

THE VILLAGES AT QUEEN CREEK HOMEOWNERS ASSOCIATION
Board of Directors Meeting – Open Session
Thursday, September 29, 2011 - 7:00PM
Agenda

- 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**
 - August 25, 2011 (*pages 2-6*)
- IV. Treasurer's Report**
 - August 2011 Financial Report (*pages 7-22*)
 - Accrual Accounting vs. Cash Accounting
- V. Committee Reports**
 - Architectural Committee
 - September 15, 2011 Meeting Minutes (*pages 23-24*)
 - Resignation of member Lori Kuhuski (*pages 25-26*)
 - Budget/Finance Committee
 - September 21, 2011 Meeting Minutes (*pages 27-28*)
- VI. Contract Reports**
 - Landscape Report - H&N
 - Management Report & Amenities Improvement Update - AAM (*pages 29-45*)
- VII. Unfinished Business**
 - Homeowner request for tree removal
Independent Arborist Report (pages 46-48)
 - Horseshoe Pits (Taladera Park) (*pages 49-51*)
 - Pool Shade Structure & Pump House Shade Structure (*Ratify Approval of Shade Industries Proposal (pages 52-63)*)
- VIII. New Business**
 - Additional Outlets Installation in Fitness Center & Outside Clubhouse (*Ratify Approval (pages 64-68)*)
 - Clubhouse Entry - Repair & Stain Concrete Proposals (*pages 69-72*)
 - Irrigation Replacement at Sierra Park and Rittenhouse Monument Planters Proposal (*pages 73-74*)
 - Monument Solar Lighting Proposals (*pages 75-78*)
 - Pool Upgrade Proposals (Shower, Tile, Cantilever Brick Border, Handrails) (*pages 79-81*)
 - Drywells Inspection Report & Cleaning Proposal (*pages 82-85*)
- IX. Adjournment**

**The Villages at Queen Creek Homeowners Association
Board of Directors Meeting**

**The Villages at Queen Creek Clubhouse - 21515 E. Village Loop Road, Queen Creek, AZ 85242
August 25, 2011**

1. Call to Order

- President Bill Lehman called the meeting to order at 7:08 p.m.
Also in attendance:
Bruce Ervans, Treasurer
Sharron Owen, Secretary
Brett Ferguson, Director
Cindy Anderson, Community Manager, AAM
- Board Members Absent:
Larry Murphy, Vice President

2. Open Homeowner Forum

- Lori Kuhuski's companies We Make Bears 4 U & Desert Floria were the "Snack Sponsor" for the August meeting. Lori provided meeting snacks, drinks, door prizes and raffled a floral arrangement.
- A request was made to replace the fans in the Fitness Center. This will be addressed with the equipment replacement.
- Homeowners were also given the opportunity to discuss each agenda item prior to Board decision.

3. Review & Approve Minutes – July 28, 2011

- Without objection, the Board approved the July 28, 2011 Open Session meeting minutes as presented.

4. Treasurer's Report – July 2011

- Bruce reviewed the July 2011 Financials which were also provided in the homeowner's meeting packets.

5. Committee Reports

- Architectural Committee
-Bill reviewed the August 16th Meeting Minutes which were also provided in the homeowner's meeting packets.
- Budget/Finance Committee
-Bruce reviewed the August 17th Meeting Minutes which were also provided in the homeowner's meeting packets.
- Landscape Committee
-Bill gave the landscape update on behalf of Chair Chris Baesen.
- Oversight Committee
-Update: The Oversight Committee will be scheduling a meeting to review several items for the 2012 Budget including insurance, parking patrol, tot lot inspection/service, fitness center preventative maintenance service and annual fire extinguisher inspection service.

6. Contract Reports

- Landscape Report – H&N
Mike MacDonald with H&N gave the Landscape Report which was also provided in the homeowner's meeting packets.
- Management Report - AAM
Community Manager Cindy Anderson gave the Management Report which was also provided in the homeowner's meeting packets.

7. Unfinished Business

- Homeowner request for tree removal
Pictures of the trees in question were reviewed. A recommendation from the Architectural Committee and information from H&N was provided and discussed.
Bill made a motion to have an independent arborist assess the trees and report back. Brett seconded the motion. The motion carried.
- Revised Monument Sign Proposals from ALB Signs (*1-Clubhouse Entry, 1-SWC Rittenhouse Rd. & E. Village Loop Road S., 2-SWC E. Village Loop Road N. & Rittenhouse Rd., 2-NEC Sierra Park Blvd. & Ellsworth Road*)
Bill made a motion to approve the replacement and new monument signs with the darker lettering, with all signs to have a "Las Colinas Golf Club" smaller sign underneath (to be paid for by Las Colinas) at a cost not to exceed \$9,000.00 (final revision may be at a lower cost). Bruce seconded the motion. Bill amended his motion to include that the cost is to be paid from the Reserve Account. Bruce seconded Bill's amended motion. The motion carried.
- Fitness Equipment - Proposals from Advanced Exercise Equipment, Commercial Fitness & Farmer's Fitness
Bill made a motion to approve the proposal from Advanced Exercise Equipment at a cost not to exceed \$20,075.82 with the final selection in equipment to be made by Cindy Anderson and Chris Baesen. The funds for the equipment replacement will be paid from the Reserve Account and must be installed within 60 days. Once the equipment is replaced, Cindy is to have a television installed in the Fitness Center also. Bruce seconded the motion. The motion carried.
- Carpet Replacement - Proposals from Abel Carpet Tile & Wood and Express Flooring
Bill made a motion to approve the proposal from Abel Carpet, Tile & Wood for \$2,695.86 with the cost to be paid from the Reserve Account as scheduled for 2011. Brett seconded the motion. The motion carried.
- Pool Fencing - Proposals from William Ahl, Sun King Fencing, Paramount Iron & Raven Pools
Bill made a motion to approve the proposal from Sun King Fencing for \$11,680.12 (tax included) with all fencing to include shepherd's hooks and the color to be determined; the cost will be paid from the Reserve Account. Cindy is to check with Sun King for warranty timeframes. Bruce seconded the motion.
Brett amended the motion to include that Cindy is to check with the Registrar of Contractors for any open complaints and report back to the Board. Bruce seconded the motion. The motion carried.
- Pool Furniture - Pricing from DC Sales, Today's Patio & Nu Look Revinyling
Bill made a motion to approve a budget for replacement pool furniture not to exceed \$20,000.00 to be paid from the Reserve Account. Sharron Owen, Cindy Anderson, Jeanie Danielson and Jacque Ferguson are to determine the amount and style of the replacement furniture. Bruce seconded the motion. The motion carried.
- Homeowner request for additional amenities in the large "Taladera" park such as a Ramada, lighting or horseshoe pits (tabled from the July Board meeting)
Without objection, the Board agreed to have Cindy obtain costs for installation of horseshoe pits and benches/tables.
- Roundabouts - Who Yields to Whom? (tabled from the July Board meeting)
Discussion took place regarding traffic safety and the potential need for additional signs including possible stop signs. Bill Lehman made a motion to have Bill Fischbach provide Cindy with a newsletter article regarding this issue to gauge homeowner concern. Brett seconded the motion. The motion carried. The article will be included in the 4th quarter newsletter.

8. New Business

- Ratify Termination of Polar Pools
Bill made a motion to ratify the termination of Polar Pools from August 12, 2011. Bruce seconded the motion. The motion carried.
- Pool Contract -Proposals from MVP Pools, Platinum Pools and Raven Pools
Bill made a motion to approve the proposal from Raven Pools for \$650 per month for 5 times per week service for May through October (an option for a 6th day of service is available upon request) and \$425 per month for 3 times per week service for November through April. Bruce seconded the motion. The motion carried.

