



COMMUNITY UPDATE

Cottonwood Square & Commons

— 2022 FALL UPDATE —

MESSAGE FROM THE PRESIDENT

It's a new day here at Cottonwood Square & Commons community. With lots of new information to share, you might want to grab a favorite drink and settle into your most comfortable seat.

This year's efforts have kept us busy and thankfully, a few additional neighbors have heard the call to volunteer and joined the HOA board. As I've said previously: the more people that serve, the more we can accomplish for our community. Proof of this can be found throughout the following pages and upcoming calendar of events.

It is with gratitude for the volunteers who preceded me that I look ahead with excitement for what's in store for our neighborhood.

Sincerely,

Amanda

CSCHOA President

MEET YOUR NEW BOARD MEMBERS

A special thank you to John L., our most recent HOA President, for his involvement, time, and efforts towards improving our neighborhood. It is with great pleasure that we welcome **Earl B., Cindy H., and Jackie L.** to the HOA board. Their time and experience have already been put to use with ongoing efforts and planning sessions for 2023.

REMINDER TO ALL RESIDENTS: REACH OUT TO THE HOA

There has been an uptick of interactions and confrontations from residents while our staff, vendors, and contractors have been onsite in the community handling tasks and completing projects. It is not their responsibility to take your request to the board - **residents are asked to contact us directly**. This gives us the opportunity to be aware of everything happening in the community and to be involved in vendor/contractor relations. Staff have been instructed to provide board contact information to residents when approached as they will not engage. These teams have specific and time-sensitive duties to complete while onsite. All comments, feedback, complaints, or compliments should be directed to the board at **board@cschoa.com** or our Community Manager, Debbie Tribioli at (480) 820-3451 ext 201.

UPCOMING EVENTS

WHAT: Halloween Meet & Greet + Costume Party!

WHEN: Monday, October 31st 6pm - 8pm

WHERE: CSC Clubhouse

Join your fellow neighbors for a Halloween meet & greet at the clubhouse. Light fare & refreshments will be provided and of course, Halloween treats! Costumes are encouraged and the best will be rewarded with a prize.



WHAT: CSC Community Social & Community Meeting

WHEN: Wednesday, December 7th 5pm - 6pm and 6pm - 8pm

WHERE: CSC Clubhouse

Don't miss the next community meeting - unlike any our community has hosted before! Come early to enjoy food & refreshments while meeting your neighbors. Or join a card table or checker table game in progress before we kick off the end-of-year community meeting.

We have restructured the community meeting schedule and agenda to allow more time for engagement and conversation. The board will host their closed session on a different date to allow more time with residents during the next onsite community meeting.

The community meeting will be from 6pm - 8pm. An option to join via Zoom will be offered and details for the Zoom call will be posted on Facebook and CSCHOA.com.

WHAT: Holiday Decorating Contest

WHEN: Month of December

Who's ready to decorate with festive lights?!? This year, the HOA will host a holiday decorating contest complete with prizes for the top 3 winners including \$100 for first place.

Residents who want their homes to be entered in the contest can reach out via phone, email, or on Facebook. Winners will receive prizes in early January and announced during the 2023 February Annual HOA meeting.

DECORATING & SIGNAGE REMINDERS

- Political signage is only allowed prior to an upcoming election and must be removed 3 days after the election day
- Political signage cannot be located on HOA managed areas or where landscapers need to access for maintenance
- Holiday decorations can be placed a month before the holiday & must be removed within a month after the holiday

BENEFITS OF PROVIDING CONTACT INFORMATION

The HOA board and Kinney Management (our property management company) have limited contact information for many of our residents which forces us to rely solely on mailed communications. We have started to collect email addresses and phone numbers for homeowners and renters as it allows us to effectively & efficiently communicate emergencies or address potential violations. We do not send spam, marketing, or junk email, nor would we ever sell your information.

We will be taking proactive measures in 2023 to collect additional contact information and learn more about the needs of those who live in our neighborhood. This data tells us what amenities & features would benefit our community the most.

Visit CSCHOA.com to sign up for our email distribution list and/or join our private community Facebook group.

ATTENTION PROPERTY OWNERS/LANDLORDS!

