

Bellasera Neighborhood News

March 2004

PRESIDENT'S NOTE:

At our regular January 26 meeting, the Board of Directors considered what actions should be taken in response to some homeowners' concerns, expressed at a mid-January special meeting, about the role and services provided by our property management company, CCMC, and the on-site Community Manager (CM), Janyth Martin. The special meeting was a follow-up to last November's Town Hall meeting.

Since then the Board, the CM, CCMC, and I (as President) have been working to define and implement certain actions which we collectively believe will elevate the overall level of service experienced by our homeowners.

CCMC has written to the Board committing to improved service and recommending several actions. In addition, CCMC has conducted an on-site audit by their corporate CFO to review all aspects (admin, financial, legal, etc.) of their operation here.

Actions being implemented include:

- The CM is increasing her presence in the clubhouse office by going directly to the office at 8:30 a.m. to check for phone calls, messages, or any emergencies between 8:30 and 9 a.m.; following up on urgent issues immediately; and then conducting out-of-office activities after 9 a.m.. She is also finding ways to reduce her off-site activities by having more supplies delivered and limiting visits to the CCMC office in Scottsdale to twice per month.
- The CM is committed to responding to every phone message within 24 hours. If this is not possible, CCMC will check her messages and respond for her.
- The CM is posting more information on her expected schedule, office hours and location.
- CCMC's phone number is posted with instructions to call them on urgent homeowner issues in case the CM is not available.
- For the time being, the CM will keep a record of time spent in and away from the clubhouse.
- We will re-emphasize the written "suggestion/comment" procedure, first initiated in January 2001, asking homeowners to fill out a form, available at

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MANAGER'S MEMO:

WHAT A PRETTY COLOR

Time to touch up paint around the house. Great. But what was the name of the color for the exterior wall? Hmm. Was it Solomon? Or was that the trim color?

Don't panic. There are a couple of places for you to check — including my office. I have information on the exterior and original interior colors for every house in the development. **And, remember, the CC&Rs require that exterior colors remain unchanged.**

Another place to look — if you're the original owner — is in the sales agreement summary you re-

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MEETING NOTICES

Board of Directors Regular Meeting

Next regular meeting will be **Monday, Mar. 22** at **6:30 p.m.** at the clubhouse.

Budget and Finance Committee

The Budget and Finance committee will meet **Tuesday, Mar. 16** at **4 p.m.** at the clubhouse.

Building and Grounds Committee

The Building and Grounds committee meeting will be **Monday, Mar. 8** at **3 p.m.** at the clubhouse.

Modifications Committee

The Modifications committee meeting is scheduled for **Wednesday, Mar. 10** at **5:30 p.m.** at the clubhouse. Modification applications are due no later than the Monday before the meeting.

Long Range Planning Committee

The Long Range Planning Committee will meet **Wednesday, Mar. 3** at **3 p.m.** at the clubhouse.

Activities Committee

The Activities committee will meet **Wednesday, Mar. 3** at **10 a.m.** at the clubhouse.

Communications Committee

The Communications committee will meet **Thursday, Mar. 18** at **6:30 p.m.** at the clubhouse.

SOCIAL SCENE

RESIDENTS' LUNCHEON: **Thursday, Mar. 18,** at **Alchemy, in the CopperWynd Resort, 13225 Eagle Ridge Drive, Fountain Hills.** The luncheon will be at **12 noon.** *Sign up before Mar. 15.* If you can't come after signing up or if you don't want to carpool, please contact **Ellie Broad** at **595-2955** as soon as possible. We will meet at the clubhouse at **11 a.m. to carpool.** **Maps will be provided.**

EVENING BRIDGE GROUP: **Wednesday, Mar. 10 and 24** at **6 p.m.** in the clubhouse. Join us for an evening of social bridge, normally on the second and fourth Wednesdays of each month. **Call Flo Kostel** at **488-0061** or **Bonnie Jones** at **595-6103** for information.

