



IRONOAKS at SUN LAKES

BOARD OF DIRECTORS OFFICERS AND STANDING AND AD HOC COMMITTEES ANNUAL REPORTS

NOVEMBER 18, 2011

2011 REPORTS

President of the Board of Directors
Vice President of the Board of Directors
Treasurer of the Board of Directors
Secretary of the Board of Directors

Jacquie Peterson
Charlie Bunce
Bob Deken
Joe D'Amore

Committees

Architectural Landscape
Capital Improvement Fund (Ad Hoc)
CC&R Revisions (Ad Hoc)
Communications
Elections
Energy & Conservation
Finance
Food & Beverage
Fitness (Ad Hoc)
Golf
Human Resources
Image
Master Plan (Ad Hoc)
Properties
Racquet
Risk Management
Rules & Regulations
Unit Captains

David Peters
Charlene Petragallo
Bobbie Reed
Bobbie Reed
Diane Sloan
Hans Naumann
Jim Willsey

Bobbie Rubin
Tom Jones
Dave Wagoner
Nancy Bunce
Herb Lienenbrugger
Bill Coleman
Dave Zapatka
Chuck Sloan
David Heffernan
Candy Clark

Annual Report of the IronOaks HOA Board President for 2011

After several contentious years, this was a year of healing for our community and putting the fun factor back into the IronOaks community. Much of that effort can be attributed to our General Manager, Randy Ankeny. He has worked hard this year to create three distinct restaurant venues, each designed to appeal to different “customers” within our community. Under his leadership, a variety of new and fun social activities have been introduced attracting some homeowners who heretofore have not participated in any of our community’s social events.

In March the Board held a Meet the Board event on the Oakwood Patio. It was well attended and gave homeowners an opportunity to meet with us informally to share their thoughts.

Also in March, an Ad Hoc Capital Improvement Fund Committee was established to evaluate the potential benefit of establishing such a fund and to develop a plan for educating the community, drafting a CC&R revision and conducting a homeowner vote. A Board workshop was held in November, with a goal to begin the education process in mid November with a January 2012 homeowner vote.

On April 1st the Association paid off the balance of the loan from RCI. On April 5 the deed was released paving the way for the CC&Rs to be changed, removing the developer from any control over them. The interest that would have been paid to RCI, for those who elected to pay the special assessment for the purchase of the amenities over time, are now being paid to the Association. As a result an Ad Hoc CC&R Revision Committee was established to begin the work.

The Board voted to name court one The Jason Morton Court, to honor Jason, who was instrumental in the design and development of the tennis facility in Oakwood. A dedication ceremony was held in April.

On June 2 the Association had a note burning party, celebrating one year to the day, the signing of the purchase agreement for the amenities.

This year was our first full year owning and operating the amenities which were purchased in 2010. Fitness reached an all time high of 1103 members. Tennis reached a high of 370 members. Golf reached a high of 891 members. Pickle ball was added to our amenities by converting the practice tennis court to two pickle ball courts. That membership went from 0 to 105 in the course of the year, demonstrating both the demand and popularity of that sport.

Fitness saw the addition of new pieces of equipment and the replacement of some vary dated equipment. The Fitness Center added many new classes and for the first time provided classes throughout the summer months. Tennis courts one and two were

refurbished and all other hard surface courts were replaced with state of the art post tension concrete courts. With the new courts the tennis community looks forward to bring back several key tournaments in the 2011-2012 season.

Our golf courses have improved tremendously. The golf staff and golf volunteers hosted our second Golf Expo, which was a huge success. Sales more than doubled from the previous year.

Our Food and Beverage operation has improved both in quality and in service. Poolside was very close, for the first time, to breaking even. However, a fire at Poolside, which closed it from the end of May until mid November, forced a change in plans. Management had intended to close Sunsets Dining through the summer and have all dining at Poolside. The fire caused a setback in management's efforts to reduce our costs.

In August, a Board subcommittee was appointed to look at short term planning issues. That committee recommended to the full Board the allocation of funds to hire an architect to evaluate our Fitness Center and offer options to better utilize our space. The Fitness Committee began working the architect to look at ways to expand the center both through better usage and layout of the existing building as well as potential ways to expand it.

I am the Board liaison to the Unit Captains Committee and the ad hoc Human Resources Committee. Those committees have done an outstanding job and their dedication to the HOA is greatly appreciated.

The Unit Captains Committee has redefined their job to greatly enhance the service they provide to the homeowners in their respective Units. Candy Clark, Chairperson, has been instrumental in helping to make this committee very active and relevant.

The ad hoc Human Resources Committee, under the Chairmanship of Dave Wagoner, has been instrumental in getting an HR position added to our staff. They have also assisted in drafting a new employee handbook.

We have two retiring Board members whose three-year terms expire at the end of 2011, me and Jim Kaiser. Looking forward to 2012, the Board will be welcoming two new board members. I wish them much success as they begin their three year term.

For me, it has been a very eventful three years on the Board. As a Board we've tackled some difficult and sometimes controversial issues. It has been a pleasure to be your HOA Board President this year. I appreciated the opportunity to serve our community and even though my term on the Board ends, I will look for other ways to serve.

Jacquie Peterson, President

Annual Report of the IronOaks HOA Board of Directors Vice President for 2011

The Vice President of the IronOaks Board of Directors is the Chair of the Committee Chair Selection Committee. This Committee is charged with the responsibility of recommending homeowners for committee chair positions. This committee does its work in the third and fourth quarters of the year with final Board approval of the recommendations coming at the first meeting of the new Board in January.

The Vice President chairs meetings with all committee chairs during the year. The committee chairs are given time at those meetings to review projects their committee are working on and invite other committees to give input. A summary of the current undertakings of all committees was established this year and is published online for HOA membership review.

