



From the Board

WELCOME HARVARD MANAGEMENT SOLUTIONS — On May 1, Harvard Management Solutions located at 636 Daniel Webster Highway in Merrimack, New Hampshire officially began serving as the property management company for our Community. Harvard was founded in 1985 and is the managing agent for over 100 area properties.

Robyn McNicholas has been assigned as Property Manager for CHECA. Robyn has been employed in the field of property management for over 15 years and has been with Harvard for more than 4 years. She is a Certified Manager of Community Associations (CMCA). Robyn is married with 2 children and enjoys playing softball and spending time with her family.

Contact Information

Mail your Correspondence to Robyn at

Country Hill Estates
PO Box 2019
Merrimack, NH 03054-2019
Phone: (603) 429-2019

Key Personnel

Robyn McNicholas
E-Mail: rmcnicholas@harvardmanagement.com

Scott Barbera, Ext. 335, Director of Management Services and BOD Liaison
E-Mail: sbarbera@harvardmanagement.com

Maria Carlson, Controller, Ext. 314 (your account questions)
E-Mail: mcarlson@harvardmanagement.com

After Hours Maintenance Emergencies

(603) 429-2019 or
(888) 840-1777

When calling in after normal business hours to report an emergency, listen carefully to the prompts. Do not press an extension or you will bypass the emergency connections and will be connected with voice mail. Please remember if your call is not a true emergency your account will be billed at the emergency hourly rate of \$73.50/hour.

Rule Changes

In the future when rule changes are made, a notice will be posted on the web site and at the mail house. No hard copies will be mailed unless specifically requested through the Property Manager.

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Points of Interest

- Please watch your speed on Country Hill Rd. Posted 20 MPH.
- New Keyfobs will be issued at the pool house on Saturday, May 14, 2011 from 9 to 11 AM.
- Replacing porches with maintenance free products have resulted in a 33% savings in our painting costs.

Landscaping

Spring clean up was delayed by a late spring. Individual units will not be mulched again this year. Dollars saved by not mulching will be used to continue placing crushed stone under unit drip lines and aggressive trimming and removal of unit shrubs. Unit owners who want to mulch an existing bed around their unit can do so provided the same color mulch is used.

Sprinklers are scheduled to be turned on in early June. Morin's will be monitoring the sprinkler system carefully and attempt to minimize water consumption when possible. If anyone spots a broken sprinkler head, contact Robyn McNicholas who will make arrangements for Morin's to repair or replace the damaged head.

Lawn fertilization will be done several times this season. A

notice will be placed at the mail house and/or flags will be put out notifying residents when fertilization is done. Unit owners should use common sense for the first 24-48 hours after application in deciding if children or pets should be allowed on the treated area.

Capital Improvements

Pool — Pool area improvements are continuing. The pool house has been modified and divided into two sections - a separate mechanical room for service personnel- and a public section with a changing room bathrooms and a public space. Bathroom fixtures that have leaked and malfunctioned in past years have been replaced. Walls have been repainted and new carpeting has been installed. Doors and windows have been replaced in order to accommodate a new key less entry system that will provide access by means of a keyfob.

To help defray the cost of the new system, unit owners in *good standing* who want to use the pool will be charged a \$25 refundable deposit for the keyfob. Only one keyfob will be issued per unit.

Keyfob distribution will be done at the pool house on May 14, 2011 from 9:00 AM until 11:00 AM and again on June 1, 2011 from 5:00 PM until 7:00 PM. If you are unable to be present, you need to contact Robyn McNicholas and schedule a time and date when you can get your keyfob from Harvard Management.

Pool Services — O'Leary's Pool Service will provide pool maintenance this summer and Haley's White Glove Cleaning will

clean the pool house on Mondays and Fridays.

The pool is scheduled to open on Saturday, May 28. This year we are going to be experimenting with an *adult only* swim time from 6:30 AM until 8:30 AM daily. This will be for residents over the age of 21. It will be a "silent" swim so neighbours are not disturbed. Regular pool hours will be 9:00 AM to dusk.

Pool Rules — The pool Rules have been updated to reflect the renovated pool house and the new key less entry system. The updated Rules are available on the web site and are prominently displayed on an interior wall of the pool house. If you choose to obtain a keyfob for your unit, you will be asked to acknowledge the updated pool rules.

Porch Replacement Program — In March, the front porch replacement program resumed. Units on Meghan Drive and Amalia Drive have been completed. Jamaica Lane will be partially done this spring. Additional units may be scheduled for fall.

Lottery Drawing — All units that have had original doors, windows, and garage doors replaced with maintenance free materials and have had the maintenance free front porch replacement were

notified that they were eligible to be entered in the drawing. If you were eligible, you would have already received notice.

The cost of replacing wires that are located under the original siding, damaged sheathing and framing is the responsibility of the unit owner.

Eligible unit owners were given the option of opting out of the program and re-entering at a later date.

The lottery drawing is scheduled to select 4 units to be re-sided this year.

Tennis Courts — Tennis courts are now open. The pool key you have used in the past can still be used to open the tennis court gate. Only soft-soled shoes may be worn on the tennis courts. No pets, alcoholic beverages, or glass receptacles are allowed in the tennis court area. Trash cannot be left in this area. Please clean up after yourself.

A Financial Note — Anyone with a past due account will not be entitled to pressure washing, painting, porch replacement, re-siding or keyfob access to the pool facility.

Country Hill Estates

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Past Due Accounts

Legal fees continue to increase. Currently, past due accounts total over \$ 70,000. Two units account for over \$ 48,000. Just think what could be done with this money! Board members do not think it is fair or equitable to the rest of the community that delinquent unit owners live here for nothing. That's why we withhold services and try to exercise legal options when prudent to attempt to collect money due the Association. Thank you to the majority of our residents who are conscientious about paying condo fees on time!

Spring Maintenance Projects

Pressure Washing — Jamaica Lane, Amalia Drive, and Scarborough Drive was completed in early April.

Maintenance Painting — Cycle for this year is: Edis Lane, Trocha Street, Jasmine Drive, Meghan Drive, Timothy Drive and Tracey Avenue.

Painting is is under way as weather permits. A notice will be placed either in your door or posted at the mail house informing you the date the work will begin on your street.

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