

## Northface May 6, 2023 BOD Minutes

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From: melissa . (melissa@fgpm.com)

To: melissa@fgpm.com

Date: Wednesday, May 10, 2023 at 01:51 PM EDT

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Hi All

Please see the attached minutes from the May 6, 2023 BOD meeting.

Have a great afternoon.

Melissa

**Melissa Carr**

**Forest Glen Property Management, LLC**

**PO Box 1313**

**Glen NH 03838**

**603-383-8000**

[melissa@fgpm.com](mailto:melissa@fgpm.com)

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**06 May 2023 Meeting Minutes**  
Board of Directors (BOD), 2<sup>nd</sup> Quarterly Meeting  
Northface Condominium Resort Association

This was the second 2023 Quarterly BOD Meeting as required by NH State law. Specifically, Board Open Meetings are for the Board to conduct Board Business with owners invited/welcomed to attend to "...be afforded a reasonable opportunity to comment on any matter affecting the association." (NH Condo Law, Chapter 356-B:37-c).

1. Roll Call:

The meeting began at 0900 at the office of Forest Glen Property Management (15 West Side Rd, Bartlett, NH).

Board of Directors/Management Attendance:

<u>Name</u>	<u>Unit</u>	<u>Position</u>
Ben Averill	18	Treasurer
Bob Lang	19	Secretary/Clerk
Sue Thomas	09	Member at Large
Trish Rich	20	Member at Large
Melissa Carr	==	Forest Glen Property Management

Owners Attendance: None

Owners participating via Zoom:

<u>Unit</u>	<u>Name</u>
04	Neves
20	Wheeler
24	Haigh
28	Coscia
36	Henriques

2. Opening: Citing the absence of President Bob Lavigne, Bob Lang was nominated by Sue Thomas and seconded by Trish Rich to act as "President Pro Tem" to preside over the meeting (as required by Northface By-law paragraph 3.13). Bob's opening remark concerned the Chimney issue – while this would be discussed later in detail, he emphasized the lack of an overall sense of urgency. It has been six months since the Annual Owners Meeting and, while we have been collecting special assessment funds, there is no plan yet in place. Creating that sense of urgency is his goal in this meeting if we are to have any hope to have all unit fireplaces resume operation by November.

3. Management Report (Melissa Carr):

a) Pool: The pool will be opened by Memorial Day. The pool company will evaluate the condition of the aging pool cover to see if it has to be replaced. The pool gate latch is broken and the gate does not shut securely. Management will ensure this is corrected prior to the pool opening due to liability. **(Action Item 1).**

- b) Stair and landing painting: Only one estimate has been received to date for \$12,000 - double the estimated amount that was approved in the 2023 Budget. Further discussion was tabled pending management's receipt of two additional bids (**Action Item 2**).
- e) Tennis Court Fence: The fence has been damaged, apparently from winter snow plowing. Management will work with Chandler (plowing company) to repair the fence (**Action Item 3**). A general conversation about snow plowing entailed concerning plowing differently to not damage the fence in the future, concern over the danger of plows operating at a high rate of speed in the parking lot, and the driveways becoming too narrow after plowing. Melissa stated she will continue to monitor the plowing and raise issues with Chandler as they occur – such as when the driveway between Buildings 3 and 4 was not plowed after one storm.
- d) Bear Pudding Road: The road has bad ruts in the bottom section requiring immediate attention.
- o Melissa is getting three quotes to move forward with the fix (**Action Item 4**). The scope is bigger than Chandler can handle.
    - T&D Landscaping: Meeting on site Monday
    - Perm-A-Pave: Meeting next week to get a quote for the parking lot work owners authorized at the Nov Annual Meeting. While on site, she plans to request a separate quote for the Bear Pudding Road fix
    - Gordon Burke (or another vendor): To be scheduled
  - o Bob Lang asked if the town of Conway would grade the road for free. In Massachusetts, his town (Dennis) grades private dirt roads if requested by signed petition from a certain percentage of owners, especially since the road contains fire hydrants that have to be accessed by emergency vehicles. Melissa took the action to see if this can be done by the Town (**Action Item 5**).
  - o The question was raised as to why Northface bears the full cost of maintaining this road. There are only 4 units in the Stratford building. There are twelve units in the other complex, most of them occupied by full time residents, accounting for most of the road use. It appears that Northface owns the road and the other complex has an easement, in which case the entire burden of maintenance falls on Northface. Melissa will get a copy of the Northface deed and forward to Trish Rich who will review to determine the true situation (**Action Item 6**).
- e) Rules Violations and Fines: There were no rules infractions or fines levied since January.
- f) Unit Sales: Melissa mentioned that Unit 30 remains for sale.
- g) Safety Alarm Inspections: Melissa explained there are three different systems inspected, all by separate vendors on a yearly basis. Trish raised the question if there was one vendor that is qualified to perform the inspection of all three systems.
- o Fire Extinguishers: Located in the basements of Buildings 3 and 4. These are inspected yearly by Interstate Fire
  - o Fire and Carbon Monoxide Alarms: Monitored by Pope Security. The yearly fire alarm inspection is due in July.
  - o Sprinkler Systems: Located in the two basements of Buildings 3 and 4 and monitored by Eastern Fire.
- h) Unit 11 Lien: Now that the unit has been sold and Northface has received funds due, Melissa has been contacted by the new owner's closing company to remove the lien so the title is clear. Melissa was unaware of the name of the attorney used for the lien but stated that it was the same attorney used by the former Board President. Trish Rich was then able to provide the name and Melissa will

