

## **Accomplishments of VO Condo Board**

2002-2003

It is difficult to list all the items that were voted upon and passed by the current Board. It is difficult to list the activities investigated and discussed. The minutes of Board and Town Hall meetings are an inch thick and would take too much time if we were to summarize all of the subjects involved.

Long term planning was initiated under the direction of Dr. Hultsman of ASU. The initial phase consisted of focus groups made up of 400 residents followed up with small groups of approximately 100 residents. Over 1,200 residents filled out questionnaires. All of this was to highlight those areas where the lot owners thought attention was needed now and what direction the resort should be heading in the future. By April of this year the program should be completed and in operation. Your Board is excited and looking forward to this large step in meeting the needs of the next ten years.

The Planning Committee Policies and Procedures have been amended to put the responsibility for electing their chairman and vice chairman up to the committee members and to be chosen from the lot owner members only. The committee will be made up of five lot owners who will serve for four years, a Condo Board director and a Social Club director. This adds valuable permanency to the group rather than two officers who are vice presidents of their respective Boards but often can serve only one year.

A proposition was submitted by the Board and subsequently passed by the residents to lower the voting percentage from 66 2/3 to 60% to amend the governing documents.

The MRR fund was increased by \$100 per year to cover the increased costs of maintaining our resort. Condo fees were raised nine dollars per quarter to cover increased costs.

A separate department was set up to handle rentals. This has had great success and brings in substantial revenue to the resort.

The Administration building was remodeled to provide the Real Estate department a private entrance, space for the Rental department, a new location for the conference and copying rooms.

The Nachos building located by the back entrance has had a cement floor, R-30 insulation, shelving, and electricity installed to provide for very needed storage space. It is used as a document retention center as well as for other storage. This renovation freed up much space at the Administration building and the Recreation Hall that was greatly required. The Administration building is now open on weekends to provide better service to both our residents and those non-residents who may be interested in V.O.

A defibrillator was purchased and security guards trained on its use to provide life saving action while awaiting emergency paramedic help.

Mary Schmit, our general manager who was hired the previous year, was off and running with many innovations that had the support and financial backing of the Board.

In marketing, four-color brochures were developed featuring pictures of our beautiful resort and its activities. Advertisements were placed in many RV oriented magazines. The Website was greatly improved with new photos of park models for sale, prices, activities, maps, and much more. The Ambassador's club was revived to escort prospective residents through the resort. Employee recognition programs were initiated including employee of the month awards. Mary organized a manager's association of the valley's condominium resort managers to benefit the entire group by comparing contract prices and jointly experienced problems and their solutions. Buying maintenance supplies in bulk quantities was initiated to greatly reduce costs. A work order system was implemented to better control resort maintenance and is controlled directly by the manager.

New employees now have a background check as well as being tested for drugs.

Signs have been installed outside and inside the resort to attract potential new residents and to help guide visitors and guests through the park. They also serve to make it safer to travel within the complex.

The Board voted to register all golf carts so they could be identified by security when lost or stolen or parked illegally. Lights were installed in the RV storage area to make it safer. Two new bocce ball courts, as well as improvements in the paddle tennis and pickle ball areas, were approved with support of the Social and Condo boards. An MRR reserve study was completed. SRP installed new cables to carry our electric lines through all the main streets. This was done to correct many of our electric outages, particularly those that shut down the whole resort. It also simplifies locating the problem area when we do have an outage.

\$189,000 of road resurfacing was done which completed a five-year program to repair and upgrade our roads. We always will have road maintenance every year but the big job is over. Two tennis courts were resurfaced. Meetings were held with Satellite Television Systems to attempt to improve our TV channel selection but unfortunately after many meetings and input from the residents, it was decided that we could not improve it without losing present channels that were wanted by many residents.

New rules were implemented for the control of pets. To reduce costs, it was decided that credit cards would no longer be accepted for the payment of condo fees.

Internet access was installed at the Administration building and Recreation Hall for the benefit of our residents and renters. Duct work was repaired in the Recreation Hall ceiling that will have a great effect on A/C costs.

Summer landscape watering was reduced to 'City of Mesa standards' to substantially reduce the cost of water. A consulting company was engaged to determine the monies that could be saved through installation of water meters.

Town Hall meetings were redesigned to improve two-way communications between the Board and residents. A Muzak system was installed for those phone callers who are forced to wait for their party. They are entertained with music and information regarding the resort and its activities.

Decking was built around the Handyman building. Name badges have been designed and will be presented at the Town Hall meeting for resident input.

Security phones have been installed at the tennis and Hobby Center areas. I could go on and on with CC&R amendments and changes, new accounting procedures, and much more, but as you can see, it has been a busy year.

Thank you.

Compiled by Condo Board Vice President Bob Cole