

From the Association Office:

Accomplishments since July 2023:

A new Procedure for Village Bingo use was implemented with considerable input from Cindy Steyer. The Villages Bingo now pays the Association for use of the Social Hall

New Kitchen Rules were implemented at the request of Stephanie Mahoney to abide by Yavapai County Health rules, specifically regarding food handlers certifications and food safety. – Thank you to the residents who met with Stephanie and the office to help carve out the new rules, and these new rules apply to all users of kitchen. Thanks to Stephanie for all of her hard work and her kitchen volunteers for all of the work they do for the owners and residents

The Recreation Committee rules were updated by the Recreation Committee and the Recreation Committee Charter was finalized and voted upon by the HOA Board

Thanks to the members of the Budget Committee – Jan Brown, Bob Loskill, and Liz Brooks. They made the budgeting process clear and did a great job on formulating the Capital Expenditure and the Operating Budget for 2024.

Thank you to David Wong for volunteering to join the Finance Committee which consists of Lonnie Fay, Sandy Robbins and David. And, thank you to Edd Cantrell for serving on this committee last year and this year.

The New Copier was purchased in January of 2024 which allowed the office to produce as many copies of the Crier as requested without needing to limit due to extra charges in the old lease agreement. From June of 2021 through December of 2023, the old copier cost the Association over \$47,000 plus 800.00 for toner and not including paper. The new copier cost was \$9,675.00 with a monthly all-inclusive service agreement of 259.00 which includes all of the maintenance and toner supplies so the yearly cost of the new copier is approximately \$3,108.00.

Rob has done such a great job as the Crier Editor and puts so much work into making sure all the information is there for the residents; thanks, Rob

And Susan Cousineau is such a gem – she works so hard to get advertisers to support the Crier – thank you, Susan

I want to thank Mike Smith and Doreen Storz for their help with the Zoom meetings and the slide show presentations.

The conversion of the property management software was rocky but the new system is finally working well and the new merchant services system is also working well. The Office decided not the offer credit card services as the cost to the owners was prohibitive but the autopay was implemented at no addition charge to the owners and residents. Those who still wish to pay by personal check, cash or bank check through their bank system will not be affected.

Jeanine's last day was December 15 and we still miss her smiling face. Also, the best volunteer in the world, Joyce Pinckney, also retired and left a large hole in the office and in our hearts. However the Office and the Recreation Committee has been able to work together to assist the Recreation Committee with the support they need from the Association.

Marty Mann joined the staff as the Community Coordinator in November of 2023. He works really hard to meet the needs of the owners and residents and residents say they look forward to his weekly reminders all the time!

Jan Brown joined the staff as the Office Coordinator also in November and she also works really hard to meet the need of the owners and always with a smiling face!

Both Marty's wife Joan and Jan's husband Mike have been recruited on occasion to help support the office and they deserve our thanks for volunteering

Sandy Robbins has pitched in when we needed help and I want to give her a special thank you for volunteering this week to clean the ladies restroom in Sally's absence and Rich's medical absence. Sandy, that really was above and beyond.

Due to concerns expressed by the Recreation Committee a new Visitor badge system was implemented which streamlines visitor badges for owners and residents and helps the leads for events assure that all guests are sponsored by owners and residents.

There is now a Paint Committee under the Architectural Committee which will simplify the paint selection process for outside painting of your property.

The bylaws that were revised by the attorney were reviewed by the HOA Board in three separate meetings. The HOA Board spent many hours reviewing these bylaws and we all owe them a debt of gratitude as it was not an easy task to compare the revised format. I asked for volunteer owners to review and compare the bylaws and I am sure they will step up and write policies and procedures to cover anything missing or needing more clarification.

A BIG THANK YOU TO Bob Loskill for all of his volunteer painting, especially repainting the Association Office. His attention to detail shows in the clean lines of all the painting. We also updated the artwork in the Association office and some of the common area rooms. Thanks to Gary Tymn who donated the beautiful artwork in the Card Room. – If you haven't seen his talented work, stop by. Also, Randy Wolfenden volunteered his time to replace the wall molding to coordinate with the new paint scheme in the office, so thank you, Randy

Sally VanderPloeg joined the staff as custodian and the place has never looked so clean! The previous cleaning company costs approximately \$25,350 per year and so far even including the cleaning supplies that were previously supplied by the vendor, our costs for custodial and supplies is targeted to only be \$16,000 so this was a great decision by the Board and the Office. Thanks for all of your hard work, Sally.

Finally, I want to thank all of the Board members for their support and wise counsel to the Association Office, especially Bob. I have had many bosses in my career and he is at the top of the list. He is calm and steady and a great problem solver. And, he listens! He has been a great role model for me. Thanks, Bob, I will miss you a lot.

Gail Haugland, Community Manager