

SERRANO PARK HOA

A step-by-step guide for homeowners to submit Architectural Review Requests

Below you will find six different parts to help you navigate the process to successfully submit an Architectural Review Application and to receive your deposit back.

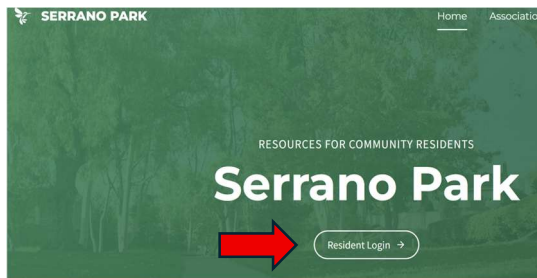
1. What you will need to submit for an Architectural Review Request.
2. How to locate the Applications.
3. Paying the Architectural Application Deposit
4. Submitting Architectural Review Requests
5. Decision Notification and Status Check
6. Notice of Completion (NOC)

Part 1: What you need to submit for an Architectural Review Request

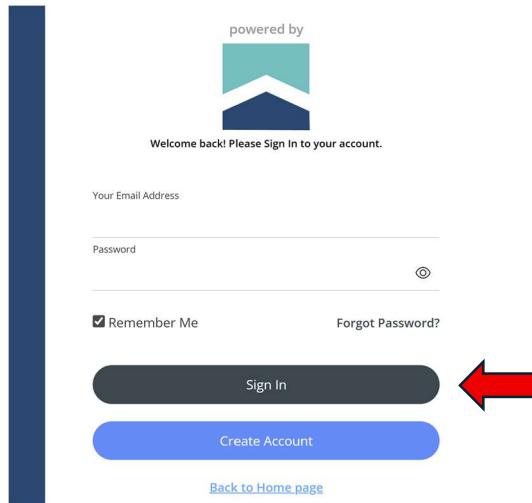
1. A completed application(s) with all the applicable fields completed with a detailed description of the project including materials used, and/or color information. This may also include any project related materials like paint samples, colored images of materials, or a Site Plan indicating the areas for review. In some instances, a neighbor's (or multiple neighbors') signature(s) is necessary for Approval. Ensure each application is completed thoroughly and project related materials are included to ensure an efficient approval process.
 - a. Project related materials may include the following: paint samples, colored images of selected building materials, site plans, architectural building plan sets, landscape/planting plan, etc.
2. Color photos of the existing conditions of your project are required otherwise your Request will be flagged as *Incomplete*.
3. Application deposit (see Part 3: Paying the Architectural Application Deposit for details on how to submit a deposit).

Part 2: How to locate the Applications:

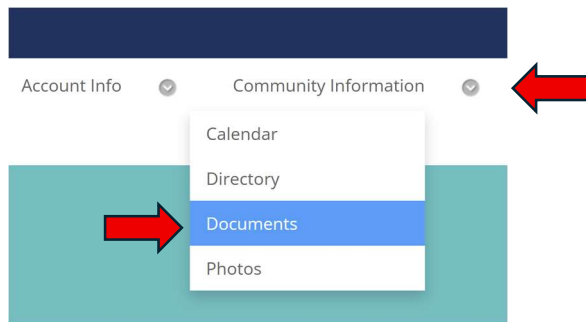
1. Go to the *Keystone Connection Portal*: <http://www.keystoneconnection.net> or <http://www.serranopark.net>.



2. Log in/Sign in the *Keystone Connection portal/resident portal*. If you do not have a log in, please click *Create Account* and follow the instructions.



3. Once logged on, go to *Community Information > Documents*



4. In the left pane, click on *Architectural* to show the various Applications in the right pane. Click on '+' sign next to *Architectural* to show our community's approved *Color Schemes* in a subfolder, and in the pane to the right, you will find each of the Applications as well. Select the appropriate Application(s) to download.

Document Library

Documents are organized by folder. Select a folder from the list on the left. Documents in that folder will be listed to the right. To download and view a document, click on the document name.

