



Special points of interest:

- Letter from the President
- House Decorating Contest
- E-Statements
- Harvest Festival
- Community Wide Garage Sale
- Message from Rural Metro
- Community Watch Update
- Stay Connected

Letter from the President—The San Tan Heights

San Tan Heights, nestled at the foot of the San Tan Mountains, grew out of the desert beginning in the early 2000's. During this period in time, the building boom vigorously overtook the agricultural land within Pinal County on the border of the Town of Queen Creek. Now, in 2011, we have approximately 3000 homes in our Community and we anticipate a final build out of 3700 plus homes. We have 2 large beautiful parks and 12 smaller pocket parks spread throughout our Community, as well as 6 miles of walking/biking trails, 90 acres of open space and 2 lovely lakes with graceful water features. One of our many attractive draws to San Tan Heights are the very wide streets with sidewalks on both sides which many Communities in our area were not developed with.

Having contracted with Rossmar & Graham in January of this year, I cannot say enough about the company and all that they've brought to our community. The changes we have witnessed in eight (8) months are truly amazing. We are getting San Tan Heights back to where it should be, one of the elite communities in the Southeast valley! We have brought in First Rate Maintenance that oversees all the repairs as well as doing weekly cleanings of our playgrounds, light poles, cleaning graffiti and more. First Rate Maintenance even painted our fire hydrants and has made our community sparkle in a relatively short amount of time.

In these economic times, one of our biggest concerns was how Rossmar & Graham would handle the collection of delinquent assessments. The Board just didn't see how it could not cost the HOA anything, but after seeing Red Rock Financial Services in action it is truly amazing. Even before going to "collections", how wonderful it is to have an on site staff that continually works with homeowners to setup payment plans when folks are having a tough time.

The monthly status reports the Board receives from all on site vendors (maintenance, landscape and lake

maintenance, to name a few) help us to track all of the ongoing tasks and serve as a reminder of what to expect the following year at the same time. The Board feels this is crucial in keeping the community aware of the behind the scenes work as well as establish a community history for future Board Members.

We are very proud to recognize the members in our community that go above and beyond to assist in making this a wonderful place live. They spend many hours donating their time to make this a better place to live. They have taken on our Communications Committee, Architectural Committee and Governance Committee just to name a few. We even have a couple that started a Block Watch, which has proven to be a great success!

San Tan Heights is excited to be working on the development of eight acres of land that we acquired a few years ago. This project is in the beginning stages and will be phased in over time. We look forward to a time when we may finally be able to have our own community center with many amenities such as a swimming pool, splash pad, meeting room, craft room, exercise rooms and possibly even an Amphitheatre.

We are very happy to have teamed up with Rossmar & Graham and are looking forward to many wonderful years together.

Additionally, please remember you can always contact the management team by logging onto your personal account through Rossmar Connect at www.rossmarconnect.com/santanheights. Also, if you haven't done so already, please remember to update your account with an accurate email address, so you don't miss out on any of the community **Resident Alerts!** You can also log onto www.mysantanheights.org and find out any information you may need to know.

**Karen Mooney, President
President San Tan Heights HOA**



STH COMMUNITY WATCH

To create a crime free community for the residents of San Tan Heights by partnering with the Pinal County Sheriff's Office, our Homeowners Association, schools and residents to educate in crime prevention and promote programs to reduce crime.

The face of the Block Watch is changing. For the last month we've been using a new blog service (WordPress) for our postings, announcements and information. This will be similar to the blog we had on Windows Live, only better. Functionality, ease of use and clutter have all been addressed. We think you'll like the new service.

The new address is <http://sthcw.wordpress.com/>

The Hot Spot Crime Maps section will have running totals for year to date calls to the PCSO as well as year to date average weekly calls so you can see how we are doing at a glance.

To get email notifications of new posts to our site just click Email Subscription in the top right hand column and sign up. You will be sent a notification immediately when a new post appears. Or you can click on the RSS-Posts right underneath and have our post links delivered straight to your browser.

For information on San Tan Heights Community Watch, what programs we have, or how you can become a Block Captain, please contact Jeff or Arline Studley at (480) 636-7156 or sthcw@live.com.

HALLOWEEN SAFETY TIPS

- ◆ Clear yard and sidewalk of any obstacles or decorations that may be hard to see.
- ◆ Keep your house well lighted.
- ◆ Look for brightly colored costumes.
- ◆ Keep costumes short.
- ◆ Ensure that costumes are flame retardant.
- ◆ Have kids Trick or Treat in groups.
- ◆ Have the kids carry glow sticks and/or flashlights.
- ◆ Drive slowly.

