

December 14, 2017

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. **Using the new portal, homeowners can sign-up for recurring ACH, view 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

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 is located in the top blue section of the attached January 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**, please include your new account number on any checks or correspondence to your HOA.

2. Update Our Payment Address:

- **If you pay by autopay through your bank**, please update your bank records to reflect Keystone Pacific's new payment address
- **If you pay by sending a check through the mail**, please address all envelopes to Keystone Pacific's 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, 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 visiting www.kppmconnection.com. Homeowners who complete our survey by February 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 January 2nd – January 31st:
9:00 AM to 9:00 PM, Monday through Friday.**

**Phone Number: 949-833-2600
Email: customer@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 violations, track submitted work orders and manage electronic notifications through our customer portal.

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, please complete the steps below:

UPDATE ACCOUNT NUMBER

Please reference your new **HOA ACCOUNT NUMBER**, labeled Account ID on your included 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 January 31st:

Mon. - Fri.: 9:00 AM to 9:00 PM
(949) 833-2600

customercare@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 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 January 3, 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.

Will my account balance carry over?

Yes, however your January billing statement will only show January's assessment. It will not reflect your account balance. The account balance will appear on your February 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 January 2nd – January 31st:
9:00 AM to 9:00 PM, Monday through Friday.

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



Neighborly News

Volume 13 Issue 1 7400 Circulo Sequoia, Carlsbad, CA 92009 January 2018

Contact Information

The Clubhouse
7400 Circulo Sequoia
Carlsbad, CA 92009

Community Website
www.lacostaoakshoa.org

Onsite General Manager:
Carl Weise CMCA, CCAM-HR
(760) 943-6650
cweise@keystonepacific.com

Executive Assistant:
Kim Van Leeuwen
(760) 943-6650
LCOMGT@keystonepacific.com

After Hours On Call Manager:
(949) 833-2600
Snake Removal:
911 or 619-236-2341
Animal Control
(800) 486-0010
Carlsbad Fire/Police
(760) 931-2197

Pools and Fitness Center Hours of Operation

Daily 5a.m.-10p.m.
Including all Holidays

****Must Use Key Card For Access****

Happy New Year!

What's New for 2018

La Costa Oaks Assessments will remain the same as 2017. However, there is a new mailing address and account number on your statement. PLEASE review the attached letter from Keystone Pacific regarding the changes in how your payments will be processed. If you utilize the ACH service, no action is needed, if you physically send a check or send one electronically from your bank, you will need to update the mailing address and account number. Please see your assessment statement for the updated information.

Landscape renovations and tree removal and replacements are moving quickly. Phase 3 will be completed before the end of 2017 and Phase 4 work will be done in January and February.

It's Election Season! This year, there are three seats up for election, for a two year term on the Board of Directors. Also, we need district delegates and alternates for each of the neighborhoods. Look for the official mailing to be sent on January 5, 2018. The Deadline to return your candidacy form is 5:00PM Friday, January 26, 2018

Breakfast with Santa was a hit! 220 residents came to see Santa and the Gingerbread Man this year. Our elves helped the children decorate gingerbread and sugar cookies as well. We hope your holidays are Merry and Bright!



General Safety Reminders

Register to receive emergency alerts by going to www.readysandiego.org You can register you home and cell phones to alert you of wildfires and any other emergency that occurs at your home, work, school and any other location you choose.

Consider downloading the [“SD Emergency”](#) App on your smartphone. Go to your app store and load this free app receive additional local information in the event of and emergency.

Carlsbad Police recommend, “If you see something, SAY something.” If you see something that doesn’t seem right, it’s best to call them at: 760-931-2197 and they will be able to prioritize your call and respond appropriately.

Another detailed source of weather information is from SDG&E, www.sdgeweather.com This site is loaded with data from over 100 weather stations and has multiple cameras. This is a great resource for Red Flag Warnings.

Are you looking for a great way to serve the greater Carlsbad Community? Consider becoming a “CERT” volunteer: (Community Emergency Response Team). For more information about what CERT does and doesn’t do, check out their website:

<http://www.carlsbadca.gov/services/depts/fire/emergency/cert/default.asp>

Dates to Remember:

****Call for Candidates:** In early January, homeowners will receive an official notice to announce three seats on the Board of Directors are up for election. Deadline to return your candidacy statement is 5:00 PM, Friday, January 26th

Architecture Review Committee:

This committee usually meets on the first Thursday of the month.

**Home Improvement applications are due to the office by:

Thursday, January 4th for the January Review Meeting.

Thursday January 25th for the February Review Meeting.

Landscape Committee:

Usually meets on the first Thursday of each month at 4:30pm at the Oaks Club. Next meeting is Thursday January 11th.

Board of Directors Meetings:

Tuesday January 23rd, 7:00PM at the Oaks Clubhouse.

<u>Holiday Hours:</u>		<u>Pools & Fitness Center</u>	<u>Office</u>
Christmas Day	Dec. 25	Open 5AM — 10PM	Closed
Tuesday	Dec. 26	Open 5AM — 10PM	Closed
Wednesday	Dec. 27	Open 5AM — 10PM	Open
Thursday	Dec. 28	Open 5AM — 10PM	Open
Friday	Dec. 29	Open 5AM — 10PM	Open
New Year's Eve	Dec. 31	Open 5AM — 10PM	Closed
New Year's Day	Jan. 1	Open 5AM — 10PM	Closed
Tuesday	Jan. 2	Open 5AM — 10PM	Open

If there is an urgent issue during the holidays, please call the Keystone After Hours Manager at (949) 833-2600 and follow the prompts; your call will be responded to shortly.

If the issue is not so urgent, please email LCOMGT@keystonepacific.com

Thank you.