



**JULY 2024**

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*Thank you, Dave Lash,  
for sharing this photo.*



**TREE DOWN**

There was a small microburst on Sunday July 21.

One large Palo Verde came down,  
as well as a small tree and several branches.

The landscape crew has been busy cleaning up  
these two messes as well as  
picking up branches that have been broken off.

Please note **NEW** Board email address:  
[VillasWestBoard.az@gmail.com](mailto:VillasWestBoard.az@gmail.com)



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

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. As you know, over the past few years Villas West has had some major changes to systems and processes due to theft by a former employee. As part of those changes the Board contracted an outside vendor for base level accounting services. As a not-for-profit corporation in the state of Arizona there are some specific aspects to accounting that require an experienced and knowledgeable vendor and the transition process, bringing your community into a partnership with FirstService often starts with a thorough review of financials. Your Board has asked that we provide a transition update for those residents who have been unable to attend recent Board meetings.

**Staffing**

FirstService Residential is happy to have had one of our associates transfer from her previous position at a nearby community to Villas West as the front office assistant. Fernanda Corral joined FirstService in late 2023 as a front desk attendant at Sonora at Rancho Sahuarita and we are thrilled to have her joining the Villas West team.

**Administrative Functions**

As a self-managed community, your office team and Board served as your corporation's Human Resources department. Not only were they responsible for the day-to-day operations of your community but they also were responsible for the hiring, training, development and pay for your onsite team of maintenance employees. All those functions are now being completed by FirstService Residential. As a professional management company with more than 60 years of experience your entire team is now supported by trained professionals in community management. Regular training related to OSHA guidelines and safety are offered to the maintenance team and the office staff is learning applicable state statutes and regulations as well as best practices in this industry.

**Accounting/Financials**

One of the first steps in transition is to gain access to and review all financial systems and reports. This allows FirstService to reconcile bank balances, verify owner account balances and to identify potential areas of risk and liability. Here are some of the items FirstService Residential has identified and corrected since beginning management services on June 1, 2024.

- Three employees' payroll were being charged to incorrect departments causing variances in those general ledger accounts.
- An accrual for December 2023 payroll was not reversed effectively overstating January payroll by more than \$20,000.00.
- Adjusting entries as required by the 2022 CPA Financial Review were only partially completed creating variances between financial balances and CPA published statements.



**FIRSTSERVICE RESIDENTIAL****Continued****Management Update – Continued**

- The Association had accidentally double paid some invoices.
- Payroll calculations done during holidays were incorrect.
- Bonuses paid to employees were not taxed correctly.
- In a few instances, garnishments on employee wages were not being handled correctly.
- Most journal entries listed in financial reports do not include a description or back up documentation.
- Operating and Reserve funds were not properly separated.
- Accounting was not being done in accordance with GAAP (Generally Accepted Accounting Principles).
- The villaswest.org website was accepting payments and crediting those payments to owner's accounts, but the money was never received by the Association, and it sat in an escrow account with the website provider.
- Reconciliation of the Association's credit cards, and charge accounts needed improvement.
- Charges for items like painting sheds, replacing trash can locks, relocation of trash cans, memory wall tags/locks, etc. were not being tracked as non-assessment income.
- Cash was being accepted in the office, which can lead to risk and concern over proper handling.

We want to take a moment to recognize that transitioning your community to professional management can be a frightening, messy task. Many residents expressed concern that the onsite team would be terminated or that the Board would no longer have control of the community operations. 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.

~ **Kristina Allen**

***Vice President of Southern Arizona, FirstService Residential***



## PRESIDENT'S MESSAGE

**Linda Djupstrom**

I find myself thinking back over the last couple of years and my involvement on the Board and the incredible learning curve this has been. I can see how it would be easy for Boards to miss information with the consistent turnover in the Board's makeup, the lack of consistent record keeping or simply the misplacement of files.

In previous meetings this year we have discussed the increases in our costs for providing services for the Villas West. Most significantly we saw a huge increase in insurance rates which alone could result in a minimum of a \$20 monthly increase in our dues. Yes, for insurance alone. Which understandably prompted many questions and a good deal of concern.

With this in mind, I set out to see how our dues kept up with the increases in the cost of doing business over the last 24 years. As you can see from the chart on the following page, we have had an approximate 129% increase in the cost of our monthly dues, which clearly did not keep pace with the actual costs.

I think Tom Bowes said it best when he shared with me a conversation he had with friends from back home when he told them he had purchased his Villa, what the dues were and what they covered. To which his friend said, "this is too good to be true"! Turns out they were literally correct. Our dues have never kept up with the costs associated with the maintenance and upkeep of the Villas West.

As you look over the graph on the following page you can see clearly, other than garbage and water, our increases in dues have not come near the actual costs of, for example, roofs, HVACs and of course insurance. Previously boards had the luxury of pulling from the Reserve to balance the budget with zero or limited dues increases. We no longer have that option and honestly when balancing the budget, that should never be an option.