HAVE A SAFE AND HAPPY HALLOWEEN!!!



IDENTIFYING A NATURAL GAS LEAK - SMELL, HEAR & SEE

Natural gas pipelines can be buried anywhere. Even if you don't have natural gas appliances in your home, make sure your family is aware of what natural gas smells like and what to do if you smell gas.

A natural gas leak may be present if you...

Smell: An odor similar to rotten eggs. ***

Hear: An unusual hissing sound coming from a pipeline, appliance, or a natural gas meter.

See: Unusual changes to soil, dead or dying vegetation.

If you smell gas or have any gas emergency...

Leave the area and go to a safe location and call the City of Mesa at 480-644-4277 (GASS) or 911.

Do not:

- ◆ Smoke, light a match, or use a lighter;
- ◆ Switch lights on or off; or
- ◆ Use a phone or cell phone until you've left the area.

***If you have lost your sense of smell or it is badly diminished make sure everyone in your household knows what natural gas smells like and what to do if they smell it. In addition there are alarms that may be purchased that are designed to detect the smell of methane and audibly alert you to its presence. There are a number of manufacturer's and models. Be sure to carefully follow all alarm installation and use instructions.

For more information on natural gas and natural gas safety visit www.mesaaz.gov.



HALLOWEEN HOUSE DECORATING CONTEST!!!

It is that time of the year again when all of the witches and goblins will be knocking at our door. Soon all of the homes in San Tan Heights will be decorated with pumpkins and ghosts. If you would like to enter your decorations or you know of a "must see" exhibit in the community, please contact the office at (480) 987-8780. Winners will be announced in the Horizon Holiday Issue in December.

HAPPY
HAUNTING!!



WHAT'S HAPPENING?

October

- 10 Columbus Day
- 15 Community Wide Garage Sale
- 27 HOA Town Hall
- 31 Halloween

NOVEMBER

- 5 Harvest Festival
- 8 Election Day
- 11 Veteran's Day (Office closed)
- 17 HOA Board Meeting
- 24 Thanksgiving Day (Office closed)

Watch for the exciting events that are currently being planned for the end of the year. If you would like to help in the planning process, please call the Communications Committee at (480) 636-7156.

MYSANTANHEIGHTS.ORG

In April the Board of Directors approved the redesign of mysantanheights.org. The Communications Committee is proud to announce the redesign is complete. We hope you take the time to check it out. If you have any questions, or comments, please feel free to contact the office at 480-987-8780.

EVENT PLANNING

The Communications Committee is currently planning events for the end of the year. And, we NEED YOUR HELP!! If you are interested in being a part of the event planning and having a lot of fun, please contact the Committee at (480) 636-7156.

ONE MAN'S TRASH IS ANOTHER'S TREASURE

There will be a community wide garage sale on Saturday, October 15, 2011 from 7AM to 12 PM. This is a great opportunity to get rid of all those items you no longer have a need for. We will be advertising the community garage sale and posting banners along Hunt Highway.

To make sure you have the customers you need, we will have maps available with your street marked as one that will be participating in the sale. All you need to do is put your items out for display and we'll make sure you get traffic.

Then, when the day is done and you still want to get rid of some items, Goodwill will be available at Mountain Vista Park for collection of donations.

If you would like to participate, please call the office with your address and it will be marked on the map. If you would like to have copies of the maps to hand out, please let the office know that as well.

DATE: October 15, 2011
SALE: 7 AM – 12 PM
GOODWILL: 11 AM – 2 PM
OFFICE: (480) 987-8780

Maps will be available at mysantanheights.org

A MESSAGE FROM RURAL METRO FIRE

Carbon Monoxide Alarms

Often called the 'silent killer', carbon monoxide (CO) is an invisible, odorless colorless gas created when fuels such as gasoline, wood, coal, natural gas and propane, burn incompletely.

- ◆ Choose a CO alarm that has the label of a recognized testing laboratory.
- ◆ Follow the manufacturer's instructions for placement and mounting height.
- ◆ Test CO alarms at least once a month; replace them according to the manufacturer's recommendations.
- ◆ If the CO alarm sounds, immediately move to a fresh air location outdoors or by an open window or door. Make sure everyone in the home is accounted for. Call for help from a fresh air location and wait until emergency personnel arrive.
- ◆ Make sure venting systems for dryers, furnaces and stoves are clear of restrictions or obstacles.
- ◆ If you need to warm a vehicle, remove it from the garage immediately after starting it. DO NOT run a vehicle or other fueled engines indoors even if garage doors are open.
- ◆ Gas or charcoal grills can produce CO. Use them only outdoors.

