

# Mirage Heights

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Dear unit owners,

Now that we have made it through transition, I wanted to take a moment to formally introduce myself and share with you my bio below:

We are pleased to announce our new community manager, Maury Ellerbusch. Maury has already been immersed in the day to day operations of the community, and has expressed how excited he is at being part of such an impressive and stunning community! As the manager he will be responsible for the daily operation of the association, guidance, and long term strategic planning of the community. Maury brings a wealth of knowledge and skills having worked in the HOA industry for the last 6 years and over 15 years in real estate, financial, and customer services. Along with this, he has over 15 years in a progression of leadership roles from front line supervisor to executive positions in operations and finance. His continuing professional goal is to ensure timely communication with emphasis on customer satisfaction and problem resolution.

In his personal time, Maury is an avid hockey and football fan and enjoys playing golf and spending time with his family.

Contact information: Email [mellerbusch@trestlellmanagement.com](mailto:mellerbusch@trestlellmanagement.com);  
Phone: 480-422-0888 Ext. 1025

## Financial Overview

as of October 31, 2015

Operating Account: \$ 11,390

Operating Reserve: \$ 28,016

Restricted Reserve: \$151,968

Monthly Reserve Contribution: \$3,000

We expect to meet or beat the overall 2015 budget by December 31.

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## Upcoming Events

**November 23**

**Open Session Board Meeting  
1:00 PM at the pool**

Discussion Items Include:

- Introduction to Maury Ellerbusch/Manager's Report
- New Landscaping Contract
- Erosion control
- Solar Panel Repair/Warranty
- 2016 Budget
- Financial Report

**December 17**

**Open Session Board Meeting  
and Holiday Potluck Social  
1:00 PM at the pool**

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## Important Announcement

The association has terminated the general landscape maintenance contract with Verde Valley and has contracted with Back to Nature Landcare. As a reminder, any special landscape item requests need to be brought to the property manager. Thank you for your patience during this transition.

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## Back to Nature Landcare, Inc.

We recently contracted with Back to Nature Landcare Inc. to replace Verde Valley for our landscaping needs. During the last six months it became increasingly evident our irrigation system has not been operating effectively, and our landscaping expectations were not being met. Back to Nature comes highly recommended by our property manager, Maury, as well as current customers, as a full service, commercial landscape company that strives to meet the unique needs and desires of each individual property. They were also chosen for their proactive and preventive maintenance approach to irrigation. Back to Nature services will be closely monitored to ensure our high expectations of irrigation and landscape maintenance, while enhancing the natural beauty of our desert landscape, are met. These expectations will be communicated and direction will be given to prioritize surrounding areas that need immediate attention. We have added funds to the budget for re-plantings and increased irrigation oversight.

## Renovation Pruning vs Shearing

Here are a few of the basics to help you better understand the difference between pruning and shearing, as we strive to increase pruning and decrease shearing.

### Shearing

You generally shear if you want to achieve a formal, tailored hedge shape. The end result of over-shearing is typically defined by barren shrub centers with thin dense layers of older less-healthy leaves. In these cases, old less stable growth on the ends of the plant are preserved at the expense of new, healthier growth, which never fully develops.



## **Renovation Pruning**

Pruning works by trimming in accordance to age. The goal of pruning is to excise older growth in favor of newer healthier leaves and branches. This leads to a more natural shape and healthier plants. Heading Cuts remove terminal branches to an intermediate point while thinning cuts take entire branches and buds back to their point of origin. Both methods are used at various points of the pruning cycle.



## **Pool Solar Heating Update**

A recent inspection, prompted by the report of a problem, found that 3 collectors need to be repaired and 4 others need to be replaced. Management has been working with the manufacturer on warranty options and the work has been scheduled for the week of November 16th. The prompt resolution and repair is very important to our community. In addition, the solar blankets will again be back in place soon to keep the pool and spa at a comfortable temperature now that the nights are cool. Remember the key to removal and replacement of the pool blanket is a slow even rolling to keep the grommets from tearing.

## **Renting Your Unit**

Recently a concern was voiced about the possible lack of awareness of our Member Rules and Regulations by renter occupied units. The handbook section, Renting Your Unit, addresses this concern. As we get closer to 'high season' for the rental market, if you plan on renting your unit, please review and /or provide a copy of the Handbook to your renters and property managers, available on [www.mirageheights.com](http://www.mirageheights.com), under the HOA Documents tab. The rental registration is available at the same website location. Maury can also provide you a hard copy of these documents.

### **Property Management Contact Info**

Trestle Management Group, LLC

4025 S McClintock Dr.

Suite #208

Tempe AZ 85282

For any issues, comments or concerns, please contact Maury Ellerbusch at 480-422-0888 or by e-mail at [mellerbusch@trestlemanagement.com](mailto:mellerbusch@trestlemanagement.com)

## Real Estate Corner



We will be using this section to welcome new owners and also to list units that are for sale or rent. If you have a unit you would like to have included in the December newsletter please send information to our Community Manager Maury Ellerbusch – [mellerbusch@trestlemaagement.com](mailto:mellerbusch@trestlemaagement.com).

**For Sale:**

**Unit Number**

**Sales Price**

Contact Information: \_\_\_\_\_  
\_\_\_\_\_

**For Rent:**

**Unit Number**

**Monthly Rent**

**Seasonal or Long Term**

Contact Information: \_\_\_\_\_  
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