



**Green Valley Villas West
Condominium Association
October, 2020 Newsletter***

Villas West Office

Mailing and Location Address:

460 S. Paseo Quinta, Green Valley, AZ 85614

Phone: (520) 393-7891

Fax: (520) 393-7893

After Hours Emergency**

(520) 256-5779

Current Office Hours: 9am-12pm - Walk Ins & 1pm-4pm by **Appointment Only**. Monday – Friday

Email address: admin@villaswest.org

Website: www.villaswest.org

Board Email: villaswestboard@gmail.com

General Manager: JD Sotelo, email at gm@villaswest.org

Bookkeeper: Diane Lizarraga, email at finance@villaswest.org

Administrative Assistant: Liliana Ortega, email at admin@villaswest.org

****Emergencies include:** major water leaks, heating/cooling and exterior sewer line problems. However, we cannot respond after dark or during inclement weather. After hours emergency service is NOT available for turning on water/lighting water heater.

Board of Directors

Jim Becker: President

(term ends 2/2023)

Tim Schaid: Vice President

(term ends 2/2021)

Chris Fisher: Treasurer

(term ends 2/2022)

Mary Meister: Director

(term ends 2/2022)

Open Seat:

(term ends 2/2023)

Standing Committees

Assignments

Architectural: Jim Becker

Budget and Finance:

Chris Fisher

Maintenance:

Tim Schaid

Communications & Documents:

Mary Meister

Grounds:

Chris Fisher

Ad-Hoc Committees

Compliance Committee: Jim Becker (temp. for Chris Fisher)

Social Activities: Lila Szedlus

***Villas West Newsletter is the official document of the Board of Directors of Green Valley Villas West Condominium Association and all published information herein constitutes notification to all members. The Board of Directors reserves the right to edit all submitted material. 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 printed in the Newsletter.**

What's in The Newsletter

- Summary of “What’s New and Important”
- President’s Message
- General Manager’s Report
- October 13, 2020 Board Meeting Summary
- Homeowner Reminders
- Calendar of Events
- Classified Advertising (e.g. Rentals)
- Local Services/Titan Trash (Garbage and Recycling)

What's New and Important

CC&R's, By-Laws, Rules and Regulations . . .

“. . . All of which are for the purpose of enhancing and protecting the value, desirability and attractiveness of the Properties” (Villa West).

Our Team Members – New People, Divide and Conquer, After Hours Jobs

- We are now fully staffed and back on track. We have divided our landscaping crew into two (2) teams so that we are able to accomplish more. We also have separated our Maintenance crew by Quads and each are responsible for maintenance of hot water heaters, HVAC's, and roofs in their quad.
- We hired a new cleaning person that will be assisting Alma, her name is Ana, please welcome her when you see her. We have divided their duties and she is doing an exceptional job.
- Diane and Liliana have been updating tenants and homeowner files.
- **Contracting with employees to do your personal jobs after work hours.** Effective immediately our employees are ready to do after hours work with prior management authorization. Please note that any work done by our employees after hours **IS NOT THE HOA'S RESPONSIBILITY – it is a contract between you and the employee.** If the employee needs to be contacted, it will be after hours only. For any additional questions or concerns please contact the office.

What's New and Important (Continued)

Office Hours – Walk In AM/Appointments PM

- Our Office Hours have recently changed to Monday – Friday from 9:00am – 12:00pm (Walk-Ins Welcomed) and 1:00pm – 4:00 pm (By Appointment Only).
- Face Mask is required and maximum of 2 people at a time.

Office Mailing Address – PO Box Eliminated

- We are updated our mailing address to the office address which is: 460 South Paseo Quinta Green Valley, AZ 85614 and **ELIMINATING** the PO Box 120, Green Valley AZ 85614.
- We have a drop box outside the office which is used as an alternative way to deliver (forms, checks, letters, etc.) without having to go in the office. We encourage you to use it as we are constantly checking it.

Parking Permits (Stickers) – Everyone Needs One!

