

Due to new public health guidelines regarding physical distancing and reduced occupancy within public buildings, the Civic Building (including ACC and HOA offices) will reopen June 1 and will operate temporarily with new procedures. The following FAQs will help guide you through these changes.

**What is the Anthem Community Council doing to help protect my health & safety?** Plexiglass barriers have been installed at all of the customer service desks to enhance safety during face-to-face interaction. Strict sanitation procedures are being implemented at all facilities & amenities, to be in compliance with CDC guidelines.

**How can I make a room reservation at the Civic Building?** Please contact Jennifer at [jhuddleston@anthemcouncil.com](mailto:jhuddleston@anthemcouncil.com) or 623-742-6020 to make a reservation, or for more information about available space and room occupancy.

**What are the hours of the Civic Building?** From June 1 through September 6, the Civic Building programming summer hours are: Monday & Friday, 8 a.m.-5 p.m.; Tuesday, Wednesday & Thursday, 8 a.m.-7 p.m.; and Saturday 9 a.m.-noon.

**What are the ACC and HOA office hours?** ACC and HOA office hours are 8 a.m.-5 p.m. Monday-Friday. The HOA offices will be closed daily from noon-1 p.m. At this time, some ACC and HOA staff continue to work remotely to allow for reduced occupancy in the building.

**Will the Business Center be open?** Yes, the Business Center will be open with social distancing guidelines in place.

**Will coffee service be offered in the lounge?** Coffee service is on hold until further notice.

**What upcoming programs can I sign up for at the Civic Building?** Please refer to our online Activities Guide or view the Activity Registration tab of the website (found under 'Residents') for a current list of programs and classes.

**When will drop-in fitness classes resume?** Drop-in fitness classes are on hold until further notice.

**Are the Golden Go-Getters activities resuming?** Golden Go-Getter game days (Mondays) are canceled for the month of June; game days are scheduled to resume in July. The potluck in June will be canceled, and the breakfasts in both July and August are canceled.

**Will Big Ideas Forums be canceled?** The Big Ideas Forum is on hold for now; plans are to resume the schedule in the fall.

**What programs are canceled at the Civic Building?** At this time, for the month of June only, the following are canceled: Representative Town Hall, Wednesday Game Day, Friday Mexican Train Game Day, and Friday Puzzle People. Daisy Mountain Veterans' BINGO is canceled through September; they will announce a restart date later this summer.

**I received a title or disclosure request; whom should I contact?** Please contact Christine at 623-742-6044 or email [cmcculley@anthemcouncil.com](mailto:cmcculley@anthemcouncil.com). If you need to speak to Christine in person, please contact her to set up an appointment.

**Who do I contact for collections/payment plans?** Please call 623-742-6025 or email [collections@anthemcouncil.com](mailto:collections@anthemcouncil.com). If you need to speak with someone in person, please call to set up an appointment.

**How can I pay my HOA assessments?** In order to protect residents and staff, we ask that you make your payment electronically or send by mail, rather than in person. Visit the "Pay Assessments" page of our website for instructions on how to make your payment. You may also drop your payment in the drop box located on the east side of the Civic Building (by the mailbox); the box will be emptied multiple times a day.

**How can I purchase a transponder?** Contact one of the Community Access Administrators, who will make arrangements to receive payment and install the transponder: Jacki at [jnasi@associatedasset.com](mailto:jnasi@associatedasset.com) or 623-742-4533; or Dave at [dhunt@associatedasset.com](mailto:dhunt@associatedasset.com) or 623-374-2019. Hours are Monday-Friday 9 a.m.-noon and 1 p.m.-4:30 p.m. No installations will occur if rain is imminent.

**How can I submit Architectural/Design/Landscape Modification forms to my HOA?** For Country Club, contact Heidi at 623-742-4555 or [hhewitt@associatedasset.com](mailto:hhewitt@associatedasset.com); for Parkside, contact Debbie at 623-742-4562 or [dsiegel@associatedasset.com](mailto:dsiegel@associatedasset.com); and for the Village, contact Susan at 602-288-2659 or [sgendes@associatedasset.com](mailto:sgendes@associatedasset.com). If you need to speak with someone in person, please contact one of the HOA staff members to set up an appointment.

**If I need to speak to someone with the HOA about compliance or a violation notice, how can I do that?** HOA representatives are largely still working remotely at this time. Please contact the name and number listed on your violation notice for immediate assistance. If you need to make an appointment, please send your request to:

**Parkside:** [staff@anthemparkside.org](mailto:staff@anthemparkside.org) or [compliance@anthemparkside.org](mailto:compliance@anthemparkside.org)

**Country Club:** [staff@acccahoa.com](mailto:staff@acccahoa.com)

**Village:** [sgendes@associatedasset.com](mailto:sgendes@associatedasset.com)

**Is the MCSO substation open at the Civic Building?** Until further notice, the substation public reception area is closed to visitors. Please call 623-551-8810 if you need assistance, or 9-1-1 in an emergency.

**What is the best way to stay up-to-date on reopenings or operational changes?** Accurate and reliable information will be posted on the ACC website, [OnlineAtAnthem.com](http://OnlineAtAnthem.com), and on ACC social media channels or via eNews (subscribe via the website).