



# The Villager

Fall 2011

## Important Numbers

Villages at Queen Creek HOA  
480-987-0847

Town of Queen Creek  
480-358-3000

SRP  
602-236-8833

Southwest Gas  
602-861-1999

Sheriffs Dept  
602-876-1011

AAM, LLC  
602-957-9191

## Save the Dates!

The Villages will be having another social event! "Our Thanksgiving" will be held on Saturday, November 12th at the clubhouse. More details to come by mail and on the Villages website at [ourvatqc.com](http://ourvatqc.com).

The Villages at Queen Creek Homeowners Association will hold the annual election meeting on Thursday, December 1, 2011 at the clubhouse. Keep an eye out for additional information and nomination forms by mail.

## Have you been to the Villages website lately?

If not, you're missing out! [www.ourvatqc.com](http://www.ourvatqc.com) is new and improved! We've made the site more user-friendly! Check it out and you'll find a calendar of events, updates and announcements, Governing Documents, forms, meeting agendas, meeting minutes, financials, and contact information for the Board of Directors and the management office. You can also sign up to receive Villages news via e-mail. Check it out today!

## New Payment Option

Would you like to pay your quarterly HOA assessments on a monthly basis without being assessed late fees? We have just the plan for you! Sign up for new monthly SurePay direct debit. This new payment option allows automatic Surepay withdrawals to be done in monthly installments rather than quarterly. To get started, contact Customer Service at 602.906.4940 or 866.516.7424.

*Note: A one time \$5 set-up fee will be charged to your HOA account. This payment option is not available through AAM's website, you must call Customer Service to set up monthly SurePay.*

## Villages at Queen Creek HOA Office Hours

Monday  
Wednesday  
Friday  
9:00a-5:00p  
*(closed for lunch 11a-12p)*

Monthly Board Meetings are held the last Thursday of the month at 7:00PM in the Community Clubhouse except November when the meeting is held the 3rd Thursday.

## Board of Directors:

President  
Bill Lehman

Vice President  
Larry Murphy

Secretary  
Sharron Owen

Treasurer  
Bruce Ervans

Director  
Brett Ferguson

## Attention Residents

### Important information regarding the Villages clubhouse, fitness center and pool:

As of October 1, 2011, the Villages at Queen Creek Homeowners Association will begin de-activating clubhouse/fitness center/pool key-fobs for any homeowner that is 90 days or more delinquent on assessment payments. Key-fobs will be re-activated upon request once the delinquent account has been brought current. Should you have any questions or concerns, please contact the management office. Payment arrangements can also be made by contacting AAM's Customer Service Department at 602-906-4940.

## The Villages at Queen Creek HOA welcomes two new vendors!

The Board of Directors is pleased to announce that Raven Pools is the Association's new pool service provider and Servacor is the new janitorial service for the clubhouse. Both companies have been doing an excellent job in the short time they've been at the Villages. If you stop by the pool or clubhouse and run into them, don't forget to welcome them into the Villages family!

## Measured Savings and Progress By Bill Lehman – President

When I assumed office in January, I organized your Board of Directors with a focus and vision of reorganizing and restructure how the Board would operate. My goal was simple; turn your Association into a “homeowner friendly” environment. One of the first things I accomplished was to move the homeowner open forum from the end of the meeting to the beginning, while giving homeowners the ability to join the board in discussion of old, and new business items relating to the business of the Villages at Queen Creek. I also created an Oversight Committee, whose main focus was to shop the many vendor contracts we had within the community, while instructing the Finance Committee to look at every budget line item to see what areas we could carve savings out of. Another major, yet positive change was in our Community Manager. Your five board members not only screened potential applicants, but also conducted the interviews of those candidates who were interested in managing our community. Cindy Anderson has already proven in her interaction with both the residents and your board that she is a perfect fit for our community.

