

**Highlands at Ocean Point Condominium Association
Board of Trustees Meeting
March 7, 2016
Unit 414**

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

Observers: Andrea Swart, Mary Ellen Tona, Ginny Sands and Joanna Zarkadas, Nancy Carini, Mal Marvill, Rita Potocsky, Kristin Funsch, Tom and Marie Young.

At a regular meeting of the Highlands at Ocean Point Board of Trustees, held in Unit 414, on Monday evening, March 7, 2016, the Chair called the meeting to order at 6:03 p.m.

Summary of Board Actions Taken in the Meeting:

The Board decided unanimously to:

- implement several measures to address factors that may have contributed to February's sprinkler leaks:
 - at building 24, repair the broken heater in the back stairway at building 24, wrap the sprinkler pipe insulation, and spray insulating foam into the sprinkler area.
 - at building 30, fill the drip edge vent with insulating foam
 - at building 29, put much more insulation around the sprinkler pipe that froze before the ceiling is closed back up
- address the reported cold down draft on the north end of building 30 by removing the extraneous soffit on the north end, and, if that is successful, to do the same on building 29.
- modify the parking instructions during winter storms and emphasize that people should only move their cars when the storm has ended and it is safe to do so.
- replace the roof on building 30, and have the roofer caulk all the 3rd floor windows while there.
- request a meeting with the owner of Lorell Management to discuss concerns around their service and responsiveness.
- having researched the fire code regarding grills on decks, to notify owners of the regulations.

The Board also determined that the Association is not responsible for reimbursing an owner for a mistaken furnace service call following the freezing of a propane valve, nor for moving an air conditioner in order to mitigate hot air impacting another unit.

The Board also decided that the 2016 Maintenance Plan should incorporate both annually reoccurring jobs and projects specific to 2016.

I. WELCOME

The Chair distributed copies of the agenda to Trustees and observers, welcomed observers, and reminded all that observers are requested to allow the Trustees to discuss issues among themselves, and hold comments and questions until the section of the meeting designated for observer questions and comments (section III).

II. REPORTS

A. MONTHLY FINANCIAL STATEMENT AND TREASURER REPORT – Treasurer

The first order of business was the Treasurer’s report. Regarding the plan to transfer a portion of funds in order to maintain all accounts below the FDIC insured maximum, Lorell is researching this week where we can get the best rate on a CD. **No action taken.**

There is no update on the FHA application. We are told by Lorell that the application has been submitted to the FHA, but they haven’t yet accepted it and consultant is still working on it. **No action taken.**

B. MAINTENANCE – Maintenance Coordinator

The next order of business was the Maintenance Coordinator’s (MC’s) report. MC Donna Crone announced that she has decided to move, and will therefore be resigning her position. She offered to train a replacement, and will continue to manage until she moves or a replacement is hired.

1. The MC reported that, since the last meeting, she has been working on issues related to the 3 sprinkler pipe leaks in buildings 30, 24 and 29, as well as elevator inspections and responding to owner maintenance requests. She explained that the 3 sprinkler leaks that occurred over the extreme cold spell on February 14 and 15 will be handled as one a single insurance claim, with a single deductible.
 - In Building 24 the pipe burst in a back stairway between units 2406 and 2409, causing extensive damage in 2409 and making the unit uninhabitable. Earle has since wrapped this pipe and sprayed foam insulation in the ceiling at that location. It was noted that the heater in this hallway underneath this sprinkler pipe is not working.
 - In building 30, the pipe burst in a bedroom in unit 3007, causing extensive damage to units 3007 and 3006, making both uninhabitable, and causing minor damage to other units and 3 garages. Workers reported that when they were working on the broken pipe in 3007 they could feel cold air in the ceiling area where the pipe burst, and recommended addressing it. Water also dripped into and damaged the fire alarm panel at building 30. This is an old panel for which replacement parts are no longer made; however, a used part was found. We were advised that we will not be able to find parts for this fire alarm panel in the future, and should replace it. A proposal for replacement will be forthcoming.
 - In building 29, the pipe burst in unit 2912, in the stairway leading down to the basement, which is an exposed portion of the building that juts out. Damage to 2912 was mostly confined to the basement and the living area immediately outside the basement door, rendering the unit uninhabitable for only a few nights until utilities could be turned back on. Basement storage for units 2913 and 2914 were also damaged. While inspecting nearby unit for damage, workers discovered and repaired a slight leak in a sprinkler head in a bedroom closet unit 2914.

