

Anthem VOICE!

Anthem Voice Advisory Board

Volume 3

October 2007

Senator John V. Briggs

Retired

Gen. Dick Browning

US Air Force, Retired

Rana Goodman

Former President
Whitney Ranch HOA

Marcia S. Kosterka

Former President, North
Shore Towers HOA

Linda Krivec

Formerly Special Projects
California Governor's Office

George E. Meese

Former Director of the
California DMV

Dr. Ronald Morse

Former Prof. UCLA, UNLV

Curtis Patrick

Former Asst. to CA
Governor Ronald Reagan

Joan Patrick

Former Chairman,
Douglas County, NV
Planning Commission

Tim Stebbins

Past President/CEO

Support Anthem Voice by Sending a Contribution!

Bob Frank is Still *YOUR* Voice on the Board

Despite the Board's retaliatory act of unseating Bob Frank as "*Vice President*" of the board, Bob remains as an influential member of the SCA Board of Director's. The Board's meeting on September 27th was yet another demonstration of the "we are in charge" mentality of the Board members and their failure to appreciate a Board member who wants to do what is best for the "entire community."

Since it is obvious that the majority of board members will continue to behave with arrogance, it is very important that the SCA residents keep the Board's feet to the fire by critically evaluating every move they make. If the board does not want to be open and respectful with residents, then the residents will have to force them to constantly explain and be accountable for their actions and inactions on critical issues.

AS RESIDENTS WE MUST PROTECT OUR COMMON INTERESTS!

Information on the Website

www.anthemvoice.org

Let's Hear Your Voice on the Blog

<http://www.blog.anthemvoice.org/>

VOICE: Vision Openness Integrity Community Efficiency

SOLVING OUR PROBLEMS TOGETHER

***Anthem Voice's* Mandate for Respectful Governance**

When a developer like Del Webb or Pulte wants to sell houses, they try to create an image and life style perception of their development that people will buy into. That is why we were provided a spacious Anthem Center, a first-class Trumpets restaurant, two golf courses, the glossy Spirit Magazine, and relatively low-priced annual membership fees. It was impressive.

The problem comes to communities like ours when the developer, who has made large profits from home sales, vacates the community to move on to their next project. The residents then have to assume the full management of the facilities, enforce the collection of fees from the restaurant, publications, and facilities usage, and begin to manage their resources effectively to keep membership fees as low as possible. This is when dues and budgets become important and residents start to expand their interest in effective community management.

That is exactly where Sun City Anthem is in its evolution and quite naturally residents become concerned about the nasty character of our Board meetings, the infighting between various special interests like the Villas and the Minuteman Foundation, and the debates between various website/blogs advocating specific policies for the Sun City Anthem.

What needs to be understood is that all of this is quite natural (and necessary) in communities transitioning to full resident management once a developer leaves. It is not that people want to be nasty, but they get upset when their elected representatives treat them with silence, inadequate answers, or even on occasion disrespect. When residents finally decide to take control of their community, they start to feel responsible for the poor management they detect, and they recognize that to correct things they will have to become more active in community affairs. For better or worse, it is only through the clash of ideas and the competition of proposals that SCA's future will be shaped and formed to reflect resident interests.

"OPEN DOOR MANAGEMENT"

Anthem Voice is a group of residents who believe that members of the Board of Directors are residents who volunteered their services. Board members need to be reminded of this and should share all information openly with their fellow residents. We also believe the Board should as such be respectful of resident opinions. We also advocate a high standard of professional management for our community. This means managing any contractors in an efficient way.

To be sure, some progress in style has been made since the last Board election, but most of the key issues remain unresolved. These issues include collecting the hundreds of thousands of dollars due from the Trumpets lessee and/or the insurance companies, collecting the funds owed by the developer, selecting a new Trumpets tenant, funding the next recreation center, and cutting expenses through careful management, to mention only a few points.

