

**MASTHOPE MOUNTAIN COMMUNITY PROPERTY OWNERS ASSOCIATION
GENERAL MEMBERSHIP MEETING
July 11, 2020
In the Lodge**

Chairman: Tom Brown

Transcriber: Kelli Myers/Annette Tussel

10:01AM Tom Brown began the meeting by explaining how the meeting would be conducted with participants in the room and on teleconference. There was a provision put in place for voting during this meeting due to the pandemic.

10:03 AM Tom announced that there were 327 mailed in proxies and 13 individuals in house, and that we have a quorum for the meeting. He calls the meeting to order. He acknowledges our attorney and accountant that are present for the meeting.
He asked everyone to stand for the Pledge of Allegiance.

Tom stated that we have our Slate of Tellers: Tom Hilltop and John Grandy.
He stated that we have our Ballot Counters: Jerry Jacobs and Virginia Coleman.

Tom requested for a motion to waive the reading of the Minutes of the March 2020 General Membership Meeting.

MAKER: Jerry Jacobs

SECOND: Robin Hoose

MOTION PASSES BY VISUAL INSPECTION.

Tom requested a motion to accept the Minutes.

MAKER: Jim Fox

SECOND: Robin Hoose

MOTION PASSES BY VISUAL INSPECTION.

10:06AM Treasurers Report/Reserves Report – Gerhard Buhler
Gerhard provided the unaudited year-end financials for the 2019-2020 Fiscal Year as of April 30, 2020.

Treasurer's Report- See attached

Questions on the Treasurer's report:

Patricia Maniscalco 501FW- No mention of building another pool. Not a very good time to add more debt since some are unable to pay their dues due to hard times.

Inaudible - Pool Discussion will be done later.

Tom announces – Emailing Proxy Votes. Once he announces the voting to commence, members will have half an hour (30 minutes) to vote.

91 people calling in.

- 10:27AM Auditor's Report-Bill Owens-This will be given at a later date, due to COVID restrictions his office is dealing with a large backlog of reports they need to finish.
- 10:28AM JoAnn Ferentz – Audit Committee Report
Inventory fixed assets completed.
- Looking for members to join.
 - Meeting with Christine at The Marketplace on hold due to COVID.
 - Received Management letter in February.
- 10:30AM Candidates for the Board of Directors announced:
- Bruno de Vinck
 - Maria Porter
 - Tom Garrity
 - Chris Pisani

Each candidate gave a brief statement about themselves. Official directed proxy and ballot vote for no more than three (3) persons. (Members may vote for less than three.)

- 10:33AM Collection of the ballots. (Inaudible) The top three candidates receiving the highest number of votes will be seated as Directors of the Association for three-year terms.

10:34AM

Motion 1: Funding for the Restricted Reserve Account - Food and Beverage

Therefore, be it resolved that pursuant to article IX of the Masthope Mountain Community bylaws, the following proposal for revision of article VII B5A of the bylaws be approved by the association membership. Details of the changes are listed in the explanation of amendment sent previously.
Yes: 11 No: 0 (in person)

Motion 2: Funding for the Restricted Reserve Account for Ski

Therefore, be it resolved that pursuant to article IX of the Masthope Mountain Community bylaws, the following proposal for revision to article VII-B-5-b of the Bylaws be approved by the association membership. Details of the changes are listed in the explanation of amendments sent previously.
Yes: 8 No: 0 (in person)

Motion 3: Adding ECC to Standing Committees

Therefore, be it resolved that pursuant to article IX of the Masthope Mountain Community bylaws, the following proposal for adding the Environmental Control Committee to the list of standing committees an article V of the bylaws be approved by the association membership. Details of the changes are listed in the explanation of amendments sent previously.
Yes: 11 No: 0 (in person)

Motion 4: Removing Election Committee from Standing Committees

Therefore, be it resolved that pursuant to article IX of the Masthope Mountain Community Bylaws, the following proposal for removing the election committee from the list of standing committees in article V after bylaws be approved by the Association membership. Details of the changes are listed in the explanation of amendments sent previously.

Yes: 11 No: 0 (in person)

Motion 5: Aligning Terminology with the PA Uniform Planned Community Act

Therefore, be it resolved that pursuant to article IX of the Masthope Mountain Community Bylaws, the following proposal for replacing reference to “dues” with “assessments” in alignment with the Pennsylvania Uniform Planned Community Act (UPCA) be approved by the Association membership. Details of the changes are listed in the explanation of amendments sent previously.

