



## JULY 2023

**The name July was named after Roman general Julius Caesar.**

Quintilis, which was his birth month, was renamed July when he died.

Quintilis means “fifth month” in Latin, which represents where this month originally fell in the Roman calendar.

Julius Caesar modified the calendar, adding the months of January and February.

The Julian calendar is still in use today!

### **BREAKING NEWS**

The Villas West Board of Directors welcomed **Tracy Swaim** to the Board, effective June 28th.

Tracy has taken the Board position of Treasurer and Chair of the Finance and Budget Committee.

He fills the open Board position due to Merna Kerss' resignation the third week of June.

**A special thank you to Merna for her time and dedication to our Board.**

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# BREAKING NEWS

## TRACY SWAIM

As Tracy was appointed to the Board, homeowners didn't have the opportunity to get to know him through the typical election process.

As a result, here is an introduction to Tracy, in his own words.



Hi! I have been appointed to the Board of Directors and asked to be Treasurer due to the recent resignation of Merna Keress. Thank you, Merna (and little Etta Mae, too) for the time and effort you put into helping the Association grow!

This appointment was put into place rather quickly in order to keep the momentum going for work on the 2024 budget proposal. However, when there is an appointment rather than an election, you, the community, do not get to know who is moving up to the Board. So, here I would like to let you know a little bit about me, my experiences, and how I view the role of Board member and Treasurer.

I grew up in a rural farming area around Buchanan, Michigan. Music was always important to me, and I played trumpet, French horn, and violin up through my undergraduate years. After High School I attended Kalamazoo College (Music/Psychology), University of Redlands (Music Composition), and Indiana University (Library Science). Gardening, reading fantasy, and causing (good) trouble round out my favorite things to do.

Now, I live with my spouse, Mark Ewell, and doggie, Molly (a Lagotto Romagnolo) in Sequim, WA during the summer. We live in a fifth wheel trailer on my stepdaughter's mini-farm (3 acres) and help to take care of the yard, gardens, and chickens. When in Green Valley over the last year, we have both been very active with the Documents & Communications Committee (reading the governing documents just for fun!).

For over 30 years I have worked as a librarian. My jobs consisted of being a research librarian at colleges, a library director at a public library, an executive director of a nonprofit library network with a multimillion-dollar budget, and a library consultant working with libraries of all types throughout Alaska.

My consulting duties included advising, mentoring, and training librarians and their boards on topics such as financial management, space planning, workflow efficiencies, needs assessments, project management, developing procedures manuals, board training, and communication strategies. Many of the librarians and board members I worked with were from communities of less than 500 people. In communities that small you do not find "experts" to do all the things necessary to run a library. You always must rely on well-written procedures, good training, mentoring, and excellent communication to have a successful organization.



# BREAKING NEWS

## TRACY SWAIM - *continued*

From my experiences I have learned a lot about how \*I\* need to function to be effective and how organizations, very small or large, need to manage their resources to be successful. Here are some of my skills, learnings, or “mantras” that I will be utilizing as a board member:

- Follow the rules, but always work to change unfair, vague, or inefficient rules
- Research and plan to AVOID conflict
- Write everything down to ensure accountability and sustainability through knowledge-sharing
- Brainstorming, communicating, and engaging with the community will produce better results every time
- The financial aspects of an organization cannot be managed well without recognizing and developing its human resources and shared goals
- When you don’t absolutely know something, say so; when you are wrong, say so
- Even when doing serious, important stuff, you gotta have fun!

So, that is a brief look at the guy who has been appointed to the Board, and how I will move forward to assist in the management, oversight, and improvement of Villas West.

Thank you for the opportunity!

**Tracy Swaim** [treasurer@villaswest.org](mailto:treasurer@villaswest.org)

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**We’ve begun to long for the pitter-patter of little feet, so we bought a dog.**

**It’s cheaper, and you get more feet.**

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### PARKING ON TIERRA

We had some issues with parking on Tierra this past season; many calls on why owners are parking there instead of in their own designated parking space.

Many of these vehicles with owner permits are second vehicles which are allowed to park there if they are permitted. To alleviate this issue, we are now issuing a different color permit (green) for second owner vehicles. We are asking owners who have a vehicle parked on Tierra to please come to the office to obtain a second vehicle permit.



**PRESIDENT'S MESSAGE****Linda Djupstrom**

This month I thought it might be fun share with you some insight on being a Board or committee member. So ..... **What to expect if you decide to become a board or committee member.**

**Friends offering you great comic relief.**

- Why did the HOA board member cross the road? To get to the other neighborhood.
- A man went to the doctor as he wasn't feeling well. The doctor ran some tests and came into the room with the results. I am so sorry to tell you this but it is likely that you only have 6 months to live. The man was shocked and asked if there wasn't something he could do. The doctor thought for a few minutes and offered this. You could offer to be a board member for your HOA. The man looked puzzled and asked if that would allow him to live longer? Oh no, the doctor said, but it might make those 6 months feel like 6 years and when you finally do die, you will welcome it.

**You might also expect to receive e-mails from owners suggesting things such as:**

- Issues they see as problematic and possible solutions!  
⇒ Gosh those are wonderful – they saw a problem and gave a solution
- Many thank yous to all board members for serving on the Board or committees, with the closing line "I know it can be a thankless job"

**You might also expect to find JOY**

- Often you might experience the joy in hearing that some of the issues that have been addressed have benefited many of the owners and their appreciation of it.
- Then there is the joy in working with a motivated great staff and a brilliant and kind General Manager.
- And to top the good part off – there is the pure joy I have found in working with 4 intelligent, kind and willing co-board members in what sometimes seems like an impossible job.
- As a Board Member of the HOA here at Villas West I assure you that we begin and end all that we do with what is best for the HOA.

**If we are all making decisions in terms of what's best for Villas West, we will always be in agreement, even when we disagree.**

- At the end of the day, you will be able to look at what has been accomplished because of your involvement with a sense of community pride and joy, and yet knowing there is a great deal more that needs attention as well.
- In closing I would like to thank all the Board and committee members who are currently involved, our most recent Board Members who have moved on Lou and Merna and to all those that came before us and finally to those who are thinking about involvement and ways they can have a positive impact on their community.
- As Franklin Roosevelt once said:

***"Far and away the best prize that life offers is the chance to work hard at work worth doing."***

The Board and I will keep this in mind as we move forward and we welcome you to join us.

~ **Linda Djupstrom, President** [president@villaswest.org](mailto:president@villaswest.org)



## WE ARE LISTENING

We are extremely grateful that some of you took the time to send us your feedback and questions.

The suggestions are very insightful and the Board members and committees will continue to review to see if they could implement any of these changes in the upcoming months.

We'll be sure to keep you updated. Thanks once again and looking forward to hearing more from you.

Send your suggestions to [ideas@villaswest.org](mailto:ideas@villaswest.org)

## WE ARE LISTENING!

The following is a recap from the queries shared to date.

### Insurance

***We received a few questions and comments regarding our insurance coverage.***

- Insurance will be shopped for the 2024 budget process
  - ⇒ This will include reviewing to ensure we have all coverages needed
- Yes, we do have Commercial Crime Coverage

### Loan

***There were questions submitted asking why the HOA didn't consider a loan to repair all the roofs, work on sewer and gas lines, cut down dangerous trees, etc.***

- The HOA has been able to handle last summer's storm costs, mostly due to the insurance monies
- Loans for HOA would affect FHA loans for new purchases so only will be considered if absolutely necessary
- The Board did investigate grants however we were not eligible as we don't have 5013 (c) (3) status (a specific tax category for nonprofit organizations)

### Funds and Investments

***Suggestions and comments came in regarding how our funds are being invested.***

- Working with the advice from our attorney and two (2) investment advisors, we will continue with conservative investments
- The process is underway to move investment funds from Wells Fargo to Ameriprise
- We adhere to the CCRs (7.9 Reserve Fund C Management of Reserves)

### Landscape

***There are a number of comments referencing the desert climate and getting rids of trees and green areas to be more environmentally responsible as well as conserving water.***

- Villas West supports plants and trees bred for the Arizona climate and that can thrive in desert conditions

## WE ARE LISTENING - Continued

### Landscape - continued

- Steps have been taken in regards to watering and during the summer the sprinklers run once a day
- Villa West uses donated trees from the TEP conservation program
  - ⇒ The TEP trees are \$5 each and each TEP customer can buy 3 trees
  - ⇒ Many residents donate their TEP trees to Villas West to enhance our grounds
  - ⇒ TEP only offer trees that are cultivated for our climate - they are all desert friendly trees
  - ⇒ Lou Kifer will work with Marcos and Humberto to determine the best location for the trees
  - ⇒ All living plants need 2 years of attention with watering to get established
- Research is being done for what options we have as we plan for the future
  - ⇒ A few individuals attended the Water Conservation seminar by Charlene West to gain more knowledge
  - ⇒ The Dunbar Spring neighborhood in Tucson has been visited to learn more about water conservation

### Burned Out Light Bulbs

#### ***Can a maintenance worker work late occasionally so that they can identify and fix burned out bulbs?***

- Recently there were a number of light bulbs appearing to be burned out; however it turned out to be a wiring issue which has since been fixed
- During daylight, workers can cover the sensor to check if light bulbs are functioning
- Dorothy is researching viability of numbering each lamp post for easier reporting
- When residents see an issue, please report it as we have a large property and the staff don't see every thing

### Park Benches

#### ***Received a few comments on why we need to spend \$2,000 on benches.***

- \$2,000 was NOT spent on benches
- The \$2,000 figure is listed on the balance sheet as an asset
  - ⇒ This is the value of the benches from the Reserve Study

