

THE VILLAGES AT QUEEN CREEK HOMEOWNERS ASSOCIATION
Board of Directors Meeting – Open Session
Thursday, June 30, 2011 - 7:00PM
Agenda

- I. Call to Order/Introductions**
- II. Landscape Update by Board President Bill Lehman**
- III. Landscape Maintenance Report by H & N Landscape**
- IV. Open Homeowner Forum (Limit 3 Minutes Per Person Per Topic)**
- V. Review and Approval of Previous Meeting Minutes**
 - May 26, 2011
- VI. Treasurer's Report**
 - May 2011 Financial Report
- VII. Committee Reports**
 - Landscape Committee
 - Appointment of Chris Baeson as Chair
 - Architectural Committee
 - Architectural Submittal Status Report
 - Budget/Finance Committee
 - June 13th Meeting Minutes
 - Oversight Committee
 - June 14th Meeting Minutes
 - Postponement of future Oversight Committee Meetings
- VIII. Contract Reports**
 - Management Report - AAM
- IX. Unfinished Business**
 - Pump Issue - Tree Roots Growing into Well
 - Proposal for Diver Inspection of Damage Extent & Root Removal
 - Trash Can/Doggie Stations - Recommendation from Oversight Committee
 - Janitorial Contract
- X. New Business**
 - Legislative Update (How the new legislation affects the Association)
 - Increase in pool maintenance contract - ratify approval
 - Postponement of remainder of tree installation (350) to October
 - Clubhouse Security
 - Explore security options such as camera installation?
 - Should clubhouse Security wear a security shirt, if so what color?
 - Should clubhouse Security wear a name badge?
 - Should clubhouse Security be present at HOA meetings?
 - Villages at Queen Creek Polo Shirts for Board members and Community Manager
 - Proposals from H & N
- XI. Adjournment**

From: The Villages at Queen Creek <news@ourvatqc.com>

Sent: Friday, June 17, 2011 12:56 PM

Subject: Community Landscape Issues

Dear Fellow Residents,

As you are aware of, due to our previous landscaper cancelling the contract, we were forced to find a new landscaper. The Oversight Committee looked very carefully at those companies who expressed interest in bidding the community. The top two companies made presentations at the April open meeting and ultimately the Board of Directors selected H & N Landscaping.

Due to existing issues with the previous landscaping company, H & N Landscaping has had to engage in a lot of catch up work including trimming of trees, repairing sprinkler heads, and drip lines (this is part of the contract at no additional cost to our homeowners). In addition, yesterday two more employees were added to the work crews here at the Villages.

The result is with the late winter rains, and catch up work, our community is not looking as good as we would expect. Myself, the Board of Directors, and our Community Manager Cindy Anderson is in daily contact with the owners, managers, and supervisors of H & N Landscaping providing specific feedback in regards to the overall appearance of our community. On Friday, June 24th, I will be meeting with the owners of H & N Landscaping to establish a four point plan to address the issues raised by the community and your board.

While, it is very easy to place blame upon H & N Landscaping, keep in mind they inherited a lot of the problems we are seeing right now. I am asking for your patience as your board and H & N Landscaping work through the issues raised. H & N Landscaping will be present at our Open Meeting on June 30th to hear your specific feedback and discuss what steps they will be taking to improve the overall look of our community.

Bill Lehman - President
Board of Directors
The Villages At Queen Creek

From: The Villages at Queen Creek [mailto:news@ourvatqc.com]

Sent: Wednesday, June 29, 2011 3:09 PM

Subject: Community Landscape Update

Dear Village Resident,

Last Friday, I met with the owners of H & N Landscaping in regards to resident and board member feedback. The following is the result of that meeting.

1. A second full crew will be in the community for the next two to three weeks until work is caught up which involves spraying of all weeds, trimming all streets scapes, greening of the lawn areas, complete repairs of irrigation drip lines, and sprinklers, followed by going back through the community to pick remaining weeds once the weed killer has been given time to soak to the root structure of the plant.
2. The probation period listed in the contract between H & N Landscaping and The Villages at Queen Creek of 90 days will be expanded by additional 30 days, allowing ample time for the board to audit and evaluate the performance of H & N Landscaping.
3. This week all lawn turf within our community are in the process of being fertilized, next week H & N Landscaping will start aerating all the turf areas to improve oxygen and water penetration to the roots of lawns.
4. Of the new trees planted, 121 trees are dead and under warranty. I have instructed H & N Landscaping to remove the dead trees and cap the drip lines, until the fall. In October, the remainder of the trees will be planted. Cindy Anderson (our Community Manager) and myself will inspect the trees prior to them being planted to ensure an additional quality control process is in place. When completed, we will have planted more than 700 trees throughout the community, which completes the goal of your Board to have all missing trees planted before the end of this year.
5. The tree trimming crew will return to the community next week to continue trimming the trees. This process is important as the trees are being trimmed to allow "flow through" of high winds, so that the trees do not blow over during monsoon or other high wind events. This crew is a separate crew which is in addition to the other crews I have mentioned above.
6. Tomorrow night, I will appoint the Chairman of our new Landscape Committee. The committee will report directly to me and the Community Manager to create a continuous audit process and work directly with H & N Landscaping to ensure that the high standards set by the Board of Directors will be met.

In closing, after meeting with Aaron and his team last week, I am confident within the next 60 days, H & N Landscaping will be maintaining our community to the expectations of you and your Board.

Bill Lehman - President

The Villages at Queencreek Landscape Update

It's been an extremely busy first six weeks here at The Villages. We started on the property on May 10th and encountered overgrown shrubs and trees all around the loop. With plant material encroaching on sidewalks and roadways we felt it was necessary to begin our work in the common areas around the loop. In the first five weeks we made our way through the neighborhood and restored the shrubs to a manageable size as well as trimmed several trees that were creating issues with traffic and pedestrians moving around Village Loop.

We are aware that in this time some of the streetscapes slipped below our normal quality standards. This is something that we regret but with so much catch up work to do on the loop we felt we needed to keep our man power in those areas. However now that the loop has been trimmed, we have shifted our focus to the interior portions of the neighborhood and streetscapes. We doubled our maintenance crew size to ten people and are now moving very rapidly through the streetscapes. We are about 50 percent done and will have all the streetscapes completed in the next two to three weeks. In addition to increasing our crew size we have also had a two man spray crew on property that has made their way through the entire property and has spot sprayed all of the weeds.

It has been an abnormally cool spring so the Bermuda grass has been slow to get going and additionally the rye grass remained healthier than you would typically want coming into transition. The problem in this scenario is when the warmer temperatures arrive and the rye grass dies off the Bermuda that has been dormant under the rye has not had a chance to start growing and you are left with ugly turf. In order to combat this problem we began to lower mowing heights in an effort to weaken the winter rye and allow as much sun light as possible to reach the Bermuda. We have a fertilizer application planned for the last week of June which will be followed up with core aerification. The fertility and aerification coupled with warmer nights and increasing humidity with monsoon season will give the Bermuda the kick that it needs.

The newly planted oaks trees in the streetscapes have had a tough time being transplanted. The nursery has told us that between the frost damage last winter and the stress of being transplanted it was too much and the trees went into shock. We will be evaluating all of the trees at the end of June and a determination will be made as to which trees will be replaced. After this evaluation the dead trees will be replaced when the temperature permits.