Please review the reminders below if you own & rent property in Cottonwood Square & Commons:

- The HOA will be requiring annual tenant updates to maintain contact information for our residents
- All HOA communications should be shared with your tenants - including newsletters, parking guidelines, and towing policies
- Since 2020, the HOA has included renters in our community newsletter mailings - tenants should be made aware these notices are sent to their mailing address & should be read
- Tenants are welcome and encouraged to participate in resident and community events
- Leases MUST BE at least 30 days or longer
- Unpaid HOA assessments and fees or irresponsible/abusive behavior will result in the loss of pool and clubhouse privileges for all owned properties
- It is the responsibility of the landlord to inform tenants of our CCRs, guidelines, and policies
- Unpaid HOA related fees incurred by the tenant will be applied to the homeowner's assessment as the property owner - these issues should be handled directly between landlord & tenant (and not involve the HOA)
- Violations are the responsibility of the property owner & letters to support the violation will be mailed to the homeowner - escalated violations that incur legal fees will be applied to the homeowner's HOA assessment (keep reading for more information on violations)

VACATION RENTALS

Per our CCRs, short term vacation rentals are NOT ALLOWED. If you suspect a property is being used as a short term vacation rental or see a neighbor's listing on an Airbnb or Vacation Rental site, please contact us. *Violations sent to homeowners are sent on behalf of the HOA and do not name whoever made the report.*



GARAGE SALE UPDATES

Did you know that per our community CCRs, private garage sales are allowed with prior board approval? Enclosed are new guidelines & conditions residents must agree to before submitting a request to host a private garage sale.

As a reminder, the community-wide garage sale was postponed to Fall 2023 due to limited board volunteer availability and unexpected major community repairs & damage that required immediate attention.

POOL SEASON ENDS ON SUNDAY, OCTOBER 23RD

The pool season will come to a close after Sunday, October 23rd. Key card access to the pool area will be disabled after this date and clubhouse staff will no longer be available daily from 8am - 6pm. Residents will need to contact the HOA via phone or email to report issues or request access key cards. The clubhouse wifi available for pool goers will also be disabled in the off season.

The board heavily considered keeping the pool & spa open year-round. Due to budget overages in 2022, it was decided to pass at this time. Next year's pool season will start earlier (April) and close later (November). The board will also consider revised pool hours or quiet time hours in consideration of residents who live around the pool area. *PLEASE NOTE: Clubhouse staff positions have evolved from 'pool monitor' positions. Residents interested in part time employment will be offered first consideration after the 2023 February Annual HOA Meeting where additional details will be provided.*

POOL GOER RESPONSIBILITY - ARE YOU DOING YOUR PART?

Due to several incidents that occurred during this year's pool season, our community pool rules & guidelines will be updated for 2023. These rules come with a **no tolerance** policy - if the rules are abused, key card holders will lose privileges for the remainder of the current season.

These revised rules will be enforced for the remainder of the 2022 season:

- **NO smoking** is allowed inside the pool gate
- **Alcohol is NOT permitted** inside the pool gate
- Food is no longer allowed inside the pool gate - pool goers can use the clubhouse front entryway or front areas to eat

CSC HOA EMERGENCY HOTLINE: (928) 316 - 6331

The pool gate now locks automatically and pool goers **CAN BE LOCKED IN**. Because of this, an emergency hotline was created for residents to leave a message (if locked in) which then notifies several individuals who are ready to respond. Call 911 for medical or safety emergencies. **This hotline should only be used to report HOA-related emergencies.** Pool goers locked in more than once will lose pool access for the remainder of the current season.

STAYING IN THE KNOW: POOL CLOSURES

Pool closures are unavoidable and almost always on short notice. Inclement weather or maintenance/repair needs can pop up unexpectedly. Pool goer safety is the main priority when deciding when to close the pool. Residents should refer to Facebook or join the email list for the most up-to-date pool closure announcements.



We will no longer add a lock & chain to the pool gate nor hang Pool Closure signs. These methods force the pool to remain closed longer than needed as they require a person to physically be onsite in order to remove or unlock access. During pool closures, ENTRY key card access to the pool will be immediately disabled. EXIT key card access from inside the pool will only be available for the hour following the pool closure. Pool goers are welcome to wait out bad weather for at least an hour but will be asked to leave by clubhouse staff if the weather persists.

