

AUGUST 2024



Thank you, Dave Lash, for this photo.



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NEW EMAIL ADDRESSES

The various villaswest.org email addresses have been eliminated and the new emails are listed below:



Board	VillasWestBoard.az@gmail.com
General Inquiries	VillasWest.az@fsresidential.com
Dorothy	Dorothy.Gates@fsresidential.com
Liliana	Liliana.Ortega@fsresidential.com
Fernanda	Fernanda.Corral@fsresidential.com
Newsletter	VillasWestNewsletters.az@gmail.com



FIRSTSERVICE RESIDENTIAL**Kristina Allen****Management Update – August 2024**

As we near the end of our first 90 days of partnership with the Board of Directors of Villas West, assisting and providing recommendations for the day-to-day operations and management of the Villas West Condo Association, the Board has asked that FirstService Residential continue our management updates to the residents. The following information is a summary of what has been discussed and presented at recent Board meetings.

FirstService Residential is proud to professionally manage your community. Your Board made the difficult decision to seek outside management at the recommendation of your legal counsel. Part of the transition process was to observe and review past processes and procedures that may be improved upon to reduce liability and risk to the Association as well as put cost savings measures in place and to identify possible inefficiencies. Subtle but significant changes have been made during this period and while last month we reported on financial items specifically, this month we will focus on staff structure, financial reporting and oversight.

Resident Concerns

The staff working on the Villas West property are now employed by FirstService Residential. This means that all concerns regarding performance should be reported to our Tucson office. As Vice President of Southern Arizona, I personally support the management team onsite. I can be reached via email at Kristina.allen@fsresidential.com or via phone at (520) 200-6002.

Work orders and service requests can be reported on the Connect Resident Portal, available on mobile devices and computers, and should anyone need assistance a link to a video user guide is being included in this newsletter ([Resident Portal Overview \(youtube.com\)](#) and [Connect Resident Portal - Submit Service Requests \(youtube.com\)](#)) or you can contact the office for additional assistance. Utilizing this system allows you to receive status updates and information when the request has been completed.

Staff Structure and Duties

FirstService Residential, having reviewed the existing duties and reporting structure of the Association's maintenance staff, has instituted the following changes effective September 1, 2024.

- Marcos Contreras has been named Crew Foreman.
 - ◊ Responsible for crew lead supervision, purchasing, holding daily and weekly meetings, project planning and training.
- Daily meetings will be held upon crew start of shift. The purpose of these meetings is to review a safety reminder and to set daily work expectations with crew members. Work orders received will be reviewed and assigned by priority and any issues with the assigned tasks will be discussed. All items necessary for the completion of the daily tasks will be checked out and the workday will commence.
- Weekly meetings will be held on Thursday afternoons. The purpose of these meetings is to review the status of the assigned tasks for the week and to plan for the next week, thereby allowing for the ordering of appropriate supplies at the best pricing possible.

FIRSTSERVICE RESIDENTIAL***Continued***

- All breaks and lunch periods will be taken in or at the shop and meal periods are now taken unpaid. This extends the crew's hours onsite by 30 minutes.
- Limited crew members will be excused from the property for dump runs or other tasks requiring absence from the property.
- Any time any member of the crew will be absent from the property during work hours they will have to check out/in with the Foreman.
- The Foreman will be responsible for correcting missed punches in crew timecards.
- Crew Leads are now responsible for reviewing completed work and work orders and signing off indicating that the work has been completed and completed correctly. Marcos will then report the completion to the management team for communication with the residents of Villas West.

Inventory/Cost Control Measures

The following changes have been Board approved and instituted by FirstService Residential:

- The Chase and WaFD credit cards have been closed and paid off.
- All but a single fleet card for the purchase of fuel have been closed.
- Part lists are being compiled for each job or project. This is being done by crew leads and Marcos as Crew Foreman.
- Asset tags have been ordered and assigned to each piece of equipment owned by the Association. This includes vehicles, carts, paint sprayers, landscape equipment, etc.
- A fuel locker has been ordered and the fuel supply will be secured with access limited to the Foreman and management team. The existing fuel locker onsite will be repaired so it can be secured.
- Gas cans are being inspected for compliance with OSHA regulations and those needing to be replaced will be purchased in 2.5-gallon sizes to limit daily fuel on property.
- All equipment and supplies will be secured in the shop and checked out/in daily.
- All previous bank accounts with non-Board member signers have been closed.
- Audit procedures have been put in place to ensure proper reconciliation of all credit/debit card expenditures including a review and approval of two Board members.

Financial Reporting and Oversight

- June 2024 financials were approved by the Board at the August 21, 2024, meeting. The relevant statements and schedules have been posted for owners review on the Connect Resident Portal and on villaswest.org.
- July and August 2024 reports will be reviewed, reported on and up for Board approval at the September Board meeting, scheduled for September 18, 2024.
- The Board has received some information on the purpose and definition of Operating and Reserve funds and the need to keep those separate in accounts and in reporting.

FIRSTSERVICE RESIDENTIAL**Continued**

- ◇ Several Treasury bill and CD accounts were closed to have the funds available to pay the Associations insurance premiums in full taking advantage of discounts available for one-time payments. This created a Due to From reporting line in the FirstService Residential financial reports as that money is technically classified as Reserve funds and was used for Operating expenses. This Due to From obligation is reflected in the Association's available operating cash which as of July 31, 2024 is reporting at \$4,035.97 due to the \$197,808.72 obligation to repay Reserves.
- FirstFinancial and Insurance is currently reviewing the Association's investment accounts and will be providing an analysis and recommendation for changes which will include opening money market accounts for both operating and reserve funds to create interest income on liquid funds.
- All previously reported anomalies in the payroll have been adjusted and are reflected in the July financials.
- FirstService Residential's management fee is equal to the monthly amount the Association budgeted for and was paying for accounting services. That management fee was also waived for the first three months of our partnership. The services and oversight provided by FirstService Residential extend well beyond accounting and include the expertise and oversight stated above and in last month's report to the community.

We want to take a moment to recognize that transitioning your community to professional management can be a frightening, messy task. We, at FirstService Residential, are working with your onsite team to train and support them and we act as advisors to your Board, reporting regularly on the items we are identifying during transition. The Board will always be the governing body of the Association and we look forward to offering education and training opportunities that will be open for anyone who is interested in the roles and responsibilities of the Board and the role of your management team. Look for more information on those opportunities in upcoming newsletters.

Thank you all for your patience and understanding during this transition. We are confident that you, as residents of Villas West, will not only be appreciative of the improvements being made to processes but will also enjoy the knowledge that the community is operating safely, within regulations and your Board and team are being supported.

Friendly Reminders

Villas West residents take great pride in the community and that is evident throughout. While there are many different preferences for how landscape items may be maintained and trimmed it is important to know that all plants and trees on common area, land outside of your patio spaces, is the property of the Association and the Board makes the determination on how those items will be maintained and cared for. While we understand each resident may have a preference, the Board has established standards that the crews are responsible for completing. If you have a concern, please contact the office, rather than the crew members themselves, and your concern can be discussed or addressed by the Board at an upcoming meeting. Thank you.

~ **Kristina Allen**, Vice President of Southern Arizona, FirstService Residential



PRESIDENT'S MESSAGE

Linda Djupstrom

We are two months into our adventure of becoming managed by FirstService Residential. We are still in that learning curve and according to Kristina this is pretty much the norm.

Change is always a bit of a challenge, and we should expect a solid year of changes, and from what I have seen so far these changes will bring Villas West a brighter outlook.

I would like to thank those who recently sent e-mails to the Board and shared their thoughts and concerns. As I just mentioned we are all going through changes and so are you – the owners. I am hoping that we can clear a few things up regarding some of those changes that have come up in these emails.

This also has prompted us to add an agenda item monthly - the Communications report. This will allow us to share questions and concerns that come to the Board's attention through the board email. So, this month my report will touch on the first three emails.

The first e-mail was a substantial, well-written report of concerns that, per the e-mail suggested, many others were having these same concerns. I would like to try to address some of these issues and I know Kristina might be able to elaborate more when she speaks.

The assumption that the owners input isn't welcome

I can understand how this could be the perception, but I want to clear something up. I want to assure you that as an owner you should be heard, and it was never our intent to make you feel any different. Please keep in mind that there are 672 owners and only 5 board members, who I might add are volunteers. So, if we don't respond to you individually, please know that your thoughts and concerns are getting to us for consideration. There is a process to follow that is slightly different now, so I want to share that.

If it involves issues with staff, first notify the office of your concern. If there is no resolution then reach out to FirstService and if still no resolution, then notify the Board through the Board email. (VillasWestBoard.az@gmail.com) We will contact FirstService to discuss any ongoing issues that possibly weren't being addressed.

Work crews are not doing their jobs well or are wasting time

This is a bit more challenging to address. Sometimes it is simply not having all the information, including what is perceived and what is reality. It might also be that there is an issue that does need to be addressed, and then FirstService will address it.

There are too many supervisors

This is a decision that is left, and rightly so, up to the manager and FirstService. There are many reasons for the way the structure is set up and I can assure you that FirstService is giving this some attention.