- We have begun giving out parking permits again.
- Please schedule an appointment with the office.
- You will need to bring your I.D. and need to wear your face mask. If you are a tenant we do need a copy of the lease if we don't already have it.
- Parking permits are given out to homeowners, tenants and short-term tenants.
- We currently have new short-term (30 days, less than 91 days) hanging permits that are required to hang from the rear view mirror. They should be returned to the office once stay has concluded. If the permit is lost or not returned, a \$15.00 Fee will be assessed to the homeowner.

On-Site Updates

- We have created a Maintenance Preventive Plan (roofs, sewers, hot water heaters, HVAC's) and it has been working Great!
- We have also started with the ramp project (ramps vs. curbs at a selected number of corners throughout the campus), we have done 8 ramps and have 5 more to go.
- We will also be painting the caution lines (Yellow) and the Red lines on our curbs/streets as well. More projects to come.

What's New and Important (Continued)

One Open Seat on Board, Another Soon – Need Board Members!

- With one board member recently resigning and another selling their villa, we are in need of two board members to fill those seats. If willing to serve, contact the board via the board email – villaswestboard@gmail.com.
- Also, Tim Schaid's term is ending after stepping up to fill a board resignation a couple years ago. He indicated that he would run for that seat but we need members to step up and consider being on the board – application forms on the website under "Forms" or from the office.

Laundry Room Facilities – Closure Schedule for Remodeling

- We will be closing the laundry rooms for painting the following days:
South Sarta Laundry Closed – Wednesday October 21st and Thursday October 22nd.
North Sarta Laundry Closed – Monday October 26th and Tuesday October 27th.
South Pena Laundry Closed – Wednesday October 28th and Thursday October 29th.
North Pena Laundry Closed – Monday November 2nd and Tuesday November 3rd.

New Caliber Portal Information- Update URL

- Our account portal URL address has changed from :
https://caliber.cloud/CaliberWeb2_GreenValley to
https://frontsteps.cloud/CaliberWeb2_GreenValley
- For the next 30 to 60 days Caliber will redirect the URL's automatically.

Updated Rules and Regulations (October, 2020) approved by the Board

- Available on the website (Governing Documents) or at the office. The Documents Committee tried to consolidate from various locations into one updated document.

New Laundry Room & Pool Keys – Pick Up at Office (By Appointment)

- New laundry/pool keys are being issued at the office by appointment only.
- You will need to bring your I.D. and need to wear your face mask.
- One key per villa, any additional keys are \$10.00. Forms of payments accepted are check or money order.

Villas West Forms – Available Outside the Office as Self-Serve

- Most forms are now available outside Villas West Office as a self-serve option as well as online through our website at www.villaswest.org under the FORMS tab.

What's New and Important (Continued)

Pool Hours – COVID-19 – May Change Depending on Circumstances

- Due to COVID-19, pools hours have/may change depending on circumstances. Currently pool hours are now Sunday thru Saturday from 7:00 AM – 5:00 PM. Check the Villas West Website or notices at the pool for up to date hours or call and check with the office.
- MEMBER USE ONLY - NO GUESTS. Members may not have guests use the pool facilities. DO NOT ENTER OR USE FACILITY IF YOU ARE SICK OR FEELING SICK.
- MAINTAIN SOCIAL DISTANCING OF AT LEAST SIX (6) FEET- The virus is thought to spread mainly from person-to-person between people who are in close contact with one another (within about 6 feet - about 2 arms' length).
- RECOMMENDED LIMIT OF 10 PEOPLE- It is recommended that no more than ten (10) people be in the pool area at one time. WASH YOUR HANDS OFTEN.
- Come to the pool already showered and ready to swim.
- Limit your time to about an hour.
- SANITIZE any furniture you may use before and after use. While Villas West employees will be cleaning and disinfecting periodically, you need to protect yourself and fellow pool users. The more everyone does their part, the more likely we will not have to close pools except by order of the Governor.