We assure you that in the next 60 days, as we are allowed to settle in to our normal maintenance, you will see the community become the manicured neighborhood we are all after.

Thank you for your patience.
H&N Landscape.

The Villages Landscape Report

Turf: It has been an abnormally cool spring so the Bermuda has been slow to get going and additionally the rye grass remained healthier than you would typically want coming into transition. The problem in this scenario is when the warmer temperatures arrive and the rye grass dies off the Bermuda that has been dormant under the rye has not had a chance to start growing and you are left with ugly turf. In order to combat this problem we began to lower mowing heights in an effort to weaken the winter rye and allow as much sun light as possible to reach the Bermuda. We have a fertilizer application planned for the last week of June which will be followed up with core aeration. The fertility and aeration coupled with warmer nights and increasing humidity with monsoon season will give the Bermuda the kick that it needs.

Plant Materials: The maintenance crew began the month of May trimming around the loop. The shrubs were encroaching on the sidewalks all around the community so we felt this was the priority when we arrived on property. Once the loop was completed we then moved onto the streetscapes. The crew began in section one of our trim schedule and are currently wrapping up section three. We have also had a two man spray crew for the last 10 days spot spraying weeds. This crew will be finished spraying the entire community on 6/24/11. With the additional staff we have added the crew is a full week ahead of schedule and should continue to gain ground.

Trees: The Arborist and his staff were on site for three weeks in May and June, and will be back in July. They completed a list of problem trees that was provided to us by the property manager. In addition to the list of trees they also trimmed several dozen large trees around the loop that were interfering with traffic and pedestrians.

Irrigation: The irrigation system in the streetscapes is not suitable for a commercial application and has required a tremendous amount of extra work. Since we started in May we have repaired 32 leaks, replaced 7 irrigation heads, and replaced 5 valves. There were two instances that required us to run new pipe to streetscapes that had not had water for quite some time.

A line that supplies water to the sages in front of the parking lot at some point had been disconnected. We restored the connection and that area is now being watered properly.

Lastly, there was a controller at the entrance to parcel one that had lost power. We were able to find and repair a damaged power line and the controller is now functioning properly.

Mike MacDonald
H&N Landscape

The Villages 60 Day Action Plan

We are taking several steps to ensure that the community will be in great condition at the end of the next 60 days.

- The five man maintenance crew has been doubled in size. The crew will remain at ten workers until the trimming and weeds are completely caught up.
- Initial service on the streetscapes will be complete in the next three weeks. Upon completion of initial service the larger crew will begin another pass through the entire neighborhood in which they will focus on detailing and getting the landscape dialed in to the point where it can be maintained at a high standard.
- The week of June 27th nitrogen will be applied to the turf at a rate of one pound per 1000 square feet to push Bermuda growth.
- The week of July 4th all the turf will be core aerated. This process allows water and oxygen to the roots of the turf and it also relieves soil compaction and removes harmful thatch.
- Entire community will be monitored for weeds and sprayed weekly
- The arborist and his crew will be on site the second week of July to continue pruning trees.
- All newly planted trees will be evaluated at the end of June and a determination will be made on how many will be replaced. New trees will be planted when the temperatures permit.

**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
May 26, 2011**

1. Call to Order

- President Bill Lehman called the meeting to order at 7:11 p.m.
- Also in attendance:
Larry Murphy, Vice President
Sharron Owen, Secretary
Brett Ferguson, Director
Susan Platner, Vice President of Portfolio Management & Training, AAM
Cindy Anderson, Community Manager, AAM
- Board Members Absent:
Jeff Shank, Treasurer

2. Homeowner Forum

- Nothing at this time.

3. Review & Approve Minutes – April 28, 2011

- Without objection, the Board approved the April 28, 2011 Open Session meeting minutes as written. Then minutes were also provided in the meeting packets.

4. Treasurer's Report – April 2011

- Bill Lehman reviewed the April 2011 Financials. The Financials were also provided in the meeting packets.

5. Committee Reports

- Architectural Committee
-Architectural Submittal Status Report
The Architectural Submittal Status Report was reviewed by Bill Lehman.
-Number of Architectural Committee Members
Pursuant to the CC&Rs, the Architectural Committee may not exceed 7 members. Bill Lehman resigned from the Architectural Committee bringing the membership back to 7.
-Volunteer of Dennis Lorbeske
Without objection, the Board agreed to have Cindy Anderson contact Mr. Lobeske and recommend another committee since the Architectural Committee is full.
- Budget/Finance Committee
-May 12th Meeting Minutes
The May 12th Budget/Finance Committee meeting minutes were provided and reviewed by Bill Lehman.
-Appointment of Budget/Finance Committee Chair
Bill Lehman made a motion to ratify the e-mail approval of appointing Larry Murphy as Chair of the Budget/Finance Committee. Sharron Owen seconded the motion. The motion carried.
-Budget/Finance Committee Meetings
Bill Lehman made a motion to have Cindy Anderson attend the Budget/Finance Committee meetings. Larry Murphy seconded the motion. The motion carried.
- Oversight Committee
-May 23rd Meeting Minutes
The May 23rd Oversight Committee meeting minutes were provided and reviewed by Bill Lehman.
-Appointment of Oversight Committee Chair
Bill Lehman made a motion to ratify the e-mail approval of appointing Bruce Ervans as Chair of the Oversight Committee. Brett Ferguson seconded the motion. The motion carried.

6. Contract Reports

- Landscape Maintenance Report - H & N Landscape
Mike MacDonald gave the landscape maintenance report and addressed Board and homeowner concerns.
- Management Report - AAM
Cindy Anderson gave the management report and answered questions from homeowners.

7. Unfinished Business

- 2010 Audit
Brett Ferguson made a motion to approve the 2010 Audit as presented. Larry Murphy seconded the motion. The motion carried.
- Community Website - Charging a small fee for advertising
Bill Lehman made a motion to allow residents with businesses to post business card sized advertisements to the community website at no cost. Non-residents will be charged \$50 per year. Brett Ferguson seconded the motion. The motion carried. The Board agreed that a disclaimer will also be posted explaining that the Association does not endorse any business.
- Laguna Pools Final Invoicing - Ratify approval
Bill Lehman made a motion to ratify the approval of the final payments to Laguna Pools. Sharron Owen seconded the motion. The motion carried.
- Clubhouse Doors - Biannual maintenance proposal from Lincoln Doors
Bill Lehman made a motion to approve the proposal for \$390.00 per year for biannual door maintenance for the clubhouse. Larry Murphy seconded the motion. The motion carried.
- Pool Gate Repairs - Ratify approval
Bill Lehman made a motion to ratify the e-mail approval of the pool gate repairs at a cost of \$375.40. Sharron seconded the motion. The motion carried.
- Pool Gates - Installations of "Kant-Slams" - Proposal from Lincoln Doors
Without objection, the Board agreed to table the proposal at this time.
- Change Pool Gate Entrance to "Service Entrance Only" - Proposals from Desert Lock & Key & Lincoln Doors
Without objection, the Board agreed to deny the proposals and hold off on this change at this time.
- Pool Fencing Replacement - Proposal from William C Ahl, Inc.
Without objection, the Board agreed to table this proposal until the next meeting.