Allowing guests to swim at the pool not accompanied by the actual owner

I am so glad you brought this up because we discovered that signage that had been posted should have been removed a long time ago. Currently there are no restrictions regarding guests swimming without the owner being there. The only restrictions are anyone under the age of 18 needs to have adult supervision.

Evidently years ago, this was a rule, it was changed, and signage was never removed. Again, thank you for bringing this to our attention, much appreciated.



PRESIDENT'S MESSAGE**Continued****Dogs running off lease and trespassers**

If there is a vehicle present and you feel comfortable take a picture which includes the entire vehicle and plate number. Please email this to the office. With this information our attorney will send a "cease and desist" letter and if it happens again she will bring in law enforcement.

If there is no vehicle then phone Pima Animal Care Center at 520-724-5972.

The second email posed questions, observations and possible solutions.**COA monthly dues**

COA monthly dues and how inclusive they were at the time this person purchased their villa. It in fact was one of the main reasons they purchase here and they have concerns that this will be changed.

We have already begun what might be considered one of the most challenging budget planning years Villas West has ever faced. We are basically forced to look at all options which have included talk of cutting services &/or shifting of costs. This conversation did include having owners pay for their own HVACs, garbage, water heaters, water etc. I assure you though, that portion cannot happen without a change in our CC&Rs which would need an owner vote. We are simply tossing around plenty of ideas on how to plan for this very difficult task facing us.

I would like to see a staffing chart

A Staffing Chart like the one that was presented last month regarding comparing costs. I have heard Dorothy say that we are not filling a position to save money in the budget only to find out a few months later that the position was refilled.

I am working on this now, but it might take a bit more time than I thought, and I am sorry I wasn't able to provide it for you this month. Your observation is correct. There are times we do try to leave a position vacant when someone leaves in hopes of being able to shift workloads and save money. This does not always work and there are in fact times that we do fill vacant positions at a later date.

Was the \$100,000 insurance payout put back into our reserve account?

Yes, it was deposited into our Wells Fargo Advisers Reserve account on October 17, 2022.

Finally, the third was concerning Class B vehicles and parking.

The owner is concerned as they made sure their vehicle fit the size requirements listed in our literature before buying in Villas West. Had they known they would not have been allowed to park in their deeded parking spot, they would not have bought here. Currently they have to park a quarter mile from their villa.

You may read the actual resolution regarding Class B Vehicle parking that was discussed at the Board meeting August 21, 2024 on the Villas West website: <https://villaswest.org/governing-documents>

The Board voted unanimously to consider a Class B motorhome that is twenty-one feet (21') or less in length shall not be considered to be a "motor home or "recreational vehicle" prohibited under Section 4.10 of the CC&R's and may be parked in Green Valley Villas West in the same manner as any other passenger vehicle.

PRESIDENT'S MESSAGE

Continued

Work Orders

As a few owners have brought up issues with the completion of work orders I would like to see if we can clear this up a bit.

- If you want to ensure that your work order is taken care of – please log in to the portal and complete a work order and be as descriptive as possible. You can even take a picture in this system and upload it with the work order. There is additional information regarding the new FirstService Residential Portal further in this newsletter.
- If you don't have access to a computer or need help, please stop in at the office or call and Fernanda or Liliana will be happy to show you how. For 2025 we hope to offer the setup of a mini business center so if you don't have a computer you can come into the office, and someone will help you.

Lastly, Board Membership

I am so excited to hear that there just might be a few people interested in running for the Board and this is such a relief! There are three of us who will be leaving the Board in February: Lila, Ray and me. This leaves a huge gap however we are so grateful to have Tom and Tim to continue. I have been working very closely with Tom, including him in on as much as is possible in hopes he will consider running for president. I promise you, Tom, it will only take 4 hours of your time.

Although that is a running joke with Tom and I, I would like to explain to those possibly interested that with the things that your Board has done in the last two years and what will be done in the next 5 months, along with the help of Kristina from FirstService, it will be far easier and less time consuming to be on the Board.

For those of you who have been considering this possibility please reach out and if you would like we want to offer you a mentoring opportunity to allow you to see firsthand what is required. Kristina has also offered to help with a Board training course that anyone may attend.

I would like to thank you all for showing an interest in Villas West. A big thank you to our Newsletter editor Judy Palmer, who every month provides all of us with a wealth of information and a few chuckles! And lastly to this team – Kristina, Dorothy and the entire crew and the members of the Board who continually show up. As Vince Lombardi once said, *"The only place success comes before work is in the dictionary."* And this team sure lives up to that!

~ Linda Djupstrom

Update on Legal Case Against JD Sotelo

Plea negotiations between JD and the Arizona Attorney General's Office continued over most of the summer. As you may recall, the original plea offer included mandatory prison time. That plea was revised to a "probation available" plea – meaning the Judge did not have to impose a prison sentence – conditioned upon JD's paying \$200,000 in restitution prior to being sentenced. Ultimately, JD's attorney informed the prosecutor that he would be unable to raise any money toward restitution and asked for a settlement conference with a judge to help the parties arrive at a plea agreement.



PRESIDENT'S MESSAGE**Continued****Update on Legal Case Against JD Sotelo - Continued**

Our Attorney and I along with the Association's attorney attended the settlement conference on August 5th, and based on our strong objections to a probation available plea, the prosecutor reinstated the original plea offer which requires a mandatory prison term as follows:

- a presumptive (or likely) sentence of 3.50 years;
- a minimum sentence of 2.50; and
- a maximum sentence of 7.00 years.

A hearing date was set for August 12th at which time JD would have had to accept the plea deal and be taken into custody awaiting sentencing, or the case would have been set for a trial where he would have faced even more prison time. JD failed to appear at that hearing and again at a second hearing the Judge scheduled this past Monday. His attorney stated that he had provided JD with notice of both court dates, had not heard from him, and could not explain why he had failed to appear at the hearings, so the Judge issued a bench warrant.

Unfortunately, a bench warrant is not like an "arrest" warrant where the police seek the person out to arrest them. A bench warrant simply flags an individual as "wanted" for failing to appear in court so that if law enforcement personnel come in contact with that person – for example, he's stopped for some traffic violation – he is arrested. It is unknown how long JD will be on the lam and even whether he is still in Arizona. If he is apprehended, he will likely be held without bail or he would have to post a significant cash bond to ensure his appearance. We will let you know if we hear Mr. Sotelo has been arrested.

Update on WellsFargo and Washington Federal Case

A settlement conference is scheduled in Federal Court on September 9th where another judge – not the one who is assigned to the case - will help the parties negotiate a cash settlement. I will be attending along with the law firm representing us and our Association attorney, as will the WaFd and Wells Fargo's attorneys.

This is similar to a mediation where the judge will spend time with the parties separately, hoping to convince each of them to agree to a monetary settlement that everyone can live with. As a judge can't force a party to settle, however, these conferences are not always successful. We hope this one will be now that the banks have lost their Motions to Dismiss and we will update you on the outcome.

Additional Note from Linda: *I have attended each hearing with the support of our attorney Wendy Ehrlich. I mention this because she has done this at no expense to the Association. In two of the hearings, she brought information forward that I would not have been able to do. She has been our attorney for quite a few years and when I asked her why she would do this her answer was simple. Because she feels passionate about what happened to us and knows our finances are tight and it was the right thing to do. I shared this with a friend of ours who is an attorney and gave her a nick name – she is "unicorn". Wendy Ehrlich, Villas West very own unicorn!*



UPCOMING BOARD MEETINGS

The Board of Directors meet on the **third (3rd) Wednesday each month.**

Meetings begin at 9:30 am, unless otherwise noted.

UPCOMING MEETINGS:*

September 18th, 2024

October 16th, 2024

**In-person meetings at Friends in Deed will resume in the fall and until then, meetings will be held via Zoom.*

Zoom instructions are posted on the website:

<https://villaswest.org/zoom-meeting-instructions>



The Villas West crew has been repainting parking spots. They have done a great job !

There are a number that still need to be painted. If you see the painters working on the curbs in your area, please park your car back and away from the curb so that the crew can continue working.

Photo by Dave Lash, A.K.A. 'Staff Photographer'

**What vegetable do you get when an elephant
walks through your garden?**

SQUASH



GENERAL MANAGER'S REPORT**Dorothy Gates**

Good Day!

I want to do something different this month—I want to focus on some of the wins we have had.

1. Remember that water usage (sewer) survey we hounded on the first part of this year? Well, with one of the largest turnouts on received surveys equated to a \$617/mo. savings to the association, this comes to an annual savings of \$7404. We will be mailing this survey again this year and hopefully we will receive even more returns, and we can lower the cost even more.
2. We recently performed an audit on our fuel cards. We currently have four which we are being charged \$2 each per month. I want to cut this down to one card we use for all fuel needs. There also was no control over the fuel cans which led to possible overspending. We have created a new process for the use of the card which requires odometer readings and the number of cans being fueled. These will be logged so that we have a record of how often equipment fueled and what grade of fuel is used. All fuel cans will be on lock down with access only granted to the Foreman and office.

