



JUNE 2024

In this issue:

- First Service Residential - Priorities
- President’s Message & Legal Update
- Seeking New Board Members
- General Manager’s Report
- Heatstroke
- Summer Safety for Dogs
- Transition to FirstService
- FirstService FAQ
- Upcoming Board Meetings
- Avoid Contracting Scams
- Villas West Unauthorized Alterations
- Committee Reports
- Living in Villas West: Kudos Korner
- Friendly Reminders: Wipes Clog Pipes
- Looking to Rent
- Memorial Fence
- Villas West Board & Office Contact Info - Updated
- Local Services Contact Information
- Newsletter Advertising & Subscription



*Check out the height!
Thank you, Lou Kifer,
for sharing this photo.*

NEW MANAGEMENT FOR VILLAS WEST

***** FIRSTSERVICE RESIDENTIAL *****

Effective June 1st, 2024 Villas West is now being managed by FirstService Residential.

HOMEOWNER PRIORITIES

1) Set up new monthly assessment payment method

⇒ Refer to Welcome Letter for more details.

2) Sign up for new Connect Residential Portal

⇒ The Connect Resident Portal at VillasWestCondo.connectresidential.com. The Connect Resident Portal is a convenient location to find answers to commonly asked questions, submit a maintenance request, view account balance information, contact the management team or download association documents.

⇒ Registration information is included in your welcome letter.



PRESIDENT'S MESSAGE**Linda Djupstrom**

Although the Board has not officially met this month your Board Members have continued to work through e-mails, calls and Zoom meetings working on the transition to being managed by FirstServices, CCRs and other documents to keep things moving in the right direction.

FirstServices Update

I am becoming familiar with the new portal and finding it offers so much. Anyone who is having difficulty in setting up their portal or their payments please contact the office.

As for the transition to being managed by FirstServices which began June 1st, we have had to resolve a few minor glitches as expected, but we are making progress. We knew the transition would be challenging with many benefits resulting in our decision and the Board asks for your patience as we move forward.

Miscellaneous

A fun piece of news, a while ago we switched to a new credit card and last month we received the benefits from switching. We received a \$1,910 bonus for our use of that card! I know it doesn't change much with the insurance premiums going up so much but still ... \$1,910 that put a smile on my face.

Legal: Criminal Case Update on JD Sotelo

I had hoped to bring you a resolution regarding the charges pending against Jesus (JD) Sotelo. Unfortunately, a continuance was granted at the Court Hearing on May 28th.

The State has offered Sotelo a plea agreement in which he would plead guilty to two felonies. With respect to the first count, Sotelo must be sentenced to prison, but he cannot be required to serve more than 2.5 years. With respect to the second count, the Judge may impose a penalty range of 3 years to 12.5 years imprisonment, but it is likely that the Judge will suspend that sentence. After serving the prison sentence on the first count, Sotelo would be on probation for up to 7 years and ordered to make full restitution. If he violated the terms of probation, he could be sent back to prison to serve some or all the suspended sentences.

This plea offer is conditioned on Sotelo paying \$200,000 toward the total amount of restitution he owes prior to his sentencing hearing. That money would be distributed to all his victims on a pro rata basis, and since Villas West is owed approximately 70% of the total amount of restitution, Villas West would receive about \$140,000 as part of Sotelo's plea agreement.

The hearing was continued to August 12, 2024, so that Mr. Sotelo could put together the cash needed for the plea deal. It is anticipated that he will accept the plea offer and enter a guilty plea on that date with sentencing scheduled about thirty days later. I will report back to you on the outcome.

PRESIDENT'S MESSAGE*Continued***Legal: Civil Case Update on Wells Fargo and WaFd**

In the civil case, Villas West renewed a settlement offer to both Wells Fargo and Washington Federal for \$225,000. Given that Villas West won the banks' Motions to Dismiss the federal lawsuit, we are optimistic that they will now be more willing to negotiate a reasonable settlement. And our settlement offer is less than what we might be able to recover at trial, settling the case at this juncture will substantially reduce the attorney's fees that Villas West will have to pay (through the contingency agreement) the law firm handling the case, resulting in a greater recovery.

If we do receive the approximately \$140,000 in the Sotelo case, and the banks pay a reasonable settlement, those payments in addition to the \$100,000 that the Association received from its insurance claim will make it possible for Villas West to recover most, if not all of its loss.

