

**Villa Milano Homeowners Association**  
**Report of Accomplishments for 2017-2018 and Priorities for 2019**



**Board of Directors**

President, Karen Siderelis

Board Member and Architectural Control Committee Chair, Susan Shea

**Declarants**

Jon Thomas

Eric Minshal

**Association Management**

Association Manager, Lorna De La Ossa

Onsite Attendant, Dan DeRosier

## **Report of Accomplishments for 2017-2018 and Priorities for 2019**

The Board of Directors is pleased to present this report of accomplishments and future priorities for Villa Milano. Our goal is to provide homeowners with timely information. The report contains information to be discussed at the Annual Meeting being held February 27, 2019. It describes the current state of our management, governing documents, common areas, homeowner communication, financial status and property ownership. The report also describes Board priorities for 2019.

### **HOA Board and Management**

#### **Board**

The HOA Board continues to be controlled by the Declarant who appoints board members, as described in the Covenants, Conditions & Restrictions (CC&Rs) for our neighborhood. In 2017, the declarant appointed two homeowners to the board (Susan Shea and Karen Siderelis). The current board will continue to serve through 2019. The Board also serves as the Architectural Control Committee.

#### **Management Company**

Upon resignation of the management company for Villa Milano in September of 2018, the Board retained the services of Bidegain Reality as our HOA management company. Lorna De La Ossa is our new Association Manager.

#### **Onsite Attendant**

In February 2019 the Board terminated the existing contract for janitorial services for the ramada and pool area. Using funds budgeted for these services, an onsite attendant was hired as an independent contractor. Dan DeRosier has taken over responsibility for routine maintenance of the ramada and other common areas, as well as assisting with monitoring compliance with the CC&Rs. This resulted in greater services at a lower cost.

### **Service Providers**

#### **Janitorial Services**

As described above, the contract for janitorial services was terminated February 2019 and the onsite attendant has assumed those responsibilities. Under the former contract, we received weekly cleaning services. With the new arrangement, the area is being inspected and cleaned twice per week and problems (e.g., clogged toilet) are being addressed immediately.

## Pool Service

The contract for pool services also was modified in February 2019. The service visits were reduced from twice per week to once per week for the months of October-March. The onsite attendant will check the pool chemical levels on the off weeks.

## Landscape Services

The Board negotiated a new contract for landscape services that includes weekly maintenance and two pre-emergent weed treatments per year of common areas. The Board actively monitors contractor performance and provides direction on a weekly basis.

## Street Sweeping

The Board maintains an existing contract for street sweeping and cleaning that provides quarterly service.

## Legal Services

The HOA Board receives legal support from one of the foremost legal firms specializing in HOA law in Southern Arizona. They have, and will continue, to advise the Board on governing documents, CC&R enforcement, delinquent accounts, as well as emerging local, state, and federal law. This has been especially critical with numerous issues related to opening of the pool and ramada. The legal firm conducts complimentary workshops for board members of its clients that focus on legal challenges in HOA management. The Villa Milano Board attends these workshops.

# Governing Documents and Enforcement

## Governing Documents

During 2017-18, the Board developed a number of governing documents and related forms that provide clarification and detail about the neighborhood's CC&Rs and that keep the HOA in conformance with the laws of Arizona. These documents are posted on the new Villa Milano website created by the Board and include:

- Architectural Rules and Standards for Homeowners
- Rules for Garage Door Repair and Maintenance
- Landscape Standards for Homeowners
- Landscape Standards for Common Areas
- Collection Policy
- Enforcement Policy and Fine Schedule
- Pool and Ramada Guidelines and Rules
- Procedure for Disabled Owner to Request Reasonable Accommodation
- Architecture and Landscape Request Submittal Form
- Ramada Reservation Procedure and Agreement Form

## CC&R Enforcement

Working with the management company, the Board has placed an emphasis on monitoring homeowner compliance with the CC&Rs for a wide range of issues including those related to maintenance of properties, health and safety of the neighborhood and, requirements of the law. These efforts include routine site inspections, violation notices, and reminder cards for violations of rules about waste container storage and street parking. The Board also handles frequent and numerous complaints from homeowners about these enforcement concerns. In most cases the complainant homeowners wish to remain anonymous and the Board takes the responsibility for official notifications.

