

**MINUTES OF THE BOARD OF DIRECTORS  
GREEN VALLEY VILLAS WEST CONDOMINIUM ASSOCIATION  
October 13, 2020**

A regular board meeting of the Board of Directors of Green Valley Villas West Condominium Association was held via Zoom (and the Association Office – 460 S Paseo Quinta, Green Valley, AZ 85614) at 9:30 a.m. on October 13, 2020 due to Covid 19 Pandemic.

Present: Jim Becker (President), Tim Schaid (Vice-President), Chris Fisher (Treasurer), Mary Meister (Director). Also in attendance was JD Sotelo, General Manager. (Jim Becker and JD Sotelo attending meeting from the Association Office and Chris Fisher and Mary Meister via Zoom).

**A. Call to Order, Pledge of Allegiance, President's Welcome**

The meeting was called to order by Jim Becker at 9:30 a.m.; Jim welcomed Board Members and homeowners via Zoom to the meeting. He indicated that the employees have stepped up and are taking good care of the property – grounds are looking good with ongoing improvement projects. Jim indicated he would like to respond to all questions and comments at the end of the business meeting unless they related to items on the agenda. The Board is dedicated to doing what is best for Villas West.

**B. Roll Call and Establish Quorum**

Jim Becker called the roll and established a quorum was present.

**C. Adoption of Agenda**

**A motion was made** by Tim Schaid to adopt the agenda; seconded by Chris Fisher.

**Motion passed unanimously.**

**D. Approval of Minutes**

**A motion was made** by Tim Schaid to approve the August 11, 2020 Regular Board Meeting minutes/ seconded by Chris Fisher.

**Motion passed unanimously.**

**A motion was made** by Chris Fisher to approve the August 28, 2020 Special Board Meeting (which included August 3, 2020 Executive Session Decision); seconded by Tim Schaid.

**Motion passed unanimously.**

**A motion was made** by Tim Schaid to approve the October 8, 2020 Executive Session Meeting; Chris Fisher seconded.

**Motion passed unanimously.**

**E. Manager's Report**

- JD Sotelo thanked homeowners while we get back on track. We now have a full staff again and working on sewer maintenance, HVAC, etc. and will finish up corner sidewalk ramps soon.
- Some homeowners have asked about the dead grass. We have to let the summer grass die in order to plant with the rye winter grass for winter – they will be green again in a few weeks. Palm trees have been trimmed. A lot of projects are pending. We have two teams for landscaping now so getting more done including getting to grounds requests again and our landscaping is looking better.
- Compliance Committee – we have started sending out letters for violations using Caliber – they receive an email and a letter through regular mail. We have sent 27 letters out already and these are being put into the Caliber system – we have received replies back already – good feedback from letters. JD thanked the committee for their work as they are the eyes out there providing the information. JD indicated that more will be coming from compliance in the future.

**F. Approve Treasurer's Report (Chris Fisher, Treasurer)**

**Treasurer's Report October 2020**  
**All Figures are Year to Date (January-August 2020)**

**Operating Account as of August 31, 2020.**

Operating Income – Assessment fees \$1,168,853 (Total Income \$1,198,617)

Operating Expenses - \$1,220,800

Transfer to Major Maintenance (Reserve) Fund - \$305,000

Operating net income/loss – (-\$21,180)

**Reserve Account**

Reserve Income (Interest, Gain/loss on investments, Contributions) - \$365,000

Reserve Expense - \$442,500 Variance – (-\$77,500)

- Roof major repair and replacement - \$218,525 (through September 2020)
- HVAC replacement - \$191,790 (through September 2020)
- Capital Equipment - \$25,900 (through September 2020)

Reserve Portfolio Summary (as of 9/30/2020) –

- Opening Value (1/1/2020) - \$1,710,879
- Cash Withdrawn - \$225,000
- Closing Value (9/30/2020) - \$1,545,120
- Change in value for 2020 – (-\$165,759)

1. Landscape and Maintenance wages are \$82,400 less than budgeted. This reflects a number of employees opting out of work during the current pandemic. Staff is currently back to full strength, with 9 new employees hired this year in landscape and maintenance.