I will keep you informed as we move forward and as nothing is firm, everything can change.

~ *Linda Djupstrom, President*

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.

Before the crowbar was invented ...

Crows just drank at home.

*** SEEKING NEW BOARD MEMBERS ***

At the time of this newsletter being released, not one individual has stepped forward to become a Board member.

Villas West needs individuals be help.

Please consider joining the Board.

The Villas West Board of Directors is looking for a leader to join our board as two of our members' terms will be coming to an end.



Linda Djupstrom & Lila Szedlus' terms will be expiring February 2025.

Our volunteer board has been the strategic heart of our organization ensuring that in the work for our residents, we deliver real results, and anticipate and respond to changes in our community.

If you are one or more of the following, we'd like to talk with you:

- Energetic and entrepreneurial business minded person, who is not already overextended with other commitments, eager to put their enthusiasm for improving our community.
- Individual who wants to utilize their expertise in helping the Villas West community.
- If you hold yourself to high expectations, then you'll find board service very rewarding.

We are looking for folks who will:

- Attend at least five (5) board meetings annually.
- Actively serve on one committee: Budget & Finance, Documents and Communication, Grounds, Architectural, Maintenance, &/or Social Events.
- Advocate for our needs in the community and among your Villas West neighbors' colleagues and peers.
- Always be curious to learn more about Villas West's needs.

Contact the Board for more details: board@villaswest.org



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 A/C, please call it in as soon as possible so that it can be taken care of prior to the end of their work shifts, if possible.



GENERAL MANAGER'S REPORT*Dorothy Gates*

This last month has passed and is but a blur in my vision. Once the Board signed the contract with FirstService Residential, it has been non-stop.

I spent the last week of May in Scottsdale for training as well as several days here with a trainer. There is so much to learn!

First, I want to welcome **Fernanda Corral** who has stepped in at the front desk and has been a HUGE help from day 1. We are very fortunate that she transferred within FirstService and we did not have to do any training on the systems, a plus for us!

Fernanda comes from Sonora at Rancho Sahuarita so has experience working with a "more ripened" group of individuals. She is a very sweet lady that has meshed well with us all and we are very happy she has chosen us as her employer.

I know that the transition is on a fast pace, and we all hope it slows down a bit here soon.

I know that many homeowners have had issues with the ACH/AutoPay set up. Unfortunately, we are unable to set this up for you as we have in the past. You have to set this up as you will need to create a username and password, however, if you are local, Liliana and Fernanda have been wonderful with helping our owners get their accounts set up. They can even help you access the Portal.

There is a glitch in the system with bank bill pay (where the bank sends a check). They are currently working on this and once I know it is up and running smoothly, I will notify you all.

I will be working on getting our website updated with all the current information so there can be a one stop shop for everything FirstService. Until then, below are a few websites and emails you may find helpful.

Homeowner Inquiries	arsupport.az@fsresidential.com
Address Changes	addresschanges.az@fsresidential.com
Click Pay	www.ClickPay.com or 1.888.354.0135
E-statements	https://estatements.welcomelink.com/arizona

Many of you have contacted Client Transitions to ask questions or to request work orders. Please contact the office with these questions or email us at Fernanda.Corral@fsresidential.com or VillasWest.AZ@fsresidential.com, which is the general email. We will make sure your questions get answered or your work order gets entered.

One of my big accomplishments from last year is now unavailable. We are no longer taking credit card payments. We will be happy to help you process a debit card or credit card transaction through Click Pay but there will be a 3% charge for this, and I thought \$3 was high! This 3% transaction fee equals a \$9.30 charge for an assessment payment!

We can process checks here in the office so if you wish to drop your payment off opposed to mailing it, we can post it for you. The transaction description will show like an ACH debit in your account. For those few checks we are unable to post, we can FedEx to Scottsdale for processing.



GENERAL MANAGER'S REPORT*Continued*

We still have a few kinks to work out but overall, I am happy with the way things have gone and how patient and understanding everyone has been. Thank you all!

Now on to something other than FirstService Residential.

There has been an increase in unauthorized architectural alterations. I want to remind owners that ANY alteration on the limited common elements or common elements must have approval. Please see page 13 for more details.

If you are an owner that leaves their vehicle here covered for the summer, please have a neighbor check on that cover and remove it if it is frayed, tattered, or weather rotted. The condition of the cover is an owner's responsibility, and you should have someone checking this when you are not here.

