

**Highlands at Ocean Point Condominium Association
Board of Trustees Meeting
December 15, 2015
Unit 414**

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

Observers: Rita Potocsky, Ginny Sands, Nancy Carini, Andrea Swart, Sue Brissette, Marilyn Marvill, Tom Young.

Summary of Board Actions Taken in the Meeting:

- Voted unanimously that the costs to date for repairs by Organic Builders to the Building 4 wall, from late September through then end of 2015, will be taken from reserves.
- Unanimously approved a draft response to a unit owner inquiry about condo fees.
- Decided to send out an online survey to learn what types of fireplaces are in use in the units, and gather the same information from owners and residents who do not use email through the Maintenance Coordinator.
- Voted unanimously to close the North Shore bank account so funds can be transferred to our Rockland Trust account.
- Voted unanimously that, after the Maintenance Coordinator fills in the blanks and updates the dates for 2016, the Chair is authorized to sign the 2016 contract with Egan for snow and ice management.
- Added a Board meeting on Monday, January 25, at 6 p.m. in unit 414.

At a regular meeting of the Highlands at Ocean Point Board of Trustees, held in Unit 414, on Monday evening, December 15, 2015, the Chair called the meeting to order at 6:03 p.m.

I. WELCOME

II. REPORTS

A. MONTHLY FINANCIAL STATEMENT – Treasurer

1. The first order of business was a confirmation that transfers to reserves are now up to date. The Treasurer reported that ten transfers have occurred to date, with two remaining for 2015, and that a total of \$31K has been transferred into reserves year to date, so we are up to date on reserves transfers. He will talk with Lorell to confirm that the scheduled November transfer to reserves was done.

The Treasurer commented that he will compare the 2015 year-end balance sheet with the budget to see where we end up, to inform the Board's setting of policies going forward. The Chair asked whether we are over budget for 2015; the Treasurer replied that we are over by a projected \$17,000 and that he will be better able to speak to this after he gets the year-end financial reports.

The Chair asked whether Lorell sends reminders to owners who are behind in their condo fee payments. The Treasurer replied that he will follow up with Lorell on that question.

No action taken.

2. The next order of business was a decision on where funds for Building 4 wall will be drawn from, reserves or operational expenses.

On the motion of Treasurer Gersten, seconded, the Board voted unanimously that the funds to cover the costs to date for repairs by Organic Builders to the Building 4 wall, from late September through then end of 2015, be taken from reserves.

B. 2016 BUDGET FOLLOW UP – Treasurer

1. The next order of business was an update on communication with owners about the 2016 assessment/condo fees increase. The Treasurer reported that Lorell's hard copy mailing to owners has not yet gone out; he will follow up with our Property Manager at Lorell to ask when it will go out. **No action taken.**
2. The next order of business was a review of response from owners to the increase. Most feedback from owners on the 2016 condo fees increase has been very positive and indicated that they understand the reasons for the increase at this time. **No action taken.**

One owner sent an email questioning why her assessment was higher than her neighbor's, and why her unit is not assigned a storage unit. The Secretary referenced a draft response to the inquiry about condo fees that had been emailed to all Trustees on December 11 for review and approval.

On the motion of the Secretary, seconded, the Board Trustees unanimously approved the Dec. 11 draft response to the inquiry about the condo fees.

The question of the storage unit will be taken up under new business.

A Trustee asked why the letter had not been sent once a majority of Trustees had approved it by email. The Secretary explained that acting on email responses from a majority of the Board before everyone had commented on an issue had been problematic in some instances in the past and had led to some decisions being reversed. Therefore, when the Board is making decisions by email, she generally waits to hear from all five trustees before taking action instead of acting on the vote of a majority.

3. The next order of business was consideration of whether the Board should institute a new policy to set a spending cap for the Maintenance Coordinator for better budget control in 2016. The Treasurer reported that he and the Maintenance Coordinator will be meeting to develop proposed spending protocols, after which he will make a recommendation for the Board's vote. **No action taken.**

C. MAINTENANCE – Maintenance Coordinator

1. The next order of business was a review of the maintenance log and the status of any open jobs and questions on closed jobs.
 - Item #1587, 12/10/15, unit 2407, sprinkler leak, showing as open, is completed.
 - Item # 1586, 12/10/15, building 4 window reported by T. Young: Earle is aware of the issue, but hasn't yet had a chance to look at it.
 - Item 1585, 12/10/15, unit 2903, deck divider door, showing as open, is completed.
 - Item #1575, 11/28/15, unit #2510, deck railing: Earle hasn't yet had a chance to fix it.
 - Item #1573, 11/25/15, unit #2513, ceiling under repaired roof needs bleaching: will be done.
 - Item #1563, 11/11/15, unit 2507, leaking pipe repair & partial ceiling replacement, is completed.
 - Item #1561, 11/11/15, unit 2507, shingle replacement, will be done by Earle.
 - Item #1501, 7/31/15, unit 2413, powerwash & seal deck, will be done next spring.

