

# GENERAL MEETING MINUTES OF THE LPGRA

Website [www.lpgra.org](http://www.lpgra.org)

Email address [lpgraboard@gmail.com](mailto:lpgraboard@gmail.com)

DATE: November 4, 2021

LOCATION: LAS PALMAS GRAND (LPG) BALLROOM

TIME: 9:31 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 live-streamed to the LPG Community with 16 residents viewing and 52 residents in attendance at the ballroom.

ELECTION: Margaret thanked the nominating committee Pam Williams and Peggy Marcone.

Margaret introduced the recommended vote counters. Lois Shanahan, Dave Eason, Debbie Spratt, and Joan Swanson.

A motion was made, seconded and passed by all present to accept the vote counters. The vote counters distributed a ballot to all homeowners present.

Margaret gave an explanation of the Ballot.

The election is for the Board of Director's not an officer position. Each term is for two years with Margaret & Walt's position expiring.

Margaret introduced the two candidates on the ballot Donna Mueller and Dee Hammann. Each candidate gave an explanation why they want to serve.

Each resident listed on their lease gets a vote, only vote for two candidates, the resident may write-in a name. The resident must have their home number on the ballot to be valid. If the resident votes for more than two candidates, the ballot will not be counted.

Margaret explained that the new Board will choose among themselves at their meeting on November 11<sup>th</sup> which positions they will fill.

Margaret asked if any questions concerning the ballot or voting process. The vote counters collected the ballots and proceeded with the counting of all ballots.

## INTRODUCTION OF BOARD OFFICERS:

Margaret Jacoby introduced each board member and stated their position.

President Margaret Jacoby

1<sup>st</sup> VP Peg Marcone

2<sup>nd</sup> VP Sue Smith

Secretary Pam Williams

Treasurer Walt Smiles

MINUTES: October 7, 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 October 1, 2021, \$673.93 with deposits of \$94.70 @ 50/50 19.50, recycling 75.20 with expenses of \$65.00 for web site updates. The current balance as of October 31, 2021, \$703.63.

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

## OLD BUSINESS: Committee Reports

**NEIGHBORHOOD WATCH (LPGNWP):** Sally York Nostrand stated the meetings are now being held once a month on the second Tuesday at 3:00PM in the card room. Street captains/volunteers are still needed, the community is 30% covered, if interested please contact Sally at [LPGNWP2@gmail.com](mailto:LPGNWP2@gmail.com) or information can be found on the website page at [www.lpgra.org](http://www.lpgra.org). Sally will be glad to talk with you and give you the necessary paperwork. The position doesn't take much time, this is a great way to meet and get to know your neighbors. This helps with the communications with the police and our community.

Sally will be posting any type of alerts or information on the LPG Facebook open forum.

Sally invited all residents to join Las Palmas (LP) 215 N. Power at their annual Getting Involved in AZ Neighborhoods (GAIN) on Saturday, November 6<sup>th</sup> from 5:00-7:00 PM. LP has the largest GAIN gathering in the county. The Mesa Police and Fire Departments, any several City Council members attend. Great way to meet these people. If anyone that attends thinks this might be something for LPG to consider let Sally know.

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 she is always very excited to put another issue to bed. The next edition will be a "Valentines Theme" please send how I met my spouse stories. This month's issue will be It is a little earlier due to Veterans Day. Please send anything of interest, clean jokes, ceramics projects, recipes, recent vacations, by Feb 1st to [suesmithpc@yahoo.com](mailto:suesmithpc@yahoo.com) or [lpgraBoard@gmail.com](mailto: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](http://www.lpgra.org).

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](mailto:lpgraBoard@gmail.com). You must request to be added, your information cannot be taken from the resident directory.

**RECYCLING:** Alan Smith the program is going pretty well. The program is currently recycling two types, aluminum soda/beer cans and clear plastic drink bottles. There is no need to remove the labels. Thanks to the residents the program is working, the program is recycling about 60 lbs. a week that isn't going to our landfills.

The question was asked where the bins are located? Blue barrels are in the green waste area Juniper Hills between 6<sup>th</sup> & 7<sup>th</sup> Streets and are posted with what is acceptable and what is not. NO MILK JUGS or PLASTIC BAGS.

Alan asked if anyone has a pickup that is willing to help with the weekly trips to Jr.'s recycling?

**ARIZONA ASSOCIATION OF MANUFACTURED HOMES ORGANIZATION (AAMHO):** Sue Smith stated AAMHO has great information about our type of community that we live. AAMHO is a non-profit, they have a minimal annual fee to join, they provide a newsletter and a web site for members. Sue stated all information is on the front table at the general meetings and posted to the website.

