

**Highlands at Ocean Point Condominium Association
Board of Trustees Meeting
September 8, 2015
Pool Deck**

Attendance: Trustees Tony Baldwin, Pam Claughton (Treasurer), Gary Gersten, Helen Jones (Secretary), and Lesley Pitts; Maintenance Coordinator Donna Crone

Observers: Nancy Carini, Jim and Donna Francke, Tom and Marie Young, Ginny Sands and Joanna Zarkadas, Rick Cash, Marilyn Marvill, Rita Potocsky, Andrea Swart

At a regular meeting of the Highlands at Ocean Point Board of Trustees, held on the pool deck outside the clubhouse, on Tuesday evening, September 8, 2015, the Trustees having accepted Lesley Pitts' offer to chair the meeting, the Acting Chair called the meeting to order at 6:00 p.m.

I. BOARD OPERATIONS

1. Meeting schedule

The first order of business was establishing a meeting schedule. Upon consulting their calendars, the Trustees agreed unanimously on the following dates and times for Board meetings:

- Monday, October 19, 6:00 p.m., clubhouse
- Monday, November 16, 6:00 p.m., clubhouse
- Tuesday, December 15, 6:00 p.m., unit 414
- Monday, March 7, 6:00 p.m., unit 414
- Monday, June 20, 6:00 p.m., clubhouse

The Trustees also set the annual meeting of Unit Owners for Monday, July 25, at 7:00 pm in the clubhouse.

2. Election of officers

The next order of business was the election of officers and representatives to the Ocean Point Management Trust (OPMT) Board of Trustees.

- On the motion of Tony Baldwin, seconded, Lesley Pitts was unanimously elected Chair.
- On the motion of Pam Claughton, seconded, Helen Jones was unanimously re-elected Secretary.
- On the motion of Pam Claughton, seconded, Gary Gersten was unanimously elected Treasurer.
- On the motion of Helen Jones, seconded, Tony Baldwin and Gary Gerstein were unanimously elected to serve on the OPMT Board, and Pam Claughton to continue.

3. Board protocols.

The next order of business was the establishment of communication protocols for the Trustees. Following brief discussion, Trustees agreed to the following protocols to help manage email traffic regarding Board business:

- Response to non-emergency emails within 24 hours is reasonable; there is no expectation to respond sooner.
- We will signal the urgency and purpose of emails in the subject line, by indicating “Vote Needed”, “Decision Needed”, “Response Needed”, or “No Response Needed”. On the rare occasions something cannot wait 24 hours, the subject line can indicate “Urgent”, but we will use this sparingly.
- The “Reply to All” option will be used only when it is important for everyone to see the response. When a simple reply to a single individual is sufficient (e.g., “Thanks”), we will use “Reply” rather than “Reply to All”.
- Responses to any issue will be sent in a response to the email with the appropriate subject line, rather than included in a response to (or combined with a response to) another email with a different subject line.
- When an Owner emails all the Trustees; individual Trustees will not respond until all Trustees have had a chance to agree on a response on behalf of the Board. In the interim, the Secretary will send an acknowledgement of receipt of the email, with a commitment to reply after the Trustees have had a chance to consult with each other on the matter and reply as a body.

4. **Identification of authorized signatories.**

The next order of business was the identification of authorized signatories for the HOP bank accounts and legal documents. Following brief discussion, it was agreed to continue to have the Chair and Treasurer be the authorized signatories. Lesley Pitts and Gary Gersten will therefore be the authorized signatories.

5. **Suggestions for fall newsletter**

The next order of business was the fall newsletter. The Secretary asked for suggestions for content and information to include in the next newsletter. In the interest of time, with a full agenda, she requested that Trustees and Owners email suggestions to her. No action taken.

II. BUILDING 4 WALL

6. **Deck wall on 414.**

The next order of business was consideration of bids to make repairs to the west end of the north wall on building 4 required for the unit owners to install new sliders. Trustees having received in advance of the meeting two estimates, Maintenance Coordinator Donna Crone presented a third estimate just received, by passing around her phone. The third estimate was significantly higher than the first two, for a similar scope of work.

