

JUNE 2020

COWAN HILLS

www.cowanhills.org

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

NEW PROPERTY MANAGER

The Board of Directors would like to recognize and thank Rebecca Arroyo, Keystone Pacific Property Manager for Cowan Hills, for her service to our community for the past 7 years. During that time, she has done an outstanding job as our management representative and has communicated with the Board, homeowners and our outside vendors. Keystone has promoted Rebecca to a new position as District Manager. The incoming property manager for Cowan Hills is Carly Hoffman who has been a property manager with Keystone since August 2019.

Thank you Rebecca and welcome to Carly!

CORONAVIRUS INFO

With schools closed and kids now home, we ask that even though it is tempting, that you do not gather in groups, allow your children to play at the playground and try to stay at home as much as possible. Please ensure that you continue to drive slowly in the neighborhood and be on the lookout for kids at play.

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.

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 Carly Hoffman with Keystone Pacific at 949-508-0567. 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.

President: Arthur Castro

Vice-President: Julia Boynton

Treasurer: Kenneth McCord

Secretary: Peter Veenhuyzen

Member-at-Large: Dan Bosch

NEXT BOARD MEETING:

June 23, 2020 @ 6:30 P.M.

Location: To be determined

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:

Carly Hoffman

Phone: 949-508-0567

choffman@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

ARCHITECTURAL

SUBMITTALS:

Phone: 949-838-3239

architectural@keystonepacific.com



JUNE 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, June 23, 2020 - Board Meeting @ 6:30 p.m.

Location: To be determined

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.



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.**

TERMITE INSPECTIONS

When it comes to termites, out of sight doesn't always mean out of mind. Signs of a termite infestation can be difficult to spot, and termites can tunnel hundreds of feet to reach a home or feeding site. Now is a good time to have your home inspected for termites by your pest control company before termites attack.

COMPLIANCE LETTERS

When you receive courtesy letters to call your attention to a certain compliance issue, please make sure you call Management to inform us that you are addressing the issue and/or need more time to resolve the matter. This way, we avoid pursuing further compliance action in the meantime.

BEES

Beginning now through Summer, bees will be busy expanding their colonies and swarm in search of a new home. This could be your attic, crevices in buildings or walls, or anywhere sheltered from weather. Unassuming at first, honey bees can eventually become aggressive once the hive is established to protect the area around their new home.

So Bee protective of your family and pets by first calling a professional as soon as a hive is discovered. If you notice a bee hive in the common area, please contact Management at 949-508-0567.

OWNERS WHO LEASE THEIR HOME

We would like to take this time to remind all homeowners that it is their responsibility to inform their tenants of the Association rules and regulations. Please provide a copy of the Association rules to your tenants to avoid confusion. It is the homeowner who is ultimately responsible for the actions of their tenants. Thank you for your cooperation with this matter.