

BOARD OF DIRECTORS MEETING  
NOV. 18, 1996

PRESENT: Tom Forman, Lee Bruder, Richard White, Hazel Hafeli,  
George Austermann.

1. George Austermann is now a member of the Building and  
Grounds Committee.

2. The Internal Revenue Service has been paid and all records  
are up to date. Now we need an official address and can  
possibly establish a mailing address here using Box #61, Long  
Hill Estates. Tom will check with the Post Office.

3. Tom presented copies of letters that he sent to Eliot  
Berman c/o Woodmaster, Glen Caen and Jack Burwick. Copies  
attached to this report.

4. Tom and George met with Mary Fezette and Don Lagerquist.  
Mary is going to assume handling properties here. She is  
owner and president of Woodmaster and is taking over manage-  
ment duties.

5. Painting of Bldgs. 6 & 7: It was suggested that only  
the trim be painted for the present. More discussion is  
necessary.

6. Roofs and Sunrooms: More discussion.

7. Outside Lights: Need wiring diagram for malfunctioning  
lights. A motion was made and accepted for the Building and  
Grounds Committee to replace the bulbs with longer life bulbs  
as they see fit.

8. Garages: Need to have a better slope so that any water  
runs out.

9. Sidewalk: Needs to be repaired.

10. Heating: Lee suggested that we get documents showing  
that Keene Gas owns the equipment. Also any contracts that  
may have been signed.

11. Newsletter: Tom is compiling a newsletter to be sent  
to owners and renters.

12. A motion was made and accepted that the following rules  
be established regarding pets. If the rules are not con-  
formed to the pet will be removed after two months. The dog  
officer will be contacted before taking drastic measures.  
Dogs cannot be tied outside, feces must be cleaned up, dogs  
must be leashed at all times.

A letter will be sent to Pam Wilder in Unit #1 about her dog  
and multiple complaints about the lack of consideration for  
other residents.

13. Finance Committee: Lee presented a report from Enron. A Consumer Savings Analysis. Report is attached. Also is attached is the statement of Income and Expenses for Oct. 1996. Note: The repair of the sink hole cost a total of \$8499.80.

Cash on hand as of 10/31/96 was \$29,157.05.

14. Bldg. #9 is to be declared in Jan. 1997. Be sure to notify the Insurance Co. and the Board of Directors need to be notified.

Next meeting will be Dec. 16 at Tom's at 5:00.

Respectively submitted

A handwritten signature in black ink, appearing to read "Hazel Hafeli".

*Thomas H. Forman, President  
Long Hill Estates Owner's Association  
36 Long Hill Estates  
Peterborough, NH 03458  
Phone 924 3279 Fax 924 6369*

Mr. Eliot Berman, President  
Woodmaster Inc.  
PO Box 16295 1368 Hooksett Road  
Hooksett, NH 03106

November 11 1996

Dear Eliot,

I enclose copy of my second letter to Glen in which I repeated some of the things he and I had discussed and again pointed out the need for Woodmaster to pay their part of an assessment for repainting two of our buildings here.

At the same time I felt that it may be well to let you know how I feel about the relationship between Woodmaster and the Association here.

I wish to start by telling you that I mean well and do not intend to be a sentimental or any other type of nuisance. Your first short discussion with me was rather defensive on your part. Please take the time to read what I have to say in a relaxed way and consider that it comes from an old man. I will not for long be the president of the Association here and have no personal ax to grind. You are young and I wish you well in your career. A bit of PR.. advice from a man three times your age may help you to be more successful in the future.

Do not consider that "the Association always bitches about all sorts of small matters and are no more than an expensive nuisance. They always want something". Yes we probably always do, but never anything that is not justified in some important way. The thing that we need more than any of the things I am trying to discuss with Glen are not the most important. The relationship between you and us is the most important. It is important to both of us and - truth to tell - in reality more to you than to us. If the irritations of being pushed aside in the way I was by you in our only conversation grows within the Association (and this is the case) it will (not may) cost you sales of units here. This feeling of "Woodmaster always tells us to go and get lost" was there, even I first moved into my unit. It is offset by the fact that this is a lovely place, the interiors are roomy and bright, the views are great and one loves to live here. But if it keeps raining in, shingles keep blowing off (none of this is very new), garage floors flood when it rains, some cellars get flooded so that the water heater is snuffed out etc. and, on top of all this, one gets treated curtly and, even if something is done,

with great delays, then you should not be surprised that people will soon start being very negative. I wish to prevent this from happening and suggest that we need to work as a team.

I like and admire Glen as a hard and competent worker, but am not sure that he is expert at handling the people here. You are in a position to help this situation greatly without spending more than a few hours a year. I think I have said enough. If this makes you mad, take a deep breath, sleep on it and try to realize that I am a friend not an enemy and can not possibly have any other reason than to do my job as a volunteer member of the Association's board of directors. This makes it logical that I be concerned about this situation which is not imaginary but more real than you can imagine.