Name	Date	Size
Dunn Edwards Paints - Serrano Park Discount.pdf	5/9/2025	107 KB
Serrano Park Form - Exterior Alteration Request.pdf	7/4/2024	311 KB
Serrano Park Form - Garage Door Replacement.pdf	7/4/2024	222 KB
Serrano Park Form - Landscape Pool and Spa.pdf	7/4/2024	279 KB
Serrano Park Form - Mailbox Request.pdf	7/4/2024	264 KB
Serrano Park Form - Notice of Completion.pdf	7/4/2024	123 KB
Serrano Park Form - Wall and Fence Improvement.pdf	7/4/2024	247 KB
Serrano Park Policy Re Architectural Deposits for Comment Process.pdf	5/5/2025	67 KB
Serrano Park Property - ARC Guidelines.pdf	7/4/2024	376 KB

Notes: Please be thorough and complete all required applications and paperwork, otherwise it will delay the process.

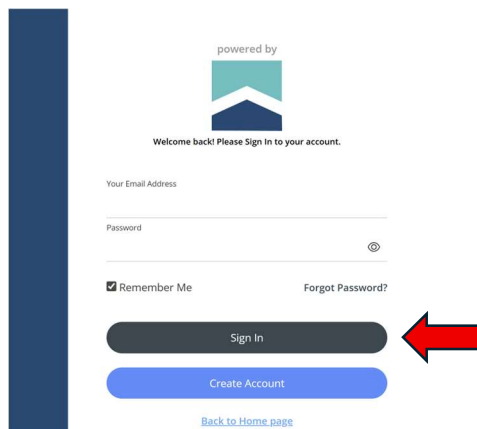
Part 3: Paying the Architectural Application Deposit

Two different forms of payment are accepted for the Architectural Review deposit:

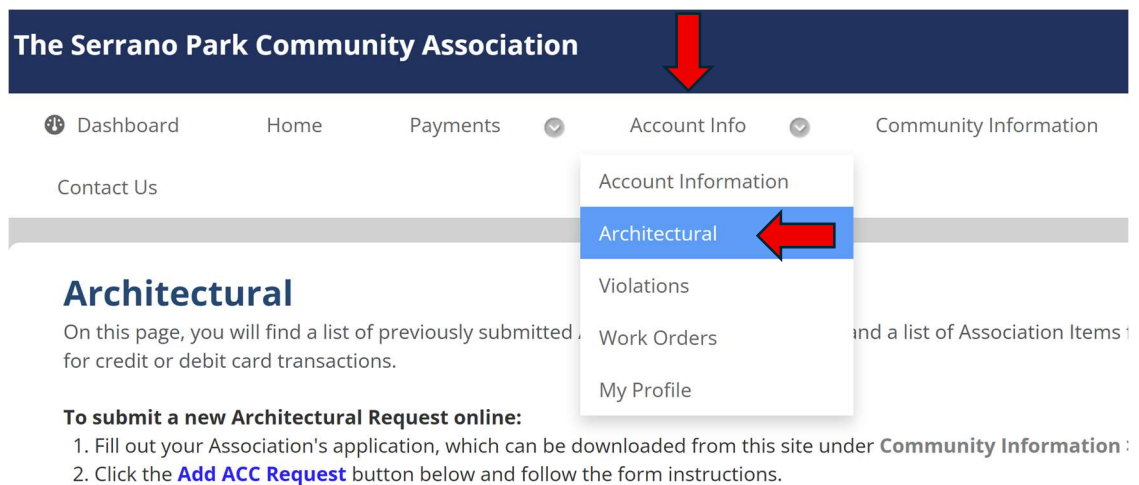
1. Online via *Keystone Connection portal/resident portal*, or
2. A check payable to *Serrano Park HOA*
 - a. The check can be mailed along with the application(s) to Keystone, or
 - b. Dropped off along with the application(s) at Keystone's office.

Online Payment (Quickest and Easiest Option)

1. Go to the *Keystone Connection Portal*: <http://www.keystoneconnection.net> or <http://www.serranopark.net>
2. Log in/Sign in the *Keystone Connection portal/resident portal*. If you do not have a log in, please click *Create Account* and follow the instructions.