- Pool Deck/Interior - Proposals from CDC Pools, Imagine Architectural & Raven Pools
Bill made a motion to approve the proposal from Raven Pools for \$19,579.93 for the deck and \$12,611.25 for resurfacing the interior of the pool with white mini-pebble (total \$32,191.18). The cost for both projects is to be paid from the Reserve Account, there is to be no charge for regular pool cleaning service during construction and a performance clause is to be included in the final contract. The deck color is to be determined by Sharron and Cindy. Cindy is to also obtain information on a "Villages" mosaic and different tile options as well as the cost for a decorative brick border. Bruce seconded the motion. The motion carried.
- Pool Shade Structure Proposals
Proposals have not been received to date. This item is tabled until proposals are received and the Board can review.
- Pool Plant/Granite Replacement - Proposals from H&N
Bill made a motion to approve the proposal from H&N for removal of approximately 700 square feet of rock around the pool and the addition of \$20 tons of ¾" Desert Brown rock including the areas along the east side of the tennis courts and the installation of 17-3 gallon plants around the pool. Sharron, Cindy and Jeannie are to determine the plant type. Bruce seconded the motion. The motion carried.
- November 12th Social Event
Bill made a motion to move forward with planning a community social event on November 12, 2011 called "Our Thanksgiving" which will be sponsored by H&N Landscape. Bruce seconded the motion. The motion carried.
- Clubhouse Usage Charge
Without objection, the Board agreed to have Cindy obtain the cost for an additional security camera installed in the meeting room. Cindy and Larry are also to work on a new clubhouse rental agreement and fee structure.
- A/C Evaporative Coil Cleaning Proposal from Angel Air
Bill made a motion to approve the proposal from Angel Air for \$301.02. Bruce seconded the motion. The motion carried.
- A/C Duct Work Proposal from Angel Air
Total cost \$569.79. Pursuant to the lease agreement, this is a 50/50 cost between the HOA and the Golf Club. Bill made a motion to approve the Villages HOA portion of the cost at \$284.90. Brett seconded the motion. The motion carried.
- Ratify Sidewalk Removal & Irrigation Repair Proposal from H&N
Concrete sidewalk (60' x 4' & 20' x 4') in front of Parcel 10, Lot 09 and Parcel 11B, Lot 55 had to be removed, then re-poured because of an irrigation leak underneath the sidewalk due to an irrigation pipe missing a sleeve. Bill made a motion to ratify the approval of the bid for \$2,127.27. Sharron seconded the motion. The motion carried.
- Winter Over-Seed - Proposals from H&N Landscape
Bill made a motion to approve the proposal from H&N for \$10,663.00. Bruce seconded the motion. The motion carried.
- Winter Annuals/Soil Replacement/Irrigation Replacement - Proposals from H&N Landscape
Bill made a motion to approve the proposal for \$1,492.82 for winter annuals to be planted in October in all three monument planters. Bruce seconded the motion. The motion carried.
Bill made a motion to approve the proposal for \$479.84 for soil replacement in all three planters. Sharron seconded the motion. The motion carried.
Bill made a motion to approve the proposal for \$159.95 to replace the irrigation at the clubhouse monument planter. Brett seconded the motion. The motion carried.
- Management Contract
Brett made a motion to approve the management contract from AAM, LLC as revised. Bruce seconded the motion. Bill abstained. The motion passed.
- Clubhouse Restrooms - Paper Towel Dispensers, Toilet Paper Dispensers & Scent Sprayers
Bill made a motion to approve installation of paper towel dispensers at a cost of \$32.50 each plus \$15.00 installation by Servecor. Brett seconded the motion. The motion carried.
Bill made a motion to approve installation of toilet paper dispensers at a cost of \$42.50 each plus \$15.00

installation by Servecor. Brett seconded the motion. The motion carried.

Bill made a motion to approve the installation of scent sprayers at a cost of \$15.00 each with no installation charge. Bruce seconded the motion. The motion carried.

- Fitness Center Cleaning Wipes Dispenser

Bill made a motion to approve the installation of a cleaning wipes dispenser in the Fitness Center at a cost of \$58.00 plus \$15.00 installation by Servecor. Bruce seconded the motion. The motion carried.

- HOA Office/Committee Room Furniture Replacement (Upstairs)

Bill made a motion to allow a budget of \$5,000.00 for office and committee room furniture replacement to be paid from the Reserve Account. Sharron, Cindy and Jacque are to determine the furniture and artwork. Bruce seconded the motion. The motion carried.

- Clubhouse Furniture Replacement

Bill made a motion to allow a budget of \$10,000.00 for clubhouse sitting room furniture replacement to be paid from the Reserve Account. Sharron, Cindy and Jacque are to determine the furniture and artwork. Bruce seconded the motion. The motion carried.

- Meeting Room Tables/Chairs Replacement

Bill made a motion to allow a budget of \$3,000.00 for meeting room tables & chairs to be paid from the Reserve Account. Bruce seconded the motion. The motion carried.

- Clubhouse Roof Repairs

Total cost \$3,208.00. Pursuant to the lease agreement, this is a 60/40 cost between the Golf Club and the HOA. Brett made a motion to approve the Villages HOA portion of the cost at \$1,283.20. Sharron seconded the motion. The motion carried.

9. Adjournment

- There being no further business to discuss, Bill adjourned the meeting at 9:13 p.m.

Respectfully Submitted By,

Cindy Anderson

Cindy Anderson
Recording Secretary
For the Board of Directors
The Villages at Queen Creek Homeowners Association

MANAGEMENT REPORT



Prepared for the Board of Directors Meeting
Thursday, September 29, 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 the August 25, 2011 Open & Executive Session meeting minutes.
- Finished the 4th quarter 2011 Newsletter and coordinated it's mailing with the 4th quarter assessment statements mailing.
- Sent bids declined letters/e-mails to vendors of denied bids.
- Sent the annual meeting notice, nomination form, questionnaire, event flyer and pool closure/key-fob/over-seeding flyer to all homeowners.
- Sent a postcard to all tenants noting the event, key-fob shut-offs and pool closure.
- Secured drywell inspection/cleaning proposal.
- Met with Steve Autry from Advanced Fitness and Chris Baesen to finalize fitness equipment order.
- Met with Steve Dallas from Las Colinas Golf Club to finalize his monument signs and other shared cost items.
- Attended the drainage meeting with the Town of QC and members of the Board.
- Completed the August 2011 Financial variance reports.
- Attempted contact with 9 shade structure companies, secured 4 proposals.
- Met with Shade Industries several times to finalize shade structure proposal and location.
- Oversaw the start of the security camera installation. Completion is scheduled for the week of 9/26.
- Oversaw the installation of additional outlets in the fitness center and outside of the clubhouse.
- Secured bids for solar monument lighting.
- Attended the Social Committee planning meeting for the 11/12 event.
- Secured all of the food for the 11/12 event from H&N Landscape.
- Ordered Villages at Queen Creek Polo shirts for the Social Committee for the 11/12 event.
- Began securing bids for parking patrol, tot lot inspection/service and fitness center preventative maintenance service for the Oversight Committee's review.
- Contacted an outside arborist for and opinion on the eucalyptus trees by parcel 7 view fences.