As we begin the budget process, I can assure you that we will have, as a top priority, the need to pare the budget as best possible and still provide what is needed to keep the Villas West a well maintained and a financially solid investment benefiting all owners.

*~ Linda Djupstrom*



## MEMORIAL FENCE

We have a unique feature on Villas West grounds, found at the corner of Penasco & Quinta - a Memorial Fence.

If you wish to participate, please use the form found later in the newsletter or pick up a copy at the office.

Complete the form and return to the office.



**PRESIDENT'S MESSAGE****Linda Djupstrom****Cost of Doing Business for the HOA from 2000 to 2024**

	<b>2000-2001</b>	<b>2010</b>	<b>2023 -2024</b>	<b>% of Increase from 2000 - 2024</b>
<b>HVAC</b>	\$2,430	\$3,665	\$6,900	184%
<b>Roof</b>	\$7,313	\$10,386	\$23,250	218%
<b>Water</b>	\$96,777	\$106,868	\$142,745	47%
<b>Sewer</b>	\$19,020		\$63,601	234%
<b>Garbage</b>	\$39,696	\$73,872	\$69,600	75%
<b>Business Insurance</b>	\$23,604	\$64,350	\$278,000	1077%

	<b>2001</b>	<b>2011</b>	<b>2024</b>	<b>% of Increase from 2000 - 2024</b>
<b>Dues/Month</b>	\$135	\$170	\$310	129%

**Cost of Living for Owners from 2000 to 2024**

	<b>2000</b>	<b>2010</b>	<b>2024</b>	<b>% of Increase from 2000 - 2024</b>
<b>Bread</b>	\$0.95	\$1.41	\$2.50	163%
<b>Eggs</b>	\$1.33	\$1.47	\$3.34	151%
<b>Gas</b>	\$1.51	\$2.79	\$4.54	201%

**Average Sales of Villas from 2000 to 2024**

	<b>2000</b>	<b>2024</b>	<b>% of Increase from 2000 – 2024</b>
<b>1 Bed Villa</b>	\$33,000	\$130,500	294%
<b>1 Bed Villa</b>	\$39,000	\$130,000	233%
<b>1 Bed Villa</b>	\$36,000	\$120,000	233%
<b>2 Bed Villa</b>	\$44,000	\$183,000	316%



**PRESIDENT'S MESSAGE****Linda Djupstrom****Update on Legal Case Against JD Sotelo**

Mon, Jul 15, 2024 - A couple bits of news, but the August 12 hearing is still scheduled for the same time.

There is a new defense attorney on the case, just because the last defense attorney left that law firm. The new attorney called me a few weeks ago. He doesn't think Mr. Sotelo will be able to do the HELOC to get the money for the up-front payment he had proposed. I told him that if that's the case, we're back to the original plea (2-4 years in prison, and then probation). At the time, he wanted to do what's called a settlement conference. I haven't heard anything from him since that about scheduling a settlement conference, but I told him if we do one it needs to be soon so that it won't mess with the hearing on the 12<sup>th</sup>.

A settlement conference would be a hearing where the defense attorney, Mr. Sotelo, myself, and the victims (if you choose) meet with a Judge and negotiate about the case. Sometimes we do settlement conferences just so the Judge and I can explain to the Defendant that he really needs to take the plea, other times the Judge comes up with a creative solution to resolve the case that no one thought of before, other times the Judge puts pressure on me to make the plea more lenient. Whatever direction it goes, I won't make any final changes to the plea without conferring with you and the other victims.

**Matthew Ashton****Assistant Attorney General**

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**WellsFargo and Washington Federal Case**

The Court has ordered the parties in this case to mediate the case.

We will reserve Monday, September 9, 2024 for a video settlement conference for the above-listed case.

The Court will issue a formal Order setting the conference.

**Jason****Law Clerk to the Honorable Bruce G. MacDonald****United States District Court, District of Arizona**

**So, if a cow doesn't produce milk,  
Is it a Milk Dud or an Udder Failure?**



## UPCOMING BOARD MEETINGS

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

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

**NEXT MEETING\* August 21<sup>st</sup>, 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>

## 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.

**I started growing some fungi in my garden,  
but it failed miserably.**

**I guess there is mushroom for improvement.**



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

We have officially made the transition to FirstService Residential. As expected, there were a few hiccups along the way but have been worked out and things are running smoothly now.

For those who are not aware, we have filled Ashden's position. Fernanda started with us on June 3<sup>rd</sup>, transferring from another FirstService property and has been a huge asset to us all as we worked our way through the transition. If you have a chance, stop in the office and introduce yourself.

I want to remind everyone that if you previously had ACH/autopay, you will need to set this up in Click Pay. FirstService did give us a 60-day grace period on late fees which will end in August. If you are having issues with this, Fernanda and Liliana have become "pros" at this and are more than willing to assist in person or over the phone.