## Architectural Request Approval Process

The Board has overseen the architectural request approval process and dealt with issues related to awnings, walls, paint, doors, garage doors, satellite dishes, privacy panels, and landscaping.

## Common Area Improvements

### Landscaping

In addition to overseeing performance of the contract for weekly landscape maintenance the Board has:

- Negotiated two pre-emergent weed treatments per year of common areas
- Orchestrated a major landscape cleanup to deal with years of debris and packrat infestation
- Installed landscape light to highlight entrance monument
- Implemented erosion control with riprap installation at the east side of the ramada at the Sin Envidia road buffer near the south entrance
- Collaborated with Sin Vacas on an erosion control/riprap project at the north Sin Envidia road buffer
- Removed nuisance and invasive plants throughout the common areas
- Cleared the basins and monitors for weed control
- Installed landscape plants and boulders at the ramada for beautification
- Investigated options for dealing with the neighborhood crisis of oleander gall
- Developed a relationship with Tucson Water for landscape maintenance of their property
- Developed a relationship with Brookdale to negotiate landscape maintenance responsibilities

### Hardscape

- Secured the old water well building as required by the Sin Vacas Board
- Arranged painting of mailboxes, guard railings, street signs and entrance monument
- Replaced the Fiori road sign
- Repaired stonework at the entrance monument and the Fiori cul-de-sac

## Homeowner Communication

The Board initiated new means of communicating with homeowners including:

- Created the Villa Milano Website (Visit the website at [villa-milano-hoa.site123.me](http://villa-milano-hoa.site123.me))
- Implemented a regular email-based newsletter of neighborhood news
- Created a blast email process
- Conducted a homeowner preferences survey
- Held an open Board meeting

## Property Ownership

A summary of Villa Milano property ownership was prepared based on Pima County public records. (See handout). As of February, 2019 there 74 parcels and 74 lots (not directly comparable) in Phases I and II.

Of the 46 lots in Phase 1, 38 are built homes and one home is under construction. Five of the vacant lots are owned by the declarant and two have been sold. Two homes are on the market for resale and one is abandoned. Twelve of the 38 built homes were resold in the last three years – one was sold twice – representing more than 30% turnover in ownership.

## 2019 Priorities

The following priorities will be addressed in 2019:

1. Increase the assessment fee (2020) to cover increasing overall costs, costs to maintain the ramada and pool, and costs for needed repairs in the common areas as well as to increase the reserve fund. Note: the assessment has not been increased since the ramada and pool were opened for use.
2. Paint and repair the perimeter walls and fences. This improvement will be billed to individual homeowners per provisions in the CC&Rs.
3. Make repairs to the ramada walls, pool area and entrance monument.
4. Resurface streets in collaboration with Sin Vacas.
5. Beautify the north entrance. (Need volunteers)
6. Invest reserve fund to increase earnings. (Need volunteers for advice)
7. Develop a plan for long-term maintenance of common areas and conduct a reserve study. (Need volunteers)
8. Conduct a records improvement project. (Need volunteers)
9. Conduct an ARC compliance audit.
10. Renegotiate the landscape contract to include weed control in sidewalks, investigate options for community-wide weed control, and cost reduction.
11. Update the homeowner directory. (Need volunteers)

## Summary and Message from the Board

This has been both a satisfying and a challenging two years for the Board and homeowners. While the community continues to look better month by month, we have experienced a high number of resales resulting in many new homeowners who are not familiar with our CC&Rs and the community norms. Additionally there continues to be a small number of homeowners that fail to maintain their property in satisfactory condition. As the neighborhood ages, the common areas are in increasing need of attention and investment. Lastly, we face the ongoing need to balance the concerns of homeowners with ensuring the design concept of the declarant is maintained. That being said, we are pleased with the progress of the Board and the community.

The Board is committed to ensuring that Villa Milano is a premier community and that our property values are maintained. Homeowner opinions always will be considered and we will make decisions based upon what is best for the majority and conforms to declarant expectations. The Board encourages you to communicate with us whenever you have concerns, questions, or need actions to be taken.