Renting Your Villa - \$25.00 New Tenant Admin Fee

- Arizona Condominium Act (33-1260-01 C & D – related to leasing) allows the association to charge a fee of not more than twenty-five dollars (\$25.00) for administrative time related to rentals (particularly short term rentals). The fee may be charged for each new tenancy for that unit but may not be charged for a renewal of a lease.

2020 Member Survey Results Are Available

- The member survey is complete with topline results noted later in the Newsletter under Committee Reports. The full report will be posted on website and available in the office.

What's New and Important (Continued)

HVAC Filters Being Delivered Again – Installed by Request Only

- Our maintenance crew delivers all HVAC filters every Wednesday from 9:00am – 12:00pm.
- To have a filter delivered, contact the office to be placed on the list.
- You may also call ahead to pick up a filter and we will leave it outside the office door.
- We are now installing air filters upon request **ONLY**. Our staff will be using face masks and gloves while doing so. Please wear a mask as well while they install the air filter.

Owner/Tenant Orientation Meeting: CANCELLED until further notice.

- Stay tuned.

Upcoming Activities

- **November Fun in the Sun** is on the schedule for Thursday, November 12 in Penasco Park starting officially at 10 a.m. (although some people come as early as 9 am to socialize!) – wear a mask and social distance. Should be okay since held outside. Coffee and treats provided .
- Villas West is still planning a **Christmas Party** at this time for December 5, 2020 at the American Legion Post 66.
- **Next Board Meeting** Tuesday, November 10 at 9:30 a.m. (probably via ZOOM)

Important Reminder: The Newsletter is no longer mailed to owners unless you call the office to request. Available in the office or on the Website – check Website often for new information.

President's Message by Jim Becker

President's Message by Jim Becker

Greetings from the President,

I want to thank everyone who joined in on our zoom Board Meeting. We had very good participation. I hope we addressed all the inquiries and questions that surfaced during the meeting. If anyone has any more issues or concerns please feel free to send them to the Board email at villaswestboard@gmail.com.

The look of Villas West is improving. The Grounds crew is doing a great job of bringing the landscape up to the standards we are used to. Good Job guys!

As highlighted at the Board Meeting Villas West will be short two Board members in the next few weeks. I would like to thank Mary Meister for her work on the Board, she will definitely be missed. Anyone with interest in being a Board Member, please let us know by emailing the Board.

I believe we are going forward to continually improving the Villas West property. The Board is definitely dedicated to maintaining high standards and property values of Villas West.

Thank you for all your concerns and support, be safe and stay healthy.

Jim

October 13, 2020 Board of Directors Meeting
Summary of Managers Report by J.D. Sotelo

Greetings,

I want to thank all homeowners for their patience and understanding while we get back on track.

We have opened our office for walk-ins from 9:00 AM to 12:00 PM and from 1:00 PM to 4:00 PM we are open by appointments. You can also call ahead of time and we will take you in the same day we never turn away any walk-ins.

We are fully staffed and working on the maintenance preventative plans for the Sewers, HVAC's and Roofs. By the end of this week we will finish with our ramp project – we installed a total of 13 ramps all over the Villas. I have gotten a lot of calls regarding our grass not being watered. I want to let you all know that we have to let the summer Bermuda grass die and then we reseed with Rye grass for the winter – it will be green before we know it. All of our Palm trees have been trimmed as well.

We will have a lot more projects coming. I will be sending out another manager's report in early November. We are sending all notifications via E-blast and there are also copies outside our office.

JD Sotelo – General Manager

October 13, 2020

**Summary of Treasurer's Report by Chris Fisher
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.

October 13, 2020 Board Meeting Committee Reports

Architectural Committee – Jim Becker

- We had 16 Architectural Requests since August 11, 2020 including Railings and Gates, Storm Doors, Security Doors, Windows and new sheds. 15 requests were approved and one is still pending.
- The one pending request was for combining two one-bedroom units. The Board discussed the request and determined to allow based on an approval of the homeowners documented plan.
- I would like to reiterate that anytime you as a homeowner wish to change or update anything on common grounds, windows, or doors please remember to complete an Architectural Request.

