

GENERAL MEETING MINUTES OF THE LPGRA

Website www.lpgra.org

Email address lpgraboard@gmail.com

DATE: October 7, 2021

LOCATION: LAS PALMAS GRAND (LPG) BALLROOM

TIME: 9:30 AM

President, Margaret Jacoby called the meeting to order welcoming all residents in attendance at the Ballroom and requested everyone stand for the Pledge of Allegiance.

The meeting was not live-streamed to the LPG Community due to video problems; 59 residents in attendance at the ballroom. Larry Smith will post to YouTube later in the day.

INTRODUCTION OF BOARD OFFICERS:

Margaret Jacoby introduced each board member and stated their position.

President Margaret Jacoby

1st VP Peg Marcone ABSENT

2nd VP Sue Smith

Secretary Pam Williams

Treasurer Walt Smiles ABSENT

MINUTES: September 2, 2021 minutes - A motion was made to adopt the minutes as distributed, seconded and adopted by all present.

TREASURE'S REPORT: Margaret Jacoby reported the balance as of September 1, 2021, \$649.79 with deposits of \$134.80 with expenses of \$125.66. The current balance as of October 1, 2021, \$608.93.

A motion was made to accept the report, seconded and adopted by all present.

Proceeds from recycling to date \$188.20 and 50/50 to date \$101.00.

Margaret stated the only way to increase the board treasury is through the recycling program, 50/50 raffle and donations. The funds are used for updates to the web site, door prizes and future donations to local community non-profits.

OLD BUSINESS: Committee Reports

NEIGHBORHOOD WATCH (LPGNWP): Sally York stated as of August 1, there have been no incidents in the area. "No news is good news". About 20 street captains/volunteers are still needed, if interested please contact Sally at LPGNWP2@gmail.com. The position doesn't take much time, introduce yourself to the 4-15 homes in your section. This helps with the communication with the police and our community.

The next LPGNWP meeting will be held on October 12, 2021, at 3:00 PM, in the future the meetings will be held on a quarterly basis. All the hard work has been completed, designing, organizing and launching the program suitable to LPG's needs, the meetings no longer need to be held monthly.

The program has been well received by residents.

The Mesa Police Department requires that the program has a certain number of community meetings, Sally circulated a sign-up sheet, as this will qualify as a meeting.

NEWSLETTER *LPGRAObserver*: Sue Smith stated the next edition will be a "Holiday Theme" for publication the middle of November. Please send anything of interest, clean jokes, ceramics projects, recipes, recent vacations, by November 1st to suesmithpc@yahoo.com or lpgraBoard@gmail.com. The forms for submitting articles are on the front table at all general meetings and posted on the website www.lpgra.org.

Sue stated she has received one article for the upcoming issue, it will only fill one page.

The newsletter and all information from the Board are posted on the website and e-mailed to the LPGRA e-mail list. If you would like to be added to the mailing list, please email your information to lpgraBoard@gmail.com. You must request to be added, your information cannot be taken from the resident directory.

RECYCLING: Sue Smith reported for Alan Smith who was unavailable, the program is going very well. Thanks to the residents the program is working, we are sending fewer recyclables to our landfills.

Sue understands the gate has been broken/not working or locked lately. Some residents mentioned they didn't know the gate code. The gate code is "2550".

ONLY CLEAR or GREEN (7-Up - type) plastic drink bottles are acceptable as well as ONLY aluminum soda/beer cans. There is no need to remove the labels from the bottles. Just place the recyclables in the appropriate blue barrels without plastic bags.

Just a reminder that WE DO NOT recycle MILK JUGS, plastic bags, or clear plastic food/cookie containers.

OPEN ITEMS LIST: Updates from Margaret, meeting of the Board with Thesman Management on September 9, 2021.

