

# HOA Newsletter



## Manager Corner

April 2026

by Community Manager Rachel Dugall

This month, the Encanterra Homeowners Association will host its Annual Membership Meeting, and we warmly encourage all homeowners to attend. This meeting is a valuable opportunity to stay informed, reconnect with your community, and hear directly from those helping guide Encanterra forward.

Members of the Board of Directors and the management team will be present to share community updates and answer HOA-related questions. Several Association vendors will also be available to provide updates on their services, and representatives from the QC Police will be on hand to connect with residents and share Town information.

There are several types of HOA meetings, and it's not uncommon for residents to wonder how the Annual Meeting differs from regular Board meetings.

Board Meetings are held monthly, bi-monthly, or quarterly at the Board's discretion. These meetings allow the Board to conduct the ongoing business of the Association, such as reviewing vendor contracts, approving maintenance and improvement projects, and establishing policies related to community governance. The Board also holds Executive Sessions, during which they review legal advice, address pending or contemplated litigation, and discuss confidential matters involving homeowners or vendor personnel.

The Annual Membership Meeting is held only once each year and serves a very specific purpose. At this meeting, homeowners will approve the prior Annual Meeting minutes, review year-end financial information, and receive updates about the community. Once the period of Declarant Control has concluded, the Annual Meeting will also include the election of Board members.

It's important to note that other types of business are not permitted at the Annual Meeting. The Board cannot approve contracts, adopt policies, authorize projects, or discuss individual homeowner accounts or compliance matters during this meeting.

Because the Annual Meeting is a meeting of the Homeowners Association, there will be no discussion of Club business. The Club is a separate, independent entity, and HOA representatives are unable to address Club-related questions or concerns at this meeting. That said, residents with Club questions are warmly invited to attend the joint HOA and Club Town Hall scheduled for June, where both management teams will be available for discussion.

If you have any questions about the Annual Membership Meeting, please don't hesitate to reach out to me. I am always happy to connect and would love to talk with any resident who would like to learn more about this important part of our community's governance.

## Resort Planting Policy

The Encanterra HOA recently adopted the Resort Collection Landscape Maintenance & Replacement Policy, effective April 1, 2026. This policy provides clear, consistent guidance for how landscape in Resort Collection front and back yards is cared for and replaced, helping preserve community aesthetics while supporting fairness, transparency, and long-term planning.

Under this policy, all Resort Collection front and back yard landscaping is managed based on overall health, safety, and community appearance—not individual preferences. Routine maintenance continues on a rotating schedule, while plant and tree replacements are evaluated by professional landscapers and prioritized by need, safety, and available budget. Owner requests are welcome and reviewed, with some upgrades or non-standard replacements assessed to the owner when approved.

Key highlights of the policy include:

- Landscaping is maintained to community standards as determined by the Board, not customized per lot
- Plants are replaced only when dead, declining, or at the end of their lifecycle, not due to homeowner preference
- Replacement plants are 5-gallon; replacement trees are 24-inch box
- Tree trimming and removal may only be performed by the Association
- Planting occurs during designated planting months throughout the year
- Owner requests for upgrades or non-standard materials may be considered by the Board, with costs assessed to the owner
- Unauthorized modifications to Association-maintained areas are not permitted

Homeowners are encouraged to review the full policy posted on the MTL website, and contact management with any questions—we're always happy to help and appreciate your partnership in keeping Encanterra beautiful.