The first two estimates being very close in price, it was proposed to use whichever contractor could start first. The Maintenance Coordinator stated that both were available to start the last week in September. With little difference between the two options, support was expressed for the contractor already known to one of the Trustees (Tony Baldwin), Organic Builders/Chris Murphy.

On the motion of Pam Claughton, seconded, the Trustees unanimously voted to accept Organic Builders’ bid, unless his availability has changed, but to ask him to consider

reducing his price. The Maintenance Coordinator stated that she would call him in the morning to schedule the job and negotiate the price.

7. Review history of building 4 wall and make a decision on how to proceed with other areas that need attention.

The next order of business was a review of the history of the problems with building 4's north wall. Trustees having received in advance of the meeting a detailed timeline of reported issues with other areas on the north wall on building 4, it was agreed through discussion to have Chris Murphy inspect the rest of the building while he's on the property.

III. FINANCIAL MATTERS

8. FHA application.

The next order of business was consideration of Owner requests to apply for FHA approval. Following some discussion, on the motion of Tony Baldwin, seconded, the Board unanimously voted to move forward on applying for FHA approval, including paying up to \$1,500 for an FHA consultant, and up to \$600 for Lorell Management to assist with the application.

It was agreed that it may be possible to reduce these costs since a Unit Owner has already compiled a package of documents needed to apply. This possibility will be explored as we move forward.

9. Financial review.

The next order of business was a financial review. Outgoing Treasurer Pam Claughton distributed the July 31 Income/Expense Statement and reported that a recent transfer of approximately \$3,000 was made to the reserves account. No action taken.

10. Decision on reserve contributions

The next order of business was a decision on whether to accept Lorell Management's advice to bring reserve contributions up-to-date before making more repayments on a 2014 loan from reserves. Following a brief discussion, on the motion of Pam Claughton, seconded, Trustees unanimously voted to authorize Lorell Management to get current on reserve contributions before making more repayments on the outstanding loan from reserves.

IV. 2016 BUDGET – PRELIMINARY TASKS

11. Annual insurance quote.

The next order of business was the need to initiate getting an annual insurance quote in preparation for developing a 2016 budget. The discussion included the suggestion that we should review our policy annually. It was also mentioned that the Board had voted to get an independent insurance appraisal in 2015, but that it hasn't yet been done. No action taken.

12. OPMT meeting schedule and schedule for developing their budget.

The next order of business was the need to get a schedule for OPMT Board of Trustee meetings, Budget meetings, and Owners meetings, if available. The OPMT representatives and Donna Crone will attempt to get a schedule. No action taken.

13. 2016 Contracts and RFPs.

The next order of business was planning for contracts and vendor services in the 2016 budget. The Chair observed that, in preparation of developing a 2016 budget, we need to identify contracts that will need to be renewed or new contracts established for services, and determine for which services we want to issue RFPs. We will also need to develop a schedule for renewing contracts, issuing RFPs and establishing new contracts where needed. The Chair asked the Maintenance Coordinator to provide a vendor list and email it to all Trustees.

It was suggested that, each year we might get new bids for some services and renew other as is, on a staggered basis, eventually reviewing them all over three years. In response to the Chair's request for her recommendations as to which contracts should be reviewed now for next year, the Maintenance Coordinator suggested elevator maintenance.

The secretary reminded Trustees that, when we decided to not have Roberts Roofing continue the repairs on building 4, we had agreed to discuss at a Board meeting whether or not to use them for other simpler roofing jobs. The discussion, and decision, was deferred to a future meeting. Nevertheless, the Maintenance Coordinator cited a number of jobs she would like to hire Roberts Roofing to complete:

- A leak in her unit (2403)
- Something described as a “backwards baffle” proposed by Owner Bill Brissette to prevent snow from coming in through the soffits (units 2415 and 411)
- Additional soffit work in building 29 and 30 (unit 3014)
- Replacing concrete tiles on the balcony of unit 2506 with decking
- Certain repairs to decks

Trustees asked the Maintenance Coordinator to have Roberts Roofing write up the scope of work for each job, itemizing materials and labor. No action taken.

V. MAINTENANCE UPDATE

The next order of business was a maintenance update. Maintenance Coordinator Donna Crone distributed 3 pages of the most recent Maintenance Log.

