



# The Quail Runner

<http://www.quailruncondo.org/Newsletters/>

Quail Run  
Condominium Trust

Volume 11, No. 1  
March, 2013

*The Quail Runner, our condominium's newsletter, is published four times a year in March, June, September, and December to bring you information of interest to Unit Owners .*

WINTER

2013

## FROM THE CHAIR OF THE BOARD OF TRUSTEES



For openers, I am pleased to report that Quail Run ended the 2012 year with an operating surplus in excess of \$27,000. This amount will be transferred to our capital reserves to supplement existing reserves as discussed at the annual meeting.

This is the seventh year of such surpluses which means that we have been operating within the same expense levels as existed in 2006. Total transfers to reserves from operating surplus will approximate \$140,000. Had we not had such beneficial results, each residence

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## FROM THE PROPERTY MANAGER



I was hoping to have finished another winter with relatively minimal snow fall. However, as we all now know after 35 years (almost to the date), mother nature delivered the northeast a significant blizzard dumping upwards of 30 plus inches of wet snow in some areas and causing power outages across the region.

For Quail Run, snow accumulation was 29 inches and thankfully power was not lost. In addition, the storm occurred over a weekend and most residents did

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would have had to pay an additional \$1,500 to maintain existing reserve levels. Yes, we have had a few 1-2% annual increases for additional reserves as required by professional engineering estimates which would have been much higher absent our operating efficiencies.

There have been no special assessments, your common areas have been improved (not just maintained) and total increases have remained below annual inflation estimates.

**I am absolutely amazed that we still get complaints at the annual meeting regarding assessment levels and challenge any resident to find a comparable condominium association anywhere with such an exceptional financial performance.**

This piece is being written in mid February at my Florida residence and I will leave the Nemo post mortem to our Property Manager and Trustees who were on site. I do want to stress, however, that snow plow damage as well as other claims must be reported promptly to preserve recourse to those parties who may bear liability.

This leads into the issue of heating/cooling systems and water heaters. The Trustees have extended the deadline for outdated (10 years) water heater replacement until May 30 after which, **daily fines will accrue**. Your warranty period is relatively immaterial as it only covers the cost of unit replacement and none of the thousands of dollars in water damage which often results when an outdated water heater fails.

Of similar importance is damage which results from water leakage from attic air conditioning equipment. Newer units have a pan and automatic shut off if condensation is not draining properly from the system. All units should be receiving semi-annual maintenance using a licensed contractor and older units should have a pan/shut-off installed. Most water damage of this type is internal to the unit and

an owner responsibility. Besides, if you do not have a maintenance contract in place and your heater fails in frigid weather, you will be the lowest priority for repair work.

Most of this writing is devoted to such maintenance matters as some owners do not realize that they remain responsible for most equipment, appliances, etc. within their unit. Periodic cleaning of dryer vents is a must and at this late date, I suspect many dryers remain improperly vented. This was a common flaw when Quail Run was built along with the venting of first floor bath fans and should be corrected if not already remediated.

It appears that many of the attic fans are in need of replacement and my own fan has gotten extremely noisy due to bearing wear. These are an owner responsibility and were intended to extend roof life as well as to help cool the dwelling in hot weather. Based on prior engineering studies, the roof life benefit is negligible if the attic is properly insulated with adequate air flow. I plan to replace mine this spring for the cooling benefit and will work with other interested residents to develop a favorable vendor relationship as we did with storm doors several years ago.

Also, some units lack outdoor cold water spigots. Many residents have had their plumber add an outdoor faucet which should be a frost free model (the internal parts keep water well back in the piping until turned on but still should be shut-off and drained in winter months). Trustee approval is required just as in any external modification situation.

The Trust will be doing additional power washing this spring at Douglass Green and Vine Brook Way but only where spigots are turned on and available. We are also investigating an external foundation spraying program with a licensed vendor to combat carpenter ants as well as other insects. Last but not least, we have a new street light vendor who has his own bucket truck. In the past, due to

*(Continued on page 3)*



*(Richard's Column continued from page 2)*

the expense of renting a power platform to change the high street lights, we waited until one third were out and then replaced all bulbs. Now we can do it much more frequently and ask residents to report burned out bulbs so they can be replaced in a more timely manner.

In closing, I am looking forward to spring at Quail Run and urge residents to take advantage of the many walking trails within Mary Cummings Park.

**Submitted by Richard Clarke, Chair**

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*(Steve's column continued from page 1)*

not have to venture out to get to work places.

