



Waterville Estates Association

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Annual Meeting Minutes January 27, 2008

Ann Verow started the meeting at 10:00 am.

Opening Remarks – Ann Verow

Introduction of Board of Directors

Treasurer's Report – Samantha Ciaston

- Operations Account: \$24,000
- CIF: \$215,252.59
- Moved CIF funds to ING (\$96,000) and Countrywide (\$96,000) accounts to increase interest revenue.

Community Center Manager's Report – Corey Smith

- Judy's collection efforts resulted in \$270,000 for 2007 and \$7,800 from previous years. Corey emphasized that we're aggressively pursuing all amounts owed.
- Corey made a comparison of the WEVD and WEA fiscal relationship. On the second page of the handout is an operational diagram. He suggested that owners review the material and direct questions to him.
- Corey reviewed some of the CIF projects to illustrate our commitment to making high quality improvements at the lowest possible cost. There's a sheet in the handout that lists projects. The BOD and Staff's overarching objective is to spend wisely to maintain and enhance property values.
- Corey noted that we plan to improve the pool and sauna areas. We're also looking into 'green' initiatives.

Member Services Report – Alyson Vassil

- Corey noted that we did the best we could despite getting no dues increase in 2007.
- Alyson mentioned the full event calendar in 2007, especially the Spring Clean Up Day.
- Corey was awarded the Chamber of Commerce 2007 Business Person of the Year. This is quite an accomplishment that reflects well on WEA.
- The popularity of the Mountain View Lounge continues to grow.
- We installed new software to help us track and manage costs.

Building Committee Report – Mike Baumann & Tom Ford

- Mike noted that the current building environment is slumping and we're receiving fewer building applications as a result.

- The Rules and Regulations handout is available at the meeting. Mike noted some examples of violations. The BOD approved the Rules and Regulation document so that we could take action to preserve our property values and atmosphere. The Rules and Regulations allow us to levy fines.
- Dennis Horigan asked about dogs that are not leashed. Another owner questioned about barking dogs. Ann and Mike recommended contacting us and the local police.
- Another owner (no name provided, this woman also volunteered to help the BOD) inquired about tree cutting. Mike recommended that owners report issues to the Center. The BOD needs owner volunteers to help identify violations. Mike emphasized that the BOD consists of volunteers with limited time. Additional owner volunteers will help spread the work load and achieve better results.
- Mrs. Horigan asked about assessing fines. Mike explained that this is a new process, but we will follow the current methods of collecting monies owed.
- Through a show of hands, the members indicated their preference for web-based anonymous form to report violations.

Village District Report – Corey Smith

- Corey described the relationship among taxes, dues, and expenses. Understanding the relationship is critical to making wise decisions about dues and taxes.
- As a rule, taxes fund infrastructure such as WEA roads and water. Dues fund services such as events and front desk staff.
- In 2007, we picked up new tax revenue as a result of development. However, expenses also increased. Exact numbers are available at the Center upon request. Development has allowed WEVD to keep taxes where they are on the whole.
- We have a Master Plan and are trying to look further into the future when we make decisions. The Master Plan is somewhat fluid as conditions and priorities change.
- WEVD works to pace debt with expenses.
- Owners have inquired about doing away with dues and raising funds through taxes. Corey shared concerns about this suggestion:
 - Disproportional funding is unfair to homeowners
 - With disproportional funding anyone in town could buy lots to have a cheap way to use WEA facilities.
 - When we say that we are going to fund recreation services and infrastructure from the same penny jar, history tells us that the services receive all the attention, all the discussion, and all the funds at the expense of under funding the infrastructure.
- Frank Lajeunesse inquired about collecting money that was stolen previously from WEA. Judy noted that we won the case and we received some payments. The individual stopped making court ordered payments, so we're back in court. Judy explained the current creditor situation.
- Jeff Segal asked for a balance sheet. Corey suggested referring to the hand out. Full WEVD data will be available after the 2007 audit.

New Hampshire Fish and Game – Andy Timlin

- Andy shared an informative presentation about bear safety.

- Bear complaints are rising, so it's important to understand their behavior and causes of problems.
- The most effective bear management technique is to remove what attracts them.
- The growth of the human population results in humans moving into bear territory.
- Black oil sunflower seeds in bird feeders are highly sought after by bears.
- Dumpsters also present opportunities for foraging. Many dumpsters aren't closed properly. Owners need to take precautions with garbage storage. Ammonia can help eliminate odors to keep the bears away.
- Andy explained the negative impacts to bears and their cubs when people feed them either intentionally or unintentionally. Some towns have passed ordinances against feeding bears which resulted in fewer complaints.
- Harry Learned asked about the time frame during which we should worry about bears. Bears typically hibernate between December 1 and the 3rd week of April.

New Business

- Election Results – Arlene Simon
 - Ann encouraged more people to get involved. This is a recurring theme. WEA needs committed volunteers.
 - Arlene led the committee to look at our election procedures in accordance with the Bylaws.
 - Ann Verow, George Humphrey, and Paul Axelrod ran unopposed and were re-elected.
- 2008 Budget – Corey Smith
 - Corey referred to the single budget page in the handout.
 - Corey sent out a survey to gauge owner sentiment about dues increases and services. 71 responses have been received to date.
 - Dues have remained the same for 4 years. Corey reminded us about the downturn of the economy. In the 90s, WEA under-funded operations and our values dipped even deeper.
 - Member Services continues to schedule and host revenue-generating events. We've had good success with weddings.
 - We're really trying to find other revenue streams. There are always conflicting opinions about revenue generating ideas, which require that we do feasibility studies and get owner input.
 - Harry Learned asked about the ski area and our plans to open it. Opening the ski area comes up at every annual meeting. The BOD has discussed it at length. The 2008 budget amount is for mowing and minor maintenance. Kathy Els inquired about using the tow rope. Corey replied that insurance costs are significant. The BOD will continue to look into smart ways to use the ski area.
 - Jim Murphy asked about the historical revenue generated. Corey can find some data, but we're not sure that it will provide a meaningful comparison. Without snow making, opening the ski area is a big risk due to weather conditions.
 - Corey explained that today's presentations are informative and designed to solicit owner input.
 - Doug Ross suggested a different direction that includes evaluating the pass policy instead of increasing dues.

