

Associa Arizona is a full-service community management company located in the Tucson market. Our strong commitment to client satisfaction, communication, community partnership and organization are the cornerstones of Associa Arizona philosophy and community management style. Open communication between Associa Arizona, the Board of Directors and Homeowners is key to the success of your community.

### **Frequently Asked Questions**

#### **What does Associa Arizona do for the Sahuarita Communities?**

Our primary function is to provide services in line with the CC&Rs of your community. **Understand**, Associa Arizona does not have any part in the construction or sale of your individual homes. As the management company, our partnership with your community is to provide management services as outlined below.

- Oversight of owner maintenance fees which entails collection and enforcement of same.
- Oversight of the ARC -Architectural changes requested by owners for items such as painting, landscaping and structural modifications to their homes. All action is processed pursuant to the Association CC&Rs.
- Conduct site inspections of the community to make sure homes are maintained as outlined in the CC&Rs. The primary objective is to verify homes are being maintained in a manner that is conducive to everyone's expectations while enhancing your investments within the community.

#### **As a homeowner, can I access my community and account information online?**

Yes, homeowners have two places for online access. For information on upcoming events or community activities and services for Rancho Sahuarita, please visit [www.myranchosahuarita.com](http://www.myranchosahuarita.com). Homeowners can access the homeowners association account information with Associa Arizona, thru our TownSq Website with 24/7 online convenience by choosing 'My Account' at [www.AssociaArizona.com](http://www.AssociaArizona.com) to be directed to [www.townsq.io](http://www.townsq.io). Once registered, you will have access to the following information:

- Associa Arizona contact information
- Account balance information with convenient payment options
- Community-related documents that include governing documents, by-laws, design standards, modification request applications, association financial documents, newsletters, and much, much more!
- Membership directory information
- Covenant enforcement violation information, including real-time messaging to the community association manager
- Work order submission system

#### **What is the process for enhancements or architectural changes to my property?**

The application process is easy and must be used whenever a change or enhancement to your property occurs. The ARC submittal form can be found on [www.myranchosahuarita.com](http://www.myranchosahuarita.com) or via Associa Arizona through Town Sq; [www.townsq.io](http://www.townsq.io). When utilizing Town Sq you can also submit your request to Associa Arizona through the messages feature in the Town Sq site. Once you have the form, you will fill out the areas applicable to your project. Here are a few submission tips:

- Be as detailed as possible to avoid processing delays by requesting additional information.
- Be sure to acquire any building permits as needed and if applicable.
- Paint palettes are available at [www.myranchosahuarita.com](http://www.myranchosahuarita.com) and [www.townsq.io](http://www.townsq.io)
- Provide timelines for scheduled work or contractors
- Do not begin work without an approval letter. Approvals will include parameters and guidelines to assist your compliance to the community CCR's.

#### **I just received a courtesy notice or compliance letter what happens next?**

The Associa Arizona Compliance Team regularly circulates the community looking for homes not in compliance with the community-wide standards or the CCR's. The first letter sent relates to a courtesy notice and allows the owner the opportunity to rectify or clarify the concern. If you need clarification of the concern you may contact the management team for assistance. Town Sq. is designed with that purpose in mind but you may always contact the team directly at the office or during one of the additional clubhouse sessions. Be advised that if no action is taken by the owner there is an escalation process which can result in fees or facility restrictions. The team is well prepared to assist and avoid those actions.

**Who do I call if there is an after-hours emergency?**

Understanding that when you live in a single-family home, emergency situations such as fire, plumbing, roof leaks and/or weather-related damage **would be an owner responsibility**. However, should you note an issue that pertains to the common grounds or Association amenities such as; broken sprinkler line, access gate not working or damage to buildings and facilities, you can contact the *Associa Arizona* office at (520) 742-5674, dial 9 when prompted to be connected to our after-hours team. Your Community Association manager will contact you as soon as possible to help resolve the situation should the emergency be Association responsibility.

**I am selling or refinancing my home, how do I order a closing letter or lender questionnaire?**

All requests relating to selling and refinancing must be purchased from Community Archives. Go to [www.Associa Arizona.com](http://www.Associa Arizona.com) and select "Selling & Refinancing" on the next page, choose your location to "Place an Order". Follow the prompts to login or register. Once logged in, click on "Product Description" above the email box to review the available packages and costs.

**\*\* Please note that the non-expedited turnaround time frame for a closing letter is 10 business days. You will need to order an expedited or priority service if you want your request processed sooner\*\***

**Does Associa Arizona offer any maintenance services for my own home?**

*Associa Arizona* Associa OnCall maintenance division can assist homeowners with a variety of issues in and around the home. From painting and pressure washing, to HVAC preventative maintenance and fence repair, our maintenance department offers competitive pricing with an acute level of detail and service that are unmatched. To schedule a maintenance call or to obtain a quote, contact Associa OnCall at (520)-877-4643 or [aazcst@associa.us](mailto:aazcst@associa.us).

**How does Associa Arizona handle homeowner complaints?**

*Associa Arizona* is your partner in the community and we take customer service seriously. If there is ever a complaint regarding the management of the community, *Associa Arizona* takes all steps possible and practical to work with owners to achieve an amicable resolution to any and all issues. Many times, owners do not understand their obligations to the community, and *Associa Arizona* seeks to educate them on the responsibilities and maintenance standards of the community, as well as *Associa Arizona* in the management of the community. Often, even these steps are unsuccessful and Board involvement and direction is needed to resolve the situation.

**Does Associa Arizona provide any programs that assist individual homeowners and/or the community?**

As an Associa member company, *Associa Arizona* is able to offer homeowners access to many wonderful programs that are sure to enhance both individual association members and the community, such as:

- Associa Advantage – a program that is free for homeowners in Associa communities and offers a wide variety of discounts and services at leading retailers both locally and nationwide: [www.AssociaAdvantage.com](http://www.AssociaAdvantage.com)
- Associa Green - supports "green" living through two programs that are event-driven for your community:  
<https://hub.associaonline.com/associa-green>
  - *HomeGrown* provides tips, facts and resources for home gardening
  - *RecyclingRoundups* helps homeowners recycle more of their household items
- Associa Cares - a non-profit 501c charity that supports families and communities who are in crisis due to natural disasters like fire, flood, and weather-related damage
- Associa Support Kids (ASK) is a value-added program for Associa community residents, designed to enhance the neighborhood community experience. The program focuses on educating parents and kids about safety and fitness. ASK is focused on keeping kids strong and healthy by promoting physical activity through sports sponsorships.  
<http://www.associasupportskids.org>

Contact your Community Association manager for further information!

***Associa Arizona* is proud to be your partner in the management of your community.**

**Please contact us with any questions or concerns at:**

***Associa Arizona***  
**6840 N. oracle Rd., Suite 130 Tucson, Arizona 85704**  
**(520)742-5674 [aazcst@associa.us](mailto:aazcst@associa.us)**  
**[www.AssociaArizona.com](http://www.AssociaArizona.com)**