



# COMMUNITY UPDATE

## Cottonwood Square & Commons

— 2023 SUMMER UPDATE —

### HELLO NEIGHBORS & HAPPY SUMMER!

With the summer comes another Arizona monsoon season. Recent days have been long & sun-filled. We hope your summer is off to a healthy start!

Major changes are coming to our community. Please familiarize yourself with the ways in which the HOA communicates with its residents. We will be sharing important changes & announcements over the next several weeks.

### **We are changing property management companies.**

After nearly a year of careful selection & research, the HOA board has officially signed with HOAMCO as our new property management company. We are excited about the opportunities this means for our community. Continue reading for more details, including pool and neighborhood updates.

Please join us in August for the next community meeting - see below for details. All residents, homeowners and renters, are invited to attend and lots of information will be shared regarding this transition.

---

### CONTACT INFORMATION

For any immediate needs, use the contact information below until you are provided with new details.

- ❑ **PHONE:** Call (480) 820-3451 ext 201 to reach Community Manager, Debbie Tribioli
- ❑ **EMAIL:** [board@cschoa.com](mailto:board@cschoa.com)
- ❑ **WEBSITE:** Use the Contact Form located at **CSCHOA.com**
- ❑ **FACEBOOK:** <https://www.facebook.com/groups/cschoa>



## SAVE THE DATE! JOIN US FOR THE NEXT COMMUNITY MEETING

**Our next community meeting will be Wednesday, August 16th.** You are encouraged to join us in person at the clubhouse or via Zoom (phone or internet). If you are not able to attend, please check the website after 8/20 for the posted meeting minutes to stay in-the-know regarding upcoming changes.

### 5pm - 6pm

#### Meet & Greet with neighbors and HOAMCO

*Light refreshments will be provided. Game tables will be set up in the lounge room to encourage fellowship & connection. Helping hands can show up 20 minutes prior to help with table & chair arrangements. There are restrooms available at the clubhouse.*

### 6pm - 7:30pm

#### HOA Community Meeting

*The HOA board will lead an informative agenda to educate residents about benefits & features, new and old, and available services under the new property management company. Current requests, ongoing efforts, and upcoming projects will be shared with the community.*

### ZOOM ATTENDEES:


The Zoom call-in and meeting information will be posted on CSCHOA.com, sent via email to our resident email list, and posted to the closed Facebook group. **The Zoom call will begin at 6pm to kick-off the Community Meeting until 7:30pm.**

---

## COMMUNITY POOL REMINDERS

Residents have been enjoying the pool this year and responded well to an earlier season opening. As a reminder, the pool is open daily from 8am - 8pm.

All residents are responsible for the use of their pool key card, including access for any guests and/or tenants. Irresponsible or unsafe behavior will result in pool access being restricted. Use of your key card to allow entry for unknown persons may result in suspension of access to the pool. Alcohol and smoking is NOT ALLOWED within the gated pool area. Repeat offenders who abuse our community pool rules can lose access to the pool for the remainder of the 2023 season. If your key card is not working, email **board@cschoa.com** or call Debbie at (480) 820-3451 ext 201 to learn why.



## 2023 COMMUNITY UPDATES

The majority of the time spent by the HOA board volunteers since the February annual meeting has been focused on the selection and transition to the new property management company.

While the HOA is still making progress on neighborhood needs, many requests are on hold until our community is fully supported by the new company. Only urgent HOA requests will be prioritized during the summer months.


Here is what we've been up to since our Spring Update:

- Fixed garage door vandalism - *which was originally reported by a renter, thank you!*
- Handled several incidents at the pool involving restricted & unsafe behavior
- Increased to weekly vacuum services for the pool
- Ordering new pool signage now required by Arizona as identified by the city inspector during the June 2023 pool inspection
- Scheduled the street sweeper for monthly services in June, July, and August to proactively address debris build-up and potential blockages
- Our primary landscape supervisor of nearly 20 years, Teo, parted ways with AZ Botanical Gardens
- AZ Botanical Gardens applied fertilizer to our community landscaping
- Pursued violations for major issues, including broken windows, improperly disposed paint, and several unsightly junk-filled common areas
- On hold requests (*but ready & waiting for HOAMCO!*):
  - 16 community repairs needed
  - 41 landscaping requests waiting

---

## TRANSITIONING TO HOAMCO: OUR NEW PROPERTY MANAGEMENT COMPANY

Attendees to the 2023 Annual Meeting in February learned the HOA board was actively pursuing other options to service our local property management needs. Information about the new property management company can be found at **[www.hoamco.com](http://www.hoamco.com)**. Local property management companies were thoroughly vetted and HOA community references were contacted as a part of this long & arduous process.



## **IMPORTANT !!**

**Residents, both homeowners and renters, will receive mailed communications about these changes. We encourage you to join our email list and/or the CSC HOA Community Facebook group. These methods allow us to communicate changes or important dates efficiently (and for FREE). See the first page of the newsletter for all contact information.**

### **About HOAMCO**

HOAMCO is a locally established company based out of Prescott, Arizona. It's a family owned & operated company serving local northern Arizona communities for over 35 years. HOAMCO has a local office, only 20 minutes away from our neighborhood, and will bring their deeply established vendor relationships with local contractors, landscapers, and city regulators.

### **Why We Chose HOAMCO**

We considered 5 different local property management companies who serve residential properties. By far, HOAMCO exceeded them all in every area where current gaps were identified.

Here's a few more reasons:

- Support for handling homeowner requests will be centralized
- The monthly expense for the new management company is comparable to current fees
- HOAMCO agreed to lock in our rates for an additional year to help manage our expenses
- Every staff engagement throughout the last 9 months has been met with professionalism & quick action
- HOAMCO shared references for local vendors before any contracts were signed - showcasing their connections in the Verde Valley
- We'll finally have a local Community Manager to handle emergencies and manage vendors onsite
- They offer more benefits & services, including improved technology & reporting



## What This Means For You

### The Homeowner:

- Where you send your monthly HOA assessment will change
- How to submit requests & report issues/repairs will change
- The CSCHOA.com website will change
- If you rent your property, you'll need to provide contact information for your renters
- You will be communicated with regarding all of these changes via postal mail and email/Facebook
- We intend to have HOAMCO fully onboarded by August 1st
- You can continue to contact Kinney Management & Debbie Tribioli for your HOA needs - emailing **board@cschoa.com** is preferred

### The Renter:

- You should attend our next community meeting
- You will need to familiarize yourself with the new website once available
- We encourage you to join the email list or closed Facebook group
- You are encouraged to report issues or maintenance needs you see throughout the community
- You will receive mail sent to your CSC community address regarding any process, policy, or rule changes
- Renters will be included in any communications regarding design guidelines or new violation rules
- It's your landlord's responsibility to share our community CCRs with you and all related rules and guidelines - however these can be found on the website at CSCHOA.com

### The Property Management Company, Estate, or the like:

- Please read all HOA communications
- Where you send assessments will change, including the PO Box address
- We encourage you to reach out to **board@cschoa.com** to provide the properties you manage & share renter contact details
- You will be given new contact information to report issues or if you have questions

**JOIN US IN AUGUST TO LEARN MORE ~**

