

**CIVANO HOA  
BOARD**

Bob Small  
**President**

Rick Hanson  
**Vice President**

Chris Shipley  
**Treasurer**

Andy Delgado-Keller  
**Secretary**

**Directors**  
Les Shipley  
Carolyn Finnell  
Bill Durbin

**HOA  
MANAGEMENT**

**Cynthia Valencia**  
Association Manager  
hoa@civano1.com  
www.civano1.com

**Maggie Roulier**  
Assistant  
(520) 546-3862

**Cadden Management**  
**After Hours**  
**Emergency Contact**  
(520)297-0797

**Civano HOA**

**HOA Board Meeting**  
3rd Tuesday of every  
other month or as  
posted.

**Design Review Com-**  
**mittee; Second**  
**Thursday of every**  
**month or as posted.**

# CIVANO HOA NEWSLETTER

www.Civano1.com

JULY 2014

## Homeowner Rights and Responsibilities

As assessment-paying members of our community, we are entitled to certain rights and—in return—we have certain responsibilities.

Homeowners have the *right* to:

1. Participate in governing the community association by attending meetings, serving on committees and standing for election.
2. Access appropriate association books and records.
3. Prudent expenditure of fees and other assessments.
4. Live in a community where the property is maintained according to established standards.
5. Fair treatment regarding financial and other association obligations, including the opportunity to discuss payment plans and options with the association before foreclosure is initiated.
6. Receive all documents that address rules and regulations governing the community association—if not prior to purchase and settlement by a real estate agent or attorney, then upon joining the community.
7. Appeal to appropriate community leaders those decisions affecting non-routine financial responsibilities or property rights.

A responsive and competent community.

In turn, homeowners have the *responsibility* to:

1. Read and comply with the governing documents of the community.
2. Maintain their properties according to established standards.
3. Treat association leaders honestly and with respect.
4. Vote in community elections and on other issues.
5. Pay association assessments and charges on time.
6. Contact association leaders or managers, if necessary, to discuss financial obligations and alternate payment arrangements.
7. Request reconsideration of material decisions that personally affect them.
8. Provide current contact information to association leaders or managers to help ensure they receive information from the community.
9. Ensure that those who reside on their property—tenants, guests or family members—adhere to all rules and regulations.

# Spotlight on the HOA

## POOLS

Please do not let anyone into the pools if they do not have their own key card. As you will be shown as the last person entering in the system it will make you responsible should something occur.

## FEELING GREEN?

Send an email to the Civano 1 HOA office at [hoa@civano1.com](mailto:hoa@civano1.com) to Opt-In for newsletters, e-mail blasts, and community notices to be sent directly to your e-mail address.

## VANDALISM

It has been reported by some homeowners that a person/persons has been vandalizing Civano common areas. HOA Board of Directors has authorized a \$1000 reward for the ARREST AND CONVICTION OF PERSON/PERSONS committing acts of vandalism. Please report to the police department any mischievous activity at either 911 or the Non-emergency number: 520-791-4444.

## PARKING VIOLATORS

All vehicles need to park in Association approved parking areas. Homeowner's may report to Park wise or to the HOA office.

Please have the make, model and license plate number of vehicle. Any violators will be reported to Park wise at 791-5071

## HOA CALENDAR

You can always check the Civano 1 HOA calendar for availability & events scheduled. If you are interested in scheduling an

event please check the calendar for availability. Also you can print out request forms and submit with appropriate checks. [www.civano1.com](http://www.civano1.com) \_CALENDAR or FORMS

## Streets & Traffic Maintenance

To report City issues such as pot hole repairs, damaged/missing street signs, drainage & wash maintenance, etc... Contact 791-3154 or email at [TDOTSR@tucsonaz.gov](mailto:TDOTSR@tucsonaz.gov)

## Sounds Like a Good Idea

Noise is a concern for every resident and because you live in a community, it's important to understand that some degree of noise is to be expected. At the same time, residents need to consider the consequences of their noisy behavior. To keep everyone happy and maintain civility among neighbors, the association asks that you take a few steps to reduce or eliminate annoying noise.

**Be kind and respectful.** A little common courtesy makes a big difference. Keep your music and television at reasonable levels, do your vacuuming before bedtime, and before remodeling, check with the manager about acceptable hours and days of the week that work can be done. If you put in hardwood or tile flooring, use a sound-reducing underlayment. Move your noisy appliance away from walls and put sound-absorbing material underneath *before* your neighbors complain.

**Keep a log.** If you're disturbed by a noise problem, note the times and the nature of the noise. Ask the manager to listen and verify the noise as well. There may be a pattern in the noise that can be adjusted.