LEASE SIGNING LINES 3-12: Dated 12-10-20, 2-14, 4-8, 5-13, 6-10, 9-9, 10-7-21

Line 3: Dated 12-10-20, 2-14-21, 4-8-, 5-13-21-This has been pushed back into January and new vehicle stickers will be in the packets. Packets not received from Corporate yet; will include car stickers & phone books; will be delivered to residents by LPG staff. UPDATE?

Line 4: Dated 6-10-21- No update - Mr. Thesman is reviewing everything.

Line 5: Dated 7-8-21-Referring to Landlord Tenant Act 33-1413H the fact that residents' leases have expired, it is required that management provide a new lease upon request by residents. As of today, management is in violation of the Landlord Tenant Act.

Line 6: Dated 7-8-21-Kerin responded that with the "changes in the Landlord-Tenant Act" and Operations changes, the leases had to undergo many revisions. Mr. Thesman has also had some "personal challenges" that have prevented him from reviewing and approving the documents. There have been 214 new residents since January - any resident can request a copy of the lease **in writing and a response will be given within 14 days**. After some lengthy discussion, Todd stated he would press Mr. Thesman about residents' concerns on a management call scheduled for that day. A follow-up email from the Board to Todd did not provide any further information or date for completion of the leases.

Line 7: Dated 8-12-21-Update from Mr. Thesman after the management phone call last month???

Line 8: Dated 8-12-21-Christie reported no further information from Mr. Thesman on when leases will be ready.

Line 9: Dated 9-9-21- Phone call from Kerin MacWilliams-Glavin, VP of Operations, Thesman Corp to Margaret on 8-31-21 indicated Mr. Thesman stated no plans to sell properties, but no date as to when leases will be ready.

Line 10: Dated 9-9-21-Several residents have requested copies of the current lease or a draft copy of the proposed leases. Christie and Kerin both stated residents may request and will be given those copies. However, office staff have refused to provide those.

Line 11: Dated 9-9-21-Christie stated that if the name of the particular staff member is given to her, she will follow up.

Line 12: Dated 9-9-21-Kerin stated that the new leases would be dated 1-1-22 and run for the usual 4-year term. Her goal was to have them ready by mid-November. If residents have questions, they are welcome to call Kerin direct.

10-7-21-Margaret stated this will stay as an Open Item until the new leases are signed. Residents may request a DRAFT copy of the new leases from the office, but the draft isn't necessarily what the final copy will be.

WATER RUN-OFF AND WASTE LINES 14-18: Dated 7-8, 8-12, 9-9, 10-7-21

Line 14: Dated 7-8-21- We have received 35 concerns about the excessive water run-off when the grass is being watered daily. With the severe drought here in AZ, residents are concerned about this "waste". Can the watering cycles be adjusted to eliminate the excessive runoff?

Line 15: Dated 7-8-21-Todd stated that with the high temps the grass needs additional watering and the mounds and contours in the landscaping design cause water to run off before the grass and plants have enough water. Thesman is testing artificial turf in other communities, but it is very costly. He noted that there is a staff shortage in the grounds and landscaping department but they are working to ensure the best care for the landscaping.

Line 16: Dated 8-12-21-Christie reported that they have cut back somewhat on the watering. When asked if there is a "rain delay" built into the system, Christie said she didn't know but would check with Adam and report back.

Line 17: Dated 9-9-21-Update??

Line 18: Dated 9-9-21-CLOSED Christie noted that according to Paul Frankito (works under Todd) in landscaping, there is no "rain delay" because the monsoons seem to set them off.

10-7-21-Margaret stated the watering times have been adjusted.

DOGS LINES 20-26: Dated 2-4, 3-11, 5-13, 6-10, 8-12, 9-9, 10-7-21

Line 20: Dated 2-4-21-On-going concerns by residents about dogs not leashed, chasing bike riders, running loose on streets; owners who do not clean up after the pets; multiple dogs in homes; dogs over 25 pounds living in LPG.

Line 21: Dated 3-11-21-What is criteria for "emotional support" animal vs "service" animal?

