

**THE VILLAGES AT QUEEN CREEK HOMEOWNERS ASSOCIATION**  
**Board of Directors Meeting – Open Session**  
**Thursday, November 17, 2011 - 7:00PM**  
**Agenda**

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- I. Call to Order/Introductions**
- II. Open Homeowner Forum**
  - Homeowners will also be given the opportunity to discuss each agenda item prior to Board decision.
- III. Review and Approval of Previous Meeting Minutes**
  - October 27, 2011
- IV. Treasurer's Report**
  - October 2011 Financial Report
- V. Committee Reports**
  - Architectural Committee  
*(Rescheduled meeting pending)*
  - Budget/Finance Committee  
*(Meeting on 11/16, minutes not available yet)*
- VI. Contract Reports**
  - Management Report - AAM
  - Landscape Report - H&N
- VII. Unfinished Business**
  - Transfer Fees *(Recommendation from the Budget/Finance Committee)*
  - Painting of Pool Pillars & Walls - *Ratify Approval*
  - Security Camera Monitoring & Policy
  - Clubhouse Meeting Room Revised Rules & Fees
  - *Any other unfinished business?*
- VIII. New Business**
  - Clubhouse/Pool/Fitness Center Usage Restrictions, Additional Signage & Fees for Violations (Discussion)
  - Board Requested Change Order from Raven Pools - *Ratify Approval* -
  - Adjust Fence Shepherd Hook by Golf Restaurant, Replace Door Handles & Misc. Upgrades - *Ratify Approval*
  - Revised Pool Plant & Granite Plan - *Ratify Approval*
  - Pool Tree Removal - *Ratify Approval*
  - Clubhouse Signs - *Ratify Approval*
  - Concrete Removal for Repair of Irrigation (Parcel 11A, Lot 5) - *Ratify Approval*
  - 2011 Audit - CPA Engagement Letter from Ginsburg & Dwaileebe CPAs
  - *Any other new business?*
- IX. Adjournment**

11/10/2011  
2:23 PM

327c Villages at Queen Creek Homeowner Association  
Balance Sheet  
10/31/2011

1600 W. Broadway Rd  
Suite 200  
Tempe AZ 85282

Acct #

ASSETS

	OPERATING FUNDS	
1100	Operating Checking	52,537.21
1103	Operating Savings	591.05
1120	Petty Cash	500.00
		-----
	TOTAL OPERATING FUNDS	53,628.26
	RESERVE FUNDS	
1150	Reserve Fund Savings	192,359.93
		-----
	TOTAL RESERVE FUNDS	192,359.93
	OTHER ASSETS	
1200	Accounts Receivable	307,720.53
1201	Less Reserve for Bad Debt	(267,538.92)
1250	Prepaid Expenses	21,500.00
1260	Prepaid Insurance	435.88
		-----
	TOTAL OTHER ASSETS	62,117.49
		-----
	TOTAL ASSETS	308,105.68
		=====

LIABILITIES

	LIABILITIES	
2001	Accounts Payable	17,059.85
2001.012	Collection Fees Payable	5,534.80
2003	Accrued Expenses	4,182.94
2005	Prepaid Assessments	17,413.76
2006	Deferred Assessments	135,895.95
		-----
	TOTAL LIABILITIES	180,087.30

EQUITY

3501	Members' Equity - Prior Years	103,228.30
	Current Year Surplus/(Deficit)	24,790.08
		-----
	TOTAL EQUITY	128,018.38
		-----
	TOTAL LIABILITIES & EQUITY	308,105.68
		=====