**Visit your neighbor.** If your neighbor is the source of the noise, try a friendly chat. Sometimes people just don't realize how noise is affecting others. People are usually considerate once they realize they're disturbing others. And, if your neighbor knocks on your door, listen politely and be willing to made changes to reduce your own noise.

**Contact the manager.** If a polite request doesn't change your neighbor's noisiness, it may be time to ask the manager for help. Have your noise log ready, including attempts to solve the problem yourself.

Reducing noise sounds like a good idea. A quiet, peaceful community, relatively speaking, is a happy community.

# Message from the Association President



***“Civano is about building community...”  
Civano 1 Phase 1 Specific Plan, paragraph 1.1, pg 2, revised Oct 12, 1998***

***“Civano is again experiencing a significant increase in vandalism.”***

## Vandalism!!

The last couple of weeks I have been pondering what type of article I should write for the HOA newsletter. An article about vandalism, whether in/around a house or in a community is not the article I wanted to write about.

Over the years Civano has seen cycles in vandalism to personal and public propriety. It now appears that Civano is again experiencing a significant increase in vandalism. This vandalism has taken many forms, simple graffiti on walls, benches and sidewalks, trashing the pools (broken glass in the pool, destroying toilets, dog poop in the pool itself), destroying bulletin board plastic covers, hacking trees and cactus along Civano Blvd, replacing the north pool path light at a cost of over \$4,000, removing the sprinkler heads in Richard Ashley park and destroying them and removing signs for the community garden. Collectively the dollar amounts are becoming significant which will impact residents through due increases..

It boggles the mind trying to understand what motivates these “sick” individuals to do these acts of vandalism. It cannot be “joy” (as in one getting a Xmas gift) it must be the joy of hate (or envy).

Much of the vandalism appears to happen at night; perhaps after 10 PM. What can we do: The easiest is to keep our eyes and ears open for strange events or noises. Something as simple as noticing the sudden change behavior of your pets late at night. Leaving a low wattage light on your garage or front porch could also discourage vandalism. The HOA is also considering installing security cameras at the pools (there are already security sensors at the pools).

All acts of vandalism should be reported to the police dept. either through the 911 number or 791-4444. You can also go to [TucsonAZ.gov/police](http://TucsonAZ.gov/police) to file a report. The vandalism should also be reported to the HOA office. Remember, the HOA is offering a \$1000 reward for the arrest and prosecution of someone committing vandalism.

Folks, now that the monsoon has started its time to start watching for those “exploding” weeds. It is amazing how rapidly the little fellows pop up. At the same time, the heavy rains tend to wash dirt and gravel on to our sidewalks; please sweep up the debris.

Sincerely Your Board President,  
Bob Small

# DOOR TO THE BOARD.....

## A MINUTE NOTE FROM YOUR ASSOCIATION MANAGER:



**Civano I  
HOA  
Manager**

### Clarifying the Manager's Role

Our association employs a highly-qualified professional community manager, and we think residents should know what the manager has—and has not—been hired to do. The manager has two primary responsibilities: to carry out policies set by the board and to manage the association's daily operations.

Some residents expect the manager to perform certain tasks that just aren't part of the job. When the manager doesn't meet those expectations, residents naturally are unhappy. Since we want you to be happy, we're offering a few clarifications to help you understand what the manager does.

- The manager is trained to deal with conflict, but he or she will not get involved in quarrels you might be having with your neighbor. However, if association rules are being violated, the manager is the right person to call.
- While the manager works closely with the board, he or she is an advisor—not a member of the board. Also, the manager is not your advocate with or conduit to the board. If you have a concern, send a letter or e-mail directly to the board at [hoa@civano1.com](mailto:hoa@civano1.com).
- Although the manager works for the board, he or she is available to residents. That doesn't mean the manager will drop everything to take your call. If you need to see the manager, call and arrange a meeting. If a matter is so urgent that you need an immediate response, call the association emergency number or 911.
- The manager is always happy to answer questions, but he or she is not the information officer. For routine inquiries, like the date of the next meeting, please read the newsletter or check the association website.
- The manager is responsible for monitoring contractors' performance, but not supervising them. Contractors are responsible for supervising their own personnel. If you have a problem with a contractor, notify the manager, who will forward your concerns to the board. The board will decide how to proceed under the terms of the contract.
- The manager inspects the community regularly, but even an experienced manager won't catch everything. Your help is essential. If you know about a potential maintenance issue, report it to the manager to [hoa@civano1.com](mailto:hoa@civano1.com) or call 546-3862.
- The manager does not set policy. If you disagree with a policy or rule, you'll get better results sending a letter or e-mail to the board than arguing with the manager.
- The manager has a broad range of expertise, but he or she is not a consultant to the residents. Neither is he or she an engineer, architect, attorney or accountant. The manager may offer opinions, but don't expect technical advice in areas where he or she is not qualified.
- Although the manager is a great resource to the association, he or she is not available 24 hours a day—except for emergencies. Getting locked out of your home may be an emergency to you, but it isn't an association emergency. An association emergency is defined as a threat to life or property.

