

**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**

March 23, 2023

6:30pm

**QUESTIONNAIRE**

- 1) Can you put a link on our community home page for members to report a **property crime not in progress?** <https://surpriseaz.gov/1246/Report-a-Crime-Online>
  - a. Absolutely we can do that.
- 2) Can you remind members to first contact the authorities before notifying the management company when reporting a crime, including vandalism?
  - a. Yes we can include this with your Link above and also put it in our next newsletter.
- 3) The Arizona Assessor's Office removed the fee for registering rental properties a few years back. Can you send out a notice/reminder?
  - a. Melanie Veach here, as your community manager I haven't heard anything about this, nor have my co-workers that I have reached out to. I will take my direction from the Board, but I am not comfortable with advising homeowners about a State Law that may or may not have existed and may or may not have been discontinued. The last thing you want to do is to leave homeowners thinking that they don't have to register their home as a rental or that there is no documents they need to fill out or pay for. That would be doing them a disservice.
- 4) Can a copy of our community insurance policies be posted on our community website, like their certificates?
  - a. This is Melanie Veach again, the files are too large for the website, but if a homeowner would like to see the policies I can email it to them.
- 5) Do you agree that all community members have the right to access these policies?
  - a. Absolutely
- 6) What happened to the last Board election? I haven't received or read anything in the Meeting Minutes since mailing in my ballot.
  - a. You did not have quorum of the Members and so the positions rolled over. This is noted in the Annual Meeting Minutes, not the Open Board Meeting Minutes.
- 7) Since all meetings have been held remotely for years, who counted the ballots for the last election?
  - a. Community Manager Melanie Veach and one other AAM employee.
- 8) Why am I not getting a schedule of all board meetings for the year like I have previously?
  - a. Email blasts that include the handouts and the Link to log in are sent out the week prior to every board meeting.
- 9) Why was the 2021 Full Financial Forensic Audit not performed as was agreed by the Board?

- a. This was already answered twice before. Note the below text taken from the 2021 Annual Meeting Questionnaire.

**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.**

- 10) Why, specifically, was the text “**More: hoa.tacs.net**” removed from my 2021 Board Nominee Bio?
  - 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 their complaints, concerns, requests, etc. to our community manager.
- 11) Why, specifically, was our Collections Policy created and put into effect in 2014?
  - a. We've had a Collection Policy since the very beginning, 2003. It was updated in 2014 to give homeowners more time before a lien would be placed on their home, from 60 days to 90 days, and also to advise of a structured payment plan that AAM can offer that is equal and fair to every Member.
- 12) Why are you allowing the management company to disregard our Collections Policy?
  - a. You need to be specific with this question as what we have observed, they are following the Policy.
- 13) Do you think disregarding our Collections Policy discriminates against certain property owners as well as adversely affecting our community finances as a whole?
  - a. Again, you need to be more specific. No one, including AAM and the Association's Attorney are ignoring the Collections Policy.
- 14) Do you think disregarding our Collections Policy benefits other property owners?
  - a. See 12 and 13.
- 15) What are the difference(s) between the “**Soft**” and “**Hard**” costs our community incurs?
  - a. “**Soft Costs**” are amounts billed to the homeowners account that do not cost the Association anything and is not included in the budget as income. These items are violation fines and late fees. “**Hard Costs**” are charges to homeowner accounts that the Association does pay for up front and is then reimbursed by homeowners. Those costs are demand fees, liens, attorney and collection fees they incur, etc.
- 16) What other areas do these types of costs occur, besides collections?
  - a. Some hard costs incurred could be reimbursement for repairs made to something that was damaged by a vehicle accident or vandalism, to name just a couple.
- 17) Why do you continue to allow individuals who work, or have worked for the management company record the Meeting Minutes?

- a. AAM has a list of people who have been trained on Robert's Rule of Order for taking corporate minutes and provided that information to the Board. These Minute Recorders all work as an independent vendor for Legacy Parc South and not an AAM employee while taking minutes. The Board has the right to go out and find another qualified Minute Recorder if they choose, but they have found those that have taken the minutes have done an accurate and unbiased job at a very reasonable cost to the Association.

18) Why do Meeting Minutes have to be approved during the next meeting months later before they are available to members?

- a. Roberts Rule of Order requires that the meeting minutes from the prior board meeting be approved prior to current meeting business being conducted. It further states that the Board can review and approve prior to the next meeting, however Arizona State Statutes "Open Meeting Law" would prevent that as it must be conducted during an Open Meeting and you can only call a Special Open Meeting for emergencies. This would not fall under that.

19) Did either Board sessions held on September 22, 2022 have a quorum?

- a. Yes, we have a 3 member board and 2 were in attendance.

20) Why, specifically, was the January 26, 2023 board meeting cancelled?

- a. We are not going to go into personal information but there was an unplanned medical emergency.