

# anthem

community council

Meeting of the Board of Directors  
February 27, 2019  
Open Session at 6:30 p.m.  
Anthem Civic Building  
3701 W. Anthem Way  
Community Room

## MEETING MINUTES

### **Members Present:**

Roger Willis, President  
Terry Mullarkey, Vice  
President  
Rick Kesselman, Secretary  
Bob McKenzie, Treasurer  
John Balzer, Director  
Dino Cotton, Director  
Darrin Francom, Director

### **Members Absent:**

### **Others Present:**

Neal Shearer, Community Executive Officer  
Doug Greenstein, Community Finance & Operations Officer  
Kristi Northcutt, Communications and Public Affairs Director  
Michele DeMichele, Special Events & ACB Operations Director  
Brian Duncan, Parks & Facilities Director  
Dave Fermoile, Community Center Director  
Kim Bodary, Recording Secretary

### **CALL TO ORDER**

President Willis called the meeting to order at 6:40 p.m. and recognized those in attendance.

### **ESTABLISH QUORUM**

President Willis established a quorum with seven Board members present.

### **ADOPT AGENDA**

**Treasurer McKenzie made a motion to adopt the agenda. Director Cotton seconded. Voting took place; the motion passed unanimously.**

### **APPROVAL OF MEETING MINUTES**

**Treasurer McKenzie made a motion to approve the minutes from the January 23, 2019 Open Session. Director Cotton seconded. Voting took place; the motion passed unanimously.**

### **PRESENTATIONS/AWARDS/ANNOUNCEMENTS**

#### **A. Anthem Youth Advisory Council Announcements**

Angelina DePiazza and Kayla Wang updated the Board on the teen substance abuse survey that AYAC is spearheading, which currently has 80 responses. Ms. DePiazza and Ms. Wang showed a flyer that they plan to distribute to schools and businesses to encourage others to take the survey. Caurus Academy and MCSO have agreed to assist with encouraging participation among teens. AYAC is also volunteering as a group at Merrill Gardens and putting together their social media strategic plan and recruitment plan for future membership.

President Willis inquired what key issues are on the survey and Ms. Wang stated that the survey goes through two main paths: confidential demographics, and then questions about substances and reasons behind their use.

Director Cotton stated that AYAC members are doing a great job; a Phoenix Suns media employee is helping with AYAC's social media, and AYAC is learning about branding and marketing.

**B. Water Rate Case**

President Willis and Ms. Northcutt provided an update on the EPCOR interim water rate case. The Judge has until March 14 to issue her Recommended Opinion and Order, and the Commission is scheduled to vote on the case on March 28.

Barbara Patterson, resident, inquired if residents can still submit public comment via the website. Ms. Northcutt stated that residents could comment online regarding the interim rate case only.

**C. BrightView Landscaping Update**

BrightView leadership staff, consisting of Joshua Dake, Sr. VP of the Southwest Region, Jon Hasbrouck, new VPGM for Arizona, Jon Berg, Branch Manager, and Daniel Monson, Account Manager, presented a detailed PowerPoint outlining the Arizona strategy and management structure, Anthem's current landscape issues and short term and mid-range improvement strategies.

Director Balzer inquired if BrightView's work rotation maps included Parkside properties as well as ACC properties. Mr. Berg stated yes, as it's more efficient to flow through them both during the same day and time. Mr. Dake stated that managing the properties together versus separately enhances efficiency.

Director Francom inquired how many staff members are in the field, and Mr. Dake stated that numbers vary during the seasons, with more hires in the summer. Mr. Dake stated that staff working in Anthem, including managers, is currently thirty-seven.

Vice President Mullarkey thanked the BrightView staff for attending, and inquired about quality control and who is checking to make sure that the expectations are being met. Mr. Dake stated that production managers ensure that staff is performing the work per the ACC/BrightView contract. Mr. Dake further stated that the corporate office looks at production rates, but that doing so is challenging as the estimation process is very subjective.

Director Cotton also thanked the BrightView staff for attending and inquired on the protocol for "acts of God," such as the recent hailstorm that occurred in Anthem. Mr. Berg stated that priorities are based on needs starting at the high visibility areas. When monsoons or other fierce storms hit, BrightView addresses sidewalks and other areas first due to safety concerns.

Director Cotton inquired what the crew does when it rains and they are unable to be in the field. Mr. Berg stated that crews wait out the storm, or may be sent home, which could result in adjusted work schedules around the rains.

Director Cotton stated that Anthem has over 20 locally owned landscaping companies. Director Cotton further inquired why BrightView buses employees to Anthem rather than using local labor forces. Mr. Dake stated that BrightView uses E-Verify and goes through a posting process using multiple hiring sites, yet still finds it very challenging to hire quality employees. Mr. Berg stated that BrightView also requires pre-employment drug testing which is an impediment to some applicants. Director Cotton suggested that BrightView increase their rate of pay. Mr. Dake stated that they have raised their rates, but because this is very labor-intensive work, many don't want to do the work.