3270 The Villages at Queen Creek Homeowners Associ  
Budget Comparison Statement  
10/31/2011

1600 W. Broadway Rd., Ste 200  
Tempe AZ 85282

Acct #	Description	Oct Actual	Oct Budget	Oct Variance	Jan-Oct Actual	Jan-Oct Budget	Jan-Oct Variance	Annual Budget
	INCOME							
4005	Assessments	66,190.94	66,105	86.44	661,902.56	661,045	857.56	793,254
4011.001	Satellite Association Assessme	1,570.99	1,571	0.00	15,709.93	15,710	0.03	18,852
4012	Builder Assessments	190.38	230	(39.98)	1,991.83	2,304	(311.77)	2,764
4020	Working Capital Fees	0.00	0	0.00	692.60	0	692.60	0
4026.01	Self Help	0.00	300	(300.00)	225.00	3,000	(2,775.00)	3,600
4090	CC&R Violation Fees	925.00	1,250	(325.00)	20,465.20	12,500	7,965.20	15,000
4106	Legal Fee Reimbursement	0.00	2,743	(2,743.00)	12,701.80	27,435	(14,733.20)	32,923
4106.003	Legal-Small Claims	0.00	1,625	(1,625.00)	181.65	16,250	(16,068.35)	19,500
4106.01	Legal Reimb - Demand	0.00	0	0.00	2,680.00	8,625	(5,945.00)	11,500
4106.02	Legal Reimb - Lien	0.00	1,350	(1,350.00)	1,927.24	5,400	(3,472.76)	5,400
4109	Gate/Key Income	0.00	100	(100.00)	1,625.00	1,000	625.00	1,200
4110	Late Charges	3,255.00	5,000	(1,745.00)	13,197.65	20,000	(6,802.35)	20,000
4111	Social Income	0.00	0	0.00	990.00	0	990.00	0
4125.001	HOA Transfer Fees	900.00	1,000	(100.00)	11,975.00	10,000	1,975.00	12,000
4126	Clubhouse Rental	400.00	100	300.00	2,720.00	1,000	1,720.00	1,200
4141	Insurance Claim Income	0.00	0	0.00	3,865.39	0	3,865.39	0
4145	NSF Fees Reimbursed	100.00	25	75.00	250.00	250	0.00	300
4145.01	SurePay Setup Fees	20.00	0	20.00	25.00	0	25.00	0
4159	Bad Debt Recovery	175.00	0	175.00	175.00	0	175.00	0
4165	Interest Income	12.25	13	(0.75)	106.35	130	(23.65)	156
4166	Other Income	0.00	0	0.00	1,002.24	0	1,002.24	0
4189	Transfer of Working Capital	0.00	0	0.00	(692.60)	0	(692.60)	0
4190	Transfers to Reserve Fund	(6,933.00)	(6,933)	0.00	(69,327.00)	(69,327)	0.00	(83,193)
	TOTAL INCOME	66,806.56	74,479	(7,672.29)	684,389.84	715,322	(30,931.66)	854,456
	EXPENSES							
	ADMINISTRATIVE							
5000.4190	Prior Year Expenses	0.00	0	0.00	0.00	1,400	1,400.00	1,400
5112	Meeting & Community	299.63	0	(299.63)	1,769.38	125	(1,644.38)	125
5113	Social Expense	54.94	200	145.06	916.56	800	(116.56)	800
5119	Bad Debt Expense-Assessments	0.00	3,200	3,200.00	6,400.00	12,800	6,400.00	12,800