The yearly water usage (sewer) survey with one of the largest turnouts we received.

The returned surveys equated to a \$617/month savings to the association.

3. Speaking of Foreman, we have once again leaned on Marcos to take this position. Marcos will monitor the purchasing of material, perform staff oversight and inventory control. This position will entail staff training and education, work order follows up, project planning and equipment maintenance. I am hopeful that with the oversight provided, we can realize some cost savings.
4. I have contacted Sunland and Holbrook Asphalt. I received a quote back from Sunland and have contacted two other asphalt companies for bids. I will have three bids for the Board to review prior to the September meeting for street repairs in 2025.
5. Liliana has received some training in uploading our rules and CC&Rs onto the FirstService platform. This will allow us the ability to use the programs correctly and will track when letters are sent out and at what stage we are in in the violation process. This will also allow owners to submit architectural/grounds requests and receive status updates on their request.
6. We have drafted a resolution which will allow us to enforce our parking rules. We have not been able to have vehicles towed that violated the rules due to some signage issues. These issues will be remedied soon, and we once again can have violators towed.

As you can see, we have been very busy in the office and on property, always looking for ways to better Villas West and benefit our owners.

~ **Dorothy Gates**

To view past Friday email updates, visit the website: <https://villaswest.org/gms-friday-updates>



SUMMER POOL HOURS

May 1 through October 31

6:00 AM - 10:00 PM

Children under 18 years

11:00 AM - 1:00 PM & 5:00 PM - 7:00 PM



SHOWER BEFORE ENTERING THE POOL

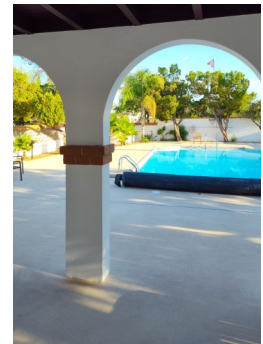
Pools get shut down for 24 to 48 hours when the pool scum is needed to be removed and the chemicals balanced.

Do your part to cut down the amount of buildup by ensuring any oil or lotion is rinsed off by having a shower before entering the pool.

POOL FURNITURE

The pool furniture is to be stored under shade to help preserve the condition.

You are welcome to move the furniture closer to pool side however, please return the items back under shade once finished using.



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 new FirstService's portal, www.VillasWestCondo.connectresidential.com you would be helping out the office staff.



**Accidently rubbed ketchup in my eyes.
Now I have Heinzsight.**



MEMORIAL FENCE

At the August 21 meeting the Board of Directors resolved that the Association will no longer purchase plaques/tags for the memorial wall (fence) at resident's request.

Engraved 3" x 3 ½" memorial plaques/tags in brass can be ordered by the person wishing to place a plaque/tag on the wall. All plaques/tags must be attached to the wall by a small lock. The office no longer requires a copy of the key to the lock. The resident shall be responsible for the condition of the plaque/tag and the plaque/tag must be maintained in good condition.



Any plaques/tags that have become illegible, tarnished, are in otherwise poor condition or do not conform to the size and material guidelines as stated above shall be removed and discarded by the Association. No reimbursement will be issued for plaques/tags that have been removed and discarded.

- All plaques/tags must be brass
- Plaque/tag size shall be 3" x 3 ½"
- Must be maintained in good condition
- Must be attached by a small padlock

DO YOU LIVE ALONE?

The TeleCare Service by Sheriff's Auxiliary Volunteers (SAV) offers a free daily phone call to Green Valley residents who live alone.

This service can provide peace of mind to clients or their family members who are concerned about loneliness, security or personal safety of the person living alone.

A simple telephone check-in to ensure you are staying safe in your home.

For more information, or to enroll in the program, please call the TeleCare answering system at (520) 351-6706 to leave a message.

Your call will be returned within 24 hours.

COMMITTEE REPORTS

1. TREASURER

Tom Bowes

FirstService Residential (FSR) completed the initial financial statement for June 2024 on August 1st.

Their accounting department has aggregated the financial data from our previous accountant and has done a tremendous amount of work to get things formatted in a way that is consistent with how they do the reporting for all of their clients. I have reviewed the report, made notes of any issues or questions, and the board president and I met online with the FSR accounting team on August 6th to go over the report and its new format. Areas of concern were that total salaries and fuel costs are above the budgeted amount, and that there has been a delay on getting the roofs replaced that have been budgeted for. It was also noted that there is an operating fund deficit owed to the reserve fund that will need to be addressed. FSR will be recommending some changes to short-term investments to provide for greater liquidity without financial penalties. The Chase bank account has been closed as of August 12th and the Chase credit card account will be closed shortly. Other credit accounts have been or are being closed out and tighter controls are being put on the use of the fleet fueling card and how gasoline will be stored and distributed for onsite use. The FSR management team will focus on creating a draft budget for 2025 by mid-September.

~ Tom Bowes

2. DOCUMENTATION & COMMUNICATIONS

Tom Bowes

Work was completed on the revised Candidate Application Form for the upcoming board elections. This form should simplify things relative to expressing an interest in running for a board position. It is a one-page document with seven questions and will be available as a fillable PDF document to simplify filling it out. The form will be available at the office, posted on the website and in the owner's portal, and will be attached to some of the weekly general manager's updates for distribution.

~ Tom Bowes, Chair

SEEKING NEW BOARD MEMBERS

If you are interested in running for a position with the Board of Directors,
notify the office so we can get you an application.

All applications must be received no later than November.

There will be three (3) positions needing to be filled in February. If interested, please reach out.

We want to offer you a mentoring opportunity to allow you to see firsthand what is required.

FirstService has also offered to help with a Board training course.

The revised Board application can be found here:

<https://villaswest.org/>



COMMITTEE REPORTS

3. GROUNDS

Ray Harries

Your Grounds Committee has had at least five meetings this year. They are a very proactive committee and have worked very hard over this spring and summer in the beautification of our community. Some of the more significant concerns the committee have are that community residents and outside parties are letting their dogs run off leash, allowing them to relieve themselves and not picking up the animals waste and depositing it in our existing dog waste stations. Secondly, increased weed problems in our grass parks and gravel areas.

Projects either ongoing or forecasted for 2024 and 2025:

1. This spring the Grounds Committee has completed its planned infill campaign for supplemental plantings, flower seed disbursements and transplanting flowers and cactus plants throughout our community and with our wildflower garden totaling over 70 plants. This will continue this fall and winter.
2. Last month (June) committee member John Anderson and Marcos identified 5 diseased oleander shrubs that could have a negative impact on our oleander population. These plants have been added to our long range plan for removal and to date 16 oleanders have been removed along with most of the diseased shrubs.
3. Eight "No pee/poop " signs have now been installed at all four pool sites.
4. The Grounds Committee has located a small saguaro cactus on site which will be transplanted to the cactus garden across from the office near the location where the large saguaro had to be removed this spring for safety reasons.
5. A plant nursery has been developed on site for the raising and storing of excess cactus plants that can be used for future planting purposes throughout the community when needed.
6. The committee has done an inventory of all park tables and benches that need attention and found 22 that need repairs, painting and preventative maintenance. For 2025 budgetary consideration, the cost could be around \$1,500 not including masonry costs which are now being evaluated.
7. Two dog waste stations have now been installed, one at the north end of Tierra Park and the other in the 200 block of North Quinta. For 2025 budgetary considerations, two more are needed to completely cover our entire community. Budget estimate \$400.
8. The concrete picnic table and benches located in the gravel area of North Tierra have now been relocated to the green park area of North Tierra that did not have one. Some damage occurred in the relocation process. For 2025 budget consideration, the repair estimate is approximately \$200.



COMMITTEE REPORTS

3. GROUNDS

Ray Harries

Projects either ongoing or forecasted for 2024 and 2025: *Continued*

9. 22 grounds applications have been request thru the first half of 2024 with 2 being denied.

Future planning projects in 2025:

1. Finish installation of the last two dog waste stations so that all Villas West grass park areas are served. One will be in the 200 block of North Sarta and the other site to be determined.
2. Study the addition of one more rock gabion (Villas West Sentinels) similar to those in the cactus garden across from the office and those existing at Desert Meadows Park and one rock cairn. Potential sites are currently under study.
3. Study relocating one of the two picnic tables in the 200 block of North Sarta to the green park area at the north end of Tierra, which currently has none.
4. The committee is studying a long range plan on improvements allowed or not allowed in our community parks, i.e. Four Corners Park at the intersection of Penaso and Quinta.
5. Regarding the "Memorial Wall" located at the Four Corners, the committee will study options for interested owners to work directly with the office, memorial tag vendor and engraver so that expenses are not run through Villas West HOA books that has now become a problem.

As a result of three Palo Verdes blowing down during a wind storm this year, and two others, one in January and another last fall, Bob Djupstrom walked all 10 miles of our sidewalks inspecting the condition of the remaining Palo Verdes. He found 10 that are in failing condition and may become a danger to our residents and/or infrastructure. Our General Manager is seeking a bid from the outside arborist to bore the trunks at ground level and provide us a written report as to whether or not they need to removed.

