

ABEVA BRIEF

Published for Arizona Biltmore Residents Only

    March 2010

ABEVA Mission Statement

ABEVA pledges aggressive leadership to nourish and enhance our Biltmore Lifestyle by preserving and protecting the ambience and environment, and by maintaining standards which benefit all members of ABEVA.

FROM THE ABEVA OFFICE

Annual Meeting

The annual meeting for ABEVA was held on Wednesday, February 10th at the Arizona Biltmore Resort & Spa. There were almost 800 ballots cast and about 200 people in attendance. By a majority, the five incumbents were reelected to serve another term and one new member was added. Your 2010/11 new Board of Directors in alpha order is: **James O. Bell, Camille Ercolano, Marcia Finberg, Steve Goldston, Steve Hoffman, Heather Litton, Mark Monzerez, Dr. Arnold Serbin, L.A. Shafkind, Harvey Shrednick and Jay Swart.**

The only speaker was the **General Manager of the Arizona Biltmore Resort and Spa, Andrew Stegen.** He stated that the PUD has been approved, however, due to the current economy, no construction will begin for two to three years. He thanked the homeowners for their support and reported:

The Arizona Wing has been renamed Ocotillo and added 120 concierge-level, high-end rooms to the resort. This was a \$9 million project.

A new restaurant has opened; this was also a \$9 million project. Happy hour has been started at Frank and Albert's, seven nights per week.

The three historic ballrooms have been renovated and renovations to the lobby are currently in process. There has been a delay in getting the new carpet.

The owners have put about \$23 million into property renovations.

There was a 30% decrease in revenues in the past year with 28,000 group rooms canceled during the year. To date, revenue in 2010 is 20% better.

With regard to the greeter guardhouse, by a 1983 agreement, permission was granted to the resort to take care of Thunderbird Trail, and this would include the construction of the greeter house. There is no plan for the resort to man the guardhouse for several years.

Heather Litton, Vice President, spoke about PUD (Planned Unit Development). Plans were submitted to the city that included additional guest rooms, spa facilities, pool facilities, parking facilities, and other recreational amenities. A PUD Ad Hoc Committee

was formed to meet with the resort. Items eliminated immediately from the plan included a heliport, rooftop tennis, a public park and a large water park. Revisions included lowering the heights of buildings and increasing setbacks. There is a provision for a historic overlay that protects the older buildings. However, it was determined that even these buildings could be demolished after a determined period of time. The time set for this is twenty years. All future parking structures will be below grade or surface parking. Prior to any changes being made, all will have to be reviewed and approved by the DRAC (Design Review Advisory Committee) before being submitted to the city. The resort has agreed to eleven out of twelve items presented as a security plan. They were not willing to do background checks on all vendors, and the resort also has its own security program in place. With 1,688 ABEVA members, it is impossible to keep everyone happy; however, the resort does have a right to build on their own property. The committee has done all they could to make sure the homeowners' rights are also protected.

Steve Hoffman, Treasurer, reported that there was no increase in association fees; they remain at \$275 for fiscal year 2009/2010.

In July 2008 the association conducted a full reserve study, and it was determined that the association was on-target. ABEVA is struggling more this year with collections of the annual assessment with \$27,000 still due to the association. There are 22 pending trustee sales and/or bankruptcies. The association is, however, in very good financial shape.

Fiscal Responsibility: Harvey Shrednick began the meeting with an explanatory discussion of the budget. Since several homeowners had previously voiced concern over the annual dinners, Mr. Shrednick addressed this issue first. He explained that, in years past, the Board of Directors had held annual holiday dinners as a way of rewarding board members for their service. The cost to each homeowner for these events was between .95 and \$1.50 per year per home. Because several Board members echoed homeowners' concerns, two years ago the Board changed their





policy and held a pot luck dinner at a member's home that was of NO cost to ABEVA homeowners.