POKER NIGHT: Every **Tuesday** at **7 p.m.** in the clubhouse. If interested in playing, give your name to Community Manager Janyth Martin. **Contact Paul Broad** at **595-2955** or **Marv Lefkowitz** at **595-7738** for more information.

BOOK DISCUSSION: **Wednesday, Mar. 17** at **7 p.m.** in the clubhouse. The book to be discussed is **The Secret Life of Bees** by **Sue Monk.** **Contact Marge Segal** at **575-1776** if more information is needed.

GOLF: **Tuesdays, Mar. 2 and 30** at **The 500 Club;** **Tuesdays, Mar. 9 and 23** at **Dove Valley** and **Monday, Mar. 15** at **Tatum Ranch.** Please contact **Ellen Bornstein** at **575-9848** for tee times, cost and other information.

HIKE: **Thursday, Mar. 11, The Circumference Trail** at **Piestewa Peak** (one of the easier trails). The group will leave from the clubhouse at **8:30 a.m.** *Sign up at the clubhouse.* For additional information, contact **Vivian Kurtz** at **575-1391.**

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CREATIVE HANDS ART SHOW SET FOR APRIL 24

Bellasera artists and artisans will be showing and selling their work at the second Creative Hands art show and sale on Saturday, April 24 in the clubhouse.

There are a few more spots available to join the 14 artists that have already signed up for the event, explained **Janet Biondo.** She organized the event that was first staged last year. The artists must be Bellasera residents.

Contact Janet at **488-0259** for more information.

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HEALTH & FITNESS

YOGA CLASS: Yoga classes are conducted on **Wednesdays** and **Saturdays** at **8:30 a.m.** A great way to increase your strength, flexibility and attitude. Please contact our instructor, Valerie Neumann, at **575-7880** if you have any questions.

STRENGTH TRAINING: The class meets **Mondays, Wednesdays and Fridays** at **7 a.m.** The group would like to have new participants. This is a full body workout with stretching; you choose the intensity. Please be there 10 minutes before the class begins. **Cory Schidler** is the instructor.

POWERBALL PILATES: This new, energetic class is held on **Tuesday** and **Thursday** mornings at **8 a.m.** Instructor **Carol Enderle** offers a dynamic and challenging workout for all levels of exercisers. Contact **Carol** at **201-2385** if you have any questions.

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ST. PATRICK'S DAY DINNER TRADITION CONTINUES

A **St. Patrick's Day Dinner** with the traditional foods is set for **Sunday, March 14 in the clubhouse.**

The dinner, beginning at **6 p.m.,** will once again be prepared by **Joanne Anetsberger** and **Susan Loiselle,** our resident experts. This will be the third year they have teamed up to turn out the traditional corned beef, cabbage and potatoes. Also on the menu will be carrots, garden salad and carrot cake. The Activities committee will be providing the soft drinks and coffee.

A **\$10 per person fee** should be given to Community Manager **Janyth Martin** by **Wednesday, Mar. 10.** That is the sign-up deadline. **Please make checks payable to Bellasera Community Association.**

For additional information, contact **Joanne** at **595-2472** or **Susan** at **575-1202.**