follow up with the attorney. The cost should be minimal since the attorney has already been paid for his time - all that remains is the filing fee.

i) With Board discussion complete, the floor was opened for owner questions/comments: There was none.

4. Treasurers Report (Ben Averill): The financial statements were reviewed in detail

a) There were two items of note:

- Increase in insurance costs. \$34,000 had been allocated in the budget, which was higher than previous years but the insurance increased 24% requiring an additional \$6,500. It was mentioned this was due to an industry change in calculating replacement costs.
- Ceiling repairs. \$4,500 has been spent on repairing/repainting two top floor units due to roof issues. This exceeds the general repairs and maintenance budget of \$2,500 by \$2000.
  - Unit 32 was repainted due to past roof leak issues [Ref Nov 2022 Annual Meeting minutes, paragraph 5].
  - Unit 40 sustained damage apparently due to the new roof construction where a seam had been cracked.
    - The question was asked why this was an Association cost and not handled by the roofing contractor. Melissa stated it was difficult to determine if the crack had developed due to the roofing or if it was unrelated and due to the age of the building. The claim had been submitted by the owner's insurance company to the roofers insurance company but was denied as having to do with the roofing. The cost of the repair itself came to \$4,000. Melissa said she worked directly with the roofing company who agreed to pay half that cost.
    - Bob Lang said he still believed the past Board made a mistake in not opting for the CertainTeed Level 5 Protection vs the Level 4 with the roofing contract. The difference in cost was reported by management as approximately \$6,000. The Level 5 Protection would have covered, through CertainTeed, any workmanship issues plus cover not only materials but also labor for the first 25-years of the warranty period. In this case, we already would have saved \$2,000. It was pointed out that this might not have been the case as it was unclear as to the cause of the damage, but the point remained if it was not the roofer, why did the roofer agree to pay half the cost?

b) The Treasurer reported the current status of the Association as:

- \$25,796: Operating Budget
- \$108,805: Reserves

c) With Board discussion complete, the floor was opened for any owner questions/comments:

- Carlos Neves (Unit 4) suggested the Association check with the insurance company for a premium reduction due to installation of the new roof. Carlos stated he received a 10% reduction on his policy after installing a new roof on his home. Melissa took the action to contact the insurance company concerning a reduction (**Action Item 7**)
- Greg Wheeler (Unit 20) asked if the Association had received multiple premium quotes for the insurance. Melissa said the agent she used dealt with several companies and this

(Philadelphia) was the most cost effective but she did not have the quotes from the other companies. Melissa will get the quotes from the agent to have on record for our actual comparison. **(Action Item 8).**

5. Old Business:

- a) Use of Zoom for Board Business in accordance with NH Law. This was an action initiated by the Association President from the Jan 2023 Board Meeting. There was no discussion on this item, as it did not impact this meeting. The action remains with the President **(Action Item 9).**
- b) Chimney/Flue status:
  - 1) Trish Rich began this discussion based on work done by the committee. The Association has a possibly viable way forward via Masonry Unlimited of Milton NH. Under this approach, each of the chimneys of Building 2 would be modified and remain in place. The chimney interiors would be routed and six separate 6-inch flues would then be inserted to service each of the 6 units adjacent to that chimney. The Chimneys of Building 3 cannot be routed due to their past repair via the Ahern's method (concrete used to seal the clay liner) and they would have to be rebuilt. The rebuild of Building 3 chimneys would be in the same footprint as the existing chimneys and also incorporate six separate 6-inch flues, thus negating additional deck / structural modifications. The proposal includes the cost of replacing all Building 2 and 3 thimbles to accommodate the new 6" flues.
  - 2) Masonry Unlimited would meet with the Fire Chief to review all plans to ensure all was acceptable before moving forward.
  - 3) The Association owes a debt of gratitude to Greg Wheeler (Unit 20) who has spent numerous hours contacting companies throughout the State to identify this potential source. Additionally, on his personal time Greg met with the vendor on site in development of this alternative.
  - 4) Melissa addressed the risk of trying to rout the Chimney based on the Bergeron reports (Engineering company retained by the Association to assess the situation). Bergeron had stated while routing was a possibility, they did not recommend it due to possible failure. Bergeron recommended rebuilding the chimneys. It was agreed there was a risk involved, but worst case is we would have to rebuild which we would have to do anyway if the routing was not successful. Masonry Unlimited has done this type of work before and the vendor is confident it can be accomplished.
  - 5) Bob Lang raised the issue of the flue sizes. In past discussions, we had always focused on 8-inch flues to accommodate wood stoves. While wood stoves are now available requiring only a 6-inch flue, this means any owner whose stove requires an 8-inch flue would have to purchase a new wood stove. Several owners contacted have wood stoves that only require a 6-inch flue while others require an 8-inch flue. How would we address an owner's question "The condo docs require these common areas to be repaired. All I want is what I had. Why do I now have to pay an assessment and then spend several thousand more for a new wood stove, why am I being treated differently than the other buildings?" To address this
    - i. We will first determine if we have a problem. Management will contact all [unit](#) owners in Buildings 2 and 3 to identify the size flue their stoves currently require. Bob Lang agreed to draft the request and then coordinate with the other board members before management distribution to Owners **(Action Item 10).**

