2017 Province Community Association Annual Meeting Questions and Answers

ORBITEL

1. Is the management team still negotiating with Orbitel? This effort was to obtain “some value added” for current auto payment through HOA dues. Perhaps Orbitel could offer a discount of this amount on any of their cable packages OR a discount on the homeowners broadband services (connection) through Orbitel. Meritage, as the Board of Directors, recently received additional settlement correspondence from Orbitel and is in the process of responding. The Board believes negotiations are nearly complete. The contracted rate with Orbitel is discounted from their current advertised rate. While nothing is set in stone, we do believe there is a chance that broadband services may be offered as an alternative to cable.

2. Why do we not only pay $200/mo. but $58 for cable and $60 for water connection? Not told before we bought. Cable Assessments are $54.39 per quarter or $18.13 per month. The cable assessment is listed in the public report and in the disclosure packet that is required by State Law to be provided to buyers prior to purchase. The monthly water connection fee as referenced is not a charge from PCA, it is charged by local utility provider.

3. What is the deal on Orbitel (part of HOA fees)? A year ago the Board was working on issue and has no (appears) to be dropped. Suggest if it remains, should be changed to wifi or homeowner should be allowed to discontinue. As noted above, the Board is still negotiating with Orbitel on the contract.

4. Personally, I would like to see the quarterly assessment become optional giving the homeowners flexibility to choose their provider. Perhaps some thought should be given to conducting a survey to determine whether or not a community wide contract with Orbitel is in the best interest in Province residents. As noted above, the Board is still negotiating with Orbitel on the contract.

5. We would like to have the Orbitel subsidy examined and hopefully terminated. Essentially we are paying in excess of $217 per year for nothing. We should at least be given the choice of opting-out. The Orbitel contract was signed by former Declarant, Engle Homes, on behalf of the Association and inherited by the community when purchased by Meritage. They have been in negotiations with Orbitel for a while. Note: Meritage is paying all legal fees for these negotiations.

SECURITY

1. Does the new security contract save any money, cost about the same, or cost more? The new contract will cost $20,000 more annually than the prior contract with Universal. The revised contract presented by Allied Barton as they merged with Universal was also more costly and comparable to what is being paid to Trident. Employee wages and benefits have increased.

2. Does the new security contractor have First Aid, CPR, and AED training and are they allowed to perform those skills to Province residents in an emergency? Trident employees will receive First Aid and CPR/AED training.

3. Will the duties and responsibilities of the new Security Company differ from their predecessors; will their duties be more of a “security” protection service vs. just a guard gate monitor? Please advise what their duties entail. Trident Security is providing both gate monitoring services and community patrol. Community Patrol is out in the community on average of an hourly basis, 24/7. Additional duties for the patrolling staff are being considered to offer additional services at no additional cost. In addition, the officer inside the gatehouse can monitor access points and report to patrol any concerns from the residents.
BIRDS
1. Does Province have any programs in place to control the overpopulation of birds (doves) in our community? The pigeons are out of control. What can be done? There are no programs in place to control overpopulation of birds. Owners can submit a request to the Design Review Committee to install bird deterrents on their homes.

2. Why is nothing being done about the coots? They continue to multiply and leave no useful purpose except to make a mess. Also, why not get rid of the black fish eating ducks which destroy the fish population? Migratory birds such as coots, mallards, geese, and loons are attracted to Province’s large bodies of water and grass. Various options to discourage the birds have been tried in the past to no avail. The Board of Directors has chosen not to force relocation through a federal agency, which is nothing more than euthanizing the birds.

FITNESS
1. Our household uses the gym regularly and notice that the same pieces of equipment are in need of repair for an extended length of time. Please explain the process for making needed repairs to the equipment. Most if not all the cardio machines are original to Province and as parts become harder to find it may be prudent to replace with current upgraded machines. The gym equipment has reached its useful life. Replacing the equipment is a priority for 2017. Leasing equipment vs. purchasing equipment is an option. Management has been in contact with several companies that supply equipment, securing quotes. In some cases, it would be less expensive to buy new than to fix what is on hand.

2. Would you please consider adding a handheld showerhead and hose with slide bar, to adjust height of head, or install a separate head with hose at a lower level, so that either head can be selected?. I am a disabled veteran and struggle with the way the showers are currently set up in the locker room. This request is currently under review with the maintenance team to see how the showers in both locker rooms can be retrofitted.