Budget and Finance – Chris Fisher

- Meeting was held on September 17, 2020 with Jim Becker, Chuck Wallace, Jeff Miller, JD Sotelo, Diane Lizarraga and Chris Fisher (Chairman) present
- 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

Communications/Documents – Mary Meister

- 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.

October 13, 2020 Board Meeting Committee Reports

Communication & Documents – Mary Meister (Continued)

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.”

October 13, 2020 Board Meeting

Committee Reports

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.

Maintenance Committee – Tim Schaid

- The Villas West Maintenance Committee met virtually over 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.
- 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 maybe 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.

October 13, 2020 Board Meeting

Committee Reports

Grounds Committee – Jim Becker

- 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, I’m 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). 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.

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.

October 13, 2020 Board Meeting

Committee Reports

Centralized Mail Boxes – Jim Becker (Colleen Hay in the future)

- The Adhoc Committee met to study feasibility for implementing a Centralized Mailbox system. Following are the notes from that meeting.
 - Colleen Hay was selected to chair the committee.
 - The Committee determined to recommend to the Villas West Board of Directors a plan to install centralized mail box units.
 - An analysis of potential locations of mail box units by working with the Post Office and identifying the locations.
 - The Committee will meet once an implementation plan is in place to make a final recommendation to the Board.
- There was much discussion regarding this issue as it is an emotional one. Other suggestions have been made such as placing mail boxes on outside of patio walls (postal carrier would not have to enter any patios but still easy for homeowner to access mail).
- Homeowner's would like more information on and have some input into this decision. At this point, Jim Becker indicated that the Committee is studying the feasibility and what an implementation plan would look like (e.g. location of boxes throughout campus, what Villas West would need to do like put in ramps to boxes and cement pads for boxes to be located on, Post Office provides the actual boxes; meetings with the Post Office as they will need to budget for . . . none of this will happen quickly).
- It was also noted that any person who for health reasons cannot go to centralized mail boxes, the Postal Service has a form that a homeowner can complete – when approved – Post Office will deliver that person's mail to their unit/villa – Post Office has made allowances for people with health issues. Another person brought up medicine delivery as this is happening more and more through the mail – concern about medicines be delivered to a centralized box vs. direct to the homeowner.
- This is NOT a “done deal” and is in the study phase. While a survey on this same issue was done a couple of years ago (a yes/no interest in survey that was in the Newsletter) with more votes “against” than “for” – there had not been much information as part of that survey (e.g., pros and cons for each) and the Board has heard again from some people who would like centralized for security and privacy (so the postal worker does not have to have access to patios (B/C units) to deliver mail). Villas East and Villas West are the last HOA's in the area without centralized mail boxes or on street mail delivery.
- A Board Member recommended that the General Manager connect with some other HOA's on their experience with Centralized Mailboxes and input from the Post Office – what works, what doesn't work.
- 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.

October 13, 2020 Board of Directors Meeting
Motions Unanimously Passed by the Board

- ❖ Approve the following Board Minutes: Regular Board Meeting August 11, 2020; Special Board Meeting August 28, 2020 (includes August 3, 2020 Board Executive Session); October 8, 2020 Board Executive Session
- ❖ Approve Treasurer's Report through August 31, 2020
- ❖ Approve the fifteen Architectural Requests/Pre-Approvals
- ❖ Approve proceeding with the study of Centralized Mail Boxes by the Ad-Hoc Centralized Mail Box Committee
- ❖ Approve the updated Green Valley Villas West Condominium Association Rules and Regulations as written by the Communications/Documents Committee (October, 2020)
- ❖ Approve the combining of two one bedroom units into one residence subject to all permit approvals and architectural specifications followed
- ❖ Approve the Employee Handbook update (related to vacation accrual for full time and part time employees)
- ❖ Approve new committee member to Maintenance Committee – Lou Kifer

October 13, 2020 – During/After Official Board of Directors Business Meeting

Summary of Owner Input

- Discussion on Studying Centralized Mail Boxes by the committee included a number of homeowner's input along with Board Members – key input mentioned earlier under Centralized Mail Box Committee.
- Another homeowner wondered about decisions that Board makes that are significant – membership voting so change is what a majority of members want. 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.
- 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), 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.