The Vice President reviews new committee charters and revisions to current charters before Board approval.

Various methods are used to recruit new committee members, including a booth at the Activities Fair in October. HOA members who are looking to get involved in their community can speak with committee chairs and receive an invitation to attend a committee meeting to observe the work of the committee. Information concerning committee membership is also published on the ironoakshoa.org website and SITL. HOA members responding to the request for committee members are invited to a committee meeting to determine their interest in the work of that committee. This also gives the committee members an opportunity to determine how the potential new committee member will fit into the work of the committee.

For the year 2011, I was the Board liaison to the Risk Management Committee. This committee is involved with protecting HOA assets through a review of issues that pose a threat to our HOA and its members, and managing those threats through insurance or procedural changes. The committee works closely with the General Manager. The committee is also a source of review before insurance renewals are accepted or new insurance is purchased.

Charlie Bunce

Annual Meeting November 18, 2011

Financial Report

The financial report will be reported as follows:

- 1) Status of the Year End Audit
- 2) Financial health of the Association
- 3) Reserve Report

Mayer Hoffman & McCann Auditors for the IronOaks Homeowners Association has certified the accounting records are prepared according to standards by the National Accounting Board and in accordance with Generally Accepted Accounting Principles. The report is in the library.

The Association financial health is stable. Guidelines have been provided to ensure better compliance within the budget, but we still have an issue with controlling costs in the restaurants. The new Board will need to address this issue promptly. In prior years success was had in maximizing the interest income in both the reserve and operating accounts. Today that is a huge challenge, but efforts will continue. New regulations regarding FDIC insurance for our funds will be implemented in order to protect all of the funds. The budget is tight, but with good management the association will continue to meet the needs of the members.

The Amenity Acquisition has been completed and homeowners are using the facilities in record numbers in the tennis and fitness center. The new budget has increased user fees to primarily cover the labor for the programs that are in place. Tennis courts 3-10 have been restored with Post-Tension concrete replacement and two pickle ball courts have been added. Others funds have been used to improve the fitness center building and the pro-shop roof.

The 2012 budget provides for increase in dues for addition of two staff members, an increase in capital funding for items that have been put off for a couple of years and increase of costs for contracts and other expenses.

The good news is that the large tax liability that was inherited at the time of the purchase of the amenities will be reduced to Common Area Valuation for the 2011 tax year and succeeding years. The Maricopa County Assessor has approved the Common Area Valuation for the Fitness & Tennis Center, the adjacent parking lots and the Pro-Shop. Funds were received for the reduction of the taxes due to the CAV adjustment. Some minor re-class of properties are still pending.

The Reserve Fund has provided stability for the Association. The board has approved an aggressive reserve contribution. We now have two budgets, one for operating and one for the reserve. The reserve is specific as to replacement and some repairs of existing assets. As new assets are added they will need to be added to the reserve. All of the improvements, updating facilities, and purchasing of needed equipment has been funded from the reserve. In 2008 the Board approved Two million dollars for remodeling and the purchase of new assets. A \$50 increase in the reserve contribution from \$250 a year to \$300 a year per homeowner has made it possible to make the changes that are made.

A review of the road study inside the reserve is underway and the professionals that completed the 1st study in 2006 will be consulted.

Written by Bob Deken
Treasurer

Secretary's Report 2011 Annual Meeting

It's been a very busy year for our Association. In January the four Board members that were elected in November 2010 took their seats on the Board. They are: Dave Wigton, Charlene Petragallo, Bob Deken and Joe D'Amore. The Board elected the following to serve as it's officers in 2011:

President – Jacquie Peterson
Vice President – Charlie Bunce
Treasurer – Bob Deken
Secretary – Joe D'Amore

Later in the year an Assistant Treasurer position was created and Dave Wigton was appointed by the Board to that position.

At the first regularly scheduled 2011 meeting, held on January 19th, Mrs. Peterson announced that the Q&A periods at the end of the Board meetings will be held in a different format. Instead of requiring that all questions be written for presentation to the Board, homeowners would now be able to ask their questions directly. The new procedure has worked very well during the year.

Throughout the year the Board approved the purchase of numerous new or replacement equipment needed to support our amenities. In addition to those actions, the following are other significant actions taken by the Board of Directors during the year 2011, through Oct 31, 2011.

At the January 19th Board meeting:

- Pickleball and Tennis Rules were approved.
- A golf cart/walking path part time Patrol position was approved.
- The replacement of the softball field scoreboard was approved.
- Tennis Court #1 was named the James Morton Court.
- An Ad Hoc Committee to begin the revision of our CC&Rs was established.

At the February 16th Board meeting:

- Our Board President announced that the first meeting of all of the Sun Lakes General Managers and Board Presidents was held on February 14th. The meeting was held to encourage a better working relationship between the three communities. Quarterly meetings were planned.
- It's was reported that on January 26th the Board unanimously agreed by an action in lieu of meeting to eliminate the automatic gratuity at the Association's restaurants. The elimination was initially for a 90 day period, but later in the year the Board approved its continuation.
- A vehicle use policy was approved.
- Approval was given to replace the roof of the Oakwood Pro Shop.
- The garage sale event scheduled for March 19th was approved.

At the March 23rd Board meeting:

- The Golf Committee, formally an ad hoc committee, became a standing committee and its Charter was approved.
- Revised rules for Tennis and Pickleball, which would become effective on Oct 1, 2011, were approved. The revision was necessary due to the vote by the Tennis members to eliminate leagues playing during prime time.
- The agreement with Sun Lakes Marketing Limited Partnership to pay off the balance of the note regarding the amenity purchase was approved.
- A membership fee approval policy was adopted. All IronOaks membership fee proposals, such as those for golf, fitness and tennis, will be reviewed first by our General Manager, his appropriate staff and the Finance Committee for compliance to income and budgetary projections. Final approval authority will be with the Board of Directors.