Yes: 11 No: 0 (in person)

Motion 6: Clarify Participation of Board Members and Financial Committee

Therefore, be it resolved that pursuant to article IX of the Masthope Mountain Community bylaws, the following proposal for clarifying the participation of Board Members on the Financial Committee an article V-D of the Bylaws be approved by the association membership. Details of the change are listed in the explanation of amendments sent previously.

Yes: 10 No: 0 (in person)

Motion 7: Correction of Errors in Bylaws

Therefore, be it resolved that pursuant to article IX at the Masthope Mountain Community Bylaws, the following proposal for amending article IX to allow simple error correction through a vote of the Board of Directors be approved by the association membership. Details of the changes are listed in the explanation of amendments sent previously.

Yes: 12 No: 0 (in person)

Motion 10: Vote to Authorize the Allocation of Operational Surplus Funds

Whereas Masthope’s Bylaws and federal tax regulations require an annual vote by members on the use of operational Surplus is to fund capital reserves, and whereas if the operational Surplus is used to fund the capital reserves, as we have done historically, it will lower the capital assessment for each property, and whereas if the operational Surplus is not so used, it will lower the operational assessment of each property in the next fiscal year,

Therefore, I vote for the funds to be used as indicated on the official directed proxy and ballot.

Yes: 12 No: 0 (in person)

Motion 11: Vote to Approve William E Owens as Masthope Mountain Community’s Independent Auditor

Where is an annual vote by the Community is needed to confirm Masthope’s Independent Auditor, Therefore, I vote my ballot for the approval of William E Owens as Masthope Mountain Community’s Independent Auditor as indicated on the official directed proxy and ballot.

Yes: 14 No: 0 (in person)

10:44AM

Pool Expansion addressed by Randy Schmalzle, Community Manager. During these crazy times it was thought that we should look at some projects from the past and bring one forward for the community to look at. One of the most discussed projects was the pool expansion. This is a project that has been on the minds of the people of Masthope since day one. In 1973, timeshare salesmen were saying here is where the new pool is going to go. It never happened. Serious conversations started in 2010-2012 they looked down at the lake. A project was designed, and property was purchased to expand the parking. But once all that was done, they determined parking

could not be expanded. Thus, making the pool project unable to be done at the site. Parking was already a hardship. Previously several Board of Directors discussed the pool project with many ideas. All previous discussions were taken into account and they came up with one concept brought to the Board of Directors for the new pool (larger water slides, a splash pad for the youth, additional seating area, expanded changing areas, a restroom within the facility, a service bar in the area, expanded seating around the Tiki for food service, Modernization of the existing pool equipment). So, they looked at the land that was available for this project. It was an extremely limited area with elevation changes. The elevation difference between the existing pool and where the proposed project would go was a challenge. They met with the pool contractor & excavation contractor and determined they cannot fill in due to the inevitable settling. It was not feasible for construction. So, they chose to have a 2-tier project. The new pool will go down at the lower level along with the Splash pad due to available area. The pumphouse that houses all the mechanical equipment will be restructured. Everybody wants bathrooms at the pool. The pumphouse will be divided into four sections. One small section for a utility room, a men's room, a women's room and a service bar, by the pool making it more convenient to get refreshments instead of standing in line at the tiki bar. They will build another mechanical room to house equipment. There were several meetings with the BOD. They reached a point where the board was ready to put the project before the membership for a vote. Some consideration was given to push the decision to the November meeting. If they wait for the November meeting, there's no way this project will be ready for next summer. The project was not rushed into development, it was well thought out. The Board controls all projects in the community. Management makes recommendations on the project. The community votes on the project and the board manages the project. Financial issues are a big concern. Right now, the board has one loan which is comprised of three loans. A beach house loan, lodge loan & Ski loan. Several years ago, the board made a wise decision to combine all those loans to take advantage of lower interest rates and save some money. The loan is close to being paid off. It makes sense to take advantage of the lower interest rates, and extend the length the loan, from approximately 3 years to 10 years. Currently we pay \$322 for the loan payment (Inaudible). To restructure this loan and bring it to a point where we can satisfy that loan and satisfy the money needed for the pool over 10 years it will bring the cost down to \$265. So, there is a savings.