If you prefer to receive your statements via email, please register with e-statements. Once again if you have an issue, Liliana and Fernanda can help.

We have had a total of 45 HVAC calls in the last two months with six new replacements. Lately we have had several calls on units that are less than two years old with compressors failing. Unfortunately, there is about a six week wait for a compressor from the manufacturer. We maintain a 2-year labor and a 10-year parts warranty on all units, making it unreasonable to change out the systems. We do offer a portable unit to help with the heat, but these do not work as one would hope but are our only choice at this time. Our current vendor, Oscar's, is working with the manufacturers of units still within the ten parts warranty to try and cut down on the wait time but they are only as fast as the manufacturer.

There have been thirteen calls for water heaters with nine replacements since June. I am hopeful with the new maintenance program we will be able to reduce the number of replacements due to failure. For those that have called with no hot water, these are gas units, and the pilot light can be blown out during high winds. Please call the office and we will send a tech to relite the pilot.

Humberto continues to work on oleanders as time permits. They have been able to remove about seventeen so far this year, but I do not have their exact locations currently but will work with Humberto when he returns from vacation to get these marked on our map. Some were removed due to disease, and some were removed due to the issues they were causing with the sewer.

Speaking of sewers, we only had two sewer calls since June 1. Marcos is scoping all lines and cleaning as needed, which I am sure is making a dramatic difference along with the removal of detrimental vegetation.

With the transition, we have put some things on the back burner for a bit such as roofs and trees. I am happy to say that we are seeing the light, and will be working with some vendors to get back on track. Hopefully, El Valle will be able to schedule the removal of eight trees in the first part of August and I will be scheduling a few roofs to get completed as well.

I hope you all are enjoying your summer and hope to see you all in the fall.

~ **Dorothy Gates**

Note New Email Address: **dorothy.gates@fsresidential.com**





**GENERAL MANAGER'S REPORT****Continued****DOROTHY'S FRIDAY UPDATES**

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



By now you should be switched over to FirstService.

Here are a few reminders:

- Sign up for ClickPay for your automatic payments
- Checks to be mailed to Florida or dropped in at the Villas West office
- Sign up for e-statements if you want an emailed statement opposed to mailed
- Update address and email with [addresschanges.az@fsresidential.com](mailto:addresschanges.az@fsresidential.com)

**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** 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 things to review such as low water use or non-invasive root systems.

**SUMMER HOURS**

Our crews have officially gone to summer hours, and they are on the property from 6:00 am to 2:00 pm.

If you are having any issues with sewer backups or air conditioning, please call it in as soon as possible so that it can be taken care of prior to the end of the work shift, if possible.



**GENERAL MANAGER'S REPORT****Continued****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**

Difficult to see clearly in picture on left, however the temperature reading is 110° F. The image was taken at 6:00 PM in the evening at the South Sarta pool.

In Arizona, heatstroke is a serious threat. Make sure you are drinking plenty of water and stay indoors during the heat of the day.

*Thank you, Dave Lash, for sharing the pool and clock/thermometer photos.*

**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 out to pool side however, please return the items back under shade once finished using.



## “BEATIN’ THE BUSHES”

Let me get right to the point folks: Perhaps nobody wants to be a Villas West board member, but we have to have solid board members in order to make our community functional in the short term, and viable in the long term. So, to use another colloquialism...Who is going to step up to the plate? It appears that we will have two board positions, and perhaps three, that will need to be filled when the ballots are counted next February, and that’s at a minimum. Realistically, the Villas would function better with a few more board members who could help to take on the various responsibilities. This would also help us in not constantly having to be cognizant of the open meeting restrictions of the Arizona Condominium Act, where we currently can’t have more than two board members meet to discuss issues without formally calling a board meeting.

Look, this is not totally an act of altruism. Do you enjoy your time and space in the Villas? Do you want to see it thrive? Do you have a few skills, such as being able to work your way around a word processor and PDF documents, connect with others via Zoom, email, phone and text, open and review a spreadsheet, or at least a PDF file of a spreadsheet? Can you get along with others while working toward solutions with an eye toward making sure that they are sound from a fiduciary standpoint? If you can answer “yes” to all of these questions, guess what, you’ve got the basic skills to be a board member...if you can be tactful. Now the final questions: Are you willing to devote a few hours per week and attend about a dozen meetings a year of various lengths to deal with the business of the Villas? If you have some expertise in maintenance, a trade, accounting, finance, real estate, writing, grammar...WE NEED YOU! As the old saying goes, “Many hands make light work.”

Maybe it sounds like a lot, but things are getting easier with the new management company taking the lead on a number of things, AND they will be providing training for new board members. As Treasurer I am already seeing encouraging changes as problems are being solved and new tools and services are being provided to make life easier for board members. Please consider running for a board position. Details of how to submit an application and the deadline will be forthcoming.