8. New Business

- Installation of 700 trees - Proposal from H & N Landscape - Ratify Approval
Bill Lehman made a motion to ratify the e-mail approval of the proposal from H & N for the installation of 700 trees at a cost of \$31,349.22. Brett Ferguson seconded the motion. The motion carried.
- Revised Collection Policy
Brett Ferguson made a motion to approve the revised Collection Policy as written. Larry Murphy seconded the motion. The motion carried.
- Revised Fine Policy
Bill Lehman made a motion to approve the revised Fine Policy as written. Larry Murphy seconded the motion. The motion carried.
- Summer Annuals Flower Installation - Proposal from H & N Landscape
Bill Lehman made a motion to approve the proposal from H & N at a cost of \$1,023.65. Larry Murphy seconded the motion. The motion carried.
- Diver Inspection of Pump Well - Proposal from BTB Dive Services
Bill Lehman made a motion to approve the proposal from BTB Dive Services at a cost of \$785.00. Larry Murphy seconded the motion. After further discussion, Bill Lehman withdrew his motion. Without objection, the Board agreed to have Cindy Anderson research alternative options including a camera inspection of the well.

- Reserve Study Update - Proposals from Reserve Data Analysis, Association Reserves & Reserve Advisors
Bill Lehman made a motion to approve the proposal from Reserve Data Analysis at a cost of \$1,250.00. Brett Ferguson seconded the motion. The motion carried.
- Janitorial Contract - Recommendations from the Oversight Committee
Bill Lehman made a motion to table the proposals until the next meeting. The Oversight Committee is to obtain additional information from Knight & Day and Serve Cor so the bid comparisons can be complete. Larry Murphy seconded the motion. The motion carried.
- Trash Can/Doggie Stations Installations - Recommendations from the Oversight Committee
Without objection, the Board agreed to table this item until the Oversight Committee has received all bids. The committee is to focus on trash cans, not pet waste stations.
- Fitness Equipment Repair - Proposals from Amicus Fitness, AAA Fitness & Farmer's Fitness
Bill Lehman made a motion to approve the proposal from AAA Equipment Repair at a cost of \$287.94. Brett Ferguson seconded the motion. The motion carried.
- Pump Replacement/Repairs - Pay from Reserves?
Bill Lehman made a motion to pay for the pump replacement/repairs from the Reserve Account in the amount of \$8,237.07. Brett Ferguson seconded the motion. The motion carried.
- Management Office Petty Cash
Bill Lehman made a motion to increase the management office petty cash from \$200 to \$500. Larry Murphy seconded the motion. The motion carried.
- Jeff Shank's Leave of Absence
On April 30th Jeff Shank informed Bill Lehman that he would taking a leave from the Board until September. Larry Murphy disclosed that he had recently been made aware that a vendor for the Association is currently leasing and living in Jeff Shank's home. The Board was unaware of this when they voted to approve this vendor's proposal. Bill Lehman discussed the importance of transparency and full disclosure when it comes to issues like these. The Board reviewed the Association's By-Laws regarding Board vacancies. A leave of absence option is not listed in the Governing Documents.
Larry Murphy made a motion to deny Jeff Shank's leave of absence and remove him from the Board or Directors. Brett Ferguson seconded the motion. The motion carried.
Bill Lehman polled to homeowners in attendance for interest in serving on the Board of Directors. Bruce Ervans was interested in servicing. Bill Lehman made a motion to appoint Bruce Ervans as Treasurer on the Board of Directors with a term ending in December 2011. Brett seconded the motion. The motion carried.

9. Adjournment

- There being no further business to discuss, Bill Lehman adjourned the meeting at 8:42 p.m.

Respectfully Submitted By,

Cindy Anderson

Cindy Anderson
Community Manager
For the Board of Directors
The Villages at Queen Creek Homeowners Association

06/08/2011
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Villages at Queen Creek Homeowner Association
Balance Sheet
05/31/2011

Page: 1

1600 W. Broadway Rd
Suite 200
Tempe AZ 85282

Acct #

ASSETS

	OPERATING FUNDS	
1100	Operating Checking	29,621.33
1103	Operating Savings	590.42
1120	Petty Cash	200.00

	TOTAL OPERATING FUNDS	30,411.75
	RESERVE FUNDS	
1150	Reserve Fund Savings	260,442.09

	TOTAL RESERVE FUNDS	260,442.09
	OTHER ASSETS	
1200	Accounts Receivable	370,938.03
1201	Less Reserve for Bad Debt	(356,135.55)
1250	Prepaid Expenses	283.36
1260	Prepaid Insurance	2,615.18

	TOTAL OTHER ASSETS	17,701.02

	TOTAL ASSETS	308,554.86
		=====

LIABILITIES

	LIABILITIES	
2001	Accounts Payable	31,953.04
2001.012	Collection Fees Payable	2,280.00
2003	Accrued Expenses	8,264.00
2005	Prepaid Assessments	26,959.28
2006	Deferred Assessments	67,808.59
2010	Refundable Deposits	100.00

	TOTAL LIABILITIES	137,364.91

EQUITY

3501	Members' Equity - Prior Years	103,228.30
	Current Year Surplus/(Deficit)	67,961.65

	TOTAL EQUITY	171,189.95

	TOTAL LIABILITIES & EQUITY	308,554.86
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06/08/2011
3:10 PM

The Villages at Queen Creek Homeowners Association
Budget Comparison Statement
05/31/2011

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

Acct #	Description	May Actual	May Budget	May Variance	Jan-May Actual	Jan-May Budget	Jan-May Variance	Annual Budget
	INCOME							
4005	Assessments	66,009.37	66,105	(95.13)	330,710.84	330,523	188.34	793,254
4011.001	Satellite Association Assessme	1,570.99	1,571	0.00	7,854.96	7,855	0.01	18,852
4012	Builder Assessments	210.42	230	(19.94)	1,024.54	1,152	(127.26)	2,764
4020	Working Capital Fees	0.00	0	0.00	346.30	0	346.30	0
4026.01	Self Help	0.00	300	(300.00)	225.00	1,500	(1,275.00)	3,600
4090	CC&R Violation Fees	2,175.00	1,250	925.00	10,525.00	6,250	4,275.00	15,000
4106	Legal Fee Reimbursement	0.00	2,744	(2,744.00)	8,154.80	13,718	(5,563.20)	32,923
4106.003	Legal-Small Claims	0.00	1,625	(1,625.00)	181.65	8,125	(7,943.35)	19,500
4106.01	Legal Reimb - Demand	(40.00)	2,875	(2,915.00)	2,720.00	5,750	(3,030.00)	11,500
4106.02	Legal Reimb - Lien	1,650.00	0	1,650.00	3,648.00	2,700	948.00	5,400
4109	Gate/Key Income	300.00	100	200.00	925.00	500	425.00	1,200
4110	Late Charges	(90.00)	0	(90.00)	7,000.65	10,000	(2,999.35)	20,000
4111	Social Income	40.00	0	40.00	940.00	0	940.00	0
4125.001	HOA Transfer Fees	1,465.00	1,000	465.00	5,990.00	5,000	990.00	12,000
4126	Clubhouse Rental	200.00	100	100.00	1,520.00	500	1,020.00	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)	125.00	125	0.00	300
4165	Interest Income	9.91	13	(3.09)	56.35	65	(8.65)	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	(346.30)	0	(346.30)	0
4190	Transfers to Reserve Fund	(6,933.00)	(6,933)	0.00	(34,662.00)	(34,662)	0.00	(83,193)
	TOTAL INCOME	66,567.69	71,005	(4,437.16)	351,807.42	359,100	(7,292.83)	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	82.71	0	(82.71)	973.28	125	(848.28)	125
5113	Social Expense	786.62	0	(786.62)	861.62	400	(461.62)	800
5119	Bad Debt Expense-Assessments	0.00	0	0.00	6,400.00	6,400	0.00	12,800
5119.001	Bad Debt Expense-Other	82.00	82	0.00	412.00	412	0.00	991
5119.002	Bad Debt Expense-Legal&Collect	2,705.00	2,705	0.00	13,525.00	13,525	0.00	32,460