At the April 27th Board meeting:

- A policy on the delivery of advertising materials as adopted. The policy denies access to the community by vendors or their reps seeking entry for the purpose of delivering unsolicited advertising materials to homes.
- Approval was given of a contract for street seal coating for six Units.
- The refurbishment of the restrooms on the golf course was approved.

At the May 25th Board meeting:

- Our General Manager reported on the fire that occurred at our Poolside restaurant. There was damage to the main electrical circuits. Also, lights around the swimming pool and some lights in the parking area were affected. Work to repair the fire damage was approved.
- Our Amended and Restated ByLaws was approved.
- The Reciprocal Golf Agreement passed, by which during the Summer months members of any of the three Sun Lakes golf courses would be able to play the other courses a limited number of times without cost.
- A revised collection policy was adopted.
- Replacement of the Fitness Center roof was approved.
- A resolution passed to correct our Article of Incorporation to reflect the correct DBA name of IronOaks at Sun Lakes.

At the June 2nd Board meeting:

- The 2011 Board of Directors election schedule was approved.

At the July 27th Board meeting:

- The establishment of a dedicated golf web site was approved.
- Approval was given for the retrofitting and reinstalling the swipe card devices at the IronOaks gates. The work is needed because the hand held RFID cards are no longer being manufactured. There will be no effect on the current RFID cards or windshield devices that are currently in use by homeowners.

At the August 24th Board meeting:

- Funding was approved for drafting conceptual plans for expansion of our Fitness Center.
- As a result of the hiring of more staff due to the amenity purchase, the Association's 401k plan needed to be revised. Approval was given.

At the September 28th Board meeting:

- New rules regarding use of the golf course by non-golfers were adopted.
- A policy regarding conducting surveys of homeowners was adopted. The Policy describes who can request a survey, who will approve the request, who will design the survey, and how funding will be obtained.
- The annual Fitness, Tennis, and Pickleball membership fees for 2011/2012 were approved.
- Slurry seal road work for two Units and all of EJ Robson/Sun Lakes Boulevards was approved.

At the October 26th Board meeting:

- It was reported that the 2011 golf mini fees and the 2011/2012 fourteen month annual membership fees were approved prior to the meeting by unanimous consent in lieu of a meeting. The remaining 2012 golf fees were approved at the meeting.
- A resolution to approve a policy that all maintenance responsibilities for perimeter fencing are included in the common area budgets and that all repairs and/or replacements to perimeter fencing not be funded through Golf funds was passed.
- A resolution to approve the replacement of components in the Oakwood swimming pool complex restrooms passed. The work will be done in conjunction with the renovations to the pool complex that are now in progress.
- A resolution to approve the name for the IronOaks Capital Improvement Fund as the Facility and Community Enhancement Fund (FACE Fund) passed.

Respectfully submitted,

Joe D'Amore
Secretary

Ad Hoc Capital Improvement Fund Committee 2011 Yearly Report

The Ad Hoc Capital Improvement Fund Committee was formed this summer to study the benefits of establishing a new Capital Improvement Fund and corresponding Capital Improvement Fee to be paid by all new buyers at the close of escrow.

IronOaks has several major needs going forward with no funding method in place other than special assessments. The establishment of a capital improvement fee will reduce the financial burden on current homeowners and will strengthen the financial position of the Association and its ability to plan for future growth and/or expansion.

The capital improvement fund will be used for new construction, acquisition of property, major renovation to existing facilities and the enhancement of current facilities and assets.

Members of the Committee along with several Board members paid a visit to Sun City Grand to meet with a representative from their staff and a member of their Board of Directors. The model now in place at SCG runs very smoothly. It was felt we could learn a great deal from their early mistakes and their current success.

The Committee recently presented their work to date to the Board at a workshop. The Facility and Community Enhancement Fund (F.A.C.E. Fund) was approved as the official name at a recent Board meeting.

A CC&R revision will be required in order to establish this new fund. The Committee expects the Board to approve a resolution in December to take the revision to our CC&R's to our homeowners for a vote. Planning is on schedule for a consent ballot to be mailed out in late January. The consent must receive 2010 affirmative votes to be approved. This is a difficult task and will require extensive community education, involvement and engagement in the months leading up to the mailing of the consent.

It is expected the work of the Committee will come to an end once the consent process is complete and hopefully approved.

The creation of the IronOaks F.A.C.E. Fund is the single most important action this community can take to minimize the possibility of future special assessments. The Committee would like to thank the Board for their support in this endeavor.

Respectfully submitted,
Charlene Petragallo, Chair

ALC ANNUAL REPORT – 2011

The Architecture and Landscape Committee serves the IronOaks HOA as the policy and review organization using the C C & R's and Architectural and Landscape Guidelines as a baseline. Prior to Phase III build-out, the Committee reviewed permit requests for architectural changes to new home construction and plans for new landscape installations. With the advent of build-out, such requests have ceased to be required and the Committee is now in a policy review mode. In this mode, we are involved with the review and revision of the Architectural and Landscape Guidelines and advising the ALC Staff as required. Working in conjunction with the ALC support staff, the Committee has taken action in the following areas.