- Corresponded with ALB Signs for monument sign proposal & art work revisions.
- Corresponded and met with Able Flooring for the carpet replacement which is scheduled to take place on 9/29.
- Corresponded and met with Sun King Fencing regarding the pool fence installation.
- Met with Sharron Owen, Jeanie Danielson and Terri Lehman to pick out pool furniture. Met with Sharron Owen and Amanda Carlin to discuss clubhouse furniture.
- Secured bids for horseshoe pits at the Taladera Park.
- Secured bids for concrete repairs and staining for the clubhouse entrance.
- Corresponded and met with Raven Pools several times to finalize pool renovations and secured bids for the pool shower, pool tile, pool brick border and handrails.
- Continued with the rough draft 2012 Budget worksheet.
- Attended the Budget/Finance Committee Meeting on September 21st.
- Completed the September 21st Budget/Finance Committee meeting minutes.
- Sent meeting reminders and Architectural submittals to the Committee for review.
- Scheduled all clubhouse meeting room reservations.
- Toured the community with Tim Hassert owner of H&N Landscape and discussed areas of concern. Communicated with Mike MacDonald & 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 Charles Demeter from JaxPro Pest Control regarding areas of gopher and bug activity.
- Communicated with Webmaster Sandi Dale for several website updates.
- Forwarded graffiti and maintenance issues to John Albert to address.
- Reported missing street signs to the Town of Queen Creek.
- 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 and 1 rear yard violation inspections of the community.

Highlights

- Reminder: The pool will be closed for remodeling starting October 3, 2011.
- Reminder: Annual Meeting on December 1st. Notices, nomination forms and questionnaires have already been mailed. 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.
- HOA office hours are now Monday, Wednesday & Friday, 9a-5p (lunch 11a-12n).
- 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 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

09/13/2011
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Villages at Queen Creek Homeowner Association
Balance Sheet
08/31/2011

1600 W. Broadway Rd
Suite 200
Tempe AZ 85282

Acct #

ASSETS

	OPERATING FUNDS	
1100	Operating Checking	16,278.64
1103	Operating Savings	590.80
1120	Petty Cash	500.00

	TOTAL OPERATING FUNDS	17,369.44
	RESERVE FUNDS	
1150	Reserve Fund Savings	281,990.42

	TOTAL RESERVE FUNDS	281,990.42
	OTHER ASSETS	
1200	Accounts Receivable	297,756.27
1201	Less Reserve for Bad Debt	(275,362.93)
1250	Prepaid Expenses	21,570.87
1260	Prepaid Insurance	1,307.60

	TOTAL OTHER ASSETS	45,271.81

	TOTAL ASSETS	344,631.67
		=====

LIABILITIES

	LIABILITIES	
2001	Accounts Payable	13,671.67
2001.012	Collection Fees Payable	7,935.19
2003	Accrued Expenses	7,780.50
2005	Prepaid Assessments	26,763.00
2006	Deferred Assessments	67,990.05

	TOTAL LIABILITIES	124,140.41

EQUITY

3501	Members' Equity - Prior Years	103,228.30
	Current Year Surplus/(Deficit)	117,262.96

	TOTAL EQUITY	220,491.26

	TOTAL LIABILITIES & EQUITY	344,631.67
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The Villages at Queen Creek Homeowners Association
Budget Comparison Statement
08/31/2011

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

Acct #	Description	Aug Actual	Aug Budget	Aug Variance	Jan-Aug Actual	Jan-Aug Budget	Jan-Aug Variance	Annual Budget
	INCOME							
4005	Assessments	66,116.41	66,105	11.91	529,348.86	528,836	512.86	793,254
4011.001	Satellite Association Assessme	1,570.99	1,571	0.00	12,567.94	12,568	0.02	18,852
4012	Builder Assessments	184.38	230	(45.98)	1,629.76	1,843	(213.12)	2,764
4020	Working Capital Fees	173.15	0	173.15	692.60	0	692.60	0
4026.01	Self Help	0.00	300	(300.00)	225.00	2,400	(2,175.00)	3,600
4090	CC&R Violation Fees	1,025.00	1,250	(225.00)	17,090.20	10,000	7,090.20	15,000
4106	Legal Fee Reimbursement	3,938.00	2,743	1,195.00	12,796.80	21,948	(9,151.20)	32,923
4106.003	Legal-Small Claims	0.00	1,625	(1,625.00)	181.65	13,000	(12,818.35)	19,500
4106.01	Legal Reimb - Demand	0.00	2,875	(2,875.00)	2,680.00	8,625	(5,945.00)	11,500
4106.02	Legal Reimb - Lien	(70.76)	0	(70.76)	1,927.24	4,050	(2,122.76)	5,400
4109	Gate/Key Income	150.00	100	50.00	1,475.00	800	675.00	1,200
4110	Late Charges	(120.00)	0	(120.00)	10,150.65	15,000	(4,849.35)	20,000
4111	Social Income	0.00	0	0.00	990.00	0	990.00	0
4125.001	HOA Transfer Fees	1,050.00	1,000	50.00	9,575.00	8,000	1,575.00	12,000
4126	Clubhouse Rental	250.00	100	150.00	2,170.00	800	1,370.00	1,200
4141	Insurance Claim Income	0.00	0	0.00	3,865.39	0	3,865.39	0
4145	NSF Fees Reimbursed	0.00	25	(25.00)	150.00	200	(50.00)	300
4145.01	SurePay Setup Fees	0.00	0	0.00	5.00	0	5.00	0
4165	Interest Income	8.76	13	(4.24)	87.78	104	(16.22)	156
4166	Other Income	0.00	0	0.00	1,002.24	0	1,002.24	0
4189	Transfer of Working Capital	(173.15)	0	(173.15)	(692.60)	0	(692.60)	0
4190	Transfers to Reserve Fund	(6,933.00)	(6,933)	0.00	(55,461.00)	(55,461)	0.00	(83,193)
	TOTAL INCOME	67,169.78	71,004	(3,834.07)	552,457.51	572,713	(20,255.29)	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	409.58	0	(409.58)	1,432.14	125	(1,307.14)	125
5113	Social Expense	0.00	0	0.00	861.62	600	(261.62)	800
5119	Bad Debt Expense-Assessments	0.00	0	0.00	6,400.00	9,600	3,200.00	12,800
5119.001	Bad Debt Expense-Other	0.00	82	82.00	412.00	659	247.00	991

The Villages at Queen Creek Homeowners Association
Budget Comparison Statement
08/31/2011