### Audit

#### ***Questions submitted regarding what process steps and audit trails have been corrected to ensure an accurate audit of our accounts.***

- The requirements listed in the CCRs and Bylaws are being followed
- An independent auditing CPA firm is doing a review audit
  - ⇒ A full audit will be completed in 2024
- We have moved to a monthly financial reporting from an independent accountant



## WE ARE LISTENING - Continued

### Audit - Continued

- Board is aware of all contractors approved for work on the Villas West property
- The Villas West post office box was eliminated and all mail is delivered to the Villas West office
- Board is more actively involved in reviewing and questioning transactions

### Shed & Porch Painting

***Owners own their sheds and not the HOA and as a result, owners should not be given free paint.***

- When an owner offers to paint an area that is the responsibility of the HOA, such as the beams of a patio roof, the HOA supplies the paint.
- The HOA does not offer 'free' paint to owners to paint their sheds
- If the owner chooses to hire Villas West to paint an item of the homeowner's responsibility, they are charged the current market price., and the current fees are:
  - ⇒ Shed \$200
  - ⇒ Wrought iron doors \$150
  - ⇒ Gates \$75

### Hardship

***Why not provide some accommodation to those who are facing financial hardship?***

- Villas West is not in a financial position to offer a program like GVR
- There are resources available in our community for those facing financial hardship including Area Agency on Aging, and County Health and Human Services

### Meeting Protocols

***There were comments made of meetings not being respectful of the Board's task of conducting business. Board members need to be able to speak and hear one another and not have raised voices from the attendees.***

- With the lawyer's help, a meeting protocol has been established and meetings are becoming more civil
- At the beginning of each meeting, the rules of engagement are read out for all

There are four stages of old age:  
 You forget names. Then you forget faces.  
 Next, you forget to zip up.  
 And finally, you forget to zip down.

## WE ARE LISTENING

### UPCOMING LISTENING SESSION BUDGET & FINANCE COMMITTEE

Join us August 16th via Zoom

9:00 am



The Listening Sessions are intended to offer owners a chance to share ideas, concerns, and suggestions relating to the topic of the session.

The August 16th Listening Session will feature the Budget & Finance Committee

### WHAT DO YOU THINK?

Send us an email at [ideas@villaswest.org](mailto:ideas@villaswest.org)

Fill out the web form at <https://villaswest.org/we-are-listening>

Drop in the Suggestion Box in Office.

Mail to: We Are Listening, VW Office, 460 Paseo Quinta, Green Valley, Arizona 85614

### WE ARE LISTENING!

## SEE SOMETHING, SAY SOMETHING

If you see something, report it !

We all play a role in keeping our community in good condition.

As you're going about your day, if you see something that needs attention, such as a burned out light bulb, please report it to the office.

If you fill in the work order from the website portal, you would be helping the office as their time can be spent being more productive.





## UPCOMING BOARD MEETINGS

Although the Board was not scheduled to meet formally through the summer, considering the number of things needing the Board's attention, it has been decided to meet monthly on the **third (3rd) Wednesday each month** via Zoom.



### Upcoming Meetings

**August 16**

**September 20**

**October 18**

**November 15**

Zoom instructions are posted on the website: <https://villaswest.org/zoom-meeting-instructions>

The Annual General Meeting in February is held at GVR East Center.

## ZOOM BASICS

ZOOM is the videoconferencing software that we use for many HOA board, committee, or business meetings. It has become useful in engaging homeowners who are unable to attend in-person Villas West Board meetings and ZOOM is in addition to in-person meetings.

Besides the software and Internet, ZOOM makes use of additional equipment such as a computer, camera, microphone, speakers, and a monitor. Basic equipment can be inexpensive (sometimes it is all part of a computer or laptop) and allow for a very utilitarian experience. However, unfortunately, sometimes that experience may not be optimal. Such things as bad audio, interrupted video, or not being able to figure out who is speaking can make this a less than pleasant experience.

ZOOM has features which can help make a meeting more like an in-person meeting and offer additional benefits. Here are a few tips and tricks:

### Viewing Modes

- There are two common viewing modes: **gallery view** and **speaker view**
  - ⇒ With **gallery view** lets you see everyone in the meeting at once, instead of just the person speaking. The attendees are stacked up in little boxes across the screen.
  - ⇒ **Speaker view**, on the other hand, will only show the speaker in the full screen. As ZOOM "hears" someone speak, that individual shows up on the 'speaker' screen.

**ZOOM BASICS***Continued***Viewing Modes - *continued***

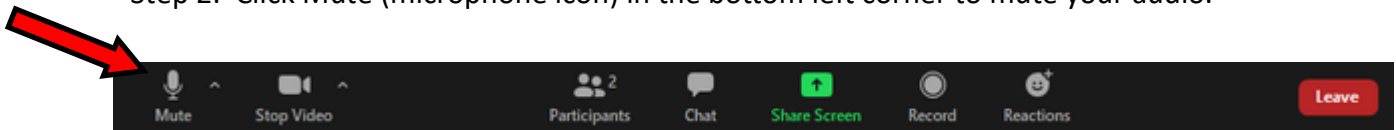
To turn gallery View on, click on the tab that says “Gallery view” in the top right corner of the meeting. If the meeting has 49 or fewer attendees, you’ll see all of their video windows displayed on one page. If there are more, you’ll have the option to move between multiple pages. Change it back by clicking “Speaker View” in that same top right corner.

**Mute / Microphone**

Meeting Host can mute/unmute individual participants or all of them at once. During the regular Board meetings, it isn’t necessary to have your microphone on, so mute yourself to eliminate background noises.

Step 1: During the Zoom meeting, move your cursor randomly till the bottom toolbar appears.

Step 2: Click Mute (microphone icon) in the bottom left corner to mute your audio.



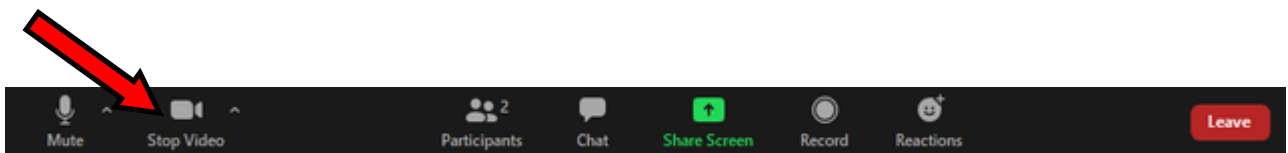
To unmute yourself, repeat the steps above with the microphone icon now tagged Unmute.

**Camera / Video**

Zoom can enable your computer’s camera of webcam.

Step 1: Join a Zoom meeting, move your cursor randomly till the bottom toolbar appears.

Step 2: Click on the Video icon to start or stop Video & Camera.

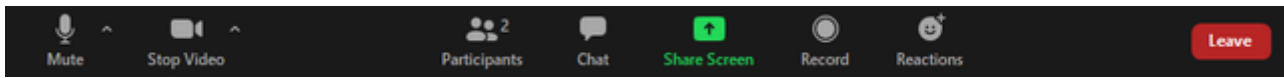


**Start Video**  / **Stop Video**  Turns your camera on or off.


**Chat Function**

Time will be designated during the meeting to allow participants to write questions in chat or be unmuted to ask their questions live.

Step 1: To enable the chat function, move your cursor randomly till the bottom toolbar appears.


**ZOOM BASICS***Continued***Chat Function - continued**

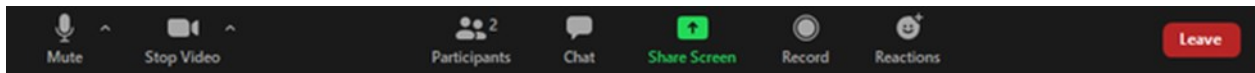
Step 2: Click on the Chat icon

**Chat**  Access the chat window to type your comment or question in the chat box

**Raise a Hand**

The raise hand feature in meetings allows meeting participants to raise their hands to indicate that they need something from the host, or Board members.

Step 1: In the meeting controls, click **Reactions** 



Step 2: click **Raise Hand**  .

- The host will be notified that you've raised your hand
- If the host allows you to talk, you may be prompted to unmute yourself
- In the meeting/webinar controls, click **Lower Hand** to lower it, if needed. This will not mute yourself if you are unmuted.

**Join Meeting Early**

Join the Zoom meeting a couple minutes early to ensure you have a proper connection and to test your audio, video and camera angle.

'See' you soon at an upcoming Board meeting!



Zoom instructions are posted on the website:  
<https://villaswest.org/zoom-meeting-instructions>



**TREASURER'S REPORT****Tracy Swaim**

The Villas West Board of Directors welcomed Tracy Swaim to the Board, effective June 28, 2023.

Tracy has taken on the position of Treasurer and Chair of the Finance and Budget Committee.

Tracy fills the open Board position due to Merna Kerss' resignation the third week of June.

In my first three weeks as Treasurer I learned quite a bit. But I have also learned that there is way more to learn! I would like to talk about some of the things I have learned and some actions that have been taken.

**Role & Duties**

Summarized from the CCRs and Bylaws, the Treasurer's role, along with the Budget and Finance Committee, seems to include the following seven duties:

- to produce and have approved an annual budget by December 1,
- to provide an ongoing review of the Association's operating costs,
- to recommend when a budget needs to be amended,
- to ensure that two officers sign all checks,
- to provide a statement of Income and Expenditures at the Annual meeting, and
- to cause an annual review of the Association's books to be completed.

