



New Management Company is on Hand

The Board has contracted with Desert Management in Rancho Mirage, as our new management company. The new Association Manager will be Rhonda Drews. Desert Management will start on June 1, 2010. The phone number is **760-862-1202**.

Some other Associations that Desert Management administers are Park Palms (since 1993), Avondale (also since 1993) and Silver Sands, just across Portola Ave. from us, since 1997.

The following statement is according to their web site information at www.desertmanagement.com.

“Established in 1981, Desert Management began serving residential communities with a new standard in Association management services. Proactive customer service and a goal to protect, preserve and enhance each homeowner's personal and financial investment is our major commitment.

Desert Management places a great degree of importance upon developing long term relationships with our clients. This type of relationship intensifies efficient and effective management through consistent enforcement of the client's policies and procedures. Long

term client development, coupled with a strong emphasis on committed customer service delivery, has resulted in numerous referrals and 100% repeat business contracts.

Upon joining the Desert Management "family" each association receives a complimentary site evaluation to professionally flag any areas needing to be addressed. Our team then goes to work to arrive at agreeable resolutions and reports the recommendation to the Board.

We are confident you will agree that our high standards and firm commitments will keep Desert Management in the forefront of professional management”.

The new time for Board meetings beginning in June will be at 11:30 AM on the third Tuesday of each month (except July, August and September). The meetings will continue to be at the US Bank Community Room as they have been.

What's Going On

At the May Board meeting the board contracted to start renovating the utility rooms at the four pools. Work will commence on Monday May 24, and start at pool #4. CD Enterprises will handle the demolition of the old wooden utility area roofs. This is the company that did the work on our entry way kiosk. So, expect a mess in that pool area for some time. Aladdin will then replace the roof structure with a alumni-wood structure.

The new deck coating will follow at pool #4. The next pool to get remodeling will be pool #1. Pools # 2 & 3 will need electrical rewiring work done before work can start on them.

The heat will be turned off in the swimming pools on June 1.

We have had some reports of malicious activity along the West property wall behind Armanac Court. If any one sees anything going on, please call the police department on this one. not management.

Palm Desert police Officer Ceilia Ellis has notified Syd Sonneborn that a request for a Neighborhood Watch warning sign has been submitted to the city. It will be installed near our main entrance on Ladera Ave.

May Board Meeting

The May Board Meeting's Member Forum started with a long and at times ardent discussion of the circumstances and issues leading up to the announcement of the resignation of Whitestar Management. Issues that were covered included the short comings of the management company to fulfill its contractual agreements as well as extra assignments the Board contracted to

have him do and paid for in advance. A few homeowners voiced their "good will" toward Patrick Belous, and his willingness to respond to individual homeowners requests.

Patrick's resignation letter was received by the Board in early April and at that time he gave the Board 60 days notice to find a new management company. An important point to keep in mind is that he resigned. The Board did not fire him. When one resigns from a position, they are quitting and that is the end of the issue.

Minutes of the April Board Meeting: The minutes had too many errors and omissions to be approved. They will need to be corrected by management and resubmitted to the Board.

Committee Reports: There was no report from the Architectural Committee.

Casablanca HOA Communications Meeting 5/11/2010

The meeting was called to order by Syd Sonneborn, in the pool #1 patio area at 10:00 AM. About 18 homeowners were in attendance.

The membership forum brought up questions associated with the resignation of Whitestar Management. Some members wanted to know what the problems were. Gail responded that the everyday contact with members was fine, but Patrick was not meeting his contract obligations when it came to the financial reports and additional assignments the Board had contracted him to do and paid an extra \$500 in advance. The short comings cost us over \$2000 extra to have our accountant preform. Other questions referred to communicating the problems to the membership in a timely manner. The Board is ultimately responsible for management and it is their responsibility to make decisions,

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manage the problems, and communicate the solutions to the membership. The members need to give the Board time to let the process go forward before announcements are made.

The instability of the 5 bank ownership of the Portofino complex to our North was brought up. Gail mentioned we need to keep an eye on the situation and make sure the City holds up its ordinances also.

The Board held a Workshop on Sunday the 9th to discuss proposals for maintenance projects associated with the swimming pool areas and roofing issues.

The meeting was adjourned at 10:30 AM.

Respectfully submitted by: Syd Sonneborn,
Chair, Communications Committee

LANDSCAPE COMMITTEE REPORT FOR HOA BOARD MEETING ON 5-18-2010

We had a landscape walk-through on Wednesday, May 12th. The complex looks good.

We checked a few areas where homeowners had called with their concerns. We discussed the pool # 4 landscape renovation to alleviate the irrigation problem and rain run-off to the pool deck at the northwest corner.

The summer flowers have been planted with a new strain of zinnias in gold, orange and copper tones. They will look spectacular with the bronze-colored boulders and the beds edged in the new concrete curbing.

The plants at the new tennis court renovation are doing very well.

The palm trees are scheduled to be trimmed in mid June.

Respectfully submitted,

Howard Butzer, Landscape committee

Financial's: Lindsey Griffith gave the financial report. We have a total of \$478,000 in all of our accounts. Two of the delinquent account homes have been sold reducing the delinquency figure to \$9,700. We currently have \$155,000 which is in "liquid" accounts meaning that the funds are accessible for use at any time. There was an error in book keeping from management showing \$14,400 in delinquencies but that should have converted to bad debt at the end of last year for record keeping purposes.

Old Business:

The roofing repair reports were addressed again and the needed information required to match the photos of problem areas to specific home addresses has yet to be provided by management. Therefore, the issue was tabled again until the needed information can be provided.

Under Pool Equipment, the warning and regulation signs at the pools which have become faded or are placed in obscure places will be replaced at each of the pool areas. Bids were discussed for the tear down of the old wooden utility room roof covers at each pool and their replacement with new alumni-wood ones. Three bids had been received and each had different amounts quoted for each of the 4 pool areas. Aladdin had the best overall value for the Association for the replacements and got the contract. A "Handyman" contractor, CD Enterprises, will do the tear-down.

Bids had been received on the pool #4 landscaping but again nothing was quoted for the re-grading to change the drainage of water from the landscape area around the wall areas

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of the pool deck. Therefore, this issue too was tabled until the grading costs can be included.

New Business:

The palm trees will be trimmed by the end of June. Two bids had been received. One from Kirpatrick Landscaping and our old stand-by contractor Sanchez Tree Service. Both quoted \$21.00 per tree. The Board went with Sanchez because of satisfactory past experience.

A new management company has been chosen by the Board. It will be Desert Management. Their offices are in Rancho Mirage. Rhonda Drews will be our manager.

A concluding member forum was held before the meeting adjourned. Following the adjournment a discussion continued among the members and the board members until about 11:45 AM.

Casablanca Management

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Lindsey Griffith, Treasurer
Dorothy Saulnier, Secretary
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