Mr. Shrednick then described the larger issues of the budget. By keeping a close watch on costs, the ABEVA Board has been able to maintain a budget of approximately \$600,000 to run the business of the association. Approximately, 1/3 of the budget is used for security, 1/3 for administrative expenses, and 1/3 for common area maintenance. The association has a reserve fund set aside for items such as maintenance of the roads and other capital projects.

Security: The next issue discussed was security. Mr. Swart has helped to firm up many of the security issues with improvements to reports, purchasing a vehicle as opposed to leasing one, etc.

Community Issues: Relationships with the resort, the golf course, Biltmore Fashion Park and all surrounding neighbors have been built, and the association works hard to maintain these relationships. ■

February 15, 2010 Meeting Highlights

- Board President Harvey Shrednick called the meeting to order on February 15, 2010 via telephone and confirmed a quorum with all of the nine directors present. (A tenth arrived shortly after).
- Officers were elected with Jim Bell as President, Heather Litton as Vice President, Stephen Hoffman as Treasurer and Marcia Finberg as Secretary.
- The Open Homeowner Forum began. Three homeowners commented on the gate being installed by the two associations north of Lincoln on the Grand Paseo. There is concern that they might at some point close the gate blocking ABEVA members from using a path that has been used for over 30 years. (NOTE: The associations claim their attorney worked on this with the city for over a year and a half and the city granted approval for them to do this. ABEVA will be meeting with them and will be reviewing all pertinent documents).
- Vice President Heather Litton reviewed the January 2010 financials and reported that all is about on-target.
- Marcia Finberg reported that she has met with Colony Biltmore IV about the condition of the tennis courts. The Colony Biltmore IV Board of Directors has acknowledged they need to be removed and has sent a letter to all homeowners. They are rebidding the work and hope to be able to pass a special assessment to have this work done.
- During her Executive Director's Report, Roberta



Peterson asked for a board decision about the next step concerning the gate being installed north of Lincoln on the Grand Paseo. It was agreed that the Legal Committee meet with a member of the Joint Maintenance Committee of the two associations north of Lincoln. The board will firm up the ABEVA Committee list next month and a committee of three was formed to review and suggest updates to the ABEVA architectural guidelines and rules.

- Jim Bell reported that with the board's approval, he met outside with Scott Schirmer to discuss the possibility of the drafting and signing of a written agreement that would acknowledge that ABEVA would not be responsible for any expenses associated with the proposed greeter/guard house on Thunderbird Trail. It was clear that Scott Schirmer was not interested in further discussion.
- Jay Swart, Security Committee Chairman, reported that the 2010 Toyota Rav was purchased and is awaiting lettering.
- The next regular ABEVA board meeting will be held on March 15, 2010 in the ABEVA office. ■

Annual Meeting

The Board of Directors wishes to express a huge thank you to the ABEVA members who took the time to become involved, make their thoughts known and vote in this election. It was very much appreciated.

If you have any questions or need any clarification about ABEVA, please contact the ABEVA office. You may also get a phone number of any ABEVA board member that you wish to contact. ■

Dog Waste

Individual communities report an increase in dog waste not being picked up. Please be considerate of your neighbors. ■



SECURITY

ABEVA Has a New Patrol Car

Instead of leasing our security vehicle, ABEVA has chosen for the first time to purchase a 2010 silver Toyota Rav. The Security Committee analyzed the issue and concluded that this change was financially preferable, since ABEVA will retain the residual value at the end of the two-year run. It will be on the road by March 1, 2010. ■

Quarterly Patrol Recap

The ABEVA Roving Patrol, the community's eyes and ears, operates 24/7 throughout the entire community. For the quarter ending January 31st



the patrol reported 964 calls or incidents.