06/08/2011
3:10 PM

The Villages at Queen Creek Homeowners Association
Budget Comparison Statement
05/31/2011

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

Acct #	Description	May Actual	May Budget	May Variance	Jan-May Actual	Jan-May Budget	Jan-May Variance	Annual Budget
5119.003	Bad Debt Expense-Late Fees/Vio	400.00	400	0.00	2,000.00	2,000	0.00	4,800
5129.003	Card Reader Supply/Repair	0.00	0	0.00	0.00	0	0.00	800
5135	Postage & Copies	1,063.78	1,000	(63.78)	7,272.33	5,600	(1,672.33)	20,500
5136	Bank Charges	0.00	20	20.00	50.00	100	50.00	240
5142	Office Expense	24.24	254	229.76	1,491.63	1,270	(221.63)	3,048
5145	Newsletter Expense	0.00	0	0.00	0.00	800	800.00	1,600
5146	Mileage Reimb	0.00	41	41.00	29.20	204	174.80	490
5146.03	Mileage Reimbursement - Manage	52.92	20	(32.92)	154.84	100	(54.84)	240
5150	Reserve Study	0.00	0	0.00	0.00	2,000	2,000.00	2,000
5151	CPA Services	3,500.00	0	(3,500.00)	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	168.07	260	91.93	449.32	470	20.68	850
5156.20	Office Equipment	0.00	0	0.00	0.00	900	900.00	900
5159	Legal & Collection Fees	537.00	200	(337.00)	684.00	1,000	316.00	2,400
5159.001	Legal Fees-Collection	945.00	2,744	1,799.00	7,378.50	13,718	6,339.50	32,923
5159.01	Legal Fees - Demand	0.00	2,875	2,875.00	2,960.00	5,750	2,790.00	11,500
5159.02	Legal Fees - Lien	0.00	0	0.00	1,890.00	2,700	810.00	5,400
5159.03	Legal-Small Claims	0.00	1,625	1,625.00	0.00	8,125	8,125.00	19,500
5160	Insurance	1,232.86	1,252	19.14	6,265.96	6,260	(5.96)	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	10.00	0	(10.00)	280.00	235	(45.00)	235
	TOTAL ADMINISTRATIVE	11,590.20	13,478	1,887.80	56,622.68	79,544	22,921.32	182,636
	UTILITIES							
5205	Electricity	2,414.31	2,000	(414.31)	9,883.57	8,200	(1,683.57)	23,700
5210	Gas	337.31	350	12.69	2,731.54	3,200	468.46	6,000
5215	Water & Sewer	2,109.00	1,500	(609.00)	7,034.55	4,550	(2,484.55)	21,550
5225	Telephone	167.68	139	(28.68)	839.21	695	(144.21)	1,668

06/08/2011
3:10 PM

The Villages at Queen Creek Homeowners Association
Budget Comparison Statement
05/31/2011

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

Acct #	Description	May Actual	May Budget	May Variance	Jan-May Actual	Jan-May Budget	Jan-May Variance	Annual Budget
	TOTAL UTILITIES	5,028.30	3,989	(1,039.30)	20,488.87	16,645	(3,843.87)	52,918
	REPAIRS & MAINTENANCE							
5305	Common Area Maintenance	197.73	550	352.27	3,750.27	2,750	(1,000.27)	6,600
5306.01	Violation Monitor	0.00	1,455	1,455.00	3,698.51	7,925	4,226.49	18,110
5306.02	Parking Patrol	(625.00)	625	1,250.00	1,875.00	3,125	1,250.00	7,500
5306.40	Mail Box Repairs	0.00	205	205.00	0.00	1,035	1,035.00	2,500
5310	Pump Repairs & Maintenance	(4,118.53)	200	4,318.53	135.00	1,000	865.00	2,400
5312	Clubhouse Maintenance	1,226.60	300	(926.60)	2,672.00	1,500	(1,172.00)	3,600
5315.002	Gopher Control	171.32	165	(6.32)	843.96	825	(18.96)	1,980
5333	Rec Center Equip Repairs	0.00	166	166.00	145.58	830	684.42	1,992
5350	Backflow Inspection	0.00	0	0.00	651.50	500	(151.50)	500
5354	Arbor Care	0.00	750	750.00	3,253.10	3,750	496.90	9,000
5355	Landscape - Other	175.00	384	209.00	400.00	1,918	1,518.00	4,600
5356	Plant Replacement	15,674.61	1,200	(14,474.61)	15,674.61	3,800	(11,874.61)	10,000
5358	Tree Pruning	0.00	17,000	17,000.00	0.00	17,000	17,000.00	17,000
5360	Granite Replacement	0.00	0	0.00	0.00	0	0.00	19,000
5362	Drywell Maintenance	0.00	0	0.00	0.00	1,100	1,100.00	1,100
5366	Sprinkler Repairs	0.00	1,200	1,200.00	2,677.81	4,600	1,922.19	13,000
5370	Pool/Spa Repair/Maintenance	78.06	100	21.94	3,134.89	850	(2,284.89)	2,000
5374	Janitorial Supplies	25.00	100	75.00	313.13	350	36.87	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	0.00	500	500.00	1,200
	TOTAL REPAIRS & MAINTENANCE	12,804.79	24,500	11,695.21	39,225.36	53,358	14,132.64	135,982
	CONTRACT SERVICES							
5512	Security Monitoring	364.00	775	411.00	2,788.00	3,775	987.00	9,125
5515	Exterminating Contract	157.88	155	(2.88)	777.88	775	(2.88)	1,860
5522	Janitorial Contract	1,075.50	1,000	(75.50)	5,009.00	4,955	(54.00)	11,985
5525	Landscape Contract	20,918.53	23,307	2,388.47	114,146.53	116,535	2,388.47	279,684
5530	Management Contract	10,156.75	10,118	(38.75)	50,783.75	50,590	(193.75)	121,416

06/08/2011
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The Villages at Queen Creek Homeowners Association
Budget Comparison Statement
05/31/2011