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

Acct #	Description	Aug Actual	Aug Budget	Aug Variance	Jan-Aug Actual	Jan-Aug Budget	Jan-Aug Variance	Annual Budget
5119.002	Bad Debt Expense-Legal&Collect	0.00	2,705	2,705.00	13,525.00	21,640	8,115.00	32,460
5119.003	Bad Debt Expense-Late Fees/Vio	0.00	400	400.00	2,000.00	3,200	1,200.00	4,800
5119.004	Bad Debt - Benefited Assessmen	0.02	0	(0.02)	0.02	0	(0.02)	0
5119.005	Bad Debt Expense-Small Claims	1,840.00	0	(1,840.00)	1,840.00	0	(1,840.00)	0
5129.003	Card Reader Supply/Repair	0.00	0	0.00	659.00	800	141.00	800
5135	Postage & Copies	955.35	600	(355.35)	11,981.29	9,000	(2,981.29)	20,500
5136	Bank Charges	0.00	20	20.00	70.00	160	90.00	240
5136.02	SurePay Setup Fees	0.00	0	0.00	5.00	0	(5.00)	0
5142	Office Expense	166.66	254	87.34	1,765.33	2,032	266.67	3,048
5145	Newsletter Expense	0.00	0	0.00	0.00	1,200	1,200.00	1,600
5146	Mileage Reimb	0.00	41	41.00	29.20	327	297.80	490
5146.03	Mileage Reimbursement - Manage	0.00	20	20.00	255.29	160	(95.29)	240
5150	Reserve Study	0.00	0	0.00	625.00	2,000	1,375.00	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	60	60.00	561.82	580	18.18	850
5156.20	Office Equipment	120.34	0	(120.34)	120.34	900	779.66	900
5159	Legal & Collection Fees	803.40	200	(603.40)	4,179.20	1,600	(2,579.20)	2,400
5159.001	Legal Fees-Collection	224.48	2,743	2,518.52	10,595.98	21,948	11,352.02	32,923
5159.01	Legal Fees - Demand	(629.81)	2,875	3,504.81	2,960.00	8,625	5,665.00	11,500
5159.02	Legal Fees - Lien	0.00	0	0.00	1,890.00	4,050	2,160.00	5,400
5159.03	Legal-Small Claims	0.00	1,625	1,625.00	0.00	13,000	13,000.00	19,500
5160	Insurance	1,232.86	1,252	19.14	9,964.54	10,016	51.46	15,024
5162	Income Taxes - State	0.00	0	0.00	45.00	50	5.00	50
5163	Property Taxes	0.00	0	0.00	0.00	0	0.00	60
5163.001	Water District Taxes	0.00	0	0.00	0.00	0	0.00	5,500
5165	Taxes, Licenses & Fees	0.00	0	0.00	280.00	235	(45.00)	235
TOTAL ADMINISTRATIVE		5,122.88	12,877	7,754.12	75,957.77	119,907	43,949.23	182,636
UTILITIES								
5205	Electricity	2,746.91	2,900	153.09	18,140.62	15,900	(2,240.62)	23,700

09/13/2011
12:28 PM

The Villages at Queen Creek Homeowners Association
Budget Comparison Statement
08/31/2011

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

Acct #	Description	Aug Actual	Aug Budget	Aug Variance	Jan-Aug Actual	Jan-Aug Budget	Jan-Aug Variance	Annual Budget
5210	Gas	46.75	50	3.25	2,871.82	3,450	578.18	6,000
5215	Water & Sewer	3,721.90	3,200	(521.90)	17,600.64	13,150	(4,450.64)	21,550
5225	Telephone	180.68	139	(41.68)	1,368.03	1,112	(256.03)	1,668
	TOTAL UTILITIES	6,696.24	6,289	(407.24)	39,981.11	33,612	(6,369.11)	52,918
	REPAIRS & MAINTENANCE							
5305	Common Area Maintenance	523.40	550	26.60	4,674.21	4,400	(274.21)	6,600
5306.01	Violation Monitor	0.00	1,455	1,455.00	3,698.51	12,290	8,591.49	18,110
5306.02	Parking Patrol	0.00	625	625.00	1,875.00	5,000	3,125.00	7,500
5306.40	Mail Box Repairs	583.98	210	(373.98)	583.98	1,660	1,076.02	2,500
5310	Pump Repairs & Maintenance	785.00	200	(585.00)	920.00	1,600	680.00	2,400
5312	Clubhouse Maintenance	1,249.72	300	(949.72)	5,181.21	2,400	(2,781.21)	3,600
5315.002	Gopher Control	0.00	165	165.00	843.96	1,320	476.04	1,980
5333	Rec Center Equip Repairs	0.00	166	166.00	871.36	1,328	456.64	1,992
5347	Security	2,719.00	0	(2,719.00)	2,719.00	0	(2,719.00)	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	6,000	2,557.23	9,000
5355	Landscape - Other	0.00	383	383.00	400.00	3,068	2,668.00	4,600
5356	Plant Replacement	1,554.44	1,200	(354.44)	18,234.57	7,400	(10,834.57)	10,000
5358	Tree Pruning	0.00	0	0.00	0.00	17,000	17,000.00	17,000
5360	Granite Replacement	5,105.04	0	(5,105.04)	5,105.04	0	(5,105.04)	19,000
5362	Drywell Maintenance	0.00	0	0.00	0.00	1,100	1,100.00	1,100
5366	Sprinkler Repairs	0.00	1,300	1,300.00	2,833.60	8,500	5,666.40	13,000
5370	Pool/Spa Repair/Maintenance	360.48	200	(160.48)	6,178.11	1,450	(4,728.11)	2,000
5374	Janitorial Supplies	25.00	100	75.00	485.67	650	164.33	900
5379	Winter Overseeding	0.00	0	0.00	0.00	0	0.00	13,000
5383	Access System Repair	0.00	100	100.00	530.58	800	269.42	1,200
	TOTAL REPAIRS & MAINTENANCE	12,906.06	7,704	(5,202.06)	59,229.07	76,466	17,236.93	135,982
	CONTRACT SERVICES							

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The Villages at Queen Creek Homeowners Association
Budget Comparison Statement
08/31/2011

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

Acct #	Description	Aug Actual	Aug Budget	Aug Variance	Jan-Aug Actual	Jan-Aug Budget	Jan-Aug Variance	Annual Budget
5512	Security Monitoring	403.00	775	372.00	4,010.00	6,075	2,065.00	9,125
5515	Exterminating Contract	170.00	155	(15.00)	1,310.76	1,240	(70.76)	1,860
5522	Janitorial Contract	975.00	1,030	55.00	8,135.00	7,985	(150.00)	11,985
5525	Landscape Contract	21,500.00	23,307	1,807.00	178,746.53	186,456	7,709.47	279,684
5530	Management Contract	10,156.75	10,118	(38.75)	81,254.00	80,944	(310.00)	121,416
5531	Pump Maint Contract	0.00	0	0.00	450.00	1,300	850.00	2,600
5532	Pool/Spa Maintenance Contract	970.00	800	(170.00)	6,247.68	5,900	(347.68)	8,600
5539	Drainage Channel Maintenance	3,891.94	3,900	8.06	31,108.50	31,200	91.50	46,800
5554	Exercise Equipment Maint. Cont	70.83	70	(0.83)	566.64	567	0.36	850
	TOTAL CONTRACT SERVICES	38,137.52	40,155	2,017.48	311,829.11	321,667	9,837.89	482,920
	TOTAL EXPENSES	62,862.70	67,025	4,162.30	486,997.06	551,652	64,654.94	854,456
	CURRENT YEAR NET SURPLUS/(DEFI	4,307.08	3,979	328.23	65,460.45	21,061	44,399.65	0

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The Villages at Queen Creek Homeowners Association
Reserve Statement
08/31/2011

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

Acct #	Description	Aug Actual	Aug Budget	Aug Variance	Jan-Aug Actual	Jan-Aug Budget	Jan-Aug Variance	Annual Budget
	INCOME							
8165	Interest Income	136.96	13	123.96	1,058.89	104	954.89	156
8189	Transfer of Working Capital	173.15	0	173.15	692.60	0	692.60	0
8190	Transfers from Operating Fund	6,933.00	6,933	0.00	55,461.00	55,461	0.00	83,193
	TOTAL INCOME	7,243.11	6,946	297.11	57,212.49	55,565	1,647.49	83,349
	EXPENSE							
9100	Capital Improvements	0.00	833	833.00	0.00	6,668	6,668.00	10,000
9195	Pumps / Pump Station	0.00	0	0.00	8,237.07	0	(8,237.07)	0
	TOTAL EXPENSES	0.00	833	833.00	8,237.07	6,668	(1,569.07)	10,000
	CURRENT YEAR SURPLUS/ (DEFICIT)	7,243.11	6,113	1,130.11	48,975.42	48,897	78.42	73,349



