

OCTOBER 2022

SYCAMORE BREEZE

www.sycamorecanyonmasterhoa.org



YOUR ASSOCIATION WEBSITE – PLEASE VISIT!

Log onto www.sycamorecanyonmasterhoa.org and follow the prompts to register and log in (*upper right side/corner of screen*). You will need your account number and email to create a password. The website provides you the ability to:

- Submit maintenance requests & address changes
- Download the Architectural Guidelines and Application - This page is public to allow your contractor/painter to obtain the forms to assist you. Applications required for *all* exterior changes with approval required prior to changes.
- Review the (27) house paint color schemes (updated in 2020)
- Get the latest community news & updates. Obtain minutes, newsletters, policies & forms and sign up to receive Eblasts
- Access your account online. Pay, review and manage your HOA assessment/account online

If you have problems logging onto the community website, please call Customer Care at 949-833-2600.

RECEIVED A VIOLATION LETTER? DON'T PANIC!

The purpose of maintenance or violation letter is to open the lines of communication, keep the community looking good and property values at their optimum. The property manager drives the community for common area issues and Owners lots/houses that may need attention or maintenance. If you receive a letter from the Association, have questions, need further clarification or additional time to address the problem, please contact Manager, Lisa Brannon at lbrannon@keystonepacific.com. The Board is happy to work with you, but first we need to hear from you. If the problem is not addressed and we have not heard from you, then you may be called to a hearing to discuss the matter and fines may be assessed.

NOTICE OF PAST DUE ASSESSMENT & SUPPORT FEE INCREASE

Per the Association's Delinquency Policy, if an assessment payment is not received by the 15th of the month, a \$10.00 late charge is assessed. Separate to that, there is a notice of past due assessment & support fee/cost. Please be advised that beginning October 1, 2022, the notice of past due assessment and support fee will increase to \$30.00. This fee, along with the \$10.00 late charge will be assessed to delinquent accounts. In other words, owners whose payment are not received by the 15th of the month will be subject to a total of \$40.00 in fees and charges. If you are not set up on ACH, or via your personal bank withdrawal etc. this is the time to do so to prevent accumulating these late fees. Sign up for on-line payments or ACH to make timely payments and avoid late charges! Please visit www.kppmconnection.com to access your online payment account. If you have not registered your account, go to the website, and have your Account ID, zip code, and email ready. We hope you use this portal, and it makes your life simpler.

BOARD OF DIRECTORS:

President: Martin Writer

Vice-President: Sadu Gourkar

Treasurer: John Somers

Secretary: Vacant

Member-at-Large: David Jesse
Graham

NEXT BOARD MEETING:

October 5, 2022 at 7:00 pm via Zoom.
The link information will be on an Agenda posted on the website after October 1st.

MANAGER:

Lisa Brannon, CMCA

Phone: 949-838-3229

lbrannon@keystonepacific.com

COMMON AREA ISSUES:

ASSOCIATE: Adriana Lopez

Phone: 949-381-3467

alopez@keystonepacific.com

KEYSTONE AFTER HOURS: For an urgent common area issue such as a broken/flooding sprinkler after hours or weekends, please call Keystone's main number 949-833-2600 to reach the on-call Manager.

BILLING QUESTIONS ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600

reconnect@keystonepacific.com

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



OCTOBER 2022 REMINDERS

Keystone After Hours Information:

- **Keystone 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 Days – Tuesdays**
- **Street Light Out?** Have you noticed a street light on all the time, blinking, or one that is no longer coming on at night? You can report it directly to the City of Anaheim by logging on to: www.Anaheim.net
- **Trash Cans—Eye Sore!** Please store behind gates/out of site promptly after collection. Do not place at curb 24 hours before collection. No one likes to look at trash cans. Thank you!



TIMELY DUES PAYMENTS

CALIBER ONLINE PAYMENT FEATURE

Sign up for on-line payments or ACH to make timely payments and avoid late charges! You may make one-time ACH payments through www.kppmconnection.com.

In addition, Keystone offers recurring online ACH payments. Please visit www.kppmconnection.com to access your online payment account. If you have not registered your account, go to the website and have your Account ID, ZIP and email ready. We hope you use portal and it makes your life simpler.

REMINDER: Payment address for assessments: PO BOX 513380, Los Angeles, CA 90051-3380.



HOUSE PAINTING AND EXTERIOR CHANGES REQUIRE HOA APPROVAL

In accordance with the Association's Architectural Guidelines (see website www.sycamorecanyonmasterhoa.org) any exterior changes to your house or property, including painting require **prior** approval from the Association. For painting, there are 27 color schemes to choose from, with updates for garage door colors made in 2020. Visit the link https://www.dunnedwards.com/colors/archive/color-ark_pro/sycamore-canyon/2020-paint-schemes to review the colors, which can be viewed or samples obtained at the Dunn Edwards Paint Store, 5725 E Santa Ana Canyon Rd. Anaheim, CA 92807 (657) 221-3009. The link, guidelines and changes application are on our website. There is an account set up to receive a 24% discount off the retail price for Dunn Edwards products the under the name Sycamore Canyon Master #233250-000 at the Dunn Edwards store above. **You can only choose one (1) structured scheme, NOT mix and match colors from different schemes or the application will be denied.**

HELP SAVE YOUR HOA \$\$\$ BY REPORTING BROKEN SPRINKLERS TO MANAGEMENT — Please report a broken sprinkler, water running down the gutter or street, or a sprinkler that needs redirection to Management immediately. Your Board continues to strategize to be water wise for our common area slopes, as landscape water is the Association's largest expense, and we are into another drought. In addition to less rain than previous years, last year the City increased the unit cost of water, which created a negative variance to our 2021 water and impacted our 2022 budget. The City may again increase the cost of water; therefore, reporting a broken sprinkler to Management ASAP, and not assuming another owner has is very helpful to save on lost water costs! Management's office hours (9am to 5pm Mon-Fir). If you see a water issue after hours, or on a weekend, please call Keystone's main number 949-833-2600 to report to the on-call Manager. THANK YOU!



BOARD BRIEFS: SEPTEMBER 7, 2022 MEETING:

- ⇒ August 3rd Minutes—Approved
- ⇒ July 2022 Financial Statement—Postponed/questions
- ⇒ Delinquent Accounts—Lien action
- ⇒ Notice of Past Due Assessments & Support Fee—Increase approved
- ⇒ Reserve Investment options and October 11th CD Maturation—Postponed
- ⇒ Landscape Maintenance & Proposals—Approved
- ⇒ 2023 Annual Reserve Study—Postponed