

**Nordland Condominium Association
Annual Meeting Minutes – draft
Tuesday, August 27th, 2013
27 Old 108 Loop, #2
Jeffersonville, VT 05464**

I. Call to Order

Mr. Graham called to order the Annual Meeting of the Nordland Condominium Association at 7:09 pm on August 27th, 2013 by teleconference.

II. Roll Call

Members present via teleconference bridge were:

- Ron Graham, President Nordland Condominium Association, N21
- Bob, Mulcahy, Director, representing Club Homes N02, N04, N16, N23, N26, N31
- Mary Parker, Director, N11
- David Tyman, N08
- Susan Birbilis, N19
- Janette Hanson, N27
- Judy Asselin, N20
- Joe Ingram, Executive Director, Smugglers' Notch Homeowners Association
- Ruth Mayville, Coordinator, Club Home Associations, N02, N04, N16, N23, N26, N31

Mr. Graham determined that the quorum was met with 11 of the 31 units represented.

III. Recording Secretary

Mr. Graham asked for a volunteer to record the minutes of the meeting. Ms. Mayville volunteered.

IV. Elections

Mr. Graham stated that volunteers are needed to serve as Directors. He mentioned that Ms. Parker's term ended in July 2013 and that his term ended in 2012 and asked if any members present were willing to serve. None of the attendees were able to commit to a nomination at this time. Mr. Graham and Ms. Parker agreed to continue to serve until other volunteers were found. The Election was tabled.

V. Financials

Mr. Ingram asked the group to view the copy of the 10 year expense history that was previously sent to all members and he gave a brief overview. This review is helpful to test the average annual assessment level going forward.

Mr. Ingram described that the P & L shows the Basic Service Fee for SNHA at \$360 per home. This covers the cost of administration of the Association; he noted that this fee had been reduced from approximately \$750 per home. He mentioned that there was an unbudgeted legal expense of \$571 for compliance with the new Vermont Common Interest Ownership Act. The Association is in the middle of an effort to make bylaws consistent across all of the Smugglers' buildings and there is likely to be an additional \$500 in expense to Nordland. Mr. Ingram described the roof repair as a routine inspection and patch and the wifi charge was for a hardware upgrade in 2012.

Mr. Graham inquired about the Accounting line item under Professional Fees and who provides that service. Mr. Ingram replied that both Darren George and Tracy Austin of SNHA perform these services, and that his own services overseeing projects and getting estimates are included as well. Mr. Graham asked why they are not included in the Basic Service Fee. Mr. Ingram responded that each regime has differing needs and receives different services; this fee is separate to provide more transparency to the Owners. Mr. Graham asked how the fee is determined. Mr. Ingram answered that it is currently a flat fee based upon estimates of previous hours needed, but that SNHA is currently tracking hours in order to develop an hourly rate. He stated that the only area in which excess time has been required is in Tracy's collection efforts. He also mentioned that state statutes allow billing for this service. Ms. Asselin asked if there has been response to the collection efforts. Mr. Ingram said that there is only one real problem account and that Owner is refusing to pay and that if that account was current, some of the common area maintenance issues could be addressed. Mr. Graham asked if there is any reason this group shouldn't know which unit is delinquent. Mr. Ingram said it is N13 and that other balances due range from \$675 to about \$4000. In the past rental net income was higher overall for homes and Smugglers' Management collected the Nordland fees from the homeowner rental accounts. In 2008 Smugglers' stopped collecting for the Association. He asked if the board and homeowners present would support late charges and finance fees as incentive to pay. He said that the Hakone Association has instituted a late charge and communicated it to the members, allowing a 30 day grace period to pay without incurring the fee. Almost all accounts for Hakone paid up during the 30 day period. Mr. Graham stated that he would be in favor of this change if it was accompanied by a letter to the members citing the statute that allows the charge. Mr. Ingram promised to draft the communication and send it to the Board for approval. Ms. Parker inquired if this is the same policed used by Smugglers'

Notch. Mr. Mulcahy responded no; the policy for Smuggs is 1% per month. Ms. Birbilis asked how long the N 13 account has been in arrears. Mr. Ingram responded since 2009.

VI. Projects & Replacements

Mr. Ingram explained the items on the project list and noted budget projections include an approximate 3% per year increase. The items on the list are Carpet, due for replacement in 2015, but currently showing wear, exterior staining due 2016 and the front portion of the roof due in 2017.