2. There was a hiatus in roof replacements this year as Red Mountain Roofers suspended operations for 3 months out of health concerns. Consequently, we have incurred \$95,600 in roof repairs performed by another vendor.
3. To keep Members up-to-date on HOA finances the Board is now approving Monthly Financial Summaries and posting them on the website. More detailed information is available for inspection at the office by making an appointment with the President, Treasurer, and/or General Manager.

**A motion was made** by Jim Becker to approve the Treasurer's Report through August 2020. Mary Meister seconded.

**The motion passed unanimously.**

## **G. Committee Reports**

### Architectural Committee (Jim Becker, Chairperson)

- A total of 16 requests were made since the last Board Meeting in August, 2020. Fifteen were pre-approved: gates, several satellite dishes, windows, ADA ramp, windows, storm doors, security door, plumbing in a shed, and shed. Another, combining two side by side one bedroom units into one unit will be discussed later. All were pre-approved.

**A motion was made by Jim Becker to approve the Architectural applications that were pre-approved. Chris Fisher seconded.**

**The motion passed unanimously.**

### Budget and Finance Committee – Chris Fisher (Chairperson)

- The meeting was held on September 17, 2020. Attending were Jim Becker, Chuck Wallace, Jeff Miller, JD Sotelo, Diane Lizarraga and Chris Fisher (Chairman).
- **Purpose:** To create a realistic Budget for Managing Villas West Funds
- **Overview of Budget Process:** Reviewed the process of creating a Budget by collecting, researching, and analyzing financial data, to complete and review a Preliminary Budget, adjust and finalize the 2021 Budget for Villas West HOA, present the Budget to the Board of Directors, and present the Final Budget to the Members at the November 2020 Board Meeting
- **Discussion:** The committee discussed the purpose and goals of creating a Budget for the HOA that is as complete and accurate as possible. Using the August 2020 Budget Comparison Report, the committee studied and appraised each Income and Expense item using a line by line examination. Payroll expenses, maintenance services and supplies, and major Reserve Expenses (particularly HVAC expenses, roof repairs and replacement, and Capital Equipment Expenses) were major topics of discussion. Mr. Sotelo has been collecting historical data on budgets and expenses for the HOA and will present his findings to the committee at the next meeting. Mr. Becker and Mr. Fisher will review payroll expenses, along with the Board of Directors, to predict a realistic payroll budget for 2021.
- **Next Meeting:** TBD

### Documents and Communications – Mary Meister (Chairperson)

- The Communications/Documents Committee has not met since February but updating of Rules and Regulations was completed along with survey report.
- The website and newsletter have been turned over to the Admin. Staff to manage with a little help here and there from Barb Fisher (Website) and Mary Meister (Newsletter).
- The following are a few highlights from the Owner Survey completed in January, 2020.
- The overall purpose of the survey was to provide all owners an opportunity to evaluate the general operations of the Villas West Condominium Association and provide management with some feedback, as well as a general profile of the membership in 2020. The survey was sent out in the annual packet so all owners would have a chance to participate. We received 327 surveys but not all owners answered every question and some owners owned more than one unit. This was about a 50% response rate which is very good for this sort of a survey.

### **Owner Responders Profile**

- ❖ Just under half of responding owners (44%) indicate they have owned their villa for 6 years or less; about 20% owning for 6-10 years ( 64% less than 10 years) and 20% 11-19 years.
- ❖ Most of these owners (93%) indicate they own one unit; 1% (4 people) indicates they own four or more units (the remainder less than 4).
- ❖ Of those owners who live in their unit, they are pretty equally divided into one person (44%) and two person (55%) households. Most owners (76%) are between 65 and 84 years of age with one if five (18%) 64 years of age or younger.
- ❖ About eight in ten (79%) indicate they live in a unit they own and about two-thirds (63%) of them are only partial year residents – about one third (33%) are year round. Of the units being rented, about half are rented out full time (51%) and half rented out part time (48%). Most owners indicate they are only renting out 1 unit (69% of units rented); one person is renting out 6 units and another is renting out 12 units.
- ❖ The community is pretty much at full capacity during January/February and March (96-99% report occupancy during these months). Summer (June, July, and August) is at about half capacity (51% here sometime during the summer months).