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5119.001	Bad Debt Expense-Other	0.00	83	83.00	412.00	825	413.00	991
5119.002	Bad Debt Expense-Legal&Collect	0.00	2,705	2,705.00	13,525.00	27,050	13,525.00	32,460
5119.003	Bad Debt Expense-Late Fees/Vio	0.00	400	400.00	2,000.00	4,000	2,000.00	4,800
5119.004	Bad Debt - Benefited Assessmen	0.00	0	0.00	0.02	0	(0.02)	0
5119.005	Bad Debt Expense-Small Claims	0.00	0	0.00	1,840.00	0	(1,840.00)	0
5129.003	Card Reader Supply/Repair	0.00	0	0.00	781.05	800	18.95	800
5135	Postage & Copies	581.56	3,500	2,918.44	18,744.93	13,500	(5,244.93)	20,500
5136	Bank Charges	60.00	20	(40.00)	130.00	200	70.00	240
5136.02	SurePay Setup Fees	20.00	0	(20.00)	25.00	0	(25.00)	0
5142	Office Expense	14.13	254	239.87	2,102.30	2,540	437.70	3,048
5145	Newsletter Expense	0.00	400	400.00	0.00	1,600	1,600.00	1,600
5146	Mileage Reimb	0.00	41	41.00	29.20	409	379.80	490
5146.03	Mileage Reimbursement - Manage	81.82	20	(61.82)	499.33	200	(299.33)	240
5150	Reserve Study	0.00	0	0.00	1,250.00	2,000	750.00	2,000
5151	CPA Services	0.00	0	0.00	3,500.00	3,000	(500.00)	3,000
5153	Consulting Fees	0.00	0	0.00	0.00	3,000	3,000.00	3,000
5154	Website Expense	0.00	70	70.00	657.57	710	52.43	850
5156.20	Office Equipment	0.00	0	0.00	120.34	900	779.66	900
5159	Legal & Collection Fees	0.00	200	200.00	4,179.20	2,000	(2,179.20)	2,400
5159.001	Legal Fees-Collection	653.32	2,743	2,089.68	12,644.71	27,435	14,790.29	32,923
5159.01	Legal Fees - Demand	0.00	0	0.00	2,960.00	8,625	5,665.00	11,500
5159.02	Legal Fees - Lien	0.00	1,350	1,350.00	1,890.00	5,400	3,510.00	5,400
5159.03	Legal-Small Claims	0.00	1,625	1,625.00	0.00	16,250	16,250.00	19,500
5160	Insurance	435.86	1,252	816.14	10,935.26	12,520	1,584.74	15,024
5162	Income Taxes - State	0.00	0	0.00	45.00	50	5.00	50
5163	Property Taxes	81.78	60	(21.49)	81.78	60	(21.49)	60
5163.001	Water District Taxes	8,125.64	5,500	(2,625.64)	8,125.64	5,500	(2,625.64)	5,500
5165	Taxes, Licenses & Fees	0.00	0	0.00	280.00	235	(45.00)	235
TOTAL ADMINISTRATIVE		10,408.68	23,623	13,214.61	95,844.27	153,934	58,090.02	182,636
UTILITIES								

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5205	Electricity	1,721.06	2,000	278.94	22,290.46	20,400	(1,890.46)	23,700
5210	Gas	46.75	500	453.25	2,965.32	4,000	1,034.68	6,000
5215	Water & Sewer	3,167.25	2,500	(667.25)	24,507.58	17,850	(6,657.58)	21,550
5225	Telephone	175.26	139	(36.26)	1,700.86	1,390	(310.86)	1,668
	TOTAL UTILITIES	5,110.32	5,139	28.68	51,464.22	43,640	(7,824.22)	52,918
	REPAIRS & MAINTENANCE							
5305	Common Area Maintenance	65.00	550	485.00	4,739.21	5,500	760.79	6,600
5306.01	Violation Monitor	0.00	1,455	1,455.00	3,698.51	15,200	11,501.49	18,110
5306.02	Parking Patrol	0.00	625	625.00	1,875.00	6,250	4,375.00	7,500
5306.40	Mail Box Repairs	0.00	210	210.00	583.98	2,080	1,496.02	2,500
5310	Pump Repairs & Maintenance	0.00	200	200.00	920.00	2,000	1,080.00	2,400
5312	Clubhouse Maintenance	1,118.18	300	(818.18)	7,705.50	3,000	(4,705.50)	3,600
5315.002	Gopher Control	0.00	165	165.00	843.96	1,650	806.04	1,980
5333	Rec Center Equip Repairs	0.00	166	166.00	871.36	1,660	788.64	1,992
5347	Security	531.03	0	(531.03)	3,250.03	0	(3,250.03)	0
5350	Backflow Inspection	0.00	0	0.00	651.50	500	(151.50)	500
5354	Arbor Care	0.00	750	750.00	3,442.77	7,500	4,057.23	9,000
5355	Landscape - Other	0.00	383	383.00	400.00	3,834	3,434.00	4,600
5356	Plant Replacement	7,837.30	1,400	(6,437.30)	26,071.87	10,000	(16,071.87)	10,000
5358	Tree Pruning	0.00	0	0.00	0.00	17,000	17,000.00	17,000
5360	Granite Replacement	0.00	19,000	19,000.00	5,105.04	19,000	13,894.96	19,000
5362	Drywell Maintenance	3,386.49	0	(3,386.49)	3,386.49	1,100	(2,286.49)	1,100
5366	Sprinkler Repairs	2,127.27	1,500	(627.27)	4,960.87	11,300	6,339.13	13,000
5370	Pool/Spa Repair/Maintenance	292.33	150	(142.33)	6,918.32	1,800	(5,118.32)	2,000
5374	Janitorial Supplies	622.50	50	(572.50)	1,133.17	800	(333.17)	900
5379	Winter Overseeding	0.00	13,000	13,000.00	10,663.00	13,000	2,337.00	13,000
5383	Access System Repair	0.00	100	100.00	530.58	1,000	469.42	1,200
	TOTAL REPAIRS & MAINTENANCE	15,980.10	40,004	24,023.90	87,751.16	124,174	36,422.84	135,982