- 1) Denied two requests to install artificial turf in front yards of homeowners properties. It is anticipated that with the announced increase rates by Pima Utilities and increase interest in xeriscaping, that this issue will need to be addressed in the coming year
- 2) Advised the Board that no action is required to enforce the requirement for curbing at the edge of properties bounding golf courses. Each situation should be considered on a case by case basis
- 3) Examined corner lots for line of sight violations in accordance with Maricopa County and Chandler City codes
- 4) Denied a homeowner request to install a wall mounted air conditioner on the garage wall

With continuing work on CC&R revisions, there will be necessary changes to ALC Guidelines to be considered next year. Jim Kaiser has indicated a desire to resume his committee participation. The three year term of the current chair position expires at the end of this year. The Committee and the Board should examine candidates for the position.

Respectfully submitted

David Peters, Chairman

Election Committee 2011 Annual Report

The year started out with a sad note--we lost our newly appointed Chair, Harold Hull. After serving the community as a Unit Captain for several years, he stepped up to replace the retiring Chair, Sandy Applegate. Unfortunately, he passed away early in the year before he could place his stamp on the Election Committee.

In February, the Committee was asked to help the tennis community with a vote. The tennis group had two issues: League play during the first three sessions of prime time (7:30-Noon on weekdays) and whether to keep Court Hours the same year round (7:30, 9:00, 10:30 & 12:00) or move up start times in the summer. There were 306 validated ballots. 181 or 60.5% voted against league play and 118 or 39.5% voted for this referendum. 145 or 53.1% voted to change the summer prime time hours and 128 or 46.9% voted to keep hours the same. Committee members who helped with this vote were Diane Sloan, Bob Bruce, Barbara Schwartz and Sharon Wright. Associate members/volunteers included Sandy Applegate, Corkey Gross, Chuck Sloan and Stew Wright.

After the Tennis vote, the Board appointed Bob Bruce and Diane Sloan to serve as co-chairs.

For the Board of Directors Election in 2011 there are two Board Members whose term expires--they are Jacquie Peterson and Jim Kaiser. Those submitting nomination forms to replace them are: Wayne Karp, David Peters and John Porter.

Thank you to the election committee: Georgia Day, Lynn Dunlap, Bill Giessing, Mary Middleton, Mel Reep, Ellen Samuels, Barbara Schwartz, Sharon Wright, Co-Chairs Bob Bruce and Diane Sloan. A special thank you to all the volunteer counting teams: Sandy & Gary Applegate, Kathy Atkins, Elaine Brock, Sheila Donatelle, Corkey & Nancy Gross, Lyn Munn, Chuck Sloan and Stew Wright. Thank you to all of our homeowners for their participations and support.

Diane Sloan and Bob Bruce
Co-Chairs Elections Committee

Communications Committee Annual Report 2011

The committee was established to focus on improving communications between Homeowners and the Board and Management. It does this mainly thru subcommittees and working groups. (Chair, Bobbie Reed).

Welcome Committee (Elaine Brock and Sheila Donatelle, co-chairs)

- Welcome new homeowners. Welcome letters are provided through the Patrol office extending a personal invitation for a one on one visit by committee person. The new homeowner is given an IronOaks logo tote with all types of information about our community. Approximately 1/3 of the new owners request this visit.
- Host two "Meet & Greet" receptions a year. All homeowners "new" to IronOaks are extended an invitation to this event which is also announced in the Splash and Stay in the Loop. Over 100 new owners have accepted invitation in 2011.

Web site and Stay in the Loop (Wayne Karp, Bob and Diane Stephens, webmasters)

- Web site has about 50,000 hits per month. Volunteer webmasters maintain the HOA website, post new information, and update as needed.
- Stay in the Loop, published twice a week, is sent to 3925 unique email addresses
- News e-mailings for tennis (3), fitness (5) or golf (22) were sent to select mailing lists for each program.
- A set of guidelines for posting/publishing was developed

Newsletter (Mary Middleton, editor)

- Published and mailed six issues of a paper newsletter to 500 homes without internet/email access. Content reflects information from the web site and SITL.

Community Feedback Committee (Candy Clark and Rose Hull, co-chairs)

- Completed two surveys of homeowners in 2011: Recycling and F&B
- Completed a policy on surveys that was adopted by the Board
- Assists with Comment Card systems seeking and responding to homeowner input

Document Management Committee (Dave Heffernan, Chair)

- Reviewed and cataloged all HOA Board and Committee reports in the binders in the Library, this took about 2 hours per binder and resulted in over 50 pages in Excel. Missing documents have been identified and located.
- Working toward storing originals in a safe separate location as well as saving copies as electronic files on a dedicated computer.
- Defining storage times and availability requirements for various HOA documents.

Energy & Conservation Committee

A Standing Committee of the IronOaks HOA, Board of Directors

ECC's 2011 Report to IronOaks' HOA BoDs

The ECC committee was chartered in January, 2009 to identify and recommend to IronOaks' HOA board of directors, facility and residential opportunities to reduce energy consumption and the environmental impact of our community. We meet in the Library of the Oakwood Clubhouse on the 2nd Thursday of each month at 1:30pm except for June through August. The committee is entirely comprised of volunteers who bring a wide range of technical and administrative expertise.