***Thomas Bowes***

***Treasurer***

**I have a chicken-proof lawn.**

**It’s impeccable.**



## COMMITTEE REPORTS

### 1. TREASURER

**Tom Bowes**

At the end of May 2024 the Villas had total assets of \$2,402,998.54, liabilities of \$174,646.99, and net assets of \$2,228,351.55. The major maintenance fund has increased by \$75,860.65 during the first five months of 2024.

The finances and accounting have been turned over to FirstServices Residential (FSR) as part of the contract that went into effect on June 1, 2024. Their accounting department has coordinated getting the financial data from our previous accountant and will be working to get things formatted in a way that is consistent with how they do the reporting for all of their clients, and is in compliance with general accounting practices. This process may take a couple of months in order to get things converted and categorized in a way that will allow FSR to more easily make monthly reports and track receipt and expenditures as things move forward. Once this is done, they will shift their focus to assisting our budget committee with preparing the 2025 budget.

### 2. DOCUMENTATION & COMMUNICATIONS

**Tom Bowes**

- Work was completed on the revised architectural rules that went into effect on May 8<sup>th</sup> of 2024. Our attorney has advised us to adopt a new Maintenance Agreement to be used in conjunction with the Villas West Architectural Standards, VWAS04 – Golf Cart Parking Spaces, and VWAS07 - Homeowner Sidewalk Installation. This is in addition to the previous Encroachment Agreement that has been used relative to the expansion of back porches and the building of sheds.
- The VWAS06 standard for Satellite Dish Antennas and Over The Air Receiving Devices, and the VWAS14 standard for the installation of Television Coaxial Cables have been revised and subsequently reviewed by the attorney.
- The Villas West Rules and Regulations have received a couple of minor revisions pertaining to enforcement and fines. Work will continue on the remaining architectural standards to add clarity relative to some issues that were raised when they were reviewed.
- June Newsletter was shared.

**What do you do if you get  
rejected at the sunscreen company?**

**Reapply.**



## 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 are:**

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.

### REMINDER! All Plantings Must Be Approved



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 or non-invasive root systems, to name a few of the criteria.

First fill out the **Ground Alteration Application Form**.

Planting can only begin ONCE you have received the approval.

### AMWUA - ONE FOR WATER RESEARCH GUIDE

Did you know there is an inclusive guide for information regarding low-water plants for desert gardening and landscaping on the Villas West website? <https://villaswest.org/grounds-committee>

Click on the “**PLANTS FOR THE ARIZONA DESERT**” button on the website to view.





### 3. GROUNDS

Ray Harries

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

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.
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 Villa’s West HOA books that has now become a problem.

### 3. GROUNDS

*Continued*

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 be 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*

## TREE REMOVAL UPDATE

Beginning August 23, 2024, 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 7<sup>th</sup>, 2024

**To cut an ocean in half,  
You need a see-saw.**



### 3. GROUNDS

*Continued*

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 be removed.

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~ *Ray Harries, Chair*

## 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 a couple of our ground employees once all the needed materials are finally gathered for installation later this summer.

## 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' 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.



## 4. MAINTENANCE

Ray Harries

### Long-Range Plans Update and Maintenance Committee Report

*The Maintenance Committee will next have an update at the October Board meeting. As there are eleven long-range maintenance plans, the April report is shared once again to keep these plans top of mind.*

*Updates have been inserted so below and on following pages is the most updated version.*

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 Maintenance Committee met in March 2024 on the following long range plans. We only have three members, myself included, so your help in joining our committee would be greatly appreciated.

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

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.

**Why did the hamburger go to the gym?**

**He wanted better buns.**



## 4. MAINTENANCE

*Continued*

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.

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.

**What's blue and doesn't weigh much?**  
**Light blue.**





## 4. MAINTENANCE

*Continued*

### 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

### 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.



## 4. MAINTENANCE

*Continued*

### 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.

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.



## 4. MAINTENANCE

*Continued*

### 9) Sidewalk Safety and Streetlight Identification Numbering System - (Continued)

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.

### 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

## 4. MAINTENANCE

*Continued*

### 11) Road Repairs and Maintenance - (*Continued*)

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**

The following Architectural Alteration Applications requests have been initially approved, are on hold or denied and are now in need of final Board approval.

