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# ANDALUSIA ORACLE

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## Annual Meeting January 26, 2011

We will have our Annual Meeting on Wednesday, January 26, 2011, in the Recreation Center. Registration begins at 6:45PM, and the meeting starts promptly at 7:00PM. Please make sure you return your ballots by January 25, 2011.

## Next Board Meetings

The next meetings of the Andalusia HOA Board of Directors are scheduled for Wednesday, January 26, 2011 at 8:00PM, and February 23 and March 23, 2011, at 7:00PM in the Recreation Center. Mark your calendars and feel free to come.

## Reserve Study In Progress

Every three years, we are required by law to have an assessment of the dollar reserves required to replace all common area assets over a thirty-year time period.

This study is currently being conducted, as it was three years ago, by Barrera and Co., which is based in San Diego. They are an outside auditing firm that specializes in this type of work.

We have received the first draft report of the financial reserve requirements and are currently in the process of refining it. Once we agree to and receive our final report, we will communicate the results.

## Do Not Overfill Trash Containers!

Garbage and Recycle Trash Containers will **not be picked up by Allied Waste if they**

**are overfilled.** This policy was put in place in late 2009.

All container lids must fit securely over the container to avoid spills that deface our property.

All **Garbage** (but not recycled materials) must be placed in plastic bags that are securely tied.

Allied Waste will leave a note on the trash container when it is not picked up because of overfilling.

Also, Allied drivers will be responsible for any trash that spills over when they empty the can.

**If you have large amounts of cardboard to be recycled,** all cardboard should be flattened and tied in a bundle. The bundle should then be placed or leaned against the gray recycling container.

We also complained to Allied Waste that one of its trucks was spilling oil throughout our complex. Allied responded by steam cleaning the spills and retiring the truck that was causing the problem.

We will continue to monitor their trucks to make sure this problem is not repeated in the future.

## Phone Line Audit

We recently completed a review of the costs for our AT&T phone lines used for our fire alarm system, and the one line we have in our Recreation Room.

What we found was that we had unnecessary charges for long distance connections, warranty repair coverage, and even unauthorized use of some of these lines.

The good news is that we will be lowering our costs by close to \$1,400 per year, plus we received credits for over \$600 as a result of unauthorized use.

All lines are now blocked for unauthorized use, and the Board agreed that the telephone line in the Rec Room is no longer needed since cell phones can be used when needed.

### Expenses and Reserves

At the end of September, we completed our financial year, and you should be pleased with the results.

We reduced our actual operating costs by **3%** compared with the previous year.

We reduced our actual operating costs by **8%** compared to two years ago.

During the past two years, we increased our reserves from \$430K to \$530K, an increase

of \$100K or **23%**.

We have made significant financial progress and need to continue to do so in order to provide for future reserve needs.

### Call CMS For All Service Needs

CMS provides Andalusia with 24-hour, 7-day-a-week coverage for all emergency and other service needs.

The number to call during **normal business hours is 408.559.1977** (Monday – Friday, 8:30AM to 5:30PM).

**After regular business hours** (that is, nights, weekends, and holidays), the number to call is **408.975.2840**.

After hours, CMS assigns an experienced Property Manager to handle all calls for Andalusia as well as its other member associations.

**It is important not to email or expect other Board Members to follow up on a service need, since they are not available on a 24x7 basis.** It is fine to email or contact a Board Member about the problem after you have called CMS.

**Community Management Services, Inc.**

**Steve Huff, Association Manager**

**Customer Service (M-F, 8:30AM – 5:30PM): 408-559-1977**

**After-hours (nights, weekends, holidays) emergency: 408-975-2840**