**2024 Budget**

The Budget and Finance Committee met to put into place a plan for creating the 2024 Budget. We will have numerous meetings with Dorothy and other experts going through the budget line by line. We will also have a Budget and Finance Listening Session via ZOOM on August 16 and an informational session on "what is the budget" in early October. It is our intention to present a draft proposal at the October Board meeting with a vote in November.

**Ongoing Review or Oversight**

To provide an ongoing review of our operating budget we have started an oversight process with Dorothy called budget forecasting. The basic concept of this exercise is to look at the actual cost for each budget line, in this case from January through June, and then to "forecast" or estimate what must be spent in the remaining months. We then compare the total forecasted with the total approved budget for each line. The difference between those two amounts is called a "variance." This will show if we are moving toward being over or under budget with each line. This detailed look can help us see trends (like water costs are up), identify items that may have been coded incorrectly, research apparent issues, and when necessary, cause a "course correction" to limit future spending in a certain line to stay within the budget.

**Income and Expense**

I am presenting the same report as last month. This is a year-to-date report covering the cash in and cash out for the first six months. At first glance it looks like we are \$50k in the red. Through our forecasting process we have identified some negative variances in those first six months. For example, Water Heater replacements are over by almost \$10,000 due to a higher-than-normal failure rate. We knew our liability insurance was going to increase because of the storm. This insurance is over \$20,000.

**TREASURER'S REPORT***Continued***Income and Expense - Continued**

Water costs have increased and are over \$15,000. As we continue budget forecasting and variance review, we will be addressing potential issues before they become huge problems.

**Reports**

It was the consensus of the Budget and Finance committee that we investigate creating and presenting easier to understand and practical reports. I know that I have always looked at the Caliber reports and thought "this really does not help me understand anything." The first step suggested by the committee will be to separate the current "everything report" into two reports: the operating budget and the capital reserve budget. I will be working with Dorothy, the Board, the Committee, the Accountant, and the Caliber team to develop a set of reports that gives a true look at our financial health.

**Other Projects**

There are a few projects which were already in play when I came on: the review audit, the move from Wells Fargo Investments, and the move to Chase Bank. I understand that all information was given to the CPA firm and that the firm is expecting to give their report by the end of the month. For the switch to Ameriprise, everything is in the works and most funds will be transferred by the end of the month. There will be a few things which will need to be cleaned up in August. The Chase Bank accounts will be functional by the end of the month, too. We will need to keep the Washington Federal (WaFD) accounts open until all outstanding checks are accounted for. In speaking to the Chase representative, it sounds like the ability to pay by credit card is right around the corner.

**Closing**

So, as you can see, there is a lot going on in the background. I will be spending more time becoming familiar with our financial setup and working to improve reporting. However, with the procedures that we now have in place, I believe that we will be able to create a realistic budget on schedule, to ensure oversight of our financial transactions, and to effectively communicate our financial health.

~ **Tracy Swaim, Treasurer** [treasurer@villaswest.org](mailto:treasurer@villaswest.org)

*See financial report on following page*

**I've been telling people about eating grapes.**

**You know, raisin awareness**

**SNAKE & GILA MONSTER REMOVAL**

**Green Valley Fire Department can help you deal with snakes & Gila Monsters in a humane and rational way.**

**If you see a snake and are concerned, call (520) 629-9200**



Green Valley Villas West Condominium Association  
Income Statement  
Six Months Ended June 30, 2023 and 2022

	2023	2022
Dues and Fees	<u>\$ 1,144,087.29</u>	<u>\$ 965,906.64</u>
Operating Expenses:		
Maintenance Labor	339,771.28	183,593.11
Maintenance Expenses	135,870.46	232,931.66
Utilities	144,814.63	120,416.71
Administration	175,495.26	97,867.69
Insurance	76,982.14	43,252.63
Total Operating Expenses	<u>872,933.77</u>	<u>678,061.80</u>
Surplus before Maintenance Fund Contribution	271,153.52	287,844.84
Maintenance Fund Contribution	(300,000.00)	(225,400.00)
Surplus (Deficit) from Operations	<u>(28,846.48)</u>	<u>62,444.84</u>
Maintenance Fund Contribution		
Contribution	300,000.00	225,400.00
Investment Income (Loss)	<u>11,561.72</u>	<u>(62,557.00)</u>
	311,561.72	162,843.00
Major Maintenance Expenses	<u>332,774.68</u>	<u>334,979.36</u>
	<u>(21,212.96)</u>	<u>(172,136.36)</u>
	<u>\$ (50,059.44)</u>	<u>\$ (109,691.52)</u>

**Why can't a nose be 12 inches long?**

**Because then it would be a foot.**

**Why did the old man fall into the well?**

**Because he couldn't see that well.**

**GENERAL MANAGER'S REPORT****Dorothy Gates**

Hello to you all!

I want to start this by saying---we made it 1 year post storm!! Do I hear an AMEN?? We have come a long way since that horrific storm. We replaced 117 roofs, almost 88 HVAC units and over 200 interiors. There was nothing easy about the process and I want to thank all the owners, tenants, staff, and contractors for doing their best to make lemonade.

As we close out the storm we move forward on other projects and maintenance issues.

**South Sarta Pool**

The work on South Sarta pool continues. They had to pretty much redo the full deck and I must say it looks wonderful. The deck will be receiving a new paint job as well as the cabana and walls. We have located the drain plate/grate as we had to remove the old one. I am hoping this pool will be opened within a week or so.

**Pool Bathroom Showers**

We received a few complaints regarding the condition of the showers in the pool bathrooms. These are very old tiles and have not been remodeled in years, so they appear dirty, however they are cleaned regularly. All showers were power washed this last week and we will put this on a schedule to be done regularly. I will look at getting the tile replaced next year if possible.

**Pool Issues**

There are a couple of other issues with the pools that I have just been made aware of:

1. There is a possible leak (hopefully in a line) in the N. Pena Pool
2. The equipment that Cathy Russell had installed is not working properly with updated equipment.

Both of these items I will be looking into a bit more and see what action we need to take.

**Sewer Lines**

Marcos has scoped all sewer lines minus a couple of short spans on the property and we now have a better understanding of what the vegetation is doing to our lines. He has pin-pointed a few oleander bushes that have caused major issues as well as a few trees. The crew is working on the oleanders on weekends and the trees are being scheduled. Fortunately, Marcos did not find any other issues with our lines.

**Roof Cleaning**

Our maintenance team has been doing some roof cleaning...the full inspections have been put on hold until after the monsoon season. The full inspections are taking longer than expected so this will start again after monsoon and continue throughout the year. The inspections are quite involved and include A/C and water heater maintenance.

**GENERAL MANAGER'S REPORT***Continued***Humberto & Crew**

Humberto and his crew are working hard to get caught up from being short staffed. They are almost back on track however we have found that some zones are taking longer than others. With the new crew in Landscape, Humberto is able to sneak away and get some trees done and fix some drainage issues we have had as well as erosion control.

**Communication**

The Board has implemented many things to allow owners to communicate with us all as well as passing along changes and information.

- Please use our suggestions and comments box in the office. Let me know how we are doing or what you see that needs to be done.
- I also want to direct you all to our website - [villaswest.org](http://villaswest.org) - for information and updates. There have recently been some changes to our rules and those can be found on the website. All our governing docs as well as all our forms can also be found on the website. The site has a ton of information and if you need something, this is a good place to start.
- The Board has started something new called "We are Listening". The link to this can be found on our website. All your comments or suggestions are forwarded to the right person or committee, and they will be holding listening sessions prior to Board Meetings. Today was Maintenance/Grounds and owners had a chance to speak and ask questions. We encourage you all to attend these Listening Sessions. This is a good way to find out more in-depth information and a chance to get answers to your questions regarding the scheduled topic. Next month it is Budget and Finance that is hosting a session on August 16th..
- I send out weekly updates with information and any changes or issues you need to be aware of. These alerts are printed, and a copy is available at the office.
- Monthly newsletters. These are sent out via email, print copies at the office and mailed/delivered to those who have requested it.
- The Board has an email ([board@villaswest.org](mailto:board@villaswest.org)) which is monitored, and messages forwarded to the appropriate member or committee for action.

Owners now have many options to receive information and updates, please make sure we have your correct information and email if you have one. Or...stop by the office and pick up my update or a copy of the updated material.

For those of us who endure this heat---why??? Drink your water and stay inside as much as possible as it looks to continue with the excessive heat warnings and no rain to cool us down.

~ **Dorothy Gates**    [gm@villaswest.org](mailto:gm@villaswest.org)





**GENERAL MANAGER'S REPORT***Continued***VILLAS WEST TEAM**

I would like to re-introduce the staff as there has been a turnover and some employees have moved around. Pictures of employees are being posted on the website: <https://villaswest.org/management-%26-staff>

Please see below list of employees and departments:

**Maintenance**

- Miguel
- Juan
- Andre
- Gerry
- Joseph
- Jose

**Landscape**

- Humberto
- Camarena
- Leyva
- Poncho
- Sixto
- Luis

**Paint/Mason**

- Carlos
- Chapo
- Manuel
- Nacho
- Chile
- Ciro

**Janitorial**

- Ciro

**Admin**

- Dorothy
- Liliana
- Ashden
- Marcos

~ *Dorothy Gates, General Manager*      [gm@villaswest.org](mailto:gm@villaswest.org)

To view past **Friday updates from Dorothy**, visit the website:

<https://villaswest.org/gm-updates-and-reports> or pick up a copy at the office.

**SELLING YOUR VILLA?**

Inform the office when selling your villa so files can be updated with accurate information in a timely manner, and you don't pay for an extra HOA monthly fee.

There are a number of things to be aware of so please contact the office and view the information on the next two (2) pages.



