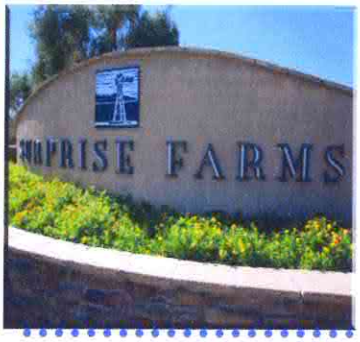
SURPRISE FARMS

A Publication of the Surprise Farms Community Association

Spring 2010



Letter from the Board President

Dear Surprise Farms Residents,

It has been 6 months since the Board made a decision to move to a new management company. Like any employer would do with a new employee, we opened a dialog at our last meeting and conducted a "performance review" of the previous 6 months. Through this discussion, it was determined that the community was not receiving the level of service promised to us. As a result of this review, the board voted to terminate our contract with Rossmar & Graham and return to Kinney Management.

Having the opportunity to compare Kinney to another management company, it was clear that Kinney's communication, commitment and service levels are heads above what we had been receiving.

The Board decided it would be in the best interest of the community to return to a company we know, who knows us, our documents, vendors and history.

I apologize in advance for any confusion this may cause with HOA payments. We will be returning to the coupon booklet method and those should be arriving in your mailbox shortly, if they have not already.

I would like to welcome Gayle Carmack to the Board. She has been a regular attendee at our monthly meetings for the last 2 years, as well as has served on the Landscape Committee for the past 6 months. She will be a valuable addition to our Board and we are thrilled to have her join us. I would also like to extend a sincere thank you to outgoing board member, Matt Lupo for his dedicated participation on the Board for the last 2 years. His expertise and opinions will be greatly missed.

Please know that your board is very active in striving to make this the best community possible. We welcome your input and urge you to attend our monthly meetings. The next meeting will be Monday, April 12, 2010 at Shepherd of the Valley Church. Closed Session begins at 6:30pm and Open Session begins at 7:00pm.

Sincerely,

Renee Nelson– Surprise Farms Board President

Inside this issue:

Letter from the Board	1
Letter from Kinney Management Services	1
Monthly Payments	2
Neighborhood Block Watch	2
Community Matters	3
Picking up after your Dogs	3
Contact Information, and Reminders..	4

Letter from Kinney Management

Dear Residents,

I am very excited at the opportunity to return as the Surprise Farms Community Manager. Kinney Management Services takes great pride in its long history with this community, and I look forward to once again working with the Board of Directors and the members of the community. Communication is the key to any successful homeowner association whether it be routine interaction with the manager, volunteering for a committee, or simply attending board meetings to keep up with the current community issues. As always, please contact me with any questions or concerns you may have at **(480) 820-3451 ext.309** or drop me an e-mail at: **adriana@kinneymanagement.com.** After all that is what I am here for!

Sincerely,

Adriana van Os-Gries

How do I make my Monthly Payments???

Automatic Payments– If your payments are currently being deducted from your bank account, please make sure the bank is made aware that the routing needs to be re-directed to Kinney Management. If you have not already received your coupon booklet in the mail, please contact your community accountant, JoAnn Wagner at (480) 820-3451 ext.216, so that a replacement may be mailed out to you as soon as possible.

Checks/Money Orders– Please make your payments out to: **Surprise Farms Community Association**, and include the coupon tear-out for that month (or months if making multiple payments). Self addressed labels can be found at the back of your coupon booklet for easy mailing.

If you do not have your coupon booklet, you may still make your payment, just simply mail it off to the associations address of: P.O. Box 25466 Tempe, AZ 85285. Attn: Surprise Farms Community Association.

If you have any concerns or question regarding your payment, please contact our manager, Adriana van Os-Gries at (480) 820-3451 ext.309 or by e-mail at: adriana@kinneymanagement.com. We are here to help in any way to make this transition as smooth as possible.

Neighborhood Block Watch

What is a Neighborhood Watch?

★Building a partnership between citizens and Police.

★Empowering citizens, through education and teamwork, to help reduce their chances of becoming victims.

★Neighbors getting to know each other, taking the time to show they care about each other and working together in a program of mutual assistance.

What are the benefits of a Neighborhood Watch?

★ Reduce the risk of being a crime victim.

★Being better prepared to respond to suspicious activity.

★Increased information on issues that impact neighborhoods.

★Knowing your neighbors.

★Reducing fear of crime and making your neighborhood more livable.

How do I start a Block Watch Program?