Alarm calls 60; assaults 0; burglaries 5 (broken into cars); suspicious persons 33; vehicle trespass 41; disturbances 53; miscellaneous 165; neighbor disturbance 32; fire truck on site 51; medical emergency/ambulance 40; property damage 3; police involved 42; process servers 0; sleeping guards 0; property theft 4; theft/vehicle 0; pool backwashing 1; traffic/parking violations 131; water/gas leaks 84; window/gate open 70; garage doors open 162; pool gates open 15. For the month of January the Roving Patrol drove a total of 5,552 miles through ABEVA. ■

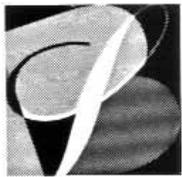
MEETINGS & LUNCHEONS

Camelback East Village Planning Committee

The next meeting is scheduled for Tuesday, March 2nd at 6:00 pm at the Devonshire Senior Center, 2802 E. Devonshire (one block north of Indian School Road). The meetings are open to the general public. For additional information please call Marc Thornton, Camelback East Village Planner at 602-261-8701 or visit the website at <http://www.phoenix.gov/PUBMEETC/indxhtml.html>. ■



Biltmore Area Partnership

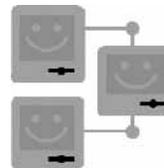


The Biltmore Area Partnership March 23rd networking luncheon will be at the Ritz-Carlton Hotel. The guest speaker will be Don Maxwell, Phoenix Community and Economic Development Director. He will discuss "Building Partnerships for a Better Phoenix".

The Ritz-Carlton Hotel is located at 2401 East Camelback Road. The cost is \$25 for members and \$35 for guests and non-members. Networking is from 11:30 a.m. to 12 noon, at which time lunch will be served. The speaker will address the audience from 12:30 p.m. to 1:00 p.m. For additional information, or to make a reservation, call Ed Rossi at 602-957-6483. Please send checks to Biltmore Area Partnership at 3104 East Camelback Road #174, Phoenix, AZ 85016. ■

Biltmore Networking Group

The Biltmore Networking Group monthly happy hour provides an excellent opportunity to meet and network with others in the Biltmore community. There is usually a group of about 60-80 professionals, including finance, fine arts, government, hospitality, law, marketing, medicine, real estate, technology, and many more.



This month's happy hour is planned for March 4th from 5:30 p.m. to 7:30 p.m. at the Omaha SteakHouse Garden Lounge inside the Embassy Suites Phoenix Biltmore located at 2630 East Camelback Road, Phoenix, Arizona 85016 (602-955-3992). There is no need to RSVP, and there is never a charge to attend these events. If you have any questions or would like to be added to the email list for monthly announcements, please contact Shahpar Shahpar at Tiffany & Bosco, P.A. at ss@tblaw.com or (602) 255-6020. Shahpar is an attorney with the law firm of Tiffany & Bosco and she founded the Biltmore Networking Group in 2003. ■

ABEVA Board of Directors

Harvey Shrednick, President
Heather Litton, Vice President
Stephen Hoffman, Treasurer
Marcia Finberg, Secretary
James Bell
Camille Ercolano
Steve Goldston
Mark Monserez
Dr. Arnold L. Serbin
L.A. Shafkind
Jay Swart

ABEVA Office Information

2525 East Arizona Biltmore
Circle, Building D, Ste. 145
Phoenix, Arizona 85016
Hours Mon.-Fri. 8:30 am-5 pm
602-955-1003 phone
602-955-1144 fax

Roberta Peterson - Exec. Dir.

email: rpeterson@abeva.com

Beryl Ross - Executive Assistant

& Notary - bross@abeva.com

Roving Patrol: 602-369-4776

Police Dept. Non-Emergency:
602-262-6151

Resort Truck on ABC Hotline
602-954-2513



Website Information

Sign on to visit the website by going to www.abeva.com. If you do not yet have a login name and password, from the menu on the left choose e-forms, then choose login request, fill out the required information and click submit. We will send your pre-assigned login name and password back by email. You may read board minutes and the ABEVA Brief online. ■

What is a Community Association?

