

COLONIA ENCANTADA NEWS

<http://www.coloniaencantada.org>

July/August 2004

Message from Your Board

Dear Homeowners,

Our association recently agreed to a new contract with our landscaping provider. Part of this contract involves a change in how we use these services. Accordingly, this memorandum is intended to communicate the change

The historic pattern of residents going directly to board members to request landscaping service or to the landscaper directly does not work. Effective immediately, no resident is to engage or communicate directly with the landscape crew on site. Any request for service, complaint or other issue should be referred to our management company and board through the use of a **Request for Service** form available at the Gatehouse. A draft of the form is included with this newsletter. The completed form will be faxed to Heywood Management. Routine matters will be handled in a timely manner. Those matters that may present a problem or concern will be addressed at the next board meeting.

Message - continued on page 2

INSIDE THIS ISSUE

- 2 Minutes of Board Meeting – June 21, 2004
- 4 Minutes of Board Meeting – July 19, 2004
- 6 Minutes of Board Meeting – August 16, 2004

Heading Out of Town?

All homeowners in our community travel from time to time. Here is one key item to add to your "to do" list. If you are going out of town for an extended trip or for the season, it is very important that you notify Bill Caruso at the Gate. Our gate staff is there to safeguard our community and your property. They do this primarily by denying access to unauthorized visitors and service persons.

If there will be guests or service providers who are given keys or permission to access your home, make sure you leave these instructions in writing. Forms for just this purpose are being developed and should be available by October 1. Until that time, a note or letter of instruction will suffice. Keeping the gate personnel well-informed will determine whether police need to be called or access to your home denied. Your cooperation in using this process is greatly appreciated. The job can only be done well with all of our support.

Kudos to the Ashbys!



Our last newsletter put the word out that the Clubhouse was in need of a new refrigerator. Steve and Kathy Ashby happened to have one left over from a remodeling project. It's now installed into our Clubhouse kitchen for everyone to enjoy. Thanks Ashbys!

Harold will relay the results of his conversation

This procedure will ensure that the association manager is responsible for ensuring the job gets done, contractor time is appropriately allocated and billing is handled according to whether the homeowner or association is financial responsible.

All changes, including landscape and architectural, should also be requested using the same form. Tree work, roofing, cleaning scuppers, and driveway painting services can be requested in the same manner. Heywood Management can arrange for a vendor to contact you with an estimate for your needs. The intent is to ensure that there is timely follow through on issues that need to be tended to in an efficient way. It allows homeowners an opportunity to take advantage of management-tested vendors.

The board will oversee the implementation of services and work to ensure a timely response to all requests. Our goal is to efficiently operate our property and access resources available through professionals already on staff. This is a work in progress. If you have any questions, please do not hesitate to let us know.

On behalf of the board,
Harold S Back
President ♠

Minutes of the Board of Directors Meeting June 21, 2004

The meeting was called to order at 3:30 PM via telephonic communication. Members present were: Harold Back; Bruce Kennard; Ralph Martin; and Tim Moore. Larry Heywood represented management. Sandy Glass was present to represent the Welcome/Social/Clubhouse/Newsletter Committee and Andy Jurasin was present to represent the Landscaping Committee.

Bruce Kennard made a motion to approve the minutes of the May 24, 2004 board of directors meeting. The motion was seconded by Ralph Martin and was approved.

The Welcome/Social/Hospitality/Newsletter Committee had nothing new to report. Sandy did request that any items that needed to be included in the newsletter be e-mailed to her.

The Landscaping Committee presented its report. Unit 45 requested permission to remove the fountain in the backyard and unit 51 requested permission to remove the large limb on the olive tree that hangs over the neighbor's garage roof. Both items were approved. Andy also requested information regarding the questions he raised in his April 29th letter to the board of directors. The board reviewed the questions and answered those that they were able to. The information is as follows:

1. Q: Who pays, and in what proportion, for tree maintenance and/or removal on trees of all sizes?
A: HOA pays for maintenance of trees and removals up to 15' in height. Owner pays for tree replacement and removals over 15' in height.

2. Q: Do homeowners have control of their own property relative to the number and type of plants in front yards and courtyard?

A: Yes, but they must obtain permission from the Landscaping Committee prior to any alterations.

3. Q: Can the Committee legally spend communal funds to improve personal property? (the key word here is improve rather than maintain).

A: No. The association will maintain, but not improve individual lots.

4. Q: Are potted plants a function of the Landscape or Architecture Committee? Also, how about unplanted pots and various decorations?