Budget MTD Variance Report

3270 The Villages at Queen Creek Homeowners Association

<u>Account</u>	<u>Description</u>	<u>MTD Actual</u>	<u>MTD Budget</u>	<u>Variance\$</u>	<u>Variance%</u>	<u>Reason for Variance</u>
Income						
4005	Assessments	\$ 66,116.41	\$ 66,104.50	\$ 11.91	0.0	
4011.001	Satellite Assessment	1,570.99	1,570.99	0.00	0.0	
4012	Builder Assessments	184.38	230.36	(45.98)	(20.0)	
4020	Working Capital Fees	173.15	(0.00)	173.15	100.0	1/6 of annual assessment collected at builder to homeowner closing. One closing in parcel 2 in August.
4026.01	Self Help	0.00	300.00	(300.00)	(100.0)	Self Help fees are no longer charged/collected as H&N performs this service at no charge to the HOA.
4090	CC&R Violation Fees	1,025.00	1,250.00	(225.00)	(18.0)	Fees assessed to homeowner's accounts for infractions of the CC&Rs.
4106	Legal Fee Reimb	3,938.00	2,743.00	1,195.00	43.6	Legal fees assessed to homeowner accounts.
4106.003	Legal-Small Claims	0.00	1,625.00	(1,625.00)	(100.0)	The Board of Directors has suspended Small Claims collections.
4106.01	Legal Reimb - Demand	0.00	2,875.00	(2,875.00)	(100.0)	No Demand Fees charged to homeowner accounts for August.
4106.02	Legal Reimb - Lien	(70.76)	(0.00)	(70.76)	100.0	Partial Lien Fee waived at Board's direction.
4109	Gate/Key Income	150.00	100.00	50.00	50.0	6 replacement key-fobs sold.
4110	Late Charges	(120.00)	(0.00)	(120.00)	100.0	Late charge courtesy waivers.
4125.001	HOA Transfer Fees	1,050.00	1,000.00	50.00	5.0	The Board established a Transfer Fee payable to the HOA for \$50 for each resale transaction.
4126	Clubhouse Rental	250.00	100.00	150.00	150.0	Non-resident meeting room rental fees paid to the HOA.
4145	NSF Fees Reimbursed	0.00	25.00	(25.00)	(100.0)	NSF Fees are applied to homeowner accounts for presenting insufficient funds when making a check payment. No NSF Fees were charged for the month.
4165	Interest Income	8.76	13.00	(4.24)	(32.6)	Interest earned on Operating account.
4189	Transf of Wkg Cap	(173.15)	(0.00)	(173.15)	100.0	1/6 of annual assessment collected at builder to homeowner closing. One closing in parcel 2 in August. These funds are transferred to the Reserve account.
4190	Transfers to Reserve	(6,933.00)	(6,933.00)	0.00	0.0	
	Total Income:	<u>\$ 67,169.78</u>	<u>\$ 71,003.85</u>	<u>\$ (3,834.07)</u>		

Administrative

5112	Meeting & Community	409.58	0.00	(409.58)	(100.0)	Meeting snacks & "Villages" polo shirts for Board/Community Manager/Security.
5119.001	Bad Debt-Other	(0.00)	82.00	82.00	100.0	As recommended in the 2010 Audit, an allowance for doubtful accounts was established. This offset the A/R. The monthly addition to the allowance for bad debts is no longer necessary.
5119.002	Bad Debt-Legal	(0.00)	2,705.00	2,705.00	100.0	As recommended in the 2010 Audit, an allowance for doubtful accounts was established. This offset the A/R. The monthly addition to the allowance for bad debts is no longer necessary.
5119.003	Bad Debt-Late/Vio	(0.00)	400.00	400.00	100.0	As recommended in the 2010 Audit, an allowance for doubtful accounts was established. This offset the A/R. The monthly addition to the allowance for bad debts is no longer necessary.
5119.004	Bad Debt-Benefited	0.02	0.00	(0.02)	(100.0)	2006 .02 cent balance Board approved write-off from an account in Rancho Del Rey (Satellite Parcel).
5119.005	Bad Debt-Small Claim	1,840.00	0.00	(1,840.00)	(100.0)	Board approved write off of account balances that included Small Claims Fees.
5135	Postage & Copies	955.35	600.00	(355.35)	(59.2)	Violation letters, Architectural submittals, Manager's letters, Welcome Packets, Board packets, Late Reminders, Demand Letters & misc. printing.
5136	Bank Charges	(0.00)	20.00	20.00	100.0	No NSF fees from homeowner payments for August.
5142	Office Expense	166.66	254.00	87.34	34.4	HOA Office supplies.
5146	Mileage Reimb	(0.00)	41.00	41.00	100.0	Compliance Coordinator position eliminated.
5146.03	Mileage Reim-Manager	(0.00)	20.00	20.00	100.0	Invoice for Community Manager mileage submitted late.
5154	Website Expense	(0.00)	60.00	60.00	100.0	August web invoice submitted 9/1/11.
5156.20	Office Equipment	120.34	0.00	(120.34)	(100.0)	Keyboard, mouse & chair for HOA Office.
5159	Legal & Coll Fees	803.40	200.00	(603.40)	(301.7)	Legal opinion from Ekmark & Ekmark for Rancho Del Rey assessment issue.
5159.001	Legal Fees-Collectn	224.48	2,743.00	2,518.52	91.8	Legal fees from the remaining accounts at Carpenter Hazlewood. No new accounts have been turned over to the attorney since 2010.
5159.01	Legal Fees - Demand	(629.81)	2,875.00	3,504.81	121.9	Correction re-class from June homeowner payments received for Demand Fees collected.
5159.03	Legal-Small Claims	(0.00)	1,625.00	1,625.00	100.0	The Board of Directors has suspended Small Claims collections.
5160	Insurance	1,232.86	1,252.00	19.14	1.5	
	Total Administrative:	<u>\$ 5,122.88</u>	<u>\$ 12,877.00</u>	<u>\$ 7,754.12</u>		

Utilities

5205	Electricity	2,746.91	2,900.00	153.09	5.3
5210	Gas	46.75	50.00	3.25	6.5
5215	Water & Sewer	3,721.90	3,200.00	(521.90)	(16.3)
5225	Telephone	180.68	139.00	(41.68)	(30.0)

Line item under-budgeted. Base monthly fee is \$139.49. Additional federal & state taxes and long distance carrier fees also apply.

Total Utilities:

\$	6,696.24	\$	6,289.00	\$	(407.24)
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Repairs & Maintenance

5305	Common Area Maintena	523.40	550.00	26.60	4.8
5306.01	Violation Monitor	(0.00)	1,455.00	1,455.00	100.0
5306.02	Parking Patrol	(0.00)	625.00	625.00	100.0
5306.40	Mail Box Repairs	583.98	210.00	(373.98)	(178.1)
5310	Pump Repairs & Maint	785.00	200.00	(585.00)	(292.5)
5312	Clubhouse Maint	1,249.72	300.00	(949.72)	(316.6)
5315.002	Gopher Control	(0.00)	165.00	165.00	100.0
5333	Rec Center Equip Rep	(0.00)	166.00	166.00	100.0
5347	Security	2,719.00	0.00	(2,719.00)	(100.0)
5354	Arbor Care	(0.00)	750.00	750.00	100.0
5355	Landscape - Other	(0.00)	383.00	383.00	100.0
5356	Plant Replacement	1,554.44	1,200.00	(354.44)	(29.5)
5360	Granite Replacement	5,105.04	0.00	(5,105.04)	(100.0)
5366	Sprinkler Repairs	(0.00)	1,300.00	1,300.00	100.0
5370	Pool/Spa RepairMaint	360.48	200.00	(160.48)	(80.2)
5374	Janitorial Supplies	25.00	100.00	75.00	75.0
5383	Access System Repair	(0.00)	100.00	100.00	100.0

Erosion repair in common area along Rittenhouse.

