

No.	Question 1 A Website Yes	Question 1 B Cell phone	Question 1 C Tablet	Question 1 D Computer	Question 1 E Internet No Access	Question 1 Paper Newsletter Yes
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Question 1 Paper Newsletter No	Question 3 A Living in Villas West	Question 3 B Board of Directors	Question 3C General Manager	Question 3 D Maintenance	Question 3 E Landscape	Question 3 F Front Desk
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46	00284	00244	00260	00298	00302	00286
	4.62	4.05	4.05	4.40	4.36	4.17
	192	97	115	164	174	156
	80	81	72	102	89	59
	9	52	54	20	16	45
	2	10	10	8	17	15
	1	4	9	3	5	11

5	0.68	0.40	0.44	0.55	0.58	0.55
4	0.28	0.33	0.28	0.34	0.29	0.21
3	0.03	0.21	0.21	0.07	0.05	0.16
2	0.01	0.04	0.04	0.03	0.06	0.05
1	0.00	0.02	0.03	0.01	0.02	0.04
	1.00	1.00	1.00	1.00	1.00	1.00

Question 3 G Accounting	Question 3 H Communicate	Question 4 # of Years Villa Owned	Question 5 How Many Villas Owned	Question 6 A Live in Unit Yes	Question 6 B Live in Unit Fulltime	Question 6 C Live in Unit Seasonally
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3	2	5	1			
5	4	2	1			
4	4	1	1			
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5	2	15	1	1		1
3	3	10	1	1		1
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5	4			1		1
		3	1	1		1
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	4		1	1		1
2	4	11	1	1		1
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		7	1			
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5	4	17	1	1		1
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				1	1	
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4	5	7	1	1	1	
		1	1	1	1	
	3	13	1			
4	4	14	1	1	1	

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5	5	4	4			
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4	4	8	1			
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	4	18	1			
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	5	10	1			
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	3	6	1	1	1	
4	4	12	1			
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		25	1	1		1
5	5	3	1	1	1	
4	4	14	1	1		1
5	5	16	1			
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3	2	10	1			
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5	5	10	1				
5	4	17	1				
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5	5	20	1				
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	5	8	1	1	1	1	
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3	5	4	1	1			1
3	4	5	1	1	1		
4	4	3	2	1			1
3	3	6	1	1			1
	2	13	1	1			1
4	3	12	1	1	1		
5	5	12	1	1			1
5	4	18	1	1			1
4	2	1	1				
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	2	2	2	1			1
		20	1				
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5	5	3	1				
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5	5	6	1	1			1
5	4	1	1	1			1
5	5	10	1	1	1		
3	3	14	1	1			1
5	4	18	1	1			1
5	5	1	1				
4	4	6	1	1			1
5		15	1	1			
3	2	4	1				
		7	1	1			1
	3	10	1	1			1
	5	15	1				
5	4	10	1	1			1
5	5	1	1	1	1		

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5	5	19	1	1	1	
3	4	15	1	1		1
	2	5	1	1		1
5	5	3	1	1		1
5	5	10	2	1		1
		2	1			
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3	3	5	1	1		1
	4	1	1	1		1
5	5	18	1	1	1	
5	5			1		1
		4	1	1		1
5	2	19	1	1		1
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2	2	6	1			
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	2	4	1	1	1	
3	2	5	1	1		1
5	4	12	1			
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5	5	21	6			
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3	3	6	1	1	1	
		2	1	1		1
4	4	20	1			
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		10	1	1	1	
3	3	10	1	1		1
5	3	3	1			
		8	1	1		1
5	2	25	1	1	1	
4	3	5	1	1		1
2	4	14	1	1		1
	4	1	1	1		1
4	3	9	1	1		1
5	2	11	1			
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5	5	3	1	1	1	
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	3	2	1	1		1
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	4	3	1	1		1
	3	1	1	1		1
		3	1	1	1	

