



**Anthem Country Club Community Association  
Management Report as of November 2, 2017**

Submitted by  
Margaret Troyer, Community Association Manager

If you have not already visited [OnlineAtAnthem.com](http://OnlineAtAnthem.com), 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**

- 1620 gate access transponders were purchased by residents, vendors and/or Anthem Golf & Country Club (AGCC) members during year-to-date 2017 (average 9/day).
- Staff continues to attend education courses provided by Arizona Association of Community Managers (AACM) and affiliated partners. Diane is in the process of qualifying for the Certified Arizona Associations Support Personnel (CAASP) certification. She has taken the following courses: Basics of Association Management, Association Finance, Ethics and Association Law.
- Margaret has earned Association Management Specialist (AMS) designation through the Community Associations Institute (CAI). She has completed the Facilities Management and Community Leadership courses.
- Sherry Wilton joined our team on July 26 as Gate Access Administrator.
- Maria Jackson joined our team on September 20 as Community Standards Coordinator. She replaces Dave Hunt, who left for another opportunity.

**II. Committee Key Action Items**

**A. Communication Committee**

- Coordinated with the Committee to publish articles for the upcoming editions of the ACC Resource Guide, draft and schedule resident eblasts and upload news articles online.
- Posted minutes of monthly Committee and quarterly Board meeting.
- Collaborated with the Committee to prepare presentations explaining the 2018 Budget narrative.

**B. Finance Committee**

- Submitted bids for Committee review/approval for 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.
- Collaborated with Committee to finalize 2018 Operating and Reserve Budgets for Committee review.

**ANTHEM COUNTRY CLUB COMMUNITY ASSOCIATION, INC.**  
**MANAGEMENT REPORT**

November 2, 2017

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**C. Gates, Property and Patrol Committee**

- Coordinating 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.
- Coordinated with Frank Civil Consulting to provide the Committee with bids from various contractors for the spring 2017 scheduled road maintenance.
- Coordinated with the Committee to obtain bids to install a section of fencing in addition to boulders at the end of Long Landing Court to prevent vehicles from driving through the common area.
- Reviewed the traffic study report prepared by Stanley Consultants at intersections along Anthem Ridge Drive, Silver Pine Drive and Congressional Drive.
- Coordinated with the Committee to obtain bids to repair a section of guardrail along Shinnecock Court.
- 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 the Committee to provide a procedure to handle gate damage incidents.
- Coordinated with Frank Civil Consulting to provide the Committee with bids from various contractors for the fall 2017 scheduled road maintenance.

**D. Lifestyle Enhancement Committee**

- Staff processed 635 noncompliance notices in Q3. The top three types of notices were requesting Owners to a.) refrain from overnight street parking, b.) trim plants/trees and c.) paint garage door.
- Staff reviewed 170 resident Exterior Changes Applications during Q3 2017. Of these, 165 were approved and 5 were not approved.

**E. Policy Development & Implementation Committee**

- Staff and Committee reviewed 15 incoming appeals during Q3 2017.
- 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. 2017 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.
- Worked with Frank Civil Consulting and Sunland Asphalt to successfully manage and substantially complete the spring 2017 road maintenance project.
- Worked with TAP Electric to replace the lighting behind the letters on the entry monument at the Main Gate.
- Worked with TAP Electric to replace the ground and pillar lighting at all gates.

**ANTHEM COUNTRY CLUB COMMUNITY ASSOCIATION, INC.**  
**MANAGEMENT REPORT**

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- Granite installation is completed in areas throughout the community based on the annual schedule provided by DLC.
- Cyclical pruning of trees and shrubs in the common areas remain ongoing. Service work includes trimming plant material and trees in line of sight areas.
- Ongoing repairs of monument signage and mailbox lights throughout the community.
- Currently working with DLC Resources to identify drainage structures throughout the community in need of repair and/or routine maintenance.
- Worked with ParkPro to replace the swing gate operators and barrier gate at all four entry/exit points in the Community.
- Currently working with Frank Civil Consulting and YSC Paving to successfully manage and substantially complete the fall 2017 road maintenance project.
- Currently working with Frank Civil Consulting to notify the residents in the Pasatiempo and Pleasant Valley Communities that the Board recently approved an additional work order to sealcoat the following newly paved streets: Turtle Hill Drive, Muirfield Drive, Mill Creek Way, Chase Oaks Way, Tangle Ridge Court and Clear Crossing Road. The work is scheduled to be done November 16 and 17.

**III. Status of Accounts as of September 30, 2017**

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

- Currently there is 1 account 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.

- 1 self-help actions performed year to date.
- 0 self-help actions were performed in 2016.
- 4 self-help actions were performed in 2015.
- 4 self-help actions were performed in 2014.

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