We are working on several projects including a full rewrite of our architectural guidelines, that while they have served our community well in the past, are in many aspects outdated. The new guidelines will continue to be more homeowner friendly, while enhancing our property value. The pool area which has been in much need of repair will be closed for a two week period in October to allow an installation of a shower, resurface of the interior of the pool, replacement of the kool deck, and drain area, installation of a shade sail, and purchase of new pool chairs, tables, and lounges, while the gym will also receive much needed new equipment. Because of the money being spent in these areas, security cameras (which includes night vision) will be installed at all clubhouse entrances, pool, and workout area to protect our investments while providing 24 hour security surveillance for our residents. On the outside, monument signs for all entrances of our community will be replacing the current signage which has continued to have letters taken throughout the past several years. The new signs are vandal resistant while providing a uniform professional appearance, and will be lighted at night using “eco friendly” solar lights. In October, 500 more oak trees will be planted, replacing the many trees that have been blown down in the past by storms. Oak trees have a deep root system and have shown to do very well in communities like ours that receive micro bursts during the monsoon season. In the spring of 2012, we will replace all missing streetscape plants throughout the community, and will start granite replacement.

Our first community event of “The Gathering” on April 30th proved to be very successful allowing many neighbors to spend quality time with family, friends and each other. This event cost our community nothing as our many vendors paid for the event. Our fall season “Our Thanksgiving” will take place on November 12th, and will be sponsored by H & N Landscaping.

## Measured Savings and Progress By Bill Lehman – President (continued)

I am very proud to inform you that your assessments for 2012 will not be going up, because the above projects will be funded through the reserve account and cost savings we have achieved, while continuing to ensure we are putting enough money aside in our reserve fund for future repairs and replacements. Most of the contracts signed are for a period of three years ensuring we can forecast our budget with greater accuracy. Here is the breakdown of the cost savings;

Budget Item	Old Budget	New Budget	Savings	Annual Savings
Management Contract	\$10,156.75	\$9,650.00	\$506.75	\$6,081.00
Landscape Contract	\$23,307.00	\$21,500.00	\$1,807.00	\$21,684.00
Administrative Assistant	\$1,509.16	\$0.00	\$1,509.16	\$18,110.00
Tree Trimming*	\$1,416.66	\$0.00	\$1,416.66	\$17,000.00
Sprinkler Repairs*	\$1,083.33	\$0.00	\$1,083.33	\$13,000.00
Lot Clean-Up*	\$300.00	\$0.00	\$300.00	\$3,600.00
Janitorial Contract	\$995.00	\$825.00	\$170.00	\$2,040.00
Security	\$760.42	\$395.42	\$365.00	\$4,380.00
Pest Control	\$329.20	\$170.00	\$159.20	\$1,910.40
Pool Service Contract	\$970.00	\$650.00	\$320.00	\$3,840.00
Parking Patrol	\$625.00	\$0.00	\$625.00	\$7,500.00
Demand Fees*	\$958.33	\$0.00	\$958.33	\$11,500.00
Lien Fees*	\$450.00	\$0.00	\$450.00	\$5,400.00
Attorney's Fees*	\$2,500.00	\$0.00	\$2,500.00	\$30,000.00
Newsletter*	\$133.33	\$0.00	\$133.33	\$1,600.00
Website*	\$83.33	\$0.00	\$83.33	\$1,000.00

**TOTAL ESTIMATED ANNUAL SAVINGS**

**\$148,645.40**

\*Please note that tree trimming, abandoned home lot clean-ups, and minor sprinkler repairs are included in our contract with H&N Landscaping, (H&N has spent over \$40,000.00 in tree trimming and over \$5,000.00 in sprinkler repairs).

\*We also moved our collection process from traditional attorney collections to a collection agency.

\*With our new contract with AAM, a web-site and a 4-page quarterly newsletter are included. AAM is now also responsible for collecting Demand and Lien Fees.

I am very proud of the success your Board of Directors has achieved this year, while we have worked hard all year, we still have a lot of work to do to continue to make our community a proud place to live.

