



**Serrano Woods Homeowners Association**

**Notice of Mailbox Replacement**

January 19, 2021

Re: Replacement of Mailboxes

Dear Homeowner,

We are happy to announce that the Serrano Woods HOA has contracted with Hillcrest Construction to replace all clustered mailboxes within the community. The mailboxes are scheduled to be installed on February 4, 2021 and February 5, 2021.

New keys are required for the new mailboxes, as such, three (3) keys will be available for delivery on the following dates:

**Saturday - January 23 – 8a.m. to 11a.m.**

**Saturday - January 30 – 8a.m. to 11a.m.**

**Saturday - January 31 – 3p.m. to 6p.m.**

**Please send a text to (818) 839-0391 to arrange a date and time for delivery. Keys will be delivered to each homeowner individually. Keys will be distributed to each address upon receiving text message confirmation from Homeowner to receive keys on January 23, 30 or 31.**

If you prefer to have the key mailed certified mail, please see attached Release Form for additional details.

Per the Centers for Disease Control and Prevention guidelines, please make sure to wear a face covering mask before meeting with the delivery person. The following will apply when picking up keys:

- Only members (Homeowners) of record will be eligible to receive the new mailbox keys. A total of three (3) keys will be given per household.
- If you are an offsite homeowner, you may authorize your tenant have your keys delivered on your behalf. However, you will need to fill out the enclosed Release Form and give it to your tenant to give to the delivery person when receiving the keys. A copy of your photo identification card must be accompanying the Release Form.
- All recipients must present a photo ID when receiving the keys.
- Tenants must present a document that shows Serrano Woods HOA residency (i.e., utility bill, insurance, vehicle registration, etc.) and a Release Form signed by the owner of record. (see next page).

**\*\*Please note that no expectations will be made\*\***

Should you have any questions or concerns, please contact your Community Manager Leslie Arteaga via email at [Maria@tpms.net](mailto:Maria@tpms.net) or call our office at (714) 557-5900.

Sincerely,  
The Board of Directors  
Serrano Woods Homeowners Association



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