## WHEN YOU SELL YOUR UNIT

- Your realtor may not place signs in the common area or post them on any wall. All signs must be inside your patio or in an outward facing window.
- Your property will be inspected when the office is notified of a pending sale. Please make sure your unit is in compliance with Villas West rules to avoid any violations being noted.
- If your unit has a shed, make sure an encroachment has been recorded. This will show in the title report if recorded. If there is no recorded encroachment, request the office to prepare the document for recording.
- Remove all personal effects from the patio and unit walls.
- Make sure all dues are paid current and that escrow requests an update prior to closing. This will help with overages and the need for refunds.
- Cancel any automatic withdrawals with HOA/GVR, ACH or AutoPay payments for the first of the month after closing to avoid additional charges.
- Fill out a water shut off request if the new buyer is out of town.
- Remove parking permit from vehicle.
- Leave behind all Villas West keys – villa front and back doors, shed, laundry, pool.
- Make sure to leave behind all personal property that was included in the sale and/or was properly documented on a separately executed Bill of Sale.
- Cancel your Southwest Gas, Cable/Satellite TV and Internet services, if applicable. The Buyer's service begins on the day of Closing.
- Complete a Change of Address or Mail Forwarding with the USPS. Change your address with all of your financial institutions and other important companies.
- Find a good Moving Company to move your household belongings.
- As a common courtesy, you should complete a thorough cleaning of your condo just prior to Closing. This should occur once your personal property is removed, which should be by the night before Closing.
- If you no longer want to receive the Villas West newsletter, unsubscribe or notify the office.



### **Green Valley Villas West Condominium Association**

460 South Paseo Quinta, Green Valley, Arizona 85614

[www.villaswest.org](http://www.villaswest.org) [admin@villaswest.org](mailto:admin@villaswest.org) (520) 393-7891

## 5 Tips to Prepare Your Condo for Sale:

1. Clear the clutter and donate or sell any unwanted items.
2. Make minor repairs.  
Give the Buyer the impression you have properly maintained your unit.  
Make your condo "Move-In Ready".  
Provide warranties and receipts for any recent improvements, repairs or purchases.
3. Complete a thorough cleaning of your condo just prior to listing it for sale.  
A clean condo provides a great first impression that your unit has been well cared for. Curb Appeal is Everything - Clean up your patio and the common areas around your condo, if necessary.
4. Utilize professional, vibrant photos in your listing.  
More than 90% of Buyers begin their house hunting online.  
Make sure your photos compel potential Buyers to schedule a showing.  
If your agent isn't willing to spend \$100-\$125 on this, find another agent.
5. Make a list of personal property that will be included in the sale (or that is available for separate purchase). These items should be properly documented in a separately executed Bill of Sale.

**My Goal is to Sell Your Property for the Most Money, in the Shortest Time, with the Least Amount of Hassle!**

Please Call Vin at **520-444-9890** for a Free On-Site Consultation!

**Honesty, Expertise & Results!**



**Al Vincent "Vin"**  
Associate Broker/REALTOR®/SRES®/CCIM  
Green Valley, Arizona  
**520-444-9890**  
**AlVincent.com**



**BUDGET & FINANCE****Tracy Swaim, Chair**

The Villas West Board of Directors welcomed Tracy Swaim to the Board, effective June 28, 2023.

Tracy has taken on the position of Treasurer and Chair of the Finance and Budget Committee.

Tracy fills the open Board position due to Merna Kerss' resignation the third week of June.

The current members of Budget and Finance Committee are:

Tracy Swaim (Chair), Bob Djupstrom, Jeff Miller, Ray Harries, Mark Kelley, Mark Ewell

On Wednesday, July 12 the committee had a workshop to begin planning the 2024 Budgeting process.

**2024 Budget Process**

- Dorothy will give a proposal for an operating budget and a proposal for a reserve/capital budget.
- The committee, over the next 10 weeks, will review, line by line, the budget, ask questions, discuss, research, and come to consensus on each one. We will begin with the Operating budget and then move on to the Capital/Reserve budget.
- On August 16, the committee will host the 9:00 AM Zoom Listening Session to hear ideas to improve the Budget and to identify ways to make our processes more efficient.
- In early October we will have an informational session to identify what is in the budget and the process followed to research our needs.
- We “hope” to have a draft budget available at the October Board meeting, with the actual vote on the budget taking place at the November Board meeting.
- As always, you can submit budget and finance ideas and suggestions by emailing, [ideas@villaswest.org](mailto:ideas@villaswest.org), by going to the We Are Listening form on our website, or by dropping a note in the suggestion box in the office.

**Other Topics/Ideas Discussed**

- To avoid confusion always present separate Operating and Capital/Reserve Budgets and reports.
- Make those reports as easy to understand and useful as possible.
- Budget forecasting can be a useful financial and planning tool.
- Expenditures from July 21 Needs List should be put in a new line item rather than existing line items to maintain current budget integrity.
- Contingency funding needs to be researched and defined.
- Water Heaters seem to have a higher failure rate than previously encountered.
- The Reserve Study can be an essential budgeting tool.
- It is important to identify efficiencies which could save money
- Budgeting procedures will be documented for the Operations Manual as we go

~ Tracy Swaim, Chair

## DOCUMENTATION & COMMUNICATION

Linda Djupstrom, Chair

Documents & Communication Committee members include:

Linda Djupstrom (Chair), Dorothy Gates, Mark Ewell, Zee Hussain, Tracy Swaim, Judy Palmer

It has been a busy month for the committee members:

- The Committee hosted the first “We are Listening!” listening session on June 21 to hear suggestions and ideas on topics related to the committee’s responsibilities.
- On June 30 the Committee reviewed the accumulated “We Are Listening” ideas and started the process of seeking answers to questions or referring ideas to the appropriate committees for further action. The We Are Listening compiled ideas and actions are always available in the Documents section of the web portal under the We Are Listening tab.
- Another stellar newsletter has been produced as well as a “Breaking News Special Edition.” Also, another paid advertisement was secured !
- On July 14 the Committee focused on critiquing the Newsletter in order to maintain its excellence, generate ideas, and find ways to make it better.
- Mark has worked on reformatted versions of Architectural Alteration forms as well as research and possible updates to Rule 1L Flags and Rule 3 Painting.
- Tracy continues to improve the website, to upload useful documents to the web portal, and to disperse general email to the appropriate committee, board members, or management.
- Zee has emptied all the document boxes from the first of four document storage areas. Following the Document Retention Policy many old, unneeded documents are being identified for shredding. NOTE: The boxes are usually large, heavy, dusty, sometimes water-stained file boxes of decades-old documents. The photo below gives an example of the boxes.

~ **Linda Djupstrom, Chair**

*The Document team is working hard on different pieces of the puzzle to clean and organize the various files.*

*These pictures of boxes are an example of what is being reviewed.*



*Finally, one of the 4 the storage rooms is more organized with filing cabinets.*



## GROUNDS

Ray Harries, Chair

The Grounds Committee include:

Ray Harries (Chair), Lou Kifer (Lead), Mary Grgrich, Bob Djupstrom,  
Shirley Fasching, Carleen Otto, Carol Jacobs

The following is a recap of the committee projects:

- **Cactus Garden at “4 Corners” - Penasco & Quinta**
  - ⇒ Update: Completed. Lou and her volunteers purchased the plants out of pocket and planted them.
- **Painting of Utility Boxes**
  - ⇒ Update: Future planning stage as requires approval from the utility company first.
- **Native Wildflower Garden**
  - ⇒ Update: Landscaping and planting of the wild flower garden at the north end of the office has been completed. Wild flowers were all donated by the Grounds committee members.
- **Gabions**
  - ⇒ Update: The southwestern art project consisting of 3 Gabions has been completed after receiving approval sometime ago.



The garden sculpture Gabions can be found in the Desert Garden across from the office.

The guys did an awesome job! Thank you one and all for completing this project.

- **Shaded Gazebo**
  - ⇒ On hold as waiting on additional donations of Ocotillo stocks.

**GROUNDNS***Continued*

- **Shaded Gazebo** - *continued*
  - ⇒ Using donated dried ocotillo stocks as they become available as a roof covering laid out parallel with each other. This will be done as time and materials allow and will be located at the 4 corners park at Penasco and Quinta. The gazebo will be similar to those found at Tumacacori and San Xavier missions.
- **Memorial Site for Loved Ones**
  - ⇒ Update: In the construction phase. It will be located at the cactus garden across from the office. 6' x 10' rolled edge galvanized wire prepped to appear rusty will be anchored in concrete to be used to affix brass tags memorializing loved ones...humans and pets.
- **Donated Saguaro Cactus**
  - ⇒ Update: One Saguaro has been planted at Tierra Park and one to go awaiting donation of second cactus. Dorothy to approved location within the existing cactus garden across from the office.
- **Tucson Electric Power Company has developed a "TEP Tree Program"**
  - ⇒ With all of the dead, diseased and fallen trees that have been removed to date, the Grounds committee has been studying replacement trees. Starting in September, 9 (nine) native southwestern tree species will become available for \$5.00 each with a limit of 3 per owner. After the purchase they will be available for pick up at the nursery in Green Valley Village across from Ace Hardware. Presently it looks like these trees numbering about one dozen will be donated by the Grounds committee and planted in the next planting season as replacements to those that were removed.
- **Little Free Library**
  - ⇒ The Grounds committee has been researching a nationwide program called "Little Free Library". Lou Kifer, our Grounds Committee Chair, has purchased a library kit, assembled and stained it. It measures 16" wide x 22" tall and is 15" deep consisting of 2 shelves. It will be installed at the newly landscaped 4 corners park at Penasco & Quinta. The initial plan, design and location has been reviewed and approved by the General Manager.