The following are our ECC's current areas of activity:

- ✓ **Recycling Capacity** - The HOA BoDs accepted the ECC's report in response to resident's requests for increased recycling capacity. Maricopa County's approval of Sun Lakes Disposal's change-request application to allow one refuse pickup per week notwithstanding, and based on the results of an ECC Open Meeting Workshop, we recommended, in view of our vendor's proposed quoted cost increase, to stay with the status quo both for refuse and recycling pickup schedules: Refuse twice per week and Recycling twice per month. Subsequent discussions with Sun Lakes Disposal may lead to an interim, at zero cost, increased recycling capacity solution: this is being pursued by Randy Ankeny, GM.
- ✓ **Solar Pool-Heating** - The board-approved \$63,000 budgeted pilot project's operation and data collection was inadvertently interrupted necessitating a restart. As a result, the project's ROI verification has been delayed to mid-2012 which caused the finance committee to defer additional capital investment approval for other pools to CY2013. The capital investment, net of SRP's subsidy, is projected to save \$12,500 per year in natural gas bills and thereby yield an investment payback in less than two years.
- ✓ **Street Lighting Project** - This project will have the on-going benefits of significantly reduced energy consumption and reduced monthly SRP energy billings. Our residents have been requested to provide their feedback on two pilot installations of the new lighting without our referring to the attractive economics associated with the changes. This project's costs, savings and residents' feedbacks thru 10/31 are still being defined, but are expected to provide an investment payback in less than one year with a very high ROI. Our best estimates of the investment's projections and assumptions have been provided to our Finance Committee for support in CY2012. Our next step is to present an action plan to the board for its approval to negotiate with SRP concerning terms and conditions which SRP management cannot reasonably currently properly address to meet our needs to enable our implementation of the street lighting changes.

Energy & Conservation Committee

A Standing Committee of the IronOaks HOA, Board of Directors

- ✓ **Xeriscape Pilot Project** - This initial project has not been primarily designed to provide a return on investment but rather to serve as a pilot-demonstration site to help guide our residents on how they too might transition their home's landscaping to a reduced-water-consumption arrangement. The location of the site is adjacent to our Oakwood Club House nearby the first tee of the Lakes course, and may also serve as a Serenity Garden for use by our residents and invited reception attendees at our club house, be they celebrations or memorials. In light of Pima's recent announcement of higher water billings in the future, the Xeriscape Task Force has concluded that attention to grassed areas in the community with the goal of converting them to xeriscape. In addition, we will encourage reduced use of chemical via fertilizers and insect control that can contaminate our ground water which is seen to be a more critical use of our time and energies. The concepts of Xeriscape landscaping were published on our web site in an on-going series of articles. The Task Force will invite liaison/representatives from our Properties, Golf and Image committees to participate in its activities.
- ✓ **Seminars** - Our 3rd ECC Seminar was presented on March 30th, 2011 by Marty Klemes and Hans Naumann on the subjects of Solar Hot Water and Solar Electric Power Systems. Seven (7) vendors and a rep of SRP were present to display their products and offer quotations to attendees. Slides can be seen on our IronOaks' web site at: <http://files.ironoakshoa.org/ECC/PDF/SolarElectricEnergySeminar.pdf>
 - Our next seminar is being planned on the subject of New Lighting Technologies.
 - Past Seminars have addressed: Solar Electric; Appliances; and, Heating Ventilation & Air Conditioning.
- ✓ **Miscellaneous** – Other ECC activities which will be finished, published and uploaded onto our website's ECC files include:
 - Home water conservation pros and cons of using or retrofitting one's home with a hot water circulating pump to minimize water wasted while waiting for it to get hot. This was recommended by our resident Leon Resnick and evaluated by Ken Marsh.
 - Recycling locations in our area are being compiled by Larry Schuller of places to recycle in Sun Lakes. The list will include all types of items and where they can be properly disposed of.
 - A list of other energy reduction and conservation opportunities is maintained on our ECC Agenda as a reminder of potential future activities.

Respectfully submitted,
Hans Naumann, Chair

ECC Membership: Hans Naumann, Chair.

Rex Bunkley	Dan Knudsen	Ken Marsh	Roger Sullivan
Harry Heintz	Pauline Lee	Ilene O'Meara	Bill Wasserman
Marty Klemes	Alan Lomax	Larry Schuller	Karen Jorgensen, Sec'y

ECC Liaisons

Joe D'Amore, HOA BoD Liaison	Ron Kotnik, Fac. Mgr.	Randy Ankeny, GM
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TO: Ironoaks Board of Directors

FROM: Finance Committee Chair

SUBJECT: Finance Committee Annual Report

DATE: October 5, 2011

The Finance Committee has six (6) voting members and in search of two (2) additional members. All members have extensive financial backgrounds in the accounting, banking or private business sectors. The Board Treasurer is the liaison to the Committee on behalf of the Board. The Community General Manager and Controller attend meetings and other Board members are always welcome as well as homeowners.

The Finance Committee meets the 3rd Friday of each month. During the budget season the Committee will meet on as needed basis.

FINANCE COMMITTEE ACTIVITIES

During 2011 the Committee members continued to carry out their responsibilities of monitoring the monthly and year to date financial performance relative to the budget. Consolidated financial schedules are posted on the Ironoaks Website monthly.

The Committee was extensively involved in the budget review process for the year 2012. Special focus was directed to the newly acquired amenities. A recommendation was made to the Board regarding the budget.

A major activity for 2011 was the updating of the existing Reserve Study and the development of a Reserve Study for the golf course.

Several committee members were active participants in various other sub committees of the HOA.

Respectfully submitted,

Jim Willsey
Finance Committee Chair

Ad Hoc Fitness Committee Annual Report 2011

The committee is currently comprised of Bobbie Rubin, Chair, Molly Bergesen, Charles Brady, Bob Greene, Sandy Pallett, Bob Reed, Dick Rubin, Shirley Weaver, and Dave Wigton, Board Liaison. We have met monthly except for the months of July and August during 2011.

Objectives:

- Advise, support and recommend actions regarding policies and operation of the Fitness Center.
- Provide planning input regarding the facility and its equipment.
- Consult with Architect, General Manager and HOA Board concerning possible expansion of the Fitness Center for optimal use.