Mr. Graham remarked that the roof of the transformer/electrical shed is in poor condition and asked when this is due to be replaced. Mr. Ingram replied that the shed roof is on the Common Area action list under Routine Maintenance and that additional funds might be needed to fund a complete replacement. Mr. Graham suggested a metal roof.

Asbestos & Lead Testing

Mr. Ingram explained that testing was done in the Fall of 2012 and Spring of 2013; samples were taken in variety of homes on sheetrock, joint compound, textured ceilings and other areas, all samples showed <1% and do not need abatement procedures. Positive tests were found on the underside of kitchen sinks, so that special actions will be needed when removing sinks. Floor adhesives were not tested in order to avoid damaging the floors. He cautioned that owners must test those floors when replacing them and to please note that some linoleum in water heater closets tested positive for asbestos; before changing flooring owners must contact SNHA or Smugglers' maintenance. Ms. Asselin stated that since her home is for sale, she will need a copy of the report. Mr. Ingram will send her a summary

Landscaping Items

Mr. Graham recalled that Smugglers' Notch was going to enhance the flower beds and landscaping and commented that they are currently not in good shape and that one bed along the walkway has disappeared. He asked Mr. Mulcahy to comment on this. Mr. Mulcahy responded that he did not have any information about this, but that he will speak with the Grounds and Landscaping Managers. Mr. Graham mentioned that there are loose stones on top of the wall by the walkway. Mr. Ingram promised to make sure that item is fixed. A brief discussion of the deck lights ensued and resulted in some members having a switch for their deck lights inside the living room area, some who did not and some who didn't know; also some were on timers. Mr. Ingram stated that they would walk through the homes and check on this.

Housekeeping Items

Mr. Graham broached the subject of Common Area housekeeping quality problems. Ms. Hanson stated that while she hasn't personally visited Smugglers' in two years, she has sent guests who commented on the dirty hallways. Mr. Graham remarked that in the past there were international cleaners. Mr. Mulcahy added that Smugglers' now hires only local cleaning staff. Mr. Graham mentioned that items within the homes are often found in unique and unusual places and suggested that Owners take pictures of how the home should be set up for housekeeping to use when cleaning after guests. Someone mentioned that the linens are now of much better quality. Another

homeowner on the call said that King bedspreads and cloth shower curtains disappear and she know that comes out of the damage fund, but she's sure that housekeeping loses them. Mr. Twyman stated that when he is on site they always have to call to get the dirty linen bags picked up. Mr. Graham added that the linen closet doors are often left open with clean linen strewn all over the room. Mr. Mulcahy remarked that the normal procedure is to pick the linens up promptly and on a regular schedule. Mr. Ingram offered that the Quality Home team which includes Florrie Page and Lonny Gee, will be working with Tracy and meeting with Mr. Mulcahy to resolve these issues.

Mr. Graham asked for any other issues to be raised. Ms. Parker asked about the scheduling of exterior touch ups, as her deck is peeling. Mr. Ingram replied that the decks were washed in the Spring, but not stained. Mr. Graham asked for suggestions about how to make the patio furniture gets returned to the correct homes after winter storage. Ms. Birbilis mentioned that her deck furniture was found on the deck of another building many years ago. Mr. Graham suggested greater uniformity of furniture. Ms. Asselin remarked that she would like to see the interior entry doors to the individual homes match. Currently the Club homes have new doors and they are a lighter color than the rest of the doors. Ms. Parker mentioned that this item was discussed several years ago and suggested that the Club Owner homes help fund door replacements for the Full Owners. She added that if the doors were replaced to match the lighter wood of the Club doors they would no longer match the woodwork within the homes. Ms. Hanson suggested asking the Club Owners if they would be willing to stain their doors to match the darker wood of the Full ownership home doors. Ms. Mayville agreed to do this. Ms. Hanson asked if Owners are being told they must have a flat screen television, mentioning that hers is only five years old. Mr. Graham responded several owners already have the flat screens and that guest expectation is to have what they would get in any hotel room and that he believes it is necessary for star ratings, but that this is something the new committee should address.

VII. Adjournment

Mr. Graham stated that he would entertain a motion to adjourn the meeting. **Mr. Mulcahy moved to adjourn the meeting, the motion was seconded and the vote to adjourn carried by unanimous voice vote. The meeting was adjourned at 8:40 pm.**

Respectfully submitted,

Ruth Mayville, Smugglers'

Joe Ingram, SNHA