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

Acct #	Description	May Actual	May Budget	May Variance	Jan-May Actual	Jan-May Budget	Jan-May Variance	Annual Budget
5531	Pump Maint Contract	(650.00)	0	650.00	0.00	650	650.00	2,600
5532	Pool/Spa Maintenance Contract	650.00	800	150.00	3,337.68	3,500	162.32	8,600
5539	Drainage Channel Maintenance	3,900.00	3,900	0.00	19,462.31	19,500	37.69	46,800
5554	Exercise Equipment Maint. Cont	70.83	71	0.17	354.15	355	0.85	850
	TOTAL CONTRACT SERVICES	36,643.49	40,126	3,482.51	196,659.30	200,635	3,975.70	482,920
	TOTAL EXPENSES	66,066.78	82,093	16,026.22	312,996.21	350,182	37,185.79	854,456
	CURRENT YEAR NET SURPLUS/(DEFI	500.91	(11,088)	11,589.06	38,811.21	8,918	29,892.96	0



06/07/2011

05/31/2011

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	\$ 66,009.37	\$ 66,104.50	\$ (95.13)	(0.1)	
4011.001	Satellite Assessment	1,570.99	1,570.99	0.00	0.0	
4012	Builder Assessments	210.42	230.36	(19.94)	(8.7)	
4026.01	Self Help	0.00	300.00	(300.00)	(100.0)	No expense to the Association, Boy Scouts performed Self Help clean ups.
4090	CC&R Violation Fees	2,175.00	1,250.00	925.00	74.0	Fines assessed to homeowner accounts for infractions of the CC&Rs.
4106	Legal Fee Reimb	0.00	2,744.00	(2,744.00)	(100.0)	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.
4106.01	Legal Reimb - Demand	(40.00)	2,875.00	(2,915.00)	(101.4)	Demand Fee waived at Board's direction.
4106.02	Legal Reimb - Lien	1,650.00	(0.00)	1,650.00	100.0	11 lots assessed Lien Fee.
4109	Gate/Key Income	300.00	100.00	200.00	200.0	12 replacement fobs sold.
4110	Late Charges	(90.00)	(0.00)	(90.00)	100.0	Waiver of Late Fees.
4111	Social Income	40.00	(0.00)	40.00	100.0	Donations from 4/30 event.
4125.001	HOA Transfer Fees	1,465.00	1,000.00	465.00	46.5	The Board of Directors established a Transfer Fee payable to the Villages at Queen Creek in the amount of \$50.00 for all resale transactions.
4126	Clubhouse Rental	200.00	100.00	100.00	100.0	Income received for renting the Clubhouse meeting room for meetings and parties.
4145	NSF Fees Reimbursed	0.00	25.00	(25.00)	(100.0)	No income received for the month. - NSF Fees are applied to a homeowners account for presenting insufficient funds for assessment payments.
4165	Interest Income	9.91	13.00	(3.09)	(23.8)	Interest earned on the Operating Account.
4190	Transfers to Reserve	(6,933.00)	(6,933.00)	0.00	0.0	
	Total Income:	<u>\$ 66,567.69</u>	<u>\$ 71,004.85</u>	<u>\$ (4,437.16)</u>		
Administrative						
5112	Meeting & Community	82.71	0.00	(82.71)	(100.0)	Board meeting refreshments & Sam's Club membership.
5113	Social Expense	786.62	0.00	(786.62)	(100.0)	Food & supplies for 4/30 event.
5119.001	Bad Debt-Other	82.00	82.00	0.00	(0.0)	
5119.002	Bad Debt-Legal	2,705.00	2,705.00	0.00	(0.0)	
5119.003	Bad Debt-Late/Vio	400.00	400.00	0.00	(0.0)	

5135	Postage & Copies	1,063.78	1,000.00	(63.78)	(6.4)	
5136	Bank Charges	(0.00)	20.00	20.00	100.0	NSF Fees are applied to a homeowners account for presenting insufficient funds for assessment payments.
5142	Office Expense	24.24	254.00	229.76	90.5	Petty cash reimbursements - office supplies.
5146	Mileage Reimb	(0.00)	41.00	41.00	100.0	Compliance Coordinator position eliminated.
5146.03	Mileage Reim-Manager	52.92	20.00	(32.92)	(164.6)	Community Manager now conducting compliance inspections.
5151	CPA Services	3,500.00	0.00	(3,500.00)	(100.0)	\$3000 budgeted in April.
5154	Website Expense	168.07	260.00	91.93	35.4	May updates by Webmaster Sandi Dale.
5159	Legal & Coll Fees	537.00	200.00	(337.00)	(168.5)	Legal opinion from Ekmark & Ekmark for Rancho Del Rey.
5159.001	Legal Fees-Collectn	945.00	2,744.00	1,799.00	65.6	Carpenter Hazlewood legal fees on existing collection accounts. No new accounts have been turned over to Carpenter Hazlewood since 2010.
5159.01	Legal Fees - Demand	(0.00)	2,875.00	2,875.00	100.0	Per new deferred collections contract, no Demand Fees charged to the Association.
5159.03	Legal-Small Claims	(0.00)	1,625.00	1,625.00	100.0	The Board of Directors has suspended Small Claims.
5160	Insurance	1,232.86	1,252.00	19.14	1.5	
5165	Taxes, Licenses & Fe	10.00	0.00	(10.00)	(100.0)	Annual AZ Corporation Comission report filing, \$10 budgeted in March.
	Total Administrative:	<u>\$ 11,590.20</u>	<u>\$ 13,478.00</u>	<u>\$ 1,887.80</u>		
Utilities						
5205	Electricity	2,414.31	2,000.00	(414.31)	(20.7)	Increase in pump usage due to repair and lack of water prior.
5210	Gas	337.31	350.00	12.69	3.6	
5215	Water & Sewer	2,109.00	1,500.00	(609.00)	(40.6)	Increased water usage due to rising temperatures.
5225	Telephone	167.68	139.00	(28.68)	(20.6)	Line item is under-budgeted. Base monthly fee is \$139.49. Additional federal and state taxes and long distance carrier fee of \$9.90 total an average bill of \$167.00 per month.
	Total Utilities:	<u>\$ 5,028.30</u>	<u>\$ 3,989.00</u>	<u>\$ (1,039.30)</u>		
Repairs & Maintenance						
5305	Common Area Maintena	197.73	550.00	352.27	64.0	Bee hive removal, block wall paint and graffiti remover.
5306.01	Violation Monitor	(0.00)	1,455.00	1,455.00	100.0	Compliance Coordinator position was eliminated.
5306.02	Parking Patrol	(625.00)	625.00	1,250.00	200.0	Reversal of an overcharge by Arizona Parking Solutions.
5306.40	Mail Box Repairs	(0.00)	205.00	205.00	100.0	There were no mailbox repairs in May.
5310	Pump Repairs & Maint	(4,118.53)	200.00	4,318.53	2159.3	Pump repairs/replacement credited from Reserve account.
5312	Clubhouse Maint	1,226.60	300.00	(926.60)	(308.9)	Clubhouse door repairs.
5315.002	Gopher Control	171.32	165.00	(6.32)	(3.8)	
5333	Rec Center Equip Rep	(0.00)	166.00	166.00	100.0	No expense for May, repair/replacement scheduled for June.
5354	Arbor Care	(0.00)	750.00	750.00	100.0	Arbor care is included in the new landscape maintenance contract.
5355	Landscape - Other	175.00	384.00	209.00	54.4	Two Self Help clean ups.