The Board discussed preventative measures that should be added to maintenance plan over next year that would better insulate the currently open areas exposed to extreme cold, and unanimously approved the following actions be taken:

- **Building 24: Repair the heater in the back hallway.** The insulation of the sprinkler head in this area has already been improved by Earle, and the hole in the ceiling closed up.

- **Building 30: Insulate the drip edge vent with foam along the entire length of the building.** Earle knows what to use and where to get it. This will require taking the drip edge vent down.
- **Building 29: Put much more insulation around the sprinkler pipes in this exposed jut-out on the north side of building 29 before closing the ceiling back up.**

The Board also requested to review the report that Fire Sprinkler Specialists, Inc. submitted in October 2015 when they inspected the system; the Maintenance Coordinator will provide the report.

2. The next order of business was a review of the Maintenance Log. The Maintenance Coordinator reported that, due to printer problems, she was unable to print anything for tonight's meeting, so the maintenance log was not available for review. On other maintenance matters:
 - When Serv-Pro was working at the leak at unit 2912, they noted a window with a rotted frame with the rot extending from the outside well into the interior wall, extending from the living room window to the basement stairwell. The Serv-Pro rep suspects that the leak may be coming from the flat roof with railing that is just outside the window, and advised locating and remediating the source of the leak as soon as possible and removing and replacing all rotted wood. The Maintenance Coordinator will have the Handyman investigate the source of the water leak and report back.
 - Serv-Pro also noted a water stained wall in the basement of 2914/2913, from an older leak, and advised the owner of 2914 that there has to be mold behind that wall. The Maintenance Coordinator will have the Handyman open up the wall to inspect for mold.
 - Many of the common area carpets have been soiled by the leaks and all the workmen tracking mud throughout. The Maintenance Coordinator stated that she will have Loftus Carpet clean all the carpets. The owner of 2914 reported that the workmen who replaced the sprinkler head in her bedroom closet left a stream of dirty boot prints along twelve feet of white carpet on her second floor, and requested that it be cleaned. Donna will ask Loftus Carpets to clean it when they come out on Wednesday.
 - The Maintenance Coordinator asked Trustees for a decision on a unit owner's request for reimbursement for an Almada Air service call on her furnace for a heating problem that was discovered to be the result of a propane regulator problem on building 25 that was subsequently repaired by Kingston Propane. Trustees determined that it is not appropriate for the Association to pay for the Almada Air service call.
3. The next order of business was a review of the new Maintenance Plan for 2016. The Chair asked the Maintenance Coordinator to add to the 2016 plan the preventative measures discussed above in relation to the sprinkler leaks. A discussion ensued as to whether the purpose of the Maintenance Plan was to identify and track annually reoccurring jobs, or to capture all work planned for 2016, including work that will not reoccur annually. After a brief discussion, **Trustees unanimously agreed that the plan should incorporate all jobs planned, both annually reoccurring and one-time projects the Board has decided on, to help plan out the year.**
 - a. *Buildings 25/29 Mailbox replacement:* the check is on the way and the mailbox is in stock, so we may expect delivery shortly after the check is received.

- b. *Chris Murphy -- repairs to 404 interior wall:* Chris Murphy/Organic Builders has completed repairs to the interior wall on unit 404 and the owner is pleased with the results.

Remaining estimates and information requested from C. Murphy: The contractor is too busy to give us any of the other quotes or information we have been waiting for.

Trustees asked the Maintenance Coordinator to get estimates from other contractors, including Mike Lehtinen and Mike Parece, for these jobs.

The Chair reiterated the priority sequence for these jobs is as follows:

1. a quote to fix the areas above Units 401 and 404 to protect completed repairs;
 2. specifications for underdecking that can be given to owners;
 3. an assessment of all buildings for water infiltration issues similar to Building 4 so we can prioritize buildings and units for gradual repair;
 4. a quote to install gutters on Building 4.
- c. *Fireplace cleaning:* The Secretary distributed a summary of the results from the February fireplace survey. With the exception of 4 units for which we still do not have information, we know that there are 51 fireplaces: 18 wood, 32 propane, and one “other”. There was a question as to what the “other” fireplace is, but we don’t yet have that information.