NOTE: We now have a contract with Bartlett Tree Experts to mediate this problem and is presently under consideration by our General Manager for 2025 budgetary purposes.

Lastly, I would like to thank Bob Djupstrom and John Anderson for taking the lead with all of the volunteer Grounds Committee members and thank them for all of their hard work, out of pocket expenses incurred and their foresight in the continuing effort to keep Villas West as a beautiful Sonoran Desert community oasis.

~ Ray Harries, Chair

**What do sea monsters eat?
Fish and ships.**



COMMITTEE REPORTS

3. GROUNDS

Continued

TREE REMOVAL UPDATE

Beginning August 23rd, El Valle Landscaping will be on the Villas West property to remove 8 trees.

- | | |
|-------------------------------|-----------------|
| 1. In front of 135 A&B Quinta | August 23 & 24 |
| 2. Beside 147 A Quinta | August 26 or 27 |
| 3. Beside 329 D Sarta | August 28 |
| 4. In front of 326 A Sarta | August 29 |
| 5. Beside 344 D Sarta | August 30 |
| 6. Beside 176 D Sarta | August 31 |
| 7. Behind 328 A Pena | September 2 |
| 8. In front of 414 A Pena | September 3 |



El Valle will have trucks and equipment parked in the areas where they will be working. They will use cones and caution tape to block off work areas. Please observe these safety markings and avoid the areas they are working in.

We anticipate all work and clean up to be completed by September 7th, 2024.

SHADE GAZEBO

We have most all the materials required for the shaded gazebo to be located at the south west quadrant of the 4 corners at Penasco and Quinta. Presently we have enough donated Ocotillo stocks for the top of the Gazebo and will have all needed supporting posts from recycled Eucalyptus tree limbs in the next couple of months.

Lou Kifer will coordinate with our ground employees once all the needed materials are finally gathered for installation later this summer.

What do you call a Yam in a hotel?

A suite potato.

COMMITTEE REPORTS

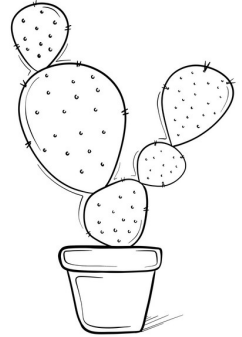
3. GROUNDS

Continued

PLANTING IN COMMON AREAS

There is to be NO planting of any sort done on the common area without prior approval from the Grounds Committee.

Obtain the [Ground Alteration Application Form](https://villaswest.org/forms) from the website <https://villaswest.org/forms>, or pick up a copy at the office.



The selection of plants, planting, maintenance and removal in the common areas is the responsibility of the Grounds Committee.

There are considerations such as low water use or non-invasive root systems.

CACTUS WATERING SCHEDULE

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

There is further information available on the website regarding the care of cactus that you have planted on your patio. Look for [Cactus Care Instructions](https://villaswest.org/grounds-committee) at <https://villaswest.org/grounds-committee> or pick up a copy at the office.



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



MAINTENANCE COMMITTEE

Looking for volunteers !!

Your help in joining our Maintenance Committee would be greatly appreciated.

Let the office know if you are interested.



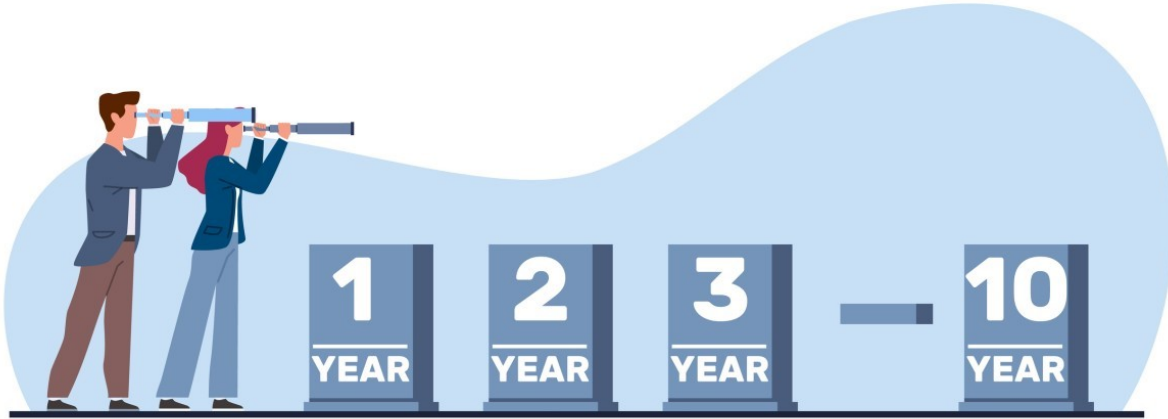
COMMITTEE REPORTS

4. MAINTENANCE

Ray Harries

LONG-RANGE PLANS UPDATE AND MAINTENANCE REPORT

The Maintenance Committee will next have an update at the October Board meeting. We only have three members, myself included, so your help in joining our committee would be greatly appreciated.



The Maintenance Committee met in March 2024 on the following long range plans. Updates have been inserted where available and the most updated version is below and on the following pages.

The following eleven long-range maintenance plans are presented to you, the owners, in detail purposely to help you better understand all that is needed on a yearly basis for Villas West infrastructure and grounds maintenance, to keep our community a well maintained and a beautiful Sonoran Desert Oasis that you all have come to enjoy.

These plans serve as a tool for future budgeting considerations so that nothing is missed or forgotten over time. It allows you, the owners, to better understand how your dues monies are spent through proper long range planning to help keep your financial investment in your villa solid.

The eleven long range plans are:

1. Roof replacements
2. HVAC replacements
3. Water heater replacements
4. Tree maintenance/removals
5. Oleander removals/sewer line routings
6. Patio painting
7. Pools
8. Water conservation
9. ADA Sidewalk safety
10. Americans with Disabilities Act (ADA) handicapped ramps
11. Road repairs and preventative maintenance



COMMITTEE REPORTS

4. MAINTENANCE

Continued

I had presented to the ownership a detailed update on all eleven long range plans during the ownerships annual meeting on February 7, 2024 and will do so again at our October or November Board meeting.

The following is the first quarter update for 2024:

1) Roofs

Through a thorough examination of roof request work orders and repairs over history, inspections by our maintenance employees and by our roofing contractor, we have found 12 roofs needing immediate attention. We have budgeted 10 for 2024 so 2 of the 12 will need to wait until 2025 for budgeting purposes. This detailed inspection will be executed every year to prioritize replacements as needed and budgeted for.

Roof replacements scheduled for 2024 are:

233 Tierra (completed)	234 Quinta
316 Sarta (completed)	133 Pena
133 Sarta	144 Sarta
329 Quinta	408 La Canada
105 Sarta	329 Pena

As you can see, 2 roof replacements have been completed so far.

2) HVAC Replacements

HVAC replacements are replaced just like water heaters are, and that is as they fail. Historically we average 40 HVAC failures a year, so our budget is 40. Some years fewer than 40, others more. After the July 2022 storm event, our HVAC insurance adjuster inspected all 678 HVAC to 2011 plus units and determined their age.

We currently have 312 HVAC units that were manufactured prior to 2011 plus 7 more with unknown dates, using an R-22 refrigerant. The U.S. Government banned the R-22 refrigerant used by these 312 HVACs back in 2010. The R-22 refrigerant supply is no longer available so when they fail, they must be replaced. 132 of these are 35 years old. Today's HVACs have a lifetime of 15 years. Long story short, we need to prepare ourselves for greater yearly failures of these 35 year old HVACs and that anticipated increase should be reflected in our yearly budget, considering 50 or 60 possible failures a year.

Why does Sherlock Holmes love Mexican restaurants?

Because they give him case ideas.



COMMITTEE REPORTS

4. MAINTENANCE

Continued

2) HVAC Replacements - *Continued*

17 units have been replaced in 2024 to date. These 312 HVACs that are 35 years old have a replacement cost of about 1.9 million dollars, so now is the time to budget for future said failures. If not, we are doomed for budget overruns and if so, the money will come out of our reserve fund which we are trying hard to build back up to the suggested reserve study levels.

I would like to thank Colleen Hay for her expertise in numbers, data entry and spread sheets that has helped me and our General Manager so much ... it is eye opening.

3) Water Heaters

2024 replacements to date are 17 with a yearly budget amount for traditional yearly failures being 25, which equals a 68% failure rate in the first quarter of 2024. Projecting out through 2024 could be 34, which is 6 over budget. We hope for the best, but it looks as if we will go over budget in 2024.

Something to seriously plan for in future budgets is that we currently have 304 water heaters that are over 20 years old and another 24 water heaters that we have no age on. Our yearly failures are increasing (29 in 2023 and budgeted for 25) so we should plan for and anticipate this and budget for more failures in future years so we don't set ourselves up for going over budget. Again, if we are over budget, those monies come out of our reserve funds.

