

Members of the Quail Run Community:

As I read through the vast array of emails that have flooded our consciousness lately, I am saddened by the alarmist tone, many unfounded accusations, and misinformation that is being circulated.

I have had the privilege of living in Quail Run for 25 years, with my late husband, Tom Kent, who served 10 years on the Board, and have never witnessed this type of behavior for a Trustee election.

Besides focusing on the obvious, the budget, management, and the condition of the property, we also need to think about what type of atmosphere and community environment we want to live in.

I completely support differing opinions and welcome constructive suggestions, all with the intention of helping the Board, the management company and the property manager serve the community to the very best of our abilities.

None of us individually have all of the right answers, but collectively, as Board members and with community support, we do our very best to represent the needs of our unit owners.

The anxiety provoking communications that have found their way into our personal email accounts are not constructive nor are they completely accurate. They appear to be designed to instill fear and confusion for the purposes of discrediting the sitting Board members. This heavy-handed technique is not being done for the good of the community, it is being done for self-serving purposes.

My colleague, Dan Serieka, and I have decided that attempting to respond to accusations in the form of retaliatory electronic "conversations" is not a productive means to provide the unit owners with comprehensive and accurate information. The Annual Meeting is the venue for those discussions. We anticipate insightful and respectful questions where the Board and the candidates can provide detailed and factual responses.

A few facts worth noting:

- During the winter storms, all five Board members remained onsite fighting the elements along with everyone else.
- All five Board members supported management to ensure that the roofs were raked, that the streets were plowed, that the roadways were cleared and neighbors were safe.
- In many instances, Board members were shoveling out neighbors during the minimal breaks taken by the army of Vanaria workers.

- When the property management company faced turnovers in their property managers, all five Board members supported training and retraining of the managers, as well as taking over the daily property management responsibilities until a suitable property manager was hired.

In the midst of the winter storm chaos, the overwhelming insurance claims, budget restraints and the stress that resulted from all of these issues, not one Board member walked away, not one Board member relinquished their responsibilities, not one Board member ever considered leaving the team.

I have had the privilege of sitting on several boards during my professional career, and continue to do so in retirement. Of all the boards I have worked with, not one has had so few members. I think it is easy for us to forget that the Board of Trustees for Quail Run consists of only 5 board members who are responsible for the management of 94 homes in our community.

In the one year this Board has been together, we have managed to find common ground on our major decisions. Not one voice speaks louder or demands more attention than another. Every opinion matters and is taken into consideration before any outcome is reached. All Board members respect each, no exceptions. Every decision made is with the community's best interest in mind.

We are certainly not without our faults. One major issue was our below standard communication. This was the first time in 10 years that a Board was without a Communications Committee or an Editor. Unfortunately, this additional responsibility was placed on an already over taxed Board and we were unable to properly fill that void. We do, collectively apologize for that shortcoming.

Communication is critical in order to keep unit owners properly informed. The Board is counting on volunteers to step up, participate on this very important committee, and work closely with the Board to re-energize open dialogue.

The Landscape Committee co-chairs have given this committee renewed collaborative energy. This is the first time in over 6 years that the Landscape Committee has a full membership. Although certain instances required abbreviated landscaping decisions, it was because of financial restraints and not lack of interest or failure to perform.

Previously, other Boards had the support of a Finance Committee. Recently the last member of that committee left the community. To fill that void, the Board created the position of Financial Consultant. Bill Janovitz, who resides in 6 VBW, is filling that position.

Bill's background includes the following:

Professional Career

- He was with the then-“Big 8” CPA firm Arthur Young & Company (now Ernst & Young) for 18 years, the last five as an audit partner
- 17 years with Textron, 12 of those serving as Textron’s Vice President – Controller in its corporate office
 - Textron is a multi-industry, Fortune 500, company, and its divisions include Bell Helicopter, Cessna Aircraft, E-Z Go Golf Cars, Textron Defense Systems (Wilmington, MA), and Jacobsen Turf Care.

Community Service

- Member of several not-for-profit boards:
 - An independent school in RI,
 - Homeowners association (Ballymeade) in Falmouth,
 - The Falmouth Artists Guild
 - Cape Cod Conservatory of Music and the Arts
 - Served on the finance, maintenance, and fund-raising committees of a church in Naples

Bill has been a major contributor assisting the Board and TDG with preparing the financials for the Annual Meeting, as well as volunteering to respond to specific financial questions submitted by unit owners. Working closely with the Board, Bill has also volunteered to provide support to TDG’s accountant in the preparation of the monthly financial summaries.

At the annual meeting, we will fully address the financials and respond to associated questions. We prefer that format rather than jousting with accusations made through electronic communication where our responses are taken out of context, deliberately diluted, and misconstrued.

My contributions to Quail Run are fully explained in my Trustee application, which can be found on the Quail Run website under 2015 Annual Meeting. A point I would like to make is that in 25 years, there has only been one year that I did not provide community service to Quail Run, and that was the year Tom became tragically ill and he was my only focus.

My reputation and character have always been about being inclusive, fair, equitable, and respectful. Most of all, remaining focused on what is good for the majority and not focused on what is demanded by a few.

Qualifications for candidates should include:

- The ability to maintain a healthy reserve, based on updated engineering reports
- Control operating costs, within financial restraints
- Select vendors and contractors whose performances exceed their reputations

- Continue to maintain the health and beauty of the property in accordance with establishing long-range landscaping plans
- Build collaborative relationships between the Board, the management company, the various committees supporting the Board, and the unit owners

In addition and equally important, candidates' actions and communication should encourage a living environment that is respectful and inclusive.

I hope the contents of this letter have provided a bit of clarity for unit owners, when considering their selection for Board members.

Regardless of the outcome of the elections, thank you for your continued support of the Quail Run Board of Trustees.

Susan Faith Zeller-Kent
Chair
Quail Run Condominium Trust