



**Anthem Country Club Community Association, Inc.
Management Report as of October 27, 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 year

A. ACCCA Staff Actions

- 1418 gate access transponders were purchased by residents, vendors and/or AG&CC members during year-to-date 2016 (average 8/day).
- 119 desert maintenance requests were processed by staff year-to-date. 53 were ACCCA common areas and 66 were 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, cash management and conflict resolution methods.
- Dawn Dworak joined our team in August as Gate Access Administrator. She replaces Dave Nelson, who left for retirement.
- Diane Emslie joined our team in September as the Administrative Assistant.

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 the 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 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, 2016 holiday lighting, lighting repairs, annual tree pruning and minor maintenance projects.
- Shared other Committee upcoming projects and expenses for evaluation and funding consideration.
- Prepare monthly water and electricity usage reports for Committee evaluation.
- Coordinated with the Committee to write off accounts deemed uncollectable.

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- Worked with Committee to finalize 2016 Operating and Reserve Budgets for Committee review and modification.
- Currently working with the Committee to finalize 2016 Reserve Study update to incorporate projected expenses based upon the 15-year Road Maintenance Plan prepared by Frank Civil Consulting.

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.
- 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.
- Coordinated with Frank Civil Consulting to provide the Committee with proposals for the 2016 road maintenance project. Project is currently in progress.
- Coordinated with Frank Civil Consulting to provide the Committee with a geotechnical engineering report on the conditions of the asphalt in Candlewyck which are currently being utilized to prepare recommendations for asphalt repair in select areas of the Candlewyck neighborhood.
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D. Lifestyle Enhancement Committee

- Staff processed 820 noncompliance notices in Q3. The top three types of notices were requesting Owners to a.)trim plants/trees, b.) trash cans visible and c.) paint garage door.
- Staff reviewed 142 resident Exterior Changes Applications during Q3 2016. Of these, 130 were approved and 12 were not approved.
- A consultation with the design consultant resulted in some revisions to the Residential Design Guidelines which will be presented at the October Board meeting.

E. Policy Development & Implementation Committee

- Staff reviewed 15 incoming appeals during Q3 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 and Schedule, Traffic Control Policy, Property Rental Policy and all Sign Policies.

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.

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- 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 September 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.

B. Self-Help Actions

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

- 11 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.