5356	Plant Replacement	15,674.61	1,200.00	(14,474.61)	(1206.2)	Total tree replacement \$31,349.22, half completed in May.
5358	Tree Pruning	(0.00)	17,000.00	17,000.00	100.0	Tree pruning is included in the new landscape maintenance contract.
5366	Sprinkler Repairs	(0.00)	1,200.00	1,200.00	100.0	Sprinkler repairs are now included in the new landscape maintenance contract.
5370	Pool/Spa RepairMaint	78.06	100.00	21.94	21.9	Pool chemicals.
5374	Janitorial Supplies	25.00	100.00	75.00	75.0	Paper products for bathrooms.
5383	Access System Repair	(0.00)	100.00	100.00	100.0	No repairs needed in May.
	Total Repairs &	<u>\$ 12,804.79</u>	<u>\$ 24,500.00</u>	<u>\$ 11,695.21</u>		
Contract Services						
5512	Security Monitoring	364.00	775.00	411.00	53.0	New vendor charges less than budget, 2012 budget will be adjusted to correct amount.
5515	Exterminating Contra	157.88	155.00	(2.88)	(1.9)	
5522	Janitorial Contract	1,075.50	1,000.00	(75.50)	(7.6)	
5525	Landscape Contract	20,918.53	23,307.00	2,388.47	10.2	
5530	Management Contract	10,156.75	10,118.00	(38.75)	(0.4)	
5531	Pump Maint Contract	(650.00)	0.00	650.00	(100.0)	Reverse of March accrual, quarterly maintenance has been delayed.
5532	Pool/Spa Maint Contr	650.00	800.00	150.00	18.8	
5539	Drainage Channel Mnt	3,900.00	3,900.00	0.00	(0.0)	
5554	Exercise Equip Cont	70.83	71.00	0.17	0.2	
	Total Contract Services:	<u>\$ 36,643.49</u>	<u>\$ 40,126.00</u>	<u>\$ 3,482.51</u>		
	Total Expenses:	<u>\$ 66,066.78</u>	<u>\$ 82,093.00</u>	<u>\$ 16,026.22</u>		
	Net Surplus/Deficit:	<u>\$ 500.91</u>	<u>\$ (11,088.15)</u>	<u>\$ 11,589.06</u>		
Reserve Income						
8165	Interest Income	139.52	13.00	126.52	(973.2)	Interest earned on Reserve account.
8190	Transfers from Opera	6,933.00	6,933.00	0.00	(0.0)	
	Total Reserve Income:	<u>\$ 7,072.52</u>	<u>\$ 6,946.00</u>	<u>\$ 126.52</u>		
Reserve Expenses						
9100	Capital Improvements	(0.00)	833.00	833.00	100.0	No capitol improvements approved by the Board.
9195	Pumps / Pump Station	8,237.07	0.00	(8,237.07)	(100.0)	Pump repair/replacement. Emergency replacement of broken pump.
	Total Reserve Expenses:	<u>\$ 8,237.07</u>	<u>\$ 833.00</u>	<u>\$ (7,404.07)</u>		
	Net Surplus/Deficit:	<u>\$ (1,164.55)</u>	<u>\$ 6,113.00</u>	<u>\$ (7,277.55)</u>		



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	\$ 330,710.84	\$ 330,522.50	\$ 188.34	0.06 %	
4011	Benefited Assessment	0.00	(0.00)	0.00	100.00 %	Benefitted assessments are collected via a separate budget.
4011.001	Satellite Assessment	7,854.96	7,854.95	0.01	0.00 %	
4012	Builder Assessments	1,024.54	1,151.80	(127.26)	(11.05) %	
4020	Working Capital Fees	346.30	(0.00)	346.30	100.00 %	1/6 of Annual Assessment collected at resale closing.
4026.01	Self Help	225.00	1,500.00	(1,275.00)	(85.00) %	Self help clean up charges/accruals.
4090	CC&R Violation Fees	10,525.00	6,250.00	4,275.00	68.40 %	Fines assessed to homeowner accounts for infractions of the CC&Rs.
4106	Legal Fee Reimb	8,154.80	13,718.00	(5,563.20)	(40.55) %	Collection fees (Carpenter Hazlewood fees) assessed to homeowner accounts.
4106.003	Legal-Small Claims	181.65	8,125.00	(7,943.35)	(97.76) %	February - Small Claims fees reimbursed to the Association from delinquent homeowner. Board of Directors has suspended Small Claims.
4106.01	Legal Reimb - Demand	2,720.00	5,750.00	(3,030.00)	(52.70) %	Demand letters and Demand fees assessed to homeowners accounts.
4106.02	Legal Reimb - Lien	3,648.00	2,700.00	948.00	35.11 %	Liens filed and lien fees assessed to homeowner accounts.
4109	Gate/Key Income	925.00	500.00	425.00	85.00 %	Additional and/or replacement gate/door fobs purchased by homeowners.
4110	Late Charges	7,000.65	10,000.00	(2,999.35)	(29.99) %	Late charges assessed and paid for delinquent assessments.
4111	Social Income	940.00	(0.00)	940.00	100.00 %	Donations received from AAM, Brett Ferguson and ELS for the April 30th Community Event. Income from vendors at The Gathering event.
4125.001	HOA Transfer Fees	5,990.00	5,000.00	990.00	19.80 %	
4126	Clubhouse Rental	1,520.00	500.00	1,020.00	204.00 %	Income for the rental of the clubhouse for meetings and activities.
4141	Insurance Claim Inc	3,865.39	(0.00)	3,865.39	100.00 %	Insurance funds received from claim filed for lost trees in December 2010 storm.
4145	NSF Fees Reimbursed	125.00	125.00	0.00	0.00 %	
4165	Interest Income	56.35	65.00	(8.65)	(13.31) %	
4166	Other Income	1,002.24	(0.00)	1,002.24	100.00 %	Reimbursement from Town of Queen Creek for park benches that were removed from the common area and disposed of in error.
4189	Transf of Wkg Cap	(346.30)	(0.00)	(346.30)	100.00 %	Working capital transferred into Reserves.
4190	Transfers to Reserve	(34,662.00)	(34,662.00)	0.00	0.00 %	
Total Income:		\$ 351,807.42	\$ 359,100.25	\$ (7,292.83)		
Administrative						
5000.4190	Prior Year Expenses	(0.00)	1,400.00	1,400.00	100.00 %	No expense.

