



FROM THE BOARD

Members of the 2018 Board of Directors are: Judy Turner, President; Al Reilley, Treasurer; Elaine Reid, Secretary; and Claudette Dube-Bulsa, Director. We hope to have a fifth member join the Board at our December Meeting.

In 2018, the Board will have one open meeting per quarter. Anyone who has a question, issue, or suggestion they would like to discuss with the Board can attend these meetings. Meetings (except the Annual Meeting) will be held at Resolution Property Management's office at 7 Bernards Road in Merrimack, NH 03054-2782. Meeting dates have been set for:

- March 28
- June 27
- September 27
- October 24 – which coincides with the Annual Meeting

We would like to request that anyone who plans on attending this meeting would notify Property Management several days before the meeting along with a brief description of what topic they would like addressed. This will enable us to have some time to research the issue prior to the meeting. Meeting times will be published in the February Newsletter.

Just a reminder that if you are having windows replaced you need to get prior authorization. Several unit owners have failed to do so recently.

A fall walk through was done at the beginning of the month. Issues noted were:

- Storage of items under decks or porches (not allowed)
- Expired motor vehicle registrations (two vehicles)
- Grill stored on common area (units with expanded decks must keep grills on the deck)

Most of the property was in great shape, and we thank all the owners who follow the rules.

Last month's wind storm caused no damage to the property. Morin's was able to quickly come on the property and rake and pile up downed branches and boughs and as soon as a chipper was available remove the piles.

Mail Delivery Issues

All of you are probably aware of the delivery issues with our mail. For the last three years, many of us have complained repeatedly to the post office about these issues but to no avail. The City of Nashua now has a new Postmaster who seems very willing to try and remedy the situation. If you have the wrong mail in your box, or someone brings you mail that was mis-delivered, or if you see someone's mail

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Points of Interest

- During the 2016 annual meeting, it was voted that condo fees would remain at \$365/mo for 2017. It was also voted that condo fees would increase to \$375/mo for 2018. However, the final settlement check from the insurance company for the fire at 11 Brussels Dr. was finalized at the end of 2016 and recorded as income in April 2017. Our new accountant determined that the prior year rollover to reserve was not required to be shown in the budget 2017. So the BOD voted to leave the 2018 condo fee at \$365 per unit per month.

pinned up on the Bulletin Board, please do the following:

1. Contact Nick Kerr (Postmaster) at 882-7515
2. Tell him what the delivery problem was and the date it happened
3. Try to do this as soon as the problem occurs

Annual Meeting Recap

Our Annual Meeting was held on October 25. Thirty-nine unit owners attended the meeting. Another twelve sent in their proxies. A brief recap:

2017 Review

- ✓ Landscaping – front entry (high school) side had dead trees and bushes removed. A couple of new trees and perennials were planted. Turf restoration was done behind 3 and 5 Falls Grove.
- ✓ Tree Removal – seven diseased trees were removed from Fitzpatrick Circle in an attempt to stop the spread of a long needle pine disease. An additional ten trees that were either rotting or leaning toward units were removed for safety reasons.
- ✓ Fencing – repairs were done to the fence on the high school side of the property which was damaged by falling trees and heavy winds this past winter. Metal posts were used to provide more support.
- ✓ Decks – 4 original decks were replaced.
- ✓ Siding – 17 units were re-sided.

2018 Plan – Monthly fee for 2018 will remain at \$365.00/unit/month.

- ✓ Siding - re-side at least 12 units – 14 Brussels Drive, 27 Brussels Drive, 16 Fitzpatrick Circle, 4 Fenwick Street, 7 MacTavish Drive, 6 Scarborough Drive, 11 Amalia Drive, 11 Jamaica Lane, 24 Jamaica Lane, 8 Jasmine Drive, 4 Meghan Drive, and 5 Meghan Drive. Remember, we no longer use a lottery system. When your windows have been replaced, go to the web-site and fill out the necessary paper work to get your unit on the Master Re-Siding list. The August 2017 Newsletter provides a step by step guide.
- ✓ Decks – replace 6 to 8 original decks.
- ✓ Landscape – continue turf restoration on Falls Grove. Begin turf improvements on Fenwick.
- ✓ Trees – plant 4 new trees on Country Hill Road between 3 Brussels and 4 Falls Grove. Continue removing diseased or dangerous trees.
- ✓ Tennis Courts – sand, paint, and seal the courts; install new net posts and nets.
- ✓ Roads – crack seal as required.
- ✓ Fence – repair fence on Fenwick Street.

Parking Issues

There have been several complaints about vehicle parking interfering with traffic. The UPS driver has threatened to stop delivering packages on Tracey because he has a difficult time navigating the circle with all the cars parked on that street. Throughout the Community many vehicles are being parked with the wheels on the lawns. Other complaints have been received because cars are blocking a portion of a driveway. Let's all be respectful of our neighbors and try not to inconvenience them.