Specifically in reference to the 18 wood fireplaces, 8 owners report never using them; 10 units report using them at some point during the heating season. The next step, decided in the January meeting, is to contact the chimney sweep who has already inspected several fireplaces onsite, and ask his advice as to how often wood fireplaces should be cleaned and inspected. The Maintenance Coordinator will follow up with the chimney sweep.

- d. *Soffits:* The Maintenance Coordinator has received 2 estimates from Cycle Roofing to change the soffits on Building 30. She reported that 3002 owner Mark Wells has talked with the Town Inspector and learned from him that for every 300 square feet of interior area, you need a certain amount of vented soffit, which converts to 5 linear feet of vented soffit needed per 300 square feet of interior area. It appears that we have much more soffit than we should.

Trustees reiterated the commitment to address soffit issues in a systemic way and address any and all soffit problems consistently. At the same time, the Board doesn’t want to spend too much money without some assurance that the work will solve the problem. It was proposed to start with just closing off the extraneous soffit on the north end of the building to see if that works before spending money on any additional work.

On the motion of the Secretary, seconded, the Board unanimously voted to close off the soffit on the north end of Building 30 to see if that works, and, if that is successful, to remove the north end soffit on Building 29 as well. Report of unit 3002 owner as to whether the down draft has been eliminated will be the criteria for determining whether the solution was successful.

- e. *Icy conditions and resident fall outside Building 25 on February 6:* Trustees discussed the owner email report that, when she went outside to move her car to the back side of the lot at 7:15 a.m. on February 6 as requested by email, she slipped on black ice and was injured. She reported that at that point no shoveling had yet been done, and no sand or salt applied to either the walkways or the lot, and that Egan came to begin

shoveling, salting and sanding at 10 a.m. In response to a trustee question about whether the snow removal contract specifies a time to provide the service, the Maintenance Coordinator said that it does not.

Since our contract leaves the time that snow removal and surface treatment is provided up to the discretion of the vendor, **Trustees agreed to, and asked the Maintenance Coordinator to, provide more specific guidance regarding parking during and after snowstorms, as follows:**

- Instead of advising residents in advance to move their cars “when the snow has stopped and Egan has plowed the back”, the initial email should advise residents to watch for an email notifying specifically when it is time to move cars, and reminding people do only do so if and when it is safe.
- Rather than leave it up to owners to determine when they should move their cars, since people think about this in different ways, a second email should go out after the lots have been treated, if necessary, notifying owners to move cars at that time, and only if it is safe to do so.

It was also suggested that next winter we might talk to Egan and ask for their input regarding how to provide a safer environment.

- f. *HVAC pipes in Building 25:* The Maintenance Coordinator had nothing to report on the results of pipes inspection or recommended next steps. The Chair asked her to follow up with the vendor. **No action taken.**
- g. *Mold reports:* The Maintenance Coordinator reported that she has determined that we will have to open up the ceiling in the basement of building 4 to determine the source of the reoccurring mold. She will also have the Handyman open up the water stained wall in the basement of 2914/2913 (noted earlier) to inspect for mold.
- h. *Flashing on unit 410 deck, sliders, doors and windows to prevent water problems below at 413, 408, and 412:* The Maintenance Coordinator had nothing to report on the status of the flashing replacement. The Chair asked her to check on the status of that job and report back.
- i. *Unfinished window trim in rear stairwell building 24:* The Chair asked the Maintenance Coordinator to have the Handyman measure it and to get an estimate from Anderson.
- j. *Building 30 roof:* When Cycle Roofing was inspecting the soffits on Building 30, they pointed out several areas of wear on the roof and advised replacing it. They submitted 3 bids:
 - \$24,000 to replace the roof with 30-year shingles
 - \$25,500 to replace the roof with 40-year shingles
 - \$28,000 to replace the roof with 50-year shingles

Cycle recommended that 40-year shingles would be the best buy, since \$1,500 additional gives us 10 more years on the roof.

On the motion of the Treasurer, seconded, Trustees voted unanimously to ask Cycle to replace the roof with 40-year shingles, but give us the 30-year price.

- k. *Spring schedule:* The Chair asked the Maintenance Coordinator’s advice regarding what items need to be put on the Maintenance Plan, for example, a trustee walk around; a spring cleanup; deck inspections; shrub trimming, etc.

