

Letter from the Chair

To All Unit Owners:

I wanted to take this opportunity to share a few thoughts as we approach our Annual Meeting on November 18, 2015.

First, I would like to thank the Community for the honor of serving on the Board of Trustees and in the capacity as your Board Chair. It has been a pleasure and a privilege to work with this diverse group of Trustees. This team has worked tirelessly to address the many challenges we encountered this year in order to keep the residents safe, the property maintained, and operate within budget restraints.

It is our hope that this Board will remain intact for another term, remain focused on the 2016 goals, and re-energize community involvement.

In 2015 the Board was tasked with several challenges including the items listed below.

Winter Storms 2014-2015

For those of us who were on-site in Quail Run during the unprecedented winter snowstorms, we are only too familiar with the challenges that faced us each day.

1. Vanaria's snow removal efforts far exceeded our expectations. Their crew worked valiantly to maintain clear passage on the roadways and unit walkways. Even with their small army of workers, Board members and residents provided shoveling assistance to ensure neighbors at risk for medical issues were routinely clear of any snow obstacles.
2. As a result of single snow storms continuously dropping between 2 to 4 feet of snow at a time, during January and February, the massive snow accumulation on the roofs threatened safety of the unit owners and the property. The Board was able to contract with a roof raking company at a significantly lower rate than the average companies were demanding in light of the urgent nature of their services.

It should be noted that the Board was able to contract with the same roof raking company, at the same reasonable hourly rate, for 2016 on an "as needed" basis. Locking in the rate through this contract allows flexibility in utilizing their services without obligation if their services are not required.

3. During the storms, the Board was in daily communication with each other, as well as the management company, and continuously checked on neighbors to provide assistance wherever necessary.

Insurance Claims

TDG advised the Board that over 500,000 storm related insurance claims were recorded from the suburban Boston area. TDG also indicated approximately 1,000 claims were submitted on behalf of properties they represented.

1. The massive number of claims left the insurance companies completely unprepared and understaffed.
2. TDG indicated that the average time it took to record, submit, provide an adjuster for on-site review, claim filing and payment took over six to seven months for process completion.
3. The Quail Run Association submitted claims for common area damage, including roof raking. All of the common area claims were approved, however payments to the Association are still pending, and TDG continues working on those issues.
4. The Board anticipates that once final payment has been received, repairs will be completed.

Property Management Challenges

The severe winter weather not only taxed property owners, landscape service providers, and the resources of the insurance companies, but it also severely strained the workload of the property management personnel.

1. During the most severe storms, the property managers routinely worked 24/7 for days at a time.
2. Quail Run experienced 4 different property managers between January 1, 2015 and July 15, 2015.
3. The turnover of property managers resulted in the Board taking on unexpected and sometimes daily property management responsibilities.
4. We have welcomed Stephanie Capriulo as our new property manager for Quail Run. The Board continues to work closely with her during her transition.

Cash Management / Tree Work

1. Prior to the end of September, the Board was uncertain about how much the Association would receive from the snow-related insurance claims.
2. Since total spending before that date was well above the budget level, due to paying for snow-related expenses, the Board decided to reduce spending on tree

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work, to ensure the Association had enough cash to pay for critical recurring operating expenses.

3. With the guidance of our tree expert, urgent trimming issues were addressed this year, with the remaining issues to be handled in the future.

Paving Project

Hayes Engineering was hired to work with the Board in planning the next phase of the paving project in the community.

1. Michael's Green was determined to be the cluster in most need of repaving. This work includes drainage tie in, stair replacement and rebuilding walkways.
2. As part of the paving project, Saw Mill Brook Way will be having a section of their roadway repaired/replaced.

Landscaping Issues

The Board is aware that again there were pruning issues with the landscapers and the Landscape Committee is working with the vendor to try to alleviate future issues.

Trustee Participation

One of the major things the Board learned this year was the importance of Trustees being present on the property and not absent for extended periods of time.

Attending Board meetings in person, touring the property when weather or other major issues arose, and experiencing first-hand knowledge about daily responsibilities that occurred during the course of the year was of paramount important to the effectiveness of the Board and to the team dynamics.

In closing, although the past several months have been extremely challenging for the Board, our cohesiveness, dedication, and commitment to the community remains strong.

We look forward to seeing you at the annual meeting to review and discuss our path for the future.

Thank you,

Susan F. Zeller-Kent
Chair
Quail Run Board of Trustees