### **Key Reasons for Purchasing a Villa**

- ❖ Top three reasons given include: “cost/value/affordability related” (50%), “location – general, central related” (40%) and “grounds/landscaping related” (36%).
- ❖ Next most frequently mentioned: “HOA coverage/maintenance related” (22%) and “family/friends – friendly, community related” (22%). People have other family or friends nearby or they mention it is a friendly complex, has community feel.
- ❖ Other mentions included: “architectural charm related” (16%), “well managed related” (13%), “size of unit – small related” (12%), “amenities – pool/laundry related” (12%), “convenience – close to shopping/Dr., etc. related” (10%).

### Satisfaction with Villas West Services (Broad Categories)

- ❖ Responders were asked to rate eight (8) general categories of Villas West services on a five point scale from 1 = Not at all Satisfied to 5 = Very Satisfied. If they rated any category a “3” (Neutral) or below, they were asked to provide some input as to the reason (most wrote in the margins while several elaborated on an attached piece of paper).
- ❖ In general, 70% or more of responders are “Very or Somewhat Satisfied” with all the services rated: Overall Living in Villas West (96%), Board of Directors (73%), General Manager (72%), Maintenance Services (89%), Landscape Services (87%), Front Desk Services (76%), Bookkeeping/Accounting (77%) and Communications (69%). With the exception of Communications, less than one in ten responders indicated they were “somewhat or very dissatisfied” with any of the service categories.
- ❖ Most neutral (rate 3) comments were because they didn’t have enough experience or they didn’t have enough interactions so they rated “neutral.”

### Communicating with Owners

- ❖ Almost nine out of ten (87%) of these responders indicated that they could easily access the Villas West website via the internet. About one in five (21%) indicate they rely on the paper version of the Newsletter (or would prefer the paper version).

The complete report will be available on the Website or at the Office.

### Grounds Committee – Jim Becker (Temporarily)

- The purpose of the Grounds Committee – “shall work to maintain and enhance the attractive appearance of the Common Elements, in compliance with Association specifications regarding the approved list of trees, shrubs and native plants.”
- A lot of areas in process of being improved. We have a new lead person over landscaping crew – Ramon – he has a lot of experience and knowledge and hit the pavement running. He’s got some new ideas too. I would like to commend Ramon for his work so far and look forward to continued improvement in the landscape.
- At this point, Jim is not sure who is on the Landscape Committee as the board member who headed that committee resigned. I would like to know if anyone is interested in being on that committee – if you are, please contact me through the Board Email ([Villaswestboard@gmail.com](mailto:Villaswestboard@gmail.com)). Nothing more on grounds except that we are moving in the right direction.
- JD has been looking over grounds requests and approved a lot of the ones we were getting. Crew has been separated into two groups and they are able to take care of more problems like dead cacti, new grass in parks, improvements on Penasco, etc.

### Maintenance – Tim Schaid (Chairperson)

- The Villas West Maintenance Committee met virtually over [www.zoom.us](http://www.zoom.us) on Thursday, October 1, 2020 at 9:00 AM. Attending the meeting were me as Chairperson, and committee members Jim Becker, Lou Kifer (new member of the committee), and Jim Sullivan. Mike Flynn was unable to attend the meeting. Villas West General Manager JD Sotelo was also in

attendance. Several questions and recommendations by the committee were identified and passed along to JD and the Villas West Board of Directors. The next meeting of the Villas West Maintenance Committee is scheduled October 29, 2020 at 9:00 AM over [www.zoom.com](http://www.zoom.com).

