



The Greenbelt

October, 2021

Volume VI, Issue 2 #68

Laura Smith Named New Mirage Crossing Community Manager

New Property Manager Begins Work With Great Anticipation

Beginning Monday, September 19, 2021, the Mirage Crossing community is pleased to welcome Laura Smith as our new Community Manager in concert with First Service Residential. Laura replaces former manager, Jeff Hennick, who was the community manager at Mirage Crossing for the past sixteen years and has now retired.



HOA President, Don Szyndrowski welcomed Laura, pledging "as the HOA President and with the entire HOA Board of Directors, we want to provide all of the necessary support to ensure Laura's success, as she undertakes the challenge of being our community's onsite property manager. We are very pleased to welcome Laura to Mirage Crossing."

Laura comes to Mirage Crossing with a background in professional hospitality. She also brings business experience in managing human resources. Integrated into her career in guest services, she was also involved in facility security. From there she transitioned to community management five years ago and as she says, "I haven't looked back!" Laura joined FSR in February of this year as an on-site complex manager, coming to us from Camelback House Condos, a 296-unit property. Laura is bilingual and looks forward to meeting the residents of Mirage Crossing.

First Service Connect

Beginning Monday, September 27, our community manager, Laura Smith began using "First Service Connect." This is an email communication tool, allowing much greater time efficiency. Property owners should be aware that the email will show as the sender "First Service Residential."

Jeff Hennick Retires

Leaves Mirage Crossing after more than 16 years

Jeff Hennick, Mirage Crossing's onsite community manager for over sixteen years, said goodbye to our community, September 1, 2021, when he began his retirement. Jeff's longevity with one community and the work with a single HOA association is very unusual in the property management business. HOA president, Don Szyndrowski said, "We certainly thank Jeff for his work and commitment to Mirage Crossing and wish him well in his retirement."



When commenting on his Mirage Crossing association over such a long time, Jeff says he "met and worked with a lot of good people." HOA Board of Directors president, Don Szyndrowski, noted that "Jeff assisted Mirage Crossing through many different projects, both big and small."

When asked about his retirement plans, Jeff said, "I have no plans other than being an involved grandfather and trying to stay out of Christine's hair."

When approached and asked about Jeff's retirement, some Mirage Crossing residents offered these thoughts:

Jeff Henick did an excellent job of knowing the community, dealing with vendors, aiding in budgeting and coordinating on-site maintenance. We wish him the best in retirement. Jeff Hirsch

During a time when many Property Managers often changed jobs managing various properties, Jeff managed Mirage Crossing for over 16 years until his retirement. He had a vast knowledge of our property, its unit owners, residents, and the many vendors who we use in an effort to make our community a better place to live. Ken Padgham

We had a fire sprinkler leak the day before he retired. He got Metro Fire; Jeff was handling HOA problems from the first day, right up until the last day! We wish him a happy retirement.

Elaine Sommers

*Best wishes Jeff,
thank you for your time at Mirage Crossing
and enjoy your retirement.*

A Letter from Laura Smith

Dear Members of the Mirage Crossing Community,

I am excited to work with the homeowners, residents, and HOA Board of Directors at Mirage Crossing. When I arrived the first day to see the property, it was obvious that we have a beautiful property and a beauty that I pledge to maintain. The amenities offered at Mirage Crossing are simply second to none.

Coming from a background in professional customer service, I am very project-oriented. I realize that will be important in my work right away. Obviously, with the beating our landscaping took through the monsoon season, one of my first priorities will be working with our contracted landscaping provider to quickly get our landscaping back to the standards that you have been accustomed. I also will make it a priority to be regularly seen around the property surveying various needs and improvements. And finally, the HOA Board has laid out other priorities as the season changes from summer to fall, including making changes to our CC&R's. But I'm sure that working together, we can accomplish whatever is necessary for everyone to continue to enjoy our property.

On a personal note, I love my office in the beautiful clubhouse. At my last property, my office was in a not too temperature-friendly gazebo, as it lacked insulation.