- Item #1499, 7/28/15, unit 2410, powerwash & seal deck, will be done next spring.

The Maintenance Coordinator commented that Earle is still painting doors and replacing weatherstripping.

In response to a question on item #1572, building 30 roof above elevator, marked as completed but description says “more work needed in this area”, the Maintenance Coordinator stated that no more work is needed on this area, Cycle Roofing has visited the area twice, and that the work is complete.

In response to a question about item #1451, 5/8/15, unit #3013, cold air in bedroom floor, marked as completed, but which the owner continues to ask about, the Maintenance Coordinator stated that this is completed. The Maintenance Coordinator will follow up with the owner to explain, and will show her what was done.

The Maintenance Coordinator reported that she is in the process of getting technical assistance with developing a QuickBase program for the maintenance log. She will run a draft by the Board when it is ready. Trustees requested an Excel reporting format rather than PDF, so that the file can be sorted and searched.

The Chair asked the Maintenance Coordinator to update the log as requests are partially addressed so that we can always clearly see what remains to be done. She also asked for the report presented at the Board meeting to be sorted with all open items at the top (once the report is in a sortable format).

A question was raised as to whether the Maintenance Log could be interactive. The Secretary reported that this had been investigated at the request of the previous board, and we were advised that it would be very expensive to maintain a log into which multiple users could enter data.

No action taken.

2. The next order of business was reports back on various outstanding maintenance issues. Items a through f are reports from the Maintenance Coordinator:
 - a. *Damage to Unit 404 interior wall caused by exterior repairs:* The Maintenance Coordinator stated that she called Chris Murphy about the need to repair the wall, but that he hasn't come back yet. She gave the owner's phone number to C. Murphy so they can schedule the repairs directly. She explained that he is extremely busy right now and can't guarantee a date. Treasurer Baldwin suggested that she follow up with Murphy after the first of the year; the Maintenance Coordinator assured that she would stay on top of it.
 - b. *Maintenance Coordinator's biweekly monitoring of Building 4 basement mold:* A couple of little spots have been found, which will be treated with bleach. If the mold reoccurs, we will open up the ceiling and put in a vent.
 - c. *Maintenance Contractor E. Miller's flashing replacement on Unit 410 deck, sliders, doors and windows to prevent water problems below at 413, 408, and 412:* Earle will do this before the weather gets bad. The Maintenance Coordinator will try to get him started on this on Monday (1/21).
 - d. *Maintenance Contractor's progress on replacing any rotted wood trim on lower levels:* The Maintenance Coordinator stated that Earle has been too busy to address this; she will walk around with him to see what needs replacement.

- e. *Maintenance Contractor's progress on caulking around all exterior doors and windows:* Earle has been doing this as he paints doors. On building 29, third floor, some recaulking is needed, but this is too high for Earle. The Maintenance Coordinator will ask Cycle Roofing to do this section.

In response to the Chair's inquiry as to whether the Maintenance Coordinator keeps a master list to check of which areas have been caulked and which have not, she said that she does. The Chair asked the Maintenance Coordinator to report on progress monthly, for example, a quarter is done, a third, a half, etc.

- f. *Maintenance Contractor's progress on replacement of tiles with decking on balcony at 2506:* Earle has not yet had a chance to address this. He plans to do it in the spring; the Maintenance Coordinator reported that this timeframe is acceptable to the unit owner.

The Chair asked for the Board to identify next steps on items g and h, and brought item i to the Board's attention:

- g. *Next step on cleaning wood-burning fireplaces and chimneys:* There was consideration of whether we should have all inspected at once. In order to coordinate cleaning and inspection and ensure the safety of the property, the Trustees need to know who has a wood burning stove, which ones are in use, and when they were last inspected. Owner and HOP webmaster Nancy Carini volunteered to initiate an online survey to answer these questions. The Maintenance Coordinator offered to follow up with those owners who do not use email. **The Board accepted these offers with appreciation.**

- h. *Next step on air conditioner under kitchen window on unit 3004:* Regarding the Maintenance Contractor's suggestion to install a baffle to redirect the hot air, Trustee T. Baldwin noted that compressors need to breathe and that there should not be any interference with the air flow. The other issue is that the baffle described would disrupt the continuity of appearance around the property.