- We continue to follow our roof replacement schedule for 2020. To date in 2020 we have replaced 3 roofs and repaired 26 roofs. While we are getting very close to exceeding the 2020 budget for roof replacements/repairs, the board feels we need to stay abreast of roof issues in Villas West in an effort to continue to be proactive.
- As most owners/residents know, new pool gates and locks were installed last spring. Any owner/resident who has not exchanged their old pool/laundry key for a new one should call the office to schedule an appointment to do so. Pool hours are now 7:00 AM to 5:00 PM.
- The streets/parking lots on La Canada, Pena and Quinta have been resealed. Phase two will get started in the spring of 2021; however, JD is currently collecting bids to have the remaining streets of Sarta and Tierra completely resurfaced instead of just resealing. (Penasco was redone 4-5 years ago and is not in need of repair at this time).
- All 26 buildings that were scheduled to be repainted in 2020 have been completed. The painting of another 26 buildings will be scheduled in 2021; however, for cost effectiveness reasons, JD is working on a plan to dedicate a VW painting crew to this project instead of using an outside contractor. Painting 26 buildings per year puts all of our buildings on a 7-year repainting schedule.
- JD and Marcos have completed and implemented a preventative maintenance plan for the Villas West complex. They divided the Villas West complex into 4 quadrants and assigned a separate crew to each quadrant to conduct regular and ongoing inspections and repairs of sewer lines/cleanouts, HVAC units, roofs and water heaters/closets.
- Ten new ADA ramps have been constructed on Pena by the Villas West masonry crew. The crew is now working on Sarta. ADA ramps on Sarta and Tierra will be the final two phases of this project. In addition, uneven sidewalks are being ground down to make the sidewalks more even for enhanced safety.
- There have been a total of 192 work orders since the June 9, 2020 board meeting; 135 of those work orders were HVAC related, 26 were sewer related and 31 were roof related.

#### Social Committee – Lila Szedlus (Jim Becker Reporting)

- Lila will be back in early November.
- The plan is to try to have a Fun in the Sun in November with social distancing, outside so much safer, etc.
- The Christmas Party is still on for December 5, 2020 at the American Legion Post 66. Same as last year – the Post will be setting things up for social distancing and safety.
- Lila will be sending out a notice later on Christmas Decoration contest – as has been done the past few years.

### Compliance Committee – JD Sotelo

- JD mentioned in his earlier report that they have started sending out letters and these have been very productive so far. More will be sent in the future as the Compliance Committee gets back working again.

### Centralized Mailbox Committee – Jim Becker for Coleen Hay

- Jim indicated the volunteer group met recently to determine the feasibility of centralized mailboxes and whether we should go forward with studying the issue – all committee members agreed.
- Chairperson of the committee is Coleen Hay - committee will make a proposal to the Board at a later date after studying the issues. Sometime soon the committee will be meeting with the Post Office along with the General Manager to look at possible routes and locations for boxes – not happen overnight – post office has to budget for, etc.
- The Post Office provides the units we supply the space and pay the cost to create the path and concrete ramp to the locations. Committee will be working on possible locations and how many, etc. We have had to provide a key to the postal carrier as it takes most of the day for mail delivery in the Villas.

### **Discussion:**

- There was much discussion during and after the business meeting. Chris Fisher indicated that an option is available for those who are not able to get to the centralized mail boxes – postal service will deliver to their unit. A unit owner can opt-out and complete a form through the Post Office to have mail delivered to their villa.
- Tim Schaid was concerned that if we put in and only 30% opt to use (70% opt-out) – that would not make sense.
- Jim Becker mentioned that this would all be part of the study by the committee and presented to the Board and the Board would provide all the relevant information to the membership and get feedback.
- Jim mentioned that he has had a number of owners talk to him about centralized as this would provide more privacy on their patios (B and C units must be available to postal carrier) and security.
- Another homeowner mentioned that this community is very close and if they were concerned about this they could get a PO box – why should people who have medicine delivered by mail, etc. have to be put out for those who want more privacy and security.
- Another mentioned that people get medication delivered by mail and best to have it delivered right to home – better security.
- Jim again mentioned that the initial committee meeting was just to decide should we consider centralized again and what next steps to getting there would be.
- Tim Schaid brought up that maybe the General Manager (JD) could check with other HOA's to see how they did things and talk with the Post Office about their experience with other HOA's.