Our Grounds committee 'on the ground' during the summer months consists of four retired ladies not weighing over 120 pounds each and who, at times, need the strength of our Grounds employees for heavy work assistance, i.e. installing posts & poles, concrete work or heavy lifting. Our Grounds employees are always happy to help out when time is available, and their assistance is appreciated.

~ **Ray Harries** - *Grounds Chair*

**My kitchen floor is sticky, and I had to do something about it.  
So finally I went out and bought some slippers.**



**GROUNDS***Continued***Special Grounds Requests**

At the July Board meeting, a decision was made in regards to special grounds requests.

The grounds enhancements and beautification projects and their locations and the use, at times, of the Grounds employees have always been reviewed and approved by our General Manager. Some owners may not agree with some of these projects which are intended to benefit Villa's West ownership as a whole. Therefore, so that we have a paper trail for those that may not agree with a particular project and that singular complaints are not directed to the Board or its President without first going through the General Manager, the new process will be:

A special grounds request is presented to the General Manager by the Grounds committee or managing member thereof, for the enhancement or beautification of Villa's West grounds. If the request is found acceptable by the Villa's West General Manager and the project falls within the established yearly budget provided, the General Manager has the authority to approve same including its location on Villa's West grounds and the use of Grounds employees for its implementation as necessary. Any concerns or comments regarding same shall be directed to the General Manager for consideration and action prior to forwarding the matter to the Board &/or President for review.

**CACTUS WATERING SCHEDULE**

- 80° to 90° every 3 weeks
- 90° to 100° every 2 weeks
- 100° and above weekly



There is further information available on caring for cactus that you have planted on your patio on the website (<https://villaswest.org/grounds-committee>) or available at the office.

Cactus located in the common areas doesn't require resident's assistance in watering until directed by Grounds Committee.



**It is the same group of muscles  
to smile as to frown.**

*Thank you for the reminder, Marie Lemay !*





Members of the Architectural Committee include:

Tim Schaid (Chair), Tom Bowes (Chair), Zee Hussain, Jeff Miller

We are trying out a new process for Architectural Alteration Applications (AAA) that are received in the hopes of streamlining the process more efficiently. Unless there is something out of the ordinary listed on the AAA requiring the Architectural Committee's review and discussion, all AAA may be given initial approval by the General Manager.

The following AAA requests have been initially approved or denied and are now in need of final Board approval:

**1. Golf Cart Pad**

- North side of shed

**2. Ramps from Doors to Patios**

- Not to extend past concrete on back
- At owner's expense

**3. Bathroom Vent**

- Denied
- No spec have been received

**4. Replace Front Screen Door**

- Must follow Villas West Rules

**5. Replace all Windows**

- Copy of permit required

**6. Install Metal Security Door**

- Black for wrought iron, and, black or bronze for aluminum

**7. Install Dish**

- Call office when installing
- Mounting on roof is last resort

~ *Tim Schaid, Chair*



## SATELLITE AND CABLE INSTALLATION

Satellite and Cable installations that require a tech on-site needs to be scheduled during work & outside of the quiet hours, Monday to Friday 7:00 am - 10:00 pm.

Once work has been completed, the owner must notify the office for an inspection to ensure the rules and specifications were followed.



## ARCHITECTURAL SPECIFICATIONS

Villas West long ago adopted an Architectural Committee and specifications were created for many upgrades and improvements homeowners may wish to do to their unit.

Please see the list below for items that have **specifications and require prior approval**:

- Sheds
- Re-roofing the Porch
- Enlarging Back Porch
- Golf Cart Pad
- Satellite Dish Installation
- Sidewalk Installation
- Flag and Flagpole Installation
- Skylight Installation
- Window Replacement
- Dryer Vent Installation
- Coax Cable Installation
- Gas/Electric Supply to Laundry
- Back Porch Tile Installation
- Patio Irrigation System
- Memorial Plaque Installations
- New Door and or Glass Insert in Door

The process for obtaining approval is as follows:

- Read the Architectural Alterations Requirements document
- Read the specification for the desired alteration
- Complete an application with detailed description, name of contractor and start date
- Turn in completed application and signed spec sheet
- Obtain an encroachment for any addition off the back of the unit
- Turn in a copy of your contractor's license and insurance as well as any county required permits
  - ⇒ **NOTE:** Anything involving electric, gas, water or sewer installation or relocation requires permits and licensed contractors
- Wait for approval prior to any work commencing
- Call for inspections during the pouring of concrete
- Schedule installations during working hours Monday-Friday and installers must check in at the office

**ARCHITECTURAL***Continued*

- Call the office once the alteration is completed. All changes require a final inspection by the Architectural committee to make sure that all specs were followed

We unfortunately have had issues with following the steps and notifying the office upon completion. The **process needs to be followed** as failure to follow the rules set forth is a Level 4 violation of our Enforcement Policy.

**Level 4 (\$150) Unlawful use of Unit and Nuisances and Offensive Activity (CC&Rs 4.14, 4.15, 10.14)**

- *Sale of illegal substances o Drunk and disorderly behavior o Threatening with a deadly weapon*
- *Immoral, offensive, improper, unlawful use*
- *Offensive, detrimental, or annoying behavior o Exterior speakers, horns, bells, whistles, other sound devices*
- *Guests or tenants failing to comply with the HOAs covenants, by-laws, and restrictions*
- **Unauthorized Architectural Modification (Rules and Regulations Rule 1) Subject to removal by the Association if necessary.**

**What is the best thing to take to the desert?**

**A thirst-aid kit**

**MAINTENANCE**

Lila Szedlus, Chair

The Maintenance Committee members are:

Lila Szedlus (Chair), Ray Harries (Lead), Jeff Miller, Jim Sullivan, Mike Flynn

**Long Range Plans / Maintenance**

- **Roofs**
  - ⇒ 117 completed to date with 10 more to be replaced by year end
- **Eucalyptus trees and others**
  - ⇒ 2 Eucalyptus, 3 Magnolias and 2 Junipers have been removed to date and one Palo Verde that toppled recently was also removed. The north Sarta and South Pena pool grounds have recently been treated with a root rot additive and fertilized to assist in the health of the remaining Magnolia trees.

**MAINTENANCE***Continued***Long Range Plans / Maintenance - Continued**

- **Oleanders / sewer lines**

⇒ Many of the identified sewer problem shrubs have been removed as manpower and weather conditions allow. All sewer lines have been camera videoed, routed out and pressure cleaned. This procedure will be performed yearly. The Oleander shrub removal project will extend into 2024 helping eliminate sewer line blockages that occur almost monthly. Recently another half dozen Oleander shrubs causing sewer blockage problems have been identified and added to the removal list.

- **Pools**

⇒ Protective hand rail sleeves have been installed at all pools. All water level scum buildup has been removed and a yearly plan will be followed. Replacement pool furniture has been ordered. South Sarta pool is in final stages of total refurbishment.

- **Painting and water conservation**

⇒ Updated reports on painting and water conservation to be provided to the Board prior to the October Board meeting.

**Your Help Is Needed**

Please let the office staff know about any burned out security/safety lights. They will be replaced as schedules are available so please be patient.

**Preventative Maintenance Schedules**

We are in the process of reforming our daily and monthly preventative maintenance schedules for all needed Villas West work which has been affected by COVID-19, the 2022 July storm event, forgotten at times and suffered from a lack of manpower or lack of a detailed preventative maintenance programs in place. These preventative maintenance matters have been thoroughly studied and schedules are being created now by our General Manager. Please be patient while we initiate these new schedules. For now and into the future the success of these programs are dependent upon having sufficient manpower and budgeted funds to keep these programs moving forward in a timely manner. We will experience some delays if and when unscheduled events of a greater priority raise their ugly heads.

**On the Calendar**

Question of speed bumps and speed limits to be further researched.

~ *Ray Harries, Lead*

**PAINTING**

Painting is-ongoing and if you do not want the sheds, doors or gates painted, you must inform the office.



**SOCIAL EVENTS**

Lila Szedlus, Director

Social Events members include:

Lila Szedlus (Social Director), Lee Donnelly, Lee Ann Schuepp, Trudy Mundy, Nitya Litzler, Pat Reed

**Mark your calendars for these upcoming events:****Octoberfest - October 27th****Christmas Party - December 2nd**

All social events are open to tenants & owners,  
and do require you to sign up at the office and to obtain a ticket.

Refer to the Calendar in this newsletter or view on the website for current details:

<https://villaswest.org/calendar>

~ *Lila Szedlus, Social Director*

One of the shortest wills ever written:  
"Being of sound mind, I spent all the money."

**DID YOU KNOW ?****VILLAS WEST HAS OAK TREES**

There are a few different species that were bred for the Arizona climate and can thrive in desert conditions. Some oak trees thrive in hot, dry and native soils during the summer as well as during seasonal droughts.

Villas West currently uses donated trees from the TEP conservation program. TEP only supply trees that are cultivated for our climate.

The Oak Trees we plant are **Joan Lionetti**, after the founder of Trees for Tucson. This species is more tolerant of high soil pH, able to withstand long periods of drought and freezing temperatures.

**ASTRONOMY CAPITAL OF THE WORLD**

With the sun shining over 300 days per year, Green Valley is part of the region dubbed the "**Astronomy Capital of the World.**" With its clear skies and minimal light pollution, Green Valley boasts star-studded skies most nights of the year.

**DID YOU KNOW ?***Continued***ARIZONA**

Spanish explorers first arrived in the 1530s, but through the 1840s, Arizona—as well as present-day California, Utah, Nevada, and New Mexico - was a part of Mexico. The United States gained control of the land after winning the Mexican-American War in 1848. In 1863, Arizona became a U.S. territory, then joined the Union in 1912 as the 48th state.

