

GENERAL MEETING MINUTES OF THE LPGRA

Website lpgra.org

Email address lpgraboard@gmail.com

DATE: August 5, 2021

LOCATION: LAS PALMAS GRAND (LPG) BALLROOM

TIME: 9:30 AM

Ballroom no masks if fully vaccinated, wear masks if not vaccinated.

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

The meeting was live-streamed to the LPG Community with 8 residents viewing and 30 in attendance at the ballroom. Total July viewing on YouTube 81.

MINUTES:

July 1, 2021 minutes - A motion was made to adopt the minutes as distributed, seconded and adopted by all present.

INTRODUCTION OF BOARD OFFICERS:

Margaret Jacoby introduced each board member and stated their position.

President Margaret Jacoby

1st VP Peg Marcone

2nd VP Sue Smith

Secretary Pam Williams

Treasurer Walt Smiles ABSENT

TREASURE'S REPORT: Margaret Jacoby reported the balance as of July 8, 2021, \$775.27 no deposits or payments. The LPGRA bank account has been moved from USBank to BMO Harris with a reconciliation of \$102.70. The current balance as of August 5, 2021 \$672.57.

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

OLD BUSINESS: Committee Reports

NEIGHBORHOOD WATCH (LPGNWP): Sally York

Sally York the volunteer coordinator of LPG reported she is working very closely with Las Palmas; the June 10th training session feedback was that LPG would like simplified roles for the street captains since there are over 840 homes. The blocks are divided into 4-15 homes. Responsibilities of the street captains include: knowing the normal activity of their block, safety issues of residents, winter residents, no patrolling required. The Mesa PD's definition of suspicious activity is "SEE SOMETHING THAT MAKES YOU LOOK TWICE" report it. Report any emergency 911 crime in progress, or non-emergency 480 644-2211 suspicious activities to the Mesa Police Department (Mesa PD).

If anyone is interested in volunteering or just wants information, please contact her at LPGNWP2@gmail.com.

Three dates of upcoming events.

August 5, 2021, 5:30 PM The Mesa Police Superstition Division located at Pollard and Ellsworth invited residents to meet the new Commander and Dawn Blake, Community Relations.

August 10, 2021, 3:00 PM LPG Cardroom-Committee Meeting, everyone is welcome. LPGNWP will discuss concerns and updates, and will report them to the LPGRA Board.

August 16, 2021, 3:30-5:00 PM LPG Cardroom. Cookies provided.

Street Captains training. Sally is hoping that all captains will be full time residents for consistency. Sally is working with Thesman to provide lanyards and ID badges for all volunteers.

Sally stated the main goals of the Neighborhood Watch is to have more community awareness, safety, looking out for other residents and their property.

Margaret thanked Sally for her hard work and really appreciates the great job she is doing.

NEWSLETTER *LPGRAObserver*: Sue stated this will be her first issue since taking over as editor. This is our (residents) quarterly newsletter and is a great opportunity for us to get to know each other. If you have anything to include in the August issue (due out around the 15th) please send anything of interest, clean jokes, ceramics projects, recipes, recent vacations, immediately to lpgraBoard@gmail.com.

The question was asked how the newsletter would be distributed and Margaret answered at this time the LPGRA Board does not have the funds to print the newsletter, it will be 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 book.

The forms for submitting articles are on the front table at all general meetings and posted on the website lpgra.org.

RECYCLING: Sue Smith reported for Alan Smith who is on vacation. The management approved the clean and rinsed aluminum cans recycling program three months ago, it has gone very well. The total proceeds raised so far \$125.00. The proceeds are helping build the LPGRA Board treasury at this time. In the future the Board will be making donations to local non-profit organizations.

At the July LPGRA Board meeting with management the second phase of clear plastic water or soda bottles recycling was approved. Alan was approved to spend the balance of the start-up money from management to purchase more containers. Look for upcoming information on possible starting date of September 1.

Bud Rolley asked the question if the LPGRA Board had considered collection of the aluminum pop tops? Margaret said it is something the Board will discuss at the upcoming meeting next week as another avenue of recycling.

OPEN ITEMS LIST: Updates from Margaret, meeting of the Board with Thesman Management on June 10th.

LEASES 2021: Update from Margaret still have nothing, Michael Thesman is reviewing as of July 8, 2021. 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, the Board feels management is in violation of the Landlord Tenant Act. Kerin stated 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 residents can request a copy of the lease in writing **and a response will be given within 14 days**. Todd committed to speak with Mr. Thesman about resident's concerns on a management call to provide any further information or date for completion of the leases.