### 1. Change Out Circuit Breaker Box

- Contractor License and Insurance Certificates must be on file with Villas West office prior to work being performed
- Owner to contact Villas West office when work is completed so office records are up-to-date

### 2. Install Golf Cart Pad

- Contact Villas West office prior to work being performed
- Must use approved pavers
- Owner to contact Villas West office when work is completed so office records are up-to-date
- Owner responsible for upkeep of Golf Cart Pad

### 3. Light Post Requested - *"On Hold" Until Request Possibility is Verified*

- Need to determine if this request is possible
- If request is possible, Villas West staff will perform work

### 4. Install Walkway

- Contact Villas West office prior to work being performed
- Must use approved pavers
- Owner to complete, submit and conform to VWAS 07 #2 form
- Owner to contact Villas West office when work is completed so office records are up-to-date
- Owner responsible for upkeep of Walkway

### 5. Install Golf Cart Pad - *Request Denied*

- Site is too narrow and over top of Gas Line

## 5. ARCHITECTURAL

*Continued*

### 6. Disabilities Access Ramp Needed Opposite Side of Street

- All work to be performed by Villas West staff

### 7. Install Ramp Near Parking Space - *Request Denied*

- Site for requested ramp not conducive

### 8. Remove Old & Replace with New Electrical Panel Inside Unit - *Under Review with Committee*

- Application must have drawings/plans attached for the Committee to review
- Owner or contractor must obtain Permit and a copy on file with Villas West office
- Contractor License and Insurance Certificates must be on file with Villas West office prior to work being performed
- Owner to Contact Villas West office when work is completed so office records are up-to-date

### 9. Install "6-Panel" New Front Door - *Request Denied*

- 6-panel doors out of character with current architecture of campus

~ *Tim Schaid, Chair*

## REMINDER! All Alterations Must be Approved

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>



**A friend dug a hole in the garden  
and filled it with water.**

**I think he meant well.**



## 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.

**Men watch sports and think to themselves  
“I wish I could do that.”  
Which is the same reason women  
watch murder shows.**

## 7. AD-HOC CC&Rs

**Tom Bowes**

The CC&Rs sub-committee has completed their initial review of the document and sent those recommendations to the attorney on June 27<sup>th</sup>. The attorney will be reviewing the entire Covenants, Conditions, and Restrictions document to revise it, addressing both the items that have been identified by the committee and those that are no longer in compliance with the Arizona Condominium Act and Federal regulations.

## 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.



## SOCIAL EVENTS

Lila Szedlus

As there is a small budget to continue bringing social activities, we are asking for donations.

There will be a "drop box" at each function and you may also donate at the office.

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 FERNANDA?

An interview with **Fernanda Corral, Administrative Assistant**  
by *Linda Djupstrom*

**Please stop into the office and  
introduce yourself to Fernanda.**

*Linda: What was your first job?*

**Fernanda: I worked at my high school as an Administrative Assistant.**

*Linda: Where did you work before this position?*

**Fernanda: I was working at Sonora del Webb as an administrative assistant.**

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

**Fernando: Answer phones, put in work orders, greet the people who come in, inventory, ordering and doing whatever Liliana and Dorothy ask of me.**

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

**Fernanda: I help people.**



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

**Fernanda: Not knowing where everything is, the names of the owners as they come in. Basically it's just being new.**

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

**Fernanda: The people – owners and my co-workers.**

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

**Fernanda: Helping Liliana and Dorothy and getting the procedures and policies down.**

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

**Fernanda: I am a good cook, but I don't do it that often, on purpose. I am not particularly fond of our kitchen. My mom, Maria, does a good deal of the cooking and she is a fantastic cook.**

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

**Fernanda: Work related feedback – especially recently.**

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

**Fernanda: My children.**

*Linda: What kind of music do you like?*

**Fernanda: Spanish – urban.**



## HAVE YOU MET FERNANDA ?

*Linda: What brings you joy?*

**Fernanda: Seeing my kids, Valentino (12) and Gabriel (4), happy.**

*Linda: Who has had a great influence on you?*

**Fernanda: My mom because she raised me and my siblings on her own and she did a great job of it!**

*Linda: Do you have any vacations planned?*

**Fernanda: No, I just got back from a vacation at Rocky Point, a beach in Mexico.**

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

**Fernanda: Laundry**

*Linda: What's your favorite season?*

**Fernanda: Winter**

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

**Fernanda: Spend time with my kids.**

*Linda: What are the 3 items (besides your family) you would take with you to a deserted island?*

**Fernanda:**

1. Water
2. Food
3. Tent

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

**Fernanda: The weather would be cloudy, not hot, I wake up, make breakfast for my kids, spend the day watching movies, playing board games and taking naps.**

*Linda: What is your favorite drink?*

**Fernanda: Strawberries & Crème Dr. Pepper**

*Linda: What's your favorite food/meal?*

**Fernanda: Pizza**

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

**Fernanda: Seafood except for shrimp**

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

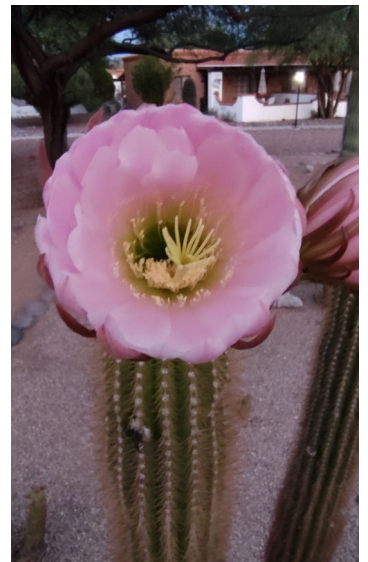
**Fernanda: My own car accident. The guy was high on drugs and kept insisting that he didn't hit me despite the fact that his car and my car were both a wreck.**

