

Manager's Report September 19, 2009

1. On October first we will switch the assigned pool for the children from the North Park Pool to the Yacht Club Pool. Heating of the pools will be restricted to the Yacht Club Pool, and the Recreation Center Pool. When we begin heating will be a function of Mother Nature.
2. We have had an underwriter/inspector from Farmers Insurance Company walk through the Gardens, taking pictures and checking the houses. He returned to the Management Office and declared that the Gardens homes looked fine. The minor issues that we had on both the Gardens and the Master policies have been worked out and we enjoy correct coverage from Farmers.
3. We have a new pool person; you may have seen him around, his name is Jeremy. He is doing a good job on the pools, and is careful to report problems and to offer solutions. While on the subject of the pools, John Bateman reports that he has found glass bottles in the pool trash baskets. It is a violation of Maricopa Environmental Health Regulations to have any glass material in a pool enclosure.
4. The palms have been trimmed. I would like to tell you that everyone in Ventana Lakes likes the cut, but I am reluctant to lie to you nice people. The reason for cutting the way our landscapers did was the condition of the palms. In some cases they lacked water; in other cases they lacked fertilization. This trim was a very conservative trim, and will help bring our palms back to a healthy condition.
5. We will very likely not oversee the new sod around Lake 2, to give it a chance to set down a strong root base.
6. I am pleased to tell you that we have received the audit from Katherine Queen, LLC our auditors. The audit results will be available in the office, either for your review in the office, or to purchase.
7. We had an unfortunate incident where a small dog being walked was attacked and eventually had to be put down. The attacking dogs were not leashed, in violation of our CC&Rs. It appears that the dogs were not owned by residents of Ventana, but were visiting. Please remember to walk you dogs on a leash, and it probably wouldn't hurt to carry a stick of some kind.
8. We are replacing the TV set in the Exercise Room. It has finally given up the ghost, and only shows vintage movies or old news flashes.
9. We have a number of abandoned homes in VL. These present a special problem regarding the landscaping of these homes. We can send in a landscaper to clean-up the property, but we are often left with the dilemma of who will pay the landscapers fee. If you see a home that you feel, or know is abandoned, please call the office.

Operational Matters:

1. **Office air conditioning.** On March 21, I reported on the costs of revamping the Management Office heating and air conditioning systems because of uneven flow of air through the building, causing hot spots in some areas and chilling in others, all at the same time. The cost to balance this air flow is in excess of \$7,500. This was tabled to the September Board meeting. We have solved our problem by carefully regulating our two thermostats, and have remained comfortable through the third hottest summer in Arizona history. We no longer recommend changes in the AC system.