

May 2020

# THE POINTE AT NEWPORT RIDGE

www.atthepointe.org



Sunday May 10, 2020

## COMMUNITY UPDATES

NEW BALLOTS ARE ARRIVING, RETURN YOUR BALLOT BEFORE MAY 15, 2020 TO VOICE YOUR OPINION ON THE COMMUNITY SURVEILLANCE CAMERA INITIATIVE FOR THE ENTRANCE & PEDESTRIAN GATES.

### Why are HOA Assessments important?

Your homeowners association is a non-profit mutual benefit corporation, of which you are a member. The common areas in your community are the assets that this corporation (your HOA) is responsible for managing. Therefore, your assessments directly support the programs and services that preserve the property values of the homes in your community. As a non-profit mutual benefit corporation with a volunteer board of directors, none of the members on your community's board receive compensation for their service—all of the membership assessments are funneled back into amenities and services that protect your home's equity.

### Where do HOA assessments go?

There are two parts to your HOA's annual budget: operations and reserves. Both play a critical role in preserving your home's value. Operations are the monthly expenses that fund the daily operations of the association and includes things like the landscaping contract and materials, pool maintenance, patrol, insurance fees, administrative costs, management company services, utilities and legal fees. Reserve funding is typically a very large part of what comprises your monthly assessments. Reserves represent the long-term savings plan that your HOA uses to proactively cover major repairs and replacements of common area components. Because your board has a fiduciary responsibility to manage your funds and property, setting reserves is an important part of responsible planning and maintenance. Reserve covers replacement of most of your HOA's major maintenance components, including new fencing and gates, painting projects, repaving common area roads, driveways and access gates.

### BOARD OF DIRECTORS:

**President:** Arlene Greer  
**Vice-President:** Steve Melmet  
**Secretary:** Alana Nisser  
**Treasurer:** Vacant  
**Member-at-Large:** James Ganion

### NEXT BOARD MEETING: July 2020

**Held via Zoom or Teleconference**  
*The final agenda will be posted at the exit side of the pedestrian gates. You may also obtain a copy of the agenda by contacting Management at 949-298-7599.*

### ASSOCIATION MANAGER:

**Jennifer Parker, CMCA**  
Phone: 949-298-7599  
**Emergency After Hours:**  
**949-833-2600**  
Fax: 949-833-0919  
jparker@keystonepacific.com

### COMMON AREA ISSUES:

**Angelique Smith**  
Phone: 949-377-1518  
E-mail: 949-377-3309  
asmith@keystonepacific.com

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

Phone: 949-833-2600  
customercare@keystonepacific.com

### ARCHITECTURAL DESK:

Phone: 949-838-3239  
architectural@keystonepacific.com

### THE POINTE AT NEWPORT RIDGE

**WEBSITE:** <http://atthepointe.org>.  
You can find the CC&R's, the Architectural forms and more Association documents.

Newport Ridge Master Association

Managed by Keystone  
30211 Avenida De Las Banderas, Suite 120  
Rancho Santa Margarita CA, 92688

# May 2020 REMINDERS

- ◆ Keystone is Closed in Observance of Memorial Day - Monday, May 25th
- ◆ 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 - 2nd and 4th Wednesday of the month.
- ◆ Board Meeting date: TBD July 2020. It will be held via Zoom or Teleconference.

## NEW REGIONAL OFFICE

We are very excited to announce the opening of our new **Rancho Santa Margarita Regional Office!**

The office is located at 30211 Avenida De Las Banderas, Suite 120, Rancho Santa Margarita, CA 92688. Our office hours are from 8:30 AM to 5:00 PM. Come by and visit us!

This new location provides our South Orange County clients with convenient access to Keystone's full suite of services. We couldn't be more excited about the move and look forward to helping you re-connect to where you live.



## COVID—19 COMMUNITY UPDATE

### What are my options if I am struggling to pay my assessments?

COVID-19 has had a huge effect on our daily lives including many people's income. The Board of Directors must balance their compassion for their fellow neighbors with their fiduciary obligation to protect the financial well-being of the association.

The association must be able to maintain cash flow to pay utility bills, insurance, landscape maintenance costs and other expenses necessary to protect property values and provide for a safe community. Therefore, associations are typically unable to waive all or even some of the monthly assessment.

That being said, the Board does have some options to help homeowners. These options include waiving late fees and interest, limiting foreclosure actions, and helping members by working out payment plans in the event they cannot pay their assessments.

## COMMUNITY REMINDERS

The KPPM Connection is an online tool that offers enhanced homeowner services. Using the portal, you can:

- Make Online Payments
- View Statements and Billing Inserts
- Print Account History Reports
- Update Enhanced Notification Features

Using your smartphone, please scan the QR code to the right or visit [www.kppmconnection.com](http://www.kppmconnection.com). Please log in using your account online email address and password. If you have not registered, please have your billing statement available to enter in the required information. If you need assistance, please contact Customer Care at (949) 833-2600 or [customercare@keystonepacific.com](mailto:customercare@keystonepacific.com).

## BOARD MEMBER VACANCY

The Board of Directors is looking for a volunteer, to serve as a Board Member. If you are interested in becoming a board member, please contact the community property manager, Jennifer Parker by email at [jparker@keystonepacific.com](mailto:jparker@keystonepacific.com). The Board meets quarterly, to determine how funds are allocated, in order to maintain property values in the community.