

From: Joanna Homer Jhomer@associatedasset.com
Subject: Welcome Villages at Rio Paseo Board Members
Date: Oct 26, 2020 at 10:51:09 AM
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Welcome to the Villages at Rio Paseo Board!

We will be holding our first meeting via Zoom (call in info to follow) on Wednesday, November 11, 2020 at 5pm to seat the board positions, President, Vice President, Secretary, Treasurer & Director. I will need all of you in attendance.

Below are a few items to note:

1. As a Board member, we may need a decision from the Board as a whole. When that occurs, I email everyone on the Board and ask for their written reply, such as a “yes” or “no,” or an “approved.” When decisions are needed by email, they must be unanimous in order to be valid. *For example, if I need approval for a tree trimming project via email which is \$1,000.00, if all Board members vote “approved,” it is completed. However, if two Board members vote “approved,” but one Board member votes “not approved,” I cannot complete the project – it is not approved. It is different in a physical Board meeting – the majority of the votes wins. Thus, in a Board meeting, with a 3-member Board for instance, if two Board members vote for “yes,” and one voted “no,” it would still be approved.*
2. AAM recommends you set up an HOA email for HOA business only. Just in case there were to be an HOA legal situation for some odd reason, all communication, including emails from and to Board members can be retrieved for a legal case. That means all emails that came and went from this particular account. **Please send me your HOA email addresses as soon as possible.**
3. All Board terms are for one year, unless the upcoming annual meeting does not meet quorum. In that case, the Board members and their terms role over until the next.
4. For purposes of a normal conversation, such as at a normal General Session meeting (not an annual), quorum means a majority of the Board for your community. So, if you have a 5-member Board, 3 is a quorum.

5. You will begin to receive abbreviated financial packages each month for your community. The Treasurer would mainly review these in general; however, should you have any questions, please feel free to let me know.
6. All communication regarding Board business, all verbal and written communication, all information concerning individual homeowners and individual homeowner accounts are confidential and cannot be discussed or disclosed to anyone else other than us as the management company, and/or the other current Board members.
7. We appreciate if you would check your HOA email every few days just in case we need a decision. Due to COVID we will make many decisions by the Board via email in between meetings.
8. If homeowners and/or residents approach you, for the most part, please refer them back to us as management. We prefer it this way, just in case there was a future legal issue, and a homeowner claims you said something that you didn't. We would rather have them talk with us, as we document all communication.
9. If you do want to email the entire Board, including myself and blind-copy the other Board members. If Board members begin a conversation on email with a "quorum" of the Board members, it could be considered a Board meeting, and would be illegal.
10. For all after hours common area maintenance emergencies, which include beehives or water leaks, the AAM emergency line is [602-647-3034](tel:602-647-3034).
11. My office phone number is [602-906-4902](tel:602-906-4902) and Christine Wingo is my administrative assistant, office phone number is [602-906-4906](tel:602-906-4906). In that my position entails being on site at my various communities during the week and on certain days, I am not always in the office. If you need something urgent during business hours, if I am not available, please call Christine.
12. I am having board books made with all the governing documents and important information. When complete I will arrange delivery of these to you.

Last but not least, we are so happy you joined the Board! Thank you again!
Please reach out to me with any questions or concerns you may have.

Joanna Homer

Community Manager

AAM, LLC

(602) 906-4902 (direct line)

(602) 957-9191 (main line)

(602) 647-3034 (after hours emergency)

(623) 742-6170 (fax line)

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