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March 2004

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
City Bulk & Brush Collection Week	1 Strength 7 a.m.	2 Powerball Pilates 8 a.m. Golf Poker 7 p.m.	3 Strength 7 a.m. Yoga 8:30 a.m. Activities Cttee 10 a.m. Long Range Planning Cttee 3 p.m.	4 Powerball Pilates 8 a.m.	5 Strength 7 a.m.	6 Yoga 8:30 a.m.
7	8 Strength 7 a.m. Buildings & Grounds Cttee 3 p.m.	9 Powerball Pilates 8 a.m. Golf Poker 7 p.m.	10 Strength 7 a.m. Yoga 8:30 a.m. Bridge 6 p.m. Modifications Cttee 5:30 p.m.	11 Powerball Pilates 8 a.m. Hike 8:30 a.m.	12 Strength 7 a.m.	13 Yoga 8:30 a.m.
14 St. Patrick's Day Dinner 6 p.m.	15 Strength 7 a.m. Golf	16 Powerball Pilates 8 a.m. Poker 7 p.m. Budget Cttee 4 p.m.	17 Strength 7 a.m. Yoga 8:30 a.m. Book Club 7 p.m.	18 Powerball Pilates 8 a.m. Residents' Lunch 11 a.m. Communications Cttee 6:30 p.m.	19 Strength 7 a.m.	20 Yoga 8:30 a.m.
21	22 Strength 7 a.m. Directors Meeting 6:30 p.m.	23 Powerball Pilates 8 a.m. Golf Poker 7 p.m.	24 Strength 7 a.m. Yoga 8:30 a.m. Bridge 6 p.m.	25 Powerball Pilates 8 a.m.	26 Strength 7 a.m. Pot Luck 7 p.m.	27 Yoga 8:30 a.m.
28 City Bulk & Brush Collection Week	29 Strength 7 a.m.	30 Powerball Pilates 8 a.m. Golf Poker 7 p.m.	31 Strength 7 a.m. Yoga 8:30 a.m.			

MARCH IN THE GARDEN

By Pauline Marx

The last frost date for the valley is usually around March 15. Wait to prune frost-damaged plants and tender tropicals such as bougainvillea, hibiscus and natal plum until after mid month when new growth begins to leaf out.

It's a great time to plant cacti, aloes, agaves, citrus, roses, trees, shrubs, ground covers, vines, ornamental grasses, and warm-season vegetables. Visit local botanical and xeriscape gardens to see what the mature plants will look like.

Nurseries will be crowded this month with lots of gardeners looking for the best plants. Plan to get there early for the best selection and quality of warm-season transplants. (There may still be cool-season annuals for sale but think carefully before you buy them — they will be past their prime and will die when the weather heats up.) It's better to buy only warm-season annuals and the above mentioned plants now. Warm season plants include fast growing species such as Cosmos, Mexican gold poppy, blanket flower, Maximillian sunflower, Arizona poppy, red flax, blue flax, desert bluebell, moss rose, Goodding's verbena, and zinnias in the 'Profusion' series.

Watering Annuals

Maintain deep regular watering on established cool-season annuals as they finish out their life span. This is particularly important if you are saving seed from the plants.

Water all annuals deeply and more frequently as the weather heats up. Newly planted transplants need to be watered to a depth of 4 to 6 inches, which is usually every three to four days, but it is best to use a soil probe or rod to be certain.

Improve the soil in your vegetable and flower beds before planting. Spread 4 to 6 inches of compost on the top of the soil. If you do not have a compost pile of your own, compost is available at garden centers and places like Lowe's and Home Depot. Add a nitrogen and phosphorous fertilizer.

Desert soils contain plenty of potassium, so it isn't required, however a fertilizer that contains potassium will do no harm. If you have heavy clay soil, add soil sulfur or gypsum to improve drainage. Follow package instructions for fertilizer and soil amendments. Dig everything in 12 to 18 inches.

Wildflower Hot Lines

Some local gardens or parks offer their own wildflower hotlines for daily updates. The Desert Botanical

Garden's hotline, listing wildflower sightings around Arizona, is available in March through April. Call 480-481-8134 for the latest news.

Online sites such as the Wildflower Watch at desertusa.com/wildflo/wildupdates.html, also are helpful. Even if rains weren't plentiful this season, consider driving to such scenic sites as Saguaro National Park (Tucson), Lost Dutchman State Park (Apache Junction), and Organ Pipe Cactus National Monument (Ajo), where wildflowers grow among unique cacti.

* * *

(Questions about plants? Call me at **575-0404** or e-mail me at **PlantPerson@Prodigy.net**)

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ASSISTANCE AVAILABLE

Need someone to run an errand, file paperwork, or to drive you to an appointment? Bellasera resident **Anna Ingram** is offering a Personal Assistant service to residents. She prides herself on her organizational skills and uses past business experience to assist with the little things that often become a nuisance. Contact her at 595-0123 for more information.

