

# Anthem VOICE!

December 2007

## Anthem Voice Advisory Board

**Senator John V. Briggs**  
Retired

**Gen. Dick Browning**  
US Air Force, Retired

**Rana Goodman**  
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Whitney Ranch HOA

**Marcia S. Kosterka**  
Former President, North  
Shore Towers HOA

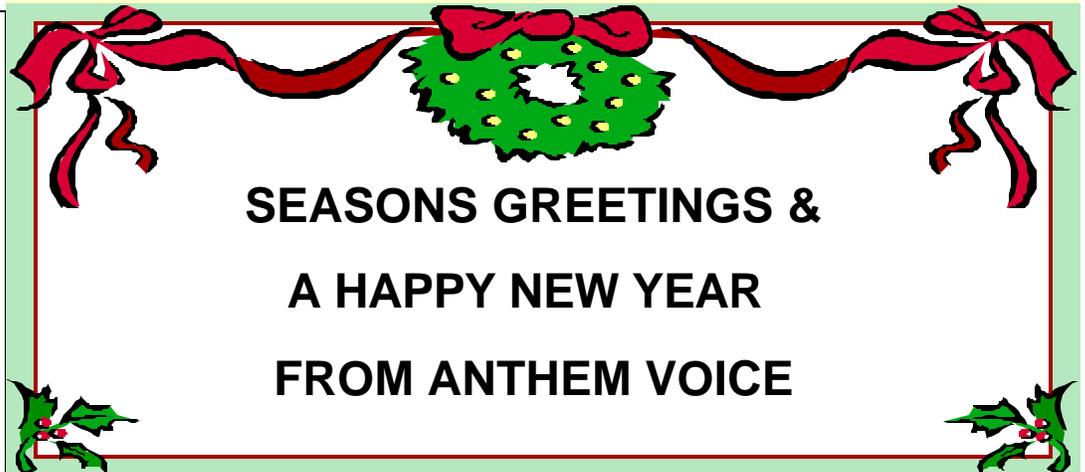
**George E. Meese**  
Former Director of the  
California DMV

**Ronald Morse**  
Former Prof. UCLA, UNLV

**Joan Patrick**  
Former Chairman,  
Douglas County, NV  
Planning Commission

**Tim Stebbins**  
Past President/CEO

**Larry Wolf**  
Psychologist



**SEASONS GREETINGS &  
A HAPPY NEW YEAR  
FROM ANTHEM VOICE**

**2008**

## **A BIG YEAR FOR SUN CITY ANTHEM**

**The 1st event of the new year will be the Board's \$160 increase in your association fees.**

**The 2nd big event is the launch of the 2008 SCA Board election — applications due by January 4th.**

**The 3rd event will be the opening of a new Trumpets Restaurant in March**

**The 4th activity will be to elect three new Board of Director candidates by May 2nd.**

**The 5th big event for 2008 will be having a new Board of Directors committed to responsible financial management.**

**Follow the Important Issues in Your Community  
Read our Newsletters and Present your Thoughts**

**[www.anthemvoice.org](http://www.anthemvoice.org)**

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## 2008 BOARD OF DIRECTORS ELECTION SCHEDULE

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**January 4 @ 4:00 PM Closing Time for Candidate Applications**

Meet The Candidates: Catered Supper February 24 & 25 @ 6:00 p.m.

First Candidate Debate March 3 @ 7:00 p.m.

Second Candidate Debate March 9 @ 7:00 p.m.

Third Candidate Debate March 31 @ 7:00 p.m.

Fourth Candidate Debate April 6 @ 7:00 p.m.

**April 30 @ 4:00 p.m. Voting Deadline**

May 2 Posting of Election Results

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**RANA  
GOODMAN**

### MY VISION FOR SUN CITY ANTHEM

My vision of Sun City Anthem is a community where the Board and our Finance, Lifestyle and other Committees work as a team to protect home owner interests. When I purchased my home here in 2003, I wanted to live in a community that is safe, where my property values are rising, and the services that I pay for are provided in a professional way. I also expected the people who volunteer to help run our community to be open, honest and responsible.

Right now, crime is rising in Sun City Anthem, property values are falling, my community dues are rising to pay for past mismanagement and the people running the community show little respect to the residents.

The current situation is not what I expected or wanted. I expected the community managers and the SCA Board of Directors to protect our investment, not squander our resources. The Board's should be keeping home owners informed about community issues and solve them when possible after consulting with us.