Snow Removal

Snow removal protocol is as follows:

- Keep the main roads open during storms,

- During a storm, make one cut of driveways prior to 6 a.m. or 4 p.m. depending on the timing of the storm and the amount of snowfall,
- Completely clear all roads when the storm is finished and then clear the driveways, and
- Clear walkways and steps when the storm has ended.

Unit owners and guests are required to park in their driveways when it snows to allow the plow operator complete access to the roads. During the winter, overnight parking that restricts road width to a single vehicle is not permitted. Cars should not be parked in the circles. By following these parking guidelines, emergency vehicles will be able to safely navigate our property.

When the storm is over and Country Hill Road has been plowed, cars can be moved to that area so driveways can be plowed. Please don't brush your car off on an already plowed street. As soon as your driveway has been plowed, your vehicle should be returned to the driveway. Be considerate of your neighbors and don't park in front of their driveway or too close to their driveway. If you experience any issues with snow removal, parking, or high snow banks, please contact Property Management by email or phone.

Snow Bird Reminder

Last winter there was an issue with a property that was left unoccupied for several weeks. The unit owner had not given any emergency contact information to Property Management. A pipe burst and the owners came home to major water damage. If you leave your property unattended, make sure you leave the heat on high enough to ensure pipes don't freeze. It's a good idea to leave bathroom vanity and under kitchen cabinets doors open to allow the pipes to remain warm. If possible, leave a key with a family member, friend or neighbor and ask them to periodically check on the property. Property Management should also have your email address or cell phone number to be able to communicate with you in case of emergency.

Web Site Request Forms



By now, owners should be familiar with our fill-in PDF request forms that are available on the web site for owners to request allowable architectural changes to the exterior of their units.

One of the reasons we developed these forms was because it was difficult for the Board to decipher our previous handwritten forms plus electronic storage considerations. Unfortunately, in some cases, we find that some owners still print out the form and fill it in by hand; back to the original problem of readability. On occasion, we receive forms that are half typed and half handwritten. Please, we need you to fill-in your request forms by typing your information in the shaded form fields provided.

Version 2017.009.20044, the latest version of the free Adobe Reader DC, which we recommend that everyone download, provides the additional ability of signing your completed form if you have a scanned copy of your signature. If you don't and you have a scanner, you can scan your signature and save it to a file for use with the new version of Adobe Reader DC.

Previous versions of the free reader would not allow you to save the completed form, the only option was to print the form. With the current version, you can save the completed form as a PDF file to your desktop which can

then be attached to an email message to our property manager. No fuss, no muss, no postage.

After filling in the form; below the "Learn More" dialog, click the "Fill & Sign" dialog. Click on the pen image and follow the directions. Click Use Image, then browse to the file that contains your handwritten signature. Click Accept. Scroll to the desired location on the form, and click to place the signature.

To sign your file more than once, click Place Signature again. Scroll to the desired location, and click to place the signature.

To permanently merge the signature into the PDF, save the file. Click Confirm to finalize the changes. Type a name for your file. Click Save.

You are then presented with an option to send the signed document to others with Adobe EchoSign. Adobe EchoSign is a paid service that you will not need. If you don't want to use the Adobe EchoSign service, click Not Now.

Tip: Acrobat Reader sets the first signature method chosen as the default method of signing. To change methods, click the down arrow next to Place Signature, and select Change Saved Signature to return to the full list of options. The last method you choose becomes the default.



Country Hill Estates

Resolution Property Management
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Merrimack, NH 03054-2782

Brian Egan, Property Manager

Phone: (603) 424-1480

E-mail: began.rpm@gmail.com

PLEASE REMEMBER...

If you have any requests, questions, or problems, transmit them directly to Brian Egan. *It's extremely important you share your email address with Brian as this is our preferred method of communication.* Also, if you have not filled out an Emergency Personal Information form, please do so and return to Brian.

Seasonal Reminders

Trash pick-up dates as follows:

- Thanksgiving Week – trash will be picked up on Friday, November 24, 2017
- Christmas Week – trash will be picked up on Friday, December 29, 2017
- New Year's Week – trash will be picked up on Friday, January 5, 2018

Decorations can be put in the mulched area in front of your unit and on perimeter shrubs. These must be removed no later than January 31, 2018.

Morin's will pick up discarded Christmas trees in early January. *Watch the Bulletin Board for pick-up date.* Trees should be brought to the Community garage and placed on the left hand side of the driveway as close to the road as possible. All decorations must be removed, and trees cannot be in plastic bags.

Have You...

- Had your fireplace, wood burning stove, and chimney cleaned and inspected?
- Cleaned your gutters?
- Shut off outside water, drained and stored your hose?
- Make sure to leave your heat on, (at least 55°), if you plan to be away for several days [Article V, 4(b)]
- Taken steps to eliminate possible ice dams?
- Had your bathroom fans vented outside of your unit?
- Replaced your smoke detector/carbon monoxide detector if it is 10 years old?
- Replaced the batteries in your smoke detector?
- Checked your hot water heater for signs of wear? Some have already reported leaks leaving a smelly mess!
- Replaced washing machine hoses with stainless steel braided hoses?