

**CIVANO HOA
BOARD**

Mario Mastrosimone

President

Sharon Fields

Vice President

Chris Shipley

Treasurer

Bob Small

Secretary

Directors

Les Shipley

Andy Delgado-Keller

Carolyn Finnell

**HOA
MANAGEMENT**

Sean Keegan

Association Manager

hoa@civano1.com

www.civano1.com

Maggie Roulier West

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
Wednesday of every
month .**

**Common Area meet-
ing; As needed for
any issues.**

Civano HOA Newsletter

www.Civano1.com

SUMMER 2017

Civano 1 HOA

CIVANO I: NEIGHBORHOOD I ASSOCIATION, INC.

Policy on Distribution of Board and Committee Meeting Minutes **Resolution #17-01**

WHEREAS, Arizona Non-Profit Corporations Act [A.R.S. §10-11601] requires the Association to keep as permanent records minutes of all meetings of its members and board of directors and a record of all actions taken by a committee of the board of directors on behalf of the Association; and

WHEREAS, the Association's Board of Directors and Committees review and approve their respective meeting minutes after they are produced as a draft; and

WHEREAS, Arizona Planned Communities Act [A.R.S. §33-1805] provides that all records of the Association shall be made reasonably available to Members or their designated representatives for review; and

WHEREAS, Section 11.2 of the Amended and Restated Declaration of Covenants, Conditions and Restrictions for Civano 1: Neighborhood 1 empowers the Board to adopt, amend and repeal rules and regulations pertaining to all aspects of the Association's rights, activities and duties; and

WHEREAS, it is in the best interests of the Association for the Board to adopt rules and regulations for the handling of meeting minutes.

NOW THEREFORE, BE IT RESOLVED THAT the Board adopted the following resolution pertaining to meeting minutes at its duly-

held meeting on June 27, 2017, and that the adopted resolution hereby is memorialized and remains as Administrative Resolution #17-01 in the Association's records:

1. After any Association or Board meetings draft minutes shall be produced in accordance with the Bylaws and shall be distributed to the Board of Directors for review and approval at the next Board meeting.
2. After any Committee meeting draft minutes shall be produced and shall be distributed to the Committee members for review and approval at the next meeting of the Committee.
3. Meeting minutes are not a record of the Association until approved by the Board or the respective Committee.
4. Except as provided in this Resolution, meeting minutes shall not be released, distributed or posted until approved by the Board or the respective Committee.

IN WITNESS WHEREOF, the undersigned have executed this Resolution 17-01 on this 27th day of June, 2017, and certify that this document is a true and correct copy of the Resolution that was adopted by the Board of Directors of Civano 1: Neighborhood 1 Association, Inc. at its duly held meeting.

CIVANO 1: NEIGHBORHOOD 1 ASSOCIATION, INC. an Arizona non-profit corporation



Spotlight on the HOA

Rotunda

Please keep checking the community calendar for Civano events at the Rotunda. If you would like to reserve the rotunda, please stop by the office.

Prefer email?

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

PARKING VIOLATORS

All vehicles need to park in Association approved parking areas. **This means no parking on the decomposed granite areas.**

Homeowner's may report to Parkwise or to the HOA office. Please have the make, model and license plate number of vehicle. Any violators will be reported to Parkwise at 791-5071 www.tucsonaz.gov

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

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 _CALENDAR or FORMS



4th of July Success! Thanks Volunteers :)



Message from the Association President

Dear Civano Neighbors,

7/10/17

The HOA Management Team gets many calls. Some call are from residents needing to know how to submit a request to the DRC, others call about items that need attention in the common areas like broken in-ground watering systems and problems at the pools.

The HOA Management Team also gets call from home owners “reporting” neighbors for HOA Compliance issues. Some are serious matters that need to be addressed Others are not even issues the HOA can or is allowed to address. Some reported issues can start a process that can take months to rectify. The two most common items reported are:

- Trash/Recycle Bins left out the day after trash day.
- Weeds and overgrown yards.

Needless to say, homeowner that get those notices are often not happy about getting a letter from the HOA Management Team and cause unintended ill will.

Civano is built on neighbors knowing each other and helping each other out. I know when my neighbors leave a trash can out or something simple I’ll go over and see if they are OK. Sometimes I will just put their trash cans away, because I know they are out of town. Some neighbors have work schedules or other commitments that may make it impossible to take care of every detail on time.

If you notice something out of the ordinary, take the time to go check on your neighbor. Offer to help them out if they are ill or need help dealing with some detail.

Reporting every little infraction to the HOA Management Team makes people think their neighbors are out to get them. Get out and meet your neighbors, know when they are away so you can keep an eye out for anything unusual. They will do the same for you if you only take the time to get to know them.