10:55AM

Open the floor for questions related to the pool project. They'll be another time for general questions & other comments.

Inaudible – pool great addition even during COVID – positive.

56CM Diving board?

Randy looking into diving board. The BOD would make the decision.

651RF Ivy Skow -Great addition. Is this pool restricted to only property owners?

Randy stated that would be a decision up to the Board of Directors in the future.

914MR Have you considered Saltwater filtration and any consideration given for an indoor pool?

Randy- No we have not but it is something we could investigate. As far as the indoor pool goes, we have talked about it for many years. We reached out to other communities with indoor pools. They stated their indoor pools were the most expensive, underutilized pieces of equipment they have. Indoor pools are awfully expensive to maintain.

The recording of the meeting at this point had quality issues. There were several other questions which focused on the layout of the splash pad, usage rights of the new pool between owners and renters, and allocation of funds to fix the Lodge façade. Questions were also raised and answered about the financing and total dues projected for this project.

701CM Christine Brown – She asked that the current Strategic Planning Committee review the recommendations of the past Strategic Planning Committee to make sure they are in line with what is wanted and needed.

June Carrozza – They looked at the books from the Strategic Planning Committee regarding the pool and it is in line.

861RF Jerry Ferraiuolo-Can the small pool be moved away from the main pool (deep water area) and be combined with the new splash pad, keeping the adult/teens in one area and parents/kids closer together in a more confined area.

June answered that the Board would take it under consideration.

Inaudible...Appreciate the pool idea. Any estimated cost for the indoor pool?

Randy – We do not have an actual cost for an indoor pool. Building life with indoor pool is basically cut in half. Existing beach house cost approximately \$600,000. Based on that the indoor pool facility could be 2 to 3 million dollars and not nearly be as substantial as the one we are looking at right now.

INAUDIBLE...Would like more community involvement with pool. Could we have a town meeting to discuss the pool?

June – You need to come to the Board meetings. We have one every month and it would be great if the members came to the Board of Director's meetings where everything is discussed, including the pool. A Town Hall is not necessary.

Inaudible - Person -said they were in favorable of the pool and very happy.

Inaudible-Person- Was the 2nd Lifeguard expense included in the new pool expenses?

Randy – Yes.

Inaudible-Person – Is the new pool plan for swimming blocks and outside entities using the pool?

Randy – Masthope and Fawn Lake Forest have combined to form a swim team. Most swim team meets are typically early morning, not interfering with the regular pool hours. Fawn Lake Forest has hosted a regional meet in the past. We may host a swim meet in the future. Early morning water aerobics and lap swimming could be done in one pool while coach supervised swim team practice occurs in the other pool. It would not interfere with the pool regular operating hours.

Inaudible-Person- Two questions. In consideration of the bid process and how the job will be procured?

Would it be possible for homeowners to weigh in on swim blocks and new pool specifics?

Randy - Certain aspects will get bid out and others will be done by local general contractor. The Board of Directors will be responsible to choose the contractors. Using experienced commercial pool builders. The individual items at the pool can be sent in and the Board can make those considerations as we get closer to the pool project.

11:39AM

Motion 9: Vote to Authorize the Restructuring of Loans and Financing of the Pool Complex Expansion

Whereas the Masthope's Board of Directors has approved a community vote to approve the restructuring of existing community loans and to finance work on expansion of the pool complex,

to include a new pool, a water slide, child play/splash pad, restrooms within the pool complex, expanded seating, a service bar , an upgraded mechanicals,

Therefore, I approve as indicated on the official directed proxy and ballot, of the restructuring of the existing ski loan, lodge loan, and beach house/River park loan plus the additional financing of the expansion of the pool complex as described above. The total amount of the new and reconstructed loan would be in the amount of not more than \$ 2,500,000 for a term not less than 10 years, an interest rate not to exceed 5% per annum. The annual costs including costs for the loan repayment, capital reserves, and estimated maintenance expenses will not exceed \$265 for a single lot.

Balance of existing loans	\$ 1, 500,000
existing loan Surplus	-\$500, 000
new for expanded pool complex	\$ 1,500,000
Total new and restructured loan	\$ 2,500,000

Yes: 13 No: 0 (in person)

11:41AM At this point all our in-person voting is concluded. We will be starting a timer. It is 11:41AM. We will continue to collect votes via email and via the POC drop box for an additional 30 minutes. At 12:11 we will no longer be accepting votes for the day.

