



From the Board

It's been a busy couple of months! The Thanksgiving Day fire has resulted in a multitude of issues that have not previously been encountered at Country Hill Estates. Unfortunately, due to the complex legal issues involving this unit, no firm time line has been established for reconstruction of the unit.

Our Association has a *Master Insurance Policy* that covers our Common areas and your unit. By *your unit*, we mean the structure that was first built by the developer. If a unit is totally destroyed, our master policy would cover unit replacement similar to the original size and quality of the; rear decks, linoleum in the kitchen and bathrooms, cabinetry, carpeting, drywall walls with one coat of white paint, a bare basement with a furnace and hot water heater. Upgrades, modifications/enhancements, furniture, electronics and personal effects **are not** covered. At your own expense, to protect yourself, you need your own separate policy, usually called an HO6 policy that covers property and casualty for the unit owner and should also cover the \$10,000 deductible promulgated in the master policy.

Property management should also have a record of any improvements made to your unit. Our agent, Sevigney-Lyons Insurance Agency, has provided us with an 800 number if anyone needs a copy of our *Certificate of Insurance*; (800) 286-0280. The certificate is also available for immediate download on the *Documents* page of the web site (www.countryhillstates.com).

In December, members of the board met with the Association's attorney to discuss alternative actions that could be taken to collect past due fees from our delinquents. A work in progress. At the end of FY 2011 delinquent owners owed \$123,000.

The revised 2012 budget was accepted at the January BOD meeting. The meeting minutes are posted on the web site.

One final point — all pertinent information regarding CHECA is posted on the web site, and we encourage all residents to take advantage of this very important tool to keep us up-to-date on what's happening at CHECA.

Resolution Property Management, LLC

Cindy Carroll came on board as Property Manager effective January 1, 2012. Cindy is a self-employed business woman who has been in the property management business for 20 years. She has a CMCA and a real estate broker's license. Cindy manages seven properties and brings consistency to the relationship — no hand-off to another manager after a property has formed a beneficial working relationship.

Contact information follows:

Resolution Property Management, LLC
7 Bernards Road
Merrimack, NH 03054

Phone: (603) 424-1480
E-mail: shamca@aol.com

After Hours: (866) 889-8020

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Points of Interest

- Our bank has reneged on the processing of ACH Debits. Cindy is working on an alternative solution. Owners that have signed up will notice that their accounts have not been debited. **No late fees** will be issued. When solved, your account will only be debited for the amount owed at the time of the debit.
- Please check your personal insurance policies to make sure you are properly covered.

Miscellaneous Updates



Rule Changes.

Rule 6. Non-payment of Assessments § a. has been changed as follows:

a. A late payment fee of \$35.00 will be assessed for payments received after the fifteenth (15th) day of the month. Additionally, in the event of a default by any unit owner which continues for a period in excess of thirty (30) days, such unit owner shall be obligated to pay interest on all amounts due and owing at twelve percent (12%) per annum from the due date.

Rule 10. Additions/Modifications to the Exterior of Units has been clarified (not changed) to better explain items that have been improperly interpreted in the past.

Landscaping

Morin's Landscaping is currently putting together a multi-year plan to get the irrigation system performing at a higher, more consistent level. Mulching and edging will be done this spring. If Morin's determines shrubs are too overgrown, the area will not be mulched. Again, delinquent units will not be serviced.

Some money has been budgeted for removing overgrown or unhealthy shrubs/trees from the front perimeter garden beds of units. This is done on a first come, first serve basis with Country Hill Estates covering this expense. In order to be considered, you must fill out a Landscape Request form identifying what needs to be removed. You must also provide a sketch of what type of plantings you will re-plant and agree to re-plant within 30 days of the shrubs being removed. The unit owner is responsible for the cost of both purchasing and planting new plants.

The Rules are always available on the *Documents page* of the web-site. Anyone who does not have internet access can request a copy from the Property Manager.