Yours In Community,

Mario Mastrosimone President

Message from the Board

~Community Spotlight~

You know the saying.... "Stupid is as Stupid does"...please don't allow this kind of stupid to happen at the Civano pools! This is the 2nd or 3rd time this has been seen! As owners, please don't be afraid to ask these kids to stay off of the



roofs at the pools. If they don't, please call the Police. 520-791-4444

Pool season is upon us!!

Please remember that pool safety starts with you and the pools are for the use of **Civano Residents and their visitors only**. We ask that you do not lend out your pool keys to anyone, if they need one, please send them to the HOA office. We also ask that you not bring glass into the pool area and clean up any food items as well.

Also, please follow the posted pool rules at each pool. This helps keep our pools safe and a great place for families and residents to enjoy year round.

If you see any issues at the pools, contact the HOA office at 546-3862 or stop in and let them know what's happening...



Summer is Here!!!

How to Cool Down Angry Customers - Marketing Daily Advisor

No matter how great your customer service may be; chances are that you'll eventually encounter an angry customer. But how can you talk angry customers down off the ledge without losing their business? Upset customers are a fact of business. But there are ways to handle the situation that will save the sale, keep everyone happy, and rectify the crisis at hand. Here are a few tips on speaking with angry customers when the stakes are high.

Stay calm, cool, and collected yourself. No matter how upset your customers are, take some breaths, get some perspective, and watch your own tone of voice. Becoming defensive or accusatory will only escalate tensions. Speak slowly and even close your eyes if you're speaking with them over the phone. Take deep breaths while they're speaking. Even if they start hurling insults, take the high road by remaining focused and staying polite. Resist the urge to snap back at them or to offer them a crazy reparation just to get off the phone. They deserve respect, as do you.

Affirm what they're saying. The psychology of hearing "I understand how you feel" can't be understated. A lot of the time, people get angry because they feel like they aren't being heard. Repeating back what customers are saying and affirming that you've heard and comprehend what they've said is very powerful for trust and relationship building. After you've given them a chance to speak, say, "Let me make sure I'm comprehending what you're saying." Then, repeat back what they've said to you.

Learn what their goal is. Ask them very specifically what they're hoping to gain from you. Do they want a refund? An additional service? A canceled payment plan? Did they just need to vent their frustrations, or do they want to file an official complaint? Sometimes what these customers want is actually an easy fix, and they're only angry because they're stuck in traffic or not feeling well. Find out what they want from you, and see if you can make it happen. Try to direct the conversation that way instead of letting them complain about you or your company for an hour. By being productive, you'll fix the situation quicker and get back to serving happy customers!

Don't take it personally. One incident or even a handful, doesn't mean that your business isn't thriving. Some people will simply never be satisfied. Make sure when you're done dealing with angry customers to do some debriefing and decide if they had a legitimate qualm or if they just wanted a handout. Then shake it off and move on.

This Article is by John Boyens



Civano 1 HOA Community

A few Reminders about parking, that pertain to residents~

CC&R's 5.3.5 Parking

5.3.5.1– No Vehicles shall block any Lot or inhibit access to or from any Lot, to be parked in a manner which restricts the flow of traffic.

5.3.5.5– No inoperable, junked or wrecked vehicles shall be parked on any portion of a Lot or on the Common Areas. No vehicles shall be located on Covered Properties in any state of repair or disassembly, except vehicles that are parked wholly with a carport for the purpose of repairing.....

THERE IS NO ON STREET PARKING UNLESS IT'S IN APPROVED PARKING SPACES!

This shouldn't be happening daily...



CIVANO I: NEIGHBORHOOD I ASSOCIATION, INC.
Policy on Designated Parking Spaces
ADMINISTRATIVE RESOLUTION #16-01

WHEREAS, Article 6, Section 6.2.1 of the Amended and Restated Covenants. Conditions & Restrictions (CC&Rs) of Civano stipulates that "the affairs of the Association shall be conducted by the Board and such officers as the Board may elect or appoint.....; and,

WHEREAS, Section 11.2 of the CC&Rs empowers the Board to adopt, amend and repeal rules and regulations pertaining to all aspects of the Association's rights, activities and duties; and

WHEREAS, Sections 6.1 and 7.1 of the Bylaws authorize the Board to exercise all of the rights, remedies, privileges and authority accorded to the Association under the Governing Documents and applicable law, except those rights that are specifically reserved to the Members; and

WHEREAS, Section 5.3.5 of the CC&Rs addresses parking in the community as it includes, but is not limited to, motor vehicles, campers, trailers, motorhomes and recreational vehicles; and,

WHEREAS, Section 5.3.5.2 of the CC&Rs specifically states that "Parking or storage of recreation or similar vehicles (including, but not limited to, trailers, campers, motorhomes, mobile homes, van conversions, busses and boats) is prohibited on all portions of the Covered Property, except in the designated parking areas, **if any, as determined by the Board of Directors.....**"; and,

WHEREAS, the Board of Directors wishes to make a determination regarding the term used in Section 5.3.5.2 as "designated parking areas" for both regulatory and clarification purposes; CONTINUED ON THE NEXT PAGE...