Margaret stated a workshop was held on October 28, 2021; residents were provided with brief information about the upcoming changes effective November 1. There are copies of the old LTA Landlord Tenant Act on the front table if anyone is interested. The new LTA is available on the AAMHO website [www.aamho.org](http://www.aamho.org).

**BOARD ACCOMPLISHMENTS FOR 2021:** Peggy Marcone gave the Board's accomplishments for 2021. The list of accomplishments is posted on the web site. See attached.

Margaret stated she feels good about all the accomplishments the Board has completed and that it has been a very successful year.

**OPEN ITEMS LIST:** Updates from Margaret, meeting of the Board with Thesman Management on October 14, 2021.

**LEASE SIGNING LINES 3-14:** Dated 12-10-20, 2-14, 4-8, 5-13, 6-10, 9-9, 10-7, 10-14, 11-4-21

Line3: 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. Christied 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.

Line 13: Dated 10-14-21-Update

Line 14: Dated 10-14-21-Kerin stated that she has not received a final copy yet.

11-4-21-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.

DOGS LINES 16-24: Dated 2-4, 3-11, 5-13 ,6-10, 8-12, 9-9, 10-7,10-14, 11-4-21

Line 16: 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 17: Dated 3-11-21-What is criteria for "emotional support" animal vs "service" animal?

Line 18: 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 19: 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 20: 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 21: 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 22: Dated 9-9-21-Again Christie stated if the offender is not identified, she can't do much.

Line 23: Dated 10-14-21-Peggy related that dog have been going into the mailroom and asked what can be done?

Line 24: Dated 10-14-21-Kerin stated that the Rules & Regulations and the Dog Registration form states that after proper notification if this continues, the owner can be directed to remove the dog from the community. However, without specific identification such as owner's name or space number, nothing can be done by management.

Line 24: Dated 11-4-21- Margaret stated you may be turned into the office.

11-4-21-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.

WHITE LINES AT STOP SIGNS PHASE 2 LINES 26-32: Dated 8-12, 9-9, 10-7, 10-14, 11-4-21

Line 26: Dated 8-12-21-White Line Painting in Phase 2 as requested by Board previously in 2020. Todd- update?

Line 27: Dated 8-12-21-No update from Todd on the white lines at stop signs.

Line 28: Dated 9-9-21-Update?

Line 29: 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.

Line 30: Dated 10-14-21-Update

Line 31: Dated 10-14-21-Todd committed to obtain prices to have the lines painted as soon as possible.

Line 32: Dated 11-1-14 **CLOSED**

11-4-21-Margaret stated phase #3 will be brought up to management after next year's road surfacing.

GREEN WASTE/RECYCLING AREA LINES 34-36: Dated 9-9, 10-7,10-14, 11-4-21

Line 34: 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.

Line 35: Dated 10-14-21-Update

Line 36: Dated 10-14-21-After lengthy discussion of this on-going problem, it was suggested that if residents want a dedicated dumpster for any type of waste, it could be arranged but 100% of the cost would have to be borne by residents. Currently residents pay 75% and LPG pays 25%. It is estimated that the cost per property could be up to \$10/monthly – cost is computed on weight, so dumping furniture, water heaters, etc. would increase the cost. Not every homeowner would probably use the dumpster, so a few folks would have the cost borne by other residents. What would residents like to do?  
11-4-21-Margaret stated this is an item the new Board will discuss at their meeting November 11, 2021. It will then be brought to the residents.

#### CLOSURE OF GREEN WASTE GATE LINE 38-39: Dated 10-14-21

Line 38: Dated 10-14-21-Can the gate at the green waste/recycling area be closed & locked after office hours to prevent late night dumping of inappropriate trash? What options are there to prevent this?

Line 39: Dated 10-14-21-Todd was agreeable to posting a sign with limited hours such as 7 am to 5 pm. He reported that camera for this area have been ordered and are scheduled for installation early 2022.

#### PALM TREE LINES 41-42: Dated 9-9, 10-7,10-14-21

Line 41: 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.

Line 42: Dated 10-14-21 **CLOSED** -Update-Christie reported that the homeowner's landscaper was scheduled to take care of this in the next few days.

#### VISITOR PROCEDURES LINES 44-46: Dated 10-14-21

Line 44: Dated 10-14-21-NW is requesting that visitors & vendors be screened more carefully to reduce unauthorized visitors – similar process as at LP, Leisure World, Sun Lakes, etc.