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4	2	5	2	1	1	1
4	4	15	1			
				1		1
5	5	17	1	1	1	
3	4	10	1	1		1
3	3	11	1	1		1
5	3	10	2	1		1
		26	2	1		1
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4	4	1	1			
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5	5	3	1	1		1
3	3	2	1	1		1
5	5	4	1	1		1
4	4	8	1	1		1
	4	2	1	1	1	
4	4	3	1	1	1	
3	4	4	1	1		1
	4	1	1	1		1
5	5	20	1			
3	3	1	1	1		1
	4	10	1	1	1	
	5	10	1	1		1
5	5	3	1			
5	5	6	1	1		1
5	5	3	1	1	1	
5	5	13	1	1	1	
		1	1	1		1
	3	16	1	1		1
5	4	4	1	1		1
5	4	10	1	1		
	2	6	1	1		
		3	1	1	1	
4	5	4	1	1	1	
		44	1	1	1	
	1			1		1
		2	1			
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3	3	3	1	1		1
5	1	2	1	1		
4	4		1	1		
4	3	25	12			

2		19	1	1			
5	4	3	1	1			1
4	5	17	1	1		1	
5	5	25	1				
3	4	5	5	1		1	
5	5	20	1	1			1
4	4	10	1	1		1	
5	2	15	1	1			1
5	5	18	1	1			1
5		30	1	1		1	
3	4	5	1				
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5	4	10	1	1			
		20	1	1		1	
4	3	10	1	1			1
3	3	37	1				
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5	5	7	1	1			1
5	3	20	1	1		1	
4	5	10	1	1			1
5	5	9	1				
	4	3	1	1		1	
3	5	25	1				
3	3	7	1	1			1
5	5	25	1	1			1
		18	1	1			
4	4	25	1				
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	2	4	1	1		1	
5	5	23	1	1		1	
5	4	16	1	1			1
5	5	15	1				
4	4	11	1	1			1
5	3	2	1	1			1
5	5	3	1	1			1
5	5	15	2	1		1	
4	4	5	1	1		1	
		2	2				
5	5	6	1	1			1
	5	14	1	1			1
	5	5	1	1		1	
	5	3	1	1			1
5	5	5	1	1			1
4	4	16	1	1			1
5	5	1	1	1			
5	5	5	1	1			1
4	3	8	1	1		1	

3	3	18	1	1	1	
5	5	15	1			1

00235	00278	00315	00321	00258	00086	00163
4.31	3.92				0.33	0.63

134	109	204	298
48	83	111	17
46	48		2
7	30		4
0	8		

138

0.57	0.39	39
------	------	----

0.20	0.30	
------	------	--

0.20	0.17	34
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0.03	0.11	27
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0.00	0.03	35
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1.00	1.00	96
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Question 6 D Live in Unit No	Question 6 E Rental	Questions 6 F Friends, relatives	Question 6 G Vacant	Question 7 A # of Months Total	Question 7 B # of Months High Season	Question 7 C # of Months Summer
				6	3	
1	1			6	4	
				6	4	
				12		
				6	4	
1	1					
1	1					
				5	4	
				5	2	1
				4	3	
				4	3	
1		1				
				5	3	
				4	3	
				4	4	
				5	4	
				12	4	4
				12	4	4
				7	4	
1						
				4	3	
				6	3	
				6	3	
1	1			1		1
1	1					
1	1					
				12	4	4
1	1					
				9	4	1
				12	4	4
				6	4	
				6	4	1
				6	4	
				4	4	
				12	4	4
1	1					
1	1					
1			1			
1		1				
				3		

				5	4	
				6	4	
				5	4	1
				6	3	
				6	3	1
				12	4	4
				7	4	
				12	4	4
				6	4	
				6	3	
				7	4	
1	1			12	4	4
				12	4	4
1	1			1		
1			1	1		
1	1			12	4	4
				2	1	
				4	3	
	1			3		3
				3		
				4	2	
				3	3	
1	1			4	3	
				6	4	
				3		1
				12	4	4
				4	4	
				12	4	4
1	1			12	4	4
				12	4	4
				12	4	4
	1			1	1	
				7	4	1
				8	4	1
				12	4	4
				9	4	1
				12	4	4
				12	4	4
1	1			12	4	4