October 13, 2020 – During/After Official Board of Directors Business Meeting

Summary of Owner Input (Continued)

- 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.

Homeowner Reminders

(Check Website, CC&R's, Rules and Regulations, Living in Villas West for More Details)

Contact Information

- Contact Information for Owners – please update with office by phone, email, or in person.
- Tenant information – please complete form and submit to office (on website or available in office)

Driving

- Speed limit is 15 miles per hour. Remember there are lots of older people in Villas West.

Quiet Hours

- From 10:00 p.m. to 7 a.m.

Parking

- Parking Permits – everyone **must** have a permit for every car (owners and tenants).
- Park only in assigned parking unless granted written permission (need on file in office). If you have two cars, one should be parked in overflow parking off Tierra - **DO NOT use visitor parking** as your second spot, these are reserved for visitors.
- Please do not park over the sidewalk – it makes it easier for packrats to get in your engine and it makes it harder for people with scooters/wheelchairs/walkers to get down the sidewalk especially if someone is helping them by walking next to them.

Dogs/Pet Owners

- Dogs and cats must be restrained on a hand held leash outside unit. Pet waste must be cleaned up and disposed of in “doggie” trash containers or your garbage. Containers are placed through the complex for your convenience. The grassy areas around pools not dog areas.
- No pets are allowed at pools (unless Certified Service Dog – office needs a record). A dog swimming in the pool is a violation of Pima County Health Code and can cause us to lose our pool license.

Sewers

- NO EGGHELLS in your garbage disposal – they do not break down and get stuck in the sewer line – they don't flow through. NO GREASE down sink, grease goes in garbage.
- Do not put anything except toilet paper in your toilet (no paper towel, no WIPES of any kind, no diapers of any kind, nothing but toilet paper).
- Sewer lines are located mostly behind the villas (sidewalk in back). You will see the clean-out metal covers in the sidewalk. If you see one with anything coming out of it, call the office and let them know where it is.
- Oleanders will only be removed near the sewer lines.

Homeowner Reminders

Sidewalks

- Some sidewalks still have uneven pavement and are marked (with yellow paint) as a trip hazard. Please be careful. Report any trip hazards to the office that are not already marked – Thank you.

HVAC

- Be sure to change your filter at least every 3 months (or more often). Available at the office or call office and someone will come out and change it for you on Wednesdays.

Recycle and Trash (Trash pick-up Monday and Thursday)

- Please break down your boxes before putting in the bin so there is room for other people's recycle. See list of what can/cannot be recycled on last page and on website.
- Recycle material should be thrown in loose – not in plastic bags. NO GARBAGE (furniture, blinds, vacuums, and other "stuff" that does not fit into your garbage can). Larger garbage items must be taken to the Sahuarita transfer station on La Canada or kept until the next bulk item pick-up scheduled with Titan trash (to be announced in the future).

Curbside Pick-Up for Landscape Debris Only (No Recycling or Garbage!)

- Bag your leaves and trimmings (large branches stacked) and leave at the curb near the street – crew will pick up on their rounds (try to have out before 1 p.m.). Garbage that does not fit in your can is your responsibility – take to Sahuarita Landfill located at 16605 S. La Canada.

Villa Alterations/Satellite Dish, etc.

- Best to check with the office on any alterations you might be considering. They will give you the appropriate forms required. This includes satellite dishes, cable installation or anything else that may involve the roof or penetration of exterior walls. Always best to just check with the office first. Installations must be coordinated with the office during normal working hours (M-F) between 8 am – 12 pm.

Painting

- Letters are sent out prior to painting with all the information you need. The Association will not be liable for any damage or loss to items left on the patio.

