



# VILLAS VOICE

## NEIGHBORHOOD NEWS

### AUGUST 2023

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The last few months have been an interesting time for your Board of Directors.

Having gone through the process of reviewing service providers for management of our community, the decision was made to leave Cadden as our Community Management Company and use FirstService Residential effective August 1, 2023.

All homeowners should have received a welcome package from FirstService as well as emails from FirstService and your Association regarding the transition.

Please review the information you have been sent. There are changes and actions you need to take regarding the transition. In particular you need to take actions regarding your monthly dues assessments.

There is detail in this edition related to the transition.

Please remember there may be some bumps in the road. Your Board and FirstService are committed to addressing issues quickly.

We look forward to dealing with the professional staff at FirstService.

Your Board of Directors

# Paint & Exterior Maintenance Committee August Report

## **CONCRETE REPLACEMENT ISSUES**

This project is primarily completed, with one issue still to be addressed.

## **ROOF ISSUES**

The 2023 Underlayment Replacement is completed. Particular attention is being paid to the prevention of packrat access to the attics. While there is no guarantee that the sneaky little devils will not get past the efforts being made, a lot of research has been done to determine the best method which is being employed by our roofing contractor.

Roof underlayment replacement will continue in 2024.

## **PAINTING SCHEDULE**

The 2023 Painting Schedule is completed.

There are 26 villas scheduled to be painted in 2024.

## **HOMEOWNER'S EXTERIOR MAINTENANCE**

Snowbirds need to be aware that the exterior of your villa looks more lived-in while you are away if the debris from nature – dead leaves, acorns, sticks, rocks - are removed from the sidewalk, entry way and driveway. If you have a house watcher, it's to your benefit to make sure that they take care of this.

## **SERVICE REQUEST**

Any work contracted by the Maintenance Committee can only be done if there is a Service Request in place. Forms can be accessed through the Villas website or through your FirstService Connect Account at <https://saddlebrookevillas.connectresident.com/>

## **WE ARE VOLUNTEERS**

Just a reminder. All of the HOA board, the committee chairs and the committee members are volunteers. We, too, retired to SaddleBrooke and would love to have more time for our retirement activities. Most of us work at our non-paying jobs 20 to 30 hours a week. You are one of 213 villas homeowners. If we don't get back to you immediately, be patient.

We welcome volunteers.

Sue Ryan, Committee Chair 708-602-3808 or [m.sueryan@att.net](mailto:m.sueryan@att.net)

(I no longer have the 520-825-2648 landline.)

# SOCIAL COMMITTEE

The Black and Red event held in the street on Serenity on April 17 was a roaring success. The sandwiches from Beyond Bread were absolutely delicious. The winners of the raffle were: Karen Stott, Roberta Hafvenstein (twice), Phyllis Neumann and Jack Sheerin. Success to all next year. We had over 60 attendees. Thanks to all the Social Committee members for making this such a success!!

In May, to celebrate Cinco de Mayo appropriately, we raised a glass at the Guadalajara Grill on Oracle. Some of us were disappointed in the food, but ---- the margaritas were GREAT. We had about 17-18 attendees. Thank you Carol

Our 4<sup>th</sup> of July celebration was held 7/5 with lunch for all residents at the Ranch. Thank you Deitra

The Social Committee took off the month of June, but will soon be in full swing.

In August we will be able to choose the date for our Holiday Brunch, to be held once again at the Activity Center.

Arlene Housmyer, Publicity  
Villas Social Committee

happy labor day!



**Join the Villas  
Labor Day  
Celebration!**

**Saturday,  
September 2nd  
5 to 7 pm**

**HOA 1 Tennis  
Pavilion**

**Sloppy Joes with  
all the sides will  
be furnished!  
Just BYOB!**

**Please RSVP by August 30th to Sharon Ingle  
[sharon21044@gmail.com](mailto:sharon21044@gmail.com) (701) 388-1395**

**A 50-50 Raffle will be held  
with proceeds divided between the Social Committee  
and the winners of the drawing!**

2023 Social Committee Members: Sandy Bailey, Phoebe Bax, Deitra Bjornethun, Pat Carlson, Linda Davis, Roberta Hafvenstein, Arlene Housmyer, Sharon Ingle, Debbie Keefer, Kathy Kontos, Fran Meckler, Genie Reardon, Carol Shiplock, Mary Vinje and Donna Webber.