Chris Matson, resident, stated her concerns with the weeds in the park. Mr. Monson stated they are doing post-emergent in the turf to address weed control, and also a pre-emergent applications to help control the weeds. The weeds in the turf hinder a healthy turf, and seeds from the weeds are spread when there is continuous mowing. Mr. Monson stated BrightView does has a program in place to address weed overgrowth, and residents should see improvements by the summer.

President Willis thanked Ms. Matson and stated that the ACC and residents have expectations that landscaping around Anthem will improve.

Debbie Manley, resident, inquired who was responsible for picking up litter on medians and main thoroughfares and Mr. Shearer stated that it's in BrightView's contract to conduct litter pickup as they move through the community, but that BrightView cannot do it alone. Mr. Shearer further stated that Parks and Facilities staff has overlay responsibilities and Anthem is very grateful for the residents who help pick up litter. This is a broader community issue and BrightView does not have a crew that is singularly dedicated to pick up litter. Mr. Dake stated that it is very hard to keep a community litter-free and thanked both Parks & Facilities and residents for their assistance. Ms. Northcutt stated that MCDOT has an Adopt-a-Street program coming soon to the Anthem area, and that she would be having a conversation with them soon to formalize a plan. Ms. Northcutt stated that we know Anthem residents are assisting with litter pickup already, but want to make sure residents are doing so safely.

Mr. Dake thanked the Board and stated that he hopes to continue the partnership, and to restore the community's confidence in BrightView.

#### **STAFF REPORT**

Mr. Shearer summarized a few items on the staff report that were included in the Board packet and posted online.

#### **FINANCIAL REPORT**

Mr. Greenstein summarized the Balance Sheet and Income Statement for the Board. He summarized the financial performance, fund balances and collections activities. He noted that the ACC's monthly financial package has been upgraded to provide additional historical Balance Sheet information, graphs of operating and cost trends and summary variance reporting. The full disclosure financial statements are posted on *OnlineAtAnthem.com* as part of the documents supporting this open meeting. Mr. Greenstein encouraged all property owners to take the time to become familiar with our financial standing and results.

Mr. Greenstein stated that the auditors will be on site March 13-15, 2019, and will present their findings at the May Board open meeting.

Mr. Greenstein stated that the ACC, along with the Country Club and HOA partners, recently conducted interviews with four insurance brokerages that submitted their proposals via an RFP process. Mr. Greenstein stated that the selected brokerage firm would be announced at the March Board open meeting.

Secretary Kesselman stated that the \$4.8 million in the Operating Fund seemed high, and Mr. Greenstein stated that at certain points in a calendar year, we are collecting assessments in advance. For example, assessments are collected in December for the next quarter, so January will have a high figure that then trails down in the second and third month of the quarter. Twenty-five percent of Anthem owners are in the monthly ACH program, leaving approximately 8,000 homeowners paying their assessments in advance. Mr. Greenstein stated that this is why peaks and valleys occur.

Secretary Kesselman inquired about short-term investments and what a normal level is to run the ACC. Mr. Greenstein stated that the ACC keeps about \$3-3.5 million fully invested at all times. Mr. Greenstein further stated that the ACC has obligations to the Country Club, Parkside and Village partners so money collected from assessments is also transferred to our HOA partners.

Director Francom inquired about trends in accounts receivables and Mr. Greenstein stated that our average outstanding collections have been continuously trending downwards over the years.

#### **OPEN DISCUSSION**

There were no comments from the floor.

President Willis stated that all future open discussions will be limited to three minutes per resident, and strongly encouraged residents to fill out the form in the back of the room with their contact information so that staff can follow up if continued conversations are needed. President Willis further stated the Board and staff will listen very closely and spend a small amount of time with discussions; but if the topic is not on the agenda, it should not be

addressed in detail. President Willis stated the Board and staff wants resident feedback, concerns and issues brought forward, but please realize that the Board may or may not be able to discuss your topic in Open Session, which is why we are requesting contact information.

**CONSENT AGENDA/ACCEPT COMMITTEE REPORTS:**

**A. ACCEPT COMMITTEE REPORTS**

- 1) Fiscal and Resource Management Committee
  - a. January 16, 2019 Meeting Minutes

**B. Approve Anthem Country Club Community Association's Revised Design Guidelines**

**Treasurer McKenzie made a motion to approve the Fiscal and Resource Management Committee Meeting Minutes from January 16, 2019 and the Anthem Country Club Community Association's Revised Design Guidelines. Director Francom seconded. Voting took place; the motion passed unanimously.**

There being no further business to discuss, the meeting adjourned at 8:17 p.m.

Respectfully Submitted,  
Kim Bodary  
On Behalf of the Anthem Community Council Board of Directors