1	1	1				
1	1				12	4 4
					4	
					12	4 4
					6	4
					12	4 4
1	1	1				
					12	4 4
					6	4
					12	4 4
					12	4 4
					5	4 1
					5	3
					5	
					12	4 2
					4	3 4
					3	3 1
					3	
					4	3 2
					6	4
2	2				12	4 4
1		1				
					12	4 4
1	1					
					5	4 1
					12	4 4
					3	3
1	1					
					4	4
					7	4
1	1					
					6	4
					12	4 4
1	1					
					5	
					12	4 4
					5	4
1	1					
					2	2
					12	4 4
1	1	1				
					12	4 4

1	1				12	4	4
					12	4	
					12	4	4
1	1						
1	1						
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1	1				12	4	4
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		1			4	3	1
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					7	4	
1	1	1			2	1	
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	1				6		4
1			1				
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1	1						
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					5	4	
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1	1						
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					4	4	
	1				3	1	
1	1						
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					9	4	2
					8	4	2
					12	4	4
					4	3	
					7	4	
1		1			12	4	4
					7	4	
1	1						
					6	4	1
		1			3	3	
1	1						
					5	4	1
					12	4	4

			5	3	1
			12	4	4
			6	4	
			4	3	
			6	4	
			5	4	
1	1		5	3	
	1		3	1	
	1		3		1
			12	4	4
			2		
			4	3	
			5	4	
			12	4	4
1		1	4	4	
			12	4	4
			6	4	
1	1		4	3	
1	6		3	3	
			12	4	4
			1	1	
1	1		12	4	4
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			6	4	
			6	4	
			5	4	
			4	3	
1	1		7	4	1
			12	4	4
			9	4	2
			6	4	
			6	4	
			4	4	
			7	4	
			12	4	4

			12	4	4
1	1		12	4	4
			3	3	
			9	4	1
1		1	4	3	
			12	4	4
		1	4	3	1
			5	4	
1	1		6	4	1
			6	4	
1	1				
			12	4	4
			3	3	
			5	4	
			6	1	4
			8	4	1
			7	4	
			12	4	4
			12	4	4
			2	2	
			4	3	
1	1				
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			12	4	4
			6	4	
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			12	4	4
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			5	4	
			4	3	
			3	3	
			12	4	4
			12	4	4
			12	4	4
1	1				
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			6	4	
			12	4	4
1	1				

				12	4	4
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				12	4	4
1	1					
				12	4	4
				3	3	
				12	4	4
				5	3	
				4	4	
				12	4	4
1		1		7	4	
				12	4	4
				5	3	
				12	4	4
		1		2	2	
1	1					
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				8	4	1
				12	4	4
				5	3	
1	1					
				12	4	4
1	1	1				
				6	4	
				3	3	
				12	4	4
			1			
				12	4	4
				12	4	4
				12	4	4
				4	4	
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				3	3	
				5	3	
				4	4	
			1	12	4	4
				12	4	4
1	1	1				
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				5	3	
				12	4	4
				4	2	
				7	4	
			1	5	1	1
				4	2	
				6	4	
				12	4	4

12	4	4
3	1	1

00068	00069	00019	00003	00252	00238	00125
	1.01	0.28	0.04			
				89	0.35	
				71	0.28	
				30	0.12	
				36	0.14	
				14	0.06	
				6	0.02	
				6	0.02	
				0	0.00	
				0	0	
					1	
				1	10	30
				2	10	5
				3	46	1
				4	170	89
					236	125

Question 7 D # of Months Low Season	Question 8 A Live in Villa # Total Home Owners	Question 8 B Live in Villa # HO < 55	Question 8 C Live in Villa # HO 55-64	Question 8 D Live in Villa # HO 65-74	Question 8 E Live in Villa # HO 75-84
3	2			1	1
2	1				1
2	1				1
	1			1	
2	2				2
	2			1	1
1					
2	1		1		
1	2				1
1	2			1	
2	2		2		
1	2			2	
	1				1
1	2	1		1	
4	1				1
4	1				1
3	2			1	1
	2				2
1	3	1	2		
3	2			2	
3	2			2	
	1			1	
4	2		1	1	
4	1			1	
4	1				1
2	2			1	1
1	1			1	
2	2			2	
	2			2	
4	1		1		
	1			1	
	2	2			
3	2			1	1