There were reports of some issues with the snow removal services provided by Vanaria. For example some of the cluster roadways may not have been open at all times and questions were raised with regard to driveways and walkways not being cleared timely. By and large, this was a monster of a storm event and extremely challenging for Vanaria and all other snow contractors. Vanaria did experience some equipment breakdowns which did contribute to some delay. However, in the end, Vanaria reacted appropriately and as a result had the entire property cleaned up by Sunday. We continue to remain confident in the team at Vanaria & Son's in their snow removal capabilities.

Having said all this, I would like to remind all residents that the Dartmouth

Group Call Center is designated to call in "true" emergencies only. Sixteen phone calls came into the call center from Quail Run on snow related issues over the February 8<sup>th</sup> weekend blizzard that were not "true" emergency situations. However, because the calls were received, follow up was necessary thereby taking away potential resources for true emergencies. In fact, over the same weekend a call was received from Quail Run with report of a natural gas smell. At this time we ask that all residents only use the emergency call center number for "true emergencies" only.

On a lighter note, the 2013 spring season is just a month away and before long, everyone will be outdoors enjoying warmer temperatures and longer days. General landscaping cleanup and maintenance will begin and preparations for the pool season will get underway. In addition, plans are to refurbish the tennis courts. Spring is also a good time for preventative maintenance within units. Among other things, all air conditioning units should be inspected and service and dryers vents should be cleaned.

**Submitted by Steve Marx, Quail Run Portfolio Manager, The Dartmouth Group**





## Getting to Know Your Board of Trustees

### Richard Clarke:



Board member since **2006**:  
Richard served as a former senior officer at Bank of Boston with duties focused on commercial credit. Since 1991 Richard has worked as a nationally known

consultant to a wide variety of clients as a business and credit advisor and expert witness in commercial litigation. He has lived at Quail Run since 2004 with his wife Nancy and enjoys having 3 married children, along with 9 grandchildren, all residing in Winchester.

### Walt Howe



Board member since **2009**  
Walt and his wife Hope Tillman moved to Quail Run in May 1990 to an almost new unit in Saw Mill Brook Way. His background

is in technology and education. He was a Supervisory Education Specialist for the Army Security Agency for 32 years, specializing in Signals Intelligence. Walt retired in 1992 and moved on to provide technical and management support to Delphi Forums, an online Internet Service. Outside of work he has been active through the years with organizations involved with technology, music, theatre, and genealogy. He is Past President of the Mishawum Choral Society and the Middlesex Chapter of the Massachusetts Society of Genealogists. Walt believes in giving back to communities that give a lot to him, and he says Quail Run is an

important one. He first got involved by building a web site for Quail Run in 2000, which he continues to maintain today.

### David A Roberts

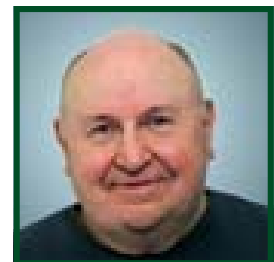
Board member since 2011  
Relatively new to the Woburn area, Dave came to Massachusetts in April 2009 to join an advanced electronics



materials development startup company, Nantero, in Woburn. Outside of Quail Run, his professional career includes over 20 years in technology management, principally for materials associated with future electronic devices. Perspective on Quail Run issues derives from management experience that includes working closely with vendors, budgetary responsibility requiring resource planning, and execution. Dave currently lives alone at Quail Run, pending the completion of high school by his daughter in Pennsylvania, at which time his wife will move here. He has 4 children, two girls and two boys, scattered all over the place.

### Dan Serieka

Board member since 2010  
Dan was owner and vice president for client services of an unemployment tax firm representing 600 local firms in reducing costs and managing personnel.



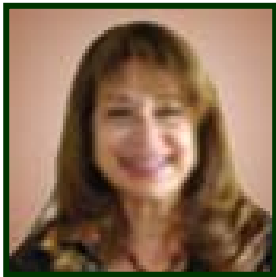


He is an expert in unemployment laws and taxes with 35 years' experience in varied human resource functions.

It may be of interest that he was a professional athlete for two years. Dan was a former instructor at Northeastern Night School in Business and Personnel Administration. Dan is a U.S. Army Vet: Captain Armor and Adjutant General Corps --10 years' service.

Dan's prior community service included 6 years as Chairman of Goffstown NH School Committee. He was very active in Winchester MA before moving to Quail Run, in a variety of civil, school and sports activities, including serving as Town Meeting Member, . Dan has two grown children and two grandchildren. His wife Jan is a well-respected teacher in the Winchester school system where she has taught for the past 25 years.