Thank you for your support and please know your thoughts and feedback are always welcome!

## The Villages at Queen Creek Landscape Update

Three months have passed since H&N took over the landscape maintenance at The Villages at Queen Creek. In these three months the maintenance crew has had time to settle into a routine and is currently finishing their second full loop of the property. Our goal in our first lap around the property was to get over grown trees and shrubs cut back to a manageable size and out of the streets and sidewalks. In our second lap around the property we have increased our attention to detail and have spent more time shaping and detailing as opposed to simply cleaning up. The quality of the landscape will continue to improve with every pass through the neighborhood.

In addition to the regular maintenance crew, our arborist and his staff have spent several weeks on property and have pruned hundreds of trees. All of the tree work that has been completed has been done at no additional cost to the community as tree pruning is included in the maintenance contract. 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. The trees that did not survive have been removed and will be replaced by the nursery at no cost this fall when the weather allows.

The grass in the community has begun to bounce back after transitioning from winter rye to Bermuda. We have applied fertilizer and aerated the community and will be making more fertilizer applications through out the summer, particularly in weak areas. We want to have the Bermuda grass in the community as healthy as possible leading up to over-seeding to ensure we have a smooth transition next summer.

We hope that you have had a great summer.

H&N Landscape

### The Villages Roundabouts Safety Survey

Village's Residents,

Your HOA Board wishes to gather your feedback on the community roundabouts regarding safety and ease of use.

Your Board would like to know if you feel stop signs at any roundabout locations are warranted. Your Board would also like to know if you have other suggestions to ease confusion, slow traffic and enhance safety for pedestrians and cyclists as they all come together in the lane of traffic at each roundabout. There are also several bus stops at the roundabouts on Village Loop. The Town of Queen Creek has installed signs to help but problems still exist. Several roundabouts have line-of-site issues (blind spots). Many deal with traffic that is in excess of the posted speed limit which does not yield the right of way. All have a dangerous mix of people and vehicles in the lanes of traffic as the bike lane disappears and sidewalks empty into the lane of traffic.

Your Board will gather resident feedback and then communicate the concerns to Queen Creek's traffic engineer, Mr. Bill Birdwell. Initial talks with Mr. Birdwell have gone well. He is willing to work with The Villages to help with the roundabout issues.

So let's hear from you! Please e-mails your concerns to the community manager at [canderson@aamaz.com](mailto:canderson@aamaz.com).

Thanks for making The Villages the wonderful community it is!

Sincerely,  
Your HOA Board and Community Manager

### A note from the Villages at Queen Creek HOA Vice President . . .

Your Queen Creek at the Villages HOA has had several issues of accidents at the pool this year. They have been contamination of the pool, garbage and trash thrown in intentionally, and windstorms causing a closing of the pool for maintenance. Just a reminder to all our members, it is your pool and anyone seeing an accident or damage occurring has a responsibility to report such activity to our manager. If a parent is aware of an unfortunate accident happening to their child, an incident report must be filed with our manager, Cindy Anderson, so prompt action can be taken. It is our pool, let's keep it running and protect our investment in our neighborhood. Thank you for doing so.

Larry Murphy, VP and Finance Committee Chair

### \*\*\*Important Reminders\*\*\*

- ▶ Clubhouse & pool hours are 6a-10p.
- ▶ You must be 18 or older to use the gym.
- ▶ Anyone under the age of 18 at the pool must be accompanied by an adult.
- ▶ Parking on the granite or sidewalk is prohibited. Parking on the street overnight is also prohibited.
- ▶ Please store trash/recycle cans out of sight while not out for pick up.
- ▶ Please be sure to clean up after your pets.
- ▶ The Las Colinas Golf Course is private property. The course is not to be used as a park for walking, jogging, dogs or bicycles.

Thank you for helping keep the Villages a great place to live!

*Please be advised, the pool is tentatively scheduled to be closed for approximately 2-3 weeks in mid-October for renovations. More information will come by mail and on the website with exact dates.*