In response to the unit owner's request to consider moving the air conditioner to another location, away from her kitchen window, the chair suggested that the Board have an air conditioning company look at it and advise. While the move (if so advised) might be delayed until spring, the unit could be looked at now.

Suggestions for contractors included Arnold refrigeration and John at Morrison Mechanical, 774-219-0276.

The question was raised as to who would be responsible to pay for such a move; the question was deferred until we have more information.

One Trustee cautioned the Board against setting a precedent in responding to this issue; another noted that it is clearly a problem that needs to be addressed.

- i. *Unfinished woodwork around a window on the rear stairwell at unit 2409 (behind the fire escape, in the middle, up two sets of stairs):* It was reported that the woodwork around a window at street level was never finished by the builder. In response to an inquiry as to whether this unfinished item is on a list for the Maintenance Contractor or someone else, the Maintenance Coordinator replied that she will look into it and report back.

III. OLD BUSINESS

A. FINANCIAL

1. The next order of business was a timeline for the Chair and Treasurer to go to Rockland Trust to sign the paperwork necessary to become signers on the Association's Rockland Trust Accounts. They agreed to go to Rockland Trust Friday afternoon to sign the cards; the Maintenance Coordinator offered to go up ahead of time to ask the bank to have all the paperwork ready for them. The Chair noted that the bank may require meeting minutes confirming their authorization as signatories, which she will provide. **No action taken.**
2. The next order of business was a decision to move the Association's North Shore account to Rockland Trust. In response to a question as to why the Association has \$51K in a separate North Shore Bank account, and whether there might be a reason to keep it, it was clarified that the Association had to establish the account as collateral with it took out a line of credit with North Shore Bank, and that it is no longer needed.

On the motion of the Secretary, seconded, the Board voted unanimously to authorize Frances Forte to close the North Shore bank account so funds can be transferred to our Rockland Trust account. The Secretary provided a letter to that effect for the Chair to sign and forward to Frances Forte.

3. The next order of business was a report on progress on the FHA application. The Treasurer reported that the Federal Housing Administration (FHA) has requested our 2016 budget and, once the fiscal year closes, the final balance sheet for 2015. Once they receive these two items, they will review our application. The balance sheet will be available in January. The Secretary was asked to send owners a bulleted update on the status of the FHA application. **No action taken.**

B. CONTRACTS

1. The next order of business was a discussion of Lorell Management's contract for 2016.
 - a. The first item under this was a discussion of current response time to inquiries and quality of service. It was noted that Lorell is not providing responses to inquiries and requests within the 24 hour window promised when we met in October.

In a discussion of what specific services we may expect in our current contract with Lorell, it was also noted that, the attachment labelled "Contract Manager's Duties", referenced in Article II on page 2, is missing. When we brought that to our Lorell Property Manager's attention when we met with her on October 19, she replied that she is not aware of such an attachment.

It was also noted that Lorell is still not sending monthly financial reports to all of the trustees, and it was confirmed that all trustees should receive them.

Treasurer Gersten volunteered to discuss the Board's concerns with our Lorell Property Manager. The Chair asked him to specifically request the "Contract Manager's Duties" document referenced in Article II on page 2 of our current contract. **No action taken.**
 - b. The Chair noted that we have received a Financial Asset Management Agreement from Lorell, and that we need to put a review of it on a future agenda. **No action taken.**
2. The next order of business was a review of the Maintenance Coordinator's contract for on-site property management (attached). Several edits and updates were proposed, itemized below:
 - a. Under "Requirements", fourth bullet (off-duty section), it was suggested that we should avoid having the Maintenance Coordinator (D. Crone) and the Maintenance Contractor (E. Miller) off-duty at the same time. The Maintenance Coordinator agreed, and

notified the Board that she plans to go away in May, and that she will inform the Maintenance Contractor in January, after she gets her airline tickets.

