

# VEHA VOICE

SUMMER 2020

Newsletter of the Villa Encantada Homeowners' Association  
6565 Academy Road NE, 87109

Dear VEHA community:

I hope you are continuing to stay safe and well. In past few months we have all had to adjust to the changing "new normal". The VEHA Board and I would like to thank you for your cooperation and understanding as we move forward as a community.

We have been working on getting a newsletter out to you for several weeks, but because things have been changing so quickly, by the time we put it in the newsletter, it's old news. So, we hope to give you a recap of what has been happening and also what is coming this Fall and beyond.

There are several changes that we have had to adjust to this summer, and now summer is ending. We got the pool ready for opening per the City's requirements, and then we were ordered that it could not be opened due to COVID restrictions. We planned for our annual meeting, only to have to postpone it twice. We do have a new tentative date. On the positive side, we had an opportunity to have our clubhouse renovated for a fraction of the cost of the work completed, and we continue to have members of the community who are volunteering their efforts or funds to improve VEHA.

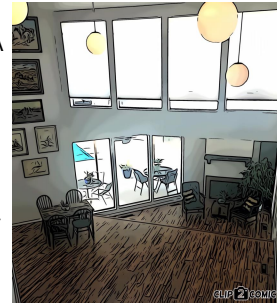
### RECENT NEWS

**2020 POOL SEASON:** The VEHA Board voted on 7/18 to close the community pool for the 2020 season. The City of Albuquerque required us to get the pool ready for inspection which was held on June 22 with an anticipated opening on July 1. However, despite the opening June 1 of City pools, Y pools, and fitness center pools, HOA and apartment pools were not allowed to open. As such, it was fiscally responsible to cut our losses and close the pool for the 2020 Season.

### CLUBHOUSE REPAIRS & RENOVATION UPDATE:

Our VEHA clubhouse is almost 50 years old, and little had been done for its upkeep. Much has happened since March, mainly due to the vision, abilities, and efforts of three of our community members, Paul & Diana Maloof (87) and Jim Borders (100). In May with their business being impacted by COVID-19, Paula and Diana offered to volunteer their time towards repairing and renovating the clubhouse. The Board approved the proposed renovations for material costs only, and soon Paul and Diana were joined by Jim. Together they donated more than six weeks of their expertise and hard labor and have given the VEHA clubhouse an updated kitchen, new flooring, new paint throughout, ceiling repairs, repaired window leak, new bathrooms and much more.

This was over a \$12,000 saving in labor for VEHA. In addition to their labor, some community members have contributed towards the finishing costs of the clubhouse. All are welcome to contribute to this cause. (See Roberta if you are interested in contributing.) Final touches, including new furniture, are being completed and we hope each homeowner will stop in to see the results of this effort. Please extend Diana, Paul, and Jim a "thank you" for the work completed on the behalf of the entire community.



In the spirit of these incredible changes, we will begin referring to this common property structure as the VEHA Community & Activity Center. With these updates, we have already received many reservations for the Holidays, and we are confident that we will see a revitalization in our community because of its updated function. The Community & Activity Center has banquet tables and chairs to accommodate groups of 40-50. Rental information is available at the office.

### COMMUNITY PRIDE and COMMUNITY BUILDING

We recently had a meeting to brainstorm about community pride and community building at VEHA. It is the kind of pride and building that comes from helping each other out and building each other up instead of tearing each other apart. It is the kind of pride and community building that has been exemplified by the members of our community in redoing our clubhouse, that inspires community members to team up to replace an old window in the Community & Activities Center, that inspires one neighbor to look out for one another, and that inspires me to do more. You get my drift.