If I write to you it does not mean that I object to communicate with Glen. I will continue to do this but so far it has been difficult as he fails to read my letters completely (by his own admission), never has time and reliably either forgets to return my phone calls or does so very belatedly. I never take up much time of anyone, am much too busy myself for that. Please consider this a request to arrange with me a meeting of yourself, Glen and the board of directors as soon as possible to start talking to each other.

I conclude by assuring you that I will never bring this subject up again in this same manner but that your failure to respond positively will result in consequences that you may regret.

Sincerely yours,

Thomas H. Forman

1. encl.

*Thomas H. Forman, President  
Long Hill Estates Owner's Association  
36 Long Hill Estates  
Peterborough, NH 03458  
Phone 924 3279 Fax 924 6369*

Mr. Jack Burwick  
c/o Petersons  
42 Grove Street  
Peterborough, NH 03458

November 11 1996

Dear Jack,

I enclose a copy of a letter I wrote to Glen Cean which may interest you. The new manager of Woodmaster, Mr. Eliot Berman has gotten off on the wrong foot with the Association here, specifically with me by telling me not to communicate with him but with Glen in all matters.

You probably know that communication with Woodmaster has been difficult for us all along and if you don't know this, you should. This new twist makes it even harder. At the same time deficiencies in the quality of the workmanship and materials used to build this place become more and more apparent. In the past this has been masked by the inexperience of the owners and the Association. Many owners have simply fixed things (sometimes spending as much as \$ 2000.- for roof repairs) without the knowledge of the Association. This makes it harder for us to deal with the problems. Now this is catching up and affects the financial position of the Association. You know of course what this will mean - higher condo fees. I estimate that, unless we can come to better terms with Woodmaster and improve the quality and communication situation, the fee will very soon go up to at least \$ 150.- a month. We already had to levy special assessments on some buildings due to the very poor paint job which needs to be redone.

I have asked Mr. Eliot Berman to arrange a meeting between the Association and Woodmaster at the earliest opportunity. Please consider this a request to help me to bring about such a meeting by mentioning this letter to him and by also participating in the meeting. I need to add that the continuation of the poor situation between the Association and Woodmaster will bring about poor publicity for sales here if nothing is being done.

I hope that you got the papers you wanted from me to help you sell unit #32. An early phone call from you will be appreciated.

Very truly yours

Thomas H. Forman

*Thomas H. Forman, President  
Long Hill Estates Owner's Association  
36 Long Hill Estates  
Peterborough, NH 03458  
Phone 924 3279 Fax 924 6369*

Mr. Glen Cean  
Woodmaster Inc.  
PO Box 16295 1368 Hooksett Road  
Hooksett, NH 03106

November 11 1996

Dear Glen,

Following up on our conversation I want to document it and bring the items in my last letter to your attention again. I quote from my last letter:

"Due to the poor condition of the paint on buildings 6 and 7 the board of directors have decided to have both these buildings repainted in the spring on 1997. Our present budget does not allow us to cover this work with the monthly condominium fee. We therefore wish to notify you that, as owners of units # 22 and # 26 to pay the sum of \$ 600.- per building in \$ 100.- installments with the monthly payments of Dec./ 96, Jan./97, Feb. 97, March 97, April 97, and May 97. The repainting of buildings 1 through 5 was financed in the same manner. This notice is going to all owners of buildings 6 and 7."

I need to point out that the Association Directors are obligated to adjust the monthly condominium fee and make special assessments as the financial need requires. Woodmaster is therefore obligated to pay their share in this assessment for units 22 and 26 as of December 1996.

I very much hope that you did not interpret my last letter as a hostile gesture. We simply have to establish a far better working relationship between Woodmaster and the Association here. People are happy here but concerned that some corner cutting in the construction will create problems.

You promised, as I understand it, to furnish me with electrical schematics which show the wiring for the outside lights. I need this as soon as possible.