# FIRSTSERVICE RESIDENTIAL

## Q&A'S

Q. Why was the switch made?

A. *We had experienced issues with Cadden related to Property Managers, financial reporting and service request management, which the Board felt was becoming problematic to our Association.*

Q. How do I find out about changes which may impact me?

A. *In addition to material which FirstService has sent to homeowners, there was a meeting related to the transition. An in person meeting was held August 8th for homeowners. Plans are currently being reviewed for future ZOOM meetings. This Q&A section on our website will also be updated as questions relative to the community are received.*

Q. Will the way I submit a Service Request change?

A. **Yes.** *Service Requests will be submitted through the FirstService online program called Connect Resident. Instructions have been sent regarding enrollment in this program.*

Q. Will the change mean an increase in our dues?

A. *While there are many factors having an impact on the dues, including possible increases, the switch to FirstService by itself is not anticipated to create an increase.*

*The last three years have shown a decline in homeowners willing to volunteer for committee work. With reduced volunteer assistance, the Board will be looking for a change in the assistance provided by our contracted management company. The additional services will mean an increase in expenses. This increase would happen regardless of which management company we use. The Board felt FirstService is in a better position to service our future needs.*

### **BILL PAYMENT QUESTIONS**

**Our previous management company, Cadden, will be providing homeowner information, payment and balance status information to FirstService after August 1. This means FirstService will not have the homeowner or balance information in order to bill prior to August 1. In addition, there may be late July payments being sent to our previous bank. This information will be sent to FirstService and will be entered to your account.**

**Billing information has been sent to homeowners.**

# FIRSTSERVICE RESIDENTIAL

## Q&A'S

**FirstService has billed everybody the August \$230 monthly assessment regardless of your balance. This billing will probably occur on or around August 15. The September billing may also be delayed.**

**August payments received prior to September 30, will NOT be considered late. Similarly, the payments for September will be treated in the same manner.**

**Please see below for further clarification.**

Q. Will my method of payment change?

A. **Yes.** *Regardless of how you are currently paying, there will be a change. You will continue to receive a monthly billing statement, either by mail or electronically.*

*If you are paying by check, the mailing instructions will be on the billing statement.*

*If you are paying through YOUR banks bill pay system, YOU must change the receivers information. Please remember most of these payments are sent by check. Please allow sufficient time for the payment to reach our bank in a timely manner.*

*If you are currently on auto pay where our previous bank (Alliance) and Cadden pulls the payment, you will need to setup a new payment in your FirstService Resident ClickPay account.*

Q. To whom do I send the Aug. 1st HOA dues? I would like to get that set up so I'm not in arrears.

A. *You will be receiving payment instructions from FirstService prior to August 1.*

Q. I have paid my monthly dues in advance. Do I have to take any action? Will the monies transfer?

A. *The monies will transfer to FirstService accounting. No action should be required on your part. However, the prepayment will not be reflected on your August billing, and possibly the September billing.*

Please remember, payments are due on the first of the month. There is a grace period of 10 days before a bill is considered past due. The day the payment is **received**, not the day it is mailed, is used for past due calculation. If you are using a bill pay system through your bank, most of these payments are made by check. Plan on setting the payment date as the first, or earlier, to avoid delays in the postal system. The same is true if you are mailing a check.

# FIRSTSERVICE RESIDENTIAL TRANSITION

If you have not received a Welcome Letter and Package from FirstService Residential, please contact FirstService as shown below.

## **Important Contact Information**

Transition Team: available to assist in setting up accounts and general questions you may have about the transition. 480.551.4371

Tucson Local Office: 520.219.4520, press 0 to be connected to this office during normal office hours

Customer Care: Available 24/7 to report after hours or weekend urgent issues, 855.333.5149

Dawn Lee, Community Manager: 520.200.6007, [dawn.lee@fsresidential.com](mailto:dawn.lee@fsresidential.com)

Barbara Rico, Assistant Community Manager: 520.200.6006, [barbara.rico@fsresidential.com](mailto:barbara.rico@fsresidential.com)

There is further information on the Villas' website ([sbvillas2.com](http://sbvillas2.com)) regarding assistance and how to's.

- Example of Welcome Letter
- Welcome Packet
- eStatement Quick Reference Guide. How to setup receiving a monthly electronic bill rather than a paper billing.
- Connect registration and log in. Connect is the website used for looking at your personal information, Association Information, and Service Request submissions.
- ClickPay user guide. ClickPay is an electronic payment system you can use for your monthly dues assessment payments. This method of payment is recommended, but not required.
- ClickPay step by step guide.

# FirstService Residential Service Requests

If you have an issue with your villa that is a covered service of the Villas' Association, please submit a Service Request through your Connect Resident Account.

Sign into your Connect Resident Account. The Dashboard should be displayed. If it isn't, click on the menu icon, 3 bars, on the upper left of the screen. Select Dashboard. Select the Service Requests box next to the calendar.