- Good Neighbor Fund** – We thought of introducing a scholarship fund for members who on a fixed income to help with exterior updates. (This could be funded from the Community & Activity Center rentals, and there are limits)
- Neighborhood Task Force** – These are community volunteers willing help with "Good Neighbor" projects, or VEHA community and common area projects.
- Home of the Month** – Each month a home that shows "pride of ownership" is selected, will be acknowledged, and receive a small gift card as a prize. (Certain rules will apply).
- Renovation Packages** – We have some building contractors in the community. We are asking them for special package rates for painting, viga repair, and other exterior home maintenance projects.
- Donation, Clubhouse Rental and Community Yard sale fundraisers** – These will provide a source of income for our "Good Neighbor Fund".
- Block Leaders** – Community members who are willing to be the point of contact and leader for a select group of residents in the neighborhood.
- Neighborhood Pride Month** – Annual community pride activities to include activities such as block competitions, home displays, parades, food tasting, scavenger hunt, etc.
- Community and Activity Center Activities** – Activities such as Ice Cream socials, movie nights, bingo, DIY classes, wine and painting classes, sewing clubs, knitting, and crocheting clubs, etc.
- Community Garden** – We are looking at having a community garden that could be a coordinated project with a nearby Elementary school.
- Veteran's Day** – Doing something to acknowledge our veterans on this day.
- Surveys, volunteer forms, and Good Neighbor requests** – We will using these to help us organize community efforts, manpower, and gather community input.

As you can see, these ideas will require community involvement. It will take time, effort, hard work, generosity, patience, and willingness, but we can make our community one that we can take pride in and thoroughly enjoy. We look forward to hearing your ideas, and we look forward to working with all of you in making this a reality.

Sincerely, *Marsha Gaillour, VEHA BOD President*

## 2020-2021 VEHA BOARD OF DIRECTORS

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**823-9190**

**ANNUAL HOMEOWNERS MEETING—SATURDAY, OCTOBER 24, 2020—10AM**

## FROM THE MANAGER'S DESK VEHA WATER USAGE INCREASES

The past few months saw water bills increasing 25-27%. With more people being at home during the COVID restrictions, there was an anticipation that water bills would increase, but not at the rate we have been experiencing. Water now consumes almost 70% of your assessment. This is a number that is not sustainable at the current \$175 assessment. Our July water bill saw over \$1,200 in over-usage penalties. Please do everything you can to conserve water, especially with swamp coolers. Check it to make sure the float is properly functioning and that you do not have water running off your roof. Repair leaking or dripping faucets and toilets. A leaky toilet can use up to 200 gallons of water per day. A dripping faucet in your sink or bathtub can use to 15 gallons per day.

VEHA was built in the early 1970's and all 136 homes are on a single water meter. Single meter communities are estimated to use 10-15% more water than individually metered homes. When you do not receive a bill monthly that you must pay, it is easy to be complacent about your usage.

**FENCE MAINTENANCE & RELATED ISSUES:** Homeowners are responsible for the upkeep of their entire property, including inside the fence lines and the fences themselves. If you share a front or back fence with your neighbor and it needs repair or replacement, this matter must be handled between homeowners. If you are going to be replacing a fence with a shared divider, please be courteous and notify your neighbor of when you will be doing this work. Any resulting disputes will need to be resolved between homeowners.

**BEING A GOOD NEIGHBOR:** Over the last month, several incidents have occurred within VEHA that warranted APD to be called, but residents refused and are currently refusing to do so. Do not call the office or a Board member to request that VEHA call the police on your behalf as that is not possible. Unless any of us are a witness to an incident, not only can we not give the police adequate information, but they simply will not respond by sending out a patrol. It is the civic duty of us to call the police 242-COPS (242-2677) when a situation warrants. Our community is only as safe and peaceful as each as each one of us does what is right in all circumstances.

### UPCOMING SEWER LINE REPAIRS—URGENT

During our quarterly sewer jetting in July, a section of sewer line on the west side of the complex between #103 and #110 was found to have multiple cracks from invasive tree roots, and another section between #101 and #103 has a crack that can be repaired with an epoxy patch. The cost of this work will be ~\$19K.