1	2			2	
2	2			2	
	2			2	
3	1				1
2	2			2	
4	1		1		
3	1				1
4	2			2	
2	1				1
3	2		2		
3	1				1
4	1				1
4	1			1	
1					
1	1				
1					
4	1				1
1	2		1	1	
1	2			2	
	1	1			
3	2			2	
2	1				1
	1			1	
1	2				2
2	2				2
2	1				
4	1				1
	1			1	
4	2			2	
				1	
4	1		1		
4	1				1
4	1		1		
	2				2
	2	1	1		
2	2			2	
3	1				
4	1			1	
4	2			2	
4	1			1	
4	1				1
4					

4	1		1	
	2		2	
4				
2	2			2
4	1			
4				
4	2	1		
4	1			2
2	1			1
3	2		2	
4	1		1	
	1		1	
	2			1
1	2	1	1	
1	2			1
2	2		2	
4				
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4	1		1	
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4				
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	2			2
3	2		2	
2	2		1	1
4	1			
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1	1		1	
4	1		1	
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4				
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4				
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3	2		2	
4	1		1	
4	1			1
1				
4	2		2	
	2	2		
3	1			1
1	2			2
4	1			1
2	2			2
2	2		1	1
1	1			1
1	2	1	1	
	2		2	
2	2		2	
	2		2	
	2		2	
2	2	1	1	
4	2			1
3	2		1	1
2	1		1	
4	1			
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3	2		2	
4	1		1	
3	2		2	
	1			
1				
	2		1	1
	1			1
4	1			1

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4	2			2
2	2		1	1
1	2	1	1	
2	1		1	
1	2		2	
2	2	1	1	
2	1	1		
2	2			2
4	1			1
2	2			2
1	2		2	
1	2			2
4	1		1	
	1		1	
4	2		2	
2	2			2
1				
	2		2	
	2	2		
4	1			1
	2		1	1
				2
	2			2
4				
2	2		2	
2				
1	2		2	
1	2		2	
2	1			1
4	2	1		1
3	1			1
4	1		1	
2	2			2
	2		2	
3	1		1	
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Question 8 F Live in Villa # HO 84 >	Question 9 A # of Units Rented	Question 9 B # of Units Rented Full Time	Question 9 C # of Units Rented Seasonal	Question 10 A # Total Full Time Renters	Question 10 B # Total Renters < 55
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	1	2	0	1	0
	1	0	0	1	0
	0	0	0	0	0
21	1	1	0	0	0
	1	1	0	1	0

Question10 C # Total Renters 55-64	Question10 D # Total Renters 65-74	Question 10 E # Total Renters 75-84	Question 10F # Total Renters 84+	Question 11 A Villa Owner Dog No	Question 11 B Villa Owner Dog Yes
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Question 11 C Villa Owner # of Dogs	Question 11 D Villa Renter Dog No	Question 11 E Villa Renter Dog Yes	Question 11 F Villa Renter # of Dogs
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Comments - written in margins, etc. Some comments on separate sheet detached so listed at the bottom.

Cathy has made praiseworthy improvements, Bookkeeping - too hard to tell, Communications - Improving
GM - current one only (Cathy), Front Desk and Bookkeeping - recent staff changes seem positive, will see for h

Front Desk, Bookkeeping/Accounting and Communications - maybe it will be better with the new people. I thi

I've had repairs done in the past by maintenance s ervices which have b een subpar.

New hire at front desk is a HUGE improvement!!

Listen to complaints and respond

Recycling training and more/better signage. Also, education about keeping javelinas out of garbage cans. We l

Communications - this is getting better

Would like a copy of work order or other paperwork and notification of what was done and date completed (r
Communications - too many people mention they don't use the website.

Still want newsletter mailed to me. Front Desk - Glad Nina gone

Maintenance - poor workmanship installing water heater. Front Desk - Brusque (Former Staff)

I understand the very difficult front desk person has been replaced. Looking forward to good communications

I am very content with the villas

Communications - prefer paper newsletter.

Nina is taciturn

Improve laundromat cleanliness, control barking dogs, control smoking on patios which causes neighbors inabi

Front Desk - poor attitude of - not helpful

Do something about residents parking in VISITOR spaces

We are brand new

GM - needs to return phone calls (Cathy), Landscape - need training, Front Desk - somewhat satisfied now with

Front Desk - we scored this a "2" given the performance and attitude of the past receptionist. Our impression of the
Front Desk - but improving with new employee - old one was rude/obstructionist. Mgr - did nothing to fix my i

Stop Barking dogs.

