

Waterville Estates Annual Meeting
January 26, 2014

Board Members present at the meeting were Mike Mahoney, Frank Marshall, Chris Fagas, Paul Axelrod, Ann Formalarie, Samantha Ciaston, and Penny Joyal. Also present were Corey Smith, General Manager and Judy Kinney, Accounts Manager/Executive Admin. Assistant.

Mr. Mahoney thanked the Board Members and Waterville Estates staff for their hard work over the past year. He said that Waterville Estates has become a destination for owners, guests and renters. He said that the new bathrooms have been completed, the fitness center has been upgraded, work is progressing on the new pool and expanded deck, parking at the Rec Center has been expanded, and drainage work was done at the Rec Center. He said that the philosophy has been to maximize the owner, guest, and renter experience.

Mr. Mahoney said that the Board passed an enhanced Tree Policy to promote increased property values by allowing for increased view shed assets while maintaining privacy. He said that was done at little to no cost to the owners.

Mr. Mahoney said that the Board established a Marketing Committee with Ann Formalarie as Chair. He said that the Committee has been working on a new logo, a marketing brochure, and new signage. He said that the goal is to demonstrate why Waterville Estates is so unique and to illustrate its assets so that people will want to become part of the community.

Mr. Mahoney said that disciplinary actions were dealt with in a responsible and level headed manner. He said that a Manager's Feedback form and an Appeal form are now available to address issues.

Mr. Mahoney said that Mr. Smith told a story at the last Board Meeting about a group who had booked a trip to Loon for Christmas. He said that their reservations were cancelled at the last minute. He said that they stumbled on Waterville Estates and never left. He said that they skied at Campton Mountain instead of heading back up to Loon. He said that they are now considering buying property in Waterville Estates, which is a testament to how far we have come.

Mr. Mahoney said that the goal is to make Waterville Estates a great place to own property, with its close proximity to natural attractions and four seasons of fun, all right here.

Mr. Fagas discussed Election results. He said that there were three open positions and three people running. He said that Frank Marshall, Paul Axelrod and Brent Smith were elected to the Board for three year terms.

Ms. Ciaston discussed the Treasurer's Report, which was published in the Owners' Annual Meeting handout. She said that the finances are in good shape. She said that there were 43 new properties for the CIF Funds. She said that some people owe money but Judy is on top of it. She reminded owners that dues can be paid using the payment plan. She said that interested owners should call Judy Kinney for details.

Mr. Smith discussed the Manager's Report. He said that what appears to be a discrepancy in the dues activity for billed versus collected is due to owners having multiple lots and breaking them up.

Mr. Smith said that, in general, the numbers continue to look good in spite of a cold, rainy summer. He said that a lot of work was done and continues to be done. He said that Joe Campbell deserves a lot of credit for providing a high level of service. He said that debt was paid off and taxes and dues are level.

Mr. Smith said that the Village District Report is a work in progress. He said that the budget hearings are ongoing. He encouraged owners to attend the meetings. He said that a \$355,000 debt was paid off which will free up \$15,000 a year. He said that they had anticipated using \$50,000 to offset dues because of lot changes. He said that figure ended up being less so that there is an additional \$15,000 a year. He said that Mr. Axelrod said that it might be wise to increase the propane budget for next year. He said that the budget is not final until it is voted.

Mr. Smith said it is a political process to work with Campton and Thornton on overlapping issues such as zoning, budgeting and roads. He said that Lloyd Wiley works hard with both towns to get the roads paved.

Mr. Wiley said that in the past year the road paving upgrade project was in the second year of a five year program. He said that a portion of Winterbrook Road and skid pads for some of the roads off of it were paved by the Town of Campton. He said that they are trying to work with the Town of Thornton to get Snowood Drive repaved before it falls into disrepair. He said that there may be some cooperation for an overlay this year. He said that there is discussion about marking some of the winding roads with stripes because of dangerous conditions with lane crossover. He said that both Police Chiefs are in favor of that.

Mr. Wiley told owners that they should call Robert (Butch) Bain, Road Agent for Campton at 603-254-4557 about roads not being plowed or potholes. He said that it may be more effective in getting roads paved if people call Mr. Bain frequently about safety issues associated with swerving to avoid potholes and improperly cleared roads because the plows cannot work properly on roads with too many bumps. Mr. Wiley said that owners can also call Ann Marie Foote at Campton Town Hall at 603-726-3223, ext. 101.

A homeowner asked about dangerous conditions on Goose Hollow Road. Mr. Wiley said that the town line is in the middle of the road. He said that owner may have to call both the Town of Campton and the Town of Thornton. He said that it appears that the bigger problem is on the Thornton side. He said that he would like to see paving on Snowood move first. He said that he will get a Thornton contact number.

Mr. Smith said that there is now a color coded guide to the roads in Waterville Estates located at the front entry of the Rec Center. He said that it is important to know which roads belong to Waterville Estates before calling the towns.

