

# The Round Up

Oct/Nov 2007

## 3 NEW BOARD MEMBERS APPOINTED

### Board of Directors Contact Information

#### President

Harry Resnick - 297-4474  
Landscape Chair  
ARC Committee  
hmresnick@yahoo.com

#### Treasurer

Bill Schirmer - 579-7052  
Newsletter Editor  
schirm2377@aol.com

#### Director

Anthony Congi - 579-8821  
ARC, Walls, Security, Pools  
saandtc@netscape.com

#### Director

Earl Washington 219-3964  
ARC Committee Chair  
ewash21@msn.com

#### Director

Ben Hilger 444-3015  
hilgerb@hotmail.com

#### Director

Armand Millette 870-7848  
Streets & Lighting Chair

#### Director

Michael Holly  
mhollywood662000@yahoo.com

Management Company:  
Arizona Home Owner's Man-  
agement Experts LLC  
PO Box 85160  
Tucson AZ 85754  
520-624-4404  
520-792-0377 Fax  
chris@azhomellc.com  
www.azhomellc.com

Homeowners Mike Holly, Ben Hilger and Armand Millette were appointed to the Board of Directors at the 10/23/07 meeting.

Holly and Hilger are among the youngest people ever appointed to the board.

Holly, 42, serves in the US Air Force and has served on many military boards. He has excellent organizational skills and is heavily involved in sports. Holly will head the Pools & Recreation Committee and promises to look for ways to improve the tennis and basketball courts.

Hilger, 36, has been very active in North Ranch in recent years; serving on several committees. Ben will take over the Social Committee and promises to bring back the Saturday breakfasts. Homeowners might remember Ben from previous breakfasts as the

waffle chef extraordinaire. Millette is a true "jack-of-all-trades" with experience in all types of construction. He is also a chef and cooks for a large assisted living facility. Armand will head the Streets & Lighting committee and is expected to offer his expertise in the many maintenance projects going on in the community.

Treasurer Bill Schirmer asked the appointees if they would "hold it against other board members" if they were outvoted. All appointees said they would not.

Millette will be on the board until 2010. Hilger and Holly will be up for reelection in 2008 along with Treasurer Bill Schirmer. Congratulations and thank you to all the volunteers!

### Elections Around The Corner

North Ranch will hold elections for three board positions at the January 2008 annual meeting.

If you are a homeowner interested in serving on the board you must notify the management company.

Please send a short biography to A.H.O.M.E. via mail or email. Biographies must be brief in order to be printed in next month's Round Up.

**Applicants for the Board must notify the management company by December 10th, 2007.**

**Questions?**

**Call 624-4404**

**or email**

**chris@azhomellc.com**

## NR Nets \$3434.94 In Resale Fees for First Time

Treasurer Bill Schirmer's idea for the association to set transfer fees has become a big success for the community.

As of September 30th the resale fees and transfer fees have generated \$3434.94 for the association.

**Schirmer said, "That's money that we are receiving this year that we were not getting a single penny of before."**

President Harry Resnick said at the 10/23/07 meeting, "were probably the only board in Arizona that does that because a lot of boards don't look into it like we did."

## FINANCIALS REPORTS AND OTHER ANNOUNCEMENTS

Treasurer Bill Schirmer reported the financial as follows:

### September Financials

**Monthly Income \$41,067**  
**Monthly Expenses \$13,334**  
**Net Monthly Profit \$27,733**

### YTD Financials

**Total Income \$373,183.00**  
**Total Expenses \$290,861.00**

**Total Profit \$82,322.00**

**On the additional income from transfer fees to the association Schirmer reported:**

"This started after A.H.O.M.E. became our new manager, that took place in May. From May to September we had got \$3434.94 of fees that we had just been giving away in the previous years."

### **Twelve Walls Repaired**

Wall repairs are taking place all over North Ranch. Twelve sections of walls spanning six homes have been repaired in the last 30 days.

The most dangerous walls have been selected and repaired including five walls near a grade school bus stop and five walls that were ready to fall into two yards.

**"The overall scope of wall problems is not nearly as bad as had been reported over the years." Tony Congi**

The total cost of these repairs is an unbelievably low \$6200.00. Wall Committee Chairman Tony Congi and management have been cataloguing wall problems.

### **Irrigation Lines Being Checked**

Water is running down the street and the association is happy. Why? Because irrigation is being catalogued for repairs and the only way to identify problems is sometimes to see it run down the street. The most common problems are 1) sprinklers installed where there should be drip irrigation, and 2) missing heads.

### **Trees Cut Back Behind Mesa Ridge Trail**

The arborists of Branching Out Tree Service have been busy cutting back branches that are hitting houses behind Mesa Ridge and also Cactus Canyon.

The area behind Desert Bend Loop and near the east end of Canyon Brook may be targeted next for trimming.