Meanwhile, her husband **Grant** has grown his house sitting and handyman service into a full-fledged incorporated company — Grants Housesitting Service, Inc. Information is available on the clubhouse's back bulletin board or by calling him at 595-0123.

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NEWSLETTER DEADLINE

If you have meeting dates or articles for publication, please turn them in to the Association office no later than the 13th of the month.

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The newsletter editor is **Bart Sotnick**. He is available at **575-7040** or by e-mail at:

editor@azbellasera.org

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Neither the Bellasera Community Association nor its Board of Directors provides any warranty, express or implied, as to the accuracy, timeliness, completeness, merchantability, or fitness for any particular purpose, of any information contained in this newsletter in any form or manner whatsoever.

(President's Note — continued from page 1)

the clubhouse, noting an idea or concern, and submit it to the CM. She will investigate the idea of putting a slot in the office door or installing a Suggestion Box in the clubhouse.

- The CM will investigate improvements to her phone system (caller ID, call waiting, multiple phone "boxes", etc.) to improve service.
 - I will continue to meet weekly with the CM to review priorities and progress on Association matters. As a minimum we will use a management check list and will review activities for the prior week. She will bring to my attention any matters that could become issues.
 - The Board members will input an assessment of the CM's performance to CCMC management annually, using the CM job description as a benchmark. I have created and distributed to the Board such a review form for their use.
 - In addition, I will review the CM's performance informally with her CCMC management at least quarterly.
 - The CM and I will work with all committees to assure proper relations and support, in both directions.
- Some things to consider:

- One issue that seems not to have been well understood at the special meeting is the cost to the Association for an on-site manager. Although the Association's budget shows about \$59,000 annually, that is NOT the salary paid to the CM. That is what we pay CCMC for the service. Since she is THEIR employee, they must pay not only her salary, but also all overhead (employer's payroll taxes, vacation/holiday time, sick time, insurance, health benefits, etc.), and they charge us a small (about 5%) profit.
- Implementing some of the items mentioned above may result in slightly higher administrative costs (deliveries, phone improvements, Suggestion Box, etc).
- CCMC has confirmed that formal training (classes, seminars, etc.) for the CM have been and will continue to take place during normal work hours.

I expect these procedures to yield results. I believe you will continue to find Bellasera a well run community and a great place to live. Please direct any questions you may have to me, and I will be happy to discuss them with you.

— **Dick Chenault**

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(Manager's Memo — continued from page 1)

ceived from Dell Webb when you purchased the house.

Just give me a call, though, and I should be able to give you the details you may need.

— **Janyth Martin**

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CANDIDATES RESPOND TO QUESTIONS

At press time, applications from **Richard Chenault**, 7695 E. Pasaro Dr., (575-7947); **James M. Gleason**, 7235 E. Brisa Dr., (575-8155); **Bruce Martin**, 7620 E. Balao Dr., (575-7286); and **Thomas G. Rotherham**, 7321 E. Visao Dr., (209-1873) have been received. Their responses to the application form questions follow. They have not been edited.

Please provide a brief description of your qualifications and experience:

Mr. Chenault: Graduated US Naval Academy 1957. Served 20 years as officer in US Marine Corps. Masters Degree in Operations Research. Worked as program manager for Hughes Aircraft Systems Division for 18 years.

Mr. Gleason: Over 35 years experience in research development and engineering management positions for top 500 companies, including Eastman Kodak, Johnson & Johnson, Lever Brothers, and the Dial Corporation. Planning Board member for the Village of North Aurora, Illinois for 3 years. U.S. Navy-4 years. B.S., Packaging Technology, Michigan State University. MBA, Specialization in finance, Loyola University of Chicago.