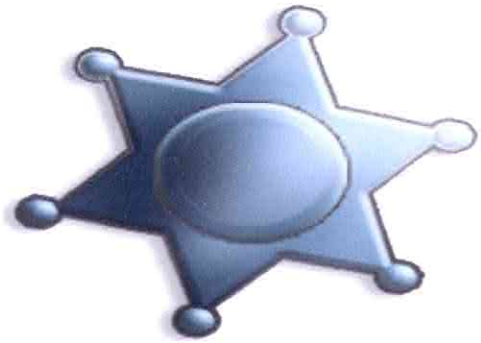
★Talk with your neighbors to determine if they also have an interest.

★Ask two or three neighbors to assist you by becoming Co-Captains.

★Discuss neighborhood concerns.

★Let them know Block Watch does NOT require frequent meetings or personal risk.

To remain in an certified status, a watch group must have a minimum of one annual neighborhood function (i.e.: Neighborhood Watch meeting, A Block Party, BBQ, etc) NOTE: to remain in active status, a Police Department representative must be present at



one of these functions once every two years.

In order for Block Watch programs to work, it will take the involvement of several members of the community to assist you. Keep in mind that the management company is more than willing to help with this program. Please contact our community manager, Adriana van Os-Gries at (480) 820-3451 ext.309 or via e-mail at: adriana@kinneymanagement.com, if starting a block watch program is something you are seriously interested in doing.

Community Matters

► **Pool Issues-**Draining your pool- into the common areas is NOT permitted. Not only is this prohibited by the city of Surprise, it is also damaging to the community plants. As a reminder any damage done to community property by a homeowner, their tenant or their guests can be charged back to the responsible Lot.

► **Vicious Animal Loose-**A pit bull has been running loose through the community terrorizing residents. If you have any information, please contact the Management Company at (480) 820-3451 as well as City of Surprise Animal Control at: (623) 222-4000 opt.3

► **Census 2010**– It is crucial that each and every resident be counted. Why you may ask? Each and every person represents a loss of appox. $1300 to Surprise in federal assistance for public safety,transportaton and other improvements. The census is completely confidential,with any information collected being prtected by law. The census is quick and easy and will only take about 10 minutes to complete. Even if you are a non-citizen, your involvment is still needed.

Get Caught Holding the Bag....

Every time it rains, thousands of pounds of pet waste wash down storm drains and into our water supply. If not disposed of properly, pet waste affects us all!

When pet waste is disposed of improperly water quality isn't the only thing that suffers-your health may be at risk, too! Adults working in the garden, children playing outside and family pets are the most at risk for infection from the bacteria and parasites found in pet waste. Picking up after your dog is NOT an option, it's the law!

What can and should we do?

♦Pick up **your** pets waste from your yard, the neighbors yard, and the common areas. It is NOT fertilizer!

♦Carry disposable bags while walking your dog to pick up and dispose of waste properly.

♦Bury pet waste in YOUR yard, at least 12 inches deep and cover with at least eight inches of soil to let it decompose slowly.

The community parks and common areas belong to each and every resident of Surprise Farms. Please be courteous and remember it is your responsibility to clean up after your pets. NOT your neighbors, and NOT the community's landscape company!

If the problem persists, the Board will discuss the purchase and installation of dog waste stations. Although this may seem like a great addition to the community, they are VERY costly, and it will take monies that could otherwise be spent on more effective community improvements.

Community Mailing Information:

Surprise Farms Community Association
P.O. Box 25466
Tempe, AZ 85285

Community Contacts:

Adriana van Os-Gries-Community Manager
(480) 820-3451 ext.309
adriana@kinneymanagement.com

JoAnn Wagner-Community Accountant
(480) 820-3451 ext.216

Your Board of Directors:

President– Renee Nelson
Vice President– Jeanine Jerkovic
Treasurer– Velko Jerkovic
Secretary– Gayle Carmack
Member at Large– Walt Hinson

We are on the web:
www.surprisefarms1.org

County Helps Residents Fight Green Pools

The Board would like to make residents aware that Maricopa County has an ordinance to help residents fight green pools! County residents are able to take advantage of this service at NO CHARGE. Gambusia fish are mosquito eating fish, that are used to effectively control mosquito breeding and are ideal for any body of water that does NOT dry up (fish need water!). Gambusia fish can ingest up to 5000 mosquito larvae in 11 weeks. An adult female can consume several hundred larvae per day. Their mouths are specially designed to scoop larvae and are one of the most environmentally friendly forms of mosquito control.

All you need to do is contact the County at (602) 506-0700.