

## PROPERTY MANAGEMENT REPORT 2023

Updated 9/16/23

### General Maintenance / Communications:

- Ontime made frequent visits (above required) to the hill and was responsive to on the spot discussions and communications.
- Continued responsive and proactive communications throughout fall '22 closing, off-season, spring opening, high season, and leading into present fall.
- Put in extra time around the diagnosis & coordination for need and follow thru of new water pump in spring; no additional cost to CHCCA.
- Discussions, coordination & work to get garbage areas ready to receive much needed new garbage barrels (No animal/trash issue thus far all year / \$ savings due to elimination of special Sunday pick-ups); no additional costs to CHCCA.
- Good general upkeep, responsive to areas of issue & emphasis when brought up, emergent repairs as needed throughout year when seen or upon request of the boardwalks and common deck, etc.; minimal cost to CHCCA.
- Continued communication around landscape areas of emphasis: parking areas, down to beach, other communicated areas. No additional costs to CHCCA
- Suggestion of and completion of safety stones laid under grills; minimal cost to CHCCA
- Clean-up of storage area – created access to main electric box, plumbing for #5 & 12, general de-clutter safety hazards
- Fences repaired in front of water pit as well as SLW; minimal cost to CHCCA
- Discussion and input on association materials, windows, potential new shutter hardware for safer and more efficient opening and closing of shutters (will be installing new window in storage room and refurbishing shutters (MG) & adding new hardware as a visual example for folks)
- Continued responsiveness to high wind events, both before planning and on post inspection and prompt communication with Prop. Mgt Team

### Special Projects:

- Timely and quality completion of additional walkway section; built up sections where needed for safety while awaiting their completion of new sections
- Built handrail from SLW parking area to top of stairs
- Discussions around best possible natural landscaping options rather than ornamental grasses
- Ongoing communications around future areas of concern for both maintenance and/or Special Project designation

### Closing '22 / Opening '23:

- Successful coordination at closing and opening (Margaret & Liz designated trustees)
- Communicated with plumber, crew, and designated trustee (Margaret) for opening issues, clarity on issues that required greater investigation or repairs, association vs non-association issues/costs; communications made promptly to owners as well as follow-ups
- Majority of issues/repairs were resolved seamlessly by Tony and/or plumber on-site within opening week; minimal or no charges to individual owners, even on some small repairs that were owner / non-association responsibility
- Third opening in a row where Tony &/or plumber were able to repair minor association issues on the spot; with no additional charges to CHCCA
- Communication & coordination with Prop. Mgt Team (MG & Liz) and/or owners around their timelines of leaving their cottages, outside contractors on-site, etc.
- Decision made to not put grills out until mid-May due to high April winds and other individual needs/situations that arose.

### REMINDERS:

1. Please continue to communicate with either MG and/or Liz regarding any input, requests, or suggestions for Tony & Ontime Property Mgt team that are CHCCA related.
2. Individual requests to Tony/Ontime should be communicated directly to Tony – with preface that it is NON-association. As noted previous years, it then becomes a private transaction between individual owner and Ontime.
3. Please continue to inform MG and/or Liz when you have an outside contractor and/or property mgt service on-site – especially important in off season for many reasons. MG/Liz will make Tony aware avoiding any unnecessary issues or concerns.

*Goal is to keep things running smoothly and efficiently  
Liz / Margaret / Ontime Property*