Compliance Coordinator position was eliminated.

Parking patrol contract was terminated at the Board's direction.

Repair of several parcel boxes as reported by the USPS.

Wet well diver inspection.

Repair of clubhouse door (from June), security camera signs & emergency A/C repair call.

Gopher control is now included in the billing for the regular pest control.

No fitness equipment repairs in August.

Clubhouse/fitness center/pool security camera installation.

Arbor care is now included in the new landscape maintenance contract.

Typically used for Self Help clean-up and other charges. Clean-ups are now performed at no cost by H&N.

Plant replacement at the clubhouse & the entrance to parcel 2.

Granite replacement at the clubhouse.

Irrigation repairs are now included in the landscape maintenance contract.

Pool equipment inspection, power wash of deck & drains.

Paper products for the bathrooms.

Key-fob system invoice not received from vendor as of 8/31.

Total Repairs &

\$	12,906.06	\$	7,704.00	\$	(5,202.06)
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Contract Services

5512	Security Monitoring	403.00	775.00	372.00	48.0	New vendor charges less than budget, 2012 will be adjusted to correct amount.
5515	Exterminating Contra	170.00	155.00	(15.00)	(9.7)	
5522	Janitorial Contract	975.00	1,030.00	55.00	5.3	
5525	Landscape Contract	21,500.00	23,307.00	1,807.00	7.8	
5530	Management Contract	10,156.75	10,118.00	(38.75)	(0.4)	
5532	Pool/Spa Maint Contr	970.00	800.00	(170.00)	(21.3)	Pool maintenance contract w/ prior vendor was increased from 2 days per week to 3 days per week as approved by the Board.
5539	Drainage Channel Mnt	3,891.94	3,900.00	8.06	0.2	
5554	Exercise Equip Cont	70.83	70.00	(0.83)	(1.2)	
Total Contract Services:		<u>\$ 38,137.52</u>	<u>\$ 40,155.00</u>	<u>\$ 2,017.48</u>		
Total Expenses:		<u>\$ 62,862.70</u>	<u>\$ 67,025.00</u>	<u>\$ 4,162.30</u>		
Net Surplus/Deficit:		<u><u>\$ 4,307.08</u></u>	<u><u>\$ 3,978.85</u></u>	<u><u>\$ 328.23</u></u>		

Reserve Income

8165	Interest Income	136.96	13.00	123.96	(953.5)	Interest earned on the Reserve account.
8189	Transf WC from Oper	173.15	(0.00)	173.15	(100.0)	1/6 of annual assessment collected at builder to homeowner closing. One closing in parcel 2 in August. These funds are transferred to the Reserve account.
8190	Transfers from Opera	6,933.00	6,933.00	0.00	(0.0)	
Total Reserve Income:		<u>\$ 7,243.11</u>	<u>\$ 6,946.00</u>	<u>\$ 297.11</u>		

Reserve Expenses

9100	Capital Improvements	(0.00)	833.00	833.00	100.0	No capital improvements approved by the Board.
Total Reserve Expenses:		<u>\$ (0.00)</u>	<u>\$ 833.00</u>	<u>\$ 833.00</u>		
Net Surplus/Deficit:		<u><u>\$ 7,243.11</u></u>	<u><u>\$ 6,113.00</u></u>	<u><u>\$ 1,130.11</u></u>		



Report Date: 09/11/2011

Period Ending: 08/31/2011

Budget YTD Variance Report

3270 The Villages at Queen Creek Homeowners Association

<u>Account</u>	<u>Description</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>\$ Variance</u>	<u>% Variance</u>	<u>Reason for Variance</u>
Income						
4005	Assessments	\$ 529,348.86	\$ 528,836.00	\$ 512.86	0.10 %	
4011.001	Satellite Assessment	12,567.94	12,567.92	0.02	0.00 %	
4012	Builder Assessments	1,629.76	1,842.88	(213.12)	(11.56) %	
4020	Working Capital Fees	692.60	(0.00)	692.60	100.00 %	1/6 of annual assessment collected at builder to homeowner closing. Four closings in parcel 2 YTD.
4026.01	Self Help	225.00	2,400.00	(2,175.00)	(90.63) %	Self Help fees are no longer charged/collected as H&N performs this service at no charge to the HOA.
4090	CC&R Violation Fees	17,090.20	10,000.00	7,090.20	70.90 %	Fees assessed to homeowner's accounts for infractions of the CC&Rs.
4106	Legal Fee Reimb	12,796.80	21,948.00	(9,151.20)	(41.69) %	Collection fees (attorney Carpenter Hazlewood) assessed to homeowner accounts.
4106.003	Legal-Small Claims	181.65	13,000.00	(12,818.35)	(98.60) %	February - Small Claims fees reimbursed to the Association from delinquent homeowner. Board has suspended Small Claims.
4106.01	Legal Reimb - Demand	2,680.00	8,625.00	(5,945.00)	(68.93) %	Demand letters and Demand fees assessed to homeowner accounts prior to deferred collections.
4106.02	Legal Reimb - Lien	1,927.24	4,050.00	(2,122.76)	(52.41) %	Liens files and lien fees assessed to homeowner accounts prior to deferred collections.
4109	Gate/Key Income	1,475.00	800.00	675.00	84.38 %	Additional and/or replacement key fobs purchased by homeowners.
4110	Late Charges	10,150.65	15,000.00	(4,849.35)	(32.33) %	Late charges assessed and paid for delinquent assessments.
4111	Social Income	990.00	(0.00)	990.00	100.00 %	Donations received from AAM, Brett Ferguson, ELS and vendors at the 4/30 Block Party. Non-resident website advertising fees.
4125.001	HOA Transfer Fees	9,575.00	8,000.00	1,575.00	19.69 %	The Board established a Transfer Fee payable to the HOA in the amount of \$50 for all resale transactions.
4126	Clubhouse Rental	2,170.00	800.00	1,370.00	171.25 %	Non-resident meeting room rental fees paid to the HOA.
4141	Insurance Claim Inc	3,865.39	(0.00)	3,865.39	100.00 %	Insurance funds received from claim filed for lost trees in the December 2010 storm.
4145	NSF Fees Reimbursed	150.00	200.00	(50.00)	(25.00) %	NSF Fees are applied to homeowner accounts for presenting insufficient funds when making a check payment.