The next several notes apply to the “Responsibilities” section:

- b. First bullet (determining which issues are the responsibility of the condo association and which are the owner’s responsibility), it was suggested that the language be modified to clarify that such determinations shall be made as indicated in the condo documents, in particular the Master Deed, and that in non-emergency situations, the Board should have the opportunity to weigh in on where responsibility lies, based on the Master Deed. The Secretary was asked to bring the relevant language to the next meeting.
- c. Also under “Responsibilities”, it was suggested that the responsibility for maintaining a file of contracts for review as needed be added to the list.
- d. Fifth bullet (maintain a petty cash fund and provide account reconciliation to the trustees monthly), it was noted that the language should be updated to reflect current practice, which is that the Maintenance Coordinator sends a reconciliation sheet to Lorell with copies of all receipts.
- e. Sixth bullet (inventory control system for supplies), it was noted that no such inventory control system is maintained, and proposed that none is needed. The contract language will be updated accordingly.
- f. Seventh bullet (become familiar with maintenance contracts for alarm systems and elevators). Since the Maintenance Coordinator has been overseeing these contracts for seven years, she is familiar with them. The contract language will be updated accordingly.
- g. Ninth bullet (Maintain log of resident calls...) This should be updated from submitting to trustees monthly to reflect current practice, which is submitting the log weekly for posting to the website.
- h. Twelfth bullet (Establish a schedule of routine maintenance...) In response to an inquiry as to whether the current language includes everything that should be in a routine maintenance plan, the Maintenance Coordinator replied that it does.
- i. Fourteenth bullet (Review all maintenance invoices...) it was noted that this language will be updated after the Treasurer and Maintenance Coordinator meet and the Board approves new protocols.
- j. Also under “Responsibilities”, it was suggested that the new policies for providing advance notification to residents when someone will be on their deck or otherwise imposing on their private space, and before any chemicals are used, should be added.
- k. In the “Termination” section, it was proposed and agreed that this section should incorporate relevant legal language from the Mass. Condo Act, the Master Deed, and the Declaration of Trust.
- l. Under “Compensation”, the personal initials “DJC” will be replaced by “the Maintenance Coordinator”.

The Secretary volunteered to edit the contract in accordance with the notes above and send a draft to all trustees for review.

3. The next order of business was the need for a contract with the Handyman or Maintenance Contractor. There being no current written agreement with the Maintenance Contractor, trustees would find it helpful to have a template to work from. Trustee P. Claughton

volunteered to look for a condo handyman contract or job description that we can use for that purpose.

4. The next order of business was a review of the proposed contract for snow and ice management from Egan Landscape Group, previously emailed to all Trustees. It was noted that the proposed contract is incomplete, with several items not filled in and the dates showing for the contract year and scope of work not updated for 2016. The Maintenance Coordinator will update the dates by hand and fill in the blank spaces. Both parties will initial the handwritten changes.

On the motion of the Secretary, seconded, the Board voted unanimously that, after the Maintenance Coordinator fills in the blanks and updates the dates for 2016, the Chair is authorized to sign the contract.

5. The next order of business was a review of the proposed contract for landscaping services from Egan Landscape Group. Since Egan has not yet submitted a proposal for landscaping, the Maintenance Coordinator stated that she will get one for the Board's review.
6. The next order of business was a report on progress on completeness of vendor list for 2016 and plan which vendors and when we will seek new bids for services in 2017. Updates to be made to the vendor list include removal of Robert's Roofing and anyone else no longer used, and the addition of Cycle Roofing, Organic Builders (Chris Murphy), the HVAC company currently being used, and any other vendors we have worked with in 2015 or plan to work with in 2016. The Maintenance Coordinator will update the vendor list accordingly.
7. The next order of business was a discussion of writing an official letter to Kingston Propane regarding the new \$11.99 meter service charge. The Maintenance Coordinator explained that, with a former district manager, she had negotiated a \$10 "Meter Service Charge" down to \$2.00 per unit. At some point, that district manager left and in October 2015, the new district manager raised the charge to \$11.99 per unit. At the November Board meeting, owner Tom Young offered to call the Department of Public Utilities to ask about regulation and the new fee. Tom Young having left tonight's meeting early, no action was taken pending receiving that information.

C. INSURANCE

1. The next order of business was a clarification as to who should review our insurance coverages and ensure the Association has coverages required in the Declaration of Trust, Section 5.12. In response to an inquiry as to whether we rely on Lorell to cross-reference our condo docs in the purchase of insurance to ensure that we have the coverage required in the condo docs, or whether we confirm that ourselves, the Treasurer replied that we rely on Lorell Management. He also offered to check with Pamela at HUB International to inquire as to whether they also review our condo docs. He also noted that he has requested quotes for earthquake and flood coverage, and is awaiting quotes.

