

Lakes Community Association Community Manager 2017 Annual Report

Every day as Lakes Community Manager, I work to maintain the level of excellence in the operation of the Lakes that is expected by Lakes homeowners. I oversee projects that will contribute to the overall beauty of the Lakes while keeping the physical operation running efficiently and reliably. Trees are trimmed; walls and fences are painted before they become an issue; common area docks that give homeowners access to our biggest asset are well-cared for; graffiti is painted over before anyone knows it's there. Reserve projects are completed in a timely and budget-wise manner.

It is a point of pride for me that I drive and walk the property daily and I take pride in knowing the condition of every corner of The Lakes so that I can keep it well maintained in a timely manner. The Lakes is a beautiful community and I am proud to play a part in it.

2017 was a healthy year financially with the least amount of delinquent assessments in ten years.

Our community is now looking better than it has in years and, as always, my priority is to improve The Lakes property to keep our property values high. I continue to look for ways to increase the efficiency of the operations in The Lakes.

2017 Projects

Clubhouse Entry: The remaining section of the entry walkway was completed with matching pavers to complete the entrance appearance.

Clubhouse: The upper level balcony deck was rebuilt and resurfaced.

Clubhouse: The flat roof was sealed and the broken tiles and rotted wood of the main roof were replaced.

Gym: We replaced the elliptical bike, recumbent bike, and upright bike.

Pool Area: A new and bigger ramada was completed. The new ramada is bigger allowing more seating and has fans, lights, and electrical outlets for homeowner use.

Pool Area: Additional new lounges, chairs, tables, and umbrellas were purchased to complete our newly renovated pool area.

Pool Area: A new spa chlorinator was installed.

Pool Area: New lane lines and a new lane line reel were purchased.

Rapids Area: A new south side pump was installed in the underground pump station at the Rapids.

Rapids Area: Two new variable frequency drives were installed in the two underground pumps to control the pump motors speed and to prevent overheating.

Boat Ramp Area: Phase I of the Lake Water Irrigation system was installed and is operational.

Boat Ramp Area: A new walkway was developed to ease access to the dock at the Boat Ramp and green belt area.

Landscaping: Our greenbelts and trees are green and well maintained; our flower beds are beautiful thanks to Redwood Landscaping whose entire staff is courteous and pays great attention to detail.

Tree Trimming: We continue to trim and maintain over 500 trees to keep them healthy and attractive. The many trees that contribute to the beauty of The Lakes require great care and attention.

Common Area Walls: The entire Baseline perimeter wall and many community walls were repaired and repainted.

Metal Fences: We continued maintenance and painting of many of the deteriorating metal fencing around the Clubhouse and common areas.

Community Docks: All common area docks were repaired and re-stained.

Electrical: The Clubhouse and many common area electrical systems were worked on to bring them to code.

This year, we experienced severe tree damage from a summer monsoon storm that swept through the east side of our community. Several large mature trees fell into the roadways, into the main lake and East Lake. The trees uprooted electrical and irrigation lines causing substantial cost to the Association for removal, cleanup, and repair. This damage is impossible to foresee and

disrupted our budgeted allocation for the year's tree maintenance, irrigation repair, and electrical maintenance budget. Along with this, we had a very large pine grow its roots into a cement pipe at West Lake. The removal of the tree and repair of the pipe was also costly.

Clubhouse Operation

The Lakes Beach and Tennis Club had a very busy year in 2017. Clubhouse Manager, Craig Whatcott has done a superb job of overseeing the day-to-day operation of our Beach and Tennis Club. Our facility is looking beautiful and well maintained and is definitely being used more than ever before. We had many individual private parties utilizing our Multipurpose Room, Adult Lounge, Large Park, and Kids Park bringing in revenue over \$10,000. Along with these private parties, we had over 30 Lakes events and activities sponsored by Lakes clubs and committees. Our Beach and Tennis Club staff should be commended for their hard work and commitment to service to The Lakes community.

Office Operation

Our Office Manager, Karen Ciampo, does a spectacular job of managing the day to day office operation. Daniel Renteria, CC&R Inspector, works hard to keep our homeowners' properties within the rules set out in the CC&Rs. Tabie Hernandez, our Bookkeeper, is meticulous about her duties and is dedicated to keeping our financial system running smoothly. We have a great team working in our LCA office.

In Summary

From the Beach and Tennis Club facility to the common area parks to our lake, The Lakes community is looking better than ever. Befitting the value we place on our lake, we continue to very closely monitor the health and status of the lake, our greatest asset.

In spite of several golden algae blooms, our lake continues to be healthy and provide beauty and value to our community and recreational enjoyment for our homeowners.

We should be proud that The Lakes of Tempe still holds a position as one of the premier residential communities in the East Valley.