I will be working with Marcos of El Valle Landscaping to schedule the removal of trees remaining on our list. I am hoping to get the removals scheduled for the end of the month to mid-July. We will be looking at the trimming, thinning, and topping next year.

In touring the property, I have noticed that some of our green areas and trees are showing a bit of stress due to lack of water. I have increased the watering of the grass to twice/day for 10 mins to try and keep it going. I am asking the owners, if you have a tree near you that is showing stress, please give it a little water to keep it going until we get our summer rains.

We have had excessive heat warnings for much of the last two weeks. Our staff is amazing as they work in this dreadful heat. Please be kind and understanding when you see them taking a quick water break, I know I would not like to work in this heat and admire those that can.

We are officially in our "monsoon" season. Let's hope for some ground saturating rain and no devastating wind or hail! With the heat, remember to drink lots of water and stay indoors as much as possible.

~ *Dorothy Gates, General Manager*

DOROTHY'S FRIDAY UPDATES

To view past Friday email updates, visit the website:

<https://villaswest.org/gms-friday-updates>

What breed of dog can jump higher than buildings?

Any dog, as buildings can't jump.

HEATSTROKE

Heatstroke is a condition caused by your body overheating, usually as a result of prolonged exposure to or physical exertion in high temperatures. This most serious form of heat injury, heatstroke, can occur if your body temperature rises to 104 F (40 C) or higher. The condition is most common in the summer months.

Heatstroke requires emergency treatment. Untreated heatstroke can quickly damage your brain, heart, kidneys and muscles. The damage worsens the longer treatment is delayed, increasing your risk of serious complications or death.

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Heatstroke signs and symptoms include:

- **High body temperature.** A core body temperature of 104 F (40 C) or higher, obtained with a rectal thermometer, is the main sign of heatstroke.
- **Altered mental state or behavior.** Confusion, agitation, slurred speech, irritability, delirium, seizures and coma can all result from heatstroke.
- **Alteration in sweating.** In heatstroke brought on by hot weather, your skin will feel hot and dry to the touch. However, in heatstroke brought on by strenuous exercise, your skin may feel dry or slightly moist.
- **Nausea and vomiting.** You may feel sick to your stomach or vomit.
- **Flushed skin.** Your skin may turn red as your body temperature increases.
- **Rapid breathing.** Your breathing may become rapid and shallow.
- **Racing heart rate.** Your pulse may significantly increase because heat stress places a tremendous burden on your heart to help cool your body.
- **Headache.** Your head may throb.

When to see a doctor

If you think a person may be experiencing heatstroke, seek immediate medical help. Call 911 or your local emergency services number.

Take immediate action to cool the overheated person while waiting for emergency treatment.

GENERAL MANAGER'S REPORT

Continued

HEATSTROKE - Continued

- Get the person into shade or indoors.
- Remove excess clothing.
- Cool the person with whatever means available — put in a cool tub of water or a cool shower, spray with a garden hose, sponge with cool water, fan while misting with cool water, or place ice packs or cold, wet towels on the person's head, neck, armpits and groin.

SOURCE: Mayo Clinic Website

SUMMER SAFETY FOR DOGS

- PLENTY OF WATER**
Access to clean water at all times, keep water bowls full and carry water on your walks.
- SENSIBLE WALKIES**
On hot days, go for walkies during the cooler parts of the day, early morning or late afternoon.
- WATCH FOR OVERHEATING**
Signs incl heavy panting and loss of energy. If noticed on a walk, stop, find shade and give water.
- CHECK PAVEMENT FOR HEAT**
Put the back of your hand or bare foot on the path for 10 secs. If it's too hot for you it's too hot for them!
- SIGNS OF HEATSTROKE**
Excessive panting, heavy salivation, vomiting, diarrhoea, lack of co-ordination or loss of consciousness. Contact your vet for emergencies!
- DON'T LEAVE YOUR DOG IN THE CAR!**
Never leave your dog alone in a car, even with the windows open. 'Not for long' IS too long!

DOG FURIENDLY
DOGFURIENDLY.COM

SHARE. IT COULD SAVE A DOG'S LIFE!

GENERAL MANAGER'S REPORT*Continued***SUMMER SAFETY FOR DOGS - *Continued***

Pets have become a family member and should be treated as you would treat your child during the hot months. If you do not want to be in the heat, think how you would feel if you were them. If you go somewhere and your pet is not allowed; leave your pet at home where they have cooling and access to water.