Arizona's name may have come from an early Arizona explorer of [Spanish](#) descent, Juan Bautista de Anza, who may have called it "place of oaks," or from Papago Native American words that translate to "place of the young spring."

State Bird: Cactus Wren



State Flower: Saguaro Cactus Blossom



Colors of Arizona

**GREEN VALLEY**

The idea of Green Valley Villas was born in Sun Valley, Idaho in 1953 when Chicago developer Don Maxon met Leo Chilcote and they both shared a fascination for ranching and the West.

Chilcote's good friend, Charlie French, and Don's brother Norman Maxon, became a foursome who met frequently for several years looking at Arizona property.

In 1959, when Congress awarded the Federal Housing Administration (FHA) act to add Section 231 which provided federal financial backing for housing for the elderly, the idea began to take shape. They first considered the Chicago area, but decided a warm climate would be preferable for retirees for reasons of health, ease of living and the sheer pleasure of outdoor living. The Tucson area was statistically the healthiest climate in the United States, had the lowest humidity and the highest incidence of sunshine in the nation.

Green Valley was founded in in 1964 and occupies part of the vast (46,697) acres of the San Ignacio de las Canoas Land Grant which was given to New Spain by the Spanish Crown in the 16th century. The population of Green Valley was 500 in 1964.

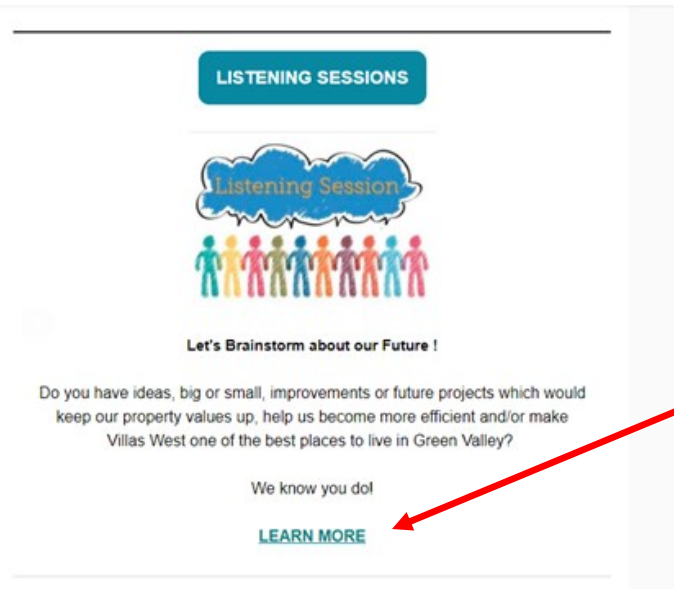
*Source: Green Valley / Sahuarita Chamber of Commerce & Visitor Center & Villas West Archive*

**DID YOU KNOW ?**

*Continued*

## HOW TO OPEN A HYPERLINK

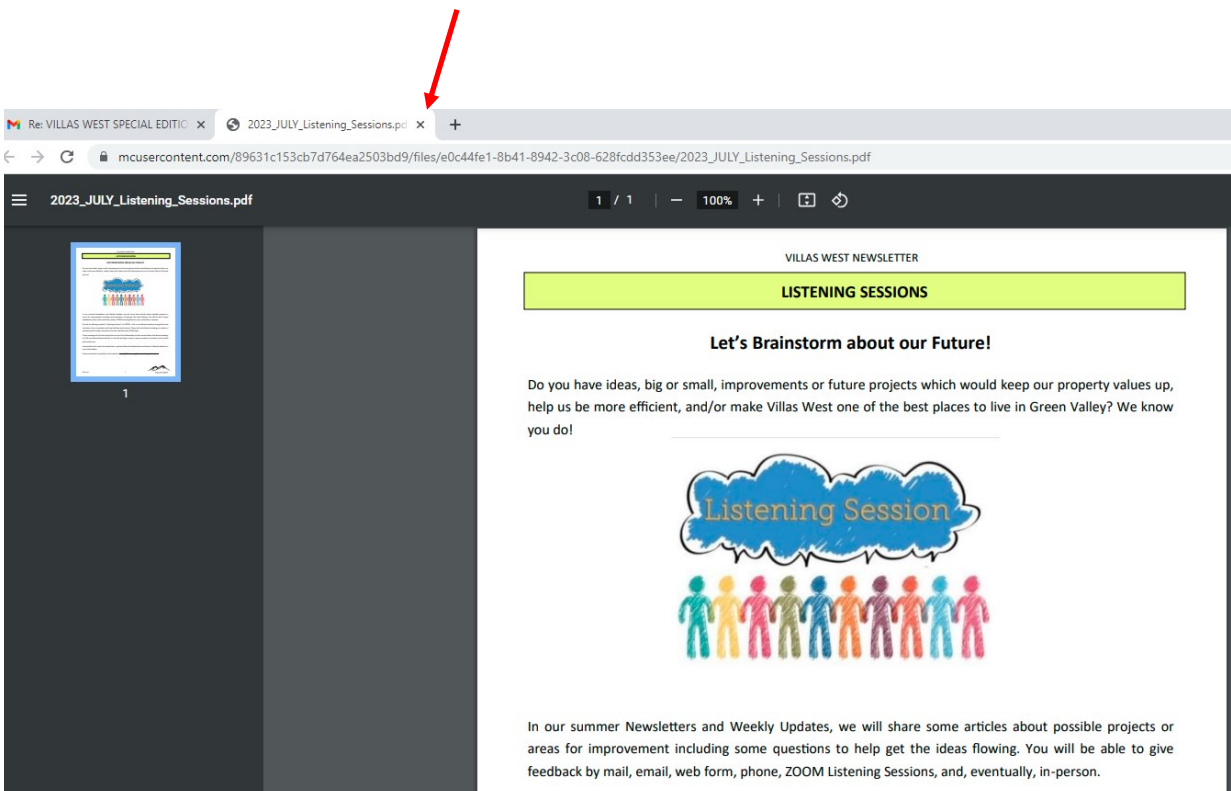
In the email version of the newsletter, there are hyperlinks. A hyperlink (or link) is a word or button that points to another location. When you click on the link, the link will take you to the target of the link, which may be a webpage, document or other online content.



To access the hyperlink, the user clicks on the link.

In this example the link is **LEARN MORE**

To close the link, click the **X** and the user will be returned to the original newsletter



## ONE-YEAR ANNIVERSARY OF THE CATASTROPHIC STORM

On July 16, 2022, Villas West experienced a catastrophic hailstorm that knocked out thousands of windows, roofs and skylights across Green Valley. In this last year at Villas West, there have been:

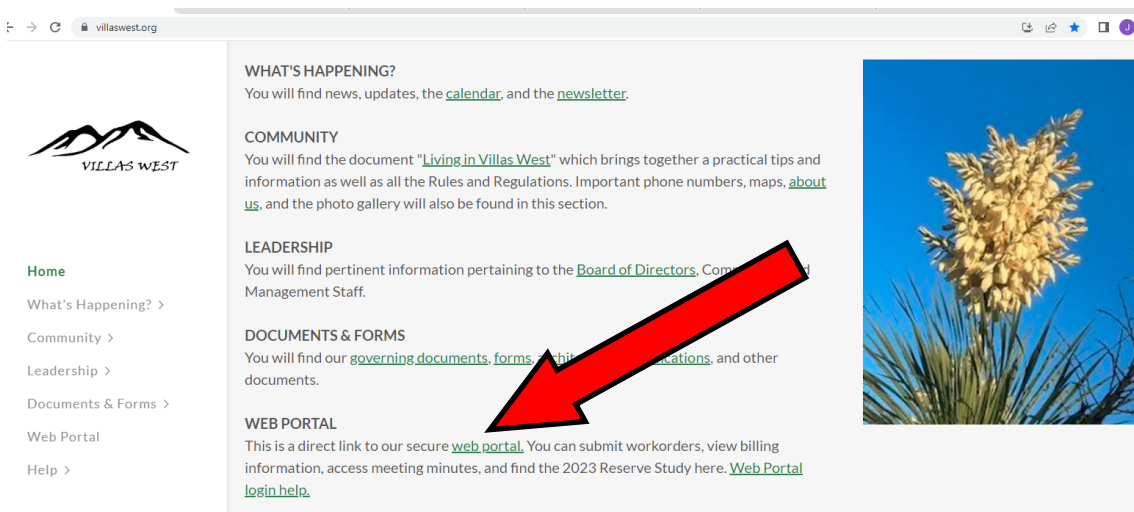
- 117 roofs replaced
- ~ 65 HVAC systems replaced
- 200 damaged interiors restored

Our General Manager, **Dorothy Gates**, was quoted by Green Valley News in a recent issue. To read the article, **Villas Wind Down Repairs a Year After Hailstorm**, this is the link: [https://www.gvnews.com/news/local/villas-wind-down-repairs-a-year-after-hailstorm/article\\_364bbefc-21ca-11ee-a96f-8362d7847de3.html](https://www.gvnews.com/news/local/villas-wind-down-repairs-a-year-after-hailstorm/article_364bbefc-21ca-11ee-a96f-8362d7847de3.html)

Dorothy sends a heartfelt thank you to those who showed their support throughout the months following the storm even though they themselves suffered from the storm. Thank you to the homeowners who stood up and aided other homeowners and the staff who went above and beyond their duties, and a roofer who ceased all other work and jobs to help us out during the first weeks and then to dedicate themselves to us until all roofs were replaced.