3. Go to *Account Info > Architectural*



4. Under *Purchase Association Items*, click the blue bubble to select the *Arch. Application Deposit*.

To submit a new Architectural Request online:

1. Fill out your Association's application, which can be downloaded from this site under *Community Information > Documents*.
2. Click the **Add ACC Request** button below and follow the form instructions.

Architectural Requests

A list of previously submitted Architectural (ACC) Requests are displayed below, including the status of any recently submitted requests.

[Add ACC Request](#)

Requ	Request Ty	Statu			

No data to display

Purchase Association Items

A list of Association Items available for purchase are displayed below. Please note that third-party processing charges will apply for credit or debit card purchases.

Misc. Item	Description	
Clubhouse Rental Deposit	\$200.00 Refundable deposit for Clubhouse provided their is no damage and clubhouse is left clean	...
Clubhouse Rental Fee	\$100.00 Non-refundable fee to use the clubhouse	...
Pool/Tennis Fob	\$100.00 Fob is to access association amenities.	...
Arch. Application Deposit	\$200.00 Refundable deposit. Deposit checks are cashed. An approved Notice of Completion must be approved before the deposit is returned.	...

5. Click *Purchase Now*

Misc. Item	Description	
Clubhouse Rental Deposit	\$200.00 Refundable deposit for Clubhouse provided their is no damage and clubhouse is left clean	...
Clubhouse Rental Fee	\$100.00 Non-refundable fee to use the clubhouse	...
Pool/Tennis Fob	\$100.00 Fob is to access association amenities.	...
Arch. Application Deposit	\$200.00 Refundable deposit. Deposit checks are cashed. An approved Notice of Completion must be approved before the deposit is returned.	...
Purchase Now		X

6. A *Purchase Detail* window will appear. Complete each prompt to confirm the purchase of the deposit. *Note: There is a processing fee.*

Purchase Detail

Association Name:

Misc. Item Name: Account Number:

First Name: Last Name:

Property Address: Billing Address:

City: State:

Zip: Phone Number:

Email: Misc. Item Cost:

7. A confirmation email will be sent to the address associated with your Keystone portal. The email contains a **Confirmation #/Transaction ID**, which will be needed for your online Architectural Application.


Subject: Online Miscellaneous Payment Receipt for The Serrano Park Community Association - c/o Keystone

This email is to confirm payment for:

Association: The Serrano Park Community Association

Homeowner Account Number: XXXXX

Name: XXXXX

Confirmation Number/ Transaction ID: 8311 

Payment Date: 07/19/2025

Total Payment Amount: 206.50

Item: Arch. Application Deposit

Item Description: \$200.00 Refundable deposit. Deposit checks are cashed.

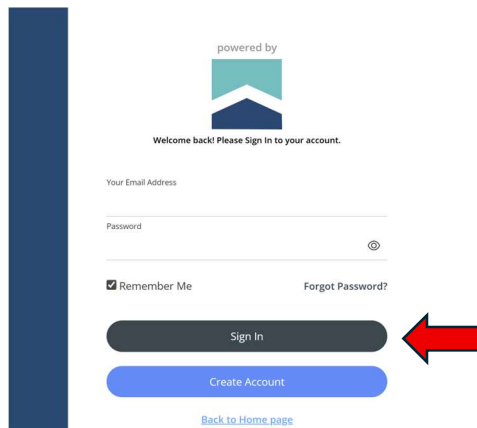
An approved Notice of Completion must be approved before the deposit is returned.

Please do not reply to this email as it is not monitored. If you have any further questions, please contact the management company.