3. The men’s locker room is very undersized for the growth of Province. We need a much bigger changing area (3 is a crowd on either side). We need about 4 added showers. The wait is too long at peak times. There is currently no plan to remodel the locker rooms at this time.

SALES ANNEX
1. What is the status of the decision on what to do with the former Meritage Sales Center site? In the short-term, the decision was made to do some minor remodeling to the building and provide additional space for groups, clubs and committees to hold meetings and activities. Additional evaluation of the facilities in conjunction with the current Town Hall Center will be considered to determine best use of all the facilities.

2. The HOA is now allowing residents some limited access to the old Sales Annex. Does this mean there has now been a resolution to the Engineering studies, as to what we can permanently do with the facility? If so, what is that? If there is still no resolution, how much longer before a decision is made? The engineering study did address floor load bearing and building layout requirements. The building can be used as an extension of the Village Center. The Board of Directors requested that the building be utilized to provide additional space for clubs, groups, recreation, and committees.

3. I heard the old sales office has been released for use. If so, why can’t the offices with doors be used as storage space for the clubs in Province that need storage i.e. the Provincials Theater Group and the Snowbirds Club for example. Both clubs have to pay rent for offsite storage. I am sure they would rather pay rent to the HOA to keep their items in Province closer to where they are needed. For a variety of reasons, most prevalent is liability and space allocation purposes, the PCA has chosen to utilize the facility for clubs, groups, and recreational and meeting space.
NEW FACILITIES
1. Who is the lead agent within Province responsible for long-term planning for new facilities and amenities: Meritage, CCMC, Advisory and Finance Committees, or all of the above? The Board of Directors, currently made up of Meritage employees, makes decisions on facility and amenity enhancements for Province. They rely on Management and various committees to make recommendations on behalf of the community.

2. Does Meritage have any plans for a second town center and/or swimming pool? Currently there are no plans for additional swimming pools or a town center.

3. What are we going to do in regards to the size of our facility (Town Hall) with an additional 800+ homes still to be built if we can’t even accommodate what we have now? The Declarant (Meritage) will remain in control of the Association per the CC&Rs for a number of years. Thus, they will determine if there is need for additional amenities. To clarify: to date, no popular lifestyle events in Town Hall were sold out. Tickets were still available for TAD shows, and in some cases, canceled due to low ticket sales.

GREENBELTS
1. We have now had our home on W. Cribbage Road for close to one year. At the time of purchase, a premium was paid for backing on to the greenbelt. Concerns: condition of greenbelt is simply BAD. More weeds than grass and drainage is poor. What is the plan? When will it be looked after and improved? Improvements have recently been made at the Pinochle/Cribbage greenbelt to re-grade this area, and install a percolation pit and rip rap. Management will be working down this greenbelt towards Monte Lane with additional grading and other corrective action with the intention of improving the condition of the lawn.

2. What is the plan for the green (brown) belt behind the homes on N Monte Lane? This is the same greenbelt area that was addressed with the Cribbage Road concern, only at the east end. The Board recently approved the addition of a dry well, re-grading, and reseeding of this greenbelt.

3. Please do something about the greenbelts. The green where there is green is more from weeds than grass. Every year since we moved here in 2012 they get worse and worse. Can’t they kill the weeds and then start over and re-grass? I paid extra for a greenbelt with grass – not a greenbelt of weeds. Chemical applications to help eliminate the weeds and allow the grass to come in stronger have recently been applied. Re-seeding some greenbelt areas is certainly a viable solution.

4. What can be done to the sprinkling system on the greenbelts? The water is hitting on steel fences causing rust. The water comes into our properties. Very costly for homeowner to repair or replace! The sprinklers can be adjusted to help reduce water from coming onto owner’s property. When conditions are windy this may not always be possible. Please notify the PCA office of the locations.

POLICIES
1. Why are people leaving garage doors opened constantly and for long periods of time when nobody’s doing any yard work? Garages can remain open when they are in use for yard work or when using the interior of the garage for general purposes.

2. Why are people allowed to leave purple Christmas lights up at this time (in Feb.)? Seasonal lighting is allowed during various times of the year. Please notify the PCA office of the specific address for your concern.