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

**Fernanda: I'd like to be as good of a mom as my mom is!**

*Linda: What has made you smile recently?*

**Fernanda: My kids.**



*Thank you, Dave Lash,  
for sharing this photo.*



## HAVE YOU MET FERNANDA ?

*Linda: Who or what inspires you?*

**Fernanda: My mom.**

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

**Fernanda:**

1. **My grandparents – I never got to say goodbye to them, but I would especially like to speak with my mom's mom and thank her for raising such a beautiful daughter, my mom.**
2. **My sisters – to sit and have conversations with no kids interfering.**
3. **My Dad and I would like to ask him what the heck he was thinking.**

## SEE SOMETHING, SAY SOMETHING

**If you see something, report it !**



We all play a role in keeping our community in good condition. As you're going about your day, if you see something that needs attention, such as a burned out light bulb, please report it to the office.

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

## 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.

**How did Benjamin Franklin feel  
after discovering electricity?**

**Shocked.**



## 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](mailto:VillasWestNewsletters.az@gmail.com)

#### *Kudos to Liliana !*

Thank you for having Liliana call me and problem solve my issue with me.  
She was fantastic and just what the Dr. ordered.

#### *Kudos to the Newsletter Team !*

A big thank you to whoever does the newsletter, what a great resource!



*Thank you, Dave Lash,  
for sharing this photo.*

### YOUR FEEDBACK WOULD BE VALUABLE

The newsletter has been released in this format since February 2023.

We would like to know what you like and dislike with our focus on improving communication, education, and engagement.

1. What do you most enjoy about the newsletter?
2. What do you least enjoy about the newsletter?
3. What would you like to change or add to the newsletter?

Please send your feedback to:

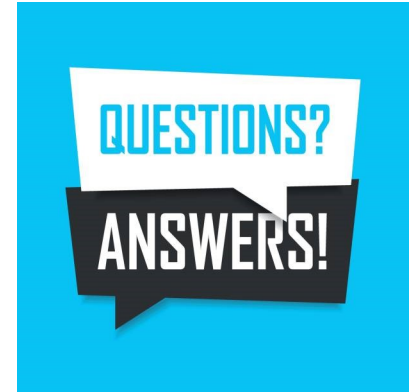
[VillasWestNewsletters.az@gmail.com](mailto:VillasWestNewsletters.az@gmail.com)

If you would like to remain anonymous,  
drop off your comments in the Suggestion Box at the office.



## 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](mailto: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.

#### Who is FirstService Residential?

A FAQ was created to answer the most often asked questions. Refer to the following page to review this FAQ.

#### Where do I find documents? [www.villaswest.org](http://www.villaswest.org)

The website holds a wealth of information including a number of useful documents.

#### Governing Documents: <https://villaswest.org/governing-documents>

There are important governing documents that gives Villa West its legal existence. The documents states our purpose and describes our structure and internal procedures.

Visit the website and view these documents so you are familiar with the contents.

#### GOVERNING DOCUMENTS

Articles of Incorporation 1986 (pdf)	<a href="#">Download</a>
CC&R's - Amended 2010 (pdf)	<a href="#">Download</a>
By-Laws 2011 (pdf)	<a href="#">Download</a>
Villas West R&Rs - 021224 (pdf)	<a href="#">Download</a>
VW List of HOA Responsibilities - Effective 021224 (pdf)	<a href="#">Download</a>

#### Forms: <https://villaswest.org/forms>

You can download a variety of forms from the comfort of your home, or pick up forms at the office. Some of the forms available include, but not limited to:

- Parking
- Board of Directors Application
- Grounds Alteration Application Form
- Water Turn on-Off Request Form
- Reporting Parking Violations
- When You Sell Your Villa
- Contact Information Forms



# LIVING IN VILLAS WEST



## FREQUENTLY ASKED QUESTIONS FIRSTSERVICE RESIDENTIAL

### Who is FirstService Residential?

FirstService Residential is the largest property management company in North America.

### What is the effective date of bringing on this management company?

Contract went into effect June 1<sup>st</sup>, 2024.

### Why hire a property management company?

There are many benefits to hiring a property management company. One of the biggest benefits is the oversight of funds that is provided and the support for our staff. Another benefit is the viewing of contracts and negotiating. As Employees of FirstService, we receive benefits that could never be provided by Villas West such as Medical, Dental and 401K.

### What happens to Villas West staff members?

All current Villas West staff are now FirstService staff members.

### What happens to current Board and Committee members?

The Board stays intact. Management is a support to the Board and will do some training that will benefit our current Board. There are many things that the current Board have been faced with and are dealing with that Management can take on giving our Board members a desperately needed break.