**Next Board Meeting is November 14th 6:00 to 7:45 at the Nanini Library in Oro Valley**

### **Good Neighbor Program Provides Help For the Needy**

Several North Ranch youths have signed up for a Good Neighbor Program which helps the sick, disabled and single parents keep up with routine yard work to avoid rules violations.

Yard work at two homes was

completed in October with more jobs scheduled. The Good Neighbor Program is operated by the manager in conjunction with organizations such as Mountain View High School that require community service from its mem-

bers.

If you are receiving violation notices for weeds or overgrown bushes and feel you may qualify for these services please call 784-9963.

### **How to Report Concerns, Requests and Complaints**

- Tree branches hitting homes.
- Pool service issues.
- Lawn problems
- CC & R violations

These are examples of concerns that should be reported to the management company at 624-4404 or [chris@azhomellc.com](mailto:chris@azhomellc.com)

Some residents are not get-

ting a resolution to their concerns because they may not know the proper procedure to report the problem.

Don't call the board or your neighbor, call the manager.

**A.H.O.M.E. cannot accept anonymous or third-party complaints.**

**Noise after 10:00 and before 8:00 AM from wild parties or barking dogs should be reported to 911 for immediate results.**

**The association can help with noise problems but not immediately like the sheriffs can. Tell the 911 operator you want an officer to MAKE CONTACT.**

## AUDIT OF NEWSLETTER DISTRIBUTION FINDS FEW ERRORS

After an absentee owner complained of not receiving a newsletter and reported two residents also did not receive their newsletters an audit of distribution was conducted.

Over 4500 editions of the Round Up have been mailed to homeowners since February of this year.

Below are the results of the audit:

- Of the two residents reported by the absentee owner one said they had missed the Round Up in

the mail “a couple of times.” The other homeowner said they received every issue.

- An average of 2 Round Ups per month are returned in the mail.
- 2 Round Ups were mailed to people who had moved.
- 2 homeowners requested the Round Up but did not receive it for three months due to a data entry error.
- 1 homeowner continued

to receive the Round Up via email even though she had moved.

All in all there were not enough errors to justify making any changes to the current distribution procedures for the newsletter.

**Approximately 150 residents receive the Round Up via snail mail with 164 receiving it via email.**

**An expanded version of the Round Up in the form of the website averages 2000 page loads per week.**

## AUDIT OF TEMPS SHOWS POOLS ARE WELL HEATED

**“The water is now warm and will be maintained at an 84 to 87 degree temperature range throughout the winter—both pools!”**

The association’s commitment to heating the pools was articulated at the 9/25/07 board meeting. This has been demonstrated through action:

- In 2006 the old board did not turn on the pool heater at the s. pool until November 1st. This year’s board turned it on September 18th!

In response to third party complaints about pool temperatures, management embarked on an audit of pool equipment. The purpose of the audit was to determine 1)if the equipment was functioning properly and 2)the validity of the complaints.

Here are the results of the audit:

1. From Sept. 28th to Oct. 28th 1 person has complained to A.H.O.M.E. that the water was **too cold**.
2. From Sept. 28th to Oct. 28th 1 person has complained to A.H.O.M.E. that the water was **too hot**.
3. From Sept. 28th to Oct. 28th 11 people told A.H.O.M.E. that the water was **just right**.
4. Daily recorded pool temps over 30 days have been between 84 and 89 degrees at both pools.
5. A new thermometer was placed in the n. pool. The readings matched the digital thermometer in the pump room exactly.

6. A “third-party” identified 2 residents as complainers who thought the n. pool was too cold.
7. The 2 residents were contacted by management. 1 resident said they had not been to the pool in a long time and that the last time they saw the “third party” they all talked about how nice the pools were. The other resident reported temps to be at 84 or 85 which is within the acceptable range.

### Conclusion:

North Ranch pool heaters are functioning properly and temperatures have been within an acceptable range. It was also discovered that the s. pool is more difficult to heat and will have lower average temperatures.

**The Pool  
Heater Gas Bill  
for Sept/Oct  
2007 was  
\$2350.00**

## North Ranch COA

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[www.nrcatucson.com](http://www.nrcatucson.com)

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### **Results of North Ranch Round Up Fall Survey**

**Do you know LESS or MORE about what is going on in North Ranch in 2007 compared to last year?**

**I KNOW MORE ABOUT WHAT IS GOING ON IN NORTH RANCH — 33**

**I KNOW LESS ABOUT WHAT IS GOING ON IN NORTH RANCH — 2**

**Thanks to all who participated in our surveys!**



*Happy  
Thanksgiving!*

The North Ranch Round Up is mailed to residents by request only. If you would like to receive the printed Round Up call 624-4404. More news about our community is available online at [www.nrcatucson.com](http://www.nrcatucson.com)