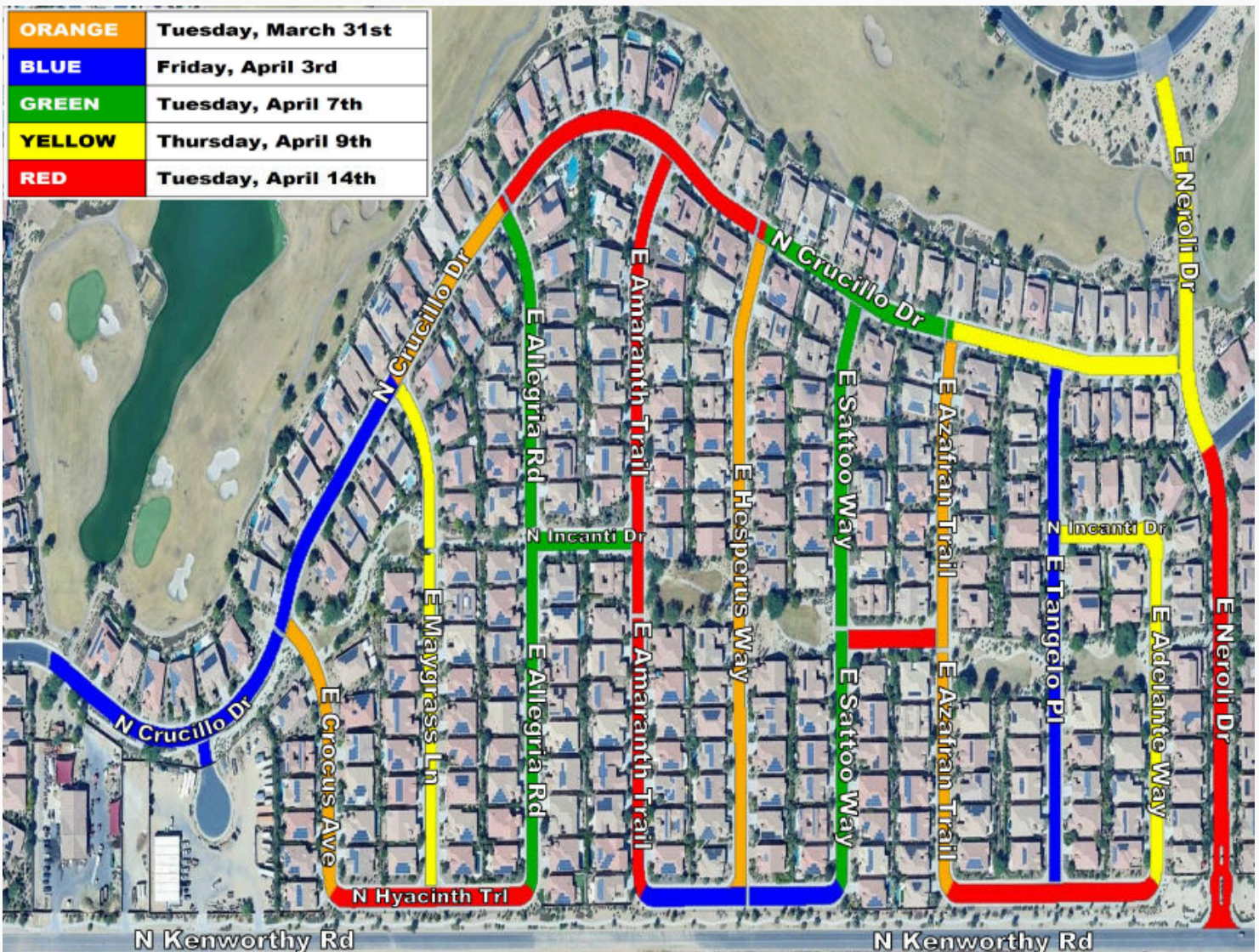
## Lighting Progress

Our Maintenance Supervisor is continuing work on the Good Life landscape lighting upgrades. The project has taken longer than expected due to unforeseen conditions with the existing wiring discovered after work began. The Maintenance Supervisor will continue working toward completion, and an outside electrical vendor may be brought in if additional support is needed.

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Holbrook Asphalt will seal streets in Parcel 2 from March 31-April 14. A map with dates is provided below.

- Streets will be closed to all traffic from 7am on the service day to 7am the following day.
- All vehicles must be removed from the street before 7am or they will be towed elsewhere onsite.
- No access—vehicles, bicycles, or pedestrians—during closure times.
- Trash will be collected on the normal day before 7am. Please place bins out the night before for early collection.
- Outside water - sprinklers, hoses, etc. - must be shut off 24 hours prior to the street closure, as water can damage the surface treatment.
- Damage to the treatment, either from vehicles or water, will result in repair charges of \$600-\$3,500.



