

NOVEMBER 2022

# SYCAMORE BREEZE

[www.sycamorecanyonmasterhoa.org](http://www.sycamorecanyonmasterhoa.org)



## YOUR ASSOCIATION WEBSITE – PLEASE VISIT!

Log onto [www.sycamorecanyonmasterhoa.org](http://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 ability to obtain the forms to assist you. Applications are required for *all* exterior changes and you must receive approval prior to the commencement of any work.
- There are (27) pre-approved exterior paint schemes to choose from, which where updated in 2020.
- Get the latest community news & updates. Obtain minutes, newsletters, policies & forms, and sign up to receive Eblast notifications.
- Access your account online. Pay, review and manage your HOA assessment/account online.

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

## RECEIVED A VIOLATION LETTER? DON'T PANIC!

The purpose of a maintenance or violation letter is to open up the lines of communication, keep the community looking good, and maintain property values. The property manager drives the community looking 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](mailto: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 the that, there is a notice of past due assessment & support fee/cost, that went into effect on October 1, 2022. The support fee has increased 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 15<sup>th</sup> 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](http://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 that 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:**

November 2, 2022 at 7:00 PM, via Zoom. The Zoom meeting information will be on the Agenda and posted on the website.

## **MANAGER:**

**Lisa Brannon, CMCA**

Phone: 949-838-3229

[lbrannon@keystonepacific.com](mailto:lbrannon@keystonepacific.com)

## **COMMON AREA ISSUES:**

**ASSOCIATE: Adriana Lopez**

Phone: 949-381-3467

[alopez@keystonepacific.com](mailto:alopez@keystonepacific.com)

**KEYSTONE AFTER HOURS:** For urgent common area issues, such as, a broken/flooding sprinkler occurring after hours or on weekends, please call Keystone's main number 949-833-2600 to submit an emergency work order.

## **BILLING QUESTIONS ADDRESS CHANGES/ WEBSITE LOGIN:**

Phone: 949-833-2600

[reconnect@keystonepacific.com](mailto:reconnect@keystonepacific.com)



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

## NOVEMBER 2022 REMINDERS

### Keystone After Hours Information:

- **Reporting an HOA Maintenance Issue to Keystone After-Hours:** Phone (949) 833-2600 and follow the prompts to be connected with the emergency service. 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](http://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](http://www.kppmconnection.com).

In addition, Keystone offers recurring online ACH payments. Please visit [www.kppmconnection.com](http://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 the portal and that 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](http://www.sycamorecanyonmasterhoa.org)) any exterior changes to your house or property, including painting, requires **prior** approval from the Association. For painting, there are 27 exterior paint schemes to choose from, with updates for garage door colors, which were made in 2020. Visit the link [https://www.dunnedwards.com/colors/archive/color-ark\\_pro/sycamore-canyon/2020-paint-schemes](https://www.dunnedwards.com/colors/archive/color-ark_pro/sycamore-canyon/2020-paint-schemes) to view the colors online, or obtain samples at the Dunn Edwards Paint Store, located at 5725 E. Santa Ana Canyon Rd., Anaheim, CA 92807. Phone: (657) 221-3009. The link, guidelines, and application are on the Association's website. There is an account set up so that Homeowners may receive a 24% discount off the retail price for Dunn Edwards products, which is listed under the name: Sycamore Canyon Master #233250-000, at the Dunn Edwards store listed above. **You may only choose one (1) exterior paint scheme, you may NOT mix and match colors from different color 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 common area slopes, as irrigation water is the Association's largest operating expense. Also, since we are in another drought, we ask that you report any malfunctioning irrigation issue immediately. In addition to less rain than previous years, the City increased the unit cost of water, which created a negative variance to the 2021 operating line item for water. This in turn impacted the 2022 budget. The City may again increase the cost of water; therefore, reporting a broken sprinkler to Management as soon as you notice it, will be very helpful to save on water costs! Management's office hours (9:00 AM-5:00 PM Mon-Fri). If you see a water issue after hours, or on a weekend, please call Keystone's main number, at 949-833-2600. THANK YOU!



### **BOARD BRIEFS: OCTOBER 12, 2022 MEETING:**

Due to the timing of this newsletter going to print on October 12th, the Board Briefs will be in the December edition.

### **NOVEMBER TREE TRIMMING—CALIFORNIA PEPPER TREES ONLY:**

The California Pepper trees, on the slopes behind Beechtree, Morningstar, and Eveningsong (**ONLY**) will be trimmed in November. The Pine and Sycamore trees for these slopes will be trimmed in November of 2023, as they are on a bi-annual schedule. Please check the Association's website for the annual schedule for all streets and area map locations.