



## SUNSTONE II NEWSLETTER | SUMMER 2011

### COMMUNITY CORNER

#### Attention All Sunstone II Renters

Some renters in our community have expressed confusion about what they can and can't do as a resident at Sunstone II.

Renters should feel free to enjoy the grounds, post announcements on the bulletin boards, park in guest parking as well as one covered parking space/Unit, and use the swimming pools once the homeowner has provided written authorization for the management company to release pool keys.

Renters should also feel free to report property issues needing attention to Rossmar & Graham, the Association's management company, so that a work order can be initiated. This would include such things as broken sprinkler heads, **exterior** Unit issues (broken shutters, patio block wall deterioration, etc.), bee nests, security lighting outages, and any other safety-related issues you notice in our community.

Renters can also submit complaint forms for such things as reckless driving observed in the parking lots, vandalism that has been witnessed, or noisy neighbors disregarding repeated requests to lower the sound level or quiet their barking dogs, etc.

Call Rossmar & Graham at **480-551-4300** during weekday business hours to initiate a work order, request a complaint form, or receive general community information, like the sanitation pickup schedule or parking space number. The evening and weekend number to call for emergencies is **602-336-2700**.

Homeowners can also provide written authorization to Rossmar & Graham for their tenant to address the Board on their behalf or receive account information (e.g., account balances, violation information, payment history, etc.).

It is important to note that renters must comply with the terms of their signed rental agreements so may need to consult with their landlord if any of the above are prohibited by their leases.

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### BOARD REPORTS

#### Assessments and Late Fees

While assessments for Sunstone II are due on the first of each month, the CC&Rs do provide for a 15-day grace period allowing homeowners to submit payments without incurring late fees.

If you send your payment to Rossmar & Graham before the 15th of the month, and the money is debited from your bank account on or before the 15th, and you are erroneously charged a late fee, please contact Rossmar & Graham at **480-551-4300** or [arsupport@rossmar.com](mailto:arsupport@rossmar.com), and provide them with a statement from your bank showing the date the money was withdrawn from your account.

Please remember that scheduling a payment through an online bill pay service does not always guarantee the payment will be received and processed by the due date. Online bill pay services often need a few business days to process and send out your payment.

Please call the Rossmar & Graham Customer Care Center at **480-551-4300** if you have any questions or concerns about paying assessments.

#### Are You an Expert?

If you have an area of expertise and/or licensure, your Board of Directors needs you! If you are an electrician, mason, landscaper, plumber, or house painter—to name a few—the Board would welcome your expertise from time-to-time to help prepare RFPs, review bids, and/or evaluate architectural requests. E-mail the Board at [ssiivolunteer@hotmail.com](mailto:ssiivolunteer@hotmail.com) if you're willing to volunteer some time to help your Board make good decisions for your community.

#### Be On the Lookout—for Good Neighbors!

Three good neighbors were recognized at the 2011 Annual Meeting with Sunstone II HOA Good Neighbor Awards:

- **The Ron & Julie Sparks family** for numerous acts of kindness in making our community a better place to live. This included their daughters who took October storm photos that documented damage and ended up saving the Association over \$250.
- **Lil Skye** for volunteering her extraordinary talents to desktop publish this newsletter for us.
- **Marsha Randall** for volunteering her time to participate in several activities in support of the recycling kickoff event.

So be on the lookout for a good neighbor near you and be ready to submit their name and describe their contributions for presentation of an award at the 2012 Annual Meeting. Good neighbors deserve recognition and our appreciation.