Pools (Review Pool Regulations at Pools) (During Covid 19 Pandemic – may not apply)

- Do NOT remove covers on pools – maintenance dept. will remove covers when the temperature is expected to be above 60 degrees.
- Pool hours: Nov. 1 – April 30 (10 a.m. to 6 p.m.; children 11 a.m. – 1 p.m. & 4–6 p.m.); May 1 – Oct. 31 (6 a.m. – 10 p.m.; children 11 a.m. – 1 p.m. & 5 – 7 p.m.)
- All guests must be accompanied by an owner/tenant and all children under 18 by an adult.
- Be sure gate locks behind you when entering or leaving pool.
- Do not prop doors open to bathrooms – allows unwanted critters to move in.

Homeowner Reminders

Insurance Coverage for Your Villa

- The association is not responsible for damages to the inside of the villa caused by roof leak (Section 5.1 of the CC&R's). Also, if there is an insurance claim applicable to the Association policy which has a \$5,000.00 deductible, the villa owner(s) benefitted by the claim are responsible for the deductible.
- All villas owners should have their own "HO6" insurance policy to cover their personal property and any betterments made to their villa. In addition, check with your insurance policy to see if it currently provides for "gap" insurance to cover the \$5,000.00 deductible. American Family is the current Association's liability carrier and they provide gap coverage on any "HO6" policy written for a villa. You may want to be sure your insurance policy covers "loss of use" in the event you cannot stay in your villa due to some insurance claim.
- If your villa is being leased, you should also talk to your insurance company about "loss of income" due to some insurance claim. If you have long term renters, you should also talk to them about having "renters insurance" to cover their personal property and the cost of housing in case they must move out of their villa due to some insurance claim.

Leasing Your Villa (CC&R's – 4.17)

- Requires all leases are in writing, for a term of not less than 30 days, and one occupant must be at least 55 years of age. All residents must register their vehicle at the office and obtain a parking sticker whether they are short or long term.
- Upon leasing your unit(s), you must promptly notify the Association office of the commencement date and termination of the lease and the names of each lessee or other person who will be occupying the unit during the term of the lease as well as government issued identification that bears a photograph and confirms the tenant meets the age restriction requirement.
- You are responsible for your tenants; the office is not a "rental/landlord" substitute for you. Stop by and pick up a copy of Living in Villas West and the Rules and Regulations. Encourage tenants to check the bulletin boards in the Pool and Laundry areas and the office for information regarding Villas West.
- Advise tenants to call the office with heating/cooling problems and roof leaks. All other issues must be reported to you the owner first. Grounds and Architectural requests must come from the owner of the unit.
- Arizona Condominium Act (33-1260-01 C & D – related to leasing) allows the association to charge a fee of not more than twenty-five dollars (\$25.00). The fee may be charged for each new tenancy for that unit but may not be charged for a renewal of a lease. A fee of \$25.00 has been instituted to reimburse the Association for administrative time related to rentals (short term rentals in particular).

Wildlife

- Do not feed! Hummer feeder's okay – falling birdseed attracts rodents – keep clean. All garbage should be in your garbage container with the lid closed. Birdseed must be contained in your own patio – no birdseed dropping on common grounds.

Property Vesting Changes

- It is imperative that the office be notified if there are any changes in vesting on your property. If you have recorded a "Beneficiary Deed," transferred property into an LLC or if one owner has passed, the office needs documentation to update your records.

Smoke and CO (Carbon Monoxide) Detectors

All villas should have a working smoke and CO detector since many people have gas stoves, dryers and our water heaters and HVAC units are gas powered. You can buy both smoke and CO detectors at the hardware store and they are easy to install. Or, you can call the GV Fire Department who have programs for replacing batteries regularly and for installing detectors but you must actually get the detector through the Fire Department (they will not install ones you purchased at the store). Call GV Fire Dept. Smoke Detector Program at (520) 393-7505.

GV Fire Dept. Lock Box Program

You might also want to consider getting a "lock box" (a box that is installed at your villa so the fire department can have access to a set of your keys to enter your unit in case of emergency). It costs less than \$100 for purchase and installation. For more information, call the GV Fire Dept. Lock Box Program (520) 625-9438.