4145.01	SurePay Setup Fees	5.00	(0.00)	5.00	100.00	%	As of the 3rd quarter assessment, homeowners were given the option to sign up for monthly SurePay withdrawals for the quarterly assessments. There is a one time \$5 set up fee for this payment option which is paid to the HOA, then collected from the HOA by the management company.
4165	Interest Income	87.78	104.00	(16.22)	(15.60)	%	Interest earned on Operating account,
4166	Other Income	1,002.24	(0.00)	1,002.24	100.00	%	Reimbursement from Town of QC for park benches that were mistakenly removed from the common area and disposed of by the trash company.
4189	Transf of Wkg Cap	(692.60)	(0.00)	(692.60)	100.00	%	1/6 of annual assessment collected at builder to homeowner closing. Four closings in parcel 2 YTD.
4190	Transfers to Reserve	(55,461.00)	(55,461.00)	0.00	0.00	%	
Total Income:		\$ 552,457.51	\$ 572,712.80	\$ (20,255.29)			
Administrative							
5000.4190	Prior Year Expenses	(0.00)	1,400.00	1,400.00	100.00	%	No prior year expenses YTD.
5112	Meeting & Community	1,432.14	125.00	(1,307.14)	(1045.71)	%	Purchase of shade canopies, name badges, VQC polo shirts for community manager/Board/security and monthly Board meeting snacks and drinks.
5113	Social Expense	861.62	600.00	(261.62)	(43.60)	%	Bounce house rental and food/drinks for 4/30 Block Party.
5119	Bad Debt-Assessments	6,400.00	9,600.00	3,200.00	33.33	%	As recommended in the 2010 Audit, an allowance for doubtful accounts was established. This offset the A/R. The monthly addition to the allowance for bad debts is no longer necessary.
5119.001	Bad Debt-Other	412.00	659.00	247.00	37.48	%	As recommended in the 2010 Audit, an allowance for doubtful accounts was established. This offset the A/R. The monthly addition to the allowance for bad debts is no longer necessary.
5119.002	Bad Debt-Legal	13,525.00	21,640.00	8,115.00	37.50	%	As recommended in the 2010 Audit, an allowance for doubtful accounts was established. This offset the A/R. The monthly addition to the allowance for bad debts is no longer necessary.
5119.003	Bad Debt-Late/Vio	2,000.00	3,200.00	1,200.00	37.50	%	As recommended in the 2010 Audit, an allowance for doubtful accounts was established. This offset the A/R. The monthly addition to the allowance for bad debts is no longer necessary.
5119.004	Bad Debt-Benefited	0.02	0.00	(0.02)	(100.00)	%	2006 .02 cent balance Board approved write-off from an account in Rancho Del Rey (Satellite Parcel).
5119.005	Bad Debt-Small Claim	1,840.00	0.00	(1,840.00)	(100.00)	%	Board approved write off of account balances that included Small Claims Fees.
5129.003	Card Reader Supply	659.00	800.00	141.00	17.63	%	100 replacement key-fobs ordered.

5135	Postage & Copies	11,981.29	9,000.00	(2,981.29)	(33.13) %	Board packets, Board books, violation letters, manager's letters, architectural submittal letters, assessment statement mailings, newsletter mailings, Fine Policy mailing and Collection Policy mailing.
5136	Bank Charges	70.00	160.00	90.00	56.25 %	NSF fees are charged to the Association by the bank, then applied to homeowner accounts for presenting insufficient funds when making a payment by check. Fees are only waived upon Board approval.
5136.02	SurePay Setup Fees	5.00	0.00	(5.00)	(100.00) %	As of the 3rd quarter assessment, homeowners were given the option to sign up for monthly SurePay withdrawals for the quarterly assessments. There is a one time \$5 set up fee for this payment option which is paid to the HOA, then collected from the HOA by the management company.
5142	Office Expense	1,765.33	2,032.00	266.67	13.12 %	Miscellaneous supplies for HOA management office.
5145	Newsletter Expense	(0.00)	1,200.00	1,200.00	100.00 %	The cost for quarterly newsletters that are included in the statement mailings are billed to postage/copies. This will be adjusted for the 2012 Budget.
5146	Mileage Reimb	29.20	327.00	297.80	91.07 %	Compliance Coordinator position eliminated.
5146.03	Mileage Reim-Manager	255.29	160.00	(95.29)	(59.56) %	Community Manager now performs all inspections. Violation inspections, landscape inspections, drop off's/pick up's & other HOA related errands.
5150	Reserve Study	625.00	2,000.00	1,375.00	68.75 %	50% deposit for Reserve Study Update.
5151	CPA Services	3,500.00	3,000.00	(500.00)	(16.67) %	2010 Audit preparation.
5153	Consulting Fees	(0.00)	3,000.00	3,000.00	100.00 %	No expense YTD.
5154	Website Expense	561.82	580.00	18.18	3.13 %	Regular posting/updating to community website by outside vendor.
5156.20	Office Equipment	120.34	900.00	779.66	86.63 %	Keyboard, mouse & chair for HOA Office.
5159	Legal & Coll Fees	4,179.20	1,600.00	(2,579.20)	(161.20) %	Legal counsel regarding holding second attempt at Annual meeting. Legal counsel regarding Rancho Del Rey assessment issue.
5159.001	Legal Fees-Collectn	10,595.98	21,948.00	11,352.02	51.72 %	2011 Carpenter Hazlewood attorney collection fees for remaining accounts with their office.
5159.01	Legal Fees - Demand	2,960.00	8,625.00	5,665.00	65.68 %	Demand fees assessed to homeowner accounts and billed to the Association prior to Deferred Collections Contract.
5159.02	Legal Fees - Lien	1,890.00	4,050.00	2,160.00	53.33 %	Lien fees assessed to homeowner and billed to the Association prior to deferred collections.
5159.03	Legal-Small Claims	(0.00)	13,000.00	13,000.00	100.00 %	Small Claims suspended by Board of Directors.
5160	Insurance	9,964.54	10,016.00	51.46	0.51 %	
5162	Income Taxes - State	45.00	50.00	5.00	10.00 %	
5165	Taxes, Licenses & Fe	280.00	235.00	(45.00)	(19.15) %	
Total Administrative:		\$ 75,957.77	\$ 119,907.00	\$ 43,949.23		

Utilities						
5205	Electricity	18,140.62	15,900.00	(2,240.62)	(14.09) %	
5210	Gas	2,871.82	3,450.00	578.18	16.76 %	
5215	Water & Sewer	17,600.64	13,150.00	(4,450.64)	(33.85) %	Water usage increased due to increased temperatures as well as the addition of 350 newly planted trees which required watering. Water was also potentially under-budgeted for 2011.
5225	Telephone	1,368.03	1,112.00	(256.03)	(23.02) %	Telephone under budgeted. Base monthly fee is \$139.49. Additional federal & state taxes & long distance carrier fee also apply.
	Total Utilities:	<u>\$ 39,981.11</u>	<u>\$ 33,612.00</u>	<u>\$ (6,369.11)</u>		
Repairs & Maintenance						
5305	Common Area Maintena	4,674.21	4,400.00	(274.21)	(6.23) %	Purchase of park benches, expense reimbursed by the Town of QC. Replacement of shad cover, bee hive removal, pool fence repairs and paint for graffiti cover up. Erosion repairs in common area along Rittenhouse.
5306.01	Violation Monitor	3,698.51	12,290.00	8,591.49	69.91 %	Violation monitor position eliminated in March 2011.
5306.02	Parking Patrol	1,875.00	5,000.00	3,125.00	62.50 %	Parking patrol contract terminated.
5306.40	Mail Box Repairs	583.98	1,660.00	1,076.02	64.82 %	Repair of several parcel boxes as reported by the USPS.
5310	Pump Repairs & Maint	920.00	1,600.00	680.00	42.50 %	Wet well diver inspection & pump repair work.
5312	Clubhouse Maint	5,181.21	2,400.00	(2,781.21)	(115.88) %	Clubhouse doors & air conditioner repairs. Air conditioning Comfort Contract, Biannual door maintenance contract, misc. repairs and maintenance by John Albert, meeting room carpet tiles and 3 replacement tables for broken ones in the meeting room. Security camera signage.
5315.002	Gopher Control	843.96	1,320.00	476.04	36.06 %	With the new vendor, gopher control is now included in the billing for the regular pest control.
5333	Rec Center Equip Rep	871.36	1,328.00	456.64	34.39 %	Treadmill safety key replacement, weight machine cable repair/replacement & weight machine pivot arm repair/replacement.
5347	Security	2,719.00	0.00	(2,719.00)	(100.00) %	Clubhouse/fitness center/pool security camera installation.
5350	Backflow Inspection	651.50	500.00	(151.50)	(30.30) %	Annual backflows inspections with some repairs.
5354	Arbor Care	3,442.77	6,000.00	2,557.23	42.62 %	Arbor care is now included in the landscape maintenance contract.
5355	Landscape - Other	400.00	3,068.00	2,668.00	86.96 %	Four Self Help clean-ups YTD prior to the no-charge service by Boy Scouts and H&N.
5356	Plant Replacement	18,234.57	7,400.00	(10,834.57)	(146.41) %	Total 700 trees replacement \$31,349.22, half completed in May. Clubhouse plant replacement in July.