11:42AM President's Report-June Carrozza- see attached.

11:47AM Manager's Report - Randy Schmalzle

Assistant Manager - Tom Thompson

We are in challenging times. The staff has really stepped up, especially our assistant community manager Tom Thompson. Working with the Board of Directors this year faced challenges due to COVID restrictions. They have been faced with many challenges that no Board of Directors has ever had to face. We have had to have more special meetings and teleconferences than we have ever had to have before. They have had to make many difficult decisions. Probably one of the most difficult decisions was to not allow property owner guest and short-term renters at the lake and the pool facilities. It was a difficult decision, and we spent a lot of time talking about it. We are currently reviewing the numbers and if the numbers look as if we could bring others back into our facilities, we would allow that. At this point we do not have enough data. By the Board meeting on the 25th the board should have enough data to make an informed decision. Usage of amenities and occupancy are far from normal. We will have a Tuesday here at the pool with more people than we have on a Saturday. We'll have more people on a Thursday at the beach than we have on a Saturday or Sunday. It creates scheduling nightmares. We're serving our property owners to the best of our ability. Those members who are not typically here during March, April and May, we call that the mud season. Many more members are here and the full-time community population has doubled. Pa Aqua came with concerns of a major leak only to find it was mainly the higher demand with the doubled population. The fourth of July weekend caused special concerns. We were in contact with the operator through the weekend and the water tower was stable. Our lifeguard budget is probably going to be over by \$10,000. We opened the facilities full time weeks

earlier than we would have normally. It was demonstrated that it was used so it was the right decision. Northeastern Pennsylvania is doing relatively well with the COVID situation. We did not have the Fourth of July fireworks. We have them rescheduled for Labor Day weekend. Hopefully we'll be at a point where we can do them. If we can't have a gathering at that point, we might have a great New Year's Eve with fireworks. Recycling has been an issue. If the recycling is clean, we get charged for hauling only, no disposal fee. Clean means when they get the container back and dump it, they find no unauthorized material. If it is not clean, we pay for hauling as well as full disposal fee. We did temporarily stop recycling until we figured out a safe way to monitor what is going into the recycling containers. Since we reinstated recycling with an attendant reviewing the recycled items, we have not had a contaminated load. It has been a significant savings. Last year we were over budget for waste removal. This year we did increase the budget but with the recycling being better handled and we also renegotiated our contract for a much better rate. So, we are hoping to get that cost down. Thanks to the staff, the Board, and our members for working together making sure we all get through this safely.

11:56AM Property Owner's Time for Questions on the President's and Management's Reports

861 RF Jerry Ferraiuolo - Is there a limit on the number of people in a session at beach in the afternoon?

Randy answered, Yes there is a 250 limit (the Governors gathering number). We are counting people as they come in and out. When a family leaves, they turn in their wrist bands and an equal number can be issued to new members.

Inaudible ...Board needs to do a better job presenting committees and volunteers for those committees

June - We advertise when committee openings occur, and you can also email the office or the Board President.

12:02AM Open the floor for a call of questions from the general membership

6CM John Grandy-Are they going to do our road from the community down to the Cuckoo's Nest?

Randy didn't know if was on the paving list.

164RF Rose Perrotti- In the event that the pool deck project is not underway (inaudible) what would happen with the funds that were approved for that project?

Gerhard Buhler answered that if we are approving money for a specific project and it did not occur the community would have to decide where to apply the money.

651RF Ivy Skow-She questioned the procedure about the wristbands being turned in? She feels that there is a need to be more consistent with the same rules.

June & Randy both will increase the communications to the membership.

Inaudible ...John ...Abuse of stuff should not be tolerated. He did not know about turning in your wristbands.

With no guest at the pool/beach did they consider homeowners to sub property owner passes with guest passes?

June -This has been a huge decision. They continue to monitor numbers to make decisions that would most benefit homeowners.

12: 12 PM Announced Voting Closed

861 RF Jerry Ferraiuolo - Do the votes that were done today regarding Bylaw changes require a 2/3 vote?

Counsel - Bylaws require 2/3rds of members present to pass. Other votes are simple majority (51%).

