



From the Board

Property Management — As you are aware, Harvard Management has been our property management company since May 1, 2011 and we are making progress in getting to know one another's management style. Robyn McNicholas, our property manager, has been on-site at least twice a month during this time doing property inspection. We have encouraged her to get to know our residents. Whenever you have questions or problems, Robyn is your go-to contact. E-mail Robyn at rmcnicholas@harvardmanagement.com or phone her at (603) 429-2019.

Emergency Calls Defined — Recently, there has been some confusion about after hour's emergency calls. When Harvard Management receives a call either on the weekend or after their office has closed for the day, the parameters of an "emergency" call are explained to the caller; listen carefully to the prompts. However, if the caller still believes it is an emergency, Harvard will dispatch emergency personnel to the location of the emergency. If he determines, in his best judgement, it is *not* an emergency, and the problem could have been dealt with during normal business hours, the unit owner will be billed at a rate of \$73.50/hour for the emergency personnel's time and travel. Emergencies are fire, floods; things that would threaten the loss of life or property. Please listen carefully to the message if you call Harvard management after hours.

Pool

The pool will close at dusk on Labor Day. We extend our thanks to Bill and Peg McShea who gave a lot of their time to distribute the new pool Key FOB's this summer.

With the addition of mulch and plants, the pool upgrade has been completed. The key-less entry system installed prior to the pool opening enables the Association to provide access to only those residents who have purchased a Key FOB. This summer there have been some issues with residents letting people who have not purchased Key FOB's, or who are not eligible for Key FOB's because of account delinquency, enter the pool area. We encourage residents to support the rules of the Community and *NOT* permit access for those who are not entitled to pool privileges.

We have also experienced several incidents of vandalism with our new pool-house toilets being stuffed with rolls of toilet paper and debris. Additionally, residents have had to call police when some other residents and their guests decided to go swimming after hours and jumped the fence. This type of thoughtless incident has the potential to create serious liability for the Association and it needs to stop. Anyone having ideas on how to deal with these issues next year is encouraged to send their suggestions to Robyn.

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Points of Interest

- Please watch your speed on Country Hill Rd. Posted 20 MPH.
- The pool will be closing at dusk on Labor Day.
- Annual Meeting to take place on Thursday, October 20, 2011. It will be held at the Holiday Inn (Robert Frost Room), 9 Northeastern Blvd., Nashua.
- Two Board seats open. Interested? Call Robyn.

Landscaping



Another hot and dry summer resulted in the necessity to scale back our watering to stay close to budget on water. Pruning and shrub removal is being done in August. CHECA policy regarding shrubbery is to:

- Maintain and remove shrubs only on the *front perimeter* of unit foundations
- Remove dead and/or unsightly shrubs once/year; end of summer, early fall
- Cover cost of removing overgrown or unhealthy

shrubs as requested by unit owners keeping in mind that shrub replacement costs are the responsibility of the unit owner

Please note that the cost of removing healthy shrubs is not covered unless the shrub is suitable for replanting in another location on the property. Dead or unsightly shrubs can be automatically removed at the Board's discretion.

All upkeep of shrubs/plants on the back or sides of a unit is the responsibility of the unit owner. If a resident has done plantings in either of the above locations, the unit needs to be restored to its original condition (at unit owner's expense) at the time the property is sold.

Landscape change requests require submission of the *Landscape Request* form, plus a detailed diagram, to property management for written Board approval. During the last year, Morin's has developed conceptual foundation planting schemes for our units. They are published on the web-site along with a detailed landscape and shrub replacement policy and a list of approved plants and shrubs.

2011 Annual Meeting

Our annual meeting is scheduled for October 20, 2011 at 7:00 PM at the Holiday Inn, 9 Northeastern Blvd, Nashua. Two board seats will be up for election this year. Any interested owner *in good standing* should notify Harvard Management of their intention to run for an open seat no later than September 18, 2011. The official *Notice of Meeting* will be mailed to all owners at least 21 days prior to the meeting. The *Notice* will provide all the specific information you need to know before the annual meeting.

Every year there is confusion concerning the use of Proxies. To reiterate, the use of Proxies is controlled by RSA 356-B:39, IV (a), (1) of the Condominium Act. A link to the Condominium Act is provided on the CHECA website. Please remember you **MUST** turn in either an executed or un-executed Proxy to receive a Ballot. No exceptions will be allowed and no proxies will be

given out at the meeting. We encourage all residents to attend this meeting to listen to an overview of the 2012 planned budget. Current projection is for a

3% increase (\$10) in the 2012 monthly condo fee. Your input and ideas are important so please attend.



Capital Projects



- 5 Tracey Avenue
- 3 McTavish Drive
- 20 Brussels Drive

Work on the units will commence this Fall. They should all be finished before the snow flies.

Replacement of unit front/side porches will continue on Jamaica Lane this fall. We anticipate that the project will be completed next year. Before the project began, our budget for the yearly painting cycle was \$36,000. Now that the project is nearly complete, yearly costs have dropped to around \$20,000.

Additionally, as more and more owners change out their original windows for new energy efficient, maintenance free windows, we will continue to realize additional benefits to the painting budget. We hope to see the day that we can completely eliminate the painting budget to a miscellaneous item.

Reconstruction of the fence on the east side of the property will resume in the Fall.

A lottery was held in May to choose units to be re-sided this fall. The winning units are:

- 6 Jasmine Drive

Delinquent Accounts

Over \$100,000 in past due accounts is owed to the Association. It's a big number and it makes running the Association a challenge. Delinquent amounts include legal and late fees as well as actual condo fees. We continue to take legal action against these unit owners whenever possible. Periodically, Liens are placed against all offending units. As a result, several months ago, we were able to recoup several hundred dollars from a unit sold under foreclosure because there was a lien in place.

During the summer, five units had their pool privileges cancelled because of non-payment of the monthly condo fee and/or an account over-due by more than one month.

Delinquent units, depending on the length of time in arrears, could have their maintenance services such as painting, pressure washing, and snow removal automatically withheld. At times we even revoke parking privileges on our common or their own limited common areas.

The offending units are also not eligible for *Capital Improvements* such as upgraded front and/or side porches and new siding.

We understand that the economy and job losses pose difficult decisions for all, but we could mitigate a substantial amount of our budget and reserve funding issues if delinquent owners would just pay what they owe. Be that as it may, we will continue our mandate to work diligently and efficiently to collect every dollar owed.





Country Hill Estates

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Fall Reminders

- Basketball hoops must be removed and properly stored inside units or off site before November 1.
- Seasonal plants should be cut back or removed at the end of the growing season.
- Flower pots need to be removed from your yard and stored inside your unit or on your deck for the winter. Under deck storage is not permitted.
- Gutters should be cleaned to prevent ice dams. This is a unit owner responsibility.
- Attic insulation should also be checked for adequacy.
- Bathroom ceiling fans should be vented to the outside of the unit; not into the attic. Your attic temperature should be the same as the outside temperature.

Be Considerate

- Drive at a safe speed on our streets. 20 MPH posted
- 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
- Want to make some changes to your unit? All changes require written permission. Fill out one of our handy request forms for your desired improvements or changes. All forms can be found on our web site on the *Request Form* page.
- Make an effort to attend the Annual Meeting. It's the one time during the year when we can all get together to learn the plan for moving forward and to offer constructive comments and feedback