- The pass policy change was done to ensure fairness and consistency. The BOD carefully considered a multitude of options. Owners are encouraged to attend BOD meetings for further discussions.
- Paul Remington asked for details on the differences between the dues proposals. Staffing and health insurance costs continue to rise.
- Mrs. Horigan feels that the pass policy has imposed costs unfairly on owners. She feels that the pass policy is unreasonable. Corey explained that 4 passes are available to when \$425 dues is paid. This equates to about \$100 per pass.
- Paul Axelrod explained the definition of owner, because the concept is crucial to understanding and implementing the pass policy. The BOD has to meet the different needs of many types of owners.
- WEA Dues for 2008 – Paul Axelrod
 - Paul shared this history of his 18 years here at Waterville Estates.
 - The BOD insists on being fiscally responsible and keeping the facilities in good shape. The BOD will not run with deficits.
 - Paul noted that owners not only buy a home, but they buy into the community, its infrastructure, and facilities. Each owner owns about \$11,000 value in the Estates assets.
 - The last dues increase was in 2003 to \$425.
 - The BOD will try its best to get through this real estate downturn. It's important to keep our property values up. Funding member services through dues accomplishes that.
- Storage Units – Denis Cahill
 - The BOD is looking at creating passive income. The BOD has been discussing storage units as a possible source of additional revenue.
 - Barbara Lajeunesse expressed support for the storage unit idea and concern about location.
 - Kathy Els asked us to consider placing the storage units near the trails outside WEA for easier access.
 - Jim Murphy asked how we would sell or rent the storage units.
 - Shelly Simon cautioned us about 'special interests'. Should we all pay for a service that will be used by a small number of owners?
 - A show of hands indicates that we should pursue the storage unit idea.
 - Andy Els cautioned that if we change the Regulations, we could see unintended consequences. For example, other businesses may expect to gain easy approval.
- Facility Aesthetics – James Everett
 - James shared his history with the BOD. He and Eric Wooster came up with the idea to display pictures around the Center.
 - This is a work in process, so expect to see more on our walls.
 - Owners are encouraged to submit their own pictures.

Question & Answer Session

- Ann and Corey encouraged residents to attend the Campton and Thornton town meetings in March to represent WEA interests. Corey mentioned Lloyd Wiley's road improvement project.
- Andy Els
 - Recommended that we find similar communities to compare our dues and facilities. The BOD could use help with this task from owner volunteers.

- He thanked the BOD for the time they commit to WEA.
- Dennis Horigan
 - Requests that we start the meeting with the Pledge of Allegiance. He explained how he tried to follow the process to get an amendment and was frustrated. He doesn't understand why this has to be an amendment. At the BOD meeting that followed the annual meeting, the BOD came up with an idea. See the notes below.
 - Paul clarified the Bylaws. Each owner has the right to attempt to change the RECs and Bylaws. There is cost involved with preparing and managing a mailing.
 - Dennis asked for a show of hands. Approximately 80% indicated interest in starting the meeting with a Pledge of Allegiance. The BOD will take this under advisement.
- Arlie McGaw indicated that he's willing to volunteer on projects. He has been to the front desk and noticed it's not staffed 100% of the time. Ann noted that the building opens at 9 am. Corey mentioned that there are times due to illness or when the staff is doing other chores, there is no one at the front desk. The Front Desk staff must check passes for admittance.
- We'll put a notification on the web site and through the Constant Contact newsletter that we're looking for volunteers for specific tasks and committees. WEA will benefit from having more folks to share the workload.
- Ralph Wilbur asked if we ought to move the meeting to the spring to get better attendance. We have the meeting in January to coincide with our financial calendar per advice of our lawyer.
- Ethel Kamien requested that the Front Desk staff wear their name tags. She prefers that parents who want to attend adult activities should pay for child care rather than offer this as a free service.
- Mike Mahoney brought up concerns about the pass policy. He recommends that the BOD survey the membership. We have received 11 complaints over the past 2 years. The pass policy has been a frequent topic at BOD meetings. The current policy is the BOD's attempt to be fair. We represent families, lot owners, corporations, and other types of owners. Fairness is very complicated and is open to interpretation.
- Doug Ross wants to know what our plans are now that the building bond will be retired. Corey answered by referring to his earlier report and explained that this should be referred to the Commissioners. George explained the multi-year effort to separate identifiable WEA and WEVD expenses. Every cent that WEVD spends is tracked and auditable.
- Scott McDonald inquired about the trail grooming. He noticed the new kiosks and trail maps. We continue to have problems with the snowmobile that we used, so the BOD approved the purchase of a new machine. Some of the trails need to be widened.
- Karen Young asked how many full time employees we have. Corey explained that we have 6 full time employees, of which 3 are funded by WEVD. The benefit package covers the individual only. The part time staff doesn't get benefits
- Pat Learned explained that when her kids were younger, the parents paid for child-oriented events. Pat would like to see us offer a child care service-for-hire more regularly. Jim Murphy agreed.

- Lucy Danzig asked about usefulness of the email newsletter. About 80% are on the mailing list. We use email to save the cost of paper mailings. We could print copies for the Front Desk.

The annual meeting adjourned at 1:07.

The January BOD meeting followed, beginning at 1:23.