To help protect their feet from burning, you can purchase shoes for them at places like Chewy.com, Pets Mart, Petco, and Amazon. The same places sell specific water bottles to make it easy to give your pet water while away from home.

**Have you heard the latest rumor about butter?
Never mind, I shouldn't spread it.**

**TRANSITION TO
FIRSTSERVICE**

The transition to FirstService is challenging as nothing is familiar and there is so much new to learn.

Board members and staff member's normal routines have been disrupted. Transitions are often difficult for those on the front lines, but they have a positive side, too.

The process provides a chance to grow and learn and we are taking it one step at a time. Until we get through this initial training stage, the newsletter updates could be brief and with possibly with less content. We ask for your patience if things take a it longer tan you expect.

Needless to say, our focus and energies have mostly been spent on learning the new ways with FirstService.

The secret of change is to focus all of your energy not on fighting the old, but on building the new!

~ *Socrates*



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



GENERAL MANAGER'S REPORT*Continued***FREQUENTLY ASKED QUESTIONS
FIRSTSERVICE RESIDENTIAL****1. Who is FirstService Residential?**

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

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

Contract went into effect June 1st, 2024.

3. 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.

4. What happens to Villas West staff members?

All current Villas West staff will now become FirstService staff members.

5. What happens to current Board and Committee members?

The Board will stay 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 members a desperately needed break.

6. What is the cost to hire FirstService Residential?

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

7. What do we as owners need to do?

Owners should have received a welcome letter front 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.

8. How do we contact the office?

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

Dorothy.Gates@fsresidential.com

Liliana.Ortega@fsresidential.com

Fernanda.Corral@fsresidential.com

VillasWest.az@fsresidential.com -- General Mailbox

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



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



POOL FURNITURE

The pool furniture have been moved to be under shade to help preserve the condition. You are most welcome to move the furniture however we are asking residents to put the items back under shade once they are finished using.

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* **October 2024**

There are currently no scheduled meetings planned until the fall, however there is a lot going on so meetings will be communicated as the needs arise.

**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>

Where do bad rainbows go?

Prism.

Don't worry, it's a light sentence.



AVOID CONTRACTING SCAMS
Hiring someone else to work on your home or property?

	
Check the license at roc.az.gov and make sure it is in good standing on the day you sign the contract.	Don't let a door-to-door solicitor talk you into taking action without doing your research.
Get several estimates from licensed contractors.	Never pay in cash or sign over an insurance check.
Ensure you understand the scope of the project and what is entailed.	Don't make a hurried decision about your home or property.

 Contact us at roc.az.gov or 1-877-692-9762
Arizona Registrar of Contractors

The following is from **Registrar of Contractors, Chief of Operations and Communications.**

AZ ROC: AVOID CONTRACTING SCAMS DURING MONSOON SEASON

Phoenix, Ariz., June 14th, 2024 - Monsoon season begins tomorrow and the Arizona Registrar of Contractors (AZ ROC) urges homeowners to educate themselves on how to avoid contracting during monsoon season.

Arizona's monsoon season officially begins June 15th and runs through September 30th. While the 2024 Monsoon Season is expected to bring below-normal rainfall for most of Arizona, it is never too soon to prepare for the season. Each year a number of homes and properties across the state are damaged during severe storms.

When disaster strikes, some individuals target unsuspecting homeowners. They will push homeowners to believe that repairs, real or not, are needed urgently or that the price will go up if the homeowner chooses to wait.

A homeowner should never make a hurried decision about their home or property. To avoid falling prey to a second disaster, damaged homeowners should only hire licensed contracting professional to work on their properties.

AVOID CONTRACTING SCAMS - *Continued*

Other tips:

- ⇒ Ensure you understand the scope of the project and what is entailed.
- ⇒ Get estimates from at least three licensed contractors.
- ⇒ Check the license at www.roc.az.gov using the free contractor search and make sure it is in good standing on the day you sign the contract.
- ⇒ Don't let a door-to-door solicitor talk you into taking action without doing your research.
- ⇒ Don't pay on cash or sign over an insurance check. Only make checks payable to the name of the company or individual listed in your signed contract.

When getting estimates or choosing a contractor for a project, always ask is the contractor is licensed and check the license number using the contractor search at www.roc.az.gov or by giving the Agency a call at (877) 692-9762 (1-877-MY-AZROC).