Your address and contact information should be displayed. Click on the Category line. A drop down box should appear. Select a category, complete the description area with adequate information related to the issue/request. Attach pictures or documents if appropriate. When done, click Submit in the lower right hand corner.

Please use this method whenever possible. We know it works as we are already processing requests this way.

If you are unable to use this method, or it is an emergency situation, you may call, or email, our Community Manager or Assistant Manager. Their information can be found on the last page of this issue. There is a 24/7 call center available. Please use this for emergency issues after normal hours. 855-333-5149

## LANDSCAPING / TREES

The overall direction for plants is to reduce the number of plants maintained and watered. If you have plants which make sense to remove, please submit a Service Request.

We continue to monitor our irrigation systems. If you notice a leak, please submit a Service Request. If the leak is creating a safety issue, please see above for contact procedure.

Northwest Landscaping has experienced turnover on their crew servicing the Villas, including Zach, the lead crew person. Northwest is working hard to maintain our service levels. A weekly map of the lots being serviced is available on the Villas' website ([sbvillas2.com](http://sbvillas2.com)) under Homeowner Documents, Landscape Reports.

The annual tree trimming project has been completed for 2023.

# REMINDERS

## BIRD / WILDLIFE FEEDERS

Feeders of any type (except liquid humming bird feeders) are not allowed in the Villas. These feeders attract mice and rats, which in turn attract predators like coyotes and bobcats. Please remove any feeders currently on your property.

## PETS

Your pets should be attended by your presence any time they are outside. Javelinas, coyotes, mountain lions, and bobcats have all been recently sighted in the Villas area. These native animals are all a danger to your pets. Pets are to be leashed when off your property.

## WIND CHIMES

Wind chimes are not allowed in the Villas. While the sound may be pleasant to you, they may be an irritant to your neighbors. Please remove any wind chimes on your property.

## WOOD BURNING DEVICES

Wood burning devices including, but not limited to, fire pits, grills, pellet grills, smokers, are not allowed in the Villas. Please remove if you have any of these devices.

## **Important Satellite Dish Information**

Satellite dish installation in the Villas does not follow the same guidelines as in the single family homes. Because the Villas Association covers the cost of most exterior maintenance and repair, installation on the roof is not allowed. Securing the dish on a metal sled is also prohibited.

The Villas Satellite Dish Permit form has been revised. If you are planning to have a dish installed or are changing providers, please contact me and I will email the new form to you.

I will always try to meet the installer at your villa to be sure he plans to follow our rules. If the dish is not installed properly and it has to be changed, the company charges you \$50 or more to move it. We try our best to avoid this.

If you have questions, please contact me at [teddy1putt@gmail.com](mailto:teddy1putt@gmail.com) or 825-5746.

Thanks for your cooperation,  
Ted Johnson



# Pest Treatment Schedule

Effective January 1, 2023

Pest Treatment: All treatments occur on Wednesdays starting at 7:00 AM during March through October and 8:00 AM during November through February.

## **Odd Months: (Jan, Mar, May, July, Sept, Nov) 1<sup>st</sup>, 2<sup>nd</sup> 3<sup>rd</sup> and 4<sup>th</sup> Wednesdays of the month.**

- 1<sup>st</sup> Wednesday cycle for the year starting: January 4, 2023 Unit 35 Lots 1 thru 26
- 2<sup>nd</sup> Wednesday cycle for the year starting: January 11, 2023 Unit 35 Lots 27 thru 52
- 3<sup>rd</sup> Wednesday cycle for the year starting: January 18, 2023 Unit 35 Lots 53 thru 80
- 4<sup>th</sup> Wednesday cycle for the year starting: January 25, 2023 Unit 35 Lots 81 thru 106

## **Even Months: (Feb, Apr, Jun, Aug, Oct, Dec) 1<sup>st</sup>, 2<sup>nd</sup> 3<sup>rd</sup> and 4<sup>th</sup> Wednesdays of the month.**

- 1<sup>st</sup> Wednesday cycle for the year starting: February 1, 2023 Unit 35 Lots 107 thru 133
- 2<sup>nd</sup> Wednesday cycle for the year starting: February 8, 2023 Unit 35 Lots 133 thru 141 &  
Unit 35 A Lots 1 thru 19
- 3<sup>rd</sup> Wednesday cycle for the year starting: February 15, 2023 Unit 35 A Lots 20 thru 43
- 4<sup>th</sup> Wednesday cycle for the year starting: February 22, 2023 Unit 35 A Lots 44 thru 72



## Board of Directors

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## Community Association Manager FirstService Residential

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Every Wednesday,  
the Villas Happy Hour is at the



Start time is 4:30 pm, but plan to arrive earlier  
to avoid any last minute seating confusion!