- One of the board members indicated that Villas East and West are the only HOA's that still have unit delivery (others have centralized or mail boxes at the street).
- Someone suggested that another option was having mail boxes on the outside of the patio wall (not as secure but an alternative).
- Also mentioned is the benefit of centralized mailboxes, other HOA's have "Information Kiosk" at the boxes where they post notices for homeowners – particularly helpful for those who are not using the website.
- Also mentioned was a previous survey a couple years ago that was in the newsletter . . . it was basically a "yes/no" with very little information (pro/con). That is why this is being looked at again.
- Another homeowner wondered when do we take a vote of the membership for major decisions – significant changes. Like the "wall" that went up at the end of Penasco – homeowner didn't know about that until saw when driving down Penasco. When is a membership vote required? Jim Becker indicated that the Villas West governing documents specify that the Board is elected to make those decisions (note, there are 672 units in Villas West) – Board takes input from members and acts on behalf of all members – not going to make everyone happy but do the best we can.
- Another owner mentioned that the "wall project" had been mentioned in several of the previous manager's E-blasts.

**A motion was made by Chris Fisher to go forward with the study of centralized mailboxes. Tim Schaid seconded.**

**The motion passed unanimously.**

#### H. Old Business – None

#### I. New Business

##### 1. Rules and Regulations Update.

- Owners receiving the Board Meeting materials should have gotten a copy. Jim felt the Communication's Committee did a great job – more detailed and up to date. .

**A motion was made** by Tim Schaid to approve the updated Rules and Regulations, October 13, 2020. Jim Becker seconded.

Discussion: A question was raised regarding approval of changes to CC&R's, B-Laws, etc. Jim Becker indicated that the CC&R's give the Board authority to make and change Rules and Regulations which are essentially guidance/help follow the CC&R's – Rules and Regulations do not override CC&R's.

**The motion passed unanimously.**



2. Request for Combining two one-bedroom units into one unit

- An owner would like to combine two one bedroom units into one unit – would still pay dues as if two units. It has been done before but only one combination still remains – a couple others were returned to single units. Jim wanted to get the Board’s opinion on this.
- Board Members generally didn’t have a problem with it as long as Architectural integrity was maintained and all permits, etc. were approved and architectural specifications followed. If it appears that Villas West employees are spending a lot of time monitoring the process, a Board Member suggested that a fee for “management time” could be charged to the homeowner.
- Jim Becker can pre-approve the change as the Architectural Committee Chairperson. Owner just wants to be sure it is okay before pursuing architectural/building plans, permits, etc. Jim indicated that the owner just needed to complete the architectural request and he would be able to pre-approve the initial plan to combine two one bedroom units.

3. Update to Employee Handbook

- It was discovered that the employee handbook was not clear on how to handle vacation accrual for permanent part-time employees – it was decided it should be at .5 full-time employees for those working 20-29 hours a pay period. It was discussed and approved by all Board Members at an Executive Session on October 8, 2020.

**A motion was made** by Jim Becker to confirm the approval of the update to the employee handbook related to vacation accrual. Tim Schaid seconded.