Line 22: Dated 5-13-21-Complaints received regarding dog owners using grassy areas around clubhouse to walk dogs and taking dogs into the mailroom. Still questions regarding "emotional" vs "service" animals.

Line 23: Dated 5-13-21-Christie sent an email blast regarding using the dog park only for dogs to relieve themselves and prohibition on taking pets into mailroom and she was not going to send another at this time. She referred to the ADA and Fair Housing regulations regarding service animals. The office does verify the paperwork designating service animals when they are aware of such an animal. She noted that some residents do NOT report their pets and unless the office is notified, they can't follow up.

Line 24: Dated 6-10-21-Since this is an on-going issue with no clear resolution, we will leave it on the Open Items List for now.

Line 25: Dated 8-12-21-Board member reported that there is a resident who allows his large dog off the golf cart to mess on home properties. When confronted, he becomes obnoxious, cursing his neighbors and refusing to clean up after his dog. Christie advised that those neighbors call the office and identify the man and his dog.

Line 26: Dated 9-9-21-CLOSED- Again Christie stated if the offender is not identified, she can't do much.

10-7-21-Margaret stated this will stay as an Open Item as there are ongoing issues with pets. Please remember to always have your pets on a leash unless in the pet areas. PLEASE ALWAYS PICK UP after your pets.

FEE FOR PRIVATE SALE OF HOME LINES 28-36: Dated 6-10, 7-8, 8-12, 9-9, 10-7-21

Line 28: Dated 6-10-21-Is the \$400 fee for private sale of home new? Do all such sellers have to pay the fee? Is this in the lease?

Line 29: Dated 6-10-21-CLOSED-Christie reported the activities that LPG must undertake when any home is sold and that this fee was to cover those. She did note that this is a NEW fee imposed by Thesman Management around March 2021. It was also noted by the Board that no notification was given to residents/owners that this new fee was being imposed on those folks selling homes outside of the realty office. Christie felt that sellers could include this fee to the buyers if they wish. The Board requested that a notice be sent to all homeowners advising of this new fee.

Line 30: Dated 7-8-21-RE-OPENED-In the Landlord Tenant Act ss33-1452 Rules & Regulations #B, D & E - essentially states effective 5/31/2016, that management **may not** adopt a new rule after execution of the initial rental agreement that imposes a financial obligation upon the tenant and if such a rule change is made, the tenant must be given a notice in writing by 1st class mail, **at least 30 days before they become effective**. We believe that this fee is in violation of the Landlord Tenant Act and should be refunded to those from whom it was collected.

Line 31: Dated 7-8-21-Kerin stated that in a memo issued by LPG Management dated June 2015 it was stated that Section 17.1 of the Lease Agreements was modified to address future "Intent to Sell Agreements" by adding language that LPG could impose such a fee although no amount was noted. She stated that new language is being added to the new leases addressing this fee. She felt LPG was not in violation of the Landlord Tenant Act because this notice was provided in 2015.

Line 32: Dated 8-12-21-The Board is keeping this on the list until some type of official communication regarding this fee is provided to residents.

Line 33: Dated 8-12-21-In response to questions by the Board Members, Christie stated that there is a checklist for inspections upon sale of any home and inspections are done by her or someone from office staff. LPG holds that the seller is responsible for repairs of deficiencies that are uncovered by the inspection. Christie explained that in the past when homes were sold, several deficiencies were not corrected and homes were sold out of compliance. Unfortunately, current owners are responsible for repairs to bring home into compliance.

Line 34: Dated 8-12-21-Board Members asked if an email blast could be sent to current owners advising of this fee as a courtesy since many current owners were not at LPG when the 2015 memo was distributed. Christie responded that the "Intent to Sell" form contains this information.

Line 35: Dated 9-9-21-Update as to when the revised "Intent to Sell" forms showing the fee will be available?

Line 36: Dated 9-9-21-CLOSED-Kerin reported that after a meeting with Christie on 10-10-20, the Fee was added to the "Intent to Sell" form and those forms are available upon request from the office.