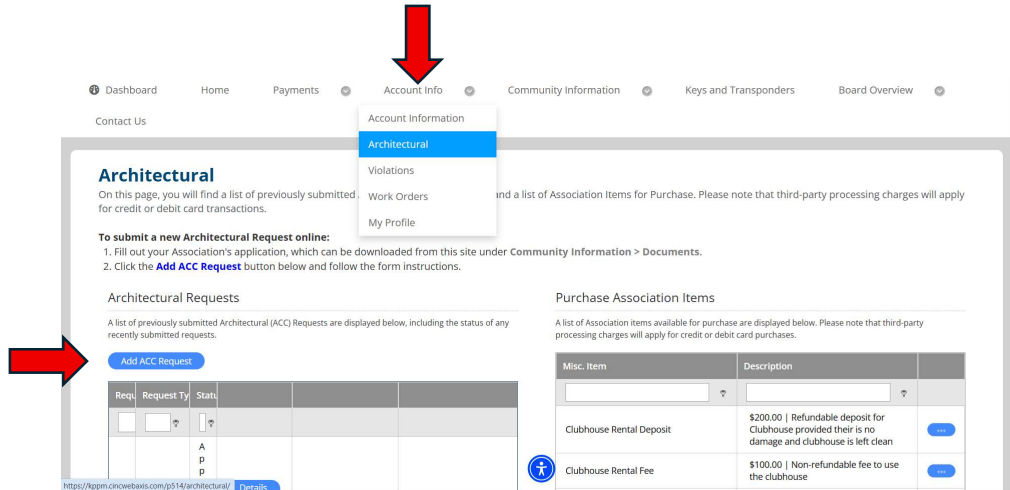
Part 4: Submitting Architectural Review Requests

Option 1 - Online Submittal (Quickest and Easiest Option)

1. Go to the *Keystone Connection Portal*: <http://www.keystoneconnection.net> or <http://www.serranopark.net>
2. Log in/Sign in the *Keystone Connection portal/resident portal*. If you do not have a log in, please click *Create Account* and follow the instructions.



3. Go to *Account Info > Architectural* and select *Add ACC Request*. Complete the online form.



4. Scan and upload all completed Applications and Project paperwork required for your project. This includes current photos, paint samples, color images and materials, site plan, etc. (See Part 1: What you need to submit for more details.)

ACC REQUEST INSTRUCTIONS

1. If applicable, pay your Association's required review fee and/or deposit on this page under *Purchase Association Items*. Please indicate the Transaction ID for each purchase in the form below.
2. Complete the required fields below.
3. Upload your Association's Application or Form for property improvements.
4. Upload your Project Files, such as plans, photos, sample images, brochures, etc.

ACC Request Type*

ACC Process Type* ❶

Project Description* ❷

Application or Form* ❸
 No file chosen

Project Files* ❹
 No file chosen

Payment Method*
 Credit or Debit Card N/A for Select Projects N/A for Notice of Completion

Optional Comments

Applications →

Project Files →

5. Under *Payment Method*: If the deposit was paid via *Keystone Connection portal/resident portal*:
 - a. Select *Credit or Debit Card*
 - b. Type the **Confirmation #/Transaction ID** from your Keystone Architectural Deposit confirmation email into the *Transaction ID #1* field.

Application or Form*

Choose File No file chosen

Project Files*

Choose Files No file chosen

Payment Method*

Credit or Debit Card N/A for Select Projects N/A for Notice of Completion

Transaction ID #1*

Transaction ID #2

Optional Comments

By selecting **Submit** below, I hereby agree and certify to each of the following:*

I have reviewed the Governing Documents for my Association regarding property improvements.

I agree to not commence work until I receive written approval from my Association.

If applicable, I agree to pay the review fee and/or deposit for my project. Otherwise, my request will be considered incomplete.

I understand incomplete requests are rejected and will be returned with an explanation.

Options 2 & 3 – Mail-In or Drop-Off (Slowest Options)

1. Complete all necessary applications and paperwork required for your project.
2. Make a check for \$200 payable to Serrano Park HOA.
3. Package the application, paperwork, and the check.
4. Mail or Drop-off to:

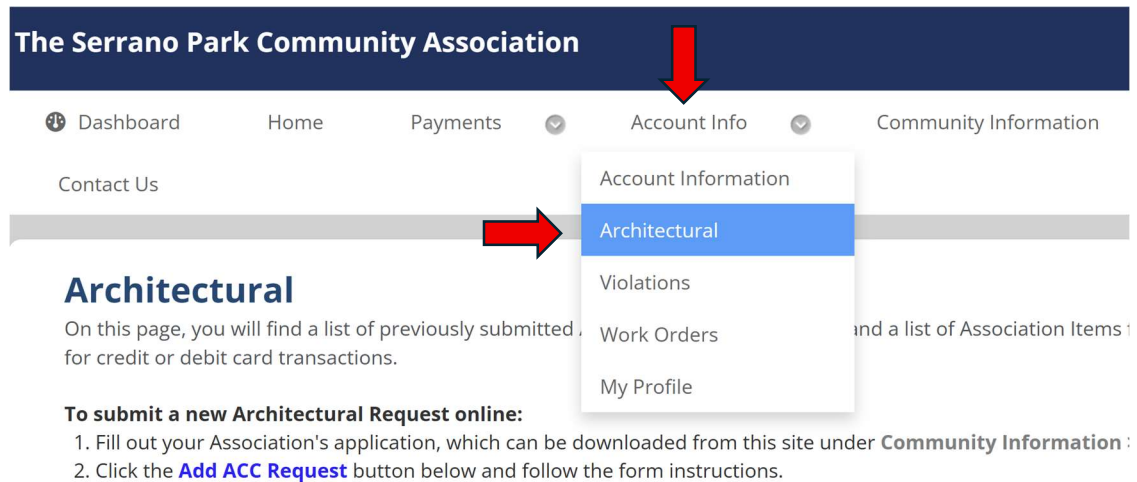
Keystone Pacific Property Management
Attn: Architectural
240 Commerce, Suite 200
Irvine, CA 92602

Part 5: Decision Notification and Status Check

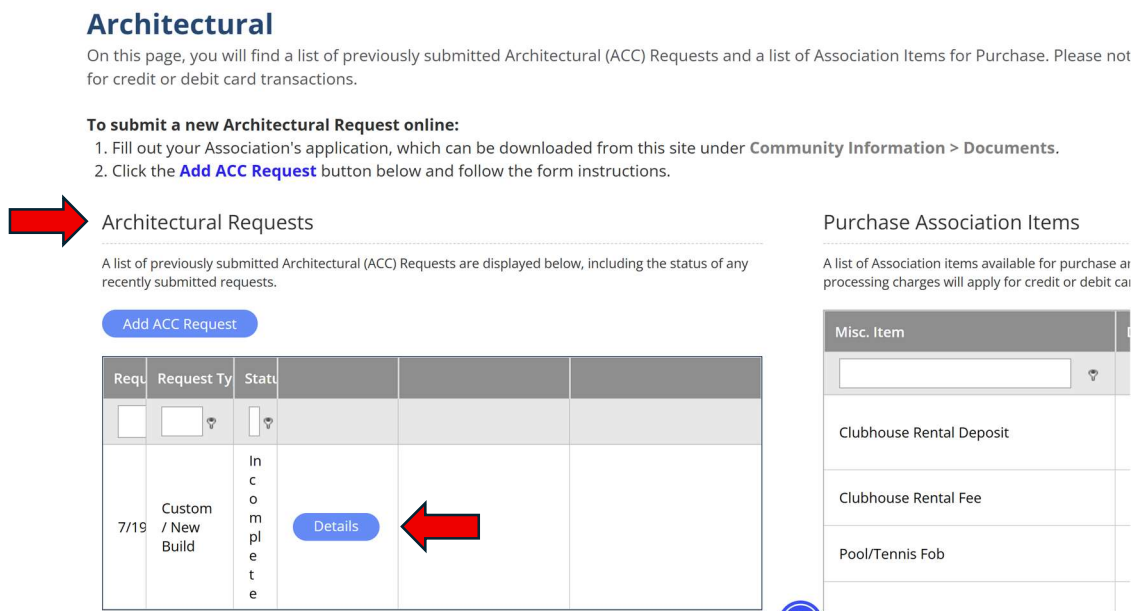
- A project can commence once an approval is received (via email).
- A letter from Keystone will be mailed to the homeowner after each decision.
- There is no ‘Letter’ or ‘Notice’ that needs to be visible to neighbors for the project.
- Any Architectural Request Denials can be appealed to the Board.
- Periodically check the *Keystone Connection portal/resident portal* for status updates including information on Incompletes or Denials. Letters for Incomplete Applications or Denials will be mailed to your address.

