

The View from the Highlands

Fall 2016 Newsletter

The Highlands at Ocean Point, Manomet Point, Plymouth, MA

<http://www.highlandsoceanpoint.com/>

Dear Highlands Neighbors,

The Board of Trustees has begun planning for a budget for 2017. Because we understand that curb appeal is very important to owners, we have prioritized that in next year's budget, with particular attention to the grounds and common areas. Of course, there are also routine maintenance projects that we need to budget for. In preparation for drafting the budget, we are seeking bids from multiple companies for lawn care and sprinkler maintenance. We may bring in an outside painter to allow our handyman to focus on other jobs on the punch list.

The draft budget for next year will be discussed at the November 22 Board meeting, and if not voted on in that meeting, it will be voted shortly thereafter so notifications of the 2017 assessments can go out as close to December 1 as possible. As always, owners are welcome to observe the Board meeting, and a portion of the meeting will be dedicated to observer questions and comments before the budget is finalized.

In this issue, much of the Highlands newsletter has been compiled by a team of volunteers. Sincere thanks to Mal Marvill, Ginny Sands, and Marie and Tom Young for helping to get this newsletter out.

We want the newsletter to include community news, updates on what's going on with maintenance and the Board, reminders and helpful hints, and other items of interest to unit owners and other Highlands residents. Please send community news, items of interest and suggestions for the next newsletter to helenatthebeach@gmail.com.

Sincerely, Highlands Board of Trustees

New Highlands and OPMT Trustee

Congratulations to **Emily Gallup**, 2908, who was elected to the HOP Board of Trustees at the August election. Emily has also agreed to join Pam Cloughton and Gary Gersten as our representatives to the OPMT Board of Trustees.



Upcoming Events

November 22

Highlands Board of Trustees Regular Meeting, Unit 2910, 6 pm. All welcome. A draft budget for 2017 will be discussed and possibly voted at this meeting.

December 19

Highlands Board of Trustees Regular Meeting, 6 pm. All welcome. Location TBD.

Community News

New Neighbors

Welcome to new Highlands owners **Elaine Bean** in 2510 and **Joshua Glynn** in 3012.

OPAC

The newly formed Ocean Point Activities Committee hosted a lovely "Meet & Greet" on the beach in June. We look forward to all the exciting activities planned for next Spring & Summer.

Local News and Entertainment

We are so lucky to be conveniently located near several popular entertainment venues.



The **PRISCILLA BEACH THEATRE**, "Broadway in a Barn Since 1937", is located less than two miles away! Upcoming performances include:

May "The Marvelous Wonderettes"

June "Nunsense"

July "West Side Story"

August "The Producers"

September "All Shook Up"

October "Little Shop of Horrors"

For tickets and information visit

<http://www.pbtheatre.org/>; or call 508 224-4888

AMERICA'S HOMETOWN THANKSGIVING CELEBRATION EVENTS

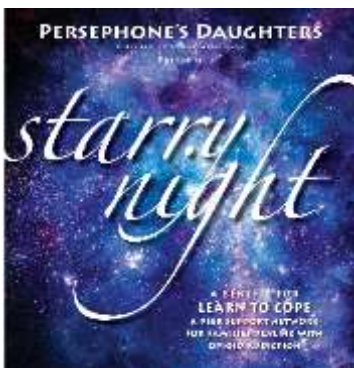
November 18-20

Friday, Nov. 18th—**PIDC Patriotic Concert**, 7-9, Memorial Hall

Saturday, Nov. 19th—**Parade**, Main St., 11-1:30

National Senior Drum & Bugle Corps Reunion Concert, Memorial Hall, 6:30 pm.

Sunday, Nov. 20th—**Harvest Market**, Pilgrim Memorial Park, Waterfront.

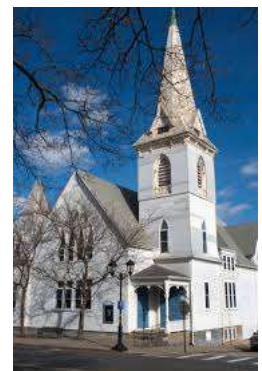


PERSEPHONE'S DAUGHTERS PRESENTS "Starry Night", a benefit concert for Learn to Cope, a peer support network for families dealing with opioid addiction. Sunday, November 20th, 3 pm, First Parish Unitarian Universalist Church, Town Square.

\$20 adults /\$15 seniors and students. Highlands owners **Joanna Zarkadas** (2912), **Kristi Hunt** (2512), **Mal Marvill** (414) and **Helen Jones** (414) all sing with Persephone's Daughters, and have tickets available. Tickets also can be purchased at the Plymouth Guild for the Arts, 11 North St., by calling 508-747-0212, or at the door.

