shorter leash, held by a person who can completely control the dog at all times. While out walking your dogs, please remember to pick up after your dogs and discard doggie bags in the trash receptacle and not in common area. When possible, please carry water with you to dilute dog urine so your neighbors can enjoy green grass without yellow spots.



TRASH DAY

Trash pickup is every Wednesday unless the week contains a holiday, and then the trash will be picked up on Thursday. Trash containers may be set out for a reasonable period of time, not to exceed 12 hours before and after scheduled trash collection hours.

President: Arthur Castro
Vice-President: Julia Boynton
Treasurer: Kenneth McCord
Secretary: Peter Veenhuyzen
Member-at-Large: Dan Bosch

NEXT BOARD MEETING:

March 24, 2020 @ 6:30 P.M.
Keystone Pacific Property Management
16775 Von Karman Ave., Ste. 100
Irvine, CA 92606

The final agenda will be posted at the park. You may also obtain a copy of the agenda by contacting management at 949-838-3244.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:
Rebecca Arroyo, CMCA
Phone: 949-838-3244
Fax: 949-833-0919
rarroyo@keystonepacific.com

Emergency After Hours:
949-833-2600

COMMON AREA ISSUES:

Please contact: Melanie Clay
Phone: 949-503-0298
Email:
mclay@keystonepacific.com

BILLING QUESTIONS

ADDRESS CHANGES

WEBSITE LOGIN:

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



MARCH 2020 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.

Trash Pick-Up Day - Wednesday

Please remove trash cans from the common areas no later than twelve (12) hours after trash pick up.

Street Sweeping Day - Thursday

Tuesday, March 24, 2020 - Board Meeting @ 6:30 p.m.

Location: Keystone Pacific Property Management, LLC
16775 Von Karman Ave., Suite 100, Irvine, CA 92606

VISIT

www.cowanhills.org

Log onto the community website to:

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



WHO DO I CALL?

If you notice a common area maintenance issue during normal business hours (9:00 a.m.—5:00 p.m. Monday—Friday), please call Melanie Clay with Keystone Pacific at 949-503-0298. If it is after hours and cannot wait until the next business day, please call 949-833-2600 and follow the prompts to be connected with the emergency service. Examples of common area maintenance issues are: lights not working in the common area planters, common area tree down or leaking/broken sprinklers in the common area

SPRING PAINTING PROJECTS

Please inspect your home to see if any areas of your residence look chipped, weather-beaten, faded, stained or discolored. If you note any of these conditions, it is time to repaint your home. There are a few steps you must take prior to painting. You are required to submit an Architectural Application and must receive written approval from the architectural review committee prior to beginning the project. You may obtain an architectural application on the Cowan Hills website or by contacting Management.

HOMEWISEDOCS.COM

Keystone Pacific Property Management, LLC is pleased to announce its transition to HomeWiseDocs.com, the next generation in document and data delivery for resale packages, resale demands, lender questionnaires and association documents. HomeWiseDocs.com provides reliable, around-the-clock online access to all governing documents and critical project data for lenders, closing agents, real estate professionals, and homeowners from Keystone Pacific's managed communities.

Log on to www.homewisedocs.com and select the Sign Up link to register. Online chat is available. The Help Desk can be reached at 866.925.5004 x 1 and the email is info@homewisedocs.com. The many system enhancements geared toward an improved user experience include:

- Order by address or association name
- Email and SMS text completion notices for users
- Track orders online with confirmation
- Much more!

NEWSLETTER ARTICLE SUBMISSIONS

Please feel free to submit any newsletter ideas or articles that you feel would be relevant to your neighbors here at Groves at Orchard Hills. All entries must be emailed to Rebecca Arroyo to rarroyo@keystonepacific.com no later than the 1st of each month, for consideration in the following month's newsletter.