5112	Meeting & Community	973.28	125.00	(848.28)	(678.62) %	Purchase of shade canopies, name badges and Board meeting snacks & drinks.
5113	Social Expense	861.62	400.00	(461.62)	(115.41) %	Bounce house rental and food/drinks for the gathering.
5119	Bad Debt-Assessments	6,400.00	6,400.00	0.00	(0.00) %	
5119.001	Bad Debt-Other	412.00	412.00	0.00	(0.00) %	
5119.002	Bad Debt-Legal	13,525.00	13,525.00	0.00	(0.00) %	
5119.003	Bad Debt-Late/Vio	2,000.00	2,000.00	0.00	(0.00) %	
5135	Postage & Copies	7,272.33	5,600.00	(1,672.33)	(29.86) %	Board packets, violation letters architectural submittals, Board books, assessment statement & newsletter mailings.
5136	Bank Charges	50.00	100.00	50.00	50.00 %	NSF Fees are charged to the Association by the bank and then applied to a homeowners account for presenting insufficient funds for assessment payments.
5142	Office Expense	1,491.63	1,270.00	(221.63)	(17.45) %	
5145	Newsletter Expense	(0.00)	800.00	800.00	100.00 %	No expense YTD.
5146	Mileage Reimb	29.20	204.00	174.80	85.69 %	February - Mileage reimbursement to Lori Kuhuski for violation inspections in January.
5146.03	Mileage Reim-Manager	154.84	100.00	(54.84)	(54.84) %	Violation inspections, pick ups and deliveries. Trip to Phoenix to pay and obtain pool license.
5150	Reserve Study	(0.00)	2,000.00	2,000.00	100.00 %	No expense YTD.
5151	CPA Services	3,500.00	3,000.00	(500.00)	(16.67) %	
5153	Consulting Fees	(0.00)	3,000.00	3,000.00	100.00 %	No expense YTD.
5154	Website Expense	449.32	470.00	20.68	4.40 %	
5156.20	Office Equipment	(0.00)	900.00	900.00	100.00 %	No expense YTD.
5159	Legal & Coll Fees	684.00	1,000.00	316.00	31.60 %	Legal counsel regarding holding second attempt at Annual Meeting. Legal counsel regarding Rancho Del Rey.
5159.001	Legal Fees-Collectn	7,378.50	13,718.00	6,339.50	46.21 %	January / March / April / May 2011 Carpenter Hazlewood attorney collection fees.
5159.01	Legal Fees - Demand	2,960.00	5,750.00	2,790.00	48.52 %	67 Demands sent.
5159.02	Legal Fees - Lien	1,890.00	2,700.00	810.00	30.00 %	32 Lien filings.
5159.03	Legal-Small Claims	(0.00)	8,125.00	8,125.00	100.00 %	Small Claims suspended by Board of Directors.
5160	Insurance	6,265.96	6,260.00	(5.96)	(0.10) %	
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:		\$ 56,622.68	\$ 79,544.00	\$ 22,921.32		
Utilities						
5205	Electricity	9,883.57	8,200.00	(1,683.57)	(20.53) %	Per conversation with SRP, increase in usage. Potentially could be because pump was not fully functional.
5210	Gas	2,731.54	3,200.00	468.46	14.64 %	
5215	Water & Sewer	7,034.55	4,550.00	(2,484.55)	(54.61) %	Water under budgeted. Water consumption decreased from December to January.
5225	Telephone	839.21	695.00	(144.21)	(20.75) %	Line item is under-budgeted. Base monthly fee is \$139.49. Additional federal and state taxes and long distance carrier fee of \$9.90 total an average bill of \$167.00 per month.
Total Utilities:		\$ 20,488.87	\$ 16,645.00	\$ (3,843.87)		

Repairs & Maintenance

5305	Common Area Maintena	3,750.27	2,750.00	(1,000.27)	(36.37) %	Purchase of park bench - expense reimbursed by the Town of Queen Creek. Replacement of shade cover. Bee hive removal.
5306.01	Violation Monitor	3,698.51	7,925.00	4,226.49	53.33 %	Violation monitor position eliminated in march 2011.
5306.02	Parking Patrol	1,875.00	3,125.00	1,250.00	40.00 %	Parking patrol contract terminated.
5306.40	Mail Box Repairs	(0.00)	1,035.00	1,035.00	100.00 %	No expense YTD.
5310	Pump Repairs & Maint	135.00	1,000.00	865.00	86.50 %	Pump repairs/replacement credited from Reserve account.
5312	Clubhouse Maint	2,672.00	1,500.00	(1,172.00)	(78.13) %	Clubhouse door repairs & air conditioner repairs.
5315.002	Gopher Control	843.96	825.00	(18.96)	(2.30) %	
5333	Rec Center Equip Rep	145.58	830.00	684.42	82.46 %	March - Replaced safety key on treadmill.
5350	Backflow Inspection	651.50	500.00	(151.50)	(30.30) %	Annual backflow inspection.
5354	Arbor Care	3,253.10	3,750.00	496.90	13.25 %	
5355	Landscape - Other	400.00	1,918.00	1,518.00	79.14 %	Four self help yards cleaned up YTD.
5356	Plant Replacement	15,674.61	3,800.00	(11,874.61)	(312.49) %	Total tree replacement \$31,349.22, half completed in May.
5358	Tree Pruning	(0.00)	17,000.00	17,000.00	100.00 %	Tree pruning is included in the new landscape maintenance contract.
5362	Drywell Maintenance	(0.00)	1,100.00	1,100.00	100.00 %	No expense YTD.
5366	Sprinkler Repairs	2,677.81	4,600.00	1,922.19	41.79 %	Sprinkler repairs are now included in the new landscape maintenance contract.
5370	Pool/Spa RepairMaint	3,134.89	850.00	(2,284.89)	(268.81) %	Repairs by Polar Pools - approved by Board of Directors.
5374	Janitorial Supplies	313.13	350.00	36.87	10.53 %	
5383	Access System Repair	(0.00)	500.00	500.00	100.00 %	No expense YTD.
Total Repairs &		\$ 39,225.36	\$ 53,358.00	\$ 14,132.64		

Contract Services

5512	Security Monitoring	2,788.00	3,775.00	987.00	26.15 %	New vendor charges less than budget, 2012 budget will be adjusted to correct amount.
5515	Exterminating Contra	777.88	775.00	(2.88)	(0.37) %	
5522	Janitorial Contract	5,009.00	4,955.00	(54.00)	(1.09) %	
5525	Landscape Contract	114,146.53	116,535.00	2,388.47	2.05 %	
5530	Management Contract	50,783.75	50,590.00	(193.75)	(0.38) %	
5531	Pump Maint Contract	(0.00)	650.00	650.00	100.00 %	Reverse of March accrual, quarterly maintenance has been delayed.
5532	Pool/Spa Maint Contr	3,337.68	3,500.00	162.32	4.64 %	
5539	Drainage Channel Mnt	19,462.31	19,500.00	37.69	0.19 %	
5554	Exercise Equip Cont	354.15	355.00	0.85	0.24 %	
Total Contract Services:		\$ 196,659.30	\$ 200,635.00	\$ 3,975.70		
Total Expenses:		\$ 312,996.21	\$ 350,182.00	\$ 37,185.79		
Net Surplus/Deficit:		\$ 38,811.21	\$ 8,918.25	\$ 29,892.96		

Reserve Income

8165	Interest Income	655.86	65.00	590.86	(909.02) %	Interest earned on Reserve account.
8189	Transf WC from Oper	346.30	(0.00)	346.30	(100.00) %	
8190	Transfers from Opera	34,662.00	34,662.00	0.00	(0.00) %	
Total Reserve Income:		\$ 35,664.16	\$ 34,727.00	\$ 937.16		

Reserve Expenses

9100	Capital Improvements	(0.00)	4,169.00	4,169.00	100.00 %	No capitol improvements approved by the Board.
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9195	Pumps / Pump Station	8,237.07	0.00	(8,237.07)	(100.00) %	Pump repair/replacement. Emergency replacement of broken pump.
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Total Reserve Expenses:	<u>\$</u>	<u>8,237.07</u>	<u>\$</u>	<u>4,169.00</u>	<u>\$</u>	<u>(4,068.07)</u>
Net Surplus/Deficit:	<u>\$</u>	<u>27,427.09</u>	<u>\$</u>	<u>30,558.00</u>	<u>\$</u>	<u>(3,130.91)</u>

The Villages at Queen Creek Homeowners Association
Budget/Finance Committee Meeting
Monday, June 13, 2011
Meeting Minutes

1. Open Meeting

The meeting was called to order by Chair Larry Murphy at 5:38p. Bruce Ervans and Community Manager Cindy Anderson were also in attendance.