At this time I have to tell you that a recent storm tore more shingles from some of the older buildings and I now have the testimony of a structural engineer and two roofing contractors as well as physical evidence that on those buildings (involving units 17 - 20 and 25 -28) materials and workmanship of the roofs is of poor quality. The sunroom leakages which I asked help for when I talked to you last fall are also occurring again and again. The fact that we cannot claim financial reimbursement from Woodmaster after the one year guarantee period is only part of the problem. If the workmanship and materials used by your subcontractors is poor our repair costs will be high and we shall be forced to increase our monthly fee. Recent review of the situation has shown that this will be necessary unless we can get an assurance that the new buildings will be of better quality. Additionally it creates bad will among many inhabitants who are starting to be negative rather than positive when asked by prospective buyers about this place. I do know that I am not the only one who has helped sell units here by indicating my satisfaction. Please consider this a request by the Board of Directors to meet with you and Mr. Berman at the earliest opportunity to find ways of avoiding cost increases which will make it harder to sell the units.

yours truly,

cc. E. Berman, Jack Burwick

**ENCHECK**

**ENRON**  
Power Marketing, Inc.

**Consumer Savings Analysis**

General Commercial

Demand &lt; 100KW

[Pilot Schedule "DS-2"]

Customer Name:	Long Hill Estates Association		
Address:	36 Long Hill Estates Peterborough, NH 03458		
PSNH Meter#:	36-07-02156-0-7		
Billing Data:			
KWH Use:	200 KWH		
KW Demand:	KW		
Three Phase?:	N		
Enron "Electron" Charge:	2.25 ¢/KWH		

***Under Traditional Service Your Bill Would Have Been...***

Customer Charge:	9.80 Fixed \$ Charge	\$	9.80
Energy Charges:	14.255 [¢ on First 500 KWH]	\$	28.51
	9.928 [¢ on Next 1000 KWH]	\$	0.00
	8.732 [¢ on Remaining KWH]	\$	0.00
Load Charges:	9.16 [\$ Per KW in excess of 5 KW]	\$	0.00
<b>TOTAL BILL:</b>		\$	<b>38.31</b>

***With ENRON as Your Supplier, Your Bill Is...***

ENRON Supply Charge:	2.25 ¢ per KWH of Consumption	\$	4.50
PSNH Delivery Charges:			
Customer Charge:	9.80 \$ Fixed Charge	\$	9.80
Transmission Charges:			
Demand Component	1.79 [\$ per KW in excess of 5 KW]	\$	0.00
Energy Component	0.389 [¢ on first 500 KWH consumed]	\$	0.78
Distribution Charges:			
Demand Component	4.00 [\$ per KW in excess of 5 KW]	\$	0.00
Energy Component	1.90 [¢ on first 500 KWH consumed]	\$	3.80
Acquisition Premium:	2.97 [Per KWH of consumption]	\$	5.94
Stranded Cost:			
Energy Component	5.716 [¢ on First 500 KWH]	\$	11.43
	3.678 [¢ on Next 1000 KWH]	\$	0.00
	2.482 [¢ on remaining KWH]	\$	0.00
Demand Component	3.37 [\$ per KW in excess of 5 KW]	\$	0.00
Pilot Participation Credit:	1.48 [¢ CREDIT on First 500 KWH]	\$	-2.96
	1.28 [¢ CREDIT on remaining KWH]	\$	0.00
<b>Total PSNH Charges:</b>		\$	<b>28.79</b>
<b>TOTAL BILL:</b>		\$	<b>33.29</b>

<b>With ENRON, You Saved...</b>	\$	<b>5.02</b>
	or	<b>13.1%</b>

This analysis is based on consumption data from Customer's utility bill and tariff rates filed by PSNH.

This analysis is not a guarantee of savings or future pricing performance. Enron has no control over local utility charges and assumes no liability associated with the accuracy of this analysis.

LONG HILL ESTATES  
STATEMENT OF INCOME AND EXPENSES  
YEAR TO DATE 1996

01/01/96 - 10/31/96  
ACTUAL

01/01/96 - 10/31/96  
BUDGET

**INCOME:**

Dues Billed	\$ 29,720.00	\$ 29,560.00
Reserve Billed	1440.00	1440.00
Interest income	785.99	0.00
TOTAL INCOME	31,945.99	31,000.00

**EXPENSES:**

Cleaning Yards	705.00	0.00
Electricity	922.37	1,000.00
Insurance	4,485.00	4,200.00
Landscaping	10,169.60	4,167.00
Sink Hole \$5,874.80		
Lawns	3,080.00	2,500.00
Legal & Accounting	1,825.38	1,670.00
Miscellaneous	0.00	420.00
Office Supplies	201.50	0.00
Repairs & Maintenance	4,116.83	2,500.00
Road Maintenance	0.00	830.00
Snow Removal	4,285.00	5,000.00
Waste Removal	1,600.00	1,450.00
TOTAL EXPENSES	31,390.68	23,737.00

OPER. INC. (LOSS)	\$ 555.31	7,263.00
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**OTHER INC./EXP.**

Income Taxes	653.97	0.00
NET INCOME (LOSS)	\$ (98.66)	\$ 7,263.00

**CASH ON HAND: OCTOBER 31, 1996**

Primary Bank - Checking	3,703.87
Primary Bank - Working Reserve	7,508.54
Primary Bank - Capital Reserve	7,944.64
PRIMARY BANK - CD	10,000.00

\$ 29,157.05