Homeowners can check the status of Architecture Requests on the Keystone Connection Portal/resident portal:

1. Go to the *Keystone Connection Portal*: <http://www.keystoneconnection.net> or <http://www.serranopark.net>
2. Log in/Sign in the *Keystone Connection portal/resident portal*. If you do not have a log in, please click *Create Account* and follow the instructions. (See Part I: What You Need to Submit section for details.)
3. Go to *Account Info > Architectural* to track your request.



4. Under *Architecture Requests*, the status of each submitted Application can be found here. Double-click *Details* to see all pertinent files for each project.



Part 6: Notice of Completion (NOC)

After project completion, a *Notice of Completion* form needs to be printed, signed, and sent with colored photos of the completed project, for a deposit refund. **This is mandatory.** A refund will **NOT** be issued without this form completed.

There are two methods to submit a NOC:

1. Electronic submittal through Keystone's portal, or
2. Either mailing or dropping off the completed form along with colored photos to Keystone.

Electronic Submittal

1. Go to the *Keystone Connection Portal*: <http://www.keystoneconnection.net> or <http://www.serranopark.net>
2. Log in/Sign in the *Keystone Connection portal/resident portal*. If you do not have a log in, please click *Create Account* and follow the instructions. (See Part 1: What You Need to Submit section for details.)
3. Go to *Account Info > Architectural*.

The screenshot shows the website header for "The Serrano Park Community Association". A red arrow points down to the "Account Info" dropdown menu. Another red arrow points left to the "Architectural" option within that menu. Below the menu, the "Architectural" page content is visible, including a heading, a paragraph, and instructions on how to submit a new request online.

The Serrano Park Community Association

Dashboard Home Payments Account Info Community Information

Contact Us

Architectural

On this page, you will find a list of previously submitted... and a list of Association Items...

To submit a new Architectural Request online:

1. Fill out your Association's application, which can be downloaded from this site under **Community Information** :
2. Click the **Add ACC Request** button below and follow the form instructions.

4. Under *Architectural Requests*, click *Add ACC Request*.

The screenshot shows a navigation bar with links: Dashboard, Home, Payments, Account Info, Community Information, and Keys a. Below the navigation bar is a 'Contact Us' link. The main heading is 'Architectural' in blue. Below it, a paragraph states: 'On this page, you will find a list of previously submitted Architectural (ACC) Requests and a list of Association Items for Purchase. Please see the instructions for credit or debit card transactions.' A sub-heading reads 'To submit a new Architectural Request online:' followed by two numbered steps: 1. Fill out your Association's application, which can be downloaded from this site under Community Information > Documents. 2. Click the Add ACC Request button below and follow the form instructions. The 'Architectural Requests' section contains a table with columns 'Reql', 'Request Ty', and 'Statu'. Below the table is a button labeled 'Add ACC Request' with a red arrow pointing to it. To the right, the 'Purchase Association Items' section shows a list of items, including 'Clubhouse Rental Deposit'.

5. In the drop-down field, select **Notice of Completion*

The screenshot shows the 'ACC REQUEST INSTRUCTIONS' section. It contains four numbered steps: 1. If applicable, pay your Association's required review fee and/or deposit on this page under Purchase Association Items. Please indicate the Transaction ID for each purchase in the form below. 2. Complete the required fields below. 3. Upload your Association's Application or Form for property improvements. 4. Upload your Project Files, such as plans, photos, sample images, brochures, etc. Below the instructions is a dropdown menu labeled 'ACC Request Type*'. The dropdown is open, showing a list of options: 'Choose an ACC Type', '*Appeal', '*Notice of Completion' (highlighted with a blue bar and a red arrow), '*Variance', 'Air Conditioner', 'Arbor', 'Artificial Turf', 'Atrium', 'Awning', 'Balcony', 'Barbecue', 'Camera', 'Concrete', 'Curbing', 'Custom / New Build', 'Deck', 'Door', 'Doorbell', 'Drainage', and 'Fence'. A red arrow also points to the dropdown arrow. Below the dropdown is a checkbox with the text 'I have reviewed the Governing Documents for my Association regarding property improvements.'

