

MARCH 2019

MONARCH BEACH MASTER HOMEOWNERS ASSOCIATION

www.monarchbeachhoa.org

Professionally Managed by Keystone Pacific Property Management, LLC - 16775 Von Karman, Ste. 100, Irvine, CA 92606

NORDIC iGATE MOBILE APP

The Board of Directors is encouraging homeowners and residents to download the free Nordic Security iGate app for both iPhone and Android. It is a fast and easy way to add a guest/vendor to your profile via your cell phone. Please search for Nordic iGate on Google Play or the Apple Store and download this free application.

Using the app, you can manage all of the basics of your gate access profile right from your phone or tablet. Whether it is pizza delivery or a family friend, a few quick clicks, and your guest is registered. Minutes later, your guest arrives at the gate and they are quickly issued a pass. This saves time for you and reduces processing time for the guards.

If you prefer using the web rather than an app, an online web page for access is also available to manage visitors and vendors:
<https://monarchbeach.nordicsec.com>.

Please contact Abe Anaya, Post Commander at the Stonehill gate from 6:00 a.m. to 2:00 p.m., Monday to Friday, for your Temporary Username and Temporary Password. Or you may email service@nordicsec.com for assistance. Once you have completed your initial login, you will be able to change your username and password by selecting the "Administrative/Notifications" then "Preferences buttons." Please follow the instruction on this page to change your username and password. We recommend bookmarking <https://monarchbeach.nordicsec.com> so you may access your account faster. You can also access the same information at www.nordicsec.com and then click the Resident/Manager logon button.

If you do not have access to a computer, you may call the Niguel Guardhouse 24/7 at (949) 496-8495 or the Stonehill guardhouse from 6:00 a.m. to 10:00 p.m. at (949) 661-9602.

GUARDHOUSE ANSWERING MACHINES

The Niguel and Stonehill guardhouses have answering machines to take your message when the guard on duty is temporarily unavailable (i.e., in the restroom).



BOARD OF DIRECTORS:

Gena Stinnett – President
David Whitham – Vice President
Paul Jacobs – Secretary
Carol McClain – Treasurer
Jim Bradley – Member at Large

NEXT BOARD MEETING:

May 13, 2019 @ 6:00 PM

Location: Prendiville Insurance Office
24661 Del Prado, Suite 3, Dana Point, CA
Upstairs Conference Room

The final agenda will be posted at the gate and on community website. You may also obtain a copy of the agenda by contacting Management at 949-430-5804.

IMPORTANT NUMBERS:

ASSOCIATION MANAGER:

Rosmen Paguio

Phone: 949-430-5811

Fax: 949-833-0919

rpaguio@keystonepacific.com

Emergency After Hours: 949-833-2600

COMMON AREA ISSUES / DECALS / TRANSPONDERS / GATE KEYS:

Deborah Marino

Phone: 949-838-3273

dmarino@keystonepacific.com

BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600

customercare@keystonepacific.com

GATE HOUSES:

Niguel Entrance: 949-496-8495

Stonehill Entrance: 949-661-9602

STREET SWEEPING:

Second and Fourth Mondays of each month from 8 am – 12 pm. Please inform vendors and/or guests not to park on the streets that morning.

SUB ASSOCIATION INFO:

Keystone Pacific Property
Management

Villas 949-833-2600

Marquesa 949-833-2600

Antigua 949-833-2600

AMMCOR

Montego 949-661-7767



MARCH 2019 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.
- Monday, May 13, 2019 - Board Meeting @ 6:00 p.m.
Location: Prendiville Insurance Office
24661 Del Prado, Suite 3, Dana Point, CA
Upstairs Conference Room



PAYMENT UPDATE:

As a friendly reminder, your account number and where to send your assessment payment has changed.

To avoid delays in processing your assessment payments, please update your records.

Your new 10 digit account number can be found in your billing statement. The new payment address is:

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

If you have any questions, please call 949-833-2600.

ENTRY GATE REMINDERS:

- Please remember that the **barrier arms come all the way down between cars** at the Entry Gates. Do not try to follow a car in through the barrier arms. Homeowners will be charged for repairing the gate damage caused by cars not stopping between vehicles.
- The resident transponder lane is only for vehicles with transponders as the gate attendants' scanners cannot reach the resident lane. Please remember that the transponder lane has priority over vehicles entering through the guest lanes.

GUESTS

- If you are expecting more than five (5) guests on the same day, you must submit a written list to the guard house.
- If you are expecting twenty-five (25) or more vehicles, you must hire an extra guard for four (4) hours minimum, at \$20.00 per hour.
- If you are expecting 25 (twenty-five) or more vehicles, you must notify the guard house with the guests' names one (1) week prior of their approximate arrival.
- All guests must have a pass that is placed on their dashboard in plain view.
- You are responsible for your guests' actions.

VISIT www.monarchbeachhoa.org!

Log onto the community website to:

- Submit maintenance requests, address changes
- Get the latest community news & updates
- Obtain minutes, newsletters, policies, forms
- Access your account online
- Pay your HOA bill online

Should you have problem logging onto the community website, please call Customer Service at 949-833-2600.

