

President's Report 2018-2019

Hello Neighbors,

As I reviewed 2018, five themes emerged; East Entrance Lighting, Spring Night Out, Professional Management, Ongoing Communication with HSL/Golf Course, and Petty Crime.

East Entrance Lighting and Aging Infrastructure: We began the year struggling with issues of aging infrastructure seen at our East Entrance with sporadic lighting in our east entrance towers. We continued throughout the year to work tirelessly to mitigate the complicated electrical project. By the Fall, we had the lights working again.

- **Flag pole:** The Flag pole rope at the West Entrance failed late in the year and is in the process of being replaced.
- **Roadway signage:** After assessing all roadway signage early in 2018, all signage was replaced.

Communication with Golf Course

The Master continued to maintain open communication with HSL through the Golf Course Manager and the Land Use Committee. These open communications have contributed to ongoing cleanup of the wash and over-spray onto the roadways, as well as, use of the Golf Course Club house for occasional meetings and our community events.

Spring Night Out

The highlight of the year was our first SPRING Community Event. Spring Night Out, which was held at the Golf Course Club house again and saw an increase in attendance of 28% with 148 guests over our previous Fall Night Out. Not only was the event well attended by guests but also by many volunteers organized in shifts, which seemed to work well. Because this event was so well attended and appreciated we are committed to another SPRING event. However, we are considering different musical options and food trucks for our next event.

Change of Management

We struggled to keep the lines of communication open, clear, and prompt between HBS, the management company despite a February meeting to clarify duties and expectations. Communication completely failed in July 2019 when HBS gave their notice effective August 12, 2018. The EOC immediately began implementing the necessary actions to take over the management of the Master Association. As of August 15th, 2018, the Master Association successfully transitioned to full-self management and continued to meet throughout the summer hiatus to ensure nothing was missed. After careful consideration, it was determined that only limited management was needed, therefore, the search committee sought bids for secretarial and financial duties only, which resulted in hiring these services only from The Property Management Group.

Increase in Petty Crime

The most obvious increase in petty criminal activity began in the Fall with graffiti found on the perimeter walls and pool walls in Association 2 and near the East Entrance. Many of the neighborhoods began reporting roof walkers, people attempting entry into homes from atriums, and pilfering through both locked and unlocked vehicles. Other neighborhoods have reported pool bathroom doors being broken necessitating the replacement with steel doors to prevent further problems. Tucson Police Department officers were invited and spoke at the Master Meeting about the problem with ideas for abatement. A No-Trespass letter to be on file with TPD was discussed and will be voted upon. This is a problem we will continue to work on throughout 2019.

Working with the Executive Committee, and Directors & Presidents has been interesting, challenging, and definitely rewarding. The issues we face most likely will never be completely solved but can be considered a work in progress. I appreciate each and every one of you and look forward to another interesting and productive year. Thank you!

Happy New Year,
Respectfully submitted,
Susan Knowles, President
Dorado Country Club Estates Master Association