

MARCH 2018



BAYSIDE COVE

www.baysidehoa.org



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

CONSTRUCTIVE CONSTRUCTION

It's always a great feeling to remodel your home, or give a room or two an update. Please make sure however that you follow the rules and regulations regarding any construction on your home:

- ◆ Architectural applications are required for any exterior change, including doors and windows and for any interior modification that includes removing or modifying a load bearing wall.
- ◆ Work crews can only work in units from 7 A.M to 6 P.M on weekdays. No noise or heavy construction is allowed on Saturdays for the consideration of other residents and no construction is allowed on Sundays in accordance with Newport Beach code.
- ◆ Work crews must park in authorized parking spots – parking in front of garages is not allowed.
- ◆ Work crews must clean up any items outside in the common area daily.
- ◆ Work crews should not throw out any construction materials into any part of the common area.



SB2

A new law went into effect on 1/1/18 called SB2. SB2 allows the state to charge for certain document processing. When we record a Lien, Release of Lien, Abstract of Judgment and Satisfaction of Judgment at the County Recorder's office, the County Recorder will be charging \$75.00 per document recorded. Keystone Pacific will post this charge to the homeowner's account and identify this charge as "SB2". The fee for this law is being directly passed onto the homeowners and the Associations. The law contains a "cap" of \$225.00 but, at this time it is unclear how the "cap" will be applied.

BOARD OF DIRECTORS:

President/Treasurer: John Merrell

Vice-President: John Perrone

Secretary: Carole Ciraulo

Member-at-Large: Tom Addis

Member-at-Large: Jim Moore

NEXT BOARD MEETING:

March 21, 2018

5:00 pm at Newport Beach Yacht Club

1099 Bayside Drive

Newport Beach, CA 92660

The final agenda will be posted on the bulletin board on the pool gate and the Association's website. You may also obtain a copy of the agenda by contacting management at 949-838-3262.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Maggie Rahm

Phone: 949-838-3280

Emergency After Hours: 949-833-2600

Fax: 949-833-0919

Mrahm@keystonepacific.com

COMMON AREA ISSUES:

Gabriel Hipolito

Phone: 949-430-5808

ghipolito@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600

customercare@keystonepacific.com

COURTESY PATROL:

(714) 669-2736

POOL KEYS:

\$75.00, payable by check to

"Bayside Cove"

SOUTHERN CALIFORNIA GAS COMPANY:

(800) 427-2200

NEWPORT BEACH

FIRE DEPARTMENT:

(949) 644-3104

MARCH 2018 REMINDERS

Keystone Pacific is open Monday – Friday from 9 am to 5pm.

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 - Weekly, on Fridays

Trash Pick-Up Day - Weekly, on Wednesdays.
After Holidays, Trash Pick-Up will be one day later.
Please remove trash cans from the common areas after this day.

Wednesday, March 21, 2018 - General Session @ 5:00pm at the Newport Beach Yacht Club - 1099 Bayside Drive.

*Joy is not in things, it
is in us.*

- Richard Wagner



2018 ANNUAL ELECTION – UPCOMING!

The Association's Annual Election Meeting will take place in May. This is the time that your Board of Directors get elected by YOU, the homeowner! Your election information and voting material will be issued in the month following, and no less than 30 days from the election date. Please look for this to arrive in a large envelope! Remember: only members of the Association are permitted to vote, tenants are not eligible to submit a voting ballot. Look for an article addressing common Election Q&A's in a future newsletter! As always, should you have additional questions, reach out to your Association Manager.

EXPEDITING YOUR REQUEST OR CONCERN

Management would like to make sure all homeowners have key tips in order to expedite your maintenance request, concern or emergency:

- Please put your request in writing, via email, whenever possible.
- Email photos, when possible, as well. Photos enable us to get a clear picture of the location and extent of the issue needing to be addressed.
- Please indicate your Association "Bayside Cove" and your full address in the subject line.
- Provide us with your best contact phone number if the issue is complex and needing special attention. We promise to use the utmost discretion if contact is required.
- Please report issues as soon as you see them. Remember that vendors called out to perform work after 3PM and later run into "after hours" expense charges, which is costly to all homeowners.
- True emergencies will always be treated as such and will be prioritized ahead of the cue.

February 14, 2018

Dear Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online, effective April 2, 2018. **Using the new portal, homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH

CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!

IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK

After receiving your April billing statement, please complete the steps below to ensure your payment is submitted on-time:

1. Update Your HOA Account Number:

- **Your 10 digit HOA account number will be located in the top blue section of the April billing statement under "Account ID".**
- **If you pay by autopay through your bank**, please update your bank records to reflect this new account number.
- **If you pay by sending a check through the mail**, please include your new account number on any checks or correspondence to your HOA.

2. Update Your Payment Address:

- **If you pay by autopay through your bank**, please update your bank records to reflect the new payment address.
- **If you pay by sending a check through the mail**, please address all envelopes to the new payment address.

New Payment Address:
File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

Or, for fast and convenient processing, you may now take advantage of our new online payment features.

• **Manage Online Payments:**

You are still able to make one-time ACH payments through www.kppmconnection.com. In addition, starting April 2nd, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit www.kppmconnection.com to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by logging into www.kppmconnection.com and clicking on the menu located in the top-left corner and selecting "Portal Upgrade Survey". Homeowners who complete our survey by May 1st will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

Extended service hours from March 26th – April 30th:
5:00PM to 9:00 PM, Monday through Friday.

Phone Number: 949-833-2600
Email: customer care@keystonepacific.com

The launch of our upgraded portal is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life.

Sincerely,



Cary Treff, CEO
Keystone Pacific Property Management