

**President's Report**  
**Springs Board of Directors Meeting**  
**January 9, 2018**

As we begin a new year in The Springs, it is time for transitions on the HOA board. And over the next few weeks I will wrap up my responsibilities and turn them over to a very capable new board. It is always amazing to reflect on the number of gifted individuals who live in The Springs and of the willingness of so many to contribute their gifts to our community.

Following our board meeting today the Personnel Committee will meet to interview two candidates for the position of Compliance Agent. Both of these individuals live in The Springs. I would anticipate that within the next day or two the Personnel Committee will have made a selection.

Respectfully submitted,

David G Dethmers  
President



**President's Report**  
**The Springs Board of Directors Meeting**  
**February 13, 2018**

**Annual Meeting.** Attendance for the annual meeting was recorded as 59 homes represented, with 84 homeowners present. Sixty two Homeowner Feedback surveys were completed. On a scale of 1-10, folks rated the experience of living in The Springs at 9.1, they rated the HOA ( in comparison with other HOAs they were familiar with) at 9.3, and the performance of the Board was rated 8.7. When asked what people liked most about living at The Springs site, the most common responses were the friendly people, it was well maintained and clean, the proximity to a GVR facility, the nature trail, and the strong sense of community.

The most common responses to “what folks like best about the HOA” were similar - “well maintained, clear community standards, strong fiscal management, strong volunteer involvement, and good communication via the CHAT, the website, eblasts, and message boards”. Ninety-two percent of respondents strongly agreed or agreed that the homeowners’ dues were an excellent value. The suggestions for improvement of the Board’s performance and ideas for enhancement of The Springs were quite varied but very helpful.

I wish to thank everyone for the positive vote of confidence on the survey and we hope to continue to improve throughout our organization. Our HOA mission statement “to promote a friendly and enjoyable community where property values are enhanced by maintaining Common Areas and upholding community standards” is what we, your board, work to do everyday. At this time I would like to commend the directors on the Board for embracing their roles as we start a new year. Our working Board, while not perfect, is one you can be proud of.

Attendees enjoyed coffee and cake provided by a generous homeowner while listening to annual reports by the directors. The suggestion to serve ice cream with cake at the next annual meeting will be carefully studied by our new Vice President. I learned that you need to start the coffee earlier.

Board members met briefly following the annual meeting to determine officers and key committee positions: Rebecca Keenan - President, Brent Gordy - Vice President, Roger Olson - Treasurer, John Greene - Secretary, Jim Owen - Grounds, Lee Blahnik - Streets and Buildings, and Ted Boyett - Architecture Review Committee.

**Homeowners Workshop.** The first ever New Springs Homeowners Workshop was held on February 6th. Nancy Kelly coordinated the presentations by Board members and committee volunteers which included information about the Board, block captains, paperwork, building maintenance, animal awareness, volunteering, the purpose of the ARC and social events. The main goal was to get folks to come, and they did! Eight new or potential homeowners were present. There was good free flowing information, and questions flew back and forth as we all learned something new. Thank you to Nancy and her presenters, and after we gather to debrief, hopefully we can plan to make this an annual event for our community where approximately 30 homes are sold each year.

**Work Goals for the HOA Board for 2018** are “in progress” and I will offer up more information on this at our next meeting. I wish to thank the outgoing directors for their transition support. It meant a lot to all of us and will help to plan our goals for this next year.

Kindest Regards,  
Rebecca Keenan  
President of The Springs HOA

From: Rebecca Keenan rebeclou@msn.com  
Subject: President's Report  
Date: Mar 20, 2018, 7:39:29 AM  
To: Ted Boyett TBoy@stanfordalumni.org, Roger Olson  
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Sent from my iPad

**President's Report**  
**The Springs Board of Directors Meeting**  
**April, 2018**

The mission of The Springs at Santa Rita Homeowners Association Inc is to promote a friendly and enjoyable community where property values are enhanced by maintaining Common Areas and upholding community standards.

In fulfilling our mission we value honesty, fairness, consistency, equity, efficiency, effectiveness, transparency, common sense, participation, respect, cooperation and neighborliness in all our actions.

Let us, for a moment, focus on common sense. Our world is increasingly complex, so when I tell you I wish to talk about recycling, I know some eyes are going to roll back into their sockets.

However it really can be quite simple. First of all please do it. Secondly, do it right.

