



**Anthem Country Club Community Association, Inc.
Management Report as of April 28, 2016**

Submitted by
Margaret Troyer, Community Association Manager

If you have not already visited OnlineAtAnthem.com/ACCCA, take a few moments to log on and register your email address. This is a great way to stay informed of the happenings throughout the community. All Board meeting activity along with Committee and Management quarterly reports are posted on the site for those who are unable to attend the meetings.

I. Accomplishments During First Quarter

A. ACCCA Staff Actions

- 676 gate access transponders were purchased by residents, vendors and/or AG&CC members during Q1 2016 (average 11/day). To compare, Q1 2015 transponders issued 546 (average 6/day.)
- 78 desert maintenance requests were processed by staff in Q1 2016 (compared to 48 Q1 2015.) 15 were ACCCA common areas and 46 were AG&CC property. Also processed were 13 light maintenance requests and four sign maintenance requests.
- Dennis Ferguson left our office in February to pursue another opportunity. While we were sad to see him go, we welcomed Dave Nelson to replace him and he is settling into the role of Community Access Administrator on a part-time basis.
- Heidi Hewitt joined our staff as the Administrative Assistant in late March.
- Jessica McGurin now serves as the Executive Assistant.

II. Committee Key Action Items

A. Communication Committee

- Coordinated with the Committee to publish articles for the March and May editions of the ACC Resource Guide, draft and schedule resident eblasts, upload news articles online.
- Coordinated with the Committee to host the Volunteer Appreciation and Annual Meeting events at the Civic Center on April 7.
- Posted minutes of monthly Committee and quarterly Board meeting.
- Monitored the community website to keep the ACCCA pages current.

B. Finance Committee

- Coordinated with the Committee to review and amend the valuations of all ACCCA property in order to receive a more accurate quote for property insurance.
- Submitted bids for Committee review/approval for granite replenishment.
- Share other Committee upcoming projects and expenses for evaluation and funding consideration.
- Prepare monthly water and electricity usage reports for Committee evaluation.

C. Gates, Property and Patrol Committee

- Coordinated with the Committee to obtain bids from various firms for a comprehensive inspection of all pavement (asphalt and concrete) and related components (storm drain, irrigation, wet and dry utilities) for existing structural and aesthetic condition.

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- Coordinated with Michael Frank Civil Consulting to provide the Committee with a complete road condition analysis. Recommendations from the report will be reviewed by the Committee in Q2.
- Coordinated with the Committee to obtain bids to install boulders at the end of Long Landing Ct. to prevent vehicles from driving through the common area.
- Continue to mount the Jamar speed unit in key areas of the community and provide the committee reports to evaluate traffic patterns/speeds.

D. Lifestyle Enhancement Committee

- Staff reviewed 121 resident submittals for exterior changes during Q1 2016. 115 were approved and six were not approved.
- Tours of the Ironwood and Persimmon golf courses continue to be performed. Landscape maintenance and unapproved modifications are the focus of tours.

E. Policy Development & Implementation Committee

- Staff reviewed 13 incoming appeals during Q1 2016.
- Partnered with the Committee, Carpenter, Hazlewood, Delgado & Bolen, and Mansberger, Patterson & McMullin to verify and count ballots for the Anthem Country Club and Anthem Community Council 2016 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. Currently working with TAP Electric to develop a maintenance program for common area lights. This program would address mailbox, monument sign, landscape and gate lighting throughout the community.
- Currently working with TAP Electric to replace the lighting in the fountain at the Anthem Club gate.
- Currently working with Arizona Commercial Signs to replace the lighting behind the letters on the entry monument at the Anthem Hills gate.
- All water supplied to common area irrigation systems are being placed back in service after being turned off in October.
- Transition of the turf located at the Main Gate and Anthem Hills entries is underway and will be completed this month.
- 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.
- Coordinating with the Anthem Community Council (ACC) to have common area walls painted in the community. Scheduled work will begin in late April. This project includes the clearing of vegetation near the walls prior to painting. The complete wall and wrought iron view fence painting schedule is posted online.
- Ongoing repairs of monument signage and mailbox lights throughout the community.

III. Status of Accounts as of March 31, 2016

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

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A. Enforcement Fines Collections Services

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

- Currently there are four 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.

- 0 self-help actions performed year to date.
- 4 self-help actions were performed in 2015.
- 4 self-help actions were performed in 2014.
- 3 self-help actions were performed in 2013.

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