- The Maintenance Coordinator suggested scheduling the first weekend in May, weather permitting, for a spring cleanup.
- The Maintenance Coordinator will give the trustees and owners a timeframe within which they should communicate to her any concerns or items to bring to Egan's attention regarding spring pruning
- The Chair asked the Maintenance Coordinator to add certain jobs to the 2016 Maintenance Plan:
 - When Earle goes around the property to check for any rotted wood, put on the Plan where any rotted wood is.
 - Caulking of all doors and windows
- The Maintenance Coordinator stated that she will ask Cycle Roofing to caulk all third floor windows on Building 30 while they are replacing the roof.
- In response to the Chair's inquiry as to whether Cycle Roofing has yet secured the remaining widows walks with additional screws, the Maintenance Coordinator reported that they have not. The Chair asked again to have them do so.

C. FOLLOW UP OF OTHER OWNER REQUESTS/ISSUES not on Maintenance log or plan:

The next order of business was a follow up on owner requests.

1. *Unit 3004 Compressor*: The Maintenance Coordinator provided a quote from Arnold Refrigeration of \$2,038.46 to move two air conditioning compressors further away from the building to mitigate hot air coming into the to another location. The owner of 3004 noted that only the larger air conditioner is causing the problem, and it may not be necessary to move both. **Trustees determined that it is not appropriate for the Association to pay for the moving of an air conditioner, and that it should be worked out between the owners.** The Secretary was asked to send a notice to 3004 owner to that effect.
2. *Proposed kitchen renovations for Unit 2508*: This was placed on the agenda because Trustees had not voted on it in January. However, it was pointed out that Trustees do not need to approve the renovations, they only need to be notified. **No action taken.**

III. OBSERVER QUESTIONS AND COMMENTS.

At this point, the Chair opened the floor to questions and comments from observers.

- Q: Owner 2914 mentioned that her deck is scheduled to be sanded in the spring, and reported that she will be away from April 5 to 23, and requested for her deck to be done while she is away.
- A: The Maintenance Coordinator replied that she will try to do so.
- C: An owner reported that she had asked her insurance company if her rates would go up due to the damage caused by the frozen pipes, and she was informed that they would not, as the extreme weather of February 2016 has been categorized as a catastrophe.
- Q: An owner asked how the \$10,000 deductible will be applied to the owners affected. Will it be divided evenly among the units damaged, or will it be prorated and relative to the degree of damage in each unit?
- A: Trustees stated that they did not know and would have to check with the insurance company.

- Q: Is it possible for repairs to be prioritized, for example, unit 2913 is on the market and can't be shown or sold until the repairs have been completed.
- A: The claim has to be settled before any repairs to units can be made. The Maintenance Coordinator offered to talk with insurance adjuster Jeff S. on this matter.
- Q: Who initiates the repairs inside the units to drywall, ceilings, floors, etc.? The Association or the unit owner?
- A: The Treasurer offered to contact HUB International for guidance on these insurance-related questions.
- Q: Owner 2914 asked how she will know whether someone is coming to clean her carpets on Wednesday.
- A: Not answered.
- Q: Regarding the unit owner who called her heating company only to learn that something on the propane tank had frozen, what was it that froze?
- A: The damaged part was a propane regulator, on building 25, outside the building.
- Q: When an alarm goes off, does the fire alarm panel indicate whether it is a fire or a leaking sprinkler, and where the problem is? There was a delay in locating the sprinkler leak at building 29.
- A: The panel shows a zone, which can be a single unit, a unit and a half, or other.
- Q: The Serv-Pro people told us that they have two kinds of spray that completely eradicate mold, one of which is pet-friendly. Could our handyman use these instead of Tylex? The owner will get the product names from Serv-Pro and provide them to the Maintenance Coordinator.
- A: If we can get them, we can use them.
- Q: Why are unit owners responsible for the \$10,000 deductible?
- A: Provided you have dwelling coverage for at least \$10,000 on your policy, which you should, your individual unit policy is there to cover the deductible; it won't come out of your pocket. This is how the two insurances work together.
- Q: Does the building inspector have to inspect soffit work?
- A: We don't think so.
- Q: Lots of shingles need replacement.
- A: Earle can do it if it's not too high.
- Q: Owner 411 has new boards on their deck, and requested permission to do their own deck. They will ensure that the color coincides with the building color.
- A: The Maintenance Coordinator stated that she will get the color to the unit owners.
- Q: Regarding the rotted window frame discussed earlier on unit 2912, this was investigated two years ago and the rotted wood simply painted over. How can I have confidence that the source of the leak will be located this time and the damage repaired correctly?
- A: Earle will open up the area and look for the source of the water. If he is unable to determine the source, we will bring in a professional.
- Q: Are we negotiating with Kingston Propane? My bills are ridiculously high.