D. REVIEW REQUESTED BIDS

1. The next order of business was a review of bids and other information requested from Chris Murphy, owner of Organic Builders.
 - a. Complete replacement of North Wall on Building 4

Action on this proposal is postponed until we have all the information we are waiting for from Organic Builders/Chris Murphy.

- b. Cost to install gutters on this wall

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- c. Evaluation of all other buildings for similar problems to those found in Building 4
- d. Bid to repair other areas of water infiltration above already repaired areas (401 and 404)
- e. Standard for underdecking

The Maintenance Coordinator will follow up with Chris Murphy at the first of the new year on items b, c, d and e, above.

No action taken.

2. The next order of business was a review of bids to replace Building 25/29 Mailbox. The Maintenance Coordinator reported that the cost to order two 16-unit mailboxes for buildings 25 and 29 would be approximately \$3,000. The Secretary found a similar 16-door cluster box unit with pedestal, similar to the boxes at building 4, available from Mailproducts.com, for \$1,125 each, with the price reduced to 1,110 each if we order two. Trustee T. Baldwin noted that W.B. Mason should carry similar products, and suggested that we should call them for a price.
3. The next order of business was a review of bids to remove all widow's walks (except those above porches) for future budgeting and also, if not removed this year, bid for needed painting and/or securing with screws. The Maintenance Coordinator reported that she has a bid of \$3,600 from Cycle Roofing for removal of widow's walks at one building, one widows walk at each end of the building. Since there are two buildings left with widow's walks, the cost of removing all remaining would be \$7,200. This would involve cutting the posts, filling in, and removing all materials.

She noted that the representative from Cycle thought the remaining widow's walks were in good shape, although a couple of places could be secured better with screws. He did not look at building 4. It was reported that two rails on building 4 are falling apart. It was proposed that loose boards could be secured, but they should not be painted if they are eventually going to be removed.

4. The next order of business was a review of recommendations regarding soffit solutions for Units 2415 and 411. On unit 2415, a diverter has been installed. It has been determined that it is not possible to do this on unit 411 due to a difference in construction; however, the roofer expressed doubt that snow is coming in through the soffit.

On December 11, the Board received a third concern from unit 3002 about drafts from the soffit. Trustees had some questions about this issue, noting that drafts are a different issue from snow infiltration at the other two units and are to some extent unavoidable. Trustees agreed to have a roofer inspect the soffit to ensure that it was built to code and is still performing to that standard, and advise the Board. The Secretary was asked to draft a response to this effect for the unit owner and send it to the trustees for review.

E. COMMUNICATION

1. The next order of business was a report on updates to new Web site and its current status. The Secretary reported that the new website is live, and has been since September. Items awaiting posting are the financial reports from October and November, the updated Maintenance Log, and the November Board meeting minutes; these will be posted soon.

To save costs, the old website is no longer being updated. A notice needs to be added to the old website to this effect, with a link redirecting users to the new site. The Secretary was asked to post that notice and link.

2. The next order of business was a report on Newsletter progress. The Secretary reported that (as discussed in the November executive session), she is still unable to make a commitment to a timeline for the next newsletter until current minutes and correspondence are brought up to date. She suggested that the Board may want to revisit the distribution of duties, noting that the Secretary bears a disproportionate level of responsibility for the meeting minutes, association correspondence, the website and newsletter. She noted that some organizations divide up the several areas of responsibility between a Recording Secretary and a Corresponding Secretary. The possibility of finding a newsletter volunteer was suggested.
3. The next order of business was a report back on whether live Christmas trees are addressed in the Massachusetts fire code, and a decision on communication with owners on this issue. Owner Sue Brissette reported back from visiting two fire stations (Pine Hills and Manomet) that there is no fire code regulation prohibiting live Christmas trees in multiple residence dwellings. Since the question was raised, it was proposed that a letter needs to go out clarifying that there are no condo rules and no fire regulations prohibiting live Christmas trees. An alternate proposal was to include in the fall newsletters in future years a notice that some owners have asked about live Christmas trees, and that there are no condo rules and no fire regulations prohibiting them.
4. The next order of business was the assignment of research on gas grills and the Massachusetts fire code for a spring communication. The Maintenance Coordinator stated that she has something from the fire department related to this issue.