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2:22 PM

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10/31/2011

1600 W. Broadway Rd., Ste 200  
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Acct #	Description	Oct Actual	Oct Budget	Oct Variance	Jan-Oct Actual	Jan-Oct Budget	Jan-Oct Variance	Annual Budget
	CONTRACT SERVICES							
5512	Security Monitoring	295.00	775	480.00	4,695.00	7,600	2,905.00	9,125
5513.002	Camera Maint Contract	64.00	0	(64.00)	64.00	0	(64.00)	0
5515	Exterminating Contract	170.00	155	(15.00)	1,650.76	1,550	(100.76)	1,860
5522	Janitorial Contract	975.00	1,000	25.00	10,085.00	9,985	(100.00)	11,985
5525	Landscape Contract	21,500.00	23,307	1,807.00	221,746.53	233,070	11,323.47	279,684
5530	Management Contract	9,650.00	10,118	468.00	100,554.00	101,180	626.00	121,416
5531	Pump Maint Contract	0.00	0	0.00	900.00	1,950	1,050.00	2,600
5532	Pool/Spa Maintenance Contract	0.00	675	675.00	7,222.68	7,250	27.32	8,600
5539	Drainage Channel Maintenance	3,891.94	3,900	8.06	38,892.38	39,000	107.62	46,800
5554	Exercise Equipment Maint. Cont	71.00	71	0.00	708.51	708	(0.51)	850
	TOTAL CONTRACT SERVICES	36,616.94	40,001	3,384.06	386,518.86	402,293	15,774.14	482,920
	TOTAL EXPENSES	68,116.04	108,767	40,651.25	621,578.51	724,041	102,462.78	854,456
	CURRENT YEAR NET SURPLUS/(DEFI	(1,309.48)	(34,288)	32,978.96	62,811.33	(8,720)	71,531.12	0

11/10/2011  
2:22 PM

The Villages at Queen Creek Homeowners Association  
Reserve Statement  
10/31/2011

1600 W. Broadway Rd., Ste 200  
Tempe AZ 85282

Acct #	Description	Oct Actual	Oct Budget	Oct Variance	Jan-Oct Actual	Jan-Oct Budget	Jan-Oct Variance	Annual Budget
INCOME								
8165	Interest Income	101.78	13	88.78	1,276.32	130	1,146.32	156
8189	Transfer of Working Capital	0.00	0	0.00	692.60	0	692.60	0
8190	Transfers from Operating Fund	6,933.00	6,933	0.00	69,327.00	69,327	0.00	83,193
	TOTAL INCOME	7,034.78	6,946	88.78	71,295.92	69,457	1,838.92	83,349
EXPENSE								
9100	Capital Improvements	0.00	833	833.00	0.00	8,334	8,334.00	10,000
9103	Exercise Equipment	10,000.00	0	(10,000.00)	20,074.62	0	(20,074.62)	0
9115	Fence Replacement	6,487.80	0	(6,487.80)	12,467.92	0	(12,467.92)	0
9116.001	Carpet Replacement	0.00	0	0.00	2,695.86	0	(2,695.86)	0
9127	Monument Signs - Letters	0.00	0	0.00	3,570.56	0	(3,570.56)	0
9137	Pool Furniture	9,000.00	0	(9,000.00)	18,000.01	0	(18,000.01)	0
9142	Roof Repair	0.00	0	0.00	1,283.20	0	(1,283.20)	0
9172	Shade Structure/Ramada	367.95	0	(367.95)	9,650.95	0	(9,650.95)	0
9174	Clubhouse Equipment/Furniture	10,927.17	0	(10,927.17)	10,927.17	0	(10,927.17)	0
9195	Pumps / Pump Station	4,223.67	0	(4,223.67)	12,460.74	0	(12,460.74)	0
9202	Pool Deck Repairs	975.00	0	(975.00)	10,765.93	0	(10,765.93)	0
9306	Pool-Replaster/Retile	4,722.78	0	(4,722.78)	11,029.03	0	(11,029.03)	0
	TOTAL EXPENSES	46,704.37	833	(45,871.37)	112,925.99	8,334	(104,591.99)	10,000
	CURRENT YEAR SURPLUS/ (DEFICIT)	(39,669.59)	6,113	(45,782.59)	(41,630.07)	61,123	(102,753.07)	73,349