SPIRE CENTER FOR PERFORMING ARTS, at 25 ½ Court Street, on the corner of Brewster St. The Spire is dedicated to performing arts and educational programs which support the vibrant arts community in the Greater South Shore area. A sampling of upcoming appearances: Chris Smither, James Montgomery, Johnny Sousa & Friends, Jonathan Edwards, The Christmas House, Joan Osborne, Albert Cummings, and more.

For more information and future performances visit: www.spirecenter.org or call 508 746 4488.



Welcome to Baldwin Realty Group

The Association has signed a 3-year contract with Baldwin Realty Group (BRG) to provide onsite property management for the Highlands.

Owners' primary contact with BRG is **Shannon Swift**, who will be onsite one day a week. In addition to fielding most requests for maintenance and being onsite to interface with owners and vendors, Shannon maintains our maintenance log and oversees BRG's administration. Vice President for Management and Operations, Shannon has been with BRG for over 3 years. She resides in Plymouth and enjoys spending time with her two sons and daughter.



Highlands Unit Owner and former Trustee for both the Highlands and OPMT, **Tony Baldwin** is the President and CEO of Baldwin Realty Group. Tony has worked as a broker for over 10 years and has managed a variety of properties and development projects for multiple clients throughout the south shore. Tony is a member of the national CCIM organization as well as former Vice President of the New England CCIM (NECCIM); the Tri-County Board of Realtors, and the National Association of Realtors.

Both Shannon and Tony will work closely with the Board and Highlands Handyman **Earle Miller** to establish a schedule of routine maintenance and respond effectively to property-related issues.

HIGHLANDS BUILDING AMBASSADORS

Among the new ideas BRG is bringing to property management is the idea of designating "**Building Ambassadors**". In the 3 months since BRG began providing onsite property management for the Highlands, they have noticed that, in each building, there are certain people who tend to notice and take responsibility for reporting a variety of maintenance issues. Recognizing these individuals as the valuable resources they are, BRG proposes to work with them as a primary point of contact for each building. While we believe this new approach will increase communication by making it more efficient, all owners will of course still be able to contact BGR and the Board directly when they need to.

Tom and Marie Young have volunteered to serve as ambassadors for building 4, and Rita Potocsky for building 30. BRG is still seeking ambassadors for buildings 24, 25, and 29. Please let Shannon Swift know if you are interested.



OPMT MAINTENANCE LOG COMING TO HIGHLANDS WEBSITE

Beginning this month, the OPMT Maintenance Log will be posted to the Highlands Owners Page, right beneath the Highlands Maintenance Log. Since only the Owners Page is password protected, we will be posting the OPMT log here, so that our maintenance information will remain private and available only to owners.

How Owners Can Stay Informed About Maintenance Requests

In September, we polled owners about their experience in the first six months of BRG's contract for providing onsite property management. Most owners who responded to the survey told us they were happy with the courtesy, professionalism and timeliness of BRG's responsiveness. The one issue many owners were less satisfied with was what they felt was insufficient follow up information as to whether and when the problem was fixed, or why it was delayed and when they could expect the matter to be resolved.

This is where the online Maintenance Log comes in. We began posting this to the website so that owners can track their maintenance request, confirm that their request has been noted, monitor the status of addressing it, and know when it is considered "closed".

When you make a maintenance request, BRG adds your request to the Maintenance Log, and, provided it is not an emergency, tags it for assignment to Handyman Earle Miller, an external vendor, or other appropriate disposition. BRG then meets with Earle weekly to go over new requests and get updates on previous requests.

BRG updates the status of each maintenance request with notes such as "Earle fixed"; "awaiting part on order"; "Earle to inspect leak to determine if vendor is required". Until a job is completely finished, it is labeled "open"; once completed, it is re-labeled "closed". BRG sends the Maintenance log to the Trustees weekly, and we post it to the website, generally on Monday.

Not all jobs will be posted to the Highlands log. If your maintenance concern is related to the pool, clubhouse or tennis courts, the beach or boardwalks, or the wastewater treatment plant, you may find it on the OPMT log instead of the Highlands log.

If you are wondering what happened to your maintenance request, the first place to check in on the Maintenance Log. Then, if you believe there's a problem – you don't see it on the log, or it's marked "closed" when the problem is still there – get in touch with BRG.



- *Want to make sure your request has been received?* Check the most recent maintenance log to see if it's on the log.
- *Want to know whether the problem has been fixed* (or whether we think it's fixed)? Check the Status column – is it "open" or "closed"? If it's closed, but you believe it's not yet fixed, you need to contact BRG to let them know the problem isn't yet solved.
- *Want to know whether the job has been assigned yet, and to whom?* Check the "Assigned" and "Assigned Date" columns.
- *If it's still open, want to know what's holding it up?* Check the "Notes" column.