### What is the cost to hire FirstService Residential?

The cost of FirstService Residential amounts to about \$7/month in dues.

### What do we as owners need to do?

Owners should have received a welcome letter from FirstService. Please read the information as this will answer many of your questions. Villas West can no longer set up your auto pay and no payments were drafted for June so the first thing you will need to do is set up your auto pay account on Click Pay. If you need assistance, the office can help. If you normally pay by check, you can drop these off in the office or mail them to the address indicated on the letter.

The next priority would be to set up your Portal. This site gives you access to send in work requests, alteration requests and check your balance. If you would like to receive your statements via e-mail, you will need to visit

<https://estatements.welcomelink.com/arizona>.

Please make sure that we have your current mailing address, phone number and email addresses. If these need to be updated, please send a message to [addresschanges.az@fsresidential.com](mailto:addresschanges.az@fsresidential.com).

### How do we contact the office?

You can email the office at the below addresses or call 520.393.7891

[Dorothy.Gates@fsresidential.com](mailto:Dorothy.Gates@fsresidential.com)

[Liliana.Ortega@fsresidential.com](mailto:Liliana.Ortega@fsresidential.com)

[Fernanda.Corral@fsresidential.com](mailto:Fernanda.Corral@fsresidential.com)

[VillasWest.az@fsresidential.com](mailto:VillasWest.az@fsresidential.com) -- General Mailbox

Our current website will be updated to supply current information, contact information, and useful websites.



## LIVING IN VILLAS WEST

### YOUR QUESTIONS ANSWERED - Continued

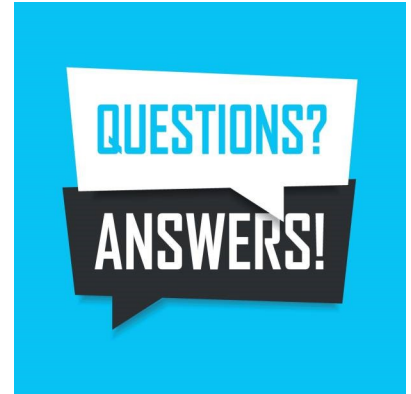
#### Architectural Regulations and Specs:

<https://villaswest.org/architectural-specs>

An Architectural Alteration Application, (Form No. AAA), must be submitted to the Architectural Committee for review. This can be found via the above website link.

Ensure you are familiar with the specifications and requirements for your intended project.

The Architectural Committee will submit its recommendation to the Board of Directors for final approval.



Azteca is the winner of many awards from both food writers and consumers, Azteca has been acclaimed as “Best Overall Restaurant”, “Best Mexican Restaurant”, “Best Ethnic Restaurant” and “Best Restaurant to Take Kids To”.

Locations can be found in the Tacoma & Seattle areas of Washington state.

*Thank you, Dave Lash, for sharing this humorous photo.*

**Why was Cinderella so bad at soccer?**

**She kept running away from the ball!**

**Where does spaghetti dance?**

**At the meat ball.**



### REMINDER: TRIMMING BRANCHES & TREES

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



## 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 Sheriff'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

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, citizens may have a Third Party Citation issued by calling Pima Animal Center and providing the following information:

- 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 must be known and provided.
- The complainant must be willing to testify in court.
- If two independent witnesses from separate address are willing to testify, a photograph may not be required.

Register an animal waste complaint by phone with Pima Animal Care Center at 520-724-5972.





**LIVING IN VILLAS WEST****Continued****SNAKE & GILA MONSTER REMOVAL**

Santa Rita Fire District (Formerly known as 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**.

**SELLING YOUR VILLA?**

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

There are a number of things to be aware of so please contact the office and view the information on the informational sheet '**When You Sell Your Villa**' found on the website:

<https://villaswest.org/forms>

**BULK PICK UP****3rd Friday each month**

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

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

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

**5 ants rented an apartment with 5 other ants.**

**Now they are tenants together.**



**LOOKING TO RENT A  
ONE or TWO-BEDROOM VILLA**

**November 2024**

**April 2025**

**Contact Linda: [sweeneylinda8@gmail.com](mailto:sweeneylinda8@gmail.com)**



**LIVING IN VILLAS WEST*****Continued***

## Preparing for Monsoon Season: Essential Tips for Safety and Preparedness

As the monsoon season approaches, it's crucial for residents to be well-prepared and informed to ensure their safety and the safety of their community. Here are some essential tips to help you navigate through the monsoon season in Arizona:

### **Safety Tips for Monsoon Season**

#### **1. Stay Informed:**

- Keep an eye on weather forecasts and warnings. The National Weather Service provides up-to-date information on monsoon conditions.

#### **2. Secure Outdoor Items:**

- High winds can easily turn patio furniture, umbrellas, and other outdoor items into dangerous projectiles. Secure or bring these items indoors during storms.

#### **3. Avoid Driving Through Running Water:**

- Never attempt to drive through flooded roads or running water. Just 12 inches of moving water can sweep away a vehicle. Turn around, don't drown!