## Billing Statements

Per Arizona state law, the HOA is required to send a billing statement to all homeowners whenever an assessment is charged. Statements are mailed to the address on file, or emailed to homeowners who have opted in to electronic communication.

As a result, all owners—including those enrolled in automatic payments—will receive a quarterly statement. Please review your statement to confirm that your payment, including any automatic payment, is processed correctly. Contact the AAM Customer Service team with any questions about payments or assessments.

## Important Contacts

### HOA

Onsite HOA Office

Phone: (480)306-7743

Email: [encanterra@aamaz.com](mailto:encanterra@aamaz.com)

HOA Payments & Accounts

Phone: (602)906-4940

Email: [aamcsrs@aamaz.com](mailto:aamcsrs@aamaz.com)

After-Hours Maintenance Emergency

Phone: (602)647-3034

### Clubhouse

Concierge Phone: (480)677-8098

Manager Email:

[john.reyhons@encanterra.com](mailto:john.reyhons@encanterra.com)

Membership Email:

[membership@encanterra.com](mailto:membership@encanterra.com)

## 2026 Assessments

Quarterly Encanterra Assessment:

- Standard Lots: \$1,542.56
- Age-Restricted Lots: \$1,545.56
- Resort Collection Lots: \$1,917.56
- Sovana Units: \$435.00

### Important for Sovana Owners:

Sovana units pay two separate assessments—one to the Encanterra Master HOA and one to the Sovana Condo Association.

The Condo Assessment varies by unit square footage:

Triplex - Ascent VT01: \$601.95

- Triplex - Vantage VT02: \$820.68

- Triplex - Crescendo VT03: \$1,226.40

- Duplex - Plan 1 VD01: \$990.33

- Duplex - Plan 2 VD02: \$1,021.32

## Did you Know?

The onsite HOA office is supported by our Administrative Assistant, Assistant Manager, and Community Manager. All phone calls and walk-in inquiries are initially assisted by the Administrative Assistant.

If your call is directed to voicemail, we kindly ask that you leave a message. The Administrative Assistant is often helping residents in person or assisting another caller, and your message ensures your inquiry is returned as soon as possible.



## PARTNERS IN POLICING

This hands-on, immersive experience offers participants the chance to explore the daily responsibilities, challenges, and services provided by your QCPD officers.

What to Expect:

- Interactive Training: participate in real-world scenarios and exercises
- Meet Specialized Units:
  - Traffic Enforcement
  - Crime Scene Investigation
  - Use of Force Instruction
  - Real Time Information Center (RTIC)
  - Unmanned Aerial Vehicles (drones)
  - SWAT
  - K9 Unit
  - And more!

**GO BEHIND THE SCENES  
WITH QCPD AND LEARN  
WHAT POLICE WORK IS  
ALL ABOUT!**

**APR. 16 & 17 | 6 - 8:30 P.M.**

**APR. 18 | 8 A.M. - 3 P.M.**

GAIL A. BARNEY PUBLIC SAFETY SUPPORT FACILITY  
22050 E. QUEEN CREEK RD





## San Tan Valley Zoning Ordinance

### Community Meeting Schedule

The Town of San Tan Valley is developing its inaugural municipal Zoning Ordinance as part of the incorporation process. Residents, property owners, and stakeholders are invited to attend a series of monthly public meetings to learn about the proposed local zoning framework and share feedback and insights.

There will be three public meetings this spring on the development of San Tan Valley's first Zoning Ordinance. They will be held on the following dates:

#### Meeting Dates

- **Monday, March 30, 2026**
- **Tuesday, April 21, 2026**
- **Tuesday, May 12, 2026**

**Time:** 6:00 PM – 7:30PM

**Location:** San Tan Valley Library – Bronze Room  
31505 N Schnepf Road  
San Tan Valley, AZ 85143

Each meeting will include an overview of zoning concepts under consideration and opportunities for public comment.