Winter Reminders

IT'S TIME TO TURN OFF EXTERIOR WATER

Owners who have a turnoff valve for an exterior spigot in an area accessible only from inside their unit are reminded to be sure to turn off the valve and drain the water line. Homeowners are responsible for maintaining and winterizing any spigots with turnoff valves accessible only through their units.

REMEMBER TO MOVE YOUR CAR WHEN IT SNOWS

Whenever it is supposed to snow 3" or more, please follow the parking guidelines so the plows can clear the parking lots. Before the plow comes, be sure your cars are parked directly in front of the building to allow the plows to clear the rear of the parking lot (closest to the street). After the plow has cleared the rear of the lot, and the storm has stopped, move your cars to the rear of the parking lot to allow clearing of the spaces close to the building.

BEFORE YOU GO AWAY

Many Highlands neighbors go south for the winter. Please remember, before you go, to fulfill the following insurance requirements.

- Set your thermostats at 55 degrees to protect the pipes.
- Leave all closet doors open so heat reaches sprinkler heads in each closet.
- Leave a set of house and car keys with a trusted neighbor or relative. Let Baldwin Realty Group know who has the keys and give them your emergency contact information.
- Move your car to the back parking row near the road (or in garage if you have one).
- Turn off the main water supply for your unit (unless you have forced hot water heating system). To save on your propane bills, you can set the hot water heater on 'vacation' setting. Open all faucets to empty pipes. Leave open while you're away. Flush toilets until dry. Turn off water supply to washing machine.
- It's a good idea to find out where the gas and water main shutoff valves for your particular unit are located. In an emergency, there's no time to search.



News from HOP Board of Trustees Meetings

UPDATE ON SPRINKLERS AND LEAKS

Annual sprinkler inspections were completed in early November. In addition to steps taken last winter, such as better insulation and repairs to heaters, the Board is continuing to evaluate the condition of our sprinklers to determine whether additional steps can be taken to avoid future leaks. On the advice of an engineering firm, the Board has asked three sprinkler companies to review the system and submit recommendations for possible further action.

A claim has been filed for the May water spigot leak in building 4 and payment for the cost of water extraction received; we are awaiting payment for repairs to affected units and common areas.

UPDATE ON KINGSTON PROPANE

Trustee Pam Cloughton has been negotiating pricing with Kingston Propane, and investigating other propane providers. In order to switch to another provider, we would have to purchase the 16 tanks that serve the Highlands. Further complicating negotiations is our relationship with the Dunes and OPMT; Kingston has been reluctant to agree to contract with the Highlands independently. We have been close to negotiating a better price for this winter -- in fact, Kingston had offered a one year contract at a better price -- but they pulled back the offer when they learned that the town's planned changes to Taylor Ave. will impact Kingston's cost of replacing the Dunes' two tanks, which have degraded due to their proximity to the ocean. We are expecting to receive a new proposal after Kingston costs out replacement of the Dunes' tanks.

LONG-TERM MAINTENANCE SCHEDULE FOR ASPHALT AND DECK MAINTENANCE

BRG has recommended, and the Board approved, a maintenance schedule for asphalt and deck maintenance. Asphalt will be crack-filled every two years, in even years, and sealed every four years beginning in 2016. Decks will be washed every two years and sealed every four years. Even-numbered buildings, 4, 24 and 30, will have their decks washed in even-numbered years, and will be sealed in 2020, 2024, 2028, 2032, and 2036. Decks on the odd-numbered buildings, 25 and 29, will be washed in odd-numbered years and sealed in 2021, 2025, 2029, 2033, and 2037.

FINANCIAL UPDATE

Three quarters of the way through the fiscal year, Association spending is right on budget. While costs have exceeded the budget in some line items, there have been savings in other lines to offset the overages. Because we were able to pay some of this year's maintenance projects from capital reserves, routine maintenance expenses have remained within the amount budgeted. All reserves payments are up to date, and we have not borrowed against reserves at all this year. The Association currently has \$210,000 in reserves; compared with \$205,000 one year ago.

NEW CLEANING COMPANY

The Board has hired new commercial company to clean the common areas. There will be a cleaning log in each building, to record what was done, when, and who did it.

MEETING SCHEDULE

The **Highlands Annual Owners Meeting** is scheduled for Monday, July 17, 2017. At the Annual Meeting, Highlands Owners receive reports from the Trustees on the management and finances of the Condominium; hold an election to fill any vacancies on the Board of Trustees, and vote on any other matters that require approval of the Unit Owners.

The **Highlands Board of Trustees** will meet on November 22 (Tues), December 19, January 23 (tentative, to be held only if needed), February 27, April 24, May 22, and June 19.