IMPORTANT UPDATES REGARDING ACCESS KEY CARDS

In July 2022, the community upgraded our security system which resulted in a change of access key card types. Old access key cards can be exchanged for a new access key card at no cost. Residents can bring their old key card to the clubhouse **7 days a week from 8am - 6pm until October 23rd** to receive a new key card.

You can determine if your access key card is old by the serial number printed on one side of the physical card. If your card starts with a set of 7 digits, then your card must be exchanged. If your card starts with a set of 5 digits, this is a new card.

If you need a new, additional, or replacement access key card, email **vicepresident@cschoa.com** or call Debbie Tribioli at (480) 820-3451 ext 201. There is a \$50 fee for access key cards which must be paid directly to Kinney Management before a new key card can be provided. Payments cannot be taken at the clubhouse.

Did you know? EVERY HOA NEWSLETTER IS AVAILABLE AT CSCHOA.COM

Every newsletter and community notice is available at CSCHOA.com under the Minutes & Newsletters menu. This content is open to the public. We strongly encourage homeowners who rent their properties to share this information with tenants. We do our best to mail newsletters to all residents, including renters.

Community newsletters are posted immediately after board approval to our private Facebook group and posted online at CSCHOA.com.

EXPRESS YOURSELF! WITHIN REASON

The board has made great progress with the first draft of our formal community design guidelines that will serve as a supplement to the existing CCRs. The goal is to allow for home personalization while maintaining the cohesive design of our community within structured, transparent, and enforceable guidelines. Subjects include:

- Exterior wall & above-the-garage decorations
- Front and side yard areas, including covered front patios & sidewalks
- Exposed patio areas (visible from the street or public walkways)
- Backyard areas
- Flags, signage, and window displays

The design guidelines are being reviewed by the board and will be provided to all residents (homeowners and renters) via mail after final approval. Homeowners will then have 30 days after receipt of the design guidelines to make necessary changes for anything that is considered in violation.

*NOTE: It is always advised to seek written approval from the board before making **any** changes to the front or side exterior of homes that may be in violation. Residents no longer need to complete and mail the Architectural Design Request form. Simply send an email to **board@cschoa.com** with attached pics and a brief description of your intended changes. If you do not have access to email, call Debbie Tribioli to submit your request by phone.*

NEED YOUR HOUSE NUMBER SIGN PAINTED?

Has your household received a violation to repaint the house number sign? Or are you ready to refresh your house number sign due to sun exposure or fading? Most professional painters will not quote a job that small so many residents have encountered delays in getting their house number sign repainted. Generous new board member volunteer, Cindy H., has led the charge to personally prep & paint house number signs when requested. Contact us at **board@cschoa.com** or call Debbie Tribioli to express your interest.

Did you know that you can replace your wooden block house number sign with something else?

The replacement must be complementary to the South Western style and stand out against the color of your house. Prior board approval IS REQUIRED. Send an email with an attached photo of the product to be purchased for consideration.

APPROVALS OFFER PROTECTION FOR HOMEOWNERS

All design/decor requests submitted to the board and approved will receive an official approval letter via mail from Kinney Management which **1) tracks the request** and **2) records the approval**.

Design requests will never be verbally approved.

ON THE HORIZON: NEW HOUSE PAINT COLORS !!

If you are considering repainting your home's exterior - **wait**. The board is actively reviewing new color combinations that offer a wider variety of South Western colors to be used for home, fascia, or accent. Approved colors will be shared by the 2023 February Annual HOA Community Meeting.

YOUR HOA HARD AT WORK - COMMUNITY UPDATES

This Fall marks the closure of several large scale and long term community projects. This means the board can now focus on planning the exciting opportunities for 2023! Check out the list below for what's happened since the last newsletter.

- Refocused vendor relationships for accountability over quality of work being provided
- Completed the security upgrade project
- Completed the community street top-seal project - *thanks to all residents for complying with our parking needs during scheduled project days!*
- Repaired damage caused by trespassers where police were involved
- Fixed & replaced several pool and spa components
- Completed the installation of missing parking & street signs
- Repeatedly treated clubhouse & pool areas for pests (bats, mice, and bees)
- Plugged multiple irrigation leaks that were exposed during the summer - *a long term project is in progress to replace our end-of-life irrigation systems*
- Contracted for masonry work to fix and repair badly damaged block walls (the tree whose roots were causing the damage was removed earlier this year and the grounds treated with root killer)
- Completed additional debris and landscaping clean-up from storm damage due to summer monsoons - *these efforts are ongoing to address long-standing drainage issues*

NOTE: New board member, Jackie L., is actively meeting with new pest management companies to handle advanced pest control and termite treatment as our current community needs are not being met.