...16-01 continued

NOW THEREFORE, BE IT RESOLVED THAT, in order to ensure the maximum available parking for residents' non-commercial domestic motor vehicles, the Board of Directors, in accordance with its authority under Section 5.3.5.2, hereby clarifies and determines the following:

1. All parking spaces on Civano 1 common property shall be used exclusively for the parking of residents' non-recreational domestic motor vehicles and light non-commercial trucks.
2. No parking spaces on Civano 1 common property shall be designated or permitted for use and/or storage by trailers, campers, motorhomes, mobile homes, van conversions, busses and boats or similar recreation vehicles.
3. It is re-affirmed that "a recreational vehicle may be parked on the driveway or the street in front or behind the Lot for a period not to exceed **twenty-four (24) hours in any seven (7) day period**, for the purpose of loading or unloading the vehicle, or for the purpose of providing temporary parking for a transient guest of an Owner who may be traveling in or towing the recreation vehicle."

Thank you in advance. If you have any questions please contact the office.



What's Happening: Summer 2017 ~



Snowflake Annual Pioneer Days Celebration Date: Jul 21, 2017 - Jul 22, 2017 Location: Snowflake, AZ

Snowflake's Pioneer Days celebrates the town's founding in July 1878 by Mormon pioneers. Events over the two-day celebration include a parade, rodeos, car show, arts & crafts fair, Pioneer Day Run, softball and golf tournaments, fireworks, theatrical performances, kid's entertainment, barbecue, dancing, historic home tours and more. All Pioneer Days events are family friendly and offer a great way to experience Snowflake's small-town charm.

17th Annual Hummingbird Triathlon August 19 at 6:00 am - 12:00 pm \$40 - \$80 Sierra Vista, AZ

Swim 800 yards, bike 13 miles and run 5 kilometers! Compete as an individual, or as a member of a female, male, or coed team. Ages 10 and up. Registration begins May 15 and ends on August 16. Register early to guarantee your event T-shirt and swag from our sponsors. You can register at the Oscar Yrun Community Center or The Cove. Check in starts at 5 a.m. with the race starting at 6 a.m. The race starts and finishes at The Cove and is chip timed.

Night Wings at Pima Air & Space Museum August 26

Night Wings at Pima Air & Space Museum - Explore Pima Air & Space Museum. one of the world's largest aerospace museums. Enjoy tram rides until sundown, a walking tour of indoor hangars, and hands-on aviation-related activities for kids in all hangars. Night Wings occurs on the 4th Saturday of June, July, and August. Adults \$10. Kids 12 & under are free. 5-9 pm. 8 pm last admission. 520-574-0462 or <http://www.pimaair.org/news-events/event/416-night-wings>

102nd ANNUAL SANTA CRUZ COUNTY FAIR SEPTEMBER 15-17

Welcome to the 102nd Annual Santa Cruz County Fair!! We have three exciting days and nights of activities, complete with carnival, 4-H and FFA competitions, live music, pet show, dances, special concerts, barrel racing, a gymkhana competition, a horse show, exhibits, vendors, a wonderful farmers market, and much, much more!

Sunday, September 25, 2016 • 8:00 am — 12:00 pm

With Tucson's temperatures sizzling, Heirloom Farmers Markets is celebrating the heat with their 13th Annual Chile Festival! Attracting thousands of visitors, the Chile Festival weekend kicks off at [Trail Dust Town](#) (Home of Pinnacle Peak) on Friday, September 23rd, continues at the Oro Valley Farmer's Market on Saturday, September 24th, and culminates with the **Grande Chile Fiesta at the Rillito Park Farmers Market on Sunday, September 25th.**



Or Current Resident

Civano HOA

10501 E Seven Generations Way, Suite 109
Tucson, AZ 85747
Phone: 520-546-3862
Fax: 520-546-6795
E-mail: hoa@civano1.com
Website: www.civano1.com



INFO YOU CAN USE!!

HELPFUL WEBSITES:

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

Monsoon Reminders!

Never cross a wash or road that has running water flowing over it. The water depth is very easy to misjudge, and the road itself may be damaged or destroyed underneath the murky water. As little as ten inches of water can float average-sized cars, mini-vans, SUVs and trucks. Be especially cautious at night as flood dangers are much more difficult to see in the dark..

If you get caught driving during the storm find a safe place to park off the road like a parking lot, turn off your lights and wait until the rain has passed. This will reduce your chances of having a weather related accident and increase you visibility to see flooded roadways.

Stay away from downed power lines. If a power line comes into contact with your vehicle, remain inside the vehicle until help arrives. Do not attempt to get out of the vehicle – that is the safest place for you to be. By stepping out of the vehicle, your body can become the pathway for electricity to reach the ground, causing severe bodily harm and possibly electrocution. Use a cellular phone, if available, to notify emergency services of your exact location.