A: The individual owners should submit requests for such to the Landscaping Committee. If they want to appeal the Landscaping Committee's decision to the Board, that would be acceptable.

5. Q: On Villa 37, several years back when a previous owner wanted to put in exotic and extensive landscape, they agreed to their own irrigation system and maintenance costs in their front yard. During subsequent sales and Boards, this agreement was ignored, resulting in a landscape contractor losing considerable amount of money because of non-payment of past bills.

BOARD MEETINGS NOTICE

ALL MEETINGS ARE OPEN.

DATE & TIME: THIRD MONDAY OF EVERY MONTH AT 3:30 P.M.

PLACE: CLUBHOUSE

SUMMER MEETINGS ARE TELEPHONIC

Please contact Larry Heywood if you would like to participate. 480-820-1519.

BOARD MEETING INFORMATION IS ALWAYS POSTED IN THE GATEHOUSE.

June Minutes -continued from page 2

If we have to maintain that property, I'm asking the board permission to reduce the height of the bushes and only selective replacement of the plants so that we can try to balance the maintenance time and cost between the units.

A: Permission was granted to reduce the height of the bushes and using selective replacements, with the condition that the Landscaping Committee address the issue with the lot owner. If there was a provision made when the property was improved, then the owner should be given a surcharge for the services. This is something that will be implemented when the landscaping service request process is finalized.

6. Q: Is the landscape contractor or the homeowner responsible for the repainting the stucco after a plant dies? Also, who selects and pays for the replacement for the dead plant?

A: The association would be responsible for anything on the common area. The association would replace the plant on the lot as long as it is like for like replacement. The painting on the individual lots is the individual owner's responsibility.

7. Q: Who schedules tree maintenance?

A: The property manager should work with the Landscaping Committee to come up with a schedule for such that can be carried out from year to year.

The financial statements for May 2004 were reviewed. Bruce Kennard made a motion to accept the report. The motion was seconded by Ralph Martin and was approved.

The board discussed the proposed Rules and Regulations. Harold will review the issues raised by Leroy Michael and see if those can be resolved. ►

with the other board members. This issue will be discussed at the July 2004 board of directors meeting.

The board reviewed the proposed contract with Dan Kelly of Landscapes and Designs of Arizona. Bruce Kennard made a motion to approve the contract. The motion was seconded by Ralph Martin and was approved. Harold will execute the contract on behalf of the association.

The board assigned duties to board members and non-board members to create teams to review the long term items. They are as follows: Entry Gates: Tim and Bruce; Landscaping: Ralph and Andy Jurasin; Roads: Ralph and Andy Jurasin; Social

Amenities, Walls and Driveways: Harold and Leroy. The teams will report their results at the September 2004 Board of Directors meeting.

There have been reports of individuals (presumably teens in the area) throwing pool furniture in the pool. We will monitor this situation to see if it continues. Hopefully, it was an isolated incident. The board discussed the request from several owners to recall Bruce Kennard. After the discussion, it was determined that such action was not necessary at this time. There was discussion regarding the touch up painting of the walls needed in the pool areas and other common areas. Larry will have this matter taken care of.

There being no further business, the meeting adjourned at 5:10 PM. The next meeting will be held on July 19th at 3:30 PM. The meeting will be held telephonically. . ♦



Minutes of the Board of Directors Meeting July 19, 2004

The meeting was called to order at 3:35 PM via telephonic communication. Members present were: Harold Back; Bruce Kennard; Ralph Martin; Leroy Michael and Tim Moore. Larry Heywood represented management. Jackie Baxter was present to represent the Welcome/Social/Clubhouse/Newsletter Committee and Mike Gore was present to represent the Landscaping Committee.

Bruce Kennard made a motion to approve the minutes of the June 21, 2004 board of directors meeting. The motion was seconded by Tim Moore and was approved.

The Welcome/Social/Hospitality/Newsletter Committee reported that they felt the AC unit in the exercise room wasn't functioning properly. It was suggested to turn it on about an hour before the room is used and that should help to cool it down. They reported that the treadmill was in disrepair. Larry mentioned that the service company had already been called the previous week to repair the treadmill.

The Landscaping Committee presented its report. Lot 45 had their trees pruned back. There are several queen palm trees that require removal including lot 23 and 48. There are a few tree stumps that need to be ground too. Larry is working with Andy and Tree Doctors North in getting those items and obtaining and reviewing bids for the upcoming fall thinning and trimming for those trees that have been scheduled to be done in 2004. There was discussion regarding the letter received from the owner of lot 47. Larry reported that Andy and Dan had both looked into the matter regarding the turf problems and Dan was treating the Pearl Scale. If sod is installed in those areas at this time, the Pearl Scale will infect the newly installed sod. Within a month or so, the Pearl Scale should be under control.