# Message from Board Treasurer



## How the Budget Committee Works

The budget committee comprises members of our community association, which enables residents to have a say in how their money is spent. How does the budget committee work and who serves on it?

### The Treasurer's Role

It makes sense for the board treasurer to chair the budget committee. As chair, it's the treasurer's job to keep everyone on track as the budget is prepared. The treasurer also presents the budget for approval to the board and members.

### Who Should Be on the Committee?

The owners who serve on the budget committee should represent a cross-section of the community. Of course, if there are members willing to serve who have expertise in areas such as insurance, that's even better. When it comes to size, a good general guideline is that the committee shouldn't be so large that it becomes unwieldy.

### What the Committee Does

The treasurer will make sure that all committee members understand the three basic components of the budget:

1. You currently have a \$500 thousand dollar total budget (Operating & Reserves) (There are 69 line items in your current budget) that funds the daily operation and reserve funds of the community, such as common electricity and water, grounds maintenance, management, insurance, and general maintenance. These expenses are either contractual or can be reasonably estimated based on experience. An important consideration when looking at items in the operating budget is the expectations of the community.
2. We have an asset base of \$1.25 million dollars which needs to be funded from our Reserves accounts. These funds are needed to maintain our reserves at sufficient levels. Reserve funds provide money for the repair and replacement of the community's assets—such as the pool, roofs, pavement, etc.
3. Funds for additions or enhancements to the existing property. This is a function of what members of the community want and are willing to pay for. The community should provide input and approval for this component.

Armed with this knowledge, the committee will estimate total expenses for the coming year and compare that sum to the association's potential revenue (assessments, interest on investments, concession income, and so on). If expenses are greater than revenue, the committee will look for ways to lower expenses without compromising service. If that doesn't balance the budget, the committee may have to make a tough decision—whether to increase assessments or levy a one-time special assessment.

# Civano 1 HOA Documents

## Do You Know Where Your Association Documents Are?

When you bought a home in our community, you should have received copies of all our governing documents—including the rules and regulations—prior to or at closing. Sometimes these documents get lost among all the other papers you received at closing. And many homebuyers are so involved moving into their new homes, they don't take the time to read all the fine print.

As a homeowner, you have a right to these documents; so, if you don't have copies for any reason, let us know, and we'll provide them to you.

Of course, it's your responsibility to provide the association with your current address and phone number (particularly nonresident owners). This enables us meet our obligation to provide all owners with information from the association.

It's very important to have copies of the governing documents because you'll be expected to know and comply with all rules and regulations of the community. You'll also want to stay informed by reading all materials provided by the association.

It's our responsibility to make these documents—the bylaws and the covenants, conditions, and restrictions—as understandable as possible, so if there's anything you don't understand, please let us know. We'll be glad to clarify any confusing language or give you other materials that answer your questions.

That old expression—ignorance of the law is no excuse—isn't exactly our motto, but it's close.

For more information on your documents you can go to our website at [civano1.com](http://civano1.com) or contact the Civano 1 HOA office at 546-3862

## Your Curb Appeal Checklist

The curb appeal of our community depends on each resident maintaining his or her property as completely as possible. For those who keep their homes and yards well maintained, the association thanks you for your efforts and good examples. We encourage all residents to pay particular attention to the following maintenance items.

- ◇ **Exterior paint.** Paint is a quick and easy way to keep your property looking fresh, new and clean. It will also protect against corrosion, weathering and insects.
- ◇ **Landscaping.** Landscaping is extremely important to our community's curb appeal. Please remove dead plants and branches. Keep shrubs properly pruned and flowers well-tended. Keep yards free of leaves, debris and pods.
- ◇ **Driveways and sidewalks.** Please repair cracks, pitted or flaking surfaces and other concrete problems. Remove weeds from sidewalk joints and debris from driveways and sidewalks. Do not use driveways for storage or auto repairs.
- ◇ **Gutters and downspouts.** Please keep them cleaned out to prevent overflowing and flooding.
- ◇ **Window boxes, awnings and decks.** Please replace worn or damaged fixtures, check fittings for stability and paint all items at least bi-annually to match.
- ◇ **Roofs.** Please insure your roofs are properly maintained and cleaned.



Thanks for keeping our community looking sharp.