- A: OPMT Trustee Pam Claughton replied that Kingston Propane District Manager Keith Bossung is coming to a meeting with the Boards of OPMT, the Dunes, and the Highlands, on Saturday, March 12. The purpose of that meeting is to negotiate our rate, as well as our meter fee, and to determine whether we want to continue with this provider. We have been investigating other providers, and are looking into changing companies. Because we have ten, 1,000 gallon tanks buried underground, which are owned by Kingston Propane, switching companies will be a bit of a process, and it couldn't be done until the summer.
- Q: Ever since the severe banging underneath my unit began after the pipes burst, I feel cold air coming in from my bathtub.
- A: This is most likely due to the fact that the heat is off in the unit below you, and the ceiling there has been opened up. The Maintenance Coordinator will go over and check.

IV. OLD BUSINESS

A. LORELL MANAGEMENT:

1. *Response time and next steps for contract:* The next order of business was a discussion of Lorell's response time and next steps for a 2016 contract. In response to a question about the status of Lorell's proposed 2016 Financial Asset Management Agreement, the Secretary reported that she is still putting that package for the attorney together, as it requires additional documents that have to be acquired from the Registry of Deeds. The trustees' dissatisfaction with Lorell's responsiveness was raised. The Treasurer reported that he has called Lorell owner Ronald Hornung to discuss our concerns with him, but Hornung has not returned his phone calls.

In the discussion **Trustees agreed unanimously to ask Hornung to meet with the Board to discuss our concerns.** The Secretary was asked to draft a letter to that effect, mentioning that we have some concerns around responsiveness, and run it by the Trustees before sending it.

Trustees also agreed that we should begin investigating other management companies, especially local ones, to be prepared to change companies if we are not able to get satisfaction.

2. *Investigation of Lorell's process for past due accounts:* At the time of the meeting, Lorell had not replied to the Treasurer's inquiries; the Treasurer will follow up.

B. CORRESPONDENCE/COMMUNICATION:

1. *Website:* The next order of business was the Secretary's report on the website and newsletter. Web postings are up-to-date. In response to a question as to whether owners got an email directing them to the new site, the Secretary reported that that information goes into every email notifying owners of the minutes having been posted or other updates to the website.
2. *Newsletter:* With respect to the status of the newsletter, this was addressed in the October, November, December and January meetings as a workload issue, and nothing has changed during that time. The Secretary reported however that she has had an owner volunteer to help get a newsletter out, and that she has accepted that offer.
3. *Gas grills:* The next order of business was the Chair's report from owner Sue Brissette's investigation of the Mass. Fire Code regarding grills on decks. The fire code changed on January 1, 2015. The Chair distributed a page that contains relevant Section 10.11.6 (attached), which reads as follows:

“10.11.6 Cooking Equipment

10.11.6.1 For other than a single-family dwelling, no hibachi, grill, or other similar devices used for cooking, heating, or any other purpose shall be used or kindled on any balcony, under any overhanging portion, or within 10 ft (3 m) of any structure.

10.11.6.2 For other than one- and two-family dwellings, no hibachi, grill, or other similar devices used for cooking shall be stored on a balcony.

10.11.6.3 Listed equipment permanently installed in accordance with its listing, applicable codes, and manufacturer’s instructions shall be permitted.”

The Chair explained that section 10.11.6.3 allows for an exception for grills that are permanently installed, with gas directly piped-in (no propane tanks allowed), only if they are to code and inspected by the town gas inspector upon installation and whenever the grill is changed.

