

OCTOBER 2019

# BAYSIDE COVE

www.baysidecovehoa.org

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

## PROTECT YOUR HOMES

Recently police were called to Bayside Cove to apprehend a woman who had stolen from a garage and was sitting in the pool area. Unfortunately, the homeowners had accidentally forgotten to close their garage door and a transient had wandered in off the streets, went straight to their garage, grabbed a bottle of wine and went to go drink it in the pool area. Thanks to Victor, our landscaper, it was recorded and the police were contacted.

Please ensure that you close your garage doors when not being utilized for vehicles exiting or entering your garage to ensure your garage remains protected. All doors leading to your home should be locked at all times for your safety, including doors into your home from your garage, patio, or balcony.



## SEWER REMINDERS

As Bayside Cove is right by the Bay, we utilize a special system to collect and send our waste water away. This system can not take large items put down the drains – shower or toilet. Recently a resident somehow managed to get a large mop head down the drain. This clogged one of the pumps and required emergency service to have it removed. Please ensure that only toilet tissue and bodily fluids go down your toilet, water only goes down your shower and food items down your sink drains. Emergency service costs the Association a lot of extra money which can lead to a rise in assessments.

If you hear the siren go off signaling that the tank is in need of emergency service, please contact the number on the control panel across from 973 Bayside Cove.

## BOARD OF DIRECTORS:

**President:** Michele Otting- Mann

**Vice-President:** Sarah Powell

**Treasurer:** Michele Otting-Mann

**Secretary:** Jim Moore

**Member-at-Large:** AJ Fazekas

## NEXT BOARD MEETING:

**October 16, 2019**

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 949-838-3280.*

## IMPORTANT NUMBERS:

### ASSOCIATION MANAGER:

**Maggie Rahm, CMCA**

Phone: 949-838-3280

**Emergency After Hours: 949-833-2600**

Fax: 949-377-3909

Mrahm@keystonepacific.com

### COMMON AREA ISSUES:

Melanie Clay

Phone: 949-503-0298

mclay@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

## OCTOBER 2019 REMINDERS

Keystone 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.



### A MEMBER'S RIGHT TO PRIVACY

California Civil Code allows a member to request to be removed from the membership list to prevent release of their private contact information to a member requesting the membership list. In order to opt-out of the membership list, you must notify the Association in writing. If you choose to opt-out of sharing your name, property address, email address and mailing address under the membership list, the opt-out designation shall remain in effect until changed by you, by written notification to management. If you wish to opt-out, please complete the Opt-Out Form on our website at:

<http://www.kppm.com/forms/opt-out.php>.

### FINANCIALS

As of the August 31, 2019 financial statement, the Association is in a good position with \$105,557.00 in its operating fund and \$620,519.00 in its reserve funds. The fiscal year ends April 30, 2020.



### CUSTOMER PORTAL AND ONLINE ACCOUNT MANAGEMENT SOFTWARE

Have you visited [kppmconnection.com](http://kppmconnection.com)? **Using this portal, homeowners can sign-up for recurring ACH, view violations, track submitted work orders and manage electronic community notifications.**

### CALIBER ONLINE PAYMENT FEATURE

You may make one-time ACH payments through [www.kppmconnection.com](http://www.kppmconnection.com). In addition, Keystone Pacific has introduced recurring online ACH payments. Please visit [www.kppmconnection.com](http://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.

### 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.