

January 2021

# Monarch Beach Master Homeowner's Association

[www.monarchbeachhoa.org](http://www.monarchbeachhoa.org)

## Gate System Change Over

You've undoubtedly received numerous notifications about the changes coming to Monarch Beach gates and our new gate vendor (Patrol One) and gate management system (Proptia). The planned transition date is February 1<sup>st</sup>. Hopefully, you have also responded to the Board's request to provide your gate-related email address to [droby@keystonepacific.com](mailto:droby@keystonepacific.com) prior to January 13<sup>th</sup>. If not, don't despair, there will be an opportunity for you to update your gate information (vehicles, visitor list, etc.). This is a big change for our HOA, and one which we expect will provide efficiency and smoother operations in the future. Please be patient as we make this challenging transition.

A core objective of our new gate system is to allow members to use the simple **Proptia App** (or portal) to register visitors and vendors. Attendants accepting lengthy verbal phone-in requests from members is becoming more burdensome to our system. After you review the Proptia app tutorial (coming soon) you will see that it provides a faster and more accurate method to communicate with the gate attendants. There are also some excellent time-saving features including the ability to send your visitor an **e-Pass**. We need the whole community to adopt these new procedures.

We have been experiencing an increasing number of gate barrier arm strikes resulting in damage. You may incur the cost of repairs if you hit the barrier arm. Remember, only one car is allowed per entry interval. Attempting to "tailgate-in" will result in a fine. Your Board is investigating changes to the gate arms to increase visibility. Please drive with caution as you maneuver through the gates. Pedestrians frequently cross the street in this vicinity.

Also, sadly, we have experienced an increase in verbal abuse directed at our gate attendants. The attendants are instructed by the HOA to follow their **Post Orders**. They are not authorized to improvise. If you have a problem or experience an incident regarding gate operations, please contact management at the email above. Do not dispute gate policy with the attendants. Impolite or inappropriate language (in person or on the phone) directed to gate personnel will result in a "call to hearing" and a likely fine. The gate houses have numerous continually recording audio and video devices.

### BOARD OF DIRECTORS:

Paul Jacobs—TBD  
James D. Cigler—TBD  
George Stepanchich—TBD  
Carol McClain—TBD  
David Whitham—TBD

### NEXT TWO BOARD MEETINGS:

**January 25, 2022 @ 7:00 PM**  
**February 22, 2021 @ 7:00 PM**  
Location: Via ZOOM

*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 949-430-5807.*

### IMPORTANT NUMBERS:

#### ASSOCIATION MANAGER:

**DeLawrence Roby**  
Phone: 949-430-5807  
Fax: 949-377-3309  
[droby@keystonepacific.com](mailto:droby@keystonepacific.com)  
**Emergency After Hours: 949-833-2600**

#### COMMON AREA ISSUES / DECALS / TRANSPONDERS / GATE KEYS:

**Francesca Vanni**  
Phone: 949-570-1304  
[fvanni@keystonepacific.com](mailto:fvanni@keystonepacific.com)

#### BILLING QUESTIONS/ ADDRESS CHANGES/ WEBSITE LOGIN:

Phone: 949-833-2600  
[customercare@keystonepacific.com](mailto: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
Estates	949-833-2600

Sea Breeze	
Montego	949-661-7767

## JANUARY 2021 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.
- ◆ Trash Pick-Up Day - Please check with your sub-association for your trash pick-up day. Please remove trash cans from the common areas after this day.
- ◆ January 25, 2021 - Board Meeting @ 7:00 PM  
Location: Different Zoom Meeting links
- ◆ Keystone office will be closed:  
- Monday, February 15, 2021—President's Day

### Refinancing or Home For Sale

For quick and easy access to all the necessary Association Documents for escrow or refinancing, please visit [www.homewisedocs.com](http://www.homewisedocs.com)

Need additional assistance, please contact the help desk at (866) 925-5004 ext.1 or email [info@homewisedocs.com](mailto:info@homewisedocs.com)

### CALIBER ONLINE PAYMENT FEATURE

The Monarch Beach Master Board urges Homeowner's to sign up for automatic bill payments. This is an easy and convenient way to avoid miss payments and late charges.

Sign up for on-line payments or ACH to make timely payments and avoid late charges! You may make one-time ACH payments through [www.kppmconnection.com](http://www.kppmconnection.com). In addition, Keystone offers recurring online ACH payments. If you have not registered for The KPPM Connection, please have your account number readily available and go to [www.kppmconnection.com](http://www.kppmconnection.com) to create an account using your Account ID, ZIP Code and email. From the Home page, selection "Make A Payment", select "Recurring ACH Pay" and fill out your banking information. We hope you use the portal and it makes your life simpler.

**REMINDER:** payment address for assessments: PO BOX 513380, Los Angeles, CA 90051-3380.

### COMMUNITY REMINDERS:

- The City of Dana Point maintains the locking mechanism on the rear gate to Lot 10C. The gate is designed to allow access from dawn to dusk. Please have your dog on a leash when walking in this area, as it is required by the City of Dana Point.
- Remember to watch your speed while driving along Monarch Beach Drive, especially when approaching the exit gates.
- Please be mindful of the gate barrier arms. Homeowners may be called to hearings and assessed fines for striking them if there is damage done by a guest or resident. The gate arms are to open for one vehicle at a time, when the car ahead of you goes through, please wait until the gate arm goes down then goes up again to proceed.
- Log onto the community website to: submitted maintenance requests, address changes, get the latest community news & updates, obtain minutes, newsletters, policies, forms, access your assessment billing about online and etc. The website is [www.monarchbeachhoa.org](http://www.monarchbeachhoa.org).