### Susan Zeller-Kent



Board member since 2013  
Susan and her late husband, Tom Kent, moved into Quail Run in June 1990. Susan served as a consultant and committee member during the envelope

restoration project and the window project along with Tom. Tom served as a Trustee for approximately 10 years. Susan is currently serving on the Tennis Court Resurfacing Committee and the Deck Committee. Susan was employed for over fourteen years by Fresenius Medical Care, which provides products and services for people with kidney failure. She is currently a member of the Advisory Council for Massachusetts Rehabilitation Commission. She also is serving as President of the National Alumni Board of Directors for Harcum College, is a member of its Board of Trustees, and is a founding member of its National Alumni Board of Directors.

## How Do I Report a Problem?

During the recent blizzard, some inappropriate calls were made to The Dartmouth Group answering service number. These calls cost us money, and we need to give better guidance on how to report a problem properly. Please follow these guidelines.

**Emergency Reports.** Fire, Police, and medical emergencies should, of course, be reported first to 911. These calls could be for fire, theft, vandalism, or the need for an ambulance. Then call (781) 275-4357 to reach a live contact during and after business hours. Outside of business hours, only use this number, which is supported by an answering service, for true emergencies that require prompt on-site help. An example could be a tree that falls across a roadway. Please do not use it to try to get faster plowing or shoveling during a snowstorm.

**Routine Reports.** All other routine reports, during and after hours, e.g. reporting a light out, incident on the property, damaged tree, etc., can be left on the voice mail at TDG Client Services at (781) 533-7209. Kim Rogers or other staff members will retrieve the message and route it to the appropriate persons or contractor.

Unit maintenance, i.e. loss of electricity, cable, telephone, mechanical failure of heating and a/c equipment, appliances, disposals, etc. are the Unit Owner's responsibility. The Unit Owner is responsible for calling a repairman or utility provider.

**Submitted by Walt Howe, Trustee**



## A Warm Welcome to Board Member Susan Zeller-Kent



A very warm welcome to our newest board member Susan Zeller-Kent who was elected at our 2012 Annual Meeting.

Susan and her late husband, Tom Kent, moved into Quail Run in June of 1990. Tom served as a Trustee for approximately 10 years and they both served as consultants and committee members during the envelope restoration project and the window project. Susan is currently serving on the Tennis Court Resurfacing Committee and the Deck Committee.

Susan brings to the board her knowledge of Quail Run having lived here for 22 years, her proven commitment to improving the community by committee involvement, her negotiating and mediating skills, and her compassion and caring for our diverse population.

Susan was employed by Fresenius Medical Care, for over fourteen years. Fresenius is the world's largest, integrated provider of products and services for individuals with chronic kidney failure. Her office was located in Corporate Headquarters, for North America, in Lexington and Waltham, Massachusetts.

Susan graduated from Harcum College and then attended the University of Bridgeport with a major in business administration. Susan is a founding member of the National Alumni Board of Directors for Harcum College. She serves as President of National Alumni Board of Directors for Harcum College and is a member of the Board of Trustees.

During her tenure with Fresenius, she spent three years as Manager of Staffing in the Law Department; six years as Manager of Office Services and Vendor Contracts for Corporate Headquarters; Interim Manager of Corporate Communications; five years as Manager of the Learning and Conference Center; Project Manager in the Corporate Human Resources Department, and Program Manager for the Talent Acquisition Department.

Susan's experience covered employee relations, recruiting, professional development, training, facilities management, vendor management, staff management, \$1.5 million dollar budget management. She also managed the corporate purchasing of office products, supplies and office equipment. She was a member of the National Purchasing Committee, which negotiated and controlled the vendor contracts for the entire company's use of office products, office equipment, as well as the high volume equipment used in the Office Services Center in corporate headquarters. Susan sat on the National Records Management Task Force, the Building and Security Committee, as well as on the Golf Committee. She was involved with major project initiatives such as company policy and procedure development; the creation and maintenance of corporate administrative manuals; developed foundation for a program that would educate, train, and recruit nursing staff for Fresenius' clinics nationally.

Susan is currently a member of the Advisory Council for Massachusetts Rehabilitation Commission and is a Notary Public.



## Our February 8-10 Blizzard



See our Property Manager Steve Marx's column for more about the blizzard and Quail Run beginning on page one.