As a community, we must still "trust and verify" that what needs to be done is being carried out in the most appropriate and financially effective manner.

Anthem Voice: First Resident's Meeting

The first open, community-wide meeting of ANTHEM VOICE was held on September 18, with almost 100 residents attending. It was moderated by **George Meese**, who made a brief introduction about the purpose and goals of the ANTHEM VOICE organization, website and newsletter.

Tim Stebbins made a presentation about our community reserve funds. He then went on to detail the Board's Villa agreement with Del Webb which may block any chance the Villa owners had of recovering possible reserve shortfalls from the developer. (See the Anthem Voice webhome page for the presentation data.)



Rana Goodman spoke next with a presentation about why the SCA community association needs to be run like a professional business—because it has an \$8 million budget, almost all of which is supplied by resident dues. As an example of how



our funds are misused, she pointed to the **\$11,760.00** wasted because our **RMI Management** company mails community assessment bills to everyone, even if they have paid in advance. She also pointed out that the prior board had hired a consultant for \$35,000 when qualified volunteer residents could have done the same job. She emphasized that there are multiple examples of wasteful expenditures that nobody, unfortunately, is being held accountable for.

Next, **Joan Patrick** pointed out that because of RMI's failure to uphold its contract obligations, residents should take a careful look at the RMI contract on the SCA website. **RMI Management, LLC** is owned by First Service Corp. of Canada and is the Managing Agent for the Sun City Anthem Community Association,

For example, two of RMI's responsibilities are the enforcement of all leases and the collection of monies. With the Trumpets lease, they did not enforce it, costing the association millions of dollars in lost revenue. RMI is also responsible for "maintaining and making available all (SCA) documents and records on premises." They haven't done that either.



RMI is also contracted to present a financial report every month. She asked, where are the reports for July or August 2007? How can RMI develop a correct budget when there are financial errors dating back to 2005?

Another example of RMI inefficiency is Redrock Financial Services, the collection agency owned by RMI. Redrock has chosen not to go after delinquent homeowner fees and fines in an aggressive manner, such as through the small claims court. Instead, liens are placed on a property which can only be collected or enforced upon the sale of the property.

Finally, Joan questioned why the current Board is not enforcing the RMI contract to the fullest extent? RMI is being paid by the residents for services they have failed to carry out.



Anthem Voice

2880 Bicentennial Pkwy
Suite 100, PMB 207
Henderson, Nevada
89044-4476

AnthemVoice Website
www.anthemvoice.org

Website Contact
AnthemVoice@anthemvoice.org

Newsletter Contact
newsletter@anthemvoice.org

Shirley Cheri

Someone who really cares about our community!



Accounting and management information systems degrees from California State University, Northridge. CPA and a Certified Automotive Financial Manager.

SCA Finance Committee. Pet Club President for the last two years and presently the President of the SCA Single's Club.

5 children, 10 grandchildren and 2 famous dogs --Picasso and Pablo

KNOW YOUR SUN CITY HISTORY

On July 12 and 24, 2006, the SCA Business Development Club (BDC), working with three Board members, held resident meetings on the SCA contract with the Trumpets tenants (S&D Café) and a broader discussion on how the community should deal with the contract violations by the tenants.

These BDC meetings initiated the intense debate on Trumpets that dominated the discussions in the SCA Board election in early 2007. It took a year, but the official termination of S&D Café's contract for Trumpets was on September 30, 2007.

The Business Development Club paid a heavy price for its courage to tackle the Trumpets issue. On August 18, 2006, then SCA President M. Faval West, ordered the cancellation of all BDC meetings and the modification of its By-Laws. No BDC meetings were permitted again until March 2007. In retrospect,



it is clear that the BDC did the right thing.



Some BDC members gathered to celebrate the "changing of the locks" on Trumpets, Sunday, September 30th at 12:00. (from right to left are: Larry & Rivka Wolf, Kay Frank, Bob Frank, and Ron Morse)