The financial statements for June 2004 were discussed. There appeared to be a discrepancy in the general assessment income category in the actual month vs. budget month amounts. Larry will review this



matter and report back with the answer. (The matter was researched and it was determined that it was reflected in the insurance category as a credit - account 638. The correction was made on the system).

The board discussed the proposed Rules and Regulations. Harold will discuss the outstanding issues that were raised with Leroy and will then make the needed changes. The amended proposed document will then be forwarded to all the board members for their review. Once Harold has received an approval from all the board members, they will be finalized and distributed. The board assigned the pools and tennis court long term planning to Bruce and Tim.

There was discussion regarding the draft of the Work Order form that will be used in the future for processing all maintenance requests. Harold will prepare a memo that will accompany the form so that all the owners will be aware of the process that they will need to follow. This will be reviewed at the next meeting.

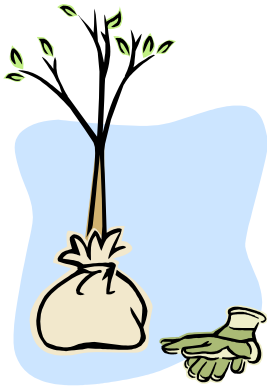
Bruce Kennard made a motion to allow Tim Moore to negotiate a new contract for the drinking water service at the guardhouse to help save money. The motion was seconded by Tim Moore and was approved.

There being no further business, the meeting adjourned at 4:38 PM. The next meeting will be held on August 16th at 3:30 PM. The meeting will be held telephonically. ♦



Driveway Painting

All driveways get worn. Sun and use wear the surface over time. It is important that those driveways are resurfaced from time to time and that they be done in accordance with the specifications of the community. Bill Caruso, at our gatehouse, has the color specifications and a vendor list to source the paint. There are some homes that have used the wrong color. For that reason, please do not copy what you see. Be sure to get the approved specifications. Also, make sure that your contractor uses texture in the paint. A new surface may be slippery without the added texture. You can easily slip and fall. Be cautious.



Landscape Requests

Monthly Report Landscape Committee
July-August 2004
Andy Jurasin

Lawns: Colonia lawns are experiencing the annual decline which occurs when the temperature gets high enough to kill off the winter rye grass, leaving the sparse annual grasses. The lawns will be sprayed with a weed killer, scalped, and aerated within the next month in an effort to restore their growth.

Trees: The Mexican Fan Palms (98) and the Queen Palms (62) have been trimmed. The root feeding of the Queen Palms was also done. Removal of 5 dead Queen Palms and the grinding of their stumps will be done in mid August. We are currently reviewing bids for pruning the olive trees within Colonia.

Requests: #62 is requesting permission to remove some pyracantha plants so that the wall behind them may be washed and painted. The plants will be replaced with a vine this fall.

Turf Alert! Turf areas were recently treated for weeds and there will be some bare spots as a result. This is a normal event treatment. Overseeding will take place in the next 4-5 weeks and, before you know it, beautiful rye grass will fill in the bare spots.

Please consider receiving your Colonia Encantada Newsletter by email. All you need to do is to download Adobe Acrobat if you don't have it already. The Newsletter arrives in PDF format at your email address and looks like the one received by mail. You can print it out if you like to hold on to paper when you read. Contact Sandy Glass to join the electronic world: sandy.glass@asu.edu.

Board Meetings

Board of Directors

The Board is elected to serve the communities. We do that in a variety of different ways. One of them is through input that we receive from Homeowners. We need you to be active and engage in the governance of our community. Board meetings will be held on the third Monday of each month at 3:30 P.M. in the Clubhouse. The exception is during the months of June, July and August when the meetings are held via teleconference. The information is posted at Gatehouse for those call sessions which, like all other board meetings, are open to all. We welcome your participation in the workings of our community.

Moving or Transferring Title to Your Property? What You Need to Know –

Periodically, homes in our community change hands. Did you know that the Association is required by law to change its records of your property at that same time to ensure there are no outstanding obligations? To avoid delays and prevent difficulties in closing, the Board requests that homeowners communicate with Heywood Realty when you list your home or when changing ownership for other reasons. Heywood Realty will send an information packet to the listing agent making them aware of their duty to follow required procedures when a sale should occur.

Carmel is the person who will follow through for the Management Office and answer your questions or that of your realtor.

Recently, there have been transfers to children. These, too, are transfers subject to all the appropriate documentation. Your help in making sure this is done is greatly appreciated.