<https://roc.az.gov/news/az-roc-avoid-contracting-scams-during-monsoon-season>

VILLAS WEST UNAUTHORIZED ALTERATIONS

We have seen several unauthorized alterations take place in the villas. Please familiarize yourself with our Architectural Rules and Guidelines as well as the specifications for your planned project &/or request.

The regulations and specs can be found on the website: <https://villaswest.org/architectural-specs>. The Architectural Alteration Application is located here: <https://villaswest.org/forms>. The office is also a source for any questions you may have.

The whole process begins with the owner; NOT the contractor. The homeowner fills out the application form and submits to the office for initial review, and it is then sent onto the Architectural Committee for review. The Architectural Committee will submit its recommendation to the Board of Directors for final approval. Once approved, the office will notify you as well as any conditions there are for the project.

It is up to owner to make sure that not only the specs are followed but that all permits are filed and licensed contractors are used for plumbing and electrical as these are jobs a General Contractor cannot perform.

The office must also receive a copy of the County inspection to have on file.

Failure to follow these rules could result in the owner being held liable for any damage and repairs that their alteration could cause as well as responsible for any insurance deductible that may be due. You, the owner, may also be fined for any unauthorized work done on the limited common elements.

COMMITTEE REPORTS

1. TREASURER

Tom Bowes

No report provided for June.

2. DOCUMENTATION & COMMUNICATIONS

Tom Bowes

Projects underway:

- By-Laws need to be reviewed & revised
- Architectural documents being updated
- Newsletter - May edition released

I tried to catch fog yesterday.

Mist.

3. GROUNDS

Ray Harries

The Grounds Committee will have an update for the October Board meeting. As there are a number of projects identified, the April report is shared once again to keep these projects top of mind. Updates are added where available.

The Grounds Committee is a very proactive committee and presently I have over 25 pages of meeting notes. 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. The Committee has divided our community into four quadrants and members have looked at areas that may benefit from an infill of cactus plants or transplanting volunteer plants this spring from areas where they are not needed.

UPDATE: *The Committee members have been busy planting cactus 'volunteers' and other plantings. In one day, over 25 cacti were planted! They have planted 70 other plants with many more coming later in the fall and winter.*

3. GROUNDS

Continued

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

2. Supplemental planting of drought resistant flowering plants in the wild flower garden north of the office. Twenty (20) flowering plants have been planted by the committee members.
3. Dispersing of native wild flower seeds collected or purchased by committee members throughout the flower garden area north of the office and at selected areas in our community will commence this month and continue through next fall and winter.
4. Publish Pima County's publication addressing unwanted animal waste within our private parks and dogs running off leash in our General Managers "Friday Blast" the Villa's West Newsletter several times a year and recommendations of how to report violations.
5. Due to the continuing problem we have with animal waste, either associated with community residents or outsiders, the Grounds Committee will coordinate with the General Manager for the purchase and installation of two more dog waste stations this spring, similar to those existing throughout our community and two more next year to completely cover all of our parks. This year one will be installed in the park at North Tierra and the other in the 200 block of North Quinta. The signs are on order and should be in soon.

UPDATE: *Dog waste stations are now installed.*

6. Also due to the same problem described above, the Grounds Committee will also coordinate with the General Manager the installation of eight low profile signs for our pool park areas, one at each pool entrance near the street and sidewalk. The sign will read "no pee/poop zone" with a dog pictured inside a circle with a slash running through it. The signs are on order and should be in soon.

UPDATE: *These "no pee/poop zone" signs are now installed.*



3. GROUNDS***Continued*****Future planning projects in 2025:**

1. Finish installation of the last two dog waste stations so that all Villas West grass park areas are all served with a dog waste station. One 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 the one in the cactus across from the office and those existing at Desert Meadows Park. Potential sites are currently under study.
3. Study relocating one of the three picnic tables in the 200 block of North Sarta to the green park area at the north end of Tierra, which currently has none.

Grounds Requests

There have been approximately 40 grounds requests year to date for plant removals, plant relocating and/or plantings all have been approved.

Trees Blown Down

As a result of two Palo Verdes blowing down during a wind storm two weeks ago, 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. Bob 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.

Lastly, I would like to thank Bob Djupstrom 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***

SHADE GAZEBO

We now have most all the materials we need 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.



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.

