

THE VILLAGES AT QUEEN CREEK HOMEOWNERS ASSOCIATION, INC.

c/o AAM, LLC

1600 West Broadway Road, Suite 200, Tempe, Arizona 85282

Phone: 480.987.0847 Fax: 480.987.0851

2011 Annual Meeting of the Members

The Villages at Queen Creek Community Clubhouse

21515 East Village Loop Road North, Queen Creek, Arizona 85142

Thursday, December 1, 2011 at 6:00PM

Agenda

- ❖ Call to Order/Introductions
- ❖ Verification of Quorum
- ❖ Review of Last Annual Meeting Minutes
- ❖ Financial Review
- ❖ President's State of the Association
- ❖ Vendor Reports
- ❖ Volunteer Appreciation
- ❖ Candidate Introductions
- ❖ Election of Directors
- ❖ Answers to Questionnaires/Open Discussion/Ballot Raffle
- ❖ Adjournment



The Villages at Queen Creek Homeowners Association
Rescheduled Annual Meeting
December 20, 2010
Villages @ Queen Creek Club House – 7:00 pm

I. Call to Order:

Ashton Avarell called meeting to order at 7:00 P.M.

II. Establish Quorum:

Quorum was established with 300 ballots received and 174 needed.

III. Approval of Last Annual Meeting Minutes:

Annual Meeting Minutes from 2009 were read and approved as read.

IV. Ashton Avarell asked for volunteers to count ballots during short recess:

V. Ashton Avarell Reconvened Meeting and Announced Election Results:

- a. Results are as follows
 - i. Bill Lehman with 161 Votes and a 1 year term
 - ii. Lawrence Murphy with 118 votes for a 1 year term

VI. Adjournment:

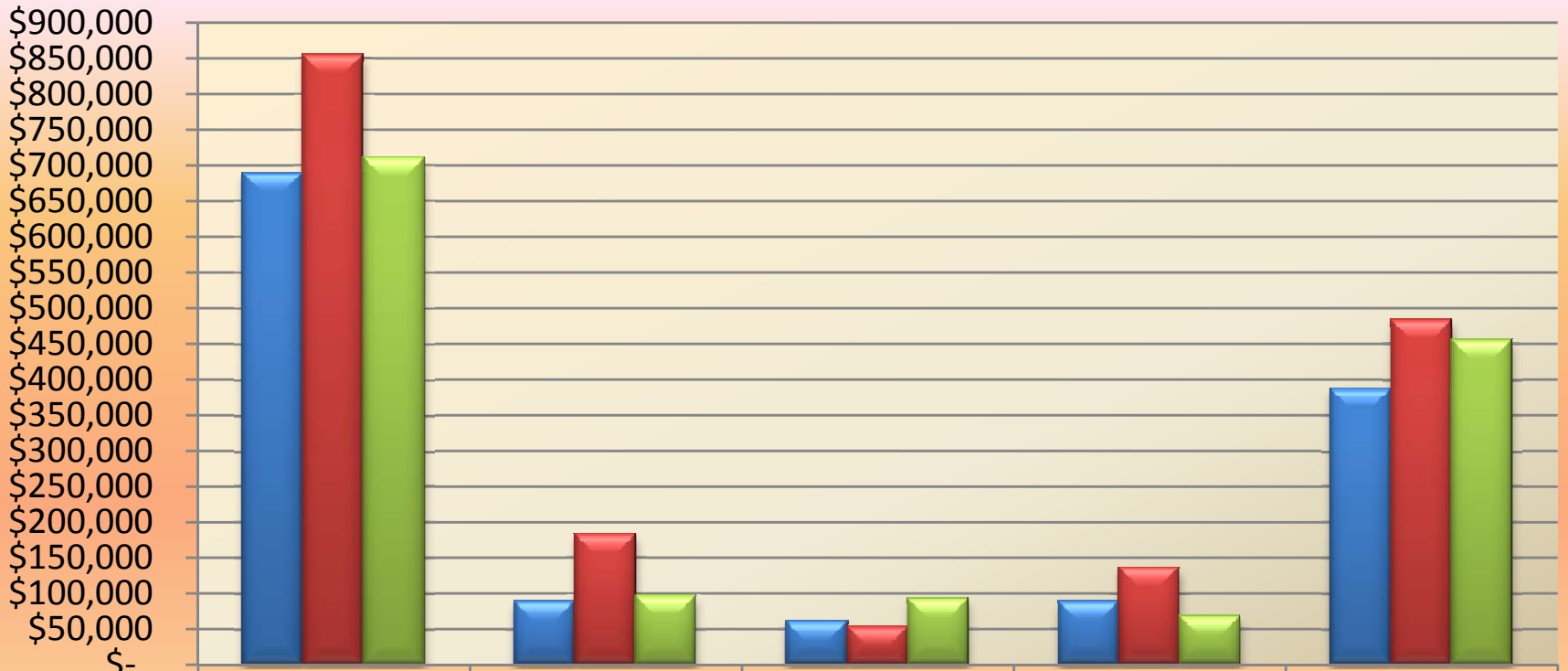
- a. Ashton Avarell adjourned the meeting at 8:20 P.M.