Mr. Martin: I have worked in both government and private industries as a manager of community development and training programs nationally and internationally. My experience includes the areas of budget and finance, personnel administration, organization development, and training. International experience includes Director of Academic Programs in England, Denmark and Zimbabwe and Director of Peace Corps Training Programs in Zambia, Zimbabwe, Uganda and Poland. Stateside experience includes Director of Training for Standard Oil and associate professor at Denver Community College and Regis College, Denver. My qualifications for this board are personnel management, budget and finance, staff supervision, and policies and procedures development.

Mr. Rotherham: Member of the Board of Directors and Audit Committee of a public company and a private company. Recently retired as CEO of RSM McGladrey,

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JANUARY 2004 SURVEY RESULTS

As of Feb. 24, responses from 202 owners (56% of owners) had been received. Percentages shown are the share of respondents to each question in the survey.

Demographics

1. **96% live in their home, 4% lease it out**
2. **Owners have lived in their homes:**
 - a. <1 Yr.....7%
 - b. 1 Yr.....6%
 - c. 2 Yr.....12%
 - d. 3 Yr.....28%
 - e. 4 Yr.....21%
 - f. 5 Yr.....26%
3. **Owners live here:**
 - a. All year.....77%
 - b. Winter9%
 - c. Summer.....0%
 - d. Visit.....19%
 - e. Other.....4%
4. **Owners age groups:**
 - a. 21-40.....6%
 - b. 41-51.....12%
 - c. 51-60.....31%
 - d. 61-70.....39%
 - e. 71+.....13%
5. **Ages of school-age children at home:**
 - a. Too young.....1% (3)
 - b. K-7.....8% (17)
 - c. 8-12.....3% (7)
 - d. College.....6% (13)

Mid-Range Planning Topics

1. **Re-vegetation of the NAOS areas along Scottsdale and Lone Mountain roads**
 - a. Yes 71%
 - b. No 29%
2. **Gate Access Upgrade**
 - a. Yes 62%
 - b. No 38%
3. **Median Lighting**
 - a. Two 23%
 - b. Four 30%
 - c. None 47%
4. **Clubhouse Security**
 - a. Yes 42%
 - b. No 58%
5. **Pool Solar Heat**
 - a. Yes 53%
 - b. No 47%
6. **Camouflage Boxes**
 - a. Yes 62%
 - b. No 38%

7. **Clubhouse Barbecue**

- a. Yes 19%
- b. No 81%

8. **Benches**

- a. Yes 47%
- b. No 53%

9. **Golf Practice Area**

- a. Yes 21%
- b. No 79%

10. **Basketball Court Fencing**

- a. North 2%
- b. South 1%
- c. Both 15%
- d. Neither 83%

11. **Clubhouse Renovation**

- a. Yes 69%
- b. No 30%

About 37% of the forms received had written comments included. These are being reviewed individually by the Board and the Long Range Planning Committee, and those comments will be considered as well.

The Board will use the demographic data to help in future policy decisions. The LRPC will consider the results in finalizing its proposed plan for submittal to the Board in the near future.

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WANTED: NEWSLETTER EDITOR BACKUP

If you have a journalism, editing or publishing background — or even just a strong desire to help put together our community's newsletter, let us hear about it.

You can contact Community Manager Janyth Martin or the Communications committee. Keith Christian is the committee chairman.

SCOTTSDALE LISTS BRUSH AND BULK REMOVAL DATE

Scottsdale will pick up **brush and bulk items** in the Bellasera area **during the week beginning Monday, Mar. 1 and during the week beginning Monday Mar. 29.**

Brush and bulk items to be picked up should be at curbside by 5 a.m. at the start of the week. It will be removed during the week.

For more information, contact Solid Waste Management at **(480) 312-5600.**

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EVENTS AND MILESTONES

There's a brand-new resident of Bellasera — **Brydan Thomas Kaminsky**. He was born to **Carol** and **Derek Kaminsky** on Feb. 12 — their first child.

It's also a good season for grandparents.

Audra Breslin and **Lou Vigna** are celebrating the arrival of Audra's second grandson, **Jonah**, born in February to **Jessica** and **Raff Rippol** of Long Beach, CA. He has an older brother, Jordan.