On our website, under Notices is some recycling information from Republic. Please note, Styrofoam and plastic bags are not recyclable. Also things that fly out of your recycling box are not recyclable. Windy days can be a challenge, so try to put the heavy stuff on top. Our garbage hauler does not require separation of recyclables, but if inappropriate items are in the load, it makes trouble for the sorters and the load might be rejected. Please review what is allowed and if you aren't sure, leave it out until you have more information. Common sense and effectiveness.

The next things I want to focus on are cooperation and transparency. Our community is aging and starting to need more attention, and I am not talking just about people. Buildings and roads are very much in our thoughts as we plan for the future. And as we plan, it isn't just about money, it's about what will work best for the community. But, money is important. We have very good stewards helping the Board with financial planning and new board members have been purposefully learning about the Capital Reserve Fund and the history surrounding the building of our community. So as we move forward, folks are going to be asking some questions that might require us to think outside the box a bit or be willing to try something for a while because it could be more effective. We also want to learn about and have a transparent process so that people feel listened to. But some changes may be needed, and you need to be ready. For example, we spend a lot of dollars on weed control. So we ask homeowners to try to keep their yards weed free so they don't spread to neighbors' yards and common areas. It's common sense. Now, our roads are the largest item in our budget and they impact every homeowner. We need to plan and care for them very strategically **AND COMMUNICATE CLEARLY** so we don't get caught with unmanageable problems or safety issues. The better we plan and care for the roads in our community, the less disruption to your lives and to your pocketbook. Cooperation and transparency.

The last value I want to reflect on is effectiveness. Our volunteers are so awesome and often they not only help keep your dues at a reasonable level doing Grounds and Buildings work, but often projects are completed under bid because volunteer help has kept the contractors efficient. As we move forward and discuss potential projects, please know we want to be careful consumers. And we value your input and your presence here. Keep it up. The more we work together when problem solving, the better our community gets. That is effectiveness.

Now that the sermon is done, I want to let you know that Thank You Notes were sent off to Lance Johnson for refurbishing the Perry Park signs, Del Harsh for supplying much needed landscaping rock, Cindy and Jim Uminski for a job well done with Meet & Greet, Nancy Kelly for organizing the New Owner workshop and subsequent debriefing, and Mike Kearns for his committee work for Architectural Review.

Lastly, a couple hours spent in a work planning session with Lee Blahnik and Rick Fillion were extremely helpful to me in understanding the nature of road projects, in starting to organize a work plan for the next several years, and were absolutely exhausting. Next, I plan to meet with Jim and Mark and do the same thing - have a work session to understand their goals for Grounds and organize them into a multi-year work plan.

Our Board is very focused on taking care of some existing issues, but also in moving forward. I thank you for all the hard work. ( An upcoming CHAT article will summarize the above.)

Respectfully submitted,  
Rebecca Keenan, President of The Springs HOA

President's Report  
for September 25, 2018 Meeting  
of the HOA Board of The Springs at Santa Rita

The fall equinox has come and it's time for a board meeting. We added a September meeting because of the work that needs to be done regarding HOA maintenance and repairs, and the affect our budget. There are other issues as well, but the groundwork we do this month will give us time to evaluate thoroughly our options for CAP RESERVE spending (or not spending).

Over the summer, I made several visits back to The Springs to follow up on issues and see how things were progressing in general. Most issues were under the purview of other board members or volunteers such as Grounds work, street repairs, Heartwatch, and a bike trail proposal. But, I also took some time to speak with our lawyer about ongoing management concerns and how to keep our community safe and well represented.

I hope everyone had a good summer. I acquired two more grandchildren and my dog had surgery twice, so there was no shortage of fun.

My thanks go out to the folks who remain in The Springs for most of the summer, for all their volunteer assistance and watchfulness.

Kindest regards,  
Rebecca Keenan, HOA President

**President's Report**  
**For the October 23, 2018 Meeting**  
**Of the HOA Board of Directors for The Springs at Santa Rita**

First of all, I apologize to all for being a few minutes late to the September meeting. My adjustment from Minnesota time to Arizona time was incorrect. Then, I also apologize to Mr. Gordy and Mr. Boyett for the technical difficulties we encountered due to my late arrival. Mea culpa.

My first act upon returning to Minnesota after the September meeting was to review *Robert's Rules of Order*. I have run several organizations as chairperson before, but they were highly structured and scripted, with reams of paper documents and it probably could have been done by a benevolent robot. Our Board meetings are different, not as burdensome and certainly less formal. (For example, I previously used a whole paragraph to recognize a speaker, the honorable Mr. So & So BLAH BLAH BLAH.). This organization is more "grassroots volunteers" and I want to do a good job organizing resources and conducting our business while keeping our community well informed. In light of that, I am going to tighten up the process a bit in terms of audience participation so that most of their input will be during the open forum.