Respectively Submitted,

Lori Kuhuski

Lori Kuhuski, Recording Secretary
For the Board of Directors for the Villages @ Queen Creek Homeowners Association

Villages at Queen Creek HOA - Master Actual vs. Budget YTD 10/31/2011



	Total Income	Admin.	Utilities	Repair & Maint.	Contract Services
YTD Actual	\$687,999	\$87,719	\$59,590	\$87,751	\$386,844
Annual Budget	\$854,456	\$182,636	\$52,918	\$135,982	\$482,920
2012 Budget	\$709,175	\$96,030	\$91,950	\$66,735	\$454,460

11/10/2011
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327c Villages at Queen Creek Homeowner Association
Balance Sheet
10/31/2011

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1600 W. Broadway Rd
Suite 200
Tempe AZ 85282

Acct #

ASSETS

	OPERATING FUNDS	
1100	Operating Checking	52,537.21
1103	Operating Savings	591.05
1120	Petty Cash	500.00

	TOTAL OPERATING FUNDS	53,628.26
	RESERVE FUNDS	
1150	Reserve Fund Savings	192,359.93

	TOTAL RESERVE FUNDS	192,359.93
	OTHER ASSETS	
1200	Accounts Receivable	307,720.53
1201	Less Reserve for Bad Debt	(267,538.92)
1250	Prepaid Expenses	21,500.00
1260	Prepaid Insurance	435.88

	TOTAL OTHER ASSETS	62,117.49

	TOTAL ASSETS	308,105.68
		=====

LIABILITIES

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

	TOTAL LIABILITIES	180,087.30

EQUITY

3501	Members' Equity - Prior Years	103,228.30
	Current Year Surplus/(Deficit)	24,790.08

	TOTAL EQUITY	128,018.38

	TOTAL LIABILITIES & EQUITY	308,105.68
		=====

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

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

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

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

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

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

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

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

1. REVIEW AND COMPREHENSION OF DOCUMENTS

- CC&Rs, Bylaws, Articles

2. FINANCE / ACCOUNTING

- Collect Income
- Pay invoices – weekly
- Prepare monthly financial statements on a cash or accrual basis
- Coordinate reserve studies
- Coordinate tax returns, corporation commission filings and audits
- Collection of delinquent members: send notices, filing and recording of liens, assist attorney in collection efforts
- Assess late charges, fines and special assessments
- Establish bank accounts
- Budget analysis and preparation
- Coordinate tax parcel consolidations
- Provide real time data on-site via Citrix server

3. MAINTAIN COMMUNITY PERMANENT AND HOMEOWNER FILES BY LOT

- Meeting minutes and resolutions
- Meeting notices
- Recorded deeds
- Compliance letters, delinquency notices and homeowners correspondence
- Board of Directors correspondence

4. MAINTENANCE AND PROPERTY UPKEEP

- Management of all aspects of the property
- Perform common area inspections
- Coordination of all maintenance and repairs and preventative maintenance schedules
- Prepare specifications for bids, as required
- Enforce CC&Rs, rules and regulations
- Obtain insurance and initiate claim processing
- Communicate with vendors and contractors on a continuous basis
- Process architectural requests for approval
- Provide customized automated architectural control and compliance tracking system



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www.AAMAZ.com

5. ASSIST BOARD OF DIRECTORS AND COMMITTEES

- Coordinate meetings, agendas, amendment provisions, voting explanations and facility arrangements
- Attend Board of Director's meetings as required
- Homeowner's mailings
- Newsletters
- Meeting Notices
- Envelope stuffing, copying and postage
- Maintenance of address list changes
- Maintain corporate records
- Provide written and verbal communication with homeowners and other parties, as needed
- Provide recommendations regarding architectural control submissions
- Update Board of Directors on current and pending legislation

6. HANDLE TRANSFER OF OWNERSHIP ON RESALE UNITS

- Distribution of welcome letters
- Respond to title company requests
- Processing of checks and verification of payment
- Provide closing instructions
- Communicate status of accounts
- Answer title company and homeowners questions
- Distribution of documents

7. 24 – HOUR EMERGENCY NUMBER

- AAM staff member on call after hours for emergencies
- Vendors and contractors provide 24 hour number
- Managers carry cell phones

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Homeowner Questionnaire Answers & Comments/Suggestions

Q. - Is anything being done to eradicate the gopher/mole problems around the golf course? Especially in the dirt area on the west side by the sand trap located by the first green. There are entirely too many rodents on the golf course and they are moving into private yards.

A. - The golf course is a separate entity from the Homeowners Association. Gopher issues on the golf course should be reported directly to Las Colinas Golf Club at 480.987.3633. The Association's common areas are treated twice monthly for gophers. Early next year, the Board of Directors will review increasing gopher treatment services.



Q. - Dead Trees in yards, parking on streetscape & street at night, daytime too. People don't pick up free newspapers on driveways - they blow around. Boats and trailers on driveways. Trash cans not put away so they cannot be seen.

