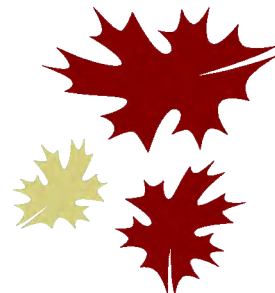


September 2020

COWAN HILLS

www.cowanhills.org



NOTE FROM LANDSCAPING COMMITTEE:

- * Cowan Hills Common Area Landscaping consists of the community park, monument planters at the entrances, landscaping along Newport and Canyon View, as well as a few areas consisting of trees and shrubs throughout the community. These zones combine to an estimated six acres of landscaped property maintained by the Association. As you may be aware, EarthCo is Cowan Hills common area landscaping contractor designated to maintain these areas. We also have a Landscape Committee, which includes three volunteer homeowners, who provide input to EarthCo and the HOA Board regarding the landscaping. EarthCo's current schedule is to mow all grass areas weekly and rotate the detailing of one of six zones each week. During peak growing periods (June—September) each zone may take up to two weeks to detail each zone.
- * Each month, Management, EarthCo and the Landscape Committee are scheduled to walk through two of the six zones to assess the status of each zone. Dividing the common area into six strategic zones makes maintaining the landscaping manageable. However, the six acres of common area have an abundance of sprinklers that were originally installed 35 years ago, adding to the complexity. The sprinklers are scheduled to operate at night to minimize evaporation loss, so sprinkler malfunctions can easily go unnoticed until there is a bit of mess. As a result, we need the help of homeowners to identify issues.
- * Bottom line, our common area landscaping is extensive and includes a lot of sprinkler and plant details to keep an eye on. We **greatly appreciate** input from Cowan Hills homeowners to identify sprinklers, plants, or areas in need of attention. However, please keep in mind the Association continuously has a responsibility to maintain the budget. Items such as plant installation, tree trimming, or large projects require proposals, evaluation, approval and then execution — so please be patient. If you spot an issue or have a landscaping suggestion, please do not hesitate to send an email to our Community Manager, Carly Hoffman, at choffman@keystonepacific.com. The

COMMON AREA ISSUES?

- * 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 line.

BOARD OF DIRECTORS:

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

NEXT BOARD MEETING:

Tuesday, September 29, 2020 @ 6:30PM

Via Zoom. Contact Management for Zoom information.

The final agenda will be posted at the park. You may also obtain a copy of the agenda by contacting management at (949) 508.0567.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Carly Hoffman
Phone: (949) 508.0567
choffman@keystonepacific.com

Emergency After Hours:
(949) 833.2600

COMMON AREA ISSUES:

John-Luke Abadie
Phone: (949) 570.1310
jabadie@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: (949) 833.2600
customercare@keystonepacific.com

ARCHITECTURAL DESK:

Phone: (949) 838.3239
architectural@keystonepacific.com



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

September 2020 REMINDERS

- * **Keystone is Closed in Observance of Labor Day— Monday, September 7th**
- * 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.
- * Street Sweeping Day - Thursday
- * Trash Pick-Up Day - Wednesday
Please remove trash cans from the common areas after this day.
- * Tuesday, September 29th - Board Meeting @ 6:30PM
Location: Via Zoom. Contact Management for Zoom

COMMUNITY WEBSITE: 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.

COMPLIANCE LETTERS

- * If you ever receive a courtesy letter to call your attention to a Cowan Hills 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. Please remember, Management is here to help you



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.**

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.
- * Be 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 949-838-3232.

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.