Landscape - need better planning, Front Desk - Nina out - Kharmyn in - a plus move, Communications - will improve
Better Security

Bookkeeping - don't know enough about

Depends on when and whom (GM, Front Desk, Bookkeeping, Communications)

I would prefer receiving the newsletter by post office mail

We must hire a professional painting company to do our villas. They have the knowledge, manpower and equipment

Communications from Cathy seem to be improving. Kharmyn Cousins has been a real uptick to the office. The

Landscaping - at least the foremen or crew leader needs a course in proper landscape maintenance and proper

Board, GM, Bookkeeping, Commications neutral - because I've never dealt with them.

Landscape - is ignored in back of Tierra and Sarta

All is OK - no negative or positive experiences so "neutral"

Water turn on timing not adhered to

front desk - since change made

#3 - I have expected a monthly newsletter and have seen none. Would like one either by mail, email or websit

Communications - did not receive notice of email and website address changes until we picked up newsletter f

Landscape services and Front Desk services - better now. Communications - find cost cutting methods like Wel

GM, Front Desk, Bookkeeping, Communications - Neutral only because not much interaction with these service

Front Desk Services a "1" Until this year.

Are we becoming a rental agency - a rental resort???

Ramps on sidewalks to all parking spots. Thanks you.

Front Desk - nina was a big problem!

No experience with bookkeeping/accounting

GM (Cathy) - lack of follow-up. Front Desk - Nina negative attitude.

Maintenance and Front Desk - rate 3 because I'm not there (rental)

Grounds - shaped not chopped

Failure to enforce CC&R's on ALL owners/residents. Board - majority of members should be limited to on site

Control the ant hills

Front Desk, Bookkeeping, Communications k- these are already improving.

Old staffing would be a "1", Communications marked neutral only because "communicating" is never enough

Maintenance - painting a "2", Our place has not been painted in years (except by me). (owned villa 4-5 years)

I feel that all services areas are improving bit by bit - especially with the new owner portal and website

Board - becoming very professional, GM - generally very good, Landscape services - improving, Bookkeeping/

Neutrals because don't know enough to judge. 2's - "now" - know improvements are coming. 1's - but know ir

Board - need transparency. GM - Cathy has an agenda. Maintenance - no follow-up. Front Desk - better now -

Front Desk - tone of person that answered the phone since 2003
m not there often enough

We would like mailboxes in a central location.

Front Desk-Communications . . . While closing on my property in Dec 2019 the office had very poor communjc

Nina was terrible - Kharmyn is great!

Board and GM . . .do not have enough info on abilities - seem Okay
Change machine for laundry

Front desk - "2" in past - look forward to future, previous person not there anymore. Bookkeeping (4) in past/

GM - sometimes really responsive and sometimes not - not sure if too much on plate - ability to delegate - not

Front Desk - "2" but like new gal now

Front Desk - hopefully new staff at front desk will be much better

My driveway is badly in need of repair.

I've been told years ago, don't talk to the Board or Manager - they are untouchable - they should talk to owner

GM (Cathy) - Abrasive, antagonistic, unhelpful; Board - we need some new blood. Too many people serving fo

Front Desk a 5 with new Kharmyn - GM defended Nina too long

Do a better job with the pools.

Board, GM, Front Desk, Bookkeeping - no experience with it

Yard workers blow "stuff" all over my patio every time they clean up grounds in area - sweepign is very difficul

GM - not very friendly, Front Desk - very icy, Communications - office did not respond to requests.

Front Desk a "5" now - but not in past.

Accting - not really convinced of the need for 2 million reserve

Board - not familiar with, GM - not familiar with GM enough, Bookkeeping - not familiar enough, Communicati

Front Desk used to be bad - now good

Communications - but improving

Front Desk - based on last year

Would like option to receive all via email

Sad the mail box proposal fell through - so inefficient door to door. Feel it is so selfish of residents to demand t

Get rid of the peeping ones in the Villas!!!! You will be surprised who they are!!!! I am having a "greal deal" of

Front Desk - a 5 since Kharmyn is there. All is so improved since Kharmyn is with us. Also, since the adivosry cc

Front Desk - a 5 since change.

