

June
2018



Village Voice

www.dhvca.org

Dominguez Hills Village Community Association Newsletter

April Board Meeting & Annual Meeting Highlights

At the April 26, 2018 Board & Annual Meetings the Dominguez Hills Community Association Board took the following actions:

1. Approval of Lien Resolutions Accounts:
APN# 7319-047-004; APN# 7319-046-004
APN# 7319-044-002
2. Approval of The Closing of the Management Office on Saturday. The Board of Directors after much consideration made this decision based on the amount of work generated during a 6-month trial period on Saturday.
3. The 2018 Annual Meeting did not achieve quorum to hold the election for your 2018-2019 Board of Directors. The Annual Meeting was reconvened to May 24th.

Social Committee Still Needs You!

The Social Committee is always on the lookout for volunteers to ensure all community events are enjoyable and run smoothly. All of our fun social activities depend on resident volunteers. All DHV neighbors, family and friends are welcome to volunteer. Consider contributing your time and talents to our Social Committee! Please call the Management Office at 310-223-3900 if you are interested in serving on this fun committee, or even just volunteer for one event. We are also looking for volunteer Homeowners to assist with the Landscape and Architectural Committees.

Pancake
Breakfast



Saturday
June 9, 2018
At the Clubhouse



Please plan to Attend If For No Other Reason
Than To Get Your Fill Of Delicious Pancakes,
Good Conversation & A Chance To Meet Your
Neighbors!

JULY 4TH IS AROUND THE CORNER

Before you know it July 4th - Independence Day - will be here and many people will be celebrating with fireworks, either by visiting fireworks displays held all across Los Angeles County or having their own. **Please remember, however, no fireworks are permitted on common areas!**



Pool Season Begins Memorial Weekend!

Please Adhere To The Posted Pool Hours

Don't Forget Your ID Card!



NO LIFEGUARD IS ON DUTY!

No pets are permitted in the pool/pool area.

Please be sure to lock the pool gates.

Do not prop open the gate at any time.

Children under 14 years are not permitted in the pool area, unless accompanied by an adult 18 years or older.

All guests must be accompanied by a resident.

No rough or disorderly conduct, loud music, disruptive behavior, or foul language is permitted.

No glass or breakable containers are permitted.

Diving, running, horseplay, roller skating, scooters, skateboarding or bicycles are not permitted.

Smoking is prohibited in the pool area.

Thank You & Enjoy!



DHVCA Management Office
1137 Oakhill Circle, Carson, CA 90146
310-223-3900

Open Monday-Friday: 9:00am-5:00pm
Birchknoll Gate: 310-631-3721



COMMUNITY MANAGER

Leonardo Beard - lbeard@keystonepacific.com

ASSOCIATE MANAGER

Rosie Gonzalez - rgonzalez@keystonepacific.com

After-Hours, Property-Threatening Emergencies
949-833-2600

Vendor List

Below is a list of companies that have provided service to our community in the past. These vendors may be of use to you.

DISCLAIMER: The following list of vendors utilized by DHVC 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 Association-maintained property.

Carpet Care (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 (Isreal).....	310-844-3627
Moe Plumbing.....	818-572-4200
Mr. Repipe.....	877-973-7473
Newport Exterminating.....	949-261-0700
Pilot Painting.....	888-900-9323
Plumbing Care.....	800-359-2751
Owik Response Construction.....	888-809-1532
Swift Termite Control.....	323-295-1220
Three Phase Electric.....	800-429-4141
Vigil Air (AC & Heating).....	562-818-5001
X Factor Communications.....	714-935-9999

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

NEXT BOARD MEETING
Thursday, June 24, 2018
7:00pm At The Clubhouse



HAPPY
Father's Day



May 20, 2018

Dear Homeowner,

The information below was sent to you previously. We are resending the information below as a reminder.

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 29th – June 29th:
5:00PM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: customercare@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

We've upgraded!

Now you can sign-up for ACH, view new violations, track submitted work orders and manage electronic notifications through our customer portal.

If you are signed up for ACH through Keystone Pacific, congratulations! Your account will be upgraded automatically and you don't need to do anything!

If you currently pay your assessment through the bank or by mail, here is a step-by-step guide to assist with these changes:

UPDATE ACCOUNT NUMBER

Please reference your new
ACCOUNT NUMBER

Your new account number, labeled Account ID, is in your attached billing statement.

UPDATE PAYMENT ADDRESS

Please mail your **PAYMENTS** to:

File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199 - 1958

Or

MANAGE PAYMENTS ONLINE

WWW.KPPMCONNECTION.COM

- Sign-Up for Recurring ACH
- Manage Credit Card Payments
- One-Time ACH

NEED HELP?

EXTENDED CUSTOMER SERVICE
through June 29th:

Mon. - Fri.: 5:00 PM to 9:00 PM
(949) 833-2600; (select option 3)
customer@keystonepacific.com



Frequently Asked Questions

How do I log in?

You can log on at www.kppmconnection.com with your existing username and password. If you don't have a username and password yet, you need to register. First, locate your new account number in the top blue section of your included billing statement under "Account ID". Then, please visit www.kppmconnection.com to access the new portal and follow the instructions. If you need help logging on, please call our customer service line below.

What new features does the customer portal have?

Our new customer portal provides great new features! Homeowners can now sign-up for recurring ACH, view new violations and violation letters, submit and track submitted work orders and manage electronic community notifications, all from a computer or mobile device!

What if I signed up for recurring ACH directly through the Keystone Pacific Website?

Congratulations! Your account will be upgraded automatically and your payments will continue.

What if I signed up with my bank to automatically pay my assessments?

Update your bank's records with the new remittance address and your new homeowner account number. Your new 10-digit account number will be labeled "Account ID" in the top blue section of your billing statement. The new payment address is:

File 1958
1801 W. Olympic Blvd.
Pasadena, CA 91199-1958

What if I make or want to make payments on the Keystone Pacific website?

After June 1, 2018 – The Keystone Pacific customer portal will have more payment options. You can continue to make one-time ACH payments and now you can set up recurring payments as well. You can log on at www.kppmconnection.com.

What if I make recurring payments with a credit card?

If you signed up for a recurring payment through PayLease utilizing your credit card, you will receive separate correspondence with easy-to-follow instructions.

What if I dropped off my payments at the HOA Office?

If you have dropped off your payments to the HOA Office, you may continue to do so. Please include your new account number on any checks or correspondence to your HOA.

Will my account balance carry over?

Yes, however your June billing statement will only show June's assessment. It will not reflect your account balance. The account balance will appear on your July billing statement.

I need help! Who do I contact?

We've extended our hours for live customer service support to assist you in navigating the new portal. The Keystone Pacific team is here to support you.

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

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

16775 Von Karman, Ste. 100, Irvine, CA 92606 | (949) 833-2600 phone | (949) 833-0919 fax
www.kppm.com



Dominguez Hills Village Community Association
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. 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 no later than July 31st.

Owner Name: _____

Property Address: _____

***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 event 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:
Dominguez Hills Village Community Association
c/o Keystone Pacific Property Management, LLC
16775 Von Karman Ave, Suite 100
Irvine, CA 92606