

Change in Firms

From: SPM (seprma@verizon.net)

To: seprma@verizon.net

Date: Wednesday, October 31, 2018, 4:47 PM EDT

To All Northface Resort Unit Owners:

Effective tomorrow, November 1, 2018, the **E.G. Chandler Company** of Intervale, NH, will be assuming the responsibility of snow removal, landscaping, emergency services, and maintenance at the Northface Resort Condominiums.

This firm received high recommendations from other condominium associations in the Valley, including great referrals from some former Northface Resort owners who now own at other condominium associations in the Valley. Eric Chandler is the owner of the firm; and he is very personable and VERY knowledgeable about all facets of property maintenance and the various firms that serve the Valley. Being a lifelong "Valley" person, he brings a sense of comfort that we all need to protect our "home away from home"/investment.

Both management (SPM) and members of the Northface Board have met with Eric and given him a "tour" of our property. In the two weeks since, Eric and his staff have spent time at the property familiarizing themselves with the operations, preparing proposals for work needed to be done that hadn't been completed, and even doing snow removal services last week BEFORE their contract started. We believe E.G. Chandler is going to be a "good fit" for Northface Resort.

The telephone number for E. G. Chandler Inc is 603-356-6060. This line is their 24/7, 365 days line. You can use this line for both reporting non-emergency and emergency situations.

For maintenance requests within your unit, you can also visit their website at www.egchandler.com and complete the maintenance request form on the website.

With the change in service personnel, the following reminders are warranted:

1. For maintenance or private/special services within your unit, you can either call Chandler, call Steve Richardson, or call any vendor of your choice. You will, however, need to make your own arrangements with your choice of vendor and provide your vendor with a key to your unit. If access to the common areas of a building is needed to complete a repair or work in your unit, you will need to make arrangements with Chandler to provide this access to you/your vendor at your expense. Steve Richardson will no longer have a master key to units and will no longer have a master key or access to the common areas of the buildings.
2. Emergency situations that are and always have been, a unit owner responsibility (i.e., smoke alarm activations, alarm system tampering, lockouts, etc.) will be billed to the unit owner.
3. The snow removal policy that has been in effect for the past few years, utilizing vehicle parking tags, will still be in effect. Owners, their guests, and renters must use the parking tags when on-site and must move their vehicles for snow removal purposes.
4. Renters and guests to units are not allowed to have a pet or pets on the premises regardless of the length of time.
5. Renters and guests to units are not allowed to use the wood stoves or fireplaces in units.
6. A list of unit owners has been provided to Chandler; however, if your door locks are not keyed to the master ("the ultimate no-no" per the CFD Chief) or if you have an burglar alarm system at your unit, you will need to provide an access code to E. G. Chandler.
7. For questions of an administrative nature, or for questions regarding common element maintenance, you should continue to address your queries/concerns to **Selective Property Management, either at 401-231-8588, 1-800-498-1181, or seprma@verizon.net**.

We look forward to seeing many of you at the annual owners' meeting on November 10th; and Eric Chandler, who has a previously scheduled commitment that morning, is also hoping to "break away" from his commitment, so he can stop by our meeting to meet many of you as well.

Enjoy your evening!! Watch out for all the witches, ghosts, and goblins!!!

Karen

Karen A. Bellucci

SELECTIVE PROPERTY MANAGEMENT

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