



Newsletter August 3, 2021

### **Board news from July 20<sup>th</sup> Meeting**

Jason Christoff was appointed to the board, giving us a full board of five members. Jason brings experience as a project manager and a keen mind to the Board. Prior to becoming a board member, he volunteered for the Construction Committee and is making a substantial contribution to it. Welcome, Jason.

The Board appointed Joe Brada Chair of the Rules and Regulations Committee and Perrine Butters as committee member. They are currently reviewing rules and regulations, compiling all into a workable document that will serve our community for years to come.

All committees and Board members are signing their respective charters and the Code of Ethics (below). Open meetings, newsletters, and commitment through such documents help us maintain transparency.

### **Decisions. Decisions.**

Over the past week, you have witnessed the tree trimming and removal process. What you have not seen is the decision-making process. Here are criteria for removal of trees.

1. The root system is causing damage to buildings and walls.
2. The tree contains thorns which make branches hazardous when dropped or trimmed. Thorns add exponential cost to the trimming the tree.
3. The tree is messy, affecting roof and scupper integrity, pool cool deck, pool electrical elements, and aesthetics.
4. Tree branches have broken causing the tree structural imbalance, threatening potential damage to nearby buildings in windstorms.
5. The tree is diseased or dead.

Trees and vegetation will be replaced once the new irrigation system is completed and the weather is more favorable to the survival of the new plantings.

### **Recognition**

Marty Brandt has served our community in many ways through the years. Lately, he has shown commitment in a different way. In the common area beside the pool, some of the vegetation around the fountain wall was no longer surviving. Marty spent hours removing a patch of dead plants. He also has removed suckers from the agaves and planted them to help fill in the area. Thank you, Marty!



## Work Orders & Roof Leaks

The monsoons are met with love & hate when living in Arizona. We are so thankful for the moisture we receive, but we definitely despise the roof leaks that occur. As we have received several calls & work orders regarding roof leaks over the last few weeks, we thought it beneficial to provide an overview of the work order process.

**When a roof leak occurs, homeowners may report these in 3 different ways** (this process applies to any type of work order):

- submit a work order online through the [MyAccount Portal](#),
- send an email to Preferred Communities at [info@gothoa.com](mailto:info@gothoa.com)
- call Preferred Communities at 480-649-2017

If the homeowner emails or calls Preferred Communities, a work order will be entered online by Preferred Communities, allowing homeowners to track the status through the MyAccount Portal.

### **A few things to keep in mind:**

- work orders and emails are **not** monitored 24/7. If you have an after-hours emergency, please call 480-649-2017 and follow the prompts to leave an emergency message with the answering service. Your message will be returned as soon as possible.
  - Follow up your emergency message by emailing pictures of the damage to [info@gothoa.com](mailto:info@gothoa.com).
- Roofing vendors will **not** get on the roof while it is raining. In fact, most times, they must wait until the flat roof dries out before starting any repairs. So, if the roof leak occurs at 2am on a Saturday morning, vendors will not come out until the following week, unless the roof is in eminent danger of caving in.
- The inside of the units are the responsibility of the homeowner. You will need to contact a remediation company or contractor to repair the damage.

### **When reporting a roof leak, please include the following information:**

- Location of the leak inside the unit, be as specific as possible
- How long it has been leaking
- Pictures of the damage to your unit

### **Vendors**

When a roof leak is reported, Preferred Communities contacts Roofing Southwest, with whom the roofs are under warranty. If the leak is due to a scupper or parapet wall, a different vendor will be contacted. Hence, why it is so important to provide as specific information as possible when reporting the leaks. Time & frustration is saved by sending out the correct vendor to begin with.

Preferred Communities is here to work with you. When reporting a roof leak, please be patient with the team member assisting you. There is only so much the team member has power over, but we will do everything we can to assist in getting your roof repaired as soon as possible. Unfortunately, Preferred Communities nor The Pueblo have the power to force a vendor to the property within a particular timeframe. Vendors work in the order that the leaks are submitted. We will keep you updated as we receive updates from the vendors.

**On a bright note:** during the July Board Meeting, the Board approved an ongoing maintenance bid from Roofing Southwest, which will help prevent leaks in the future. We will keep you informed when the maintenance is scheduled.

**CODE OF ETHICS AND CONDUCT FOR COMMITTEE MEMBERS OF  
PUEBLO AT ANDERSON SPRINGS ASSOCIATION**

**WHEREAS** the Board of Directors has the authority and responsibility to make decisions that are in the best interest of the community, and;

**WHEREAS** the volunteer committee members of the Association are responsible to exemplify behavior conducive to the best interests of the community,

**The Pueblo at Andersons Springs Community Board of Directors** hereby adopts the following rules of conduct and standards of behavior that are applicable to all Committee members serving the community;

1. Committee members will use best efforts at all times to make decisions that serve to protect and enhance the safety and property value of the residents.
2. Committee members will not engage in any public writing, publishing, or speech making that slanders any member of the Community or Staff.
3. Committee members will not misrepresent facts or pressure the Board or Committee to advance a personal or political cause, or to benefit themselves financially. Any conflict of interest with community vendors / service providers must be disclosed to the Board.
4. Committee members are prohibited from making any commitments, agreements or contractual obligations on behalf of the Association that have not been duly approved by the Board.
5. Gifts, Gratuities, Commissions or Fees and Events: The Pueblo at Andersen Springs forbids the receipt or distribution by Committee members of gifts, entertainment, cash or other favors from existing or prospective vendors or suppliers because such receipt or distribution can create the appearance of undue influence on or by the Committee member. No Committee member may accept any unearned fees or other forms of remuneration that may actually be, or appear to be, a conflict of interest.
6. Committee members will not interfere with any business or social activities of the community (staff, vendors, contractors, community events, private event rentals, etc.). Except for emergency situations, all communications will go through designated representatives of the Board or the Management company. Participation in community events does not constitute interference.
7. Committee members will treat others with dignity and respect while performing duties or discussing business pertaining to the Committee, understanding that they represent the face of the community.
8. Committee members will protect the confidentiality of community business, except as required by open meeting laws, as well as the personal confidentiality of other Board and Committee members, residents and Management.
9. Committee members will conduct themselves in a professional manner at all Board and Committee meetings. Personal attacks against anyone are prohibited. It is understood that differences of opinion occur and are encouraged, but opinions should be expressed in a clear, concise and professional business manner.

By initialing below, you are indicating that you have read and understand the Code of Ethics and Conduct for Committee Members and agree to abide by this policy.

EFFECTIVE THIS DATE: 6-16-2021

Pueblo at Anderson Springs Association Board of Directors, President

Date

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Committee Name

\_\_\_\_\_  
Committee Member Name

\_\_\_\_\_  
Committee Member Signature

\_\_\_\_\_  
Date