National Fire Protection Association CO Facts:

- ◆ A person can be poisoned by a small amount of CO over a longer period of time or by a large amount of CO over a shorter amount of time.
- ◆ CO poisoning symptoms include shortness of breath, nausea, dizziness, light headedness and headaches. High levels of CO can be fatal causing death in just a matter of minutes.
- ◆ Winter months are the peak months for CO related emergencies. The peak time of day for CO emergencies is between 6:00 PM and 10:00 PM.

Rural/Metro Fire Department reminds you and your family to be safe and protected-invest in a carbon monoxide detector today. *Don't become a fire department statistic!*

For additional information, please call (480) 627-6200 or visit www.rmfire.com

E-STATEMENTS: GOING GREEN MEANS SAVING GREEN!

Rossmar & Graham's mission is to be the leader of the community association management industry by providing the highest level of service to our customers. With this in mind, we have been working feverishly to ensure that we provide the best products to our associations and their homeowners. We are pleased to now offer e-Statements (electronic statements) to San Tan Heights homeowners who would like to take advantage of a convenient way to access their statements 24 hours a day. This comes with great benefits, including:

Convenient access: Review your e-Statement anytime, anywhere. Simply login and view up to 12 months of complete online statements.

Reduced risk: Using e-Statements protects users from fraud and identity theft by eliminating unnecessary paper statements that include personal account information.

Go green: e-Statements reduce users' paper consumption and carbon footprints, making this a better environmental option.

Not only are there benefits to the homeowners, but to the association as well. By encouraging e-Statement participation, the homeowners association will realize a cost savings by minimizing the cost of the statements and eliminating the postage costs for each homeowner that signs up.

Please don't hesitate to contact the on-site office, the staff is prepared to assist throughout the process and are able to provide you with more in-depth documentation to guarantee that signing up is fast and easy for those who would like to participate.

Visit us at www.Rossmar.com/eStatements to learn more and sign up for this exciting opportunity!



STAY CONNECTED IN YOUR COMMUNITY....

Mysantanheights.org – The Official Website of San Tan Heights

Mysantanheights.org is the official website for San Tan Heights. Residents can access important community information, download association documents, place ads, learn about volunteer opportunities, or join the Block Watch 24 hours/7 days a week.

What You Can Access:

- ◆ Community Calendars/Activities
- ◆ Volunteering Opportunities
- ◆ Community Documents
- ◆ Community Ads
- ◆ Community Block Watch
- ◆ Newsletters
- ◆ Open Session Board Minutes
- ◆ Meeting Agendas

For more information on mysantanheights.org contact Communications Committee or the Office at (480) 987-8780.

Rossmar Connect

Residents of San Tan Heights can access Rossmar & Graham's proprietary interactive tool (www.RossmarConnect.com/SanTanHeights) to view account balance/history, pay bills, or sign up for resident communications/alerts.

What You Can Access:

- ◆ Account Balances/History
- ◆ Update your Personal Account Information
- ◆ Pay your Assessments
- ◆ Report a Problem/Work Order Requests
- ◆ Sign up for Resident Communications/Alerts via email and/or phone

To register for Rossmar Connect logon to www.rossmarconnect.com/register.
For more information on Rossmar Connect, contact the HOA office at (480) 987-8780.



San Tan Heights Homeowner's Association

270 E. Hunt Highway, Suite 16 #317

San Tan Valley, Arizona 85143

www.mysantanheights.org

Physical Location:

SW Corner of Hunt Highway and Village Lane

Phone (480) 987-8780 * Fax (480) 987-8823

AFTER HOURS EMERGENCY NUMBER

(602) 336-2700

HARVEST FESTIVAL

Presented by: San Tan Heights HOA

Saturday, November 5, 2011 2-6 PM
San Tan Community Park
San Tan Heights Blvd., San Tan Valley 85142

GAMES
(WRISTBANDS \$5)

APPLE
BOBBING



DJ



LIVE
MUSIC

PIE
BAKING
CONTEST



FOOD

RURAL
METRO

PUMPKIN
PATCH



DOOR
PRIZES

If you have a business and would like to reserve a booth for the event, or need additional information, please contact Arline Studley at 602-295-2127.

SPONSORSHIPS: \$55 – Vendor Booth plus your choice of e-mail blast ad or business card size ad on event map.

- \$30 for non-San Tan Heights based business
- \$20 for San Tan Heights based business
- Exclusivity guaranteed (i.e. only 1 Pampered Chef, 1 Gold Canyon Candles, etc.)



Please complete form and mail to:

San Tan Heights HOA
270 E. Hunt Highway Suite 16 #317
San Tan Valley, Arizona 85143