### WEEDS/ TRIMMING/DEAD PLANTS&TREES/OVER HEAD ENCROACHMENT

In accordance with the **CC&Rs Section 5.2.4**. As used herein, maintenance shall include, but not be limited to landscaping the areas neatly trimmed, cultivated and free of trash, weeds and unsightly material. All trees, shrubs, plants and ground covers shall be timely and properly trimmed according to their plant culture and landscape design and shall be watered and fertilized at such times and in such quantities as required to keep them alive and attractive. Any dead tree, shrub, plant or ground cover shall be removed and replaced immediately. All ground areas shall be kept free of weeds and cultivated periodically as needed.

### Why Must the Association Approve My Fence?

Although the association may sometime seem like Big Brother when you want to build a shed or put up a fence, our design review program is actually a benefit—not a burden. The association's design standards are based on harmony with the overall community, consideration for neighbors, and high-quality construction practices. The design review program exists to maintain, protect, and enhance the value of your property, and it strives for a balance between individual rights and the good of the entire community.

While association members have the biggest stake in property values, others are also very interested in seeing our community well maintained and looking its best. Builders' reputations and lenders' financial support are closely connected to the community. Also, public officials have an interest in maintaining and enhancing the community since tax revenues depend on property values.

The association tries to notify new members of its design review requirements as soon after they move in as possible. If we missed you, or if you need another copy, please contact the manager or any member of the Design Review Committee. Also, be sure to consult the Design Review Guidelines if you're considering any type of exterior

design change. These guidelines contain everything you need to know about the approval process, design requirements, and the association's basic design philosophy. The guidelines even list the changes don't need to be approved. The design review committee makes every effort to process applications fairly, reasonably, and quickly.

Please contact the chair of the Design Review Committee or the manager if you have any questions.

The Design Review Committee is recruiting new members. Any association member is welcome to volunteer, but we're particularly interested in members with expertise or experience with construction, engineering, or design. The duties of the committee include:

- Drafting, amending, and updating design review policies and guidelines.
- Reviewing applications and variances.
- Advising association members on their improvement projects.
- Monitoring construction projects and changes; ensuring they comply with the approved proposal.
- Touring the community periodically to verify and identify design violations.



Or Current Resident

**Civano HOA**

10501 E Seven Generations Way, Suite 109  
Tucson, AZ 85747  
Phone: 520-546-3862  
Fax: 520-546-6795  
Email: [hoa@civano1.com](mailto:hoa@civano1.com)  
Website: [www.civano1.com](http://www.civano1.com)



**INFO YOU CAN USE!!**

**HELPFUL WEBSITES:**

- |  |  |
|--|--|
| 1. <b>TPD ONLINE CRIME REPORTING:</b> <a href="http://www.tucsonaz.gov/reporting/incident-reporting.php">www.tucsonaz.gov/reporting/incident-reporting.php</a> | 5. <b>CITY OF TUCSON:</b> <a href="http://www.ci.tucson.az.us/">www.ci.tucson.az.us/</a>   |
| 2. <b>TPD Non Emergency Contact:</b> 520-791-4444  | 6. <b>TUCSON MAPS &amp; RECORDS :</b> <a href="http://tdotmaps.transview.org">tdotmaps.transview.org</a>   |
| 3. <b>Park Wise:</b> (520) 791-5071 ; <a href="http://www.parkwise.tucsonaz.gov/index.php?q=parkwise">www.parkwise.tucsonaz.gov/index.php?q=parkwise</a>       | 7. <b>RESEARCH YOUR PROPERTY:</b> <a href="http://www.asr.pima.gov/links/frm_advancedSearch_v2.aspx?search=Property">www.asr.pima.gov/links/frm_advancedSearch_v2.aspx?search=Property</a> |
| 4. <b>Pima Animal Care Center:</b> (520) 243-5900 ; <a href="http://www.pimaanimalcare.org/">www.pimaanimalcare.org/</a>                                       | 8. <b>NEIGHBORHOOD RESOURCES:</b> <a href="http://www.ci.tucson.az.us/dnr/">www.ci.tucson.az.us/dnr/</a>   |
|  | 9. <b>Streets &amp; Traffic Maintenance:</b>   |

**HOA BOARD PHILOSOPHY**

Your Board of Directors was elected by you to serve on your behalf in the management of Civano. The Board has a fiduciary duty to follow the governing documents and to set forth rules and standards for the protection of both owners and the community and for the enhancement and preservation of property values.

The Board's determined philosophy and mission goes deeper than preserving home values, balancing budgets and enforcing rules. The Board is here to promote a sense of community and to ensure a high quality of life for Civano residents through responsible leadership.

Building community spirit is more than informing residents about board action, improvements and enforcement. It is about putting people first by asking their opinions and listening. It is about developing programs and policies to enhance community spirit, pride, enthusiasm and involvement. And lastly, it is about transparency, openness and communication.