- She cited a problem with the air conditioner for unit 3008 blowing hot air into the kitchen window of unit 3004. She reported that handyman Earle Miller has proposed a makeshift solution which would require removing shingles and attaching metal to the building, but it would impact the architectural consistency of the building. Trustees asked if Earle could meet with one or two Trustees during the day when he is on-site, to better understand what he is proposing. Tony Baldwin and Gary Gersten offered to meet with Earle during his workday; Donna said that she would arrange that.
- Donna also reported that elevator inspections and sprinkler inspections are upcoming.

- Helen Jones asked for an update on power washing, sanding and sealing decks with mold. Donna reported that decks on building 4 and 24 remain to be completed. She was asked whether they will be completed before the end of the fall; Donna replied that she hopes they will.

No action taken.

VI. OBSERVER QUESTIONS AND COMMENTS

Q. Regarding the repairs to the wall on building 4, what was the name of the contractor and the amount?

A: Organic Builders; \$9,250.

Q. Where will the funds come from?

A: Probably from reserves.

Q. Do the estimates include the patched area underneath the deck?

A: Yes. *[Note: Initially, this question was incorrectly answered in the negative. Both estimates describe starting the work at the bottom of the wall.]*

Q. When will the new website go live?

A: Soon. There are a couple of minor edits required; then an announcement can be made, and a link from the old page to the new one.

Q: Following an expression of thanks to Gary and Tony for being willing to serve on the Board, and to Pam, Lesley and Helen for ongoing service, an Owner asked whether the fence behind the tennis courts is an OPMT responsibility.

A: Yes, it is OPMT.

C: The shrubs are very overgrown behind this fence; it needs to be trimmed or it will knock the fence down.

A: Noted by OPMT reps.

Q. Is handyman Earle Miller full-time?

A: No; with the Highlands, the Dunes and OPMT time combined, he is close to full-time, but not quite.

C: We should consider budgeting to have him full-time, or as close to full-time as he is willing to work. His rate is a good deal, and he does everything.

A: Noted.

C. Objections expressed to the pool closing so early; we should address this when OPMT begins budgeting for next year.

A: Noted by OPMT reps.

Q. If OPMT didn't run out of money in the pool line, as we were originally told, what did OPMT run out of money on?

A: Renewal of the waste water treatment plant's license. Costs to renew the license include an engineer's time, legal fees, and an application fee of \$900. Additionally, the cost of electricity went up this year, and insurance came in \$3,000 higher than budgeted.

Q. Transparency and communication between the Highlands Board and Owners has improved; but we would like more transparency around finances. Do we get monthly financial reports from Lorell Management?

A: Yes.

Q. Can Owners get the income/expense reports and balance sheet posted to the website?

A: Yes.

Q. Can we get the same transparency and communication from OPMT? Can meeting minutes, budget, financial reports, etc. be posted to the OPMT page of the HOP website as they used to be?

A: The OPMT reps will explore this as they move into the work of the OPMT Board.

Q. Can a protocol be put in place so that Owners have some input to Board meeting agendas? Can the agenda be sent a week ahead to all Owners? Can Owners have input into actions that are under consideration by the Board, such as the FHA application?

A: We can work toward developing the agenda in time to share it. *[Follow-up note: When the notice of a Board meeting is sent to Owners, a summary of what is expected to be on the agenda is sent, to the extent that has been determined. The Sept. 2 notice for this meeting included such a summary, and the notice was updated to include notice of the FHA application topic.]*

Q: There is a (non-resident) relative of an elderly Unit Owner who repeatedly lets her two dogs run off-leash when she is on-site and doesn't clean up after them.

A: The Board requires a signed letter of complaint in order to follow up. The Maintenance Coordinator indicated that she has an email address for the Owner's son if needed.

Q: Who will cover while Donna Crone and Earle Miller are both away at the same time later this month?

A: After some discussion, it was determined that the Trustees will share coverage. Donna will leave a key to the location of her keys to units and closets in a lockbox, and provide all Trustees with the code. She will also provide all Trustees with a list of emergency contacts, including the name, phone number, and emergency number.

There being no further business, the Chair adjourned the meeting at 7:50 p.m.

Respectfully submitted, Helen Jones, Secretary, September 13, 2015

Approved, Lesley Pitts, Chair, September 20, 2015