Welcome Back – Returning for the Season

For those of you returning for the season, the following is a quick checklist:

- We need a 3-business day written notice (email or letter) to turn the water on (form available on the website or in the office if needed), turn on the hot water heater and check your heating/cooling unit. We must have a key on file in order to enter your unit to check for water leaks and that the HVAC is working properly. (Entry Permission Form available on website or in the office).
- Change mailing address/contact information with the office.
- Change air filter. Call office if you would like someone to come out and install. Installations done on Wednesdays. Filters are available in the office.
- Look for any water stains that possibly occurred during our monsoon season; if damage is noticed, please contact our office.
- Remove rock from trash can lid.
- Make sure that all patio landscaping is trimmed back from all structures such as roofs and patio walls.
- Upon returning, check your heating and cooling for proper working condition. If you encounter any problems, call our office as soon as possible so we can get a Tech out to check your system.
- If your thermostat is not working, check your batteries and see if they need to be replaced. Our staff will be happy to help in changing them out.
- All vehicles must have a parking permit including all tenants, long and short term. Please make sure your parking sticker is visible on your vehicle (back rear bumper or rear window). Or, come in to the office to register a new vehicle or to receive a replacement sticker.
- If your pool/laundry key is not working, come to the office for a replacement key.

Leaving for the Season

For those of you leaving for the season, the following is a quick checklist:

- Change mailing address and contact information with the office.
- Make sure the office has a key to your Villa for emergency use.
- Ask someone to be your villa caretaker to check your unit during your absence.
- Request that your water be turned off when you leave. Remember that the office requires written notice for water turn on service (three business days).
- Set your thermostat to a reasonable temperature or on “off” to avoid high utility costs this summer.
- Make sure to close/cover all drains to avoid any pest issues.
- Make sure that your patio landscaping is trimmed away from all structures.
- If you are leaving a vehicle here, make sure that it is parked in your assigned space or in our over-flow area on Tierra.
- All vehicles must have a parking permit visible. If you do not have a permit, come by the office to obtain one.
- If you are covering your car, keep in mind that our summers are harsh on plastic and covers can be destroyed in the hot sun. Please have someone available to remove the cover should it become ragged.
- Check your toilet water supply line for wear and tear. Faulty repair lines and couplers can cause flooding in your unit. We highly recommend that you check these lines twice a year (spring and fall) and replace them if there are any signs of wear. Supply lines are inexpensive and can be purchased at any hardware store.
- Place a rock on your trash can lid to indicate that you do not need pick up when you are away.
- If you have unopened boxes and cans of food, they can be brought to the Villas Office. They will be donated to the local food bank

Social Activities/Events and New Owners

The following highlights social activities around Villas West:

Shuffleboard

- Join group for shuffleboard 8:30-9:00 a.m. Fridays (N Sarta Courts), Mondays (S Pena Courts). Don't know how to play – no problem, they will teach you. Coffee provided and treats are welcomed.

Horseshoes (Pit across from the office)

- Join the group on Thursdays at noon. Bring your drink of choice and a chair.
- Please keep in mind that the staff parking spots are for staff and may be empty as they are on lunch and will be back. Please do not block office access and make sure your vehicle is not impeding traffic or parking.

Fun in the Sun Coffee (and treats)

- Second Thursday of every month, October through April, 9:00 a.m. until the coffee runs out in Penasco Park.

Yard Games on Loan in Office

- The office has: Corn Hole, Bocce Ball, Disc Golf and Croquet available – check with the office on procedures for checking out for use by all residents.

Oktoberfest, Christmas Party, St. Patrick's Day Party

- As these types of get-togethers are planned, additional information will be provided. Check the Website, Office and Laundry Rooms often for notices of these activities.