#### **4. Stay Indoors During Storms:**

- If a storm hits while you are outside, seek shelter immediately. Avoid open fields, tall trees, and metal objects.

#### **5. Trim Trees and Clear Debris:**

- Regularly trim trees and clear any debris from your yard that could become hazardous in high winds.

### **Who to Call for Assistance**

In the event of downed trees or power lines, it's important to know who to contact for help:

- **For Downed Common Area Trees:**

Contact the FirstService Residential Customer Care Center at 855.333.5149.

- **For Downed Power Lines:**

Call Tucson Electric Power at 1 (520) 623-3451 immediately. Never approach or attempt to move downed power lines.

By following these tips and being prepared, you can help ensure a safe and enjoyable monsoon season. Stay vigilant, stay safe, and look out for your neighbors and community!



**LIVING IN VILLAS WEST****Continued****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](mailto:addresschanges.az@fsresidential.com)

## MEMORIAL FENCE

We have a unique feature on Villas West grounds, found at the corner of Penasco & Quinta - a Memorial Fence.

Lou Kifer has spent many hours creating this special area to memorialize your loved ones (two legged and four legged ones).



If you wish to participate, please use the form on the following page, or pick up the order form at the office. Complete and return the form to the office.

We will notify Lou and she will handle the ordering of your tag and lock. The current starting price is \$80\* but can be higher depending on what you want on your tag.

*\* We are anticipating a slight price increase soon*

**For more details, contact the office.**



# MEMORIAL FENCE



## Would you like to honor a special friend or pet?

Create a special message to be engraved onto a 3" x 3-1/2" brass plaque which can then be locked onto the Memorial Fence.

Simply complete the information below & return the form to the office. Payment is due upon placing the order.

You will receive an email with the PDF of your plaque for approval.

Once the plaque has been engraved and ready, you will be notified.

You pick up the plaque from the office, complete with padlock and key. One extra key will be retained at the office.

You can lock the plaque onto the 6' x 10' Memorial Fence located at the four corners - Quinta and Penasco.

Your Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

Information you want on your plaque:

This is an example of an engraved plaque.



Image desired:

**\$80.00 per plaque,**  
including tax, for up to 60  
characters. Quote required for  
over 60 characters.

Drop off completed form to the office or email [admin@villaswest.org](mailto:admin@villaswest.org)

Plaque measures 3" x 3-1/2"

Date paid: \_\_\_\_\_



## VILLAS WEST 2024

### BOARD OF DIRECTORS

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

### COMMITTEE CHAIRS

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

Use this NEW email address to contact a Board member: [villaswestboard.az@gmail.com](mailto:villaswestboard.az@gmail.com)

## FIRSTSERVICES RESIDENTIAL

Homeowner Inquiries	<a href="mailto:arsupport.az@fsresidential.com">arsupport.az@fsresidential.com</a>
Address Changes	<a href="mailto:addresschanges.az@fsresidential.com">addresschanges.az@fsresidential.com</a>
Click Pay	<a href="http://www.ClickPay.com">www.ClickPay.com</a> or 1.888.354.0135
E-statements	<a href="https://estatements.welcomelink.com/arizona">https://estatements.welcomelink.com/arizona</a>
General Inquiries	<a href="mailto:VillasWest.AZ@fsresidential.com">VillasWest.AZ@fsresidential.com</a>

## VILLAS WEST OFFICE

<b>Dorothy Gates</b> General Manager <a href="mailto:dorothy.gates@fsresidential.com">dorothy.gates@fsresidential.com</a>	<b>Liliana Ortega</b> Assistant Manager <a href="mailto:liliana.ortega@fsresidential.com">liliana.ortega@fsresidential.com</a>	<b>Fernanda Corral</b> Administrative Assistant <a href="mailto:fernanda.corral@fsresidential.com">fernanda.corral@fsresidential.com</a>
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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](mailto: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



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

## SERVICES: ELECTRICIANS

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

## SERVICES: PLUMBERS

<b>Green Valley Plumbing</b>	<b>Sahuarita Plumbing LLC</b>	<b>Valentine Plumbing</b>
(520) 625-8976	(520) 780-4507	(520) 444-9359
<a href="http://www.greenvalleyplumbingaz.com">www.greenvalleyplumbingaz.com</a>	<a href="http://www.sahuaritaplumbing.com">www.sahuaritaplumbing.com</a>	<a href="http://www.valentineplumbingaz.com">www.valentineplumbingaz.com</a>
<b>Swanson Plumbing</b>	<b>Oscar's Heating &amp; Cooling</b>	
(520) 399-6290	(520) 342-8780	
<a href="https://plumbinggreenvalley.com/">https://plumbinggreenvalley.com/</a>	<a href="https://oscarscooling.com/">https://oscarscooling.com/</a>	

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](mailto: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](mailto: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](mailto: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>*

