



Village Voice

May 2018

SOCIAL ACTIVITIES

Save **Saturday, June 9, 2018** on your calendar because that's the date of the **Annual Pancake Breakfast**. More complete information will be announced before the Breakfast, but plan to attend this **Pancake Breakfast** because it will be your chance to get your fill of delicious, warm and tasty pancakes, good conversation and an opportunity to meet and get to better know your neighbors!

Don't forget the Social Activities Committee has many other events planned for 2018, such as the **Summer Music in the Park** this summer, the **Fall Festival** and the **Halloween Costume Parade** in October and the big **Santa Claus Visit** in December for children living at Dominguez Hills Village and other activities including a few surprises being planned.

WELCOME

Leonardo Beard, our new General Manager, has taken over effective April 1, 2018. He and **Rosie Gonzales**, with whom many of you have talked with the past several years, will be working with him, and together they will be eager to continue helping owners and residents at Dominguez Hills Village. The Community welcomes Leonardo and wishes him well.

SWIMMING POOL SEASON STARTS

Monday May 28, 2018 is **Memorial Day** but the Memorial Day Weekend starts on Friday, May 25, 2018 which is also when the swimming pool heater will be turned on to mark the beginning of the **Swimming Pool Season**. Swimming is great overall exercise but, more importantly, it is just plain fun! It's also a way to keep cool which is important this year because it is expected summer will be a few degrees hotter this year!

July 4th Holiday

Wednesday, July 4th this year is **Independence Day** and many of you will be celebrating, as our founders suggested, by fireworks! There will be public firework displays all over Los Angeles and Orange Counties and most will be visiting these firework displays. Some will

have their own fireworks displays, too, but, if you do, please remember no fireworks are permitted on common areas of the Property.

Board Meeting Thursday May 24, 2018 7:00 p.m. Clubhouse

Agenda will be posted on Clubhouse Bulletin Board or a copy is available from the Management Office

The Board took the following actions at the March 22, 2018 Board of Directors Meeting:

1. **Approved the Nordic Security Services Proposal** to replacing the Cedar Bluff Exit Gate Operators for \$8,475.74.
2. **Approved the placing of lines** on the following accounts: APN #7319-048-031; APN #7319-042-023; and APN #7319-044-045.
3. **Approved Reinvesting** The Courtyard Maturing \$100,000.00 **Certificates of Deposit** for 12 months and The Enclaves Maturing \$50,000.00 CDs for 18 months.
4. **Approved the Reserve Studies** prepared by **Reserve Study Specialist** for Dominguez Hills Village, The Courtyards and The Enclaves.

Motivation is what gets you started but habit is what keeps you going and nothing can take the place of persistence

Vendor List

Below are a list of companies who have provided service to the Dominguez Hills Village community in the past and may be of use to you.

Please note this disclaimer:

The following list of vendors utilized by Dominguez Hills Village Community Association (DHVCA) and/or homeowners is provided only as a courtesy to Association members and residents. DHVCA does not endorse nor accept any liability for the products, services or promotional offers of the companies listed. Association members and residents are free to use any vendor of their choice unless work is to be performed on or to Association owned or maintained Property.

Carpet Care By (carpet cleaning).....(310) 701-3250
Chem-Dry (carpet cleaning).....(310) 559-5613
Delta Mechanical (re-pipe).....(888) 335-8246
EC Air Conditioning Service.....(562) 698-1616
Glen Jones Plumbing.....(310) 990-8580
Lido Garage Door Remotes.....(949) 642-3766
Meraz Plumbing (Israel).....(310) 844-3627
Moe Plumbing.....(818) 572-4200
Mr. Repipe.....(877) 973-7473
Newport Exterminating.....(949) 261-0700
Pilot Painting.....(888) 900-9323
Qwik Response Construction.....(888) 809-1532
Swift Termite Control.....(323) 295-1220
Three Phase Electric.....(800) 429-4141
Vigil Air (Heating and AC).....(562) 818-5001
X Factor Communications.....(714) 935-9990

Utility Companies

Golden State **Water**.....(310) 767-8200
Southern California **Edison**.....(800) 655-4555
The **Gas** Company.....(800) 427-2200
Waste Management.....(310) 830-7100

May 11, 2018

Dear Homeowner,

Keystone Pacific is excited to announce that we have completed an upgrade to our customer portal and online account management software to enhance your ability to manage your account online, effective June 1, 2018. **Using the new portal, homeowners can sign-up for recurring ACH, view new violations, track submitted work orders and manage electronic community notifications.**

IF YOU PAY VIA KEYSTONE PACIFIC RECURRING ACH

CONGRATULATIONS! YOUR ACCOUNT WILL BE UPGRADED AUTOMATICALLY. YOU DON'T NEED TO DO ANYTHING!

IF YOU PAY BY CHECK OR AUTOPAY THROUGH YOUR BANK

After receiving your June billing statement, please complete the steps below to ensure your payment is submitted on-time:

1. Update Your HOA Account Number:

- **Your 10 digit HOA account number will be located in the top blue section of the June billing statement under "Account ID".**
- **If you pay by autopay through your bank, please update your bank records to reflect this new account number.**
- **If you pay by sending a check through the mail or drop your check off at the HOA Office, please include your new account number on any checks or correspondence to your HOA.**

2. Update Your Payment Address:

- **If you pay by autopay through your bank, please update your bank records to reflect the new payment address.**
- **If you pay by sending a check through the mail, please address all envelopes to the new payment address.**

New Payment Address:
File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

Or, for fast and convenient processing, you may now take advantage of our new online payment features.

• **Manage Online Payments:**

You are still able to make one-time ACH payments through www.kppmconnection.com. In addition, starting June 1st, Keystone Pacific is excited to introduce recurring online ACH payments. Please visit www.kppmconnection.com to access your online payment account. You may still access your account using your current email address and password. If you have not registered for The KPPM Connection, please have your new account number readily available.

We are excited for you to experience the new portal and appreciate your feedback. **Please complete our online survey by logging into www.kppmconnection.com and clicking on the menu located in the top-left corner and selecting "Portal Upgrade Survey". Homeowners who complete our survey by July 1st will be entered in to win a \$250.00 gift card!**

We realize that while change can be exciting, it can also be an inconvenience. So, while we transition to these new tools, we have committed more resources to customer support, which includes extended hours for live customer service support. The Keystone Pacific team is here to support you.

**Extended service hours from May 28th – June 29th:
5:00PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: customer care@keystonepacific.com**

The launch of our upgraded portal is just the first step in offering you the best-in-class tools so that you can manage your account in a way that suits your busy life.

Sincerely,



Cary Treff, CEO
Keystone Pacific Property Management