

Dear Villa La Jolla Condominium Association Homeowner:

Keystone Pacific began providing professional community association management services in October and will begin providing Association accounting services on December 1, 2016. **The information below was sent previously in a letter dated October 25, 2016. We are resending the information below as a reminder. In addition, we have attached a FAQ to answer some of the most common questions you may have during the transition process.**

WHEN WILL I RECEIVE MY ASSOCIATION STATEMENT?

You will receive your courtesy association assessment statement around the 24<sup>th</sup> of each month. All assessments are due and payable on the first of the month. Keystone Pacific will be sending out the December 2016 billing statements and you should receive your statement around November 24<sup>th</sup>. Payments should be mailed to Keystone Pacific at the address in the first bullet point under "What Payment Options are Available".

WHAT PAYMENT OPTIONS ARE AVAILABLE?

Keystone Pacific has three assessment payment options available:

- **Mail your payments** to P.O. Box 15345; Santa Ana, CA. 92735-0345.
- **Sign up for the ACH Program** to have your assessment payment automatically debited from your checking or savings account. An ACH form was included in your initial welcome letter, please complete it and return it to Keystone Pacific at the address below, by fax at (949) 777-1732 or by email at [calcaraz@keystonepacific.com](mailto:calcaraz@keystonepacific.com). Should you need an additional ACH form, please call (949) 833-2600. **All ACH forms received by the last day of the month will have the following month's assessment payment automatically processed.**
- Pay online at [www.kppmconnection.com](http://www.kppmconnection.com) with The KPPM Connection online portal. In order to login, you will need your account number. **You will receive your new account number with your December billing statement in late November.**

You will be able to access your association account to view activity, check your balance, make payments, print billing statements and inserts and update account notifications and settings **by December 10<sup>th</sup>**. You can conveniently pay your assessments by credit card. All credit card payments will include a processing fee. Keystone Pacific Property Management does not receive any portion of this credit card processing fee. You may also elect to receive email notifications involving your community association, which would include information about events, news, and activities in your community. To sign up to receive e-statement and email notifications, go to [www.keystonepacific.com](http://www.keystonepacific.com), click on "Client Login" set up your account and register under "Account Notifications". A Frequently Asked Questions sheet is enclosed with this letter. If you have questions about this service or regarding first time registration, please first refer to this sheet. If you have further questions, please feel welcome to contact our Customer Care department at (949) 833-2600.

WHO IS MY CONTACT?

The Management Company and Community Association Manager work closely with your Board of Directors to oversee the day to day operations of your Association. If you have any questions regarding your community, or if you are in need of assistance, please do not hesitate to contact Frank Squires, your management representative, at (619) 994-7161 or email your manager at [fsquires@keystonepacific.com](mailto:fsquires@keystonepacific.com).

WHAT ABOUT EMERGENCIES?

For any association emergency, which could damage life or property, please contact Keystone Pacific at (619) 994-7161. An after hours emergency response service is maintained. For all other maintenance issues, please contact your management representative during normal business hours, 9:00 a.m. to 5:00 p.m., Monday through Friday.

**We hope the information above has been helpful and we look forward to working with Villa La Jolla Condominium Association.**

Sincerely,



Tim Taylor

Vice President - Large Scale Community Management

Enclosure

## Frequently Asked Questions

- **Is the balance reflected on this statement my current balance?**

No, this statement only reflects one month's assessment. Any prior balance/credit will be reflected on your next billing statement.
- **My assessments were automatically taken out of my bank account, will this continue?**

No, the previous auto pay with prior management has been cancelled. It will be necessary for you to complete the ACH application that was included with the welcome packet.
- **During this transition of management companies, is there any grace period to pay my assessments?**

Yes, your existing grace period remains in effect.
- **Who do I make my payment payable to?**

All payments should be made payable to your Homeowner's Association.
- **Where should I send my payment?**

Your payment should be sent to the PO Box address on this statement. Please remember to include your account number.
- **Where is my new account number located?**

Your new account number is located in the upper right hand corner of this billing statement. The account number begins with a "P".
- **What happens if I sent my payment to prior management?**

Prior management should be forwarding your payment to Keystone Pacific, however they may also return it to your bank or to you depending on your payment method. If your payment is not reflected on the next billing statement, please contact your Accounts Receivable Associate.
- **Can I pay my assessments online?**

Yes, you may make a one-time payment online each month as your banking information will not be stored. Please follow these instructions to register your account online.

  1. Please visit [www.kppmconnection.com](http://www.kppmconnection.com)
  2. Use the green first time registration box on the right-hand side
    - a. Register with your account number & property zip code
  3. Create your new Login by inputting your own email address and password.
  4. OPTIONAL: To sign up for email notifications, use the "Account Notifications" feature under the "My Profile" tab
    - a. Select the options you prefer to receive by email such as Community Association Updates, Newsletters and/or Electronic Billing. If Electronic Billing is not selected, a paper statement will continue to be sent.
- **Can I pay by Credit Card?**

Yes, you may pay by credit card at [www.kppmconnection.com](http://www.kppmconnection.com) or by phone at (866) 729-5327. This is a third party credit card service and a processing fee will apply.

## Villa La Jolla Condominium Association

Date: November 25, 2016

Dear Owner:

In an effort to obtain better financing for existing homeowners and new prospective buyers at Villa La Jolla, it is important for us to know how your condominium is utilized. Sometimes the current mailing address does not accurately represent the ownership status so this survey will help us with updating our correct owner occupancy vs. investment percentages.

Please help us by checking one of the boxes below. Please place a check mark on which one best applies to your ownership status.

Owner Name: \_\_\_\_\_

Villa La Jolla Address: \_\_\_\_\_

(x)

Owner Occupied (You live in the condo full time.)

Second Home (Is vacant part time and you come and visit)

Investment Property (Rental Only)

Owner Signature \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form to the sales office. If you should have any questions regarding this survey, please contact your General Manager, Frank Squires, at fsquires@keystonepacific.com or (858) 455-7824.

# Villa La Jolla

## Maintenance and Repair Update

Villa La Jolla Residents:

We wanted to keep you in the loop about the recent maintenance and repair work that has been going on around our community!

- ❖ We are happy to announce the pool and Jacuzzi renovations are complete. We thank you for your patience over the past few weeks.
- ❖ All five parking lots are under repair as well, with each one being sealed individually. We expect these to be completed by year-end.
- ❖ Finally, we are repairing buildings in the common area. We will send out notices if and when a unit is affected. We currently expect to perform work on the following buildings over the next two months:
  - 8524, 8548, 8520, 8512, 3172, 3162, 3158

We are excited to see our community reflect the pride we take in our homes. If you should have any questions regarding these or other maintenance projects, please feel welcome to contact our Manager, Frank Squires. He can be reached at [fsquires@keystonepacific.com](mailto:fsquires@keystonepacific.com) or (858) 455-7824.

Sincerely,

Board of Directors  
Villa La Jolla Condominium Association