A special thanks to new board member Earl B. who has proven to be a major asset to our community. He & his family moved into the neighborhood earlier this year and he immediately volunteered his (much needed) time & expertise to critical projects mentioned above.

WHO TO CONTACT WHEN IT MATTERS

Residents are reminded to contact the police for medical emergencies or noise complaints. The HOA does not enforce state and county laws pertaining to noise or fireworks. Neighbors should use the new Emergency HOA Hotline to report HOA-related emergencies. *For example: a resident contacted the hotline and emailed the board to report active flooding during the August monsoon rains.*

FIDUCIARY - NO ONE'S FAVORITE "F" WORD

The cost of EVERYTHING is on the rise. As an HOA community, we are seeing these increases across the board - and have been for the last 3 years. Pair that with 20 years of history. Vendor and contractor expenses have increased year-over-year.

The HOA has also had to complete long term investments for replacing and repairing materials that have simply passed their life expectancy. These much needed projects go a long way towards our community's future and towards protecting home property values. And the projects will continue into 2023 and beyond.

Thankfully, the stewardship of previous HOA board volunteers has generated a healthy reserve of funds to sustain our community needs. It is the fiduciary responsibility of the current board to continue these efforts.

The HOA monthly fee will be increasing to \$130 starting January 2023. The fee will then increase to in January 2024 and remain for 2-3 years following*.

This decision was not made lightly and the board completed due diligence before voting. Per our CCRs, the board has the authority to increase the monthly fee up to 20% each fiscal year. A thorough review of our annual budgets for the last 10 years was conducted to determine if our expenses match the present-day cost of living. It does not.

Here's a breakdown of the CSC HOA monthly fee history:

- \$115 from 2014 - 2017
- \$105 from 2018 - 2019
- \$120 from 2020 - 2022

Here's the average HOA monthly fees for similar communities in the Verde Valley area:

- Average \$75 - \$247 monthly for communities with no clubhouse or pool amenities
- Average \$230 - \$480 monthly for communities with a clubhouse, pool, and playground amenities

Increasing the monthly fees will replenish reserve funds for future projects or emergencies and will reflect the practical expenses required to manage our community. The purpose of the tiered increase over the next 2 years is to reflect planned additions & improvements to amenities throughout 2023.

The increase of monthly HOA fees will be discussed during our December community meeting. Homeowners will be involved in helping to make decisions regarding amenities and features to add value to our community and to put those HOA funds to work.

Make sure your input is considered as these improvements are planned - homeowners are encouraged to participate in the 2023 community survey and online polls.

**NOTE: The HOA will not increase fees in 2024 if community improvements and upgrades are not completed by then.*

FALL SEASON PLANTING DAY

Our Fall season planting day will occur on Saturday, October 15th. Due to budget overages for this year, efforts are limited to:

- Planting a few new trees
- Removing dead shrubs
- Placing red rock boulders in homeowner yards for added visual interest

NOTE: Our current landscaping company, AZ Botanical Gardens, is currently under review as they no longer meet the needs of our community. Interviews with local commercial landscapers are underway however staff shortages continue to impact the Verde Valley.

TO TOW, OR NOT TO TOW - THAT IS THE UNCLEAR QUESTION

As the year commenced, it brought along several issues and resident confusion regarding our CSC Towing Policy and Guest Parking rules. The current board met with the owner of Alpha Towing to address outstanding issues and changing rules. It was a productive meeting and affirmed our decision to align with Alpha Towing, who conducts themselves with professionalism and understands the impact to our community streets when vehicles need to be towed.

Enclosed is our updated **CSC HOA Towing Policy & Parking Guidelines**. These are also posted online at CSCHOA.com. Please familiarize yourself with these rules and share with visitors & guests. Landlords should provide these guidelines to tenants to avoid uncomfortable confrontations over parking and towing enforcement. It's recommended parking & towing issues be addressed in rental leases.