For **Carol** and **Steve Padwe**, it's grandchild number five — but their first granddaughter. **Hannah Rebecca** was born in February to **Melissa** and **Scott Weigand** of Peoria, AZ.

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YOUR COMMUNITY

Board of Directors:

Dick Chenault — President
Dennis Lamb — Vice President
Al Ricciardi — Secretary
Robert Tack — Treasurer
Jane Hillerson — Director

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Current Committee Chairpeople:

Activities:

Budget: Paul Broad
Buildings & Grounds: Paul Anetsberger
Communications: Keith Christian
Long Term Planning: Melissa Price
Modifications: Jim Gleason

**

Community Manager:

Janyth Martin
(480) 488-0400
manager@azbellasera.org

Questions regarding your Homeowner's Association Account? Contact Capital Consultants Management Corporation (CCMC) — **(480) 921-7500**

**

Security/Front Gate: (480) 488-3663

**

Internet Web Site:
www.azbellasera.org

(Candidates — continued from page 5)

a \$700 million firm which is the fifth largest accounting/consulting firm in the US. CPA. Full-time resident.

Do you have previous experience serving on a Board of Directors/Committee for a Homeowners Association? Please indicate community/location, position and term.

Mr. Chenault: Served as member of Board of Directors (3 years) and as president for 2 years for a 87 member homeowners' association in Santa Fe, NM. Helped create a Water and Sanitation District in the Santa Fe area and served for 2 years as a Board Member and as Chairman/President of the District. Director on Bellasera Community Association Board and Association President since May 2000.

Mr. Gleason: Highland Shores/Highland Village, TX, member, 6 years Bellasera/Scottsdale, AZ, member/chairman, 2 years.

Mr. Martin: I am currently a member of the Modifications Committee for Bellasera. I served as Board Member for 5 years and President for 2 years of the homeowners' association at our previous home in Colorado.

Mr. Rotherham: No.

As a Board Member, on which particular aspects of the Bellasera Community do you intend to focus?

Mr. Chenault: Over the past four years, this community has established a reputation as one of the best in the Valley. People who live here, and those who come as visitors or potential homeowners, like Bellasera. I want to ensure that it stays that way. Specifically, I believe it is very important that financial and administrative functions continue to be correctly executed, that the association operates on a solid financial basis, that our common areas are well maintained, and that a sense of community is established. We have built a solid foundation. It is important that we continue to seek out the best people in our community to serve on the Board and on our various and highly valuable committees. I have worked diligently on the Board for four years and, as a retired, full-time resident will be able to invest the time I know this type of responsibility entails.

Mr. Gleason: Long range planning for the community.

Mr. Martin: I want to continue with the good work that our Board has already begun and emphasize the long-term planning for the community. We have a positive reputation with other community organizations and the real estate profession. Maintaining this image is a priority. Continued attention must be paid to modifications granted within the community so that we can maintain the current positive image and standard. My final focus would be directed towards the long-term stable financial and fiscal management of the community.

Mr. Rotherham: Financial, appearance.

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Bellasera Community Association
7350 E. Ponte Bella Drive
Scottsdale, AZ 85262
Janyth Martin
Community Manager
(480) 488-0400
(480) 488-2103 fax
Security: (480) 488-3663

BELLASERA PREPARES FOR ELECTION

Members of the Bellasera Community Association will **elect three new Board Members** at the Annual Meeting of the Association to be held **Thursday, April 8.**

Two of the three current members whose terms expire indicated they don't plan to run. They are **Dennis Lamb** and **Jane Hillerson.**

Interested members still have time to submit an application to the Community Manager. If it's received prior to March 3, answers to the form's questions will be included in the **Notice of Annual Meeting** to be mailed on **March 5.** The Candidate Application Form is available either from our Community Manager, or on our web site, **azbellasera.org**; click on "What's New."

Four candidates for the three positions on the Board submitted their applications by Feb. 25. **Their responses** to the application form questions begin on **page 5.**

A Candidates' Night is scheduled for Thursday, April 1.