2. Homeowner Forum

There were no additional homeowners in attendance.

3. Review and confirm current financial reports, verify the accounts receivable write-offs that were approved at last month's meeting

-Cindy reviewed the May 2011 Financials, supporting documents and invoices in detail.

-Cindy reported that the account balances approved for write-off were still in progress, once completed an update will be given to the Board in the Executive Session Board meeting since individual homeowner accounts will be discussed.

-Larry requested a report on how many accounts were on payment plans through AAM and the status of these accounts. Cindy will follow up via e-mail with this report.

-Larry asked for follow up with regards to the recently approved Paid In Full Collections Contract. He would like to know what AAM's accounting process is for the percentage that Paid In Full keeps once an account balance has been collected. Cindy will follow up via e-mail.

-Discussion took place regarding current owner delinquency collections. Cindy is to forward collection options via e-mail for Larry and Bruce to review, discuss at the next Budget/Finance Committee meeting and make a recommendation to the Board.

4. Determine if any areas need attention this month

Nothing at this time.

5. Confirm the status of the Reserve Study

The 2007 Reserve Study was reviewed and areas of concern were discussed. Cindy reported that the deposit check request for the Reserve Study Update has been requested. She is also working on pulling invoices and information for all repair/replacement work that has been completed since the 2007 Reserve Study so this information can be provided to Reserve Data Analysis. Discussion took place that view fencing should be listed by parcel and measurements for each parcel should be given so as to give a clearer picture of where all of the community's view fencing is located. Discussion also took place about including granite replenishment on the updated Reserve Study.

6. Close Meeting

There being no further business to discuss, Larry adjourned the meeting at 7:31p.

Respectfully Submitted By,

Cindy Anderson

Cindy Anderson, Community Manager

The Villages at Queen Creek Homeowners Association

June 14, 2011

Oversight Committee Meeting Minutes

RE: Oversight Committee Meeting Attended by: Bruce-Chair, and members; Jim and Terri

1) Meeting begins at 5:45pm

2) Open Resident Feedback

No Homeowner(s) present, except Committee Members

3) Trash Cans proposals: For Horseshoe Park within Committee at Rittenhouse Road.

We need to determine before moving forward who would pick up trash, and then what expense, and where will it be hauled off to. In addition, prices only determine equipment but not necessarily install price or security of trash can to stay in place since by a park needs to be staked down. Trash also, draws bug, bees, rodents, and other unnecessary things to be disposed into.

Oversight Committee will submit two bids, to BOD: Recreation Design Concepts and Peachtree Business Products for the two bid proposals for trash cans at Parks. Oversight Committee strongly disagrees with installing two crash cans at this time, at Horseshoe Park.

4) Postponement of future Oversight Meetings

Future meeting will be tentative and Committee is not dissolved, we will take on tasks as instructed by the Board, and meetings will be placed on the website when notice is given by BOD.

5) New Business

None

6) Committee member open Discussion

7) Meeting closed

Adjourned: at 7:00pm

MANAGEMENT REPORT



Prepared for the
Board of Directors Meeting
Thursday, June 30, 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	Jennie Nathey	602.288.2626	602.870.8231	jnathey@aamaz.com
Area Manager	Carla Helmstadter	602.906.4909	480.821.2334	chelmstadter@aamaz.com

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 May 26, 2011 Open and Executive Session meeting minutes.
- Completed 3rd quarter newsletter.
- Coordinated 3rd quarter statement mailing including newsletter, new Collection Policy & new Fine Policy.
- Began the process of pulling the invoices for repairs/replacements made throughout the community since 2007 so this information can be forwarded to RDA for the Reserve Study Update.
- Updated AAM's internal systems with new Board member Bruce Ervans and provided him with a copy of the Board of Director's handbook.
- Met with Board President Bill Lehman, Vice President Larry Murphy and Jake Angel from Angel Air to inspect duct installation issues.
- Had the front Clubhouse door window that was broken on June 4th replaced.
- Attended the Budget/Finance Committee Meeting on June 13th.
- Attended Law Update & Ethics class.
- Met with Architectural Committee member Lori Kuhuski twice for Design Guidelines revision draft.
- Met with landscape maintenance supervisor Mike MacDonald on June 7th regarding landscape concerns.
- Communicated with landscape maintenance supervisor Mike MacDonald every day regarding landscape maintenance concerns. Also forwarded all homeowner landscape concerns to Mike to address.
- Met with Board President Bill Lehman and completed a common area landscape inspection.
- Met with Board President Bill Lehman, H & N owners Tim Hasset and Aaron Nelson and landscape maintenance supervisor Mike MacDonald regarding landscape maintenance concerns.
- Communicated with Skip Harwood with Polar Pools regarding pool concerns. Also met with Skip at the pump station to show him the roots growing through the well walls.

- Followed up with Knight & Day, ServeCor & Rebekah Kampa regarding missing information from their janitorial proposals. Also had them forward references for the Board President to check. Completed the Janitorial Bid Comparison for the Board's review.
- Communicated with Webmaster Sandi Dale for several website updates and had her set up the "Local Businesses" page for advertising as approved at the last meeting.
- Replaced the three tables in the meeting room that were broken.
- Ordered the carpet tiles to border the meeting room for echo control. These are scheduled to be installed Wednesday, June 29th.
- 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 and committee members 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 5 violation inspections of the community including 2 rear yard view fence inspections.

Highlights

- The Boy Scout "Self Help" day for the vacant homes with front yards in need of clean up was rescheduled from 5/28 to 6/4 because of the holiday weekend. The Boy Scouts completed 3 out of the 12 homes, homeowners cleaned up 3 of their own homes. The rest will be completed by H & N in the next 3 weeks.
- The annuals approved at the last meeting have been installed at the entrances and front of the Clubhouse.
- The front Clubhouse door window was broken on Saturday, June 4th. Board members and volunteers temporarily covered the window that evening. It was then boarded up by the Association's door maintenance company on Monday, June 6th and replaced by Friday, June 9th.
- The pivot arm for the weight machine has been ordered as approved by the Board. It should arrive and be installed by the end of July. The frayed wires on weight machine are scheduled to be repaired on Saturday, July 2nd along with the Preventative Maintenance Inspection. The missing safety magnet for the treadmill has been ordered and should arrive and be installed shortly.
- An inspection of the 350 recently installed trees is scheduled for Tuesday, June 28th for determination of replacements.
- The new Collection Policy & new Fine Policy were included in the 3rd quarter statement mailing along with the newsletter, please contact me with any questions.
- The first draft of the Design Guidelines revisions will be ready for the next Architectural Committee meeting on July 21st. Once the Architectural Committee makes the final revisions, it will be presented to the Board at the July 28th meeting. The completed revised Design guidelines are planned to be included in the 4th quarter statement mailing.
- 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".

Respectfully Submitted,
 Cindy Anderson
 Community Manager
 AAM, LLC