Endorsed the following programs and improvements for implementation this year:

- Healthy Weight Challenge
 - This challenge was designed to give participants support and education to help them reach or maintain their health and fitness goals.
 - We had 50 people in the challenge, and received great feedback on it.
- Summer Incentive Programs
 - Triathlon
 - SilverSneakers® swipe in
- IronOaks Health Series
 - Diabetes Education related to fitness and nutrition
- Equipment for Group Fitness Room
 - Additional free weights
 - Additional resistance bands
 - Additional SilverSneakers® balls
 - Balance equipment
 - 2 balance pads, 2 balance disks
 - Yoga mats, straps, and blocks
 - Fitness mats
 - New radio and CDs for classes
 - Paint and install shelving in the classroom
- Equipment for the Fitness Center
 - 3 Cybex® recumbent bikes
 - NuStep bike
 - Cybex® Arc Trainer
 - 5 new flat screen TVs
 - 6 pieces of Cybex® strength equipment
 - Leg press, Leg extension, Leg curl
 - Torso Rotation, Back extension, Ab crunch
- Obtained additional class room space for expanded group fitness classes
- Reorganization of cardio/strength equipment for maximum space usage and safety

Current involvement includes:

- Reviewing potential expansion of the center and purchase of additional equipment to accommodate increased membership.
- Continued review of membership statistics and usage of the Fitness Center.

Golf Committee Annual Report

The year was one of significant achievement. Annual memberships increased from 608 to 640. Total memberships, including punch cards, were almost 900. Membership income exceeded 2010 revenue by more than \$90,000. Clearly, community support for the golf program has increased substantially.

Thanks to Charles Keys and his excellent staff our courses have never been in better condition. On course toilet facilities have been renovated. Practice facilities have been improved and now include a video analysis teaching station. And thanks to capital funds provided by the Association, maintenance equipment has been significantly upgraded.

Services and benefits for our members have also been improved. Under a reciprocal agreement with our neighboring communities, our members played 954 rounds of golf at the Sun Lakes, Cottonwood and Palo Verde courses this past summer. Communications with the ten golf leagues of Oakwood and Ironwood are better than ever. Golfers now receive news electronically through "IronOaks Golf," and our dedicated golf website has been launched. The Chelsea Reservation System was upgraded. Our second annual Golf Expo was a great success. And the atmosphere in our pro shops is friendly and welcoming.

The only disappointment was our failure to meet budget for outside revenue. IronOaks could become the East Valley's venue of choice for tournaments and outings. Attaining that goal will require an aggressive marketing program. Recent staff changes give us confidence that we can achieve the 2012 budget.

Annual Report – 2011 – IronOaks Image Committee

Ongoing Image Committee Goals and Charter Directives:

- Solidifying and implementing the IronOaks “brand” in all visual materials both internal and external, creating a standards manual, and providing assistance in marketing the community with continuity and excellence.
- Enhancing “first impressions” of IronOaks 12 entries, common areas, amenity facilities, and building exteriors and interiors.

Image Committee Task Groups:

- Branding, Graphics and Marketing
- Interior/Exterior Design and Appearance
- Entries, Gates, Walking Paths and Common Areas

2011 Accomplishments, Discussions and Recommendations:

- Design and production of the IronOaks brochure, insertion in the March 2011 *Sun Lakes Splash*, distribution in the community and some public places.
- Consultation with the General Manager regarding unified graphic applications for internal signs and printed materials, marketing and advertising. (The new Poolside Café building sign is an example of this look.)
- Evaluation of the landscaping, signage and general appearances of IronOaks major entries, particularly Ironwood’s Halley Gate off Alma School and Oakwood’s Robson Blvd. Gate off Riggs Road.
- Evaluation of the appearances of Ironwood and Oakwood Clubhouses as well as other buildings in IronOaks, creation of “Wish Lists” regarding needed improvements in restrooms, restaurants, bars, reception area, other interiors.
- Study and discussion about Xeriscaping and a demonstration garden in cooperation with the Energy Conservation and Properties Committees as well as Facilities staff. Consideration of Xeriscaping for IronOaks entries.
- Consultation with Properties Committee and Facilities staff regarding golf course restrooms, renovation of Oakwood pools and restrooms, ballroom air walls and landscaping improvements at major entries.
- Participation in designing new sign for softball building and reconsideration of the Field of Dreams sign at Price and Riggs Roads.
- Cooperation with the General Manager on numerous image needs and projects.

Members of the 2011 Image Committee: Lue Veda Boston, Phyllis D’Amore, Melva Edwards, Bobbie Goff, John Kolb, Joe McGraw, Mike Milgroom, Mike Osborn, Susan Osborn, Bill Whitely, Nancy Bunce, Chair. Dave Wigton, HOA Board Liaison. Lloyd Langlie, Properties Committee Liaison. Chuck Sloan, Risk Management Committee Liaison. Randy Ankeny, General Manager.

IRONOAKS
MASTER PLAN COMMITTEE
2011 ANNUAL REPORT TO HOMEOWNERS

IronOaks has evolved over the past 25 years and recently has evolved from a builder controlled to an autonomous community. While IronOaks has been a successful community maintaining our home values and active lifestyle will certainly be more challenging in the future. This will require careful and extensive planning. If we are to succeed we must evolve in a way that meets the requirements of both current and future IronOaks homeowners. The focus of a Strategic/Master Plan is to define:

- Where we are [starting point]
- Where we want to go, including if we do nothing where will we go [destination]
- How do we get to where we want to go [Strategic/Master Plan]

Future success will be associated with the conversion of our association from an “opinion” to a “fact” based organization. We should not underestimate the importance [or difficulty] of this management transformation.

With productive planning IronOaks can better position itself to capture success in the future by:

- Providing a common and consistent agreement and understanding between the Board and [a majority of] homeowners as to our future direction.
- Providing a framework to evaluate and guide the future decision making process.
- Assuring the decision-making process is fact based and supported by relevant information.