Additional comments - got unattached to surveys

If I ever get to live in villas west full time, I hope to join the board and urge them to create a new parking map :

Keep Kathy on board until she retires - she undertands our quality of life at Villas West

3 - Landscaping services - cfew just chop away at bushes and oleandars. They do not remove branches that shc

Landscape - Manage them! Pull weeds don't use chemicals. Rake rocks to give the area a fresh look and remo

Living in villas west betyter under new manager (Cathy vs Daryl). Board - some like Jim Becker have been exce

Improve living in Villas West - I would love to take care of and plant flowers under my front window and just ne

For "d" and "f" I put neutral because I am not ther right now and don't rlaly know enough. For "g" and "h" - bo

Office Mngr - I find Ms Russell to be stand-offish, lacking in genuine friendlieness. My initial interaction with M

I want to begin by saying I absolutely love Villas West. I think it is the hidden gem of Green Valley. I bought in

E - these are all suggestions from 12-14 lovely older ladies not men - why is that. I'm involved to, they come to

ow long. Maintenance - bad responsiveness last year - seems better now. Manager seems to

ank the front desk services will be better now - thank you. Need more social events.

Based on our initial contact with the new receptionist (Kharmyn Cousins) is that the problem
roof leak for 4 months. Board didn't supervise the manager. Landscapers do not know anyth

ment to do the job correctly and with a warranty and in a timely manner.

· pruning - he could then direct the others - tree and shrubs have been inappropriately pruned

'Accounting - loos promising. Communications - rate a "1" because no access to monthly new

ation with the Loan Officer and did not get them the needed paperwork in a timely manner.

s - get suggestions how to make the Villas Better. For years, the manager and board are not p

or too long and acting like they know everthing. Need fresh eyes.

ons - haven't done enough communicating to vote. I prefer owner occupied units in V.W. - N

this - especially when PO would make considerations for handicapped. I know it is beating a c

so that people living right on the parking spots get those spots and people behind these villas

could be cut out to think the growth. 12. We were kept informed by villas west news by paper

we deadfall, work together when using blowers, quit repeating work over the same area, trim

gentle and kind and knowledgeable. Others can be on a power trip. After visiting me and seeing

next to my back stoop. The 206 B La Canada unit has planted lots by his back stoop. I would like

bookkeeping and accounting and communications I put neutral because I was disappointed when

Ms Russell occurred last year when I was a renter. I wrote an email to her asking questions about

2016 and spent three winters there, however, last winter I bought a home in Desert Hills II and

for me and I've been here a very long time. You don't hire landscapers you hire "Can't read". Si

› be very motivated to get things done - the Board needs to follow her lead. The condition of

It has been solved. Our first contact was professional, helpful and very friendly, for a needed advice about proper pruning times (seasonal) and methods. Work is slipshod.

d and at wrong time (seasonally) Front Desk - too soon to tell - previous receptionist was un

Office needs improvement in communication - response time particularly when villas are goin

erople persons, we need people persons real bad. We don't ever know who the board meml

lead horse - but "door to door is a dinosaur." So dissapointed - self centered people.

When that stopped we were left in the cold not knowing what was going on. Missing activities and bushes straight not at angle away from the sidewalks. Utilize email addresses to send notices about my beautiful large white rock brought in by the previous owner - my front gate shouldn't move to just plant wildflowers - we could save the landscapers work if we care for under our front door. When the office stopped mailing payment envelopes and I don't think they ever announced they would remove some specific items in the C C & R's that would help me decide whether or not I would purchase. I moved out of my beloved Villa. I am renting it out now, here's why: It took me only one winter since I've been here, 1,000's of cactus and bushes and trees have been dug up, cut down and d

some peoples patios need to be addressed - 30 days to clean or charge them for cleaning - to

and pleasant change. Thanks for a great hire. Q. 12 . . one particular villa owner (Mo, who is

bers are we just vote on strangers - make yourself known - talk to owners. "C" pretty much

ties that might help us get acquainted with other residents. If you put the information on the
pages of upcoming meetings and events, and when items have been posted on the website. From
my visit to her apt. GM - Daryl was awful and tried to make me pay for things that should have been
replaced - broken window and back stoop. I do not like it when ground crew sprays poison on my back stoop
when they were doing this. Maybe I didn't see it. I think a mailing just for that should have gone out. I had
to purchase a villa. Her response was to ask where I lived because they didn't find me in the database.
I want to realize a couple of things - most bothersome to me is the fact that the mail carrier entered
my address as destroyed - they were alive - dead ones have to be cut out - many stumps - STOP.

