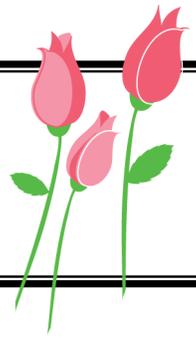


APRIL 2016

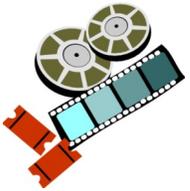
SUN RANCH

www.SunRanchhoa.org



Professionally Managed by Keystone Pacific Property Management, Inc. - 41593 Winchester Road, Suite 113,

FAMILY MOVIE NIGHT IN THE PARK



Please save the date for our community's first ever,
Family Movie Night on Friday, May 20, 2016!
More details to come in a community mailer.

CLARIFYING THE MANAGERS ROLE

Our association employs a highly-qualified professional community manager, and we think residents should know what the manager has – and has not – been hired to do. The manager has two primary responsibilities: to carry out policies set by the board and to manage the association's daily operations.

Some residents expect the manager to perform certain tasks that just aren't part of the job. When the manager doesn't meet those expectations, residents naturally are unhappy. Since we want you to be happy, we're offering a few clarifications to help you understand what the manager does.

- The manager is trained to deal with conflict, but he or she will not get involved in quarrels you might be having with your neighbor. However, if association rules are being violated, the manager is the right person to call.
- While the manager works closely with the board, he or she is an advisor – not a member of the board. Also, the manager is not your advocate with or conduit to the board. If you have a concern, send a letter or e-mail directly to the board.
- Although the manager works for the board, he or she is available to residents. That doesn't mean the manager will drop everything to take your call. If you need to see the manager, call and arrange a meeting. If a matter is so urgent that you need an immediate response, call the association emergency number or 911.
- The manager is always happy to answer questions, but he or she is not the information officer. For routine inquiries, like the date of the next meeting, please read the newsletter or check the association website.
- The manager is responsible for monitoring contractors' performance, but not supervising them. Contractors are responsible for supervising their own personnel. If you have a problem with a contractor, notify the manager, who will forward your concerns to the board. The board will decide how to proceed under the terms of the contract.
- The manager inspects the community regularly, but even an experienced manager won't catch everything. Your help is essential. If you know about a potential maintenance issue, report it to the manager.
- The manager does not set policy. If you disagree with a policy or rule, you'll get better results sending a letter or e-mail to the board than arguing with the manager.

BOARD OF DIRECTORS:

President: Bob LaChase
Vice-President: Vacant
Secretary: Keri Rogeet
Treasurer: Paul McCaughey
Member at Large: Enrique Casillas

NEXT BOARD MEETING:

May 9, 2016
7:00 P.M.
Menifee Valley Chamber of Commerce
29737 New Hub Drive, Ste. 102
Menifee, CA

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Jennifer Alegria
Phone: 951-491-6862
Emergency After Hours: 951-491-6866
Fax: 951-491-6864
jalegria@keystonepacific.co

COMMON AREA ISSUES:

Alyssa Ripperger
Phone: 951-491-7362
aripperger@keystonepacific.com

BILLING QUESTIONS/ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 951-491-6866
customercare@keystonepacific.com

ARCHITECTURAL DESK:

Phone: 951-491-6866 ext. 636
Temecula.architectural@keystonepacific.com

INSURANCE BROKER:

La Barre-Oksnee Insurance
949-588-0711 ext. 226

SHERIFFS DEPARTMENT

Perris Non-Emergency Dispatch
951-776-1099
951-210-1000



APRIL 2016 REMINDERS

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 - Friday

Please remove trash cans from the common areas after this day.



A MEMBERS RIGHT TO PRIVACY

California Civil Code allows a member to request to be removed from the membership list to prevent release of their private contact information to a member requesting the membership list. In order to opt-out of the membership list, you must notify the Association **in writing**. If you choose to opt-out of sharing your name, property address, email address and mailing address under the membership list, the opt-out designation shall remain in effect until changed by you, by **written** notification to management. If you wish to opt-out, please complete the Opt-Out Form on our website at: <http://www.kppm.com/forms/opt-out.php>.

OUTDOOR WATER CONSERVATION TIPS

Even though we use water every day, it's easy to take it for granted. Just imagine how you would function without clean water. It's everyone's responsibility to conserve and protect water resources. The decisions and actions you make today truly affect our water resources for the future. The following suggestions will help you get in the habit of saving water in the great outdoors:

- Get a rain gauge to measure rainfall. One inch of rain per week is generally sufficient for lawns and gardens. Supplement only when rainfall is inadequate.
- Use mulch around landscape plantings. Mulch will help eliminate weeds and hold moisture in the soil.
- Select hardy plants that don't need much water. Native plants that are well adapted to your climate and soils will survive well without supplemental watering.
- Water during the cool part of the day to avoid rapid evaporation.
- Raise the mowing heights on your lawn mower. This promotes healthier grass that can better survive dry periods.
- When watering is necessary, water slowly and thoroughly. If you notice puddles or runoff, turn water off and wait for water to soak in. Also be sure your sprinkler puts water where you need it – not on driveways or sidewalks.
- Wash cars efficiently. First give the car a quick rinse, and then turn the water off. Wash one section of the car at a time and rinse that section quickly. Turn the water off each time.
- Visit www.auduboninternational.org for more conservation tips.

A HELPING HAND

Community associations are not immune in this recession. Sadly, some homes have been abandoned. The homes were foreclosed and the owners moved away. When banks take over these properties, they usually don't realize they need to pay the regular assessment. With the depth of the foreclosure crisis and their own financial problems, banks are struggling to keep up.

It's hard not to complain about a nearby property looking downtrodden. We all want to come home to a community we can be proud of. If the house next door is abandoned or not maintained, offer to help. Be sure to check with the association first if you want to clean up an abandoned property. The property may belong to the bank, the association or the financially-strapped owner. If no one is given notice that volunteers are coming to maintain a property, trespassing charges can be filed – not exactly a nice return on generosity.

If given approval to access a property, there are simple things volunteers can do to improve the look. When the trash is cleaned up, the yard is watered and mowed and the newspapers, door hangers and phone books are picked up off the porch, the home is less inviting to thieves and looks better.

Having unity in the community has never been more important than in times like these. Thankfully, as neighbors, we have one another. Don't get angry, get helpful.