**The motion passed unanimously.**

4. Roof Repair and Replacement Plan

- We have had a number of roof issues over the past few years as our buildings are aging. The Maintenance Committee will be looking at a plan as we look at options again for replacing roofs. The last couple years we have replaced roofs with a roofing system installed by Red Mountain Roofing which costs about \$30,000 for a full replacement. They were not working for a while due to Covid 19.
- The General Manager secured a contractor to repair a number of roofs that should help them last 6-10 years at a cost of \$5,000 - \$6,000 each. The General Manager has instituted a preventive maintenance plan – complex divided into quadrants – maintenance staff will check the roofs and clean them on a schedule and in the process determine if a roof needs a higher level of require or replacement and report to management. The General Manager will then determine if that roof can be repaired or needs to be a replacement. So, the Maintenance Committee will be looking at this more with the General Manager.
- Reminder – homeowners need to replace their HVAC filters regularly (at least every 2-3 months; more often if you have pets). Maintenance staff will drop off (replace by request) replacement filters on Wednesdays between 8a.m. and noon - call the office to get on list or you can call and one will be left outside the office door for you.

#### 5. Approval of Committee Members

- Jim Becker asked that anyone interested in being part of the grounds committee to email the Board Email ([Villaswestboard@gmail.com](mailto:Villaswestboard@gmail.com)) and let him know.

**A motion was made** by Tim Schaid to approve adding Lou Kifer to the Maintenance Committee. Chris Fisher seconded.

**The motion passed unanimously.**

#### J. **Adjournment of Business Portion of Meeting**

**A motion was made** by Mary Meister to adjourn the business portion of the meeting at 10:55 a.m. Jim Becker Seconded.

**The motion passed unanimously.**

#### K. **Unit Owner Input (Summary)**

- There was also discussion on more communications so homeowners are aware of these decisions and can provide input. Jim Becker and Mary Meister (Communications and Documents Committee) indicated that we have instituted a lot of different ways of communicating with the various homeowners from the Website ([villaswest.org](http://villaswest.org)), to E-Blasts, to Minutes on website, Newsletter on website (also available at the office and as last resort it can be mailed). Because of cost, we are trying to move as much as possible to the internet). It seems that we can never communicate enough. Owner's email addresses must be on file in the new Caliber system in order to receive E-blasts and all owners should check that their contact information is up to date – that is their responsibility – call to the office of checking the owner portal). Mary Meister indicated that homeowners must start taking some responsibility to keep informed – with so much available now on the website, they need to check there often (Note – what is on the Website: Newsletter which includes much of the recent Board Meeting information, Forms, Board Minutes, What's Happening News, Governing Documents and much more).
- Question about whether the membership needs to vote on the Rules and Regulations. Jim Becker indicated that no, the CC&R's give the Board authority to revise the Rules and Regulations which are an extension of the CC&R's – changes to the CC&R's and By-Laws require a vote of the membership. Rules and Regulations are meant to be able to change with circumstances (e.g., pool hours, speed limits, parking stickers, etc.).
- Jim Becker mentioned that there will soon be two board position openings – recent board member resigned and Mary Meister is selling her villa and will be resigning from board soon. He indicated that there are two people who have expressed some interest but he would like to open it up to as many people as possible. If interested, please let the board know via the board email . . . [villaswestboard@gmail.com](mailto:villaswestboard@gmail.com).
- Another owner indicated that the sewer clean out work that is being done is helping out where he lives on Pena – several past raw sewage spilling out on sidewalk near property first 1-1.5 years . . . been problem free for past 3-4 months and he would like to thank the crew for their work in this area.

- Another owner wondered if the minutes could be posted right after a meeting as preliminary since they don't get posted until the next Board Meeting – seen other non-profits do this, would be helpful. A Board Member mentioned that the Newsletter covers a lot of the board meeting information – votes, committee reports, etc. and is available right after a board meeting.
- A homeowner asked about whether the crew would be allowed to do homeowner work after hours or the weekend again or if that was still not allowed. Jim Becker and JD Sotelo mentioned that we were looking at opening that up again with some restrictions on what types of jobs they can do – don't want employees working on things that appear to be HOA sanctioned – have had problems in the past. JD will be sending out an e-blast on that with guidelines in the future. Owner mentioned that you get to know the crew and trust them and they could use the extra jobs after work and weekends.

Respectfully submitted by,

Mary Meister  
Director