The failure of our elected Board and our paid management representatives (RMI) to preserve SCA's happy, relaxed, and active lifestyle environment is not right. Until these people change their attitude from being arrogant bureaucrats to RESIDENT FRIENDLY administrators, I won't be content.

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## The Trumpets Survey is Over: Now the Hard Work Begins

Phase 1 in the selection of a new Trumpets restaurant operator is complete. The November 26 briefing by the Trumpets Working Group (TWG) on their survey of the SCA residents regarding a new restaurant was informative. The survey further verified what we know from surveys and votes over the last 5 years: residents have been consistent in that they want -- decent food at a reasonable price.

### The Surveys

In December 2003, in response to a Trumpets questionnaire, around 400 Anthem residents responded that the quality of the Trumpets food was poor to fair, and the prices were too high. People did not want a restaurant dress code and they were not interested in take-out.

In March 2007, 2,641 residents voted against a Trumpets lease extension. They also voted against having gaming in the community.

The recent November 2007 survey by the Trumpets Working Group was responded to by 1,829 residents. People wanted a professional restaurant company, lunch, dinner, and happy hour would be the best attended, they still wanted reasonable prices, the restaurant should be open to the general public, and they wanted catering services for residents only. Gaming was opposed and people were not very interested in take-out. See the SCA website for the survey results.

The problem is that the residents never get what they say they want in these surveys. Why does this happen?

### Why Things Go Wrong

The problem is with what comes after the (non-binding) surveys of Phase 1—when our elected representatives take over and make political decisions. The problem has also been that the past Board of Directors did not fully respect resident (survey) desires, did not prepare good lease contracts because they don't have the business expertise necessary to do it, and then they did not enforce the final contract in a diligent manner.

So now, we enter Phase 2 of the restaurant selection process. Hopefully, the Trumpets Working Group (TWG), will continue to use its team expertise in developing a sound set of RFP and contract guidelines. Residents can and should participate in this process—**see the Trumpets Working Group schedule on page 4.**

Phase 3, which begins in January 2008, is when all the real problems can develop. This is when the final (hopefully not secret) negotiations on which company to select will take place. This is what caused the problems with the earlier S&D Café tenants. Problems can include: the lease length and renewal conditions, responsibility for restaurant repairs, how to ensure the continued quality of the food, the construction of a wall to keep restaurant visitors out of other parts of the main building, guaranteed financial profit to the association, creation of a resident restaurant oversight committee, and putting in place rules for Board management of the lease and restaurant performance oversight.

### So, What Do We Do Now?

Anthem Voice advises that: As we enter the critical Phases 2 & 3, when all the big decisions are made, that residents be diligent to track all the comments and decisions of Board Members on the restaurant issue. We don't want to allow the current Board of Directors to follow the bad management practices of past Boards. There should be no room for secret promises and outside-the-contract deals like in the past. The current transparency and openness established by the Trumpets Working Group must be extended to every Phase of the restaurant contract process.

### In any case, from now on, residents must:

- Seriously monitor all Trumpets Working Group reports**
- Participate in all Trumpets Working Group meetings**
- Evaluate the details of all RFPs (Requests For Proposals)**
- Make sure financial background checks are done on all tenant finalists**
- Verify that SCA will make a profit on this restaurant**
- Adopt a "Trust but Verify" strategy on all Board restaurant decisions**
- Create a SCA Resident's Restaurant Advisory Committee to ensure performance**
- Put in place new Board management and oversight rules for any new contract**



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***The Trumpets Working Group (TWG)  
 Restaurant Selection Schedule***

December 1 TWG posts restaurant RFP on SCA Website  
 December 3 TWG Open RFP Discussion 3 PM  
 December 4 Board Meeting: Approval of TWG restaurant RFP

***Complete Phase 1: RFP Advertised to the Public***

January 15, 2008 Deadline for RFPs to be submitted to SCA

***Phase 2: Contact Short list RFP Applicants***

February 15 TWG recommends finalist operator(s) to the Board

***Phase 3: TWG starts negotiating the terms of a lease with vendor approved by the Board of Directors***

**TWG Goal: Signed lease and restaurant operator onboard by March 31, 2008**

**A GREAT CHRISTMAS GIFT IDEA**

Exciting New Book about  
 President Ronald Reagan  
 100 New Unpublished Photos

***REAGAN: WHAT WAS  
 HE REALLY LIKE?***  
 by Curtis Patrick

Sun City resident and Anthem Authors writer has published his blockbuster insider stories and staffer revelations from the early political years of Ronald Reagan

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