This will be left on the Open Items List

WATER RUN-OFF AND WASTE: The Board had 35 concerns about the excessive water run-off when the grass is being watered daily. Residents are concerned about this "waste".

Margaret reported Management's response-Todd stated that with the high temps the grass needs additional watering and the mounds and contours of landscaping design cause water run off before 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 grounds and landscaping department but they are working to ensure the best care for the landscaping.

RECYCLING: **CLOSED** see Old Business above.

DOGS: Please, please, please be a responsible and considerate pet owner pick up after your pet. If your dog is out of your house, it must be on a LEASH AT ALL TIMES, except in the dog park enclosed area.

Since this is an on-going issue with no clear resolution, we will leave it on the Open Items List.

FEE FOR PRIVATE SALE OF HOME: **CLOSED** 7-8-21-Is the \$400.00 fee for private sale of home new? Do all such sellers have to pay the fee? Is this in the lease?

Margaret reported Management's response-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.

RE-OPENED 7-8-2021 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.

Margaret reported Management's response-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.

BILL HARRISON EVENTS: CLOSED-The Board has received numerous verbal and written complaints that the Bill Harrison events may **ONLY** be attended if the meal is purchased. There are residents with dietary restrictions which preclude them from eating the planned meals and other residents who choose not to purchase a meal. For several years tickets for the event without the meal have been sold - why the sudden change?

Margaret reported Management's response-Christie stated that Nancy in Activities had not received any complaints in her office specifically about this fee. The Board noted that residents have been encouraged to complete the Concern Forms to reduce those types of complaints to Management and Activities. There will be no change in the \$12 for meal and no tickets for the presentation only.

Residents must call directly to Activities to voice their concern about being able to purchase presentation only tickets.

STREET RESURFACING: Several residents have concerns about the recent paving-the fact that car tires are tracking the surface coating onto driveways (12th St) and that there seem to be uneven surfaces which will cause rain water to runoff onto properties (11th St)

Margaret reported Management's response-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.

This will be left on the Open Items List

SINK HOLES ON PROPERTIES: Resident has noticed sinkhole on their property- called the office and was told LPG "doesn't do that anymore" - what is the policy on sinkholes on property? When did this change?

Margaret reported Management's response-Todd wants residents to report sink holes to his office promptly. Some may be caused by irrigation leaks or revised landscaping on the properties. If the holes are caused by errors in backfill or other unusual situations, LPG will take care of them. Other causes are the responsibility of the homeowner

GUARDS ABSENT FROM FRONT GATE: When guards are on rounds or away from gate, how are guests or deliveries able to enter?

Margaret reported Management's response-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. Resident may call to get their codes from the office if they don't have or don't know. The whole system is being reviewed for updating, such as temporary codes for vendors. Management will keep the Board updated

ONE-CALLCOMMUNICATION SYSTEM: It has been suggested that a community-notification system be considered to notify residents of critical events such as a gas leak, water main break, prowler, etc. There is a system available for consideration: <https://www.onsolve.com/platform-products/critical-communications/one-call-now/industry/senior-living>

Margaret reported Management's response- Kerin reviewed the system noted and will research a system that might be compatible with the current "Rent Manager" system.

Margaret asked Sally York to keep this item on the LPGNWP agenda.

BOLLARD LIGHT PANELS: CLOSED-What is procedure for having panels replaced on resident bollard lights? Resident stated she was notified by office that her new panel was in and she should pick it up (\$17) - she had not ordered the new panel and was not notified that one was needed.

Margaret reported response Management-Christie stated that residents are provided 3 notifications that the bollard light needs attention. If there is no response from the resident, management will have the bollard painted or order new panels as required and notify the resident appropriately.

COMMUNICATION: Margaret reported Management's request-Todd stressed that residents should feel comfortable contacting management for any concerns. He stated that they are all "available" to discuss any issues with residents.

NEW BUSINESS: Sue Smith introduced guest Speakers Eileen, Green President, AAMHO, Janice Burnett, Legislative Director, Pat Sunia, District 1 Director. She briefly reported that the Arizona Association of Manufactured Home Owners (AAMHO) non-profit since 1987 and sister organization Association for Education of Manufactured, Park Model, and RV Home Owners (AEMPRO). Yearly AAMHO dues are \$35.00, well worth joining.

Sue then turned the meeting over to them.