In conclusion, I invite you to stop in the clubhouse and introduce yourself. I hope you'll find that I am a high-energy, very social person and eager to meet your needs whenever possible. My hours and contact information are listed below and I look forward to seeing you throughout our community

Sincerely,
Laura

Hours and Contact Information

Monday, Wednesday & Thursdays 9:00 AM to 5:00 PM

Friday 9:00 AM to 1:00 PM

email: Laura.Smith@FSResidential.com

Office Phone: 480-860-0221



Strong Monsoon Season Hits Mirage Crossing Hard

While some meteorologists referred to last year's summer storm season as the "nonsoon," this year's monsoon, returned with vengeance. There were several strong monsoon storms, once again causing significant storm damage at Mirage Crossing.

While primarily near 30 downed trees, the damage was not limited to that alone. Repairs had to be made to a few roof leaks, damage caused by the upended trees, and the pool required several extensive cleanings. Also, because of the ongoing frequency of the storms, Gothic Landscaping got far behind in keeping the property landscaping trimmed and maintained to our usual standard. Because of the damage throughout the valley, stump removal has been significantly delayed. HOA President Don Szyndrowski, has sent a letter to all property owners in September, asking for their patience while the damage is cleaned up.



Arizona Fall



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HOA Board of Directors

The elected members of the 2021 HOA Board of Directors are:

Don Szyndrowski	President
Dan Cunningham	Vice President
Jim Olivi	Vice President
Ken Padgham	Vice President
Ron Rossman	Treasurer

Laura Smith is a non-voting member, serving as Board Secretary



✚ The board can be contacted at:
board@miragecrossing.com

✚ Mirage Crossing Website:
www.miragecrossing.com

HOA Board of Directors Meeting Schedule

- ✚ October 26
 - ✚ 5:00 PM Board of Directors Executive Session
 - ✚ 7:00 PM Open Board of Directors Meeting via Zoom; Links will be provided
 - 2022 Budget and Assessment will be approved at this meeting
- ✚ November 18
 - ✚ 5:00 PM Board of Directors Executive Session
 - ✚ 7:00 PM Open Board of Directors Meeting via Zoom; Links will be provided
- ✚ December 1
 - ✚ Next publication of *The Greenbelt*,

It's Time to Clean Up

Fall brings a new season and due to the monsoons etc., it's time to clean up your outside area. Hoses lying on the ground loose are a liability problem waiting to happen and should be removed immediately. Please put all hoses in your garage and hose reels should also be placed in your garage. Finally, there should be no flowerpots anywhere on steps leading to the second floor, not even on the edge wall on the landing. We had an incident this summer, where one of those blew off of the ledge and almost hit a person. THANK YOU!!!

Mirage Crossing Facility Hours

Property Manager On-Site

- Monday, Wednesday & Thursday 9:00 am-5:00 pm
- Friday 9:00 am-1:00 pm
- Tuesday Office Closed

Clubhouse:

- Sunday thru Saturday 9:00 am -10:00 pm

Fitness Room:

- Sunday-Saturday 3:00 AM to 12:00 AM

Pool:

- Sunday-Saturday 6:00 am to 10:00 pm

First Service Contact Information

Community Property Manager: Laura Smith
laura.smith@fsresidential.com
Office: 480-860-0221

FirstService Residential (Management Company)

Call Service: 480-551-4300. (24/365)

Accounts Receivable:

480.551.4300 ext. 4906 [ARsupport](mailto:ARsupport@fsresidential.com), telephone
az@fsresidential.com

Assessment Payment:

<https://www.fsresidential.com/arizona/pay-association-fees>

Fee Waiver Request:

www.fsresidential.com/arizona/homeowners/fee-waiver-request

Address Change: addresschanges.az@fsresidential.com

ClickPay!

ClickPay.com/FirstService
1.888.354.0135

Enrollment

<https://estatements.welcomelink.com/arizona>

The Greenbelt

The Greenbelt is published six times annually, October, December, February, March, April and June, by Board Member Dan Cunningham and edited by Carolyn Gollings. The purpose of *The Greenbelt* is to enhance community knowledge and understanding of the current work of the HOA and provide other items of information relevant to the entire Mirage Crossing community.