10-7-21-Margaret stated this is CLOSED.

GUARDS ABSENT FROM FRONT GATE LINES 38-42: Dated 7-8, 8-12, 9-9, 10-7-21

Line 38: Dated 7-8-21-When guards are on rounds or away from gate, how are guests or deliveries able to enter?

Line 39: Dated 7-8-21-Management there is a keypad at the front gates that have specific codes assigned to each resident. Those codes can be given to family who may be visiting when the guards are out patrolling. The whole system is being reviewed for updating, such as temporary codes for vendors. Management will keep the Board updated.

Line 40: Dated 8-12-21-Update on updates or replacement of the entry system?

Line 41: Dated 8-12-21-Christie stated she had no update on this issue or a new system.

Line 42: Dated 9-9-21-CLOSED-Kerin stated that a new entry system is "way down the road."

10-7-21-Margaret stated please DON'T give out your code to family/friends or delivery persons. The Mesa Police stated this is not safe for our community.

If you have guest coming and the guards are out on rounds, you will need to drive up to the front gate and let them in.

GUADALUPE GATE LINES 44-45: Dated 9-3, 9-9, 10-7-21

Line 44: Dated 9-9-21-Phone conversation with Todd & Margaret that weather has damaged critical component of that gate and new parts are on expedited order. Gate should be totally operation week of 9-6-21.

Line 45: Dated 9-9-21-CLOSED-Christie reported that the parts for the gate have arrived and it should be repaired by end of the day on Friday, 9-10-21.

10-7-21-Margaret stated this is CLOSED.

COATING OF STREETS LINES 47-50: Dated 7-8, 8-12, 9-9, 10-7-21

Line 47: Dated 7-8-21-CLOSED-Todd agreed that the contractor did a sloppy job and they are coming back to clean up those areas. He also agreed to review the request to paint the recommended white lines at stop signs in phase 2. He will send the board a map with the indications.

Line 48: Dated 8-12-21-REOPENED-Board members informed Christie that the condition of the resurfacing is still not corrected and Christie will report this to Todd.

Line 49: Dated 9-9-21-Update ?

Line 50: Dated 9-9-21-CLOSED-Christie reported that the slurry base installed was of poor quality and she will be getting another sweeper out to correct those areas still needing correction. The contractor is scheduled to clean up the edges in question the week of 9-13-21.

10-7-21-Margaret stated Management is well aware of the problems and this is CLOSED.

WHITE LINES AT STOP SIGNS PHASE 2 LINES 52-55: Dated 8-12, 9-9, 10-7-21

Line 52: Dated 8-12-21-White Line Painting in Phase 2 as requested by Board previously in 2020. Todd- update?

Line 53: Dated 8-12-21-No update from Todd on the white lines at stop signs.

Line 54: Dated 9-9-21-Update ?

Line 55: Dated 9-9-21-There was no update on when/if the white lines would be painted at the stop signs designated in the 3-phase project approved by Todd.

10-7-21-Margaret stated this will stay as an Open Item as Todd Lutz agreed last year.

PLEASE all bike riders and golf carts pay attention and STOP at the signs and use hand signals.

GREEN WASTE/RECYCLING AREA LINE 57: Dated 9-9, 10-7-21

Line 57: Dated 9-9-21-The Board asked if a sign could be installed in this area reminding residents of what may/may not be left there.

10-7-21-Margaret stated this will stay as an Open Item, the Board is still waiting for a response which she is hoping to have at the meeting on October 14, 2021, with Management.

PALM TREE LINE 59: Dated 9-9, 10-7-21

Line 59: Dated 9-9-21-Board Member asked again if the residents at #270 can be contacted to trim their palm tree, which looks like it hasn't been trimmed in several years. Kerin requested that Christie take care of this and bill the resident.

10-7-21-Margaret stated this will stay as an Open Item.