New Owners

- We would like to welcome all our new Owners to Villas West.
- Please remember to sign up for our Monthly Owner/Renter Orientation on the 3rd Friday of each month – 11 a.m. just left of the office; and RSVP to the office is necessary. **(Currently on hold)**
- **Please check the website (www.villaswest.org) often** – this is the best way to get timely information regarding Villas West.
- If you do not have internet access, you should have received a copy of the CC&R's, By-Laws and Rules and Regulations. Other information is available at the office in self-serve rack outside the office door for easy access – Living in Villas West, Parking Permit forms, work order forms, etc.
- If you have an interest in running for our Board of Directors, contact the office and you will be connected with the Nominating Committee Chairperson. You may also pick up an application at the villas office or download a form from our website. Standing Committees include: Architectural, Maintenance, Budget and Finance, Communications, Documents and Grounds (defined in the By-Laws). Ad hoc committees include: Compliance and the Social Committee. There are many ways to contribute your talents.

CLASSIFIED ADVERTISING

FOR RENT : 402 D Paseo Sarta in Villas West

Casablanca:

Furnished 2 bedroom - Newly upgraded
Queen bed and 2 twin beds
East facing patio with mountain view
Wheel chair accessible, close to pool/laundry
Cable/DVD/Wi-Fi/Music system
Unit has GVR

Available: December-March 2020 at \$1,600/month

Two month minimum

Contact: Iona Stenhouse/David Otto

206 325-6765

206 369 0644 - cell

or ionastenhouse@gmail.com

Classifieds

(Call the office to learn how to place an ad in this section)

Prices for newsletters are per issue, Web posting are per month. If you would like to renew for Web posting each month, please notify the office by the 5th of each month or the ad will be taken off the Web.

Business Card: \$10.00

Quarter Page: \$15.00

Half Page: \$20.00

Full Page: \$30.00

Local Services

Emergency: 911

Pima County Sherriff Dept.: report crime/suspicious activity (520) 351-4900,
Green Valley District Office (520) 351-6711

Snake Removal: (520) 629-9200

Telephone/Internet: Cox (520) 884-0133, Century Link 1-800-491-0118

Electric: Tucson Electric Power (520) 623-7711, (800) 328-8853,
Electric Emergency Call (520) 623-3451

Gas: Southwest Gas Company (877) 860-6020, Emergency (520) 746-1076

Cable TV: Cox (520) 884-0133, (888) 751-9138

Trash/Waste: Titan Trash – if no pickup (520) 393-7891

Mail: (520) 625-4221, Green Valley Main Post Office, 50 E. Continental Rd, Green Valley, AZ 85622

Newspaper: Green Valley News (520) 625-5511

Titan Trash – Recycling List (Office: 520-382-1009)

Customerservice@titantrash.biz

- Have materials out by 7:00 a.m. on day of pick-up (**Monday and Thursday**)
- Box sharp items such as thorns and cactus or syringe needles – drivers may not pick up unless contained.
- We **DO NOT accept:** wet paint, motor oil, automotive waste, construction materials, or any materials generated by an outside contractor.
- Plastic Bags are not recyclable. All **large items** (vacuums, rugs, wood, TV's, etc.) must be taken to the local landfill – we will not haul these off.

Recycle these items: Newspapers, brown paper bags, paperboard (cereal/shoe boxes), milk cartons & drink boxes, molded fiberboard (egg cartons), magazines, catalogs, phonebooks, printer/writing paper, mail (windows and labels ok), brochures, pamphlets folders, card stock, plastic (PETE) bottles such as soda, water, plastic (HDPE) bottles & jugs (milk, juice, liquid detergent, shampoo, etc.), aluminum cans, steel/tin cans (non-hazardous aerosol cans ok), glass food & beverage bottles and jars. All food contaminated items (containers) should be relatively clean and free of food residue.

NOT Recyclable: Plastic bags, yard/landscape debris, wide mouth plastic containers/tubs, buckets/pails, paper plates/cups, towels, napkins, tissue paper, Styrofoam/packing peanuts, aluminum foil/pie plates, hazardous items, medical supplies, electronics or batteries, clothes/fabric.