The Secretary was asked to pass on this information to owners, either through a spring newsletter or a letter. **No action taken.**

C. ALTERNATIVE ENERGY PLAN: Update – Chair

1. *Kingston Propane:* The next order of business was an update from the OPMT reps on a planned meeting between Kingston Propane and the OPMT, Dunes, and Highlands Boards, scheduled for March 12. This update having been provided during Observer Questions and Comments (III), the Chair moved on to the next order of business. **No action taken.**
2. *Reducing electricity costs:* The next order of business was an update on OPMT/Dunes/Highlands plans to reduce electricity consumption. The Chair meets weekly with Dunes Secretary and OPMT Board member Ashok Vichare. They are currently working on getting an estimate for switching the wastewater treatment plant heating from electricity to propane to hopefully reduce the current \$12,000 annual electricity cost. They are also working on replacing all the light bulbs in common areas with LED bulbs. **No action taken.**

D. CONTRACTS – Review, approve and sign

The next order of business was the review, approval, and signing of contracts. The Maintenance Coordinator having provided her notice earlier in the meeting, signing of this contract was dropped. The review of a contract for the Maintenance Handyman was deferred to the next meeting. **No action taken.**

The Chair reminded the Maintenance Coordinator that she promised to send trustees all 2016 contracts when she received them, including the following list, and requested again that she do so.

- elevator lubrication service agreement (Associated Elevator)
- elevator maintenance & repair (Associated Elevator)
- fire alarm quarterly monitoring, annual testing, service and repair (Sounder Systems)
- fire sprinkler inspection, maintenance & repairs (Fire Sprinkler Specialists)
- fire extinguisher inspection (Ralph J. Perry)
- freeze alarm monitoring service and repairs (Alarm Concepts)
- weed control, grub control, lawn treatment (Superior Lawn & Shrub Service)
- trash and recycling removal (Lombard’s Waste Services)
- janitorial services (Triggs Family Cleaning)

E. UPDATED 2016 VENDOR LIST

The next order of business was the Vendor List. The Maintenance Coordinator reported that she has updated the list for 2016. The Chair asked her to send it to the Trustees. **No action taken.**

F. TAYLOR AVENUE IMPROVEMENT PROJECT Update – Chair

The next order of business was the Taylor Avenue Improvement Project. The Chair reported that there is no news at this time, and asked the Maintenance Coordinator to provide her with a copy of plans for the wastewater treatment plant. **No action taken.**

V. NEW BUSINESS

An observer, having seen janitorial services listed on the agenda, asked whether the Board intended to solicit bids for a cleaning company for 2016. The Chair replied that we had not planned to do that this year. Three observers reported that the current vendor is not doing a good job, stating that they never do the elevators, never go to the upper floors, leave big puddles behind, and that the outside showers at the pool house are not cleaned. The Chair stated that the Board can look into the matter, and asked the Maintenance Coordinator to speak to the vendor about these owner complaints. **No action taken.**

EXECUTIVE SESSION:

At 8:35 p.m., the Chair announced that the Board would go into executive session and all observers left the meeting. Maintenance Coordinator Donna Crone remained for the Executive Session.

ADJOURN:

At 9:02 p.m., the business of the executive session having been completed, the chair adjourned the meeting.

**** See following page 11 and separate scanned document for Appendices I and II to the minutes ****

Appendix I: 2016 Fireplace Survey (summary of results). (Item II.B.3.c)

Appendix II: Excerpt (page 1-76) from the 2012 Massachusetts Comprehensive Fire Safety Code, with 5 words in section 10.11.6.1, removed in the 2015 revisions to the Code, struck out by hand. (Item IV.B.3)

Respectfully submitted, Helen Jones, Secretary, March 28, 2016

Approved, Lesley Pitts, Chair, April 4, 2016

The Highlands at Ocean Point
2016 Fireplace Survey
Jan-Feb, 2016

74 Units

32 units have propane fireplaces

18 units have wood fireplaces (units listed below)

1 unit has “other” fireplace (2503, Don Jillson & Gloria Larson)

19 units have no fireplace

4 units - presence of fireplace is unknown

(2502, Shillaci; 2505, Ryan estate; 2513, Demaris; 3012, Glynn estate)

Wood fireplaces = 18

1 unit uses several times a week (2912)

4 units use several times a month (2407, 2512, 2910, 3008)

5 unit use less than once a month (2509, 2511, 2514, 2902, 301)

8 units never use (2415, 2416, 2504, 2510, 2903, 2904, 2913, 3009)

Propane Fireplaces = 32

11 units use several times a week

7 units use several times a month

7 units use less than once a month

6 units never use

1 unit - frequency of use is unknown (415)