o much junk. If important updates were announced. Front Desk/Bookkeeping/Communicatic

running for office) doesn't feel the dog on a leash ordinance applies to her. She also needs to

the same for the manager - they have been all not people persons. Talk to owners - you make

e internet (which we were unaware of) we could stay informed. Can you just send it to us rat
ont Desk - have a constant, happy, positive attitude, be friendly and be patient, be thorough v
een done by the association. I had to get a lawyer and suddenly all kinds of things wrong. I th
- I can wee there myself. Also do not like the blowers in my patio at back stoop or under fron
ad to call, months later, to ask why I wasn't receiving the booklet for payments anymore. It is
ase. I restated that I was renting and gave the address. I never received another response. I
s the patios of the one bedroom units to deliver mail to both that unit and the two bedroom

ons - all have to do with lack of communication - should hold monthly meetings with detailed

o abide by the rules even should she be elected to the board.

There are many bad decisions for the villas. We can and must do better. You work for the owners - ta

Other than us checking to see if any have posted anything. We had not been notified that anything

when explaining things to people, remember villa owners are the boss.

Thank Cathy has been doing a good job in challenging circumstances - sorry to lose her. Maint

at window. Once had the tiniest of black eyed susan under my front window and they cut it do

crazy to me to not get a bill in the mail and then be charged a late fee! Seems very unfair. It

Despite her treatment I did become a home owner in Villas West. Landscape Services - chop

next to it. Once a day, 6 days a week, I could expect the mail carrier to interrupt my privacy.

minutes. So many things (policies) seem to not be shared with all owners - like results of laws

lk to us. People ought to be able to put things in the VW paper - their views without having tl

tenance - sometimes they are good and other times I wonder if they got the work order. Espe
own while mkissing larger weeds in sidewalk cracks. Why this fetish with under front window:
have set it up to get reminders in my cellphone but the way it was handled was very poor - esp
ing off the tops of busines and blowing debris does not constitute "landscaping services." Are
I tried to come to terms with that interruption but it just made me crazy. I'm a private person

suits and the fact that there was no follow through on debt collection. Please fine people for |

things you don't like taken out - we all have good things to say and they should be read. The \$

pecially appreciate the good work Juan has done. Landscape - one of the saddest things about
s. Quinta - 90A and 147A have flowers in the ground under front windows - why can't we all.
pecially for those of us who live out of state for most of the year.
any of the crew actually trained in skills for landscaping? The property is full of "volunteer" p
n when I'm in my home and it is my sanctuary. The carrier's schedule meant they would arrive

policy violations. Cleaning needs to be monitored - hire different cleaning people - they can d

15 increase is sad - I've talked to other HOA around the SW, we are getting robbed. It's a disg

the villas is the cutting down of hundreds of trees and bushes and cacti. That was the glory o

My heart was broekn not to see the tiny black eye susan at my front door anymore. Could w

plants (things that have sprouted up from natural causes rather than intentionally planted). '

è in the afternoon, just when I would most likely be relaxing outside reading or having lunch.

o so much better at the pools and laundry areas - problem for years - bathroom areas at pool

race. Watch your spending instead. The people who put tar in the cracks on our streets was

f the Villas - that and the birds, of which only a small percentage is left. Front Desk - Nina was
re not allow Xmas lights around vertical beams between units - these beams are shared and

"Landscaping services" should be removing these to eliminate plants growing up on the edge

In addition, I have two dogs, and that daily interruption would usually end up in a barking par

s particularly. Move the shower outside and enlarge bathrooms. Also, seems th

; disgusting - I hope you didn't pay them. A couple, foreman and I watched

; abrupt and negative. I just met Karmyn and she seems nice and cap

going around them uses the side of the neighbors and shines in their bedrooms.