

September 2021

# THE GROVE MAINTENANCE CORPORATION



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

## COMMUNITY INFORMATION:

**Common area maintenance and emergencies:** The Association is requesting that homeowners report all maintenance items and emergencies immediately. If water is flowing or another common area maintenance emergency is seen or is observed, please contact the Association's emergency line at 909-297-2550 and follow the directions. Make sure to have the exact location and issue.

For basic maintenance items, such as landscape maintenance, please feel free to call or email the Manager or Associate with the item in question, location and contact information.

**Violation Reporting:** See something in the neighborhood that may be in violation of the CC&R's? If you would like to bring this to the attention of Management, please be prepared to provide the following:

- Name, phone, and address. Anonymous complaints will not be pursued by the Association.
- Please be prepared to document in writing.

## QUIET ENJOYMENT

Please refrain from any loud continuous noises such as, music, revving motors, or dogs barking.

Residents with pets have an ongoing responsibility to ensure that all measures are taken to control their pets when they are home and especially when the owners aren't home. Please be a considerate pet owner and ask your neighbors if your dog barks during the day. If you have a dog that is a barker, please make sure to train your dog and keep them as quiet as possible.

## TOY AND PLAY EQUIPMENT REMINDER

Please remember to remove toys and other play equipment out of view from the common area when not in use. We want the kids to have fun and keep the community looking good!

## OWNERS WHO LEASE THEIR HOME

We would like to take this time to remind all homeowners that it is their responsibility to inform their tenants of the Association's rules and regulations. Please provide a copy of the Association's rules to your tenants to avoid confusion. It is the homeowner who is ultimately responsible for the actions of their tenants. Thank you for your cooperation with this matter.

## **BOARD OF DIRECTORS:**

**President:** Robert Sandoval

**Vice President:** Miguel Cabrea

**Treasurer:** Krystal Lyons

## **NEXT BOARD MEETING: TBD**

**If Covid-19 restrictions are still in place the meeting will be held via conference call.**

*The final agenda will be posted at pool area bulletin board. You may also obtain a copy of the agenda by contacting management at 909-297-2548.*

## **IMPORTANT NUMBERS:**

### **ASSOCIATION MANAGER:**

**Stephanie Hale**

Phone: 909-297-2563

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

### **Emergency After Hours:**

**909-297-2550**

## **COMMON AREA ISSUES:**

Clara Pelayo

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

Phone: 909-297-2570

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

Phone: 909-297-2550

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

## **ARCHITECTURAL DESK:**

Submit Architectural Application to:

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

## **INSURANCE BROKER:**

LaBarre Oksnee Insurance

(949) 588-0711

## **POOL KEYS:**

Pool keys can be purchased for \$25.00 and gate transmitters can be purchased for \$50.00.



Managed by Keystone  
3155-D Sedona Court, Suite 150  
Ontario, CA 91764



## SEPTEMBER 2021 REMINDERS

For after-hours association maintenance issues, please call 909-297-2550 to be connected with the emergency service line. Please call 9-1-1 for life-threatening emergencies.

**Street Sweeping Day - 4th Wednesday**

**Trash Pick-Up Day - Mondays**  
Please remove trash cans from the common areas after this day.

**TBD- Board Meeting**

Location: if Covid-19 restrictions are still in place the meeting will be held via conference call.

### HOMEOWNER PAYMENT ADDRESS

The payment address for assessments:

PO BOX 513380  
Los Angeles, CA 90051-3380



### UPDATE YOUR CONTACT INFORMATION

With the new year in full swing, it is a good idea to update the contact information on file with Management. Periodically, it is necessary for Management to contact individual homeowners for emergencies. It is much faster for Management to send an email or phone call than send out correspondence by U.S. mail. In numerous instances, Management has had old or even nonexistent information on file. Email and local phone calls are also significantly less expensive. The Board of Directors makes every effort to minimize unnecessary costs to the Association and its members. Please take time today, to log in and update your contact information, or send Management an email with your request.

### DO YOU NEED A COPY OF THE COMMUNITY RULES?

If you need a copy of the community rules and regulations please email Stephanie Hale [shale@keystonepacific.com](mailto:shale@keystonepacific.com). or visit your community website at [grovecommunity.org](http://grovecommunity.org)

### HAVE AN HOA RELATED QUESTION?

To ensure that you are receiving accurate and up-to-date information with regards to landscaping, assessments, or common areas, please make Management your first point of contact. If you ever receive a notice and you aren't quite sure you understand what it is for, contact us. We are more than happy to explain the letter via email, phone call or an onsite meeting.

### GARBAGE BIN REMINDER

Please place garbage bins behind your gate after the scheduled trash hours have passed. Such containers shall only be exposed to the view of neighboring lots, when set out for a reasonable period of time, not to exceed twelve (12) hours before and after the scheduled pick-up time.

### NEWSLETTER ARTICLES

Please feel free to submit any newsletter ideas or articles that you feel would be relevant to your neighbors here at The Grove. To be considered, all entries must be sent to the attention of Stephanie Hale at [shale@keystonepacific.com](mailto:shale@keystonepacific.com) no later than the 5th of each month for inclusion in the following month's newsletter.





**The Grove Maintenance Corporation  
Owner Notice Disclosure (Civil Code section 4041)**

California law requires Owners in a community association to provide the following information to the association on an annual basis. **If the below contact information has changed**, please complete and return this form to Keystone Pacific Property Management, LLC at the address shown below or send the completed form to [forms@keystonepacific.com](mailto:forms@keystonepacific.com) no later than October 31st.

**Owners Name** \_\_\_\_\_

**Property Address** \_\_\_\_\_

**Owner Phone #** \_\_\_\_\_ **Owner Email** \_\_\_\_\_

**\*ITEMS 1-6 NEED TO BE COMPLETED. IF NOT APPLICABLE, PLEASE INDICATE N/A**

1. Address or Addresses to which notices from the association are to be delivered:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Any alternate or secondary address to which notices from the association are to be delivered:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. The name and address of your legal representative, if any, including any person with power of attorney or other person who can be contacted in the vent of your extended absence from your property:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Your property is (please check one):                      Owner occupied                      Rented out

If your property is rented out, please provide the following information:

Name of Tenant(s): \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

- |  |     |    |
|--|-----|----|
| 5. Is your property developed, but vacant (please check one)?: | Yes | No |
| 6. Is your property undeveloped land?                          | Yes | No |

**Please return this form to:  
The Grove Maintenance Corporation  
c/o Keystone Pacific Property Management, LLC  
16775 Von Karman Ave, Suite 100, Irvine, CA 92606**