



Management/Staff Report to the Board

Submitted by: Margaret Troyer

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If you have not registered your email with the Anthem Community Council (ACC) and the Anthem Country Club Community Association (ACCCA), please go to ACCCA page of OnlineAtAnthem.com. The Sign Up for eNews ACCCA home page. This is the best way to stay informed of the happenings throughout the community. All Board meeting activity along with Committee and Management reports are posted on the ACCCA pages of the community website for those who are unable to attend the meetings.

I. 2015 Accomplishments

A. ACCCA Staff Actions

- Collaborated with the Board and Committee members to develop a protocol for daily operations/interactions with staff. The motivation for establishing these guidelines is to create an environment by which information flows consistently, timely, and most importantly, accurately. Ensuring Board liaisons and Committee chairs are equally aware of Committee activity and increasing staff productivity by reducing the number of requests from Committee members are positive benefits that will result from these guidelines.
- Successful implementation of issuing parking permits via email and at the HOA office.
- Successful implementation of processing gate access transponder purchases via debit and credit card as of January.
- Successful implementation of installing gate access transponders at the HOA on a daily basis as of June.
- 160 desert maintenance requests were processed by staff through December 31, 2015. 38 were for landscaping located in ACCCA common areas and 122 were located on AG&CC property.
- Staff continues to attend education courses provided by Arizona Association of Community Managers (AACM) and affiliated partners. Topics addressed include: Arizona legislative updates, fair housing laws, sustainable landscaping methods, general liability insurance requirements, water conservation and conflict resolution methods.

II. 2015 Committee Key Action Items

A. Communication Committee

- Met with a Focus Group to evaluate, per Committee guidelines, and provide feedback on the ACCCA pages of OnlineAtAnthem.com. Additional website follow-up with additional focus groups conducted by Committee. Residential Design Guidelines and Fine Schedule Focus Groups also took place in 2015.
- Coordinated with the Committee to publish articles for the March, May, July, October and December editions of the ACC Resource Guide, draft and schedule resident emails and upload news articles online.
- Collaborated with the Committee to revise Board meeting documents, key residential forms and compliance notices.
- Posted minutes, reports and related documents of Board and Committee meetings online.
- Monitored the community website to keep the ACCCA pages current.
- Implemented new resident welcome process and finalized folder design for materials to be implemented in January 2016 or when returned from printer.

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- Collaborated with Committee to establish content for the 2016 election to be mailed and posted to the website.

B. Finance Committee

- Coordinated with the Committee to finalize 2015 Reserve Study to incorporate into the 2016 Reserve Budget.
- Submitted bids for Committee review/approval of minor maintenance projects.
- Alerted the Committee to upcoming projects and expenses anticipated from other Committees for evaluation and funding consideration.
- Coordinated with the Committee to write off accounts deemed uncollectable.
- Prepared monthly water and electricity usage reports for Committee evaluation.
- Worked with Committee to finalize 2016 operating and reserve budgets for Committee review and modification.

C. Gates, Property and Patrol Committee

- Coordinated with Stanley Consultants, B&F Contracting and DLC Resources to complete the storm system repairs (Caledonia/Camargo). Project completed in April.
- Coordinated with PMIS to provide the Committee with proposals for the 2015 seal coat project. Project completed in July.
- Coordinated with PMIS to provide the Committee with a geotechnical engineering report on the conditions of the asphalt on Candlewyck and Lytham which were utilized to prepare the proposals for the asphalt repair work in Unit 34, the Candlewyck neighborhood. Project completed in October.
- Coordinated with StormWater Pros to provide the Committee with an annual inspection of the storm drain systems and development of a long-term maintenance program.
- Coordinated with DLC to install boulders at two locations in the community to prevent vehicles from driving through the common areas.
- Continued to mount the Jamar speed unit in key areas of the community and provide the Committee reports to evaluate traffic patterns/speeds. Worked, in conjunction with the North Valley Posse, to deploy a speed trailer in the community as a visual reminder to drivers of their vehicle speeds.
- Continued to research and interview Road Project Management firms for the development of a long-term road maintenance program.
- Recommended StormWater Pros as the contractor to perform the first phase of culvert clean out throughout the common areas.

D. Lifestyle Enhancement Committee

- Staff processed 263 noncompliance notices in Q4. The top three types of notices were requesting Owners to trim plants/trees, store trash/recycle containers and clear landscape debris.
- Exterior house painting and landscape maintenance has been the focus for the compliance team in 2015. Members of the LEC continue to work with the team to establish guidelines to be applied when evaluating if a home requires painting.
- Tours of the Ironwood and Persimmon golf courses continue to be performed. Landscape maintenance and unapproved modifications are the focus of tours.
- Collaborated with LEC for revising the Residential Design Guidelines.

E. Policy Development & Implementation Committee

- Staff approved 67 appeals through December 2015 per Committee recommendation.

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- Provided the Committee with statistics and contact information for similar HOAs to be utilized in the benchmark study.
- Provided information to the Committee for their consideration during the review of the Owners Responsibility for Invitees project. Assisted the Committee in the rewriting traffic related violation notices.
- Partnered with the Committee; Carpenter, Hazlewood, Delgado and Bolen and Mansberger, Patterson and McMullin to verify and count ballots for the Anthem Country Club and Anthem Community Council 2015 elections.

III. 2015 Common Area Repairs and Maintenance

The ACCCA staff and contractors continue to work closely with the Board of Directors and Committees to review maintenance needs and provide solutions that are long term and increase efficiencies. Some of the key items addressed this year are noted below.

- Coordinated with DLC Resources to install granite along Princeville Court. The remainder of the granite installation project will focus on Anthem Club Drive.
- Currently working with TAP Electric to develop a maintenance program for common-area lights. This program will address mailbox, monument sign, landscape and gate lighting throughout the community. At this time, landscape lights on Anthem Club Drive and at the Anthem Ridge entrance have been replaced.
- Cyclical pruning of trees and shrubs in the common areas remain ongoing. Service work includes trimming plant material and trees in line-of-site areas. Major pruning above 10 feet will begin in August.
- Coordinated with DLC Resources to install granite on Anthem Club Drive and the Daisy Mountain entrance.
- Coordinated with the Anthem Community Council (ACC) to have common-area walls painted in the community. Scheduled work will began in August. This project includes the clearing of vegetation near the walls before painting. The complete wall and wrought iron view fence painting schedule is posted online.
- Ongoing repairs of APS street lights, monument signage, mailbox lights, landscape lighting and solar lighting throughout the community. A light pole on Wolf Run near Pinion Hills was down due to high winds. APS responded within 48 hours.

III. Status of Accounts as of December 31, 2015

Management and contracted agents are working proactively with the Board of Directors and respective Committees in monitoring the following year-end and prior year statistics to identify trends and implement solutions as they relate to current practices/policies (collections, compliance enforcement, operating expenditures, future budgetary needs, etc.).

A. Enforcement Fines Collections Services

Accounts continued to be referred to Carpenter, Hazlewood, Delgado and Bolen for collection and enforcement of outstanding violations.

- Currently there are nine accounts actively pursued by the firm on behalf of the ACCCA.

B. Self-Help actions

The cost for Self-Help action is billed to the Owner and pursued consistent with other enforcement fines.

- Two Self-Help actions performed in 2015.
- Four Self-Help actions were performed in 2014.
- Three Self-Help actions were performed in 2013.

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This report is informational in nature; no recommendations are requested for consideration at this time.