4) Trees Maintenance/Removals

We have budgeted for 11 large tree removals in 2024 because they have been identified as dangerous to the community or those causing significant damage or continued calls to the office to clear out blocked sewer lines. This years removal plan is for 4 danger or dying trees, 1 pine and 6 other trees causing sewer line damage or blocking problems from their root system. Two landscaping contractors will be utilized for this tree removal process, one for the very difficult trees requiring two cranes and another contractor for the easier removals.

In 2000 these tree removals were costing us \$1800 per tree, in 2014 \$3000 per tree, 2019 \$6000 per tree, and now in 2024 about \$8,000 for hard to get to trees. Had we finished this danger tree removal process in 2017, 2018, 2019, 2020 and 2021 we would have realized a tremendous savings over today's costs, but in those years sufficient budget monies were not planned for due to holding back on increases to dues.

For the first half of 2024 these trees have been removed:

- 5 eucalyptus
- 1 oak
- 1 tribet



4. MAINTENANCE

Continued

5) Oleander Removals/Sewer Line Routings

In 2023/24, we identified 75 Oleander shrubs to be removed due to disease, and save money on sewer line repairs, blockages and maintenance problems. To date, we have removed 16 and 6 more have been prioritized for this year. Presently, Marcos is TV videoing all sewer lines looking for damage or blockages. He will finish evaluating them in the next two months. The oleander removal process, due to manpower, crew availability and budgeting is now a 4-year plan. Last month 5 oleanders have been identified as diseased, mapped and added to our long range removal plan.

6) Patio Painting

24 scheduled and budgeted for 2024 with 4 patios already being completed.

7) Pools

Our 4 community pools, 4 laundry and pool bathrooms have been placed on a 5-year maintenance plan for repairs and refurbishing as follows:

- North Pena was repainted in 2022
- South Sarta was repainted in 2023
- North Sarta will be repainted in 2024
- South Pena will be repainted in 2025

In 2026, all pool and laundry bathrooms will be refurbished. Then, in 2027 the 5-year plan will be repeated.

8) Water Conservation

Presently being studied by Jeff Miller and Colleen Hay of our Maintenance Committee are the proposed conversions of four pool sites from green irrigated lawns to decorative gravel with a cost saving analysis to determine yearly savings from eliminating lawns, maintenance, weed/fertilizers and irrigation. This is just a study to inform the owners of cost cutting alternatives to the yearly budget.

Also being studied is the conversion of five half parks throughout our community. They would be located as follows:

- 1) West half of green park on Sarta, south of Penasco
- 2) West half of green park on Sarta, north of Penasco (shuffleboard court)
- 3) East half of green park on Quinta, south of Esperanza
- 4) West half of green park on Pena, just north of Penasco
- 5) West half of green park on Pena, just south of Penasco (shuffleboard court)

NOTE: Last month (June) Jeff Miller of your Maintenance Committee and Villas West employee Marcos have evaluated these costs and are presently being studied for referral to your Board for consideration.



COMMITTEE REPORTS

4. MAINTENANCE

Continued

8) Water Conservation - *Continued*

As with the pool site proposed conversions, this is just a cost savings analysis to present to the ownership as a budget savings matter. All five green ½ park conversions from irrigated lawns to decorative gravel will still leave a ½ green park across the street from the areas converted to decorative gravel.

9) Sidewalk Safety and Streetlight Identification Numbering System - *Still Ongoing*

29 elevated sidewalk trip hazards had been previously identified and mapped in February. 9 have already been ground down and eliminated. The remaining 20 will be completed by years end. This project is taking a bit longer because Carlos is doing double duty. Not only is he grinding down these trip hazards but he is also repairing all damaged sidewalks and is replacing several failing sidewalk panels.

In February of this year we identified and mapped 347 sidewalk safety lights. The general manager is presently researching numbering options and costs to identify each light with an identification number for reporting burned out light bulbs to the office. After a cost analysis is completed the general manager will consider if this is a worthwhile benefit to the community at an affordable cost.

10) Americans with Disabilities (ADA) Sidewalk Ramps 10-year Plan

First year 2025 - 8 ADA ramps at our pool sites. Estimated for 2025 budgeting purposes is \$1,800 in materials for each pools ADA ramp. Our grounds crews (4-man crew) will do the work. It is expected each pool site ADA ramp will take 2 ½ days to complete.

Second year 2026 – 16 ADA sidewalk ramps at major road crossings that are now already painted. Estimate for 2026 budgeting purposes is \$14,000 in materials for all 16. Our grounds crew (4-man crew) will do the work. Approximate 40 hours for all 16 ADA street crossing ramps. These ADA ramps are for Board study purposes and must be approved by the Board with budget monies allocated.

Third year on – estimate costs for 46 additional ADA ramps at parking areas that access each building.

To Date - Villas West has completed 50 ADA ramps at pools and parking areas and some road crossings. The completion of this ADA ramp program has not been budgeted for years.

**What has more lives than a cat?
A frog, because it croaks every day.**



COMMITTEE REPORTS

4. MAINTENANCE

Continued

11) Road Repairs and Maintenance

We do not have, nor have we ever had, to my knowledge, a road maintenance budget fund.

Back in 2019 our community roads were unmaintained for years prior and in terrible condition. A contractor came through in 2020 and pressure cleaned all asphalt cracks of debris, then hot tarred the cracks followed by an oil mixture seal coat. Then on Tierra, Penasco and Sarta a chip seal of crushed rock was applied. Quinta and Pena were not chip sealed with crushed rock and are now in a state of deterioration. Since we did not have a road maintenance fund set aside, we paid for these improvements out of our reserve fund to the tune of \$250,000, plus or minus. My best guess to bring these two sections up to the same condition of Tierra, Penasco and Sarta to be \$200,000 more or less.

Long range plan #11 will be a road restoration and preventative maintenance 2-4 year plan for both Quinta and Pena which road surfaces are now and have been in decline. This plan will estimate the costs to high pressure spray out about two miles of debris in the existing cracks in our asphalt road surface and apply a hot tar sealer or chip seal the entire road such as we did in 2020 on Tierra, Sarta and Penasco, depending upon a road contractors inspection and recommendations, something we should evaluate every year to extend the longevity of our roads.

Both plans will partition Villa's West roads into 2-4 sections for budgeting purposes, hence the proposed 2-4 year plan for roads. Now is a good time for your Board to lay the foundation for a long term road maintenance budget fund so maintenance monies won't be drawn out of our reserve fund as in past years.

For your information Villa's West has close to 10 miles of sidewalks and over 2 miles of asphalt roads and parking areas.

NOTE: To date we are still seeking cost estimates and professional guidance from an asphalt road repair contractor.

~ *Ray Harries, Chair*

5. ARCHITECTURAL

Tim Schaid

There no Architectural report for this month.

COMMITTEE REPORTS

6. AD-HOC COMPLIANCE

Tom Bowes

The patio violations started being issued and is taking time as there are hundreds to address. The process has slowed down with the transition to FirstService Residential as there are different processes and documentation that we will need to follow.

If you have items outside your walls in the common areas, screens that are tattered, have overgrown vegetation, or if your screen door needs to be painted, be on the lookout to receive a notice.

The compliance process will continue in the fall when we look for “dangling” wires and sheds in poor condition.

7. AD-HOC CC&Rs

Tom Bowes

The Covenants, Conditions and Restrictions (CC&R) sub-committee has received the first draft of the revised CC&Rs from our attorney and has scheduled a meeting on August 22nd with the attorney to discuss any concerns and/or needed additions. In the revised form the tentative CC&R's have been simplified and will allow changes to be made more easily via the rules by the board.

~ **Tom Bowes**

YOU HAVE A RESPONSIBILITY TO KEEP YOURSELF INFORMED

STAY INFORMED

Become more familiar with the happenings with Villas West, FirstService Residential and the Board's priorities by doing the following:

1. Attend meetings

- If you don't attend meetings, at a minimum read the monthly meeting minutes. Ask questions if you don't understand.

2. Rules and Regulations & By-Laws

- Obtain a copy of the rules and by-laws from the website or office and read them. <https://villaswest.org/governing-documents>. These are guidelines the Villas West Board must follow.

3. Covenants, Conditions & Restrictions (CC&Rs)

- Obtain a copy of the CC&Rs from the website (<https://villaswest.org/governing-documents>) or pick up a copy at the office. These are the rules all property owners must follow.



COMMITTEE REPORTS

8. WELCOME COMMITTEE

Lee Donnelly

If you are a new owner (*or have owned in Villas West for some time*) and would appreciate a visit from the Welcome Committee, please reach out to the office.

A suitable time can be scheduled to receive the
New Homeowner Packet &/or
a visit from the Welcome Committee.

BACKFLOW TESTING

We have scheduled our annual backflow testing as this is required by our water company and must be performed by a certified contractor.

Swanson Plumbing will be on property on **August 22nd and 26th to perform backflow testing**. Water will be turned off down stream from the unit being tested.

Testing will begin as early as 5:30 am and will last until 5:30pm each day. Unfortunately, they are unable to give us dates, times, and locations where they will be testing.