IV. NEW BUSINESS

A. 2016 PROPOSED MAINTENANCE PLAN – Maintenance Coordinator and Chair

The next order of business was a report on progress on developing an annual maintenance plan. The Chair requested that the Maintenance Coordinator prepare a formal maintenance plan that includes annual activities such as a trustee walkabout, a spring/fall cleanup, etc.

The Chair offered to meet with the Maintenance Coordinator to help design and begin to fill in a format on an Excel spreadsheet.

B. LETTER FROM TOWN OF PLYMOUTH RE TAYLOR AVENUE IMPROVEMENT PROJECT PUBLIC HEARING – Chair

The next order of business was the Taylor Avenue Improvement Project and its impact on HOP/OPMT property. The Chair reported that she has received a certified letter from the Town of Plymouth about the Taylor Avenue Improvement project scheduled for the fall of 2017, and the Town's intention to acquire a portion of Association land by eminent domain. The public hearing originally scheduled for December 23 has been cancelled; it is expected to be rescheduled in June 2016.

The Treasurer noted that we should see the plans to determine exactly where the land is that the Town is proposing to take. The Chair volunteered to go to Town Hall to look at the plans and get a copy if possible.

Owner Mal Marvill volunteered to check to see if the plans have been filed at the Plymouth County Registry of Deeds.

C. ALTERNATIVE ENERGY PLAN – Chair

The next order of business was a report on the status of investigating alternative energy options such as solar. The Chair reported that she has met with Dunes Secretary and OPMT Trustee Ashok Vichare to discuss an alternative energy plan for HOP, the Dunes, and OPMT. The thinking is that it will be more effective if all three boards investigate options for energy conservation and savings jointly. The energy plan will include, but not be limited to, investigating solar energy options. For example, the plan includes the OPMT Board looking at the benefits and cost of changing the pool to salt water. Based on their meeting, Ashok is finalizing the plan and will email it to trustees of all three boards when it is ready.

The proposal to get an energy assessment, raised in October, was raised again. In response to a question of who to approach to initiate this, Trustee T. Baldwin recommended TNT Energy, Mike Duffy, at mikeduffy@TNTEnergy.net, 508-802-4885. He recommended that we reference Tony Baldwin when we contact him.

V. OBSERVER QUESTIONS AND COMMENTS

At this point the Chair opened the floor to questions and comments from observers. Since all observers except one had left the meeting, there was only one question.

Q: When the Association opens and recloses a ceiling to access a repair, who is responsible for replastering and repainting the ceiling, the owner or the Association?

A: If the Association opens the hole, it is responsible for replastering and repainting the patched area.

VI. ANY OTHER BUSINESS

The Secretary brought forward a request from owner 409 request for a storage unit. The trustees briefly examined the most recent amendment to the Master Deed (Amendment #6) and a floor plan for building 4, and agreed to look into the matter and report back to the owner.

The Chair brought forward a request from owner 2905 for the Board to revisit the bird feeder regulations and specifically, to allow bird feeders on first level units. It was noted that even if birds are only fed on lower levels, they still fly to the upper levels and sit on the upper railings, causing droppings and a mess on decks. The Trustees noted that, as this is a controversial issue, if the owner wishes to pursue it, she should write to the Board so that it can be placed on the agenda, allowing owners with opposite views to attend and speak to the issue.

There was a request to get more recycling bins. The Maintenance Coordinator reported that she had asked last winter, and that Lombard does not have any more bins available, and that we don't have room to place more bins in any case. The Chair noted that it becomes a problem during holiday weeks when a pickup is missed, and asked whether extra pickups could be requested. The Maintenance Coordinator stated that no extra pickups are available. The Chair requested that the Maintenance Coordinator send an email prior to holiday weeks requesting that, once the recycling bins are full, residents put their extra recycling in the dumpster.

The Board was reminded of the larger recycling dumpster that had been placed in front of building 30 having been removed. The Maintenance Coordinator reported that it was always overflowing, that the contractor (not Lombard's) left the dumpster halfway into the parking lot, and that building 30 residents complained, so it was removed and a new arrangement was negotiated with Lombard.

The Secretary requested to see Lombard's contract; the Maintenance Coordinator said that she would send it to the trustees.