Eileen Green stated the main goal of AAMHO is legislation to protect and educate manufactured home owners on leased land, concerning The Landlord Tenant Act. AAMHO are not lawyers and they don't handle legal issues. Eileen also is certified to teach park staff concerning The Landlord Tenant Act.

Janice Burnett Legislative Director, encouraged resident to get to know your AZ Districts Representatives. Call or email, voice your opinions. The representatives want and need to know homeowners concerns and ideas that need to be addressed. If possible, invite them to a LPGRA General Meeting.

Margaret announced that on October 28, 2021, 9:00 – 11:00 Am LPG Ballroom, AAMHO will be conducting a two-hour training of the Landlord Tenant Act. Margaret has taken this class twice and feels it is very valuable; hope we have a great turn out.

Pat Sunia District 1 Director, knows lots of information helpful to homeowners.

Margaret and Sue thanked the ladies for driving from Tucson to attend our meeting.

The information below was a handout to those present in the Ballroom.

ARIZONA LEGISLATIVE DISTRICT 16

Arizona Legislative Website: www.azleg.gov

Senator Kelly Townsend (R): Navy Veteran, Mother and Small Business Owner

Email: TOWNSEND

Legislative Phone No.: 602/926/4467

House Representative John H. Fillmore (R): Army Veteran, owner of "The Weather Shack" (Mesa), and

Real Estate Broker

Email: FILLMORE

Legislative Phone No.: 602/926/3127

House Representative Jacqueline Parker (R): Degree in Classical Literature and Philosophy, Law Degree, worked in Private Practice and as a legal advisor to Corporation Commissioner Justin Olsen.

Email: 'PARKER Legislative Phone No.: 602/926/3375

Arizona Congressional District 5 is represented by Congressman Andy Biggs(R): Attorney licensed in Arizona, Washington. and New Mexico

BOARD VACANCIES: Margaret reported that the Board will have two vacancies as of the end October 2021. If anyone is interested in running for a position the forms are posted on the website and will be available at the front tables during the General meetings or by contacting Pam Williams. All residents may vote by absentee ballot which will be available after October 14th, one per owner. There will be a ballot box placed in the Activities Office.

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 lpgra.org.

QUESTIONS:

Bud Rolley wanted to know if AAMHO had any kind of newsletter or upcoming legislation notifications? AAMHO does have a newsletter which is posted to their website along with being e-mailed to the members-Margaret sends each newsletter to the Board's email list. If there is an ALERT for members that needs immediate action Margaret sends out an e-mail blast to the LPGRA members who have signed up. If you would like to be added to the LPGRA e-mail list please send/give your contact information to any Board member. The Board MAY NOT use the information from the LPG Resident Book.

Residents are very concerned that Mr. Thesman is going to sell, if he does what protection do, we have with no current signed leases? Margaret reported the Board was told Mr. Thesman "has no intention of selling". It was brought to his attention how residents are feeling.

Pete asked is there any law to protect residents if the property is sold out from us without a current lease? AAMHO's Eileen Green said if the property is sold residents old leases will be in effect with the new owners. The only time residents have to worry about not having a place to live is if the property use is changed. Example if the residential property usage is changed to establish a golf course. The State of Arizona does have a relocation fund to help residents move into another 55 community.

Mike asked if there is an approved list of roofers available to residents? Margaret reported there is a list of vendors available to residents. Contractors must be approved by the construction office.

Is Dennis Headings from Storm Damage Specialists (SDS) on the approved list? Peggy reported that Dennis Headings SDS has been approved by the construction office and is a member of the Better Business Bureau. The Marcones' are very happy with the installation of their roof.

Christine asked how she can get a copy of the Rules & Regulations? She has asked several times at the office without success. Another resident stated that she had the same issue, the office flat said "won't give them out."

COMMENTS:

Bud stated that all the original roofs have a 20-year warranty, which most homes are approaching. It would probably be a good idea to have your roof checked.

Sharon Hauser stated she has Standard Insurance, she had total roof replacement for only the amount of her deductible.

NEXT MEETING: The next Resident Association Meeting will be held September 2, 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 as the ballroom is now open.

The drawing of the 50/50 was held with \$23.00 awarded to Cheryl Jorban. The drawing for two door prizes was held.

Margaret thanked Larry Smith and his crew for the video for You-Tube streaming.

MOTION TO ADJOURN: Since no further business/questions a motion was made to adjourn the meeting at 10:40 AM.

Respectfully submitted:

Pam Williams, Secretary