Some residents think homeowners and condominium associations (generally called community associations) exist just to tell them what to do -- or not do. Actually, the association is more like a housing management or service-delivery organization that provides three types of services to all residents -- owners and renters alike.

- **Community services** - these can include securing trash collection, publishing newsletters, orienting new owners, holding community-wide information meetings, and scheduling recreational and social functions.
- **Governance services** - these can include ensuring that residents are complying with the association's governing documents, that the association is adhering to local, state, and federal statutes

(like fair housing laws), enforcing community rules and policies, administering design review policies, and recruiting new volunteer leaders.

- **Business services** - these can include operating the common property efficiently, bidding maintenance work competitively, investing reserve funds wisely, developing long-range plans, and equitably and efficiently collecting assessments.

Providing these services requires good management (whether carried out by a professional manager or a self-managing board of home owners), strong planning and organization, and carefully monitoring the association's affairs. It isn't easy, but by fairly and effectively delivering these services, community associations protect and enhance the value of individual homes and lenders' interests in those homes.

(Source: *Community Associations Institute.*) ■

ABEVA MEMBER DISCOUNTS FOR MARCH 2010

The following businesses and ABEVA partners have graciously offered to provide discounts to ABEVA members. **THERE IS NO ABEVA ISSUED CARD. TO SHOW YOU ARE A MEMBER OF ABEVA, BRING THIS SECTION OF THE BRIEF WITH YOU.** If you forget, you can try showing your resort or Wrigley Mansion card. To view menus, log onto the ABEVA website at www.abeva.com and click onto Hot Links.

Restaurants

- **L'Amore Restaurant** - 32nd & Lincoln - 10% - (bring your business card and enter drawing to win free dinner) - 602-381-3159. 
- **Zen 32 restaurant** - 32nd & Camelback Road - 10% - 602-954-8700. 
- **Baby Kay's** - 2119 E. Camelback, Town & Country Shopping Center - 10% - 602-955-0011.
- **Omaha Steak House** - 2630 E. Camelback (Embassy Suites) - 10% food only - not valid holidays - 602-553-8970. 
- **Capital Grille** - From March 14 to April 25, The Capital Grille will offer an unparalleled Cabernet Sauvignon as the inaugural wine in its Artist Wine Label Series. The wine will be available exclusively at all 40 locations of The Capital Grille, and the company will donate \$25 from the sale of each limited bottle to Share Our Strength® and its mission to end childhood hunger in America.

Partners & Businesses

- **Arizona Biltmore Resort Rewards Card.** (Card is not applicable on holidays or special events.) The resort offers ABEVA members a 15% discount at restaurants, gift shops, spa services or guestrooms, when they have the resort-issued card. To obtain an application form and receive your card, you may

contact Megan Johnson at the resort 602-954-2527, visit www.arizonabiltmore.com/about/rewards.asp or come into the ABEVA office for a form to fill out and fax to the resort. For further information about the resort, call 602-955-6600 or visit www.arizonabiltmore.com.

- **ABEVA rate at the Ritz** is \$209 for a deluxe room per night including the normal \$27 parking fee through March 31st. To make reservations, contact the hotel directly at 602-468-0110 or central reservations at 1-800-241-3333. Just tell them you are an ABEVA member and let them know if you are celebrating a special occasion. For more information, visit www.ritzcarlton.com.

- **Arizona Biltmore Country Club** - As a neighboring partner to ABEVA, the golf rate through April 16th will be \$148 including cart, plus tax, for ABEVA members. For further information about the Golf Club or to reserve your tee times, call 602-955-9655 or visit www.azbiltmoregc.com. 

- **Camelback Fitness** - Biltmore Financial Center 2394 E. Camelback #120 - One free personal training and EECF session or 10% off for new clients. Call Cory at 602-391-4702.

- **UPS Store** - 3219 E. Camelback Road (next to Tomaso's) - 10% - 602-952-8830. 