

LEGACY PARC SOUTH HOMEOWNERS ASSOCIATION

c/o AAM, LLC

1600 W. Broadway Road, Suite 200, Tempe AZ 85282

602-957-9191 / FAX: 602-906-8231

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6:30pm

QUESTIONNAIRE

Q: In light of the serious and numerous managerial missteps and accounting irregularities brought to your attention over the years, why has our management company not been fired?

A: I would like to know specifically what mistakes have been made.

Q: Would you hire our current management company to manage your personnel or business finances?

A: Yes, I would hire AAM.

Q: Who is Nicole Blake? Why and by whom, was she given access to our banking accounts? Does she still have access?

A: Please clarify exactly what you are claiming that you have found and AAM will be happy to investigate.

Q: Why was the accounting audit by Barry and Moore LLC not completed for FY2019 when it was approved by the Board?

A: You keep forgetting that the Board originally approved to have Butler Hansen provide this service. However, you continued disrupt the board meetings because you wanted your guy to do it. You even made promises to us if we would let your guy do it, so we agreed. Then you sent him an email stating that his approval letter didn't match what he originally said he would do. Although management brought this up several times, Melanie didn't receive clarification from you. Time was running out so the Board voted to have Butler Hansen continue with their original approval.

Q: What specifically was the reason for the latest dues increase? We were told previous assessment increases were due to cost of living increases (previous years' questionnaire). Specifically, whose cost of living increases you were referring to?

A: Yes, you did bring this up last year. Your exact question was (Q: What specifically were the reasons for the last three dues increases?). The answer was (A: Not exactly sure what you are talking about here. The last dues increase was for 2013 where it went from \$49 monthly to \$54 monthly. The main reason for this increase was because of the high-water rate increase with EPCOR that occurred every year for 3 years in a row. The Association took a huge hit in their budget with this rate increase, not to mention other items that continue to increase almost yearly such as electricity, insurance, landscaping contract, exterminating contract. Basically, the cost of living increases on a regular basis, however your Board has been able to maintain the community with no increase at all since 2013. That is quite remarkable.). In addition to all of those increases mentioned over the past 7 years, minimum wage has increased significantly every year for the last 3 years which also impacts our expenses for things such as water, the landscaper, the exterminator, etc., and we have not had any increases for 7 years through all of this.

Q: Who specifically is answering these questions that are posed to: Legacy Parc South HOA Board of Directors?

A: I (Louise), am answering some and our manager Melanie is answering some. After she types them up she sends them over to me to look at and make any changes I request.

Q: If a members' private property is damaged by a common area tree falling (due to tree mismanagement or otherwise), why does the board dictate how it is to be repaired as well as also sign off on the completion of said repair?

A: First of all, there was a huge wind storm that caused that tree to snap. It has nothing to do with being mismanaged. The tree was in the common area belonging to the HOA and as such their responsibility. The tree damaged the wall, so the Association repaired it. One of the homeowners was very vocal on a daily basis. If it was not repaired to her liking, she would have let me know.

Q: Why, specifically, was the "More: hoa.tascs.net" information removed from my board application? Whom, exactly, removed it?

A: AAM cannot give out personal homeowner information without their written approval. In addition to that, some time ago the Board directed AAM to not give out the Board information to the public, but instead direct homeowners thru the proper channels of sending me their complaints, concerns, requests, etc.

Q: If a new member of our community finds that vandalism (or any other crime) has been committed in our community, why would they immediately report it to the management company via email and not contact the authorities? Is this a directive by a community document, or the management company?

A: No, your documents nor AAM is not directing homeowners to do that. A lot of homeowners do not want to contact the authorities because they don't want to get involved or they are afraid of retaliation so the contact me and want me to take care of everything for them.

Q: Why would it take over a week for vandalism encountered in our community to be reported to the authorities by our management company?

A: Part of that is due to when I received the information, then I had to take pictures and get proposals because the Police want to know the cost.

Q: Why haven't I received an answer regarding my invoices for the certified letters I sent as well as repayment of collection fees I have paid for other members' debts (a violation of our Collection Policy)?

A: You need to speak to the Board about it during Executive Session.