You may experience an outage from 15 minutes to an hour. Please have adequate drinking water on hand to get you through the outage.



One of the beautiful Texas Rangers in bloom on the Villas West property.

Thank you for the photo, Dave Lash.



WEEDS, WEEDS, WEEDS !

They are everywhere! The maintenance crew has jumped in as temporary grounds crew to try and get this forest under control.

A BIG thank you to Miguel, Andre, and Gerry for going above and beyond!

*Thank you, Lee Donnelly,
for the image with the words of wisdom.*



SOCIAL EVENTS

Lila Szedlus

All events are held at Penasco Park unless otherwise noted and are open to tenants & owners.

Other than the Coffee Hours, you are required to obtain a ticket by signing up at the office.

We need to know how many people food is to be provided for.

All activities listed on following page are subject to change and many details are currently being worked on so please keep checking for updates.

Refer to website <https://villaswest.org/calendar> or stop by the office for current details.

~ *Lila Szedlus, Social Director*

LUNCH AND LEARN

Starting in January 2025 we will be continuing our **Lunch and Learn** program we started in Spring. Remember to bring your own lunch and beverage.

Possible Lunch and Learn topics of interest:

- Javalinas
- Fraud Unit
- Insurance
- Green Valley Assistance
- Friends In Deed
- Animal Control



OKTOBERFEST LUNCHEON

October 25th - Noon to 3 pm

Sign up in office to receive a meal ticket.



PATIO SALE

November 8th - 8:00 am to Noon

You must sign up in the office to be added to the map.

Villas will have balloons to indicate participation.

There will be a fee to offset the cost of balloons and newspaper advertising.



SOCIAL EVENTS

Come out and meet your neighbors and enjoy visiting with friends.

COFFEE HOUR - November 14th

9:00 am until the coffee is gone.

Donuts and Scones will be served



THANKSGIVING LUNCHEON

November 17th

Noon to 2:00 PM

Sign up in office to receive a meal ticket.

CHRISTMAS PARTY

December 7th

Join us at the American Legion 66 on to celebrate Christmas with your Villas West community.

More details to follow at a later date.

Sign up in office to receive a meal ticket.



COFFEE HOUR - December 12th

9:00 am until the coffee is gone.

Donuts and Scones will be served

CHRISTMAS PARADE

December 18th - 11:30am until 1:00pm

Decorate your golf cart, car or bicycle. You can even walk!

The parade goes through the entire community and then meet at Penasco Park for cookies and hot chocolate.

Sign up in office for the parade and also to receive a ticket.



HAVE YOU MET GERRY ?

An interview with **Gerardo “Gerry” Bracamonte**, Maintenance Worker
by *Linda Djupstrom*

Linda: Where did you work before this position?

Gerry: Badger Meter, they manufactured water meters that are distributed around the world.

Linda: What sort of duties do you have at work as a Maintenance Worker?

Gerry: The main thing would be to maintain the pool area so it is ready for all homeowners to use. Work orders, checking on HVAC units and working as a team with the other departments to fill in where needed.

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

Gerry: I would start by explaining about the pool and how much fun it is to swim but they need to understand how much is needed to keep the pool clean. There is much behind the scenes.

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

Gerry: I like the challenges – we get training on how to take care of the pools. The proper training makes our job less challenging. I look forward to receiving more training like on HVAC to be able to do my job better.

Linda: What is the most unusual thing you’ve encountered while working at Villas West?

Gerry: The difference in our cultures when it comes to our elderly. It hurts my heart to see people not be able to see their families, be lonely or not be able to do what needs to be done in their villa. What I wouldn’t give to get to see my grandmother! We all try to make sure to say hello and smile each time we see one of our Villas West people.

Linda: What piece of advice would you like to share?

Gerry: Don’t judge a book by its cover. I appreciate the opportunities to let the owners get to know us and for us to get to know them.

Linda: What is the most gratifying aspect of what you do?

Gerry: To be able to resolve issues and make sure it is done right and then hear the owner tell us how much it is appreciated!



HAVE YOU MET GERRY ?**Continued**

Linda: What is your favorite memory from that time?

Gerry: Spending time with my family, especially now that we have all grown up. But my best memories are getting to spend time with my grandmother (Dad's mom). We spent many vacations together and she always made it fun. My mom was always very strict with me and my grandmother was always so kind. If I were given the opportunity to go back in time this is the time I would pick!

Linda: Who has had a great influence on you?

Gerry: My mom and dad, even if my mom was very strict, it really made a difference in my life. I grew up in a neighborhood that had drugs and gangs but because my mom was so structured with us, we never fell into that trap.

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

Gerry: I sing but I would never sing in public, but I have been told my special talent is that I care about people.

Linda: What kind of music do you like?

Gerry: Popular Mexican music.

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

Gerry: My family and now the family I am making of my own.

Linda: What brings you joy?

Gerry: My horses! I love to ride, that definitely brings me joy.

Linda: Do you have a pet? What's he/she like?

Gerry: Two dogs, three horses and two cows! I have a female and male dog, when I go riding my dog goes with me. I ride my female horse, and I had given it to my daughter. There was a time in my life that I had to sell the horse because we had fallen on rough times. Later I was able to purchase the horse back, and I promised my daughter I would make sure that I never have to sell it again! That made her very happy.

Linda: What's your favorite movie?

Gerry: I love movies! I don't have a favorite – but I like Karate Kid from when I was a kid and now, they brought it back as a series Cobra Kai. Lots of great memories!

Linda: What's your favorite holiday?

Gerry: Christmas and New Year because you are close with family! And especially because my mom's birthday is January 1st!

Linda: What's your favorite season?

Gerry: I like summer because the days are longer. But I like Fall or Spring too because it is not too cold and not too hot.

Linda: What's your favorite drink?

Gerry: Beer

"Don't judge a book by its cover. I appreciate the opportunities to let the owners get to know us and for us to get to know them."

~ Gerry

HAVE YOU MET GERRY ?**Continued**

Linda: Where did you grow up?

Gerry: Nogales Sonora Mexico

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

Gerry: Every day is a gift from God, there is always something to learn each day. So simply put, every single day however it plays out, is a perfect day.

Linda: What's your favorite food/meal?

Gerry: I enjoy all kinds of foods, but the food that made me fall in love with it is my Mother-in-law's bean burritos – made in like a panini press. If I am given a choice on what I want I will always pick that.

Linda: What would you bring to a potluck dinner?

Gerry: I would think of those who like to eat healthy and bring a salad but then I would bring steak too!

Linda: What is your favorite snack?

Gerry: Potato chips!

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

Gerry: Take out the trash and wash the dishes.



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

Gerry: I have always wanted to sky dive, but no one will do it with me. And I used to drag race with a dear friend.

Linda: What makes you laugh? / What has made you smile recently?

Gerry: My daughter was getting ready to go back to school which includes shopping. I don't like to go so my wife took her and my wife is a great shopper and found all types of sales because it was so close to school starting, so my daughter felt she had won the lottery, that made me smile.

Linda: What are the 3 items that you would take with you to a deserted island? (family is already included).

Gerry:

- 1. Phone**
- 2. Picture albums**
- 3. Volleyball because my daughter and I could play.**



HAVE YOU MET GERRY ?

Continued

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

Gerry:

1. My grandmother – I would love to hear her voice again and I would love to hear her say “everything is going to be alright”.
2. My friend that died, the one I drag raced with. He was only 35 years old when he died.
3. My dad – any conversation with my dad is special. I would love to have an in depth conversation with him.

Linda: What is your favorite Spanish word or phrase?

Gerry: Wey – it would translate into “dude” in English

Sidenote from Linda: *I have said this before, I am grateful to be able to have this “gift” of interviewing a staff member each month. I especially loved this interview and Gerry’s perspective on life. His appreciation of his family, his job, the owners, his co-workers and his advice that he offered regarding not judging a book by its cover. Good advice.*

TELECARE SERVICES

TeleCare Service by Sheriff’s Auxiliary Volunteers (SAV) offer a free daily phone call to Green Valley residents who live alone.

The TeleCare team places calls between 7:30 a.m. and 9:00 a.m., 365 days a year. If a resident does not answer after several attempts, the SAV Supervisor dispatches a SAV Patrol to check on the person.

Thankfully in most cases, the person is fine, but if they cannot be contacted at their home, SAV patrol members enlist the help of Pima County Sheriff’s deputies who take over efforts to contact the resident.

For more information, or to enroll in the program, please call the TeleCare answering system at (520) 351-6706 to leave a message.
Your call will be returned within 24 hours.

LIVING IN VILLAS WEST



KUDOS KORNER

Praise, admiration recognition given to someone or something resulting from a particular action or achievement.

Send your KUDOS to VillasWestNewsletters.az@gmail.com

Kudos to Stone !

(He goes by his last name as there are two men with the same first name)

When I am home and the garbage men are picking up the trash, I always try to say thank you.

They do a great job!

So this morning... I caught him and called to him from my back door...

(He's always going fast...so you have to be quick)

Thirty seconds later...there was a knock on my door.

Stone asked me if my neighbor was still there as he hadn't seen garbage out .

