



From the Board

Snow Removal — BOD members are aware that residents have had complaints about snow removal operations this year. All of us are also aware that this has not been a typical "snow" year. Be assured that we have been communicating these concerns with our snow removal contractor, and he has acted. Where possible, snow banks have been pushed back and driveways have been widened. Timeliness has also been an issue. Remember there are 137 units that need to be cleared, so please be patient. Condo snow removal contracts are written whereby streets are plowed when 1" of snow is on the ground. During the storm, work is on going to keep streets passable. Once the storm is finished, driveways and walkways are done. If for some reason your driveway or walkway is forgotten, during working hours you should contact Barry Heller at (603) 891-1800 or barry.heller@greatnorth.net. After hours, leave a message or e-mail for Barry and the problem will be resolved as soon as possible.

After Hour Calls — did you know that after hour calls to Great North requesting an immediate call back are billed back to the Association at \$72/hour on week nights and Saturdays and \$96/ hour for Sunday and holiday calls? We are charged for a full hour even if the phone call lasts only a matter of minutes. Therefore, it's prudent that after hour calls should only be made in case of a true

emergency — fire, leaking roof, sewer backup in a unit, tree falling and damaging a unit, etc. **In fairness to the entire community, if a call is made and it is determined it is not a true emergency; the unit owner will be charged the cost of the call.**

Ice Dams — the amount of snow and lack of melting between storms left an enormous amount of snow and sometimes ice on the roofs. Whenever you see a build up of ice and icicles on a roof, there is potential for ice dams and possible leaks. Because our roofs are relatively new, inadequate attic insulation or improper venting of fans is usually found to be the cause of the leaks. The unit owner is responsible for rectifying the problem and repairing the damage. Now would be a good time to do a visual inspection of your roof and see if there are any potential problems. Also check your exhaust fans to make sure they do not discharge into the attic.

Financial — we continue to be aggressive in attempting to collect past due accounts and have had several successes in the last few months. However, **at the end of January delinquent fees and legal expenses relative to collection efforts is in excess of \$66,000.** Imagine the improvements we could make with that money! We are trying to be proactive in reducing legal fees so effective immediately the BOD will begin the process of filing liens directly with the court.

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Points of Interest

- Please watch your speed on Country Hill Rd. Posted 20 MPH.
- The re-siding project test units have been completed and they look great.
- Replacing porches with maintenance free products have resulted in a 33% savings in our painting costs.

Annual Maintenance

Winter Tree Work

This has been completed. Aggressive trimming and some tree removal were done from the beginning of Country Hill Road down to Jamaica. Once the snow is gone, several large pine trees along the East side of the property will be removed so fence reconstruction can begin when time and weather permit. This will necessitate some large logging trucks to be on the property. Please use caution when driving around the trucks.

Pressure Washing – units on the following streets will be done during the 2011 cycle.

- Jamaica Lane,
- Amalia Drive, and
- Scarborough Drive

Painting – the following streets are scheduled for this years painting cycle.

- Edis Lane,
- Trocha Street,
- Jasmine Drive,
- Meghan Drive,
- Timothy Drive, and
- Tracey Avenue

Important Note – The maintenance services listed above will not be provided to any unit, on this year's schedules, that owes money to the Association.

Property Improvements

Pool – modifications will be made to the pool house in anticipation of introducing a keyless, electronic entry system. Pool rules have also been updated. Complete details will be in the May newsletter.

Replacement Porches – front/side porches will continue to be replaced in 2011. We are happy to report that as a result of original rear deck alterations and window replacements by unit owners, which transfers future maintenance costs to the unit owner, and using maintenance free products for porch replacements, our yearly painting budget has been reduced by about 33%. Just as we planned!

Re-siding Project – schedule calls for 4 units to be re-sided this year. BOD decided last year that a lottery for eligible units would be the most equitable way to decide which units would be re-sided. The newly established Siding Committee was requested to determine if there was any other fair option. Their report is due by the beginning of March. Any unit owner eligible for re-siding will be notified in the spring.

Check out the completed units on the right. We think they look great.



11 Trocha Street



3 Timothy Drive

Country Hill Estates

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Web Site

We are very fortunate that Al Reilley, a resident and board member, has developed and maintained the CHECA web site since its inception. Al has spent time this winter in re-doing the web site. It is now up and running and all of you are encouraged to revisit the site and to see the "new look". All this work is done on a volunteer basis so on behalf of the entire community a big "Thank You" to Al.

Be Considerate

- Drive at a safe speed on our streets
- Immediately clean up after your pet
- Park in a manner others are not inconvenienced
- Pick up litter when you see it
- Bring problems to our attention