City Manager's Office

7447 East Indian School Road, Suite 206
Scottsdale, Arizona 85251

To: Neighborhood Advisory Commission

From: Bruce Wall, Community Involvement Advisor

Through: Taylor Reynolds, Commission Liaison

CC: Joy Racine, Community Involvement Manager

Adam Yaron, Planning & Development Area Manager

Date: May 12, 2026

Re: Item 2 – Community Association Initiative

BACKGROUND

In February 2025, the City Manager's Office created Constituent Services, a resident-focused team intended to streamline and elevate the way residents interact with local government. This new office was tasked with assisting with more complex community concerns. Since its establishment, staff has reviewed resident inquiries and identified that approximately 10-15% of concerns received by the city were associated with homeowners associations (HOAs), condominium communities, and similar community associations.

In March 2026, Community Involvement staff was tasked with developing a community association initiative to improve communication and address concerns proactively. Since that time, staff has met with six community association boards, coordinated with city departments who frequently work with community associations, refined and streamlined existing programs, and began working on additional tools and resources.

DISCUSSION

Community Involvement staff will provide a presentation and overview of the Community Association Initiative. The Neighborhood Advisory Commission will be asked to provide feedback regarding:

- Opportunities to share information about the initiative, and
- Ways Community Involvement staff may promote the initiative in applicable neighborhoods.