I thanked him for being concerned, and told him she was still there and ok.

She has caregivers..so am sure she is ok as I saw her the other day.

So just **Kudos to Stone** (he's the bearded happy dude!)

Duty above and beyond.

and for all of us who live alone... it is so important to have friends or someone checking on us.

Also ...so grateful for the information about the SAV - Telecare Service....

Kudos to the Newsletter Team !

Heh team,

Maybe you want to remain anonymous...???

No editor listed...who are you???

But thank you for an amazing newsletter...full of great information...

Thank you...thank you

Note from Newsletter Editor:

I produce the newsletter monthly however I do receive help from the Board and office staff, especially Dorothy Gates & Linda Djupstrom as well as a few other Villas West residents. At times, residents submit ideas, suggestions and photos to help create a better newsletter. I encourage you to submit your ideas and comments to VillasWestNewsletters.az@gmail.com.

Judy Palmer

LIVING IN VILLAS WEST

KUDOS KORNER - Continued

Send your KUDOS to VillasWestNewsletters.az@gmail.com



Kudos to Dorothy & Maintenance Staff

Thank you, Dorothy, for getting my neighbors tree trimmed. If I didn't get so many roof rats, I wouldn't be too concerned. But it's a problem. Thx again.

Your maintenance staff is great. The HVAC technician Andres and the gentleman who clean the pools are a great asset to your team.

**If you think swimming with dolphins is expensive,
You should try swimming with sharks ...
Cost me an arm & a leg !**



COONTAIL RATTLESNAKE

A.K.A. Western Desert Diamondback

Take a look at the black and white banded tail just before the rattle - such beautiful markings.

Did you know this is a common snake in Arizona? Next to the Western Diamondback, the Gopher snake may be the most commonly snake seen in Arizona. This is not only due to it being incredibly common, but also because it has adapted very well to life in the city.

Learn more snakes by visiting this website:

<https://rattlesnakesolutions.com/snake-information/reptiles-of-arizona.php>

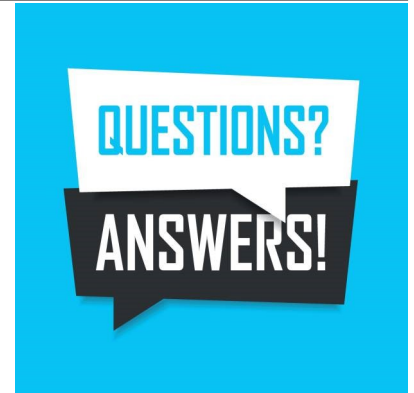
Thank you, Dave Lash, for the photo.



LIVING IN VILLAS WEST

YOUR QUESTIONS ANSWERED

If you have a question &/or an idea you'd like to suggest, send it to VillasWestNewsletters.az@gmail.com and we may feature your question in a future newsletter issue. If you are thinking of a question, it is most likely others are as well so please bring it forward.



How do I connect to the new portal?

FirstService has implemented a new portal for Villa West Residents.

The following 2 pages contains information that will help you get started. You can also pick up copies at the office.

Please review and ensure your new account is setup.

How do I log a Service Request?

Work orders and service requests can be reported on the Connect Resident Portal, available on mobile devices and computers. Should anyone need assistance a link to a video user guide is included on the following pages ([Resident Portal Overview \(youtube.com\)](#) and [Connect Resident Portal - Submit Service Requests \(youtube.com\)](#)) or you can contact the office for additional assistance.

Utilizing this system allows you to receive status updates and information when the request has been completed.

How do I sign up for eStatements?

Visit: <https://estatemnts.welcomelink.com/arizona>

Did you know?

Choosing eStatements protects users from potential identity theft by eliminating unnecessary paper mailings that include personal information.



LIVING IN VILLAS WEST

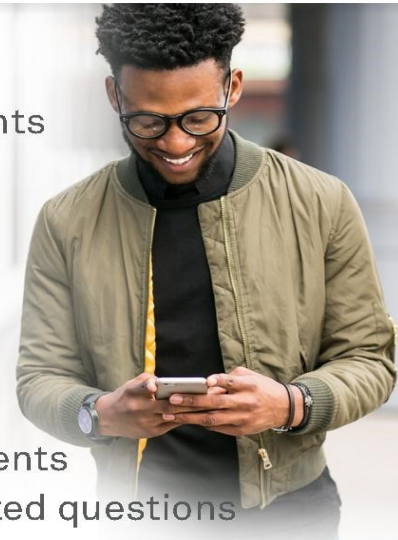


Welcome to Your CONNECT RESIDENT PORTAL

The portal is available in both web-based and mobile applications. To download the app, search “Connect Resident” in your app store.

USE THE PORTAL TO:

- ▶ Access association forms and documents
- ▶ Submit service requests and view progress updates
- ▶ View account balance and transaction history
- ▶ View community news and events
- ▶ Update mailing address
- ▶ Opt-in for electronic delivery of documents
- ▶ Find answers to 200+ association-related questions



REGISTRATION PROCESS:

1. Click “**Login**” on your community website homepage.
2. Select “**Create Account**” and enter the requested information. A verification code will be sent to your email address. To complete your registration, enter this code and create a password.
3. Enter your property’s account number or property address when prompted.

If you own multiple units, you only need to register one time. After registering, you may select “Add New Property**” within your profile to add the Account Number(s) for your additional unit(s).*





Connect Resident Portal Overview Job Aid

What is the Connect Resident Portal?

The Connect Resident Portal is a client-facing portal for residents living in communities managed by FirstService Residential. The portal allows residents to access pertinent community information and connect with other residents, board members and the management team. It is also integrated with the Connect Associate Portal, Customer Care Center and accounting platforms, so information is easily accessible across platforms. Residents and board members can access this powerful portal from their computers, smartphones or tablets.

How do residents register?

Residents can register using an email address or mobile phone number saved in the Connect Associate portal.

- **Email** – The user is sent an email and asked to click on a link to complete the registration process.
- **Mobile Number** – The user is sent a SMS text message with a code to complete the registration process.

Residents can link their profile to their units using the email address or mobile phone number that they used to register (this will happen automatically on their first login).

Residents must complete the registration form and accept the terms and conditions before using the portal.

Features & Benefits		
Residents	Residents can: <ul style="list-style-type: none"> • View or pay their account balance • Manage architectural modifications • Manage their contact information, including their email, phone number and billing address • Manage their emergency contact information, pet and vehicle information • View the resident directory (for residents who have opted into the directory) • View violations 	<ul style="list-style-type: none"> • View or download community forms and documents • View a calendar of community events • View a list of frequently asked questions • Receive email alerts and phone calls about package deliveries • Reserve amenities • Create service requests for work needed in their units • Contact the management office or our 24/7 Customer Care Center
Board of Directors	The board of directors can: <ul style="list-style-type: none"> • View financials • View the status of service requests • View violations • View the status of architectural modifications 	
Non-Residents	Non-residents can: <ul style="list-style-type: none"> • View the landing page of the Connect Resident Portal, including available amenities, and property photos • Read general information about the community association 	
Associates	Certain submissions from the Connect Resident Portal, like architectural modifications and service requests, are fed into the Associate Portal. This makes information easily accessible for management, the Customer Care Center, client accounting, and the board of directors.	

What is the Community Manager's role?

The manager's role is to:

- Set up and manage the landing page (this may vary by region/market with some centralizing setup and administration)
- Populate information pertaining to the association such as: images, amenity information and important event dates (the highlights for upkeep are documents, knowledge base and calendar events)
- Upload relevant management and financial reports
- Set permissions to control access (this may vary by region/market with some centralizing setup and administration)



LIVING IN VILLAS WEST

PIMA COUNTY'S REGULATIONS REGARDING COMPLAINTS FOR ANIMAL WASTE

PIMA COUNTY LEASH LAW

Pima County has strict ordinances concerning dogs. Pima County Ordinance 6.04.030 states dogs are always to be on leash when outside of the owner's private property.

Your dog **MUST** be on leash at all time while your dog is on public and Villas West's private streets.

This includes private roads and the desert Common Area governed by the Master Association and its Member HOAs.

Leash Law violations and bites can be reported to Pima County Animal Control Center at (520) 724-5900, extension #4. A dispatcher is available 7 days a week until 9:00 pm.

After 9:00 pm bites and violations should be reported to the Sherriff's Department.

It is helpful to have the date, time and location of the violation a description of the dog, and name &/or address for the owner, if possible. Pictures of the off leash dog are very helpful but violations should be reported with or without all this information.

VILLAS WEST PRIVATE PROPERTY

**** Revised August 2024 ****

Solid animal waste left on public or private property without permission of the property owner.

This code can be difficult to enforce since the violation needs to be observed by a law enforcement officer for a citation to be issued. However, If there is a vehicle present and you feel comfortable take a picture which includes the entire vehicle and plate number. Please email this information to the Villas West office. With this information our attorney will send a "cease and desist" letter and if it happens again she will bring in law enforcement.

The following information is requested:

- A photograph documenting the incident, which includes the date, location and time of incident.
- The animal must be clearly identifiable in the photograph.
- The animal owner's address ideally provided.

