

May 2021

# COWAN HILLS

www.cowanhillsorg

## RECENT MAILBOX VANDALISM AND THEFT

- \* We have recently received multiple reports of mailbox vandalism and theft in the community. We wanted to offer some ideas and suggestions to those of you affected by these thefts.
- \* Each year, Americans trust the U.S. Postal Service with billions of letters and packages, and the vast majority of those arrive safely at their intended destinations. But there are always thieves who will target the mail. You may report an incident of vandalism to the U.S. Postal Inspection Service by submitting a vandalism complaint online or by phone at (877) 876-2455 to report mail theft or a vandalism incident.

## LOCK YOUR MAILBOX!

- \* Cowan Hills residents have individual keys to their mailbox. Please note: Residents are responsible for lost and/or inoperative keys; the HOA is responsible for the mailboxes and the mailbox posts only.

## PROMPTLY PICK UP MAIL

- \* Try not to leave letters and packages in your mailbox or at your door for any length of time.

## DEPOSIT MAIL CLOSE TO PICK UP TIME

- \* Deposit outgoing mail into USPS Blue Collection Boxes before the last collection or inside your local Post Office.

## INQUIRE ABOUT OVERDUE MAIL

- \* If you do not receive a check, credit card, or other valuable mail you're expecting, contact the sender as soon as possible and inquire about it.

## ARRANGE FOR PROMPT PICK UP

- \* If you cannot be home to receive a package, make another arrangement or use the USPS Hold Mail Service,

## USE HOLD FOR PICK UP AT THE POST OFFICE

- \* When shipping packages, use the Hold for Pick Up option, and the recipient can collect the package at their local Post Office.

## REQUEST SIGNATURE CONFIRMATION

- \* When mailing something important, consider requesting Signature Confirmation for the intended recipient.

## SIGN UP FOR INFORMED DELIVERY

- \* Visit the [informedelivery.usps.com](https://informedelivery.usps.com) site to receive notification of mail delivered to you.

### 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, May 25, 2021**  
@ 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](mailto:choffman@keystonepacific.com)

#### COMMON AREA ISSUES:

**Courtney Vergilio**  
Phone: (949) 570.1310  
[cvergilio@keystonepacific.com](mailto:cvergilio@keystonepacific.com)

**Emergency After Hours:**  
(949) 833.2600

#### 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 DESK:

Phone: (949) 838.3239  
[architectural@keystonepacific.com](mailto:architectural@keystonepacific.com)

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

## May 2021 REMINDERS

- \* Tuesday, May 25th - Board Meeting @ 6:30PM  
Location: Via Zoom. Contact Management for Zoom information.
- \*
- \* Keystone Closed in Observance Memorial Day— Monday, May 31, 2021
- \*
- \* Trash Pick-Up Day - Wednesday  
Please remove trash cans from the common areas after this day.
- \*
- \* Street Sweeping Day - Thursday
- \*
- \* 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.

### COMMUNITY WEBSITE: [www.cowanhills.org](http://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.

### PROPERTY MAINTENANCE REQUIREMENTS

- \* All of you know the importance of maintaining your homes in outstanding condition, both for aesthetic value and protecting your investment. The Board has taken a preemptive stance and has sent letters, reminding owners to paint, make necessary repairs, fertilize lawns, cut back shrubbery, etc., to ensure Cowan Hills remains one of the most desirable communities in which to live. Continued efforts will be made to ensure that homeowners correct any deficiencies, for the betterment of the community. Homes with faded or blistered trim, faded front or garage doors, and stained/discolored stucco or fencing, may receive a letter. A well-maintained community raises the value of the homes for everyone!

### KEYSTONE IS CLOSED IN OBSERVANCE OF MEMORIAL DAY—

- \* Monday, May 31, 2021

### WHAT TO DO IN CASE OF AN EMERGENCY

- \* If you have an after hours common area emergency that needs to be reported to Management, please call (949) 833-2600 and follow the emergency service prompts. The on-call manager will return your call and gather the necessary information from you. Please be ready to tell the emergency service the name of your Association (Cowan Hills Community Association) and your property address in order to process your call.

### NEWSLETTER ARTICLE SUBMISSIONS

- \* Please feel free to submit any newsletter ideas or articles that you feel would be relevant to your neighbors here at Cowan Hills. All entries must be emailed to Carly Hoffman at [choffman@keystonepacific.com](mailto:choffman@keystonepacific.com) no later than the 1st of each month, for consideration in the following month's newsletter.