- ii. Based upon the data received, the Board will reevaluate. A contingency plan would be to accommodate two 8-inch (vs the three 6-inch) flues in the chimneys to service floors 1 and 2. Floor 3 would then have a separate flue, not going into the masonry chimneys but vented straight up from the unit through the roof. We know from the Bergeron reports that the roof venting is a viable approach and not a technical concern.
- 6) The proposal with Masonry Unlimited is not yet finalized and there are several questions. Trish Rich took the action to finalize the proposal with Masonry Unlimited. Trish will also inquire about placing two 8-inch flues in the chimney's vs three 6-inch should we have to implement the contingency plan (of the third floor venting via the roof (**Action Item 11**)).
- 7) It was agreed to work the contingency plan in parallel and get quotes for venting third floor units through the roofs. Melissa will contact vendors to get these quotes (**Action Item 12**). Melissa said she would need access to a third-floor unit when meeting with vendors. Ben Averill (Unit 18) volunteered his unit, which is ideal since the roof access port is on the deck outside his unit.
- 8) The need to replace the thimbles in Buildings 1 and 4 as presented at the Annual Owners Meeting remains an open question. This was not stated in any of the Bergeron reports – rather the Bergeron reports stated that based on the Unit 29 exploratory demo (representative of all Northface units) that the thimble was fine. Additionally, there was no sign of pyrolysis (Adverse effects to combustibles such as charring or material decomposition from elevated and/or extended high-heat exposure) which had been a major concern. Bergeron did raise a possible connection concern with use of a new “double walled pipe to existing thimbles” but that could be verified through a stove shop. Further discussion on this topic was tabled until after additional research was done on the type of connector pipe to be used and distances of existing thimbles in these buildings to combustibles.
- 9) Bob Lang raised the question of getting another quote – if all discussions of other work (e.g., painting, paving) we had stressed the desire to get three quotes but here we only have one. We do have the S.D. Szetela Masonry quote that was presented at the Annual Meeting, but that applied only for a Feb 2023 start – but at least it provides a ballpark number. Melissa cautioned that it was ‘apples and oranges’ in that Szetela’s quote was based on a rebuild of both Chimneys for 8-inch flues with deck modification for a larger chimney whereas the Masonry Unlimited is to rout one building and rebuild the other for 6 inch flues. Melissa said obtaining an additional quote would be difficult but we would try (**Action Item 13**).
- 10) Bob Lang, acting as president pro tem, stated he wanted to implement weekly status meetings to maintain the sense of urgency until the project is underway. The default timeframe for the weekly meetings will be Thursdays at 7PM. Melissa will send a zoom link. Trish emphasized that while this is primarily a Board Status meeting, per NH law all owners must be notified should they wish to participate. For next Thursday, the discussion topics would be:
  - i. Status of email to owners concerning flue sizes (6 or 8 inch): Bob Lang
  - ii. Status of Finalization of quote with Masonry Unlimited: Trish
  - iii. Status of a third quote to rectify the chimney/flue issue: Melissa
  - iv. Status of 3<sup>rd</sup> floor venting option: Melissa

11) Board discussion on this topic being completed, the floor was opened to any additional owner question/comments:

- i. In response to a Board Request if any owners on the zoom call knew their flue sizes, Steve Coscia (Unit 28) stated he did not know his flue size as he is home but could find out as he had the manual for his pellet stove at the condo. The Board clarified that we only needed to know the size of flues for wood burning stoves. For those with pellet stoves, the vent and clearance size requirement is reduced and there is nothing for unit owners with pellet stoves to do – once the common flue and thimble issue is resolved, he should be set to operate.
  - ii. Greg Wheeler (Unit 20) asked Management why they had not obtained additional quotes for the chimney/flue resolution and left everything to the committee – pointed out that obtaining quotes was the job of the management agent and that was not being done. Management responded that with the formation of the committee, her understanding was that the committee was taking over certain tasks and it was difficult to obtain quotes when the path forward was not clear. The President pro tem ended the spirited discussion by recognizing the frustration on many sides and agreeing that the roles and responsibilities for this particular effort were confusing. This was all to have been clarified in a “charter” (detailing roles and responsibilities to manage expectations) back in November by the Board leadership but had not yet been accomplished, leading to this particular problem.
- c) Capital Improvements and Maintenance Committee Report. There was limited discussion on this topic as Committee action was led by the President not in attendance. This was an action from the Nov 2022 Annual Meeting. No one was aware of status. Trish Rich asked how could proceed with this due to the importance. It was agreed to status the committee as an add on to the chimney discussion next Thursday so the President could address.
- d) Owners List Distribution:
- 1) FGPM email of 14 Nov 2022 (1350hrs) requested owners to provide management with phone and email if they would like that listed in an owners list to be distributed.
  - 2) Melissa stated that she had only received input from 6 of the 44 owners. Melissa also stated that of the 16 properties she manages, Northface is the only one which does not share complete owner information with all owners on a regular basis.
  - 3) Trish Rich proposed that we ‘Flip the ask’ that we send out an email to owners that we plan to regularly distribute the owners list with name, phone number, email and address. If there is any information you do not want to be shared, then please advise. The Board agreed to this approach.
- e) Status of work related to items discussed at the Nov 2022 annual meeting: This had already been discussed earlier in the meeting. Specifically getting the additional quotes for the stairs and Melissa is meeting with Perm-A-Pave next week for the first quote on the paving project
- f) With Board discussion complete, the floor was opened for any owner questions/comments: There was no additional input.

6. New Business:

- a. Master Key Accountability:  
Currently there are 5 people who have master keys

- 1 – Melissa: Management Agent
- 2 – Chandler: Maintenance contractor and emergency service
- 3 – Sue Thomas: Board Member and Full-time resident
- 4 – Jim Arendt: Full time resident [as agreed by owners, Ref 2021 Annual Meeting Minutes]
- 5 – Lisa Venditti: Past Association President

Melissa is coordinating to get the master key back from Lisa to maintain key accountability

b. Notification by US Mail of Annual Meeting:

Last years annual meeting agenda, and then special meeting agenda, was mailed to owners via US first class mail in accordance with the by-laws (Ref by-law amendment 3 dated 3 Jul 2000, Articles 2.6 and 11.1). Many owners mentioned this was a waste of product as they prefer the electronic version. Postage cost alone was \$158.40 (3 first class stamps per package \* \$0.60/stamp \* 2 packages \* 44 owners) and then labor and materials. NH State law (Sec 356-B:37-a) allows for the electronic distribution of materials if selected by the unit owner. Recommendation is to canvas owners for their preference and then only send via US Mail to those who do not select electronic transmittal. Trish Rich will review the State Law.

c. Pool Openings – already discussed under management

d. With Board discussion complete, the floor was opened for any owner questions/comments: There was no additional input.

7. Open Forum

- a. Water Heaters: Water heaters are good for 6-8 years. There have been several occurrences of water heaters leaking and causing damage to the unit(s) below. While the owner of the leaking unit is responsible for the rectification costs, the damaged party still has the burden to arrange for fixes, replace items, etc.
  - i. Bob Lang stated he has a Rheem Marathon water heater which is a composite guaranteed never to leak. He has had it for over 20 years with no issues except to replace the top heating element this year. We might want to get the word out to owners to make them aware of this option when they next replace their water heater. Some Associations have even voted to mandate the use of composite tanks to eliminated the leaking water heater issue.
  - ii. Melissa stated at some point we need to assess the age of the individual unit water heaters. Owners need to be reminded that water heaters have a life expectancy and do not last forever.
  - iii. Trish agreed with the approach of sharing the information for awareness but she is sensitive to any type of mandate due to all the other maintenance issues before us.
  - iv. This will be made an agenda topic for the annual meeting (age of water heaters, alternatives, etc)

With all business completed, the meeting was adjourned at 1100. The next Quarterly Board of Directors meeting will be on Saturday 8 July at 0900 at the Forest Glen Property Management Offices



Respectfully Submitted,

A handwritten signature in cursive script that reads "Robert Lang".

Bob Lang  
Secretary/Clerk  
Northface Board of Directors