Although the storm consumed most of the staff's time, they still had to look at maintaining the property. Some things were put on the "back burner" and possibly for too long for some of you. The staff is doing their best to get to all the items that weren't a priority during the height of the storm, and they are making progress getting caught up. You will need a bit more patience as this all takes time however if you see something that has been overlooked to let the office know. Submitting a New Work Order Request through the web portal is the best way to handle this. In short, self-service using the web portal decreases the total amount of staff time needed to resolve the issue as well as providing a tool to manage the request.

The web portal can be reached by clicking on the hyperlink found on the website:



The screenshot shows the Villas West website interface. On the left is a navigation menu with the Villas West logo at the top. The main content area is divided into several sections: 'WHAT'S HAPPENING?', 'COMMUNITY', 'LEADERSHIP', 'DOCUMENTS & FORMS', and 'WEB PORTAL'. A large red arrow points to the 'WEB PORTAL' section, which contains a direct link to the secure web portal. To the right of the text is a photograph of a yellow agave flower against a blue sky.



## MEET THE TEAM - JOSEPH

*An interview with **Joseph Wise**, Controller – Inventory, Purchasing, Scheduling by Linda Djupstrom.*



Joseph is a husband to Karla and a father to his 4 children, Joseph, James, Joseline and Jazmin ranging from 4 - 17 years. There are 4 dogs in the family: Bella, Haleys, Comet, and Mika. He is an Iraq war veteran who served his country with honor.

Joseph is happy to be back at Villas West and asked that I make sure to say **how much he and the rest of the staff appreciate being provided with the tools and equipment necessary for them to do their jobs well.**

Linda: What was your first job?

**Joseph: My first job was as a dishwasher at the Long Horn grill in Amado when I was 12 years old.**

Linda: Where did you work before this position?

**Joseph: ACE hardware, customer service – on the floor.**

Linda: What sort of duties do you now have at work??

**Joseph: Purchasing, anticipating needs, inventory. Keeping track of when and what was bought, etc.**

Linda: How would you describe your job to a bunch of five-year-olds?

**Joseph: I get to shop**

Linda: What are the toughest challenges you've had at work?

**Joseph: Keeping track of the purchases – getting things back in to order and organized.**

Linda: What's the part of your job you like the best?

**Joseph: The comradery with the staff and the interactions with the owners.**

Linda: What's the coolest thing you're working on right now?

**Joseph: Researching and tracking down of the work carts and getting a great price. Straightening out the supply room and getting an inventory accomplished was also fun.**

Linda: What's your secret talent that no one knows about?

**Joseph: I am a hunting guide in Mexico and a dog trainer.**

**MEET THE TEAM****JOSEPH***Continued*

Linda: What's the best compliment you've ever received?

**Joseph: While serving in the Army I was 1 of 5 people who received an Award from Hetco (a company in the Middle East ) for saving an employee's life in Iraq. That was very meaningful to me.**

Linda: What's something you're proud of?

**Joseph: My family; they mean the world to me.**

Linda: What kind of music do you like?

**Joseph: Mexican and country.**

Linda: What brings you joy?

**Joseph: Hunting**

Linda: Who has had a great influence on you?

**Joseph: My father - Joseph**

Linda: Do you have any vacations planned?

**Joseph: Yes actually this Tuesday I am going to Puerto Vallarta with my family.**

Linda: What's your least favorite chore around the house?

**Joseph: Folding clothes**

Linda: What's your favorite thing to do on the weekends?

**Joseph: Go out with my kids and wife exploring nature.**

Linda: What's your idea of a perfect day?

**Joseph: Early morning hunt and a big buck at the end of the day!**

Linda: What are the 3 items that you would take with you to deserted island?

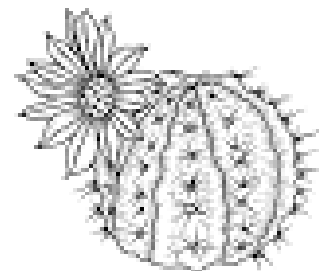
**Joseph: Family of course but the items would be a fishing pole, tents, bow and arrow.**

Linda: What's the craziest thing you've ever done or seen before?

**Joseph: Coming back to Villas West ! No really – the craziest thing I have ever done is getting married at 17. It may have been crazy, but it sure turned out beautiful.**

Linda: Who do you want to be when you grow up?

**Joseph: I like my life now so I would say what ever I am doing now!**



## MEET THE TEAM

## JOSEPH

*Continued*

Linda: Favorite drink?

**Joseph: Coffee - black**

Linda: Do you cook? And if yes, what is your favorite food/meal?

**Joseph: Yes. Homemade pizza!**

Linda: What is the strangest meal you've ever eaten?

**Joseph: Grasshoppers – and they were good.**

Linda: What's your favorite season?

**Joseph: Winter**

Linda: What's has made you smile recently?

**Joseph: One of my dogs retrieving a pigeon safely in his mouth. Pigeon is safe and dog was proud, and I got a good smile out of that.**

Linda: If you could sit down and have a conversation with any 3 people – alive or deceased – who would they be and why?

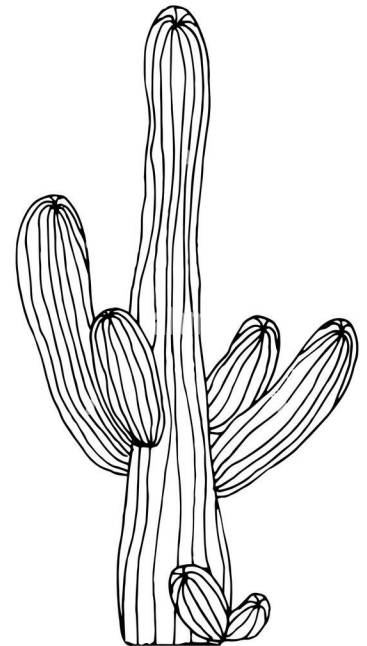
**Joseph:**

1. **Brother – I would like to have the conversations we never got the chance to have.**
2. **Grandfather – I would like to hear a couple more stories. He was the family storyteller and he lived to be 102 and he had some good stories.**
3. **My friend Miguel**

Linda: What is your favorite word or phrase in Spanish?

**Joseph: *si quires acer reir a dios cuentale tus planes***

If you want to make God laugh tell him your plans



**General Mills is coming out with an organic Twinkie.**

**Isn't that called a sponge? ~ Jay Leno**

MEET THE TEAM

JOSEPH

*Continued*



Dorothy has mentioned to me that Joseph does a lot of things that go unrecognized. The little things are so important such as always thinking about what we might need and what might need attention in the near future. Joseph anticipates situational needs before they become emergent. He tracks down the best prices to make sure we are getting the most for our money. The list goes on.

Joseph is a great asset to the HOA!

~ *Linda Djupstrom*

LIVING IN VILLAS WEST

FLUSHABLE WIPES CLOG PIPES



Sewer systems and treatment plants were not designed to handle disposable wipes. **Don't flush them! Put them in the trash !**

**"Flushable" wipes don't break down.**

**They clog sewer pipes and equipment.**

- Wipes may be labeled "flushable," but they don't break down in the system. Flushing them is like flushing a handkerchief or other item made of cloth.
- Our sewer systems were not designed to handle wipes. They gum up the system, clog pipes and pumps, and cost Villas West money in additional maintenance costs.
- If you must use wipes, put them in the trash, not the toilet!
- Many Villas West homeowners have experienced plumbing problems because of wipes, so do not flush them.

## WATERING OF GREEN AREAS

There have been concerns raised regarding the current dead grass and plants on Villas West property.

Keep in mind, last year at this time the monsoons brought lots of rain whereas this year we have had no rain thus far.

- The watering has been adjusted to once a day, in the morning for 15 minutes.
- The pool areas receive water twice a day for 3 minutes.
- Dorothy has requested the sprinkler heads be reviewed as they are not providing proper coverage. This is a work in progress as there are a number of areas to review and test.

A much larger project underway to investigate what options Villas West has available to be good water stewards going forward.

**What is the best thing to take to the desert ?**

**A thirst-aid kit**

*Thank you, Lou Kifer, for the image of the flowering cactus found in the cactus garden across from the office.*



## BULK PICK UP

If you have any items, you need hauled off, please schedule with the office.

Remember, our rules prohibit leaving any items on the curb, this includes items you are giving away.

If you wish to donate items, you can call the office, White Elephant, or Animal League of Green Valley.



## LENDING LIBRARY

Excited to announce our new “Lending Library” AKA “Little Free Library”.

It’s planned to be mounted onto a post and will soon be found at the 4 corners of Quinta and Penasco.



**A big THANK YOU to Lou Kifer for donating our first Lending Library !**

We are still searching for someone to make a second Lending Library.

Contact Dorothy at the office or Lou for more details.