A. - The Community Manager performs regular violation inspections during normal business hours and cites any infractions of the CC&Rs. The Association's Fine Policy is also followed. Homeowners may also complete and submit a complaint form for any violations of the CC&Rs that they witness. Complaint forms are located on the website at ourvatqc.com. The Board of Directors will be reviewing proposals for parking patrol inspections as nighttime inspections are not a part of the management contract. At the direction of the Board of Directors, trash can violation citations are complaint based.



Q. - Since the Villages no longer spends \$ to control street parking, how is this enforced? The 2900 block of 214th Street had a gray Pontiac (old) and a white Mercedes (old) parked on the street for about a year with no apparent consequences. Now a GMC truck parks across from these two vehicles. Most other people comply with "no parking" - Some day when it is dark out there will be a severe accident because of these cars. These cars are there every night and sometimes move during the day. This is not ok per the covenants of the Villages.

A. - Parking on the street overnight violation citations are complaint based at this time. Complaint forms are located on the website at ourvatqc.com. The 2012 Budget includes a line item for a nighttime parking patrol service should the Board of Directors approve of this expense. The Board will be reviewing parking patrol proposals in early 2012.



Q. - Once again please consider heating the pool for January & February. I have spoken to many residents; they have also indicated this would be fantastic. When we initially purchased our home the pool was heated. Then the next year it was not heated. Your kind consideration would be greatly appreciated.

Comment/Suggestion - Sounds like new & exciting things are happening in Q.C. Great work guys. Thanks for keeping us up to date.

A. - The Board of Directors recently added February to the pool heating months. The current schedule for pool heating is February, March, April, October, November and December. The Board of Directors regularly reviews the pool heating schedule and makes determinations based on cost and usage.



Q. - East Via Del Oro Street & Calle De Flores, people park trucks, cars on street every day and night. Changing car oil in driveways. Some properties are very neglected - weeds, dirt and garbage is stored at front of the property at all times. Furniture, wood, BBB-pits, tools, garden equipment and campers. Please, drive by the streets and see it for yourselves. Unhappy Resident.

Comment/Suggestion - Yard sales, signs all over. Town like a large flea market. Posted all on our mail boxes and taped daily about yard sale. Stop that cheap practice.

A. - The Community Manager performs regular violation inspections during normal business hours and cites any infractions of the CC&Rs. The Association's Fine Policy is also followed. Homeowners may also complete and submit a complaint form for any violations of the CC&Rs that they witness. Complaint forms are located on the website at ourvatqc.com. The Board of Directors will be reviewing proposals for parking patrol inspections as nighttime inspections are not a part of the management contract.



Q. 1) Could you go over the procedures for submitting a complaint, e.g., noisy dogs, dogs running loose, trash in neighbors yard, etc to include a) Is there a specific complain "form" that must be used; b) How long before an initial notice goes to the homeowner to correct; c) If the problem is not corrected, do we file another complaint in 14 days (how do we know when the HOA has sent the notices); d) Should we include photos of the issue and if it is noise (dogs barking), should we call the office to document the barking in the background.

2) Overall, how effective have the notices from the HOA been: A) When the owners occupy the property; B) When renters occupy the property. 3) Any feedback on how effective calling the police has been in correcting dogs from barking and do we call the Maricopa Sherriff or is there a Town of Queen Creek Police Department.

4) Homeowners are using the golf course as private property. Who do we report this to?

Comment/Suggestion - I would like the Board and HOA to consider a separate policy regarding dogs to:

1) include stiffer fines (\$50 per diem or up to \$500 per incident)

2) require the animal be gotten rid of

3) Any dog who is left unattended outside (dog door access when owner is not home) that violates noise restrictions must be locked in the house when the owner is away.

A. The form to be used when submitting a formal complaint is located on the community website at ourvatqc.com; it's titled "Complaint Form". Once a formal complaint has been received a violation notice is typically issued within 48 business hours. If the violation has not been resolved within the 14 days allowed, an additional complaint should be submitted for further action. If a second complaint is submitted prior to the 14 days allowed, the Community Manager will notify the complainant. Including photographs with formal complaints is helpful and will be kept on file for future reference. Violation citations cannot be issued based on phone calls or voicemail messages, a formal complaint form must be submitted. The complainant may choose keep their own sound recordings should they be needed for future reference. Violation citations are mailed to the owner of the property and to the resident if the owner has notified the Association that the property is a rental. Effectiveness of violation citations have ranged from no response to resolution of the issue. The Maricopa County Sherriff's Office and the Town of Queen Creek's Neighborhood Preservation/Code Enforcement Division may also be contacted to report noise nuisance complaints. Please contact them directly for information on the effectiveness of reporting noise nuisances. Contact information can be found on the Town of Queen Creek's website at queencreek.org. Homeowners are regularly sent reminders that the golf course is private property. Trespassing should be reported to the Maricopa County Sherriff's Office.



Comment/Suggestion - Residents should be reminded of the following:

1. Pick-up newspapers and advertisement thrown on your property daily so they are not blown all over the neighborhoods.

2. CC&Rs require (believe I am correct) that garbage and recycle barrels are to be stored out of sight. Some are, some are not.