5358	Tree Pruning	(0.00)	17,000.00	17,000.00	100.00	%	Tree pruning is now included in the landscape maintenance contract,
5360	Granite Replacement	5,105.04	0.00	(5,105.04)	(100.00)	%	Clubhouse granite replacement.
5362	Drywell Maintenance	(0.00)	1,100.00	1,100.00	100.00	%	Drywell maintenance has not been approved/performed as of August.
5366	Sprinkler Repairs	2,833.60	8,500.00	5,666.40	66.66	%	Sprinkler repairs are now included in the landscape maintenance contract.
5370	Pool/Spa RepairMaint	6,178.11	1,450.00	(4,728.11)	(326.08)	%	Increased chemical usage due to increased pool usage. Pool lights replacement & sand change. Storm & vandalism damage shock, clean up and repair. Power wash of the pool decking. Ladder steps replacement. Broken filter sand clean-up.
5374	Janitorial Supplies	485.67	650.00	164.33	25.28	%	Paper products for the bathrooms.
5383	Access System Repair	530.58	800.00	269.42	33.68	%	Key-fob system service from January 1st to July 1st.
Total Repairs & Maintena		\$ 59,229.07	\$ 76,466.00	\$ 17,236.93			
Contract Services							
5512	Security Monitoring	4,010.00	6,075.00	2,065.00	33.99	%	New vendor charges less than budget, 2012 budget will be adjusted to correct amount.
5515	Exterminating Contra	1,310.76	1,240.00	(70.76)	(5.71)	%	
5522	Janitorial Contract	8,135.00	7,985.00	(150.00)	(1.88)	%	
5525	Landscape Contract	178,746.53	186,456.00	7,709.47	4.13	%	
5530	Management Contract	81,254.00	80,944.00	(310.00)	(0.38)	%	
5531	Pump Maint Contract	450.00	1,300.00	850.00	65.38	%	Quarterly Preventative Maintenance has only been performed once YTD since the vendor inspected the pump area when pump repair/replacement was completed in April.
5532	Pool/Spa Maint Contr	6,247.68	5,900.00	(347.68)	(5.89)	%	
5539	Drainage Channel Mnt	31,108.50	31,200.00	91.50	0.29	%	
5554	Exercise Equip Cont	566.64	567.00	0.36	0.06	%	
Total Contract Services:		\$ 311,829.11	\$ 321,667.00	\$ 9,837.89			
Other							
Total Other:		-	-	-			
Total Expenses:		\$ 486,997.06	\$ 551,652.00	\$ 64,654.94			
Net Surplus/Deficit:		\$ 65,460.45	\$ 21,060.80	\$ 44,399.65			
Reserve Income							
8165	Interest Income	1,058.89	104.00	954.89	(918.16)	%	Interest earned on Reserve account.
8189	Transf WC from Oper	692.60	(0.00)	692.60	(100.00)	%	1/6 of annual assessment collected at builder to homeowner closing. Four closings in parcel 2 YTD.
8190	Transfers from Opera	55,461.00	55,461.00	0.00	(0.00)	%	
Total Reserve Income:		\$ 57,212.49	\$ 55,565.00	\$ 1,647.49			

Reserve Expenses

9100	Capital Improvements	(0.00)	6,668.00	6,668.00	100.00 %	No capital improvements approved by the Board.
9195	Pumps / Pump Station	8,237.07	0.00	(8,237.07)	(100.00) %	Pump repair/replacement. Emergency replacement of broken pump.
Total Reserve Expenses:		<u>\$ 8,237.07</u>	<u>\$ 6,668.00</u>	<u>\$ (1,569.07)</u>		
Net Res Surplus/Deficit:		<u>\$ 48,975.42</u>	<u>\$ 48,897.00</u>	<u>\$ 78.42</u>		

September 15, 2011

Architectural Committee
Meeting Minutes

Villages at Queen Creek
Design Review Committee Meeting
September 15, 2011

Minutes

Meeting called to order at 7:01

Members present: Todd Sautter, Lori Kuhuski, Joyce Schaffer, John Haman, Joe Witherow,

Bill Lehman present

Home Owners "" present

1. Submittals reviewed

3270.VQ-000H-0016.a.Driveway extension.JOHNETTY.0803112

Approved providing the homeowner must maintain landscape plants or foliage between driveway and sidewalk area.

3270.VQ-0009-0014.A.RVGate.Marketakis.0822111

Approved providing Home owner has no intentions of ever driving a vehicle across sidewalk and over landscaping granite to gain access to back yard. Should that occur, H/O would need to submit for driveway extension from HOA and submit to City to modify sidewalk to accommodate vehicles.

3270.VQ-0013-0018.A.BackyardLandscapeInstallation.Yoshitake.091220111

Approved providing sample of artificial turf is submitted to office for review.

3270.VQ-0010-0024.A.BBQIsland.LandscapeAlterations.ShadeStructure.Taplin.09062011

Approved as submitted

2. Committee welcomed Mr. & Mrs. Taplin who arrived to discuss their submittal if needed.

3. Member Lori Kuhuski informed the committee that the September meeting is her last meeting as she is relocating to Tennessee. She expressed her gratitude to the committee for the ability of serving with them for so many years.

Meeting was adjourned at 7:46 pm

Lori Kuhuski

September 21, 2011

Budget & Finance Committee
Meeting Minutes

**The Villages at Queen Creek Homeowners Association
Budget/Finance Committee Meeting
Wednesday, September 21, 2011
Meeting Minutes**

1. Open Meeting

The meeting was called to order by Bruce Ervans at 5:30p. Community Manager Cindy Anderson was also in attendance.

2. Homeowner Forum

No homeowners in attendance.

3. Review August Financials

The August 2011 Financials were reviewed in detail including the variance reports.

4. Continue preparing budget items for 2012 Budget so it can submitted to the Board of Directors for input and preliminary approval.

The 2012 Budget as well as the Reserve Study Update was discussed. Bruce, Larry & Cindy will have a Budget & Reserve Study work session on Friday, October 7, 2011 at 9:00a to finalize the Budget and review the Reserve Study Update for revisions before presenting to the Budget & Finance Committee and Board of Directors for approval at the October meetings.

5. New Business

Accrual Accounting vs. Cash Accounting - Bruce recommended that the accounting method be changed to Cash Accounting. Cindy is to follow up with Larry for his input as well as add this item to the next Board meeting agenda for discussion and decision.

6. Close Meeting

There being no further business to discuss, Bruce adjourned the meeting at 7:00p.

Respectfully Submitted By,

Cindy Anderson

Cindy Anderson, Community Manager

The Villages at Queen Creek Homeowners Association