NEW COVID PROTOCOLS LINE 61: Dated 9-9, 10-7-21

Line 61: Dated 9-9-21-**CLOSED**-Kerin Informed the Board of the new COVID protocols that were being instituted today (9/9/21) - all residents will be required to show proof of vaccination to Activities (an electronic copy is acceptable) in order to participate in all LPG activities and masks will again be required in the clubhouse. All Bus Trips will require a mask - present proof when purchasing any tickets - if the resident cannot attend because of vaccination status, they will receive a refund; Outside Bingo participants will be notified by a flyer distributed at the front gate.

10-7-21-Margaret stated this is **CLOSED**. Residents are mostly aware of the new protocols.

RENT INCREASES LINE 63: Dated 9-9, 10-7-21

Line 63: Dated 9-9-21-**CLOSED**-Kerin informed the Board that rent increases will be announced 90 days prior to January 1st; she noted that there are approximately 165 properties that are on different anniversary dates and will be notified separately. This is a big project to get all properties on the same schedule - over 365 properties were sold/changed hands in 2020. Each time one of those 165 properties is sold; they are adjusted to the January 1st anniversary.

10-7-21-Margaret stated this is **CLOSED**. All residents have received their letters.

NEW BUSINESS: Candidates for Election

Dee Hammann #282 Larry Smith videotaped her message on 10-6-21 and it will be added to the recording.

Donna Mueller #480 gave a brief introduction about herself and her work experiences/qualifications.

RESIDENT QUESTIONS/COMMENT: Please fill out any concerns, complaints or complements form and return to any Board member, email to lpgrboard@gmail.com, or mail to LPGRA Board at 2550 S. Ellsworth Rd. #666, Mesa, AZ 85209.

Complaints need to be in WRITING, verbally doesn't work. Resident's names are not shared with Thesman management.

The forms are also posted on the LPGRA website www.lpgra.org.

The question was asked if the pull tabs from soda/beer cans are being collected? It was mentioned at a previous meeting and the Board decided not to pursue at this time. If residents would like to do this on their own, they are welcome to do so. It was noted that Monte Vista, and Las Palmas do collect them to donate to Ronald McDonald House.

ELECTIONS: November 4th 2 terms expiring – 2 candidates

A resident wanted to know who the two Board members leaving were? Margaret Jacoby and Walt Smiles have chosen not to seek re-election after serving their full two-year terms.

Just a reminder LPRGA is not an HOA. The board is just a resident advisory committee to help get concerns, complaints, and complements to Management. Please support the candidates and newly-elected members.

Absentee ballots will be posted to the website. One vote for each person who is listed on the lease, two persons listed each gets a vote. A ballot box will be placed in the Activities Office and ballots may be dropped there or returned to any Board member. PLEASE make sure all ballots are SEALED. They will not be opened until the election meeting.

Margaret asked for volunteers to help with the ballot counting on November 4, 2021.

AAMHO: Margaret reminded all residents of the upcoming workshop on October 28, 2021, 9:00-11:00 AM LPG Ballroom. An AAMHO representative will be giving a presentation on revisions to The Landlord Tenant Act. This valuable information on what rights/laws the owners and tenants have. We hope to have a great turn out. The Board will provide coffee and donuts.

Please support AAMHO by signing up as a member. Memberships are \$35.00 one year and \$60.00 for two years.

NEXT MEETING: The Annual Resident Association Meeting and Election will be held November 4, 2021, at 9:30 AM, to be lived streamed and with residents in attendance at the ballroom. Margaret hopes to see more residents in attendance next month.

Thank you, Karen Hartigan, for helping with the 50/50. The 50/50 drawing was held with \$19.50 awarded to Lois Shanahan, a total of \$39.00 was collected. The drawing for two door prizes were won by Cristie Killoran and Judy Melling.

MOTION TO ADJOURN: Since no further business/questions a motion was made to adjourn the meeting at 10:25AM.

Respectfully submitted:

Pam Williams, Secretary