3. Why do owners have to put up with building debris in yards? Why do owners have to put up with loud radios and loud singing from workers? How do we stop workers from blocking roads and driveways? Workers take over sidewalks and available parking – why? Workers don’t respect private property and Meritage doesn’t do anything
about it. Weeds in open area where Meritage has control. Nails in the street. People and workers have a
disrespect of driving rules like: speeding, not stopping at stop signs, parking across sidewalks, etc. Meritage takes
all community concerns seriously. Some parcels have not been built out so construction and workers will need to be
in the community. Meritage has onsite supervisors who monitor the construction crews. Weeds in open lots are
routinely removed by BrightView; Meritage covers the cost.

4. Why can’t driveways and front sidewalks be treated with a colored coating as long as the Architectural Committee
has control over the range of colors and patterns to make sure it is aesthetically acceptable?. The concrete gets
discolored from tire marks and bird droppings and is very difficult to clean of dust and bird debris. I have lived in
other AZ communities where coating of these surfaces, color coordinated to the color of the home, was allowed.
Very tasteful and adds to the beauty of the community. The design guidelines can be amended as was recently the
case this past year.

5. I am a Canadian homeowner in Province. As my wife and I are still working we can only come to Maricopa for
short stays in the winter. We would like to rent our property the rest of the wintertime. But due to the 6 months
minimum bylaw this can’t be done so I propose an amendment to this bylaw to a minimum of 3 months. The
Declarant (Meritage) does not want to change the rental policy. When the owners are in control they could vote to
change this policy.

6. Why are children still living in Province active ADULT community? Persons under 19 years of age may stay
overnight in a Unit for up to 90 days during the year. Owners are always encouraged to contact the management
staff when noting violations of the Community documents.

7. Why can people RENT their homes for 1 or 2 months at a time? Less than 6 months. The Board of Directors
approved a rental policy that outlines the parameters for renting property within the community. The outlined
timeline is in direct violation of this policy. Owners are always encouraged to contact the Management staff when
noting violations of the Community documents.

8. Why is 24 hour time limit set for RV parking to clean, pack, and unpack? Majority of adult communities including
ALL other Meritage’s are 72 hours! The CC&Rs were amended several years ago from the original 6 hours. At this
time, the Declarant (Meritage) does not plan to extend the hours. When the owners are in control, they can vote to
change or amend the documents to provide for additional hours.

9. When will Province/Meritage/CCMC begin to enforce their own rules (CC&Rs), specifically section 3.1 (b)
regarding children under age of 19 living here for years? Meritage, as the Board of Directors, and Management are
enforcing the rules and have no evidence that children under 19 are living in the community. Owners are always
encouraged to contact the management staff when noting violations of the Community documents.

10. What can be done to encourage the homeowners who have not repainted the exterior of their homes in the past
10 years? These properties are a drag on overall property values. Notices are sent to owners as a result of
community-wide reviews. There is no specific rule that requires repainting by the 10th year; it is based on the
condition at inspection. If owners do not comply with request to repaint, they may be subject to fines or possible
legal action in accordance to the community enforcement policy.

11. Do guests try to circumvent around this (wristband policy at pools)? We pay for this amenity and during peak
months, due to the large number of guests, some residents are unable to relax by or in the pool. Do we need to
make changes during peak months? The front desk monitors owners and guests to ensure that wristbands are on
appropriate persons. It is realized that during peak times the pool receives a lot of usage. Therefore, additional pool furniture has been placed in the pool area to accommodate the increased usage.

SPEEDING/CROSSWALKS
1. People speed down Friendly Place (back). Is there a possibility to put speed limit signs as is on Province Parkway? I notice most speeders go to the new back section. Someone is going to get hurt or there is going to be an accident. It is really bad. Additional speed limit signs could be placed on Friendly. Thanks for the suggestion.

2. Only three crosswalks on Province Parkway. Standard joke in community is that HOA is teaching retirees to run by crossing the streets without crosswalks at intersections. Management will look into your concern regarding additional crosswalks at intersections.

3. Excessive speeds by work trucks and others on Province Parkway pose a risk to bicyclists and pedestrians alike. Management has consulted with the paving vendor to look at solutions to slow down traffic.