#### Get Involved

Community participation will help to ensure that San Tan Valley's first Zoning Ordinance reflects local values, growth expectations, and long-term goals. All interested members of the public are encouraged to attend.

For additional project information please visit the Towns website at

<https://azleague.org/543/Town-of-San-Tan-Valley> or contact Gilbert Olgin, Community Development Director – Town of San Tan Valley at 520-216-8232 or [gilbert.olgin@santanvalley.gov](mailto:gilbert.olgin@santanvalley.gov)

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Stay Connected & Mark Your Calendars

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## 2026 Annual Membership Meeting

The Encanterra Community Association will hold its 2026 Annual HOA Membership Meeting on Thursday, April 23rd, in the Zane Grey Room at the Queen Creek Library. Doors will open at 12:45pm, and the meeting will be called to order at 1pm.

All owners are welcome and encouraged to attend this in-person meeting.

## Owner Orientation Sessions

2nd Thursday Each Month @ 10am Zoom ID: 880 9200 5404 | PW: 489069

Are you new to Encanterra—or have you been here a while and could use a refresher on HOA basics? We invite you to join our Owner Orientation, held every month!

This 60-minute session covers everything you need to know about the HOA and the ins and outs of living at Encanterra, including:

- Who is responsible for what
- How to navigate the ARC process
- How to contact the HOA, Club, or Builder

Sessions are held virtually via Zoom on the second Thursday of each month at 10am (AZ time). Zoom access details are provided above.

## Quarterly Town Hall Sessions

Each quarter, the onsite HOA management team hosts an in-person meeting with residents and owners to review key topics, share updates, and answer questions. These sessions are a great opportunity to stay informed and connect with your community.

The June 3<sup>rd</sup> session will be a joint discussion with both the Club and HOA managers.

**Place:** Queen Creek Library – Zane Gray Room

**Time:** 10am – 11:30am

**2026 Dates:** March 4<sup>th</sup> | June 3<sup>rd</sup> | September 2<sup>nd</sup> | December 2<sup>nd</sup>

## Condominium Living

Living in a condominium community is a little different than living in a single-family home. While condos offer convenience, shared amenities, and a close-knit neighborhood feel, they also come with shared spaces and collective responsibilities that help keep the community safe, attractive, and enjoyable for everyone. Because homes are closer together and many exterior features are shared, certain guidelines are necessary to ensure consistency, safety, and mutual respect among neighbors.

BBQs, grills, smokers, and outdoor cooking devices may only be used or stored on balconies if they meet strict safety requirements. The Town of Queen Creek follows the 2021 International Fire Code, which permits only UL-listed electric grills on condominium balconies. “Electric” alone does not mean approved—the grill must be electric and UL-listed, using electricity as the sole heat source. Propane, charcoal, pellets, gas ignition flames, or fuel tanks of any kind are not allowed. All proposed devices must be submitted to the ARC for approval prior to installation and use.

The Architectural Committee will also consider requests for balcony screens on a case-by-case basis, depending on the layout and visibility of the balcony. Screens must be installed with a custom buildout that matches the condominium’s colors or patio shade system and must be professionally installed. Any electrical work must be completed by a licensed contractor, with wiring concealed or run in painted conduit, and automated screens must include wind and sun sensors.

Likewise, exterior cameras require ARC approval, and are only permitted in specific areas. Ring doorbell-style cameras are permitted adjacent to the front door in the original construction location. Balcony cameras may be approved only if they are not permanently attached, do not penetrate exterior stucco, and are directed solely at the owner’s balcony—not common areas, Club property, or neighboring units.

We truly appreciate everyone’s cooperation in following these guidelines, which help ensure safety, consistency, and courtesy among neighbors. If you’re considering any of these improvements, please submit an ARC application in advance, and don’t hesitate to reach out to management with questions—we’re always happy to help.