480RR Linda Rinehard-Thanks to the board and staff for keeping our community going. Heard a lot of public discussion about rental rules. Is there going to be a Townhall or forum for discussion before decisions on rental policy or does the BOD just make the rules.

Gerhard - Board will make next decision to change the proposal or vote as is.

464MR Phil Balzafiore- Is there still an opportunity for the board to receive feedback from the community. It was implied they were going to vote quickly.

Gerhard Buhler answered yes you can give feedback to the board. You can contact management or email. Today's meeting is not regarding the rental policy.

Inaudible

The wristband turn in policy was not known. He recognizes that the verbal abuse toward staff should not be tolerated.

Does the pool proposal include repairs on the existing pool -general maintenance?

Are there any fund-raising committees?

Randy -It includes decking repair and general maintenance

June - We just started the wristband return. We will try to get more information out.

We pay dues so there is no need for fundraising. The Bingos and other funding raising you see are for our area non-profits (fire departments, ambulance) and you also need a special license for that.

164RF Rose Perrotti - If funds are not used for a specific project what happens?

Gerhard Buhler money cannot be reallocated without the vote by community.

1059 FW Kimber Malinowski- Commends June for bringing up the fact that there's a lot going on that people do not know about since things are changing minute by minute. Her 16-year-old daughter is a lifeguard and was verbally abused by a property owner. We must work together to stand up to the abusers. This mistreatment needs to stop. We need to work together to keep this community as great as it is.

Old Business- Nothing

New Business - Nothing

12:36PM

Motion on the floor to adjourn for 15 minutes. To allow time for the final voting tally.

First - June Carrozza

Second - Eugene Principe

To Reconvene at 12:51

1:27PM Meeting Reopened

Total of all voting results announced:

Motion 1 Yes 295 No 64	82.17%
Motion 2 Yes 263 No 70	78.97%
Motion 3 Yes 313 No 42	88.16%
Motion 4 Yes 297 No 56	88.14%
Motion 5 Yes 327 No 28	92.11%
Motion 6 Yes 306 No 47	86.86%
Motion 7 Yes 319 No 49	88.85%

Item Number 8 Election of the Directors of the Board

Bruno de Vinck 224
Maria Porter 173
Tom Garrity 290
Chris Pisani 291

Motion 9 Yes 309 No 60 Only Required a 50% Majority - Passes
Motion 10 Yes 278 No 51 Passes
Motion 11 Yes 343 No 21 Passes

Tom thanks everyone.

Tom Brown asks for a motion to adjourn the meeting.

Maker Jim Fox

Seconded John Grandy

Motion passes by visual inspection

1:33PM Adjourned

Treasurer's Report
&
Reserves Report

Masthope Mountain Community
General Membership Meeting
November 14, 2020

Topics

Treasurer's Report

Actuals (unaudited) as of September 30, 2020

COVID-19 Impact on Finances

Update on Loan Restructuring

Reserves Report

Capital Reserves -- Spending

Outlook

Continued COVID-19 budget monitoring

Outstanding Dues

Actuals (Unaudited) September 2020

Treasurer's Report for Period Ending September 30, 2020
Unaudited

Collections - YTD

	Sep 19	Aug 20	Sep 20
Total	2036	2034	2034
Billable	1716	1714	1714
Paid in Full	1466	1414	1458
Percent	85.4%	82.5%	85.1%
Outstanding - Lots	250	300	256
Outstanding - Dues	\$254,000	\$325,190	\$164,368
Total Bad Debt Lots	31	31	31

Unrestricted Income and Expense - YTD

	Sep 19 YTD	Aug 20 YTD	Sep 20 YTD
Revenues to date	\$2,643,062	\$2,570,393	\$2,663,907
Expenses to date	\$1,169,007	\$883,633	\$1,090,471
Net Surplus (deficit)	\$1,474,054	\$1,686,760	\$1,573,436
Margin (Net/Revenue)	55.8%	65.6%	59.1%

The Summit - YTD

Revenues to date	\$807,670	\$534,997	\$627,574
Expenses to date	\$760,925	\$463,324	\$582,917
Net Surplus (deficit)	\$46,745	\$71,672	\$44,657
Inventory	\$33,033	\$34,147	\$30,856