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:

- Roof replacements
- HVAC replacements
- Water heater replacements
- Tree maintenance/removals
- Oleander removals/sewer line routings
- Patio painting
- Pools
- Water conservation
- Sidewalk safety
- Americans with Disabilities Act (ADA) handicapped ramps
- 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.

**I was going to cook alligator for dinner
but realized I only had a crock pot.**



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 (done)	234 Quinta
316 Sarta (done)	133 Pena
133 Sarta	144 Sarta
329 Quinta	408 La Canada
105 Sarta	329 Pena

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 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. 10 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.

**I got rid of my vacuum cleaner.
It was just gathering dust.**

4. MAINTENANCE***Continued*****3) Water Heaters**

2024 replacements to date are 14 with a yearly budget amount for traditional yearly failures being 25, which equals a 56% failure rate in the first quarter of 2024. Projecting out through 2024 could be 56, which is 31 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.

5) Oleander removals/sewer line routings

In 2023, we identified 65 Oleander shrubs to be removed to save money on sewer line repairs, blockages and maintenance problems. To date, we have removed 10 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.

6) Patio painting

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

What do you call a row of rabbits hopping away?

A receding hare line.



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)

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

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.

**What are cow's knees called?
Burger joints**



4. MAINTENANCE

Continued

10) 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.
- The estimated 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 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.

~ *Ray Harries, Chair*

5. ARCHITECTURAL**Tim Schaid**

No report provided for June.

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**

It is a priority to update our Covenants, Conditions and Restrictions to bring them to current standard and to align with Arizona state laws. This committee is reviewing existing documents and noting changes that they see that should be addressed. Once their suggestions are collected, the information will be presented to the Board to review. Once all suggestions and changes are addressed, the “Final” draft will be submitted to the Attorney.

Stay tuned for some meetings that will be held for owners as we must obtain a 67% owner approval.

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**

See you in the fall !



KUDOS KORNER

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

Send your KUDOS to newsletter@villaswest.org

Kudos to the Newsletter Team !

What a great newsletter. Nicely organized; clean, not cluttered; easy to read. And fun jokes.

Thank you for the time and effort that you put into it.

Kudos to Humberto !

Thank you for sending Humberto. He has done the best job on that shrub, ever. He is the best, I tell you. That shrub works like professional, professional. It's never look like this before. I went out and told him, I was just so appreciative. So impressed. Thank you for sending him.

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.

What do you a wolf that has things figured out?

Aware wolf.



Friendly Reminders



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.

Put them in the trash!

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

**LOOKING TO RENT A
ONE or TWO-BEDROOM VILLA
November 2024
April 2025**

Contact Linda: sweeneylinda8@gmail.com



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, 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.

MEMORIAL FENCE

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

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 starting price is \$80 but can be higher depending on what you want on your tag.

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.



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

Plaque measures 3" x 3-1/2"

Image desired:

Drop off completed form to the office or email admin@villaswest.org

Date paid: _____



VILLAS WEST 2024

BOARD OF DIRECTORS

COMMITTEE CHAIRS

President	Linda Djupstrom	Documents & Communications, Budget & Finance, Ad-Hoc Compliance and Ad-Hoc CC&Rs
Treasurer	Tom Bowes	
Vice President	Ray Harries	Maintenance & Grounds
Secretary	Tim Schaid	Architectural
Member at Large	Lila Szedlus	Social Events

Use this email address to contact a Board member: board@villaswest.org

FIRSTSERVICES RESIDENTIAL

Client Transition Team (480) 551-4371 clienttransition.az@fsresidential.com

The Connect Resident Portal at VillasWestCondo.connectresidential.com. The Connect Resident Portal is a convenient location to find answers to commonly asked questions, submit a maintenance request, view account balance information, contact the management team or download association documents. Registration information is included in your welcome letter.

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	Green Valley Fire Department* <i>*Will be known as Santa Rita Fire District July 2024</i>	(520) 629-9200
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	 Oscar's Heating & Cooling	
(520) 399-6290	(520) 342-8780	
https://plumbinggreenvalley.com/	https://oscarcooling.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 newsletter@villaswest.org with the following details:

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

Previous editions of the newsletters can be found on the website:

<https://villaswest.org/newsletters>

ADVERTISE IN THE NEWSLETTER

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

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

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

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

NEWSLETTER SUBMISSIONS

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

Send your material to: newsletter@villaswest.org

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

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

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

If you would like your own copy of the newsletter, send your name and address to: newsletter@villaswest.org

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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