Please understand that planning is not a committee function, rather it is a community function. Planning does not end, it is perpetual. Finally, for a planning process to be successful, there must be an ongoing year after year education process with, and communication to, the homeowners.

To date the Master Plan Committee has prepared a charter that was presented to the Board on Wednesday, November 15, 2011. In addition, the committee has proposed the Core Purpose and Core Values for our association and a **S**[trength], **W**[eakness], **O**[ppportunity], **T**[hreat] analysis has been prepared. Shortly these will be reviewed with the IronOaks committees for subsequent presentation to the Board and then the broad group of homeowners.

In response to the Board’s immediate needs a Master Plan Sub Committee has been established with the goal of assisting the FACE Committee in the areas of processes, standards and controls, and the overall homeowner education a

communication process. This includes assisting in setting up a “vetting process” for proposed future requests.

Following this immediate need the Master Plan Committee will:

- Define and institute a benchmarking process focusing primarily on other HOA's we judge we are competing with and/or we wish to emulate.
- Focus on meaningful Master Plan measurements and their related processes. To be meaningful the measurements must be fact based.

As part of Phase III, in February/March we hope to institute a homeowner education and satisfaction survey [that will become part of an annual survey to measure ongoing trends in homeowner satisfaction]. During this phase we will solicit ideas and suggestions from the broad group of homeowners.

Respectfully Submitted:

HERB LIENENBRUGGER
Chairman of the Master Plan Committee

Master Plan Committee Members:

Randy Ankeny, Jack Cook, Bill Gates, Becky Kolb, Mike Kozak, Becky McGraw
Mike Osborn, Chuck Sloan, Del Ziegler

Board Liaisons:

Joe D'Amore, Jim Kaiser

IronOaks Home Owners Association
Properties Committee
Annual Report Year 2011

The Properties Committee met monthly to assist the Facilities Department in the conduct of the common area improvements and facility maintenance efforts. The Committee also responded to the Board of Directors inquiries on issues concerning the common grounds and buildings owned by the HOA. When required, through the medium of Requests for Proposals, these responses provided recommendations, including estimated costs, for various improvements or changes that the Board wished to review and authorize.

The major accomplishments attained this past year are summarized as follows:

- In accordance with direction from the Board of Directors, we operated under a Properties Committee Charter defining the purpose of the Properties Committee and the scope of its actions with respect to requests provided to us by the Board of Directors.
- Assisted the General Manager and the Facilities Director in definition of 2011 improvement items contained in the budget, the reserve fund and/or Capital Fund allocations for the common areas and facilities
- Continued to assist the Facilities Director with common area issues as required.
- Utilized a standard Request for Proposal (RFP) document for various projects to determine which Contractor would be best suited for the project based on their experience and estimated cost to accomplish the project.
- Assisted the Facilities Director in monitoring the Contractors work for roadway crack sealing in Ironwood and sections of Oakwood which had been authorized in 2010 and 2011.
- Utilizing a previously prepared Slurry Sealing specification, issued RFP's and assisted the Facilities Director in evaluating Bidder's Proposals for work to be done in Oakwood and Ironwood.
- Prepared and issued an RFP for renovation of the Oakwood main pool, the lap pool, the kids pool and the spa including replastering, new tile, new cool deck, renovated bath-rooms and the like. The Committee recommended a Contractor and the Board approved this effort at their October meeting. It is planned that the work will be completed prior to the Thanksgiving holiday.
- Prepared and issued an RFP for the installation of new divider walls in the Oakwood Clubhouse. A contractor was recommended to the Board in July and the Board approved the work at their August meeting. Because of event scheduling issues, installation will occur in late December and late January 2012.
- Initiated and completed effort to renovate the rest rooms on the Oakwood and Ironwood golf courses. Our committee oversaw the installation of new hardware, flooring and doors which had combination locks for use by the golfing community.
- Assisted the Facilities Director in resolving Homeowner raised issues

- Prepared an RFP and selected a Contractor for the evaluation and modernization of the golf course irrigation systems. Action is pending on the recommendations proposed by this effort.
- As a result of action decided by the ad hoc committee created to determine a program for tennis court improvement, we prepared and issued an RFP for the modernization of eight tennis courts using the Post Tension process. A contractor was recommended to the Board and was approved at the March meeting. Work commenced in mid-April and completed in mid-August. An RFP will be issued in 2012 for modernization of the Stadium Courts.
- Prepared an RFP for Slurrying Sealing of remaining streets in the Oakwood facility with effort to commencing in December 2010. A contractor was recommended and the Board approved the effort in January 2011 covering effort to be done in early 2011 and in the late summer of 2011. Effort is now essentially complete. RFP's will be issued in early 2012 for street maintenance scheduled to be done in this year.
- Plans for 2012 include organizing a program to paint the exterior walls of the Oakwood facility and to work on the rehabilitation of the perimeter wall along holes one and two of the Ironwood golf course.
- Maintained liaison with the Finance, Image and Risk Management Committees
- Assisted the Facilities Director in resolving Homeowner raised issues

W. S. Coleman, Chairman

Members:

D. Bishop
W Divoky
H Friedson
M. Kozak
L Langlie
A Metz
D. Morin
D. Scoggins
D Strommer

2011 Ad Hoc Racquet Committee Report David Zapatka

2011 was the Ad Hoc Racquet Committee's first full year in existence and it was an active one. It is expected this committee will become a full fledged committee with the acceptance of its charter by year's end.

Interest in tennis and pickleball was high throughout the year. Tennis and Pickleball memberships both exceeded our budgeted projections.

