



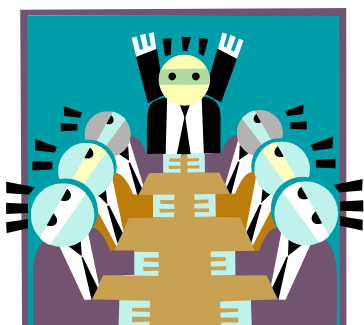
SERVING THE NEEDS OF  
SUN CITY WEST

# THE INFORMER<sup>®</sup>

## ASSOCIATION OF CONDOMINIUMS AND HOMEOWNERS SUN CITY WEST



Wednesday, January 5, 2010



### MOCK BOARD MEETING

Amanda Shaw, President, CAAM<sup>®</sup>



Associated Asset Management

[www.associatedasset.com](http://www.associatedasset.com)

### SEMINAR

**Wednesday**  
**January 5, 2011**

**Palm Ridge Recreation  
Center**

**Summit Room B**

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**10:30 A.M. Refreshments**

**11:00 A.M. Meeting**

The INFORMER newsletter is produced 8 times a year, which contains various information for board members and residents, web links and resources to member Condominium & Planned Communities. Each issue tackles a different hot topic relating to HOAs'.

ACHO office phone number  
(623) 214-6006

Amanda Shaw is AAM's President and is responsible for guiding the company's daily operations as well as taking the company to even greater heights in the areas of customer service and industry expertise..

Amanda's strong financial background and extensive professional experience gives her the leading edge in terms of fostering relationships with Boards of Directors and formulating new business strategies.

A magna cum laude graduate of the University of Mississippi with a Bachelor of Accountancy, Amanda is a Certified Public Accountant and is licensed in the state of Mississippi. She is a member of the American Institute of Certified Public Accountants and the Mississippi Society of Public Accountants. In addition, Amanda is a designated Certified Arizona Association Manager (CAAM<sup>®</sup>) by the Arizona Association of Community Managers (AACM).

The purpose of the Association of Condominium & Homeowners (ACHO) is to provide a forum to consider and discuss the unique problems arising from multi-housing living, to arrange for the exchange of information, to counsel and give assistance relating to such problems of Association members.

Any homeowner of a member association is eligible to hold office on the Association's Board of Directors.

## Diffusing a Confrontational Situation Within Your HOA Board

By AAM\_admin | Published September 22, 2010

It is understandable that a Board occasionally experiences situations involving conflict or escalated disagreement. After all, any time you are dealing with decisions that may affect someone's home or neighborhood, emotions can run high.

Honest, effective communication is one of the best ways to alleviate conflict and potential confrontations. One of the key components to effective communication is listening. When a Board member or members have a point to make, let them make it. Let the Board member who is speaking know that he or she has the other Board members' full attention and focus. Assure the speaker that the goal of the other Board members is to understand his or her concern.

The Board members who are listening should be careful to control or set aside their own emotions and should be careful that their body language is indicative of someone who is interested in what the speaker has to say. While the speaker is making his or her point, try not to mentally argue with him or her before he or she has finished speaking. Listen intently and then give feedback on the speaker's ideas in an effort to confirm that there is understanding of the speaker's point – focus on the point and not on the person.

Sometimes effective communication between Board members may still leave some concerns unresolved. Or, perhaps the concern requires expertise above and beyond the Board's knowledge. In this case, guidance from a neutral third-party may bring the proper resolution. Your Community Manager, or even a Community Association attorney, a City Mediator or a City Planner, could be a good neutral fact-finder for the Board.

There may also be times when an issue just cannot be settled on that particular day or at that particular Board meeting because a Board member or members may not be ready to set aside his or her emotional position related to the issue in question. Some conflict resolution simply takes time. When this is the case, it is best not to "beat a dead horse" – bringing in the experts for fact finding, followed by a presentation at the next Board meeting, may make the most sense.

Associated Asset Management [www.associatedasset.com](http://www.associatedasset.com) 602-288-2642

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## NEWS ALERT!!!

The Association of Condominiums & Homeowners (ACHO) had a choice, either raise the dues or stop sending the INFORMER out by snail mail and use email instead. A vote was taken and email won.