NOTE: The board is working with our web administrator to generate a digital community map with parking clearly marked as a resource for residents. It will be mailed to all homeowners and renters as well as posted online.

STAY CONNECTED

Your HOA wants to hear from all neighbors - homeowners or renters. We can't address what we're not aware of, so don't hesitate to reach out and share feedback.

- **Find us on Facebook**
- **Join our email distribution list**
- **Contact us by phone or email**
- **Submit Contact Form available at CSCHOA.com**



VIOLATIONS: THE HOA'S KRYPTONITE

The bane of the HOA's existence and the punchline for HOAs everywhere. Let's be honest - we don't want to send them, and you don't want to receive them. However, they are a necessary evil.

The **purpose** of every homeowners association is to establish rules for the neighborhood, maintain common areas, enforce the CCRs, and manage community repairs, improvements, or emergencies. The **goal** of every HOA should be to support rules that protect property home values and create a cohesive atmosphere that encourages neighborly living in a safe & welcoming manner.

Here are a few examples of the most common violations in 2022:

- Visible trash cans not put away by Monday morning
- Garage doors that do not match the house exterior color
- Unpainted lattice work
- Clutter or debris blocking patios & front entry ways
- Short term rentals
- Homes, fascia, or house numbers in need of repainting
- Unapproved exterior design/decor



With updated board-approved design guidelines on the way, it's important all residents are aware of the violation process currently in place.

Below are details to clarify how violations are managed between the HOA and Kinney Management.

- Residents can report potential violations by sending an email to **board@cschoa.com** or calling Debbie Tribioli - *photos are strongly encouraged to facilitate follow-thru*
- HOA board members attempt to contact the homeowner to address the violation before a letter is sent - *IF we have your contact information; see Page 3*
- Violations are any exterior or visible incidents not in alignment with the CCRs or that may present a safety hazard
- Onsite community tours are completed weekly by staff to identify new violations & confirm satisfied violations - *photos are taken to validate the violation and record when completed*
- Homeowners receive a violation letter via mail - tenants are not notified
- Access to the pool & clubhouse area is disabled until the violation is satisfied
- Homeowners have 14 days after receipt of the violation letter to contact the board or satisfy the violation - *it's recommended to communicate with us with a photo to confirm the violation has been satisfied to avoid additional letters and reinstate access to the pool & clubhouse*
- All violations are reviewed by board members before submission to avoid sending violation letters in error
- Homeowners can receive up to 3 letters before the violation is escalated

- If the violation is not satisfied within 45-60 days and no communication with the board has been made by the homeowner, the issue is escalated to the Kinney Management legal team and legal fees will be incurred - *these fees are the responsibility of the homeowner and will be added to HOA assessment statements*
- Unpaid HOA assessments, fees, or collections will result in loss of access to the pool & clubhouse areas
- Escalated violations give homeowners 30 days to satisfy before additional legal action may be taken
- In severe cases, legal action may require filing with the courts

WHAT TO DO IF YOU RECEIVE A VIOLATION LETTER

Contact the HOA.

Believe it or not, the HOA board is made up of people - *just like you*. We are your neighbors. We love our community enough to serve and represent the needs of all residents. Many times, a quick phone call or email to acknowledge the violation and communicate efforts to satisfy the issue are all that is needed to prevent further escalation.

As board volunteers, we become the stewards to fulfill the duties required of an HOA and to protect the property investment each of us has made in our community.



THANK YOU FOR MAKING IT THIS FAR!

The exciting changes planned for our community will be shared during the December Community Meeting on Wednesday, December 7th. We hope that you'll be an active part of the growing engagement from neighbors. If you see any of the HOA board member volunteers or staff onsite - be sure to say hello & introduce yourself.

CONTACT THE HOA

There are several ways to contact your HOA:

- ❑ **PHONE:** Call (480) 820-3451 ext 201 to reach Community Manager, Debbie Tribioli
- ❑ **EMAIL:** board@cschoa.com
- ❑ **WEBSITE:** Use the Contact Form located at **CSCHOA.com**
- ❑ **FACEBOOK:** <https://www.facebook.com/groups/cschoa>
 - ❑ *This Facebook group is a closed, private group for CSC residents only*
- ❑ **EMERGENCY HOTLINE:** Call (928) 316-6331 to leave a message for HOA-related emergencies