Mr. Smith discussed the pool expansion. He said that the project started off gangbusters but was hampered with a rough spring weatherwise. He said that the project was put on hold so that people

using the pool area would not be inconvenienced. He said that the intention was to get the project back on track in the fall. He said that, in spite of unforeseen challenges, the project is progressing.

Mr. Smith discussed new wells. He said that the intention is to be pro-active. He said that the community is growing and they are trying to keep up.

Mr. Smith said that the back deck project was completed. He said that it was decided to go with a high end, low maintenance product.

Mr. Smith said that parking outside the Rec Center was doubled.

Mr. Smith said that the Village District had allocated a certain amount of dollars for depreciation in the bathrooms. He said that the bathrooms were tired and needed help, so it was decided to replace the existing fixtures with upscaled fixtures. He said that there has been a lot of positive feedback about the new bathrooms.

Mr. Smith discussed lighting on the pond. He said that there is now a 1,000 watt light that shines on the pond. He said that there are switches for lights at the pavilion and the pump house. He said that this has allowed for more skating.

Mr. Smith discussed CIF Funds being used to purchase a new draught cooler for the Mountain View Lounge, new paddle boats, kitchen work, computers, new gym equipment and a fireplace at the ski area. He said that the idea for the fireplace was to have a place where kids could congregate to free up the often congested bar area.

Mr. Smith discussed future plans for road paving, truck replacement, water system and backup power for the Rec Center. He said that it is important to have the HVAC system repaired because of freeze ups and stale air in the ladies and men's locker rooms. He said that the Board has been talking about doing upgrade work on the locker rooms but the underlying problems need to be fixed first.

Mr. Smith discussed ski lift maintenance, resurfacing the basketball courts and outdoor pool expansions. He said that Chris Emery has been instrumental in getting a high quality sound system. He talked about participating in a \$10,000 pilot program with Bose.

Mr. Smith discussed new community access signs, new outdoor furniture, stainless bar stools and adding 60 percent more seating at the pool area.

Mr. Smith said that there were no dues increases. He said that they had projected a \$1,000 surplus that actually came in at \$7,000. He thanked the food and beverage crew and Joe Campbell for the weddings that have increased revenue.

Mr. Smith discussed the ski area. He said that the Village District allocated \$30,000 for the operation of the area, at \$1,000 per day. He said that the area was open 28 days last year. He said that the Village District raised a \$10,000 rainy day contingency that may not have to be used.

Mr. Smith said that the Village District has several projects going on. He said that that they are looking to have more involvement with owners with engineering and possibly project management skills.

Mr. Smith said that the Long Term Planning Committee has been trouble shooting to see where the kitchens at the Rec Center and the Ski Area are deficient. He discussed meeting with an architect to discuss the feasibility of expanding the kitchens and the seating. He said that the Rec Center kitchen is limited with one line, with a similar situation at the ski area. He said that they are looking at ways to get food to people faster. He said that what is needed now is getting an architect, plans and bids. He said that people are encouraged to attend the Long Term Planning Committee meetings.

Nancy Demers asked about the estimated pool opening date. Mr. Smith said opening date for the new pool is anticipated for the end of June or early July. He said that there is a short construction season and they do not want to get in people's way. He said that the new pool is further along than it looks. He said that they now have heat in the filter room.

Mr. Smith discussed owner conduct. He said that there were a few issues that primarily involved guests or renters bringing in their own alcohol and being hostile to the front desk personnel. He said that there is now a grievance process to appeal the Board if it decides to take action. He said that there is also a management feedback form to allow people to make the Board or the Village District aware of issues.

Mr. Smith said that the front desk personnel were told to tell people that they are only doing their job to enforce the rules. He said that they have been told to give the response form to people if there is an issue. He asked that owners who see anything that is out of line make management aware of the issue. He said that guests should be reminded that they are in our facility.

Mr. Smith said that he, George Humphrey and Mike Hering updated the Tree Policy in the early fall after much debate. He said that it is a heated subject between those who want trees cut versus those who do not. He said that there needed to be a balance between the rights of individuals versus the community. He said that the focus was to allow for cutting up to 70 to 75 percent of the trees for view purposes without opening up the line of sight from house to house or from the road. He said that several homeowners on Pegwood Hill Road got together with a tree cutting plan that included cutting trees in the buffer zones. Ralph Wilbur displayed large format photographs on poster boards. He said that they were able to cut trees for views without impacting anyone else. Mr. Smith said that if aspects of the updated policy end up with a negative effect, revision of the Tree Policy can be revisited.

Barbara LaJeunesse said that when they first moved to Waterville Estates ten years ago they had a nice view of Mount Moosilauke. She said that the trees have been growing over the years. She said that Ralph Wilbur got the neighbors on the road together and showed them a diagram of how the views would look with tree cutting. She said that they are thrilled with their new views. Frank LaJeunesse said that family and friends come up to the house and do not want to leave. He said that the tree cutting has had a positive impact for them.