# FINANCIAL NEWS Sunstone II HOA | 2011 End of Second Quarter Budget, June 30, 2011

|   | YTD Actual | YTD Budget | YTD Over (Under) | Annual Budget |
|---|------------|------------|------------------|---------------|
| <b>INCOME</b>                                   |            |            |                  |               |
| <i>Total Income</i>                             | \$239,441  | \$230,190  | \$9,251          | \$460,384     |
| <b>EXPENSE</b>                                  |            |            |                  |               |
| <i>Administrative</i>                           | 69,920     | 66,264     | 3,656            | 131,014       |
| <i>Utilities</i>                                | 44,956     | 44,394     | 562              | 88,800        |
| <i>Landscaping</i>                              | 48,953     | 48,566     | 387              | 96,930        |
| <i>Pool</i>                                     | 8,606      | 6,198      | 2,408            | 12,400        |
| <i>Common Area</i>                              | 15,375     | 34,458     | (19,084)         | 68,900        |
| <b>TOTAL EXPENSES</b>                           | 187,809    | 199,880    | (12,071)         | 398,044       |
| <b>SURPLUS (DEFICIT) BEFORE RESERVE EXPENSE</b> | 51,632     | 30,310     | 21,322           | 62,340        |
| <i>Reserve Contribution</i>                     | 31,201     | 31,170     | 31               | 62,341        |
| <b>TOTAL SURPLUS (DEFICIT)</b>                  | 20,431     | (860)      | 21,291           | 1             |

**Special Note:** Numbers may not calculate exactly due to rounding.

**Administrative Expense:** Over budget primarily due to Lien/Collection costs of \$7,324 versus a budget of \$4,002 to collect delinquent assessments.

**Pool Expense:** Over budget due to unexpected and unbudgeted east pool decking repair.

**Common Area Expense:** Under budget because Painting and Building Maintenance are on hold until saved assessment income will permit moving major projects forward.

## COMMUNITY CORNER

### Recycling Tips: Boxes

Two easy-to-remember tips:

1. **Please flatten all boxes that you place in the blue recycling bins.** This will help make room in the bins so that your neighbors can recycle too.
2. **Place pizza boxes and other boxes with food residue in the regular trash bins.** Items with food waste cannot be recycled and may contaminate the whole bin!

### Keeping Swimming Pools Open

All pool users who want to **keep our pools open** need to remember a few of the most important rules:

1. **Parents or family adults must be present at all times to supervise their children at the pool.**
2. **Self-locking gates must be closed.** No exceptions.
3. **No glass in the pool area.** This includes but is not limited to beer or wine bottles, soft drink bottles, Pyrex or Corningware dishes, and condiment bottles. Use only plastic or metal dishware in the pool area.

### East-Side Pool Decking Repair

Thank you to the east-side residents who have shown remarkable patience while repairs were made to the east-side pool decking. Now that the decking has been repaired, here are two ways you can help keep it in good shape and looking new:

1. Dilute and soak up spilled beverages.
2. Lift pool furniture, instead of sliding it, to move it from one area to another.

## NEWSLETTER SURVEY

The Board would appreciate hearing from you about this newsletter. Please take a moment and give us feedback by answering the six quick questions that follow.

1. **Are you a homeowner or renter?** Check one and fill in the blank:  
☐ Homeowner at Unit # \_\_\_\_\_ ☐ Renter at Unit # \_\_\_\_\_

For questions 2-6, check one answer.

2. **How often do you read this newsletter?**

- ☐ Always  
☐ Frequently  
☐ Sometimes  
☐ Rarely

3. **What is your overall satisfaction with this newsletter?**

- ☐ Very satisfied  
☐ Somewhat satisfied  
☐ Neutral  
☐ Somewhat dissatisfied  
☐ Very dissatisfied

4. **How relevant do you find the information in this newsletter?**

- ☐ Very relevant  
☐ Somewhat relevant  
☐ Not at all relevant

5. **How often would you like to receive this newsletter?**

- ☐ Monthly  
☐ Continue Quarterly  
☐ Do not wish to receive

6. **Any brief comments you'd like to share about this newsletter?**

- ☐ No ☐ Yes:

Comments:

Cut out and mail or fax your responses to **Sunstone II HOA – Rossmar & Graham, 1801 South Extension Road, Suite 124 – Mesa, Arizona 85210 / 480-551-6000**. Or include the number of each question along with your answer in an e-mail and send it to **ssiisurvey@hotmail.com**.