## MANAGEMENT REPORT



Prepared for the Board of Directors Meeting  
Thursday, November 17, 2011

### AAM, LLC Contact Information

Title	Name	Direct Line	Fax	Email Address
Community Manager	Cindy Anderson	480.987.0847	480.987.0851	canderson@aamaz.com
Administrative Assistant	Maria Courcey	602.906.4911	602.870.8231	mcourcey@aamaz.com
Area Manager / VP of East Valley Operations	Carla Helmstadter	602.906.4909	480.821.2334	chelmstadter@aamaz.com



**AAM EMERGENCY LINE: 866.553.8290 or 602.647.3034**

### Board of Directors Information

Name	Position	Term Expiration
Bill Lehman	President/Director	12/2011
Larry Murphy	Vice President/Director	12/2011
Sharron Owen	Secretary/Director	12/2011
Bruce Ervans	Treasurer/Director	12/2011
Brett Ferguson	Director	12/2011

### Management Update

- Completed a landscape drive with the Board President and representatives from H&N Landscape.
- Completed the October 27, 2011 Open & Executive Session meeting minutes.
- Completed the October 2011 Financial variance reports.
- Attended the Budget/Finance Committee Meeting on November 16<sup>th</sup>.
- Sent meeting reminders and Architectural submittals to the Committee for review.
- Scheduled all clubhouse meeting room reservations.
- Continued with key-fob suspension of delinquent and past owner accounts with the assistance of VP Larry Murphy.
- Sent out the Annual Meeting Notice, Candidate Information Sheet, Ballot and reminders insert.
- Completed the 1<sup>st</sup> Quarter 2012 Newsletter.
- Finalized the 2012 Budget, Narrative & Resolution.
- Coordinated the 1<sup>st</sup> Quarter 2012 statements mailing which includes the Newsletter and Annualized Budget.
- Met with Larry Murphy & Sharron Owen regarding clubhouse Meeting Room rules & fees.
- Booked a lifeguard and security guard for the event.
- Met and corresponded with all vendors relating to the on-going projects (pool, fencing, shade structure, monument signs).
- Ordered replacement signage for throughout the clubhouse and pool.
- Coordinated and moved clubhouse furniture along with the Board and volunteers.
- Coordinated the 11/12 event's furniture sale, craft sale, pool ribbon cutting, etc. along with the Board and volunteers.
- Communicated with Austin Witzel from H&N daily regarding landscape maintenance concerns. Also forwarded all homeowner landscape concerns to Mike & Austin to address.
- Responded to all after-hours and weekend emergency calls that came through AAM's emergency line.
- Communicated with Webmaster Sandi Dale for several website updates.

- Sent meeting reminder e-blasts.
- Communicated with several homeowners on a daily basis via e-mail, phone and in person regarding various issues.
- Followed up on several homeowner concerns of violations in the community.
- Corresponded with Town of QC Code Compliance for lots with excessive violations.
- Performed 2 front yard violation inspections of the community.