### Provide Current Contact Information to the Office



- ⇒ Make sure the Office knows **how to reach you in case of an emergency**
- ⇒ Many of you are returning to your primary home. **Have you updated the Office with how to contact you?**
- ⇒ If you rent out your villa, **provide tenant’s contact information to the Office**
- ⇒ It’s the **responsibility of the homeowner to notify the Villas Office of any address changes**
- ⇒ The **Homeowner Contact Update Form** can be download from the website (<https://villaswest.org/forms>) or pick up a copy of form from the Office

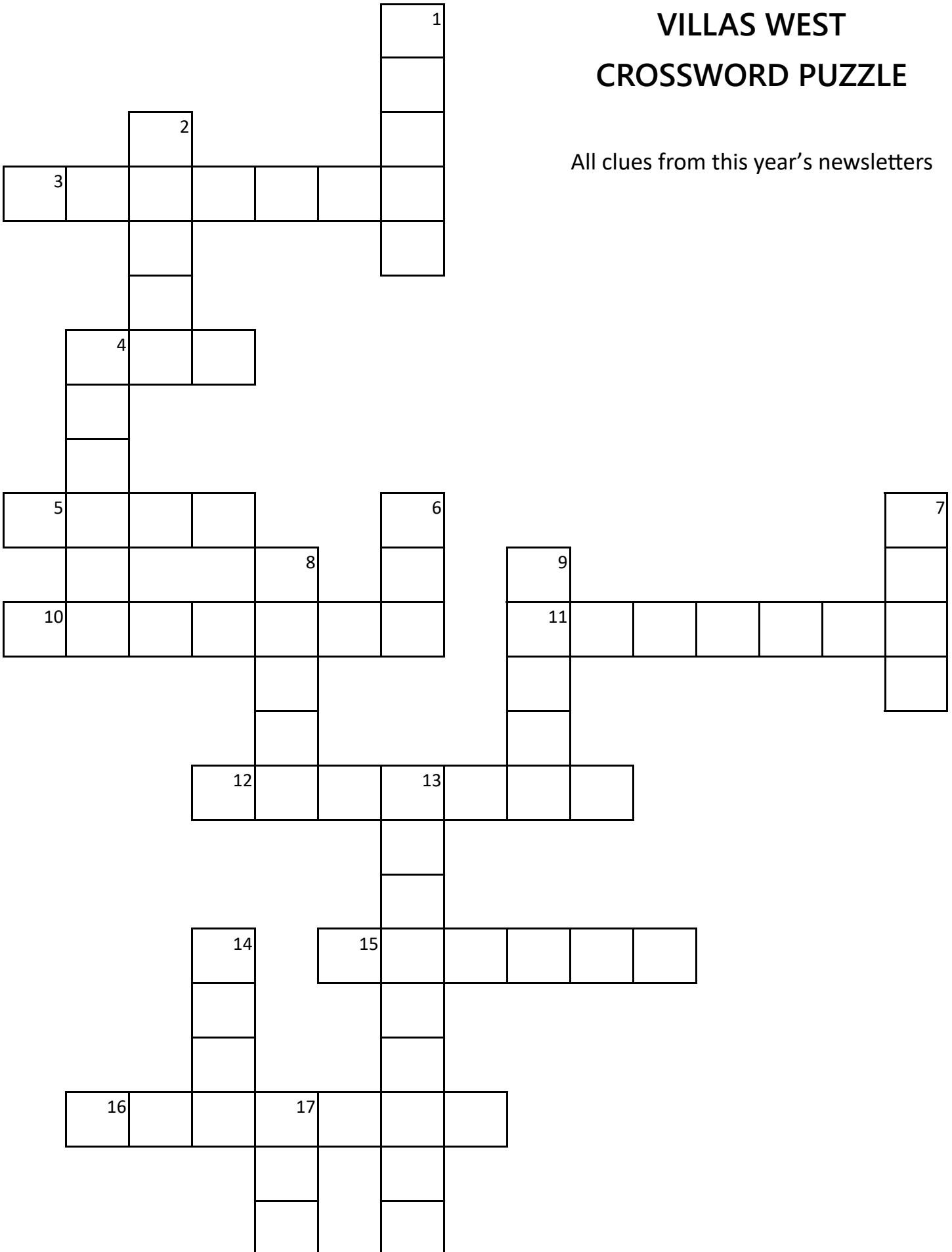
**VILLAS WEST CROSSWORD PUZZLE**

All clues are from various articles and information presented in this year’s newsletters.  
Actual puzzle located on the following page.

<b>ACROSS</b>	<b>DOWN</b>
<p>3. What is the name of our summer grass in Villas West?</p> <p>4. Number of legally deeded parking spaces per villa</p> <p>5. Which Board member donated leaf blowers to Villas West?</p> <p>10. These are required from Pima County for many architectural projects.</p> <p>11. First baby shower was held at Villas West April 3, 2023. Who was the guest of honor (pregnant mother)?</p> <p>12. First name of Villas West’s General Manager</p> <p>15. Which staff member has his own YouTube channel to showcase his music?</p> <p>16. In order to sit and take advantage of a pleasant view, many of these were relocated in March.</p>	<p>1. Company that picks up the trash.</p> <p>2. Color of parking permit sticker for approved parking on Tierra.</p> <p>4. Where is the Native Wildflower Garden located? Next to the _____</p> <p>6. Does your villa need to be inspected before being sold?</p> <p>7. Four letter acronym for our heating and air conditioning system.</p> <p>8. Comes after Star Wars Day ___ de Mayo.</p> <p>9. Types of wipes that clog pipes.</p> <p>13. This bush can cause root penetration into the sewer drains.</p> <p>14. What is the first name of the type of oak trees planted in Villas West.</p> <p>17. What is the 3 letter acronym for Declaration of Covenants, Conditions and Restrictions?</p>

# VILLAS WEST CROSSWORD PUZZLE

All clues from this year's newsletters





**LOCAL SERVICES**



<b>PIMA COUNTY</b>	Report Crime/Suspicious activity:	<b>(520) 351-4900</b>
<b>SHERIFF DEPARTMENT</b>	Green Valley District Office:	<b>(520) 351- 6711</b>
<b>SNAKE REMOVAL</b>	Green Valley Fire Department:	<b>(520) 629-9200</b>
<b>TRASH PICKUP</b>	Titan Trash: If no trash pickup call	<b>(520) 393-7891</b>
<b>LOCAL NEWSPAPER</b>	Green Valley News:	<b>(520) 625-5511</b>

**SERVICES CONTACT INFORMATION: ELECTRICIANS**

<b>Cordero Electric</b>	<b>ME Electric LLC</b>	<b>Sunnyside Electrical LLC</b>
(520) 398-9916 or (520) 429-3229( <a href="http://www.corderoelectric.com">http://www.corderoelectric.com</a>	520) 250-5051 <a href="mailto:meelectricaz@gmail.com">meelectricaz@gmail.com</a>	(520) 891-8559

**SERVICES CONTACT INFORMATION: PLUMBERS**

<b>Green Valley Plumbing</b>	<b>Sahuarita Plumbing LLC</b>	<b>Valentine Plumbing</b>
(520) 625-8976 <a href="http://www.greenvalleyplumbingaz.com">www.greenvalleyplumbingaz.com</a>	(520) 780-4507 <a href="http://www.sahuaritaplumbing.com">www.sahuaritaplumbing.com</a>	(520) 444-9359 <a href="http://www.valentineplumbingaz.com">www.valentineplumbingaz.com</a>

Villas West Management and Board of Directors do not warrant, recommend, endorse, or assume liability for any of these contacts.



## VILLAS WEST 2023 BOARD OF DIRECTORS

<a href="mailto:president@villaswest.org">president@villaswest.org</a>	<b>Linda Djupstrom</b> President
<a href="mailto:treasurer@villaswest.org">treasurer@villaswest.org</a>	<b>Tracy Swaim</b> Treasurer and Finance Committee Chair
<a href="mailto:board@villaswest.org">board@villaswest.org</a>	<b>Ray Harries</b> Vice President and Grounds Committee Chair
	<b>Tim Schaid</b> Secretary and Architectural Committee Chair
	<b>Lila Szedlus</b> Member at Large, Maintenance Committee Chair & Social Director

## VILLAS WEST OFFICE

### **Dorothy Gates**

General Manager

[gm@villaswest.org](mailto:gm@villaswest.org)

### **Liliana Ortega**

Assistant Manager

[am@villaswest.org](mailto:am@villaswest.org)

### **Ashden Armstrong**

Administrative Assistant

[admin@villaswest.org](mailto:admin@villaswest.org)

**Office Hours: Monday - Friday**

**8:00 - 2:00\* pm**

*\*after 2:00 pm by appointment*

**520-393-7891**

460 South Paseo Quinta  
Green Valley, Arizona 85614

**EMERGENCY or After Hours: 520-256-5779**

Calls will be answered before 8:00 PM. After 8:00 PM leave a voicemail.

After Hours Emergencies include:  
Heating | Cooling | Exterior Sewer Line

Portable heaters and air conditioning units are available  
at the office during business hours for temporary use.

We cannot respond after dark or during inclement weather.  
Emergency service does not include turning on/off the water or lighting water heaters.

## ADVERTISE IN THE NEWSLETTER

Do you have a rental, villa for sale, need some help, a service to sell?



If you are interested in placing an ad in the newsletter, contact the office for details or email:

[newsletter@villaswest.org](mailto:newsletter@villaswest.org)

There is a fee for business advertisements however homeowners and tenants may place a non-business ad can do so at no charge.

Advertising will be accepted at the discretion of the Green Valley Villas West office. Green Valley Villas West does not accept any responsibility for, nor does it endorse, any advertising material presented in the Green Valley Villas West Newsletter.

## NEWSLETTER SUBMISSIONS

Do you have some information you would like to share? How about poetry, short stories, photographs, recipes ...? We will publish contributions in the upcoming newsletters.

Send your material to: [newsletter@villaswest.org](mailto:newsletter@villaswest.org)

Submissions will be reviewed and included in upcoming newsletters at the discretion of the Green Valley Villas West office.

*Villas West newsletter is the official document of the Board of Directors & Green Valley Villas West Condominium Association and all published information herein constitutes notice to all members.*

*The Board of Directors reserve the right to edit all submitted material.*

*If you would like your own copy of the newsletter, send your name and address to: [newsletter@villaswest.org](mailto:newsletter@villaswest.org)*

*You can also pick up a printed copy from the office.*

*Previous versions can be found on the website: <https://villaswest.org/newsletters>*

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