The Market Place - YTD

Revenues to date	\$262,015	\$205,986	\$251,988
Expenses to date	\$254,562	\$182,526	\$231,494
Net Surplus (deficit)	\$7,453	\$23,460	\$20,495
Inventory	\$12,706	\$20,764	\$19,268

Summit/Market Net Surplus (Deficit)

	\$54,198	\$95,133	\$65,152
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COVID-19 Impact on Finances

Budget Management in 2020

- Increased spending on payroll – facilities staffed for more months and at higher levels
- Increased unforeseen spending – sanitizers, masks, supplies, shields, compactor
- Reduced spending for activities, events
- Postponing some maintenance activities
- High level of flexibility, diligence, monitoring and creativity required from Office, Department Managers and Community Management

Update on Loan Restructuring

In July, community approved loan restructuring

- Loan for new Pool Complex combined with existing loan for Lodge, Ski and Beach House/Riverpark, and restructured:
 - Amount: \$1,750,000
 - Term: 10 Years
 - Interest: 4.45%
- Reduced interest payments through additional loan from Capital Reserves Investments:
 - Amount: \$700,000
 - Term: 6 Years
 - Interest: 1.00%

Reserves Report

What is the Reserves Report?

- Bylaws requirement – report on Reserves in association meetings

Why do we need Reserves?

- Manage the cost of maintenance and replacement of community assets.
- Manage the impact of large, infrequent, or unexpected asset costs.
- Reserves = Long term planning view (5-10 years out)
Budget = Short term spending view
- Setting up adequate Reserves takes time and good planning.

Update: Spending from Reserves 2020-2021

From General Reserves Account		From Food & Beverage Reserves Account		From Ski Reserves Account	
1999 International 4x4 Dump Truck	✓ 75,000	Dishwasher	✓ 15,500	Supply Pipeline distribution	✓ 50,000
Scanner system	65,000	36" 6-Burner Range / Southbend	6,000	pipeline	
2009 Ford F 550 mason dump	✓ 50,000	4 Draw Chef Base Unit / True	✓ 5,500	Electric Fan Gun Group 1	✓ 40,000
Lodge – Furniture	20,000	4 Drawer Chef Base Unit / True	✓ 5,500	Thunder Cloud Green - Chairs	30,000
Zero Turn Mower	✓ 15,000	Deli Case Marc MDL-6 5/6B	5,000	refurbishing	
Kubota 2000 / PTV 900	✓ 12,000	Food and Beverage Misc Small Wares	✓ 4,000	Compressor Drive 1	✓ 15,000
Lake and Pool Furniture	7,500	Tiki Lounge furniture	✓ 4,000	Compressor/Shop building -	10,000
Kawasaki Mule	6,000	Single Door Cooler / Master Built R235	✓ 3,715	Exterior siding and doors	
Snow Removal	6,000	2 Door Cooler True	3,600	Mountain Electrical Project 1	✓ 10,000
Grounds, lodge, POC area projects	5,000	Tiki Bar Stools	3,500	Annual upgrades	✓ 5,000
Misc. Community Small Capital	5,000	Ice Machine / Ice O Matic	3,350	Total for 2020	160,000
Treadmill / Landice Pro Sports	4,500	Uniworld Griddle	3,200		
Computer 2 Server #2	4,000	TV's / various	3,000		
Treadmill / Sports Art	4,000	4 Top beer cooler / Dev Air 99944	✓ 2,700		
Camera (DVR's) /Digital Prite 2	3,600	Char Broiler / Southbend	2,600		
Radios / Motorola CB	✓ 3,500	Booster Heater / HATCO Mod. C HATC 4-	2,500		
Life Fitness 7005	✓ 3,000	208-3Q3			
Toole General	✓ 3,000	Griddle / Southbend	✓ 2,300		
Bike Reclined	2,500	Low Boy Freezer-Bev Air WTF48	2,000		
Picnic tables	✓ 2,000	Computer / Dell	1,600		
Dell Computer	1,500	Single Fryer / Imperial	1,300		
Total for 2020	298,100	Lenovo Laptop	1,200		
		Total for 2020	82,065		

Not all spending finalized for items marked "✓"

Year to Date Spent against Plan:

General Reserves	\$137,300
F&B Reserves	\$26,600
Ski Reserves	<u>\$47,700</u>
Total	\$211,600

Outlook

Budget under COVID-19

- Continued monitoring and diligence

Outstanding dues

- Continued monitoring of payment plans