Winter Tree Work — clean-up from the October storm and yearly seasonal maintenance are scheduled to be done this winter. Some trees, which were damaged by the storm, will be cut down and all broken limbs and hangers will be removed. Routine winter maintenance will include removing nine trees and the pruning of some limbs. Work will be done by Sayco Tree and should begin within the next several weeks.

Painting and Pressure Washing — a schedule for pressure washing and painting is being drawn up. When finalized, this will be posted at the mail house and on the web-site. Delinquent units will not be serviced.

Snow Removal — A virtually snow-less winter has resulted in minimal plowing and no high snow banks! We continue to ask that all residents refrain from on-street parking when a storm is forecast and also for the duration of the storm. Also, please be considerate of your neighbor's and, if it is necessary to park on the street, don't park directly opposite your neighbors driveway. If you encounter any snow removal issues, please contact Cindy.



Capital Improvements 2012



Front Porch Replacements — In 2009, the front porch replacement program began. This year the project will be completed when porches on Scarborough Drive are finished. These porch upgrades have greatly enhanced the appearance of our homes, and at the same time reduced our maintenance costs.

Perimeter Fencing — About 100' of fence on Jamaica Lane will be repaired this year. Also, some miscellaneous wooden walls which still exist around

some units will be either removed or replaced.

2012 Re-Siding Project — Re-siding will continue in 2012 with 6 units being re-sided. The criteria for units to be considered are owners that have replaced their original windows, doors and garage doors with *energy efficient* and *maintenance free* replacement products. Eligible unit owners will receive notification by letter of their inclusion in the blind drawing to select the final 6 units for 2012.



Neighbors Helping Neighbors



Shortly after the October power outage, Tom Fencil, came up with the idea that there was a need within the Community to offer a helping hand to the elderly, the disabled, and anyone else who might from time to time need a little extra help. Tom posted a notice on the bulletin board asking for volunteers and about ten people signed up. Next he made up a flyer listing the volunteers, and it was distributed throughout the Community.

Several people have taken advantage of this extra help, and as a result of this endeavor, new friendships have been formed. Thanks, Tom, for recognizing this need, developing a plan, and putting the plan into action.



Country Hill Estates

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Fall/Winter Reminders

- Any exterior changes to a unit require the proper request form be filled out and submitted to property manager for approval prior to work commencing. All forms can be found on the web-site.
- Pet owners are encouraged to make a reasonable effort to have their pets defecate and urinate in the wooded areas only, where grass, unit shrubbery and other plantings are not present. Owners must immediately remove and properly dispose of all feces left by their pet.
- Overflow parking areas are designated for Unit Owners, residents and their guests and are to be used only on a very limited basis. Overnight parking and other longer-term parking or storage of vehicles of any kind can create a myriad of problems, especially in winter, and is therefore prohibited. Any vehicle left unattended for extended periods of time in the overflow areas will be towed at the owner's expense.

Remember To...

- Check your unit to make sure your house has a street number and that it is visible. This is critical for emergency vehicles
- Drive at a safe speed on our streets. 20 MPH posted
- Trash Removal Holiday Schedule — Waste Management will be picking up trash one day later on the following holidays:
 - New Year's Day
 - Memorial Day
 - 4th of July
 - Labor Day
 - Thanksgiving
 - Christmas

Remember — units with garages must keep their trash receptacle inside their garage. Units without garages need to keep their trash receptacles in an inconspicuous location (except when there is snow on the ground). Anyone who would like help in determining an appropriate location is asked to contact the Property Manager.

- When someone dumps an old appliance or a piece of old furniture at the Community Garage, we all pay to have it removed. Residents are urged to contact Property Manager if they can identify the offender.
- Our property manager needs your e-mail address. This year we will be sending the bulk of our communications via e-mail to save the cost of postage and printing supplies. If you haven't already supplied your e-mail address to Cindy, please do so.