The resurfacing of the tennis courts began early in the year. By the middle of September, eight of our ten hard courts were resurfaced with post tension concrete, the most durable, long-lasting surface available to tennis communities. Our two most important tennis courts, stadium courts one and two, are expected to be resurfaced with post tension concrete in 2012.

The practice tennis court was expanded and striped for two pickleball courts. Our pickleball community is very excited about finally having their own courts. The courts are seeing high usage and our first mixer with Sun Lakes Pickleball Club is Saturday, November 19. The formation of an IronOaks Pickleball Club is scheduled for Sunday, November 20.

February saw our tennis community host its first town hall meeting to discuss two very important topics – the discontinuation of league play during prime time and summer hours. A March vote cemented the elimination of league play during prime time and moved summer court reservation start time ½ hour earlier.

The annual Jason Morton Classic, a USTA sanctioned tournament, was cancelled due to the unplayable conditions of the tennis courts. Our club hopes to return this prestigious tournament to our community at a later date.

The annual Calcutta Charity Tennis tournament was held in February. Due to the condition of the courts, attendance and sponsorship was down from previous years, however, just over \$6,000 was raised for charities once again making this tournament one of the most successful fund-raising tennis tournaments in the valley.

October 1 saw the beginning of the 2011- 2012 season with increased fees structure. The tennis membership at large was somewhat surprised at the 33% increase in dues and the timing of the announcement so close to the October 1 date but were very pleased to see Dick Schroeder hired as the dedicated racquet club maintenance man. As a result of Mr. Schroeder's hiring, our clay courts are in much better shape than they have been in years and our courts and grounds are much cleaner and are much more attractive.

Perhaps the biggest event of the year was the naming of stadium court #1 in honor of IronOaks Tennis Club visionary and longtime pro, Jason Morton. It seemed as though the entire tennis community showed up to honor and recognize Mr. Morton for his contributions to our club. Unfortunately for all of us, Mr. Morton passed away a short time after this event. His special personality and influence on our community will live on with our membership.

RISK MANAGEMENT ANNUAL REPORT

November 18, 2011

The Risk Management Committee has completed most of its goals for 2011, while also investigating a number of safety suggestions from homeowners and others. Among the numerous items addressed during 2011 are the following:

- A Safety & Protection Subcommittee designed several checklist inspection forms for use in identifying loss prevention opportunities within the community. Now in a testing phase, these forms will enable the staff and the Committee to improve overall community safety
- The Risk Management & Claim Handling Guide for IronOaks was updated in April
- Pedestrian safety was evaluated in a number of ways, resulting in recommendations for painting of stop lines at all intersections controlled by stop signs
- A number of parking safety issues were reviewed, including handicapped access, angled parking at Fitness, golf cart parking options and a need for engineering input to resolve many of these concerns
- Insurance benefits were reviewed, along with the broker service used to secure coverage. Alternative proposals from the broker led to a change in health care provider along with savings in premium
- Speed control options were examined, leading to a recommendation that the HOA replace its non-functioning electronic speed minder to help Patrol enforce speed rules
- A number of miscellaneous safety issues were examined, leading to recommendations for enhancements at N. Dobson gate, the pickleball courts, tennis courts 1&2, our cart paths on the golf courses and the vacant property behind the Oakwood Pro Shop

The Committee also lost one of its longest serving members when Paul Kimes passed away after a lengthy illness. Paul joined Risk Management Committee in 2004 and participated in many of the key decisions of the Committee since that date. His dedication and loyalty to the community will be difficult to replace.

RULES & REGULATIONS COMMITTEE ANNUAL REPORT -- 2011

The Rules & Regulations Committee is a standing committee charged with making recommendations to the Board on issues relating to rules development and enforcement.

This year the Rules and Regulations Committee added a new member and new chair, David Heffernan. We also have a new Board Liaison, Dave Wigton.

As a result of the Board's dissolution of the Appeals Committee in 2010, the Board approved rules changes identifying the Rules and Regulations Committee as the first level for appeal of citations issued by Patrol. In 2011 it was recognized that the Committee Charter needed to be updated to reflect this change. However when the new Charter change was taken to the Board it was not approved, as we are a standing not a governance committee. This required removing the changes made to the rules relative to appeals approved in 2010.

Several sections of the present rules were reviewed to ensure compliance with newly enacted changes in Arizona laws relative to non-profit Home Owner Associations and homeowner rights. Currently no required changes have been identified.

As a result of the purchase of the amenities the rules had to be expanded to define the use of golf course land. Article IX was added to the rules to clearly define the penalty for unauthorized use of golf course land by homeowners and their guests.

In an effort to better communicate the rules to homeowners, the committee prepared notices to highlight the rules related to excessive feeding of birds and animals, rules relative to children using golf carts, as well as rules against driving, walking, jogging and dogs on golf courses. These items were submitted as short articles for inclusion in Stay in the Loop.

The Rules and Regulation Committee meets on the third Thursday of the month in the Library at 2 pm

David Heffernan, Chair
Bobbie Reed, Past Chair
Paul M Beeks
Betty Earp
Dennis Nelson
Jordan Primack
Del Zeigler
Dave Wigton, Board Liaison
Jerry Alexander, Director of Patrol
Dave Erwin, Director of Communication and ALC

UNIT CAPTAINS COMMITTEE REPORT

November 7, 2011

There are 76 Unit Captains representing 31 of the 35 units. Eight of these Unit Captains are new this year, some of whom filled positions in units which were previously unrepresented.

There are 419 homes without representation in the following units: 45, 45A, 45B, and 46A.

Unit Captains are currently contacting homeowners not signed up for "Stay in the Loop" as well as those homeowners who do not have emergency contact information on file with the HOA.

The committee is currently investigating ways to get information to those who do not have computers.