Line 45: Dated 10-14-21-Kerin noted that residents who have phone numbers in the 480 or 602 Area Codes can open the gate for their guests/vendors via the phone when the visitor uses the keypad at the front gate to contact the homeowner. Question was raised as why not all area codes but Kerin stated the system was set up for only those codes. Todd noted that the guards would be instructed to screen visitors and vendors more closely, except for delivers such as Amazon, FedEx, etc.

Line 46: Dated 10-14-21-Todd also reported that a new system using readers on resident cars was expected to be installed mid to late 2022. There would be no more remotes. He did remind the Board that if the current remote is old and worn-out, the resident would be required to buy a new one for \$45. If it is a new remote, and doesn't work, LPG will replace at no cost.

#### CARETAKER COMMUNICATIONS TREE LINES 48-49: Dated 10-14-21

Line 48: Dated 10-14-21-NW requested a list of current caretakers in order to create a Caretaker Communication Tree similar to LP – purpose to rapidly contact known caretakers in event of property incident or activity at vacant homes.

Line 49: Dated 10-14-21-**CLOSED**-Kerin stated that LP was not provided with a list – the office there communicates with owners and then caretakers if owners are not available. Both Christie and Kerin stated that Neighborhood Watch should call the office with any issues, notices and leave caretakers out of the loop. It was suggested that NW take this task off their list of responsibilities.

#### TIMING OF GUADALUPE GATE OPENING LINE 51: Dated 10-14, 11-4-21

Line 51: Dated 10-14-21-**CLOSED**-Resident has noticed that this gate fails to be open at 6:00AM for residents to leave the community. Kerin stated she would check the timing on the computer and adjust as necessary.

11-4-21- Resident indicated that the gate is still not opening at 6:00AM. **REOPENED**

Margaret said the new Board will inform/address with management on November 11, 2021.

#### NEW OPERATING HOURS AT LPG LINE 53: Dated 10-14-21

Line 51: Dated 10-14-21-**CLOSED**-the new pool opening hour was discussed at some length especially concerning the "lap swimmers" who generally use the pool at 7 am. With opening pushed back to 8 am that would interfere with the water aerobics class. Suggestions were made such as the lane ropes being installed or just plain cooperation among all involved.

#### COVID/VACCINATIONS LINE 55: Dated 10-14, 11-4-21

Line 55: Dated 10-14-21-We were reminded that vaccinations are required in gatherings of 25 or more in the clubhouse. Under 25, no presentation of the card is necessary. It was reported that approximately 70% of LPG staff are vaccinated currently. Board asked if there is any consideration of exemptions based on religious belief? Management was not aware of such an exemption and said they would research this.

11-4-21 It was noted that most residents at the Resident Appreciation Dinner were not wearing their mask at all times. Management personnel in attendance did or said nothing to remind all present that they needed their masks ON.

#### NEW BUSINESS:

ELECTIONS HELD 11-4-21-Margaret gave the results for the election. 41 votes cast by residents in attendance and 11 absentees for a total of 52 votes. Margaret welcomed the new Board members Donna Mueller and Dee Hammann.

Margaret was very discouraged by the low voter turnout. This is our Resident Association. She was very happy with all the residents that took the time to vote. She also thanked the voter counters for their time.

RESIDENT QUESTIONS/COMMENT: Please fill out any concerns, complaints or compliments form and return to any Board member, email to [lpgrboard@gmail.com](mailto: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](http://www.lpgra.org).

The following questions were asked by:

Kathy Skinner # Would the proposed future scanner system for the front gate would override the current clicker system? YES, when it is approved and installed.

She still doesn't have a lease. Peggy Marcone answered all residents are on a month-to-month lease based on the old lease.

How can they increase the rent for January 2022? The old lease states that management may increase the yearly rent when given a 90-day written prior notice.

John Latson #240 Are all Thesman AZ properties dealing with no leases. That is a YES.

Will the issue of a single green waste dumpster for residents only be brought to residents prior to a decision? That is a YES, the Board will discuss and bring to all the residents.

Why is the green waste gate not closing? In the past the gate usually closed after a determined amount of time? This was brought to management at the October 14<sup>th</sup>, they will look into why it is not closing during the day.

Is the gate broken? Board not sure if it is broken.

Hank Nation #613 Will there be a fee for the upcoming scanner? Margaret answered, Todd Lutz did not give the Board any details of when or how the system works.