6. Complete the required fields and upload the completed Notice of Completion form along with color photos of the completed project. Then click, *Submit* when completed.

Paper Submittal

1. Go to the *Keystone Connection Portal*: <http://www.keystoneconnection.net> or <http://www.serranopark.net>
2. Log in/Sign in in the *Keystone Connection portal/resident portal*. If you do not have a log in, please click *Create Account* and follow the instructions. (See Part 1: What You Need to Submit section for details.)
3. Go to *Community Information > Documents*, then select *Architecture Guidelines* in the left pane. Select *Serrano Park Form – Notice of Completion*.

The screenshot shows the website's navigation menu with 'Community Information' selected. A dropdown menu is open, highlighting 'Documents'. Below, the 'Document Library' section shows a folder tree on the left with 'Architectural Guidelines' selected. A table on the right lists documents, with 'Serrano Park Form - Notice of Completion.pdf' highlighted. Red arrows indicate the navigation path from the menu to the folder and then to the specific document.

Name	Date
Serrano Park Form - Exterior Alteration Request.pdf	6/2/2025
Serrano Park Form - Garage Door Replacement.pdf	6/2/2025
Serrano Park Form - Landscape Pool and Spa.pdf	6/2/2025
Serrano Park Form - Mailbox Request.pdf	6/2/2025
Serrano Park Form - Notice of Completion.pdf	6/2/2025
Serrano Park Form - Paint Request.pdf	6/2/2025
Serrano Park Form - Wall and Fence Improvement.pdf	6/2/2025
Serrano Park Policy Re Architectural Deposits Final.pdf	6/2/2025
Serrano Park Property - ARC Guidelines.pdf	6/2/2025

4. Download, print, and complete the *Notice of Completion*. Package the completed *Notice of Completion* and colored photos of your completed project.

PLEASE SUBMIT THIS FORM ONCE WORK HAS BEEN APPROVED AND COMPLETED

SERRANO PARK COMMUNITY ASSOCIATION NOTICE OF COMPLETION

Please Complete the Following:	
OWNER:	DATE:
MAILING ADDRESS:	
HOME PHONE #	WORK PHONE #
PROPERTY ADDRESS:	
WORK COMPLETED <input type="checkbox"/> Painting <input type="checkbox"/> Remodel <input type="checkbox"/> Wall/Fence <input type="checkbox"/> Roof <input type="checkbox"/> Landscaping <input type="checkbox"/> Pool/Spa <input type="checkbox"/> Garage Door <input type="checkbox"/> _____	

The improvements proposed in the attached architectural application approved on _____ have been completed. I understand the work completed must be inspected by a member of the Architectural Committee. Please inspect my improvements for compliance with the approval. I understand that I am responsible for correcting any portion of the improvement that does not meet the specifications in the attached plans and that the Architectural Committee has sixty (60) days from receipt of this notice to inform me of any modifications needed.

Printed Name _____

Owner Signature _____

5. Mail or Drop-off to:
Keystone Pacific Property Management
Attn: Architectural
240 Commerce, Suite 200
Irvine, CA 92602

Architectural Deposit Refund

Once the Architecture Committee has reviewed and approved the *Notice of Completion*:

- You will receive a notice by mail from Keystone confirming approval.
- Your deposit will be refunded within 30 days of receipt of letter.
- The refund will come to you as a check to your current address on file with Keystone.

If your *Notice of Completion* is not approved, you will receive a notice by mail from Keystone outlining the issue so that you can fix the issue and resubmit your *Notice of Completion*.

**All notices and letters will be posted to the *Keystone Connection portal/resident portal*.
(See *Part 5: Decisions and Status for details*.)**