**Starting with the February issue, the INFORMER Newsletter will NOT be mailed out to Member HOA's. The Association of Condominiums & Homeowners (ACHO) will be sending the INFORMER by email ONLY. Please let the office know YOUR email address so You can get a copy of the INFORMER sent to your email address.**

**ACHO office phone number : (623) 214-6006**

**Email address: [achoscw@aol.com](mailto:achoscw@aol.com)**

If you do not have an email address, copies of the newsletter can be obtain in the ACHO office.

## **BOARD MEMBERS NEEDED!!**

The Association of Condominium & Homeowners (ACHO) is an educational organization that was formed in or about April, 1978. ACHO holds informative seminars having to do with keeping our membership up to date with the latest Laws and also Sun City West Bylaws that affect them in the process of running their organization. Although we are strictly an informational organization, we frequently get: Owners and Board Members bringing in their disputes concerning violations of Bylaws and CC&R's, Questions concerning permits, landscaping, walls, water, etc. at which time we then direct them to the various Federal, State, County laws, the Sun City West Bylaws/Regulations and any other informational material that is available. In addition to that, we also get phone calls from Realtors and Title companies requesting information concerning homes that are for sale in your HOA.

Due to some health issues some of the current board members of ACHO had to hand in their resignation. ACHO is in desperate need of Board Members. **If we do not get enough board members then the Association of Condominiums will have to dissolve.** *Board meetings are once a month on the second Tuesday of the month. Seminars are once a month on the first Wednesday. The office is closed during the summer months. (June, July, Aug and Sept)*

Listed below are some of the available positions:

- Someone to preside at meeting/seminar and create agenda for board meetings.
- Keep minutes of board meetings which are typed up and emailed to board members.  
(one meeting on the second Tuesday of the month)
- Refreshments: order, pick up and deliver to Seminar  
(one seminar on the first Wednesday of the month)
- Format newsletter (articles are sent to you and you just format)
- Maintain email listing which will be used for the INFORMER newsletter.
- Greeter at Seminars (one seminar on the first Wednesday of the month)

There are 105 sub HOAs in Sun City West. With approximately 4373 Rooftops. ACHO represents approximately 27% of the population of Sun City West and plays a very important role in assisting the Sun City West HOA community. From assisting new board members, supporting existing boards and their residents to helping to maintain the value of your homes. We are dedicated to encouraging association board members and unit residents to become knowledgeable community associations with responsible leadership.

**ACHO office phone number : (623) 214-6006**  
**Email address: [achoscw@aol.com](mailto:achoscw@aol.com)**

E mail: achoscw@aol.com

Web site: <http://www.neighborhoodlink.com/sunwest/acho>

PHONE: (623) 214-6006

OFFICE HOURS 9 A.M.—1 P.M. TUESDAY AND WEDNESDAY

STAMP

Sun City West, AZ 85375

13815 Camino Del Sol

AND HOMEOWNERS

ASSOCIATION OF CONDOMINIUMS

# THE INFORMER®

THE ASSOCIATION OF CONDOMINIUMS AND HOMEOWNERS IS SOLELY FOR THE  
PURPOSE OF DISPENSING OF INFORMATION. WE ARE NOT RESPONSIBLE FOR ANY  
DECISIONS MADE CONCERNING THAT INFORMATION.

**PLEASE FORWARD  
THIS NEWSLETTER  
TO ALL DIRECTORS**

**PRESIDENT** ☐

**VICE PRESIDENT** ☐

**TREASURER** ☐

**SECRETARY** ☐

**DIRECTOR** ☐

**DIRECTOR** ☐

## FINANCIAL REPORT

A FINANCIAL REPORT IS AVAILABLE IN OUR  
OFFICE DURING OUR WORKING DAYS.

(October thru May)

WE ARE OPEN 9:00 A.M. TO 1:00 P.M.

TUESDAY AND WEDNESDAY

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FOR YOUR INFORMATION

Arizona revised statutes: Find them on line at  
<http://www.azleg.gov/ArizonaRevisedStatutes.asp>

**WE URGE ALL  
ASSOCIATIONS  
TO JOIN US.  
IT IS ONLY \$3.00  
PER UNIT OR A  
MAXIMUM OF  
\$90.00.**

REMEMBER:

**THERE IS  
POWER IN  
UNITY**