Joan Swanson #577 Can Google Maps be contacted to update the entrances to Ellsworth Rd. so that all visitors are sent there? GPS sends all visitors to Guadalupe gate and causes real issues when residents won't let them through the gate. This issue has been brought to management numerous times. Management was told by Google that they would not re-map the area. Just remember to tell visitors/vendors to use the Ellsworth gate.

Residents need to remember to place their stickers in the left bottom corner of the windshield, not in the door pockets. This helps all residents identify each other.

Sally York Nostrand #521 NHWP Caretaker Tree List, she felt that management misunderstood her intent for the list. Margaret suggested that she contact management or ask to have this on the Board's meeting agenda for November 11<sup>th</sup>.

Mike Bickford #464 Who may use the green waste dumpster? He has been given two different answers. Margaret answered it is for the use of LPG residents and their landscapers. Management has a list of approved landscapers. All landscapers have been informed by management they may not bring in full loads from other sites and dump at LPG.

Peggy also said that the office was giving out misinformation, that was addressed at the October meeting and it was handled by management.

Management may put anything in the green waste dumpster. This is their only garbage dump they pay 25% of the cost. Residents should only put green/landscaping in the dumpster.

Bud Rolley #44 Bud suggested don't tell visitors/vendors to use GPS, it out gives out wrong address. Have them use 2550 S. Ellsworth Rd.

Dave Eason #67 When Dave was on the Board, he was told residents can place corrugated cardboard in the green waste dumpster? Margaret answered, the Board is not aware that this is permissible.

John Picard #508 He has heard from several people that the Thesman's are in the process of selling the property. Is this why we have no leases? Margaret answered, we have been told by management numerous times this is not Mr. Thesman's intent. He is very busy and wants to read the complete leases.

Margaret wanted to give a personal thank you to all residents and members for coming and giving her their support.

Walt Smiles thanked all residents for the support given to him as Treasurer. He wanted every resident to be active and get involved with the Board, he has met wonderful friends and many new residents.

NEXT MEETING: The next Resident Association Meeting will be held December 2, 2021, at 9:30 AM, to be lived streamed and with residents in attendance at the ballroom. Margaret thanked all residents for the wonderful support they have given during her three years as President. Margaret also thanked and appreciated Larry, Lee and Bill for the great work of videotaping and live streaming all the meetings for the Board.

MOTION TO ADJOURN: Since no further business/questions a motion was made to adjourn the meeting at 10:43 AM.

Thank you, Dan Shanahan for helping with the 50/50. The 50/50 drawing was held with \$22.00 awarded to Mike Bickford, a total of \$44.00 was collected. The drawing for two door prizes were won by Bill Shumate and Skip Penny.

Respectfully submitted:

Pam Williams, Secretary



# LPG Residents Association Accomplishments

## - *With the support of LPG Management*

November 2020 – October 2021

### **Completed:**

1. Health & Safety:
  - a. Reactivation of Neighborhood Watch Program
  - b. Addition of Security Cameras in Mail Room, Pool and Activity Areas and at each entry/exit gate
  - c. Hand Sanitizer Stations in Pool Area, Dog Park, Clubhouse, Activity Courts
  - d. White Lines at stop sign locations added for safety (phase 1 completed in 2020, phase 2 to be completed in 2021)
2. Recycling Program:
  - a. Aluminum Beverage Cans
  - b. Clear Plastic Water & Beverage Bottles
3. Communications:
  - a. New Updated Website (lpgra.org)
    - i. New Page for Neighborhood Watch Program
  - b. New E-mail Address (LPGRABoard@gmail.com)
  - c. Audited and Enhanced LPGRA E-mail Database
    - i. Distribution of Monthly Meeting Minutes and Announcements of Interest & Information Relevant to LPGRA Residents
  - d. Quarterly Newsletter – *LPGRAObserver* (February, May, August, November)
  - e. Live Streaming of LPGRA monthly community meeting on YouTube
  - f. Landlord Tenant Act Training by AAMHO October 28, 2021
  - g. Informational Speakers at General Meetings
4. Community Relations:
  - a. Improved Resident, LPGRA Board and LPG Management interactions

### **5. Dog Parks:**

### **In-The-Works:**

1. Safety:
  - a. White Lines at stop sign locations for added safety - Phase 2 scheduled for 2021 & Phase 3 to be completed during future street maintenance)
2. Recycling Program
  - a. Cardboard Boxes
3. Community Relations:
  - a. New LPGRA Board Elections November 2021