There was a discussion of availability for future meetings. The next scheduled Board meeting is March 7; however, T. Baldwin will be away from March 2-7. Chair L. Pitts will be away for 3

weeks beginning March 8. T. Baldwin is not available to meet the first week in February, nor the first week in March. The Board settled on Tuesday, January 26, at 6:00 p.m. for the next meeting. **[Note: This was subsequently changed to Monday, January 25 at 6:00 p.m.]** Unit 414 will be the venue. Going forward, meetings will be scheduled on Mondays whenever possible. It was noted that we need to finalize contracts for Lorell and the Maintenance Coordinator at that meeting.

VII. ADJOURN

There being no further business, the Chair adjourned the meeting at 8:55 p.m.

Respectfully submitted, Helen Jones, Secretary, January 21, 2016

Approved, Lesley Pitts, February 2, 2016

Appendix: Current (2009-2015) Contract for Maintenance Coordinator/on-site property management (item III.B.2)

SERVICE CONTRACT

This agreement is between The Highlands at Ocean Point Condominium Association (HOP) and Donna J. Crone (DJC) for performance of the duties of Maintenance Administrator on the premises of the condominium buildings and real estate. The undersigned agree to the following terms and conditions:

Requirements:

- DJC agrees to be 'on call' 24 hours per day, 7 days per week by having her cell phone available (including overnight) and/or agreeing to check messages hourly.
- Software: email, word processor, spreadsheet and task management software. Email must be monitored at least once per day.
- Attend 8 Trustee meetings per year (weekday evenings)
- DJC may be off duty for 14 (fourteen) calendar days per year. The trustees should be notified of off-duty days at last a week in advance when possible and provided with the cell phone and vendor lists with phone #'s and account numbers/passwords when DJC is not available.

Responsibilities:

- Determine which issues are condo association responsibility and which are owner responsibility.
- Maintain a set of master keys to all common areas and utility rooms and some unit keys if entrusted by owner. Keep keys secure and organized.
- Establish a preferred vendor list. Make sure we always have current insurance certificates on file from all vendors.
- Maintain a work order database with sequential control numbers, preferably computerized, to track all open, in-progress and closed projects. Provide trustees with detailed status reports monthly.
- Maintain a petty cash fund (bank checking account) to pay small contractor invoices and supplies. Provide account reconciliations to the trustees monthly.
- Stock a storage closet with frequently-used supplies and maintain an inventory control

system.

- Become familiar with our maintenance contracts for alarm systems and elevators. Coordinate with account reps to get the best possible service from those vendors.
- Take trouble calls from residents and return calls promptly. Investigate problem in a timely fashion, determine what needs to be done and schedule the appropriate contractor to fix it. Follow up with unit owners about the ongoing status of their problem report.
- Maintain a log of every incoming resident call with date and time of origination, description, and date and manner of resolution. Submit to trustees monthly.
- Coordinate with all vendors while they are working on-site. Insure that they have access to locked areas when they arrive and get status update before they leave.
- Reset light timers frequently.
- Establish a schedule of routine maintenance (screen/storm doors, light timers, ice melt buckets, light bulbs, etc.) and make sure items are done on schedule.
- Walk around the property regularly to look for problems that haven't been reported yet but should be addressed.
- Review all maintenance invoices and approve before Lorell pays them.
- Schedule standard inspections of alarms, smoke detectors and elevators with applicable State agency. Pass out notices and make arrangements with unit owners for access at least a week in advance. Accompany inspectors into units.
- Execute maintenance requests from trustees and report status monthly or on request.
- Obtain three price quotes for major projects as specified by trustees. Supervise projects in progress.
- Keep trustees apprised of ongoing maintenance issues of significance between meetings by email.

TERMINATION:

Either party must give at least 60 (SIXTY) DAYS WRITEN NOTICE to terminate this agreement for any reason.

COMPENSATION:

- Seven-hundred forty dollars (\$740.00) per month will be paid from the HOP general operating account by the IOlh of each month. DJC must work whenever needed and for as long as required by circumstances. No overtime will be paid.
- HOP will reimburse DJC for all regular monthly cell phone charges and any measured usage billing related to HOP business.
- HOP will pay insurance premiums for general liability and worker's compensation insurance for DJC. HOP will not pay for medical/health insurance. DJC guarantees that she is covered by health insurance at her own expense.

Agreed by the parties signed below.

Name, Title, Date

Name, Title, Date

Name, Title, Date

Name, Title, Date