Mr. Smith said that the updated Tree Policy tightened up the Building Committee's authority to take action if tree cutting is not done properly.

Ms. Formalarie discussed Marketing Committee business. She said that their efforts concentrated on three areas; new signs, new logo design and a new brochure that will be available to realtors and renters. She said that the Committee that was formed late last year consisted of herself, Mike Mahoney, Samantha Ciaston, Lloyd Wiley, Mike Baumann and Corey Smith. She said that the purpose was to come up with a consistent message of what it is like to live at Waterville Estates and what the benefits are. She said that the Committee is operating under a modest \$3,000 budget. She displayed a slide of the new logo which she described as being distinctive and telling a story without a lot of words. She said that the three icon boxes below the hills can be replaced, depending on the type of message that Waterville Estates would like to display.

Ms. Formalarie said that work on the brochure is 50 percent done. She said that it will be a four to five page brochure with lots of pictures that show what Waterville Estates is about. She said that the pictures will show scenery and people enjoying various seasonal activities. She said that the brochure will include a description of the governance and management. She said that the brochure should be finalized in February or March. She said that after that, the website will be updated.

Ms. Formalarie said that the existing signage will be replaced. She said that a pre-requisite was to get the logo finalized. She said that they are now waiting for quotes for the new signs.

Mr. Mahoney thanked Pat Learned for her hard work on the Beautification Committee. He said that Pat has enhanced the entrances at Waterville Estates and the Rec Center with cleanup and plantings. Mr. Wiley said that she created a new garden at the entrance to the Ski Lodge. Mr. Mahoney asked that people step up to help Pat out with her ongoing efforts. Mr. Smith said that Pat buys all of the materials and does the work herself. He said that help would be appreciated.

Ms. Ciaston discussed the Violations Committee. She said that the Committee consists of herself, Mike Mahoney, Frank Marshall and Mike Baumann. She asked that people not get upset if they get a letter from the Violations Committee. She said that the main objective is to make Waterville Estates look beautiful. She asked that owners call her if there are any issues.

Ms. Ciaston discussed screening propane tanks. She said that there had been an issue with a tank removal and replacement when the old tank was left on the side of the road for awhile. She displayed photographs of proper screening of propane tanks versus improper screening of propane tanks. She said that lattice is not proper screening. She asked that owners call her or the Rec Center if they see tanks that are not properly screened.

Ann ? (homeowner) said that a certified letter can be intimidating. She asked why the owners are not called first. Ms. Ciaston said that she has tried that but people have not returned her calls. She said that the letters are sent certified so that the Committee knows that people have been notified.

Arnold ? (homeowner) said that it is the community's responsibility to help with enforcement.

Ms. Formalarie said that a certified letter is a path to resolution. She said that there needs to be documentation that the Committee tried to contact the owner. Mr. Axelrod suggested that the

Violations Committee mail out a letter with a stamp and then follow it up with a certified letter to document that the letter was sent out. He said that could take the sting out of the official notification.

Ms. Ciaston said that one person got three certified letters and did not take care of the violation. She said that one of the issues is that owners do not know who they are renting to.

Mr. Axelrod thanked Ms. Ciaston for her hard work driving around Waterville Estates to find and follow up on violations.

Mr. Mahoney said that the Building Committee has a good team with Mike Hering, Mark O'Hara, Mike Baumann and Brent Smith. He said that Chair, Mike Hering, was unable to attend the Annual Meeting.

Mark O'Hara said that seven permits were pulled during the first half of the year. He said that 26 permits were pulled in the second half of 2013. He said that there were permits for four new units since September. He discussed ongoing work with Tom Avallone and the Waterville Birches project. Mr. Mahoney said that 33 is a huge number of permits and demonstrates how Waterville Estates is growing. He said that it shows how much people want to be here.

Mr. Axelrod said that 12 years ago one quarter of the properties in Waterville Estates went to auction. He said that Waterville Estates was operating at an annual deficit of \$40,000 and there was nothing on reserve for the future. He said that bills were pushed out to the next year. He said that he spoke with local realtors recently and they said that, although generally there has been a slowdown in real estate nationally and in this area, Waterville Estates is attracting more attention. He said that Waterville Estates is fortunate in that we now have revenue to develop what it is today. He said that it is the first time that the community is flourishing.

Mr. Smith discussed Building Applications. He said that inside work does not require a permit. He said that a permit is required if the outside appearance changes. He asked that, rather than asking for forgiveness, that owners start the process, and if a permit is not required, the fee will be returned. He discussed the imposition of fines in the future.

Mr. Mahoney opened the hearing to general questions and answers.

As there was no further business, the Annual Meeting was adjourned at 11:22 am.

Respectfully submitted,

Lenore R. Mahoney
Recording Secretary