



**Anthem Country Club Community Association, Inc.
Management Report as of July 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 the First Half of the Year

A. ACCCA Staff Actions

- 1259 gate access transponders were purchased by residents, vendors and/or AG&CC members during 2016 year-to-date (average 10/day).
- 89 desert maintenance requests were processed by staff year-to-date. 37 were ACCCA common areas and 52 were AG&CC property.
- Jessica McGurin has given notice that she will be leaving us to pursue an opportunity elsewhere and her last day will be August 5. While we will miss her here, we know her future will be extremely successful.
- Staff continues to attend education courses provided by Arizona Association of Community Managers (AACM) and affiliated partners. Topics addressed include Arizona legislative updates, cash management and conflict resolution methods.

II. Committee Key Action Items

A. Communication Committee

- Coordinated with the Committee to publish articles for the March, May, July and October editions of the ACC Resource Guide, draft and schedule resident eblasts and upload news articles online.
- Coordinated with the Committee to host Volunteer Appreciation and Annual Meeting events at the Civic Center on April 7.
- Collaborated with the Committee to organize Board Resolutions from 1999 to 2016 into three categories: Administrative, General and Policy.
- Collaborating with the Committee to purchase custom signs to replace the a-frame signage at ACCCA entrances.
- Posted minutes of monthly Committee and quarterly Board meetings.
- 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, 2016 holiday lighting, lighting repairs and minor maintenance projects.
- Shared other Committee upcoming projects and expenses for evaluation and funding consideration.
- Prepared monthly water and electricity usage reports for Committee evaluation.
- Coordinated with the Committee to write off accounts deemed uncollectable.
- Currently developing the initial draft of the 2017 Operating and Reserve Budgets for Committee review and modification.

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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.
- Coordinated with Michael Frank Civil Consulting to provide the Committee with a complete road condition analysis. Recommendations from the report will be addressed at this meeting.
- 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 processed 776 non-compliance notices in Q2. The top three notice types requested Owners to trim plants/trees, clear landscape debris and paint house.
- Staff reviewed 141 resident Exterior Change Applications during Q2 2016. 139 were approved and two were denied.
- Sight tours continue with focus on landscape maintenance and unapproved modifications.
- Coordinated the initial consultation with design consultant and LEC chair.

E. Policy Development and Implementation Committee

- Staff reviewed 16 incoming appeals during Q2 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.
- Collaborated with the Committee to update the current Fine Policy, Traffic Control Policy, Property Rental Policy and Real Estate, Political and Home Security Sign Policy.

III. 2016 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.
- Worked with TAP Electric to replace the lighting in the fountain at the Anthem Club gate.
- Worked with Arizona Commercial Signs to replace the lighting behind the letters on the entry monument at the Anthem Hills gate.
- 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.
- Ongoing repairs of monument signage and mailbox lights throughout the community.

III. Status of Accounts as of June 30, 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.).

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 six accounts actively pursued by the firm on behalf of the ACCCA.

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B. Self-Help Actions

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

- 7 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.