FYI: *Robert's Rules of Order* was written by an engineer who had retired from the US Army as a Brigadier General in 1876 with 176 pages. The 10th edition published in 2000 was 643 pages. Needless to say, I read an abridged version. Since our primary purpose here is to make decisions, I reviewed how best to do that with Robert's parameters. We have several issues before the Board that have folk's attention, and as president, I wish to have a good process for each of those issues. (Translation: not necessarily a fast process.) There is a lot of thinking, planning and revising that needs to happen and it will be interesting to see how things turn out. We will give the issues our best shot, giving and receiving good information.

Apologies and Pep Talk are complete. Let's have a good meeting.

Respectfully,

Rebecca Keenan, President of the Board

## **President's Report**

To the HOA Board at The Springs of Santa Rita  
November 20, 2018

It's a pretty casual report this month. There are many irons in the fire and I mainly am trying to keep track of all of them: the proposed bike trail request; the changing issues with recycling, the upcoming election for Board members, proposed street repair sharing with GVR, helping to establish ad hoc committees to look at current issues, Heart Watch development requests, and of course ( always) looking for volunteers. There are lots of interesting challenges for our Board this year, and we appreciate your interest in them.

Speaking of volunteers, one of my tasks was to review the three page list of Springs volunteers to make sure it is accurate. It is an impressive list and I am so thankful and proud that folks are so generous with their time. It is a sign of a healthy and vibrant community.

I have received communication from our Secretary John Green that he is unsure when he can return to Green Valley. He will be absent from the remainder of our 2018 meetings and will not be running for the Board again. Our thanks and good wishes to him.

Lastly, I encourage and expect respectful communication during our meetings. Good work and good listening are not accomplished with raised voices. Our Board wants to hear what folks have to say. Please organize your thoughts, please ask questions, and please be a part of the solution. I want to do a good job running the meetings and need your help.

Respectfully,  
Rebecca Keenan

President of The Springs HOA Board

## The President's Report

December 11, 2018

Good morning. I have a few couple things I need to mention.

First of all, the board does not pay for me to fly back for some Board meetings. When I accepted the position of President, I did so with the knowledge that I would need to do so because of family obligations back in MN. I get really cheap flights. Enough said.

Second, our last meeting ended with a bitter taste - I believe we were described as “childish” in regard to applying some community standards. I did not want to dignify the person's thoughts with a comment at that time. But, upon reflection, I feel perhaps I missed an opportunity to be clear about the fact that we in The Springs support and like a tidy, well maintained, fiscally responsible community with certain standards. Can we do it better? - perhaps. The standards reflect HOA choices and they are clearly stated in the CC&Rs when homes are purchased. I am proud of our community appearance and we, meaning the Board, will continue to maintain and govern our community as it was planned. Even more important, are the people in the community (not their colored doors) and how they speak to and treat each other. Enough said.

Now for the fun stuff. Big picture from me, and the Directors will discuss these in more detail. We have several committees that are developing to focus on issues facing our Board:

1. A Heartwatch committee was proposed at our last meeting and will be discussed further today to help us get some community input about the possibility of providing additional help for folks with sudden cardiac arrest.
2. A committee for recycling articles properly - the CRAP committee - is being formed to provide the Board with ideas and the community with some education about the issues that will be affecting us with recycling. Several months ago the Board was considering some garbage collection options for a number of reasons, but now we find there is instability and less financial reward for certain types of recycled materials. So the Board is looking to address the financial and community repercussions of those changes as we prepare to make a garbage/recycling contract for 2020. Bottom line, one goal is to negotiate for good service, but another is to collect garbage and recycling with the least impact on our streets and bank accounts. It's a tricky process and we are all learning what it means “to address change”.
3. A third committee is forming to assess the pros and cons of a walking and bike trail connecting us to the new Canoa Park that us being developed.

My point here is we, the elected decision makers, want to hear from community members what they are thinking. Your presence and participation here is one way, but in order to spread the information collecting deeper and wider these groups are being formed. We have a time frame and list of goals for each. The “buck” or process still stops here and ad hoc committees will disband when their work is complete.

I want to emphasize the word process. It needs to be thoughtful and timely. Yes it's messy at times but that is ok as long as we listen with open minds and do what's best for our community.

Thank you. Enjoy the holiday seasons and winter solstice and find some peace wherever you can. I just returned from a family gathering in MN and it does feel very peaceful in Green Valley.

Rebecca Keenan  
President of The Springs HOA Board