If no vehicle present, then contact Pima Animal Care Center at 520-724-5972.



LIVING IN VILLAS WEST

FEEDING BIRDS

Our rules allow for the feeding of birds however this is only allowed on the patios. No feeders, plates, fruit or water for birds or animals is to be placed in the common area.

Note: Spilled bird seed will attract rodents which attract snakes, which is not good for anyone!

*Friendly
Reminders*

ALL PLANTINGS MUST BE PREAPPROVED

All plantings in the common areas must be approved.

The Grounds Committee is responsible for enhancing the attractive appearance of the common elements, in compliance with association specifications regarding the approved list of trees shrubs and native plants.

Consideration is given for plants with low water use and those with non-invasive root systems, to name a few of the criteria reviewed. First fill out the **Ground Alteration Application Form** and submit to the office.

Planting can only begin ONCE you have received the approval.

ALL ALTERATIONS MUST BE PREAPPROVED

All alterations in the common and limited common elements must be approved.

First fill out an **Architectural Alteration Request**.

Construction can only begin ONCE you have received the approval.

For more detailed information, please read the **Architectural Rules and Guidelines**. Pick up a copy at the office or the details can be found on the website: <https://villaswest.org/architectural-specs>



FLUSHABLE WIPES CLOG PIPES

Sewer systems and treatment plants were not designed to handle disposable wipes.

Don't flush them!

"Flushable" wipes don't break down.

They clog sewer pipes and equipment making for costly maintenance.

Put them in the trash!



LIVING IN VILLAS WEST



WATCH OUT FOR WORKERS

The workers are often in the street cleaning up landscape residue.

PLEASE watch for them as they **cannot hear** your car.

WORK REQUESTS

All crews members receive their direction from the office.

If you have a work order, issue or request, please call the office. DO NOT direct the crew.

We have work orders prioritized so Villas West can run as smooth as possible.

We organize, assign, prioritize, and track the work orders and key tasks.

There are a few items like landscape requests, door replacement, painting, and fence repairs that may take some time to finish due to the work schedule &/or the need to order items. Please know your request has been assigned and as soon as the staff is available &/or the supplies arrive, the request will be completed.

You can view work orders on the Connect Resident Portal.

www.VillasWestCondo.connectresidential.com

We have been noting requests so that you can see the status of your request or the reason it has not been completed yet.

MONTHLY STATEMENTS

We are required by Arizona law to send out monthly statements for your account, whether you owe or not.

If you wish to reduce the paper coming to your mailbox,
sign up for E-statements to receive your statements via email.

Visit the FirstService Residential e-Statement website:

<https://estatements.welcomelink.com/index.cfm?b=arizona>

You will then be able to view up to 18 months of complete online statements.

NO LONGER ACCEPT CASH

The Villas West office **no longer can accept cash** for any purpose.

All payments for bulk pick up, locks for trash cans, social events, etc. must be submitted by check.



LIVING IN VILLAS WEST

SPEED LIMIT IS 15 MPH

PLEASE abide by the posted speed limit signs on Villas West streets.

They are there for a reason!

Help us keep our residents safe and embrace the 15 MPH speed limit.

*Friendly
Reminders*



Did you know you can be charged with a crime for exceeding the speed limit by more than 20 MPH?

Arizona has a criminal charge called Excessive Speed, A.K.A. criminal speeding.

If you are driving more than 20 MPH over the posted speed limit, you can be charged with excessive speed.

PREPARE FOR PAINTING CREW

Prior to the crew arriving to paint your villa, please try to remove all items from the walls and move furniture to the center of your patio, if you are able. If you need assistance, please let the office know.

We ask that you notify the office if you wish to have your alterations painted such as sheds, gates, doors, and wrought iron. There are fees associated with painting these items and if the funds are not received in advance, the charges will be included in the statement of assessments you receive monthly.

LANDSCAPE DEBRIS PICK UP CURB SIDE

Mondays and Thursdays

The Landscape crew will pick up brush, branches, etc. from the curb on Mondays and Thursdays.

Please place landscape debris in bags or boxes at the curb side **only on Mondays and Thursdays**.

This is for landscape debris only and is not for garbage or junk. There is a very reasonable rate for bulk pick up and we come to your unit and pick up your unwanted junk items.

Or, you can haul your garbage &/or junk to the local dump yourself.

What's a snowman's favorite food?

Brrrrrrrr-itos



LIVING IN VILLAS WEST

TRIMMING BRANCHES & TREES

All trees on the interiors of patios must be trimmed back and not overhang any portion of the villa.



BULK PICK UP

3rd Friday each month

If you have any items that 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.

SNAKE & GILA MONSTER REMOVAL

Santa Rita Fire District (*Formerly known a 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**.

ONE BEDROOM VILLA - Unfurnished

Totally updated (range, refrigerator, microwave, cabinets, sinks, flooring) in 2024.



- Long term only
- Double vanity in bath
- No GVR
- One block from Green Valley Mall
- NO SMOKING
- No pets
- \$1100/month
- Available 7/27/24

Call Jeff Jamieson (520) 471-8253

Why was the fish's grades bad?
They were below sea level.



LIVING IN VILLAS WEST



LOOKING TO RENT

ONE or TWO-BEDROOM VILLA

November 2024

April 2025

Contact Linda: sweeneylinda8@gmail.com

PROVIDE CURRENT INFORMATION



**Make sure the office knows how to reach
you in case of an emergency.**

- It's the responsibility of the homeowner to notify the Villas Office of any address changes.
- Have you updated the office with how to contact you?
- If you rent out your villa, please provide tenant's contact information to the office.
- The Homeowner Contact Update Form is available on the website (<https://villaswest.org/forms>) or pick up a copy of form from the office.
- Address changes may also be sent to: addresschanges.az@fsresidential.com

How do clouds pay their bills?

With a rain check.

VILLAS WEST 2024

BOARD OF DIRECTORS

President	Linda Djupstrom
Treasurer	Tom Bowes
Vice President	Ray Harries
Secretary	Tim Schaid
Member at Large	Lila Szedlus

COMMITTEE CHAIRS

Documents & Communications, Budget & Finance,
Ad-Hoc Compliance and Ad-Hoc CC&Rs
Maintenance & Grounds
Architectural
Social Events

NOTE: use NEW email address to contact a Board member: villaswestboard.az@gmail.com

FIRSTSERVICE RESIDENTIAL

Homeowner Inquiries	arsupport.az@fsresidential.com
Address Changes	addresschanges.az@fsresidential.com
Click Pay	www.ClickPay.com or 888.354.0135
E-statements	https://estatements.welcomelink.com/arizona
General Inquiries	VillasWest.AZ@fsresidential.com

VILLAS WEST OFFICE

Dorothy Gates General Manager dorothy.gates@fsresidential.com	Liliana Ortega Assistant Manager liliana.ortega@fsresidential.com	Fernanda Corral Administrative Assistant fernanda.corral@fsresidential.com
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8:00 - 4:00 pm

520-393-7891

Schedule an appointment if you need to see Dorothy
VillasWest.AZ@fsresidential.com

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.



LOCAL SERVICES



PIMA COUNTY	Report Crime/Suspicious activity	(520) 351-4900
SHERIFF DEPARTMENT	Green Valley District Office	(520) 351- 6711
SNAKE REMOVAL	<i>Santa Rita Fire District*</i> (520) 629-9200 <i>*Formerly known as Green Valley Fire Department - July 2024</i>	
TRASH PICKUP	Titan Trash: If no trash pickup call	(520) 393-7891
LOCAL NEWSPAPER	Green Valley News	(520) 625-5511
BENEDICT LOCK SERVICE	Locksmith Services	(520) 481-5801

SERVICES: ELECTRICIANS

Cordero Electric	ME Electric LLC	Sunnyside Electrical LLC
(520) 398-9916 or (520) 429-3229	(520) 250-5051	(520) 891-8559
www.corderoelectric.com	meelectricaz@gmail.com	

SERVICES: PLUMBERS

Green Valley Plumbing	Sahuarita Plumbing LLC	Valentine Plumbing
(520) 625-8976	(520) 780-4507	(520) 444-9359
www.greenvalleyplumbingaz.com	www.sahuaritaplumbing.com	www.valentineplumbingaz.com

Swanson Plumbing

(520) 399-6290

<https://plumbinggreenvalley.com/>

Oscar's Heating & Cooling

(520) 342-8780

<https://oscarscooling.com/>

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



NEWSLETTER SUBSCRIPTION

Would you like a copy of the monthly newsletter emailed to you?

Email VillasWestNewsletters.az@gmail.com with the following details:

1. First and last name
2. Email address
3. Villas West address (i.e. 123 A Pena)

ADVERTISE IN THE NEWSLETTER



**Do you have a rental, villa for sale,
or possibly need some help ?**

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

VillasWestNewsletters.az@gmail.com

There is a fee for business advertisements however homeowners and tenants
may place a non-business ad and 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.

*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:

VillasWestNewsletters.az@gmail.com

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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