In past newsletters we have stressed the importance of homeowners adequately watering trees within their property lines, including in front of your fence. Your property line extends all the way to the asphalt. Homeowners are liable if roots from their trees damage property whether it is to a neighboring property or common area, including the sewer main. This is a significant expense for VEHA and as the community ages, it will take more to maintain it properly, including a 3D camera inspection of all the sewer lines every few years. An email will go out to homeowners in these areas notifying them when work will begin along with parking and other restrictions during the work.

### VEHA BUDGET FISCAL YEAR 2020-2021

The **Annual Homeowners Meeting** has been rescheduled for **OCTOBER 24, 10:00 AM** due to the state's COVID restrictions. The Board has approved a preliminary budget which included an increase in the assessment the first time in five years. Because of many mitigating factors, VEHA will continue to operate on last year's budget until homeowners can meet. The following are VEHA expenditures for March thru June.

### Major Expenditures 3/1/2020—6/30/2020

Water / Trash: \$40,289.61  
Materials for Clubhouse Updates—\$5,823.88  
Legal Fees—Non-Paying Homeowners: \$1,882.79  
Accounts on Attorney Approved Payment Plans: \$13,924.57  
Accounts in Legal Collection: \$23,943.76  
Outstanding Judgment From 2018 Being Pursued: \$17,980.31

As you can see, one of VEHA's greatest issues are non-paying homeowners and the associated legal costs resulting from that. Due to the increased water usage (including WUA excess use penalties), the expenses associated with non-paying homeowners, and the rising expenses associated with our aging sewer lines and water main valves, there will need to be an increase in the budget to cover these costs. There has not been an increase to the budget in five years, and only five increases since 2003. Half of the clubhouse received a new roof in December 2019, but the other half remains to be done; the cost for that is ~\$10K. The furnace in the clubhouse had been malfunctioning during the winter, and it will be professional evaluated this Fall. A new furnace could cost ~\$7K-\$8K.

Months have been spent doing various budget analysis and the Board has approved a method to adjust the budget each year ensuring that all expenses are covered while keeping the rate of increase minimal and as predictable as possible. It is the fiduciary responsibility of VEHA homeowners to approve an annual budget necessary to cover all operating expenses as well as contributions for adequate Reserve levels. Several special meetings will be held prior to the Annual Meeting to give all homeowners the opportunity to review the budget and ask questions before voting including ZOOM meetings for those not able to attend in person. Homeowners will be notified of all scheduled meetings in the coming weeks.

### BLOCK LEADERS NEEDED!

Be a party of your community by signing up to be a block leader and part of our Good Neighbor Task Force. Help protect your neighbors and community and get important information to your block fast and effectively. We need everyone's help to keep our community safe and informed.

Ten Block Leaders are needed with 10-13 homes designated for each area. A map and signup are available in the office or by contacting Board member Diana Maloof: dianamaloof@aol.com or 505.553.8585.



### SPOTLIGHT ON AUGUST'S VEHA'S HOME OF THE MONTH

Over the next few months, we will be implementing new ideas for community involvement which we hope will develop more pride in homeownership making VEHA a better and stronger community. The Board will be looking at homes with good maintenance and overall appearance that reflect a homeowner's pride in their property. Homes like this improve all the property values within VEHA.

In this newsletter, we shine the spotlight the home of owner Helen Strader (116). Helen's home was chosen for its Southwestern charm and adherence to architectural standards. Thank you, Helen, for representing VEHA so very well!

**QUESTIONS OR CONCERNS?** Board President Marsha Gaillour is in the VEHA Community & Activities Center on Tuesday afternoons from 1:00—2:00. Homeowners wishing to speak with her in person may call the office at 823-9190 to schedule a time.

### NEED ASSISTANCE?

<https://www.newmexico.gov/i-need-assistance>

State of New Mexico information for individuals experiencing financial hardship during COVID including unemployment, housing, utilities, food assistance including meals for Seniors, taxes and much more.

