

**NOVEMBER
2019**

BAYSIDE COVE
www.baysidecovehoa.org

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

WHAT'S BEEN GOING ON IN THE COVE?

There are a few projects coming up at Bayside Cove. The Board of Directors has approved the following items that you may notice happening around the community:

- Repairs to the fascia and portions of the railing along the seawall next to the pool.
- Surveyor to work on elevation certificates and a LOMA application to hopefully remove 3 buildings from the flood zone and remove the Association's flood insurance.



MEET YOUR NEW COMMUNITY ASSOCIATION TEAM



Community Manager



Associate

Karen Lua has been in the industry since 2013. She made her way up from being a receptionist, executive assistant and eventually a community manager in a small management company. She has been managing community associations since 2018. She has experience managing condos, condo conversions, single family homes, PUD's, commercials, and mixed development. Karen joined the Keystone team in June 2019.

Mike Gomez joined Keystone in January 2019 as an Associate. Mike Gomez assists the community managers with work orders, violations, architectural tracking, and distributing community access devices.



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:

January 15, 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 949-838-3217

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Karen Lua
Phone: 949-838-3217
Emergency After Hours: 949-833-2600
Fax: 949-838-33309
klua@keystonepacific.com

COMMON AREA ISSUES:

Mike Gomez
Phone: 949-838-3201
mgoomez@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



Keystone Pacific Office Closed in Observance of Veteran's Day—Monday, November 11th.



Keystone Pacific Closed in Observance of Thanksgiving Day—Thursday & Friday, November 28th & 29th.



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 streets/
common areas after this day.

REMINDER: TRASH CANS/BAGS ARE NOT TO BE PLACED OUT BEFORE TUESDAY NIGHT.

FINANCIALS

As of the September 30, 2019 financial statement, the Association is in a good position with \$102,557.99 in its operating fund and \$631,576.06 in its reserve funds. The fiscal year ends April 30, 2020.

CUSTOMER PORTAL AND ONLINE ACCOUNT MANAGEMENT SOFTWARE

Have you visited 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. In addition, Keystone Pacific has introduced 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.

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.