FINANCIAL
1. To save money, I think another study needs to be done on the number of residents that utilize the facilities after 8 pm during week and weekends. A study was done about 8 years ago. I think management would be surprised on how many especially Saturday and Sunday evening after 8 pm actually use it. Electric heat, air and resident desk would save us a lot of money if we close earlier. Thank you for the suggestion. The Advisory Committee may want to review data and make a recommendation to the Board.

2. Last May, we were told there would be a new Reserve Fund study done. Has this been completed and is it now available to residents? If not, why? The draft Reserve Study was completed in February. The Finance Committee, the Board of Directors, and Management are reviewing the details with the desire to approve the final study as quickly as possible. Once approved by the Board of Directors, the study will be made available to the owners.

3. Besides replacing the assistant to the manager, the Operations Manager, a communications coordinator position has now been added. Is this a need or a want? As a resident, I have not observed any changes/improvements, so I can only assume that this is for internal use. Can these duties not be completed by a combination of other employees, saving this salary amount for the reserve fund? What are this person’s duties? The Board of Directors, Advisory Committee, and Management are committed to timely communication with the residents. Thus, the Board approved the Communication Coordinator position last year. The duties are numerous and include, but are not limited to: the development of a communication plan, interfacing with the Province Life Magazine Committee, development of the weekly electronic Province Post newsletter, revitalizing the website, updating the non-compliance (violation) notices to the community, assuring consistent transition of information amongst the staff, the Board of Directors, the Committees, Clubs, Groups and the community membership as a whole. In addition, the Communications Coordinator is currently researching best practices in using social media to communicate to residents. Please contact the office if not receiving the weekly Province Post.

4. In November, we were asked for our questions for that Province meeting, and one I had asked was not addressed. In the reserve fund study update in 2013, in the 3 minute summary it says “HOA collects a working capital fee at the close of new sales. Board may opt to help fund the reserve obligation by contributing all or a portion of these fees to Reserves.” Are these fees being put in the reserve fund and, if not, why? The working capital fees are going into operating, not the reserve, at the direction of the Board of Directors and with recommendation from the Finance Committee.
MISCELLANEOUS

1. Are the lakes still being stocked? If so, how often, what time of year, and are all lakes being stocked? Yes, stocking takes place once a year in spring. Recommendations on fish varieties to be stocked come from the Association’s lake vendor after assessing the type and amount of fish in each lake.

2. Who is responsible for repairing all the many cracked and broken sidewalks and streets and when is the work scheduled before Meritage turns over to HOA? Same question for peeling green street signs. A review of necessary repairs in the community will be made prior to the Declarant leaving the community.

3. Since the “thank you for visiting” sign is blank on the opposite sides would it be possible to add “welcome home” to that sign? In Ohio we lived in a golf community and had the “welcome home” sign there and our community loved it! Thanks for the suggestion - we will look into your request.

4. The gazebo was damaged in a summer storm. It was promised it would be repaired or replaced. Is that still the case? It should have been covered by insurance due to storm damage. What is the status? Funds to replace the gazebo were paid by the insurance company. Plans are underway to replace the gazebo this year.

5. It has been one year since gate across bridge was brought to AC and Management attention. What is taking so long? 1 year for a GATE not very secure COMMUNITY! It was brought to CCMC’s attention when taking over this past May. The gate was recently ordered and is currently being built with installation to follow soon. Meritage is paying for the cost of the gate.

6. Any chance we can get more benches in common areas? There is currently a proposal that was submitted by several residents for additional benches in common areas that is being reviewed by the Finance Committee. At this time, there are no funds in the current budget for additional benches.

7. Any chance residents will be seeing doggie disposal stations along Province Parkway anytime soon? These stations would hopefully encourage dog walkers to clean up after their pooches. Shouldn’t these be relatively inexpensive to implement and maintain? The Board of Directors, with assistance of the Advisory Committee, is open to the installation of doggie disposal stations.

8. Why are so many homes for re-sale? Passing away, assisted living, moving towards family? Management does not have statistics as to why owners are selling their homes.

9. Why did we replace pool furniture that was only 1-2 years old? Only pool chairs were replaced last year as they were older than 1-2 years old.

10. Can we please come up with a better, more streamlined method of purchasing tickets to events that does not entail an early a.m. time to line up for a number and return trip to get the tickets? The Management team will be evaluating best practices for events, ticket sales, etc. over the summer. Thank you for your suggestion.