### Highlights

- Projects completed:
  - Pool Deck
  - Pool Interior
  - Pool Fencing
  - Pool Shade Structure
  - Pool Furniture
  - Pool Plants & Granite
  - Pool Shower
  - Clubhouse Roof Repairs
  - Clubhouse A/C Duct Work
  - Clubhouse Furniture
  - Meeting Room Tables & Chairs
  - Fitness Equipment (*Dual Adjustable Pulley & the dumbbells are on back order and should arrive soon*)
  - Pump Station Shade Structure
  - 450 Trees Installed (*Additional 350 in process*)
  - Monument Signs
  - Solar Lighting @ Monument Signs
  - Winter Annuals @ Monument Signs
  - Irrigation & Soil Replacement @ Monument Signs
  - “Our Thanksgiving” Community Event
- Reminder: HOA office hours are now Monday, Wednesday & Friday, 9a-5p (lunch 11a-12n).  
**The HOA office will be closed 11/18-11/25 & 12/23-12/30.**
- Reminder: Annual Meeting on December 1<sup>st</sup>. PLEASE BE SURE TO SEND IN YOUR BALLOT! Ballot Raffle prizes secured so far: 1-\$100 Visa or MasterCard Gift Card from H&N; 1-\$50 Visa or MasterCard Gift Card from ServeCor; 1-\$50 Visa or MasterCard Gift Card from Raven Pools; \$50 off an initial pest control service from JaxPro Pest Control and 10-two-somes of golf from the Las Colinas Golf Club. Additional raffle prizes are in the works.
- Please note, as of October 1, 2011 any account that is 90 days or more past due is subject to Clubhouse/Pool key-fob suspension. Key fobs of past owners will also be turned off.
- If you would like to volunteer to be a part of a committee, please complete a volunteer form and forward to me.
- Please log onto [www.ourvatqc.com](http://www.ourvatqc.com) and sign up for Villages e-news. The website also contains a lot of useful information for homeowners and residents.
- If you have a business and would like to advertise on the community website, please contact me. The advertising page has been set up; it's titled “Local Businesses”. Homeowners and residents may advertise their business free of charge. The charge is \$50 per year for a non-homeowner/resident.

Respectfully Submitted,  
*Cindy Anderson*  
 Cindy Anderson  
 Community Manager  
 AAM, LLC

## Cindy Anderson

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**From:** austinwitzel@hnlandscape.com  
**Sent:** Tuesday, November 15, 2011 6:35 PM  
**To:** Cindy Anderson  
**Subject:** Villages @Queen Creek report



### **Landscape & Maintenance**

Austin Witzel  
Maintenance supervisor  
(480)-388-6008  
[austinwitzel@hnlandscape.com](mailto:austinwitzel@hnlandscape.com)  
Villages @ Queen Creek

### **Maintenance-**

**Oct 31st-Nov 4th:** The crew finished up week 1 and then continued on the loop going from the clubhouse toward Sierra Park Blvd. trimming, blowing and raking.

**Nov 7th-Nov 11th:** We were on and completed week 2 of the trim schedule for the parcels. We did a little trimming on the loop but mainly we focused on the club house for the BBQ. The crew had also planted more annual flowers at the monuments.

**Nov 14th-Nov 18th:** The crew is and will continue on week 3 of the parcel trim schedule. After they complete week 3 they will continue on the loop

This report is shorter than others because of the shorter period between meeting.

### **Irrigation-**

We are still battling all the poly leaks in the parcels i have a feeling this has been and will be an on going

battle.

On 11/16 we will be starting on the three leaks that we have to rip up the concrete for:  
21351 E Via Del Rancho

23338 N 222nd St.

23250 N 222d St.

We have started on the capping of the trees on the loop so that not to waste water on trees that don't need it.

**Misc-**

We have installed battery operated timers on the valves that control the drip in the pool and around the clubhouse this was done to give us control on when we water not the golf course.

We have finished 100 Live oak trees to replace the ones that did not make it on the first installment i personally inspected each tree to make sure there were none that were or looked like they were stressing.

We will continue installing 50 trees a week until we finish with the warranty ones then we will move on to the other parcels that are in need of trees.