I took this picture out my front door with my iPhone Sunday. Lots and lots of snow.  
(Saw Mill Brook Way)



Side patio slider doors are snowed in. Drift was taller than I am!  
(Saw Mill Brook Way)



Susan Zeller-Kent contributed these two pages of pictures of the before and after at Kendalls Mill. The picture of Susan shoveling was taken by her neighbor Diana









### TRUSTEES 2013



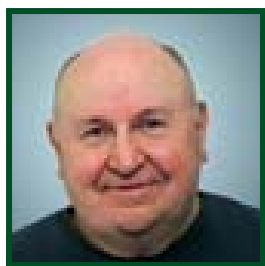
Richard Clarke  
Douglass Green



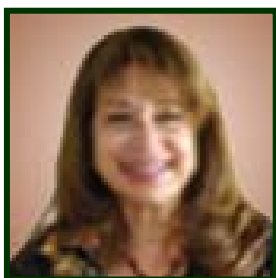
Walt Howe  
Saw Mill Brook Way



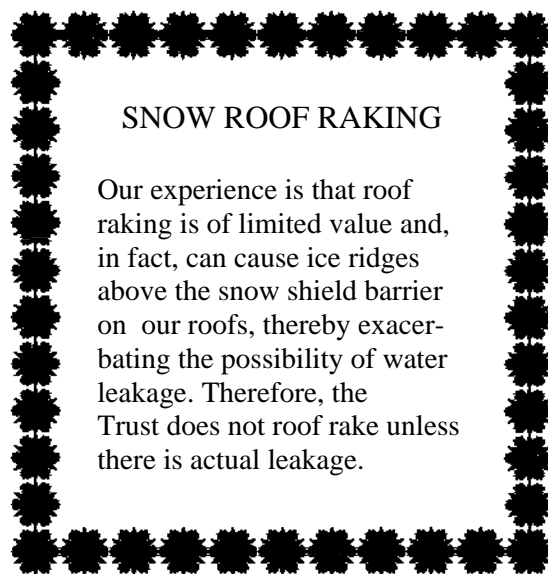
Dave Roberts  
Saw Mill Brook Way



Dan Serieka  
Saw Mill Brook Way



Susan Zeller-Kent  
Kendalls Green





## FROM OUR WARD 7 ALDERMAN RAY DRAPEAU



Dear Quail Run Residents,

It's nice to be able to communicate with you again. I enjoyed attending your Annual Meeting and being more educated about the Quail Run Condo Association. I think your organization has many talented people working for the betterment of the community. In a time when most people want to enjoy retirement and have a slower pace, my impression of your group was that they still want to continue using their learned skills. From what I observed Quail Run is well managed and will be stable for some time to come.

I hope all of you survived the blizzard and were safe during the historic storm. It appears we may have lucked out with the worst of the storm, but I'm sure it caused inconvenience for many of you. For those who were out of town in places like Florida and other warmer climates, please try to keep your boasting to a minimum. The City of Woburn worked hard to keep streets open, but when snow falls at that pace no effort can overcome it.

I am getting excited about the work going on down on Cambridge Road at Whispering Hills.

I want to assure everyone that the playing field project is not the only initiative that will be undertaken. The City of Woburn has already applied for new grants that will build walking trails for the upper portion of the land. This new field as I said in the past will afford us the opportunity to have recreational activities on a safer parcel with ample parking. The present conditions up at Ryan Field which is very close to your site are dangerous for children and make traveling past the field almost impossible without crossing into oncoming traffic.

In just a couple of months the City Council will be tackling a new budget and making difficult decisions to maintain your quality of life. Recently, we voted down an effort from one Alderman to increase the salaries of the City Council and School Committee members. I agreed with that vote because elected office should not be a source of income, but rather a service to your community. There is also an effort to raise the Mayor's salary which is far below the state average. In this case, I can agree that it needs to be adjusted to attract good candidates who are responsible for running the entire city on a day to day basis.

In a year with so much fiscal uncertainty you will have an opportunity to elect new Senators, Congressmen and City Officials. I know all of you take your role seriously to pick the best candidates that will hopefully be fiscally responsible. This era is also plagued by people who would rather be a road block to progress than be the solution. I want to assure you that I am committed to making decisions based on your best interest.

In closing, I wish you and your families the best of health in this new year and lets all collectively pray for Spring to arrive sooner than later!

Sincerely,  
Ray Drapeau  
Alderman Ward 7



**The Quail Runner wants to hear from you.**

We urge Unit Owners to contribute material for publication. We will accept almost anything – requests for participation in activities, items wanted to buy or to sell, essays, editorials, poetry, letters, wildlife sightings, tips for Unit Owners, restaurant reviews, photographs, etc.

Please send any of these to the editor by **May 15** for inclusion in the next (June 2013) *Quail Runner*. Limit your articles to 500 words.

The Trustees reserve the right to accept, reject, or modify any submission. We will not publish anonymous submissions.

Contact the editor by phone, by e-mail to [editor@quailruncondo.org](mailto:editor@quailruncondo.org), by [form on the website](#), or by mail via US Postal Service.

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