

**Masthope Mountain Community
Board of Directors Meeting
July 24, 2021**

Transcriber: Kelli Myers
Property Owners Lounge and Teleconference

8:30 AM Meeting called to order.

Roll Call: Present Phil Balzafiore, Gerhard Buhler, June Murphy Carrozza, Bruno de Vinck, Anthony Falcone, Tom Garrity, Herman Matfes, Eugene Principe and Steven Walsh

Teleconference: Foster McCoy and Chris Pisani
Bruno asked June to lead the Pledge of Allegiance.

Bruno asked for the approval of the agenda.
The agenda was approved unanimously.

Bruno announced that there will be an Executive session after this meeting on legal matters.

Bruno asked for the approval of the Minutes from the June Board of Directors Meeting.
Minutes were approved unanimously.

Anthony acknowledges the two new board members: Phil Balzafiore and Steven Walsh. He explained the minutes procedure for approval. They are prepared by the office manager and reviewed by board secretary and then sent to the rest of the board for review and feedback.

Treasurer's Report- for period ending June 30, 2021-Gerhard Buhler-see attached.
Treasurer's Report was approved unanimously.

Correspondence Report-see attached.

President's Report-June Carrozza-see attached.

Bruno added that the community looks great and thanks maintenance for doing a great job.

Manager's Report-Randy Schmalzle-see attached.

Anthony asked if the sales from the satellite Tiki Bar are being tracked separately from the main Tiki Bar. Randy answered yes, they are and there have been some very good days.

Steven Walsh asked about what type of record management is used for public safety. Randy responded that there is no formal record management recording program in place. The officers do log their daily activity. Randy will look further into the manner in which the logs are maintained. Steven asked if calls were logged in which whom it came from, such as renters or homeowners? Randy stated no, that all calls are not logged and from who placed the call. Many calls can be some trivial questions such as what time does the pool open. If there is a call asking for assistance, they are being logged. Discussion continued about creating a central management recording system. Gerhard explained that the new software program that Masthope has in place has the capability of doing all of this centralized logging. Herman asked when that can be in put in place for public safety. Gerhard explained that it is available now however our information is being inputted into the new system. Further discussion continued. Steven expressed that he believes that it is important to have correct data and statistics when making major decisions. He asked if the public safety records were available for review. Randy answered yes that they would be made available.

Committee Reports:

Audit Committee-JoAnn Ferentz-The committee was working on auditing the cash collection process in the administration office. From research done, it appears that all checks and balance put in place are being followed. She asked the board if they had any suggestions as to any procedures that they would like to see audited by the committee. Gerhard added that the committee inventoried the community's assets and they may want to revisit that.

ECC Committee-Jim Fox-43 new permits were issued. They varied from tree removal, accessory structures, landscaping, etc.

Financial Planning Committee-Gerhard Buhler-The committee has a meeting scheduled for tomorrow.

Document Review Committee-Tom Garrity-Inaudible.

Strategic Planning Committee-Matthew Spalding-The committee discussed their ongoing trail project, signage for the trails are ready to be installed, maintenance and volunteers will be spreading some gravel. Matthew added that an email address was set uplyvolunteers@masthope.org has been set up and if you would like to volunteer to go to that email address and it will be forwarded on to the appropriate party. They are looking for volunteers to help fix up the trails. Others items discussed were the sports courts, dog park and the utilization of the shale pit. The small foot bridge at Briars Pond, and additional mailboxes and the possible expansion of the fitness center. The next meeting is August 9th at 7pm in the property owner's lounge. Herman expressed what an awesome job Matt and the committee are doing.

Fire Prevention Committee-Jim Fox-No report.

Technology Committee-Herman Matfes-Thanks Cedric for helping with the new scanners. They worked on the audio with management for the board meetings and around the lodge for more clarity for the community's listening pleasures. The committee is continuing to move forward with the new website for the community. He continued that we are closer with the go live web for the membership. The RFID technology is moving forward. A property owner has interest in joining the committee. Scott has a technology and security background. Eugene asks if there is something that the board can do to make the sound clearer for meetings that take place in the lodge. Herman

responded yes absolutely. He explained further about acoustics and speakers that would work in the lodge. Discussion continued. June asked if we should make Technology Committee a standing committee. Herman agreed. This would be a bylaw change. Discussion continued.

WLA-Gerhard Buhler-the next meeting is tomorrow at 2pm in the clubhouse at Fawn Lake. The meeting will be about the shift of executive positions.

Old Business:

Bruno addresses Randy about the RFID system. He responded that he will have a report next meeting.

Bruno compliments the pool expansion project. He thanks everyone for their hard work.

June announced that she only had four homeowners ask for chairs back at the old pool. Others like to bring their own chairs. So as of right now, the old pool will remain bring your own chairs.

Gerhard adds that Masthope is looking good from a financial aspect.

Aqua update-Randy explained that Aqua submitted their Act 537 Plan. Now it is a waiting period. Steven asks for disclosure as to where he could view documents regarding Aqua and the public septic issue. Randy explained that the Act 537 plan is required by the Department of Environment Protection. It shows the plan to move forward to rectify the situation. You can view it from the township and DEP. The current plant is built to accept 100,000 gallons a day. During COVID, the plant was experiencing up to 250,000 gallons a day. There were no violations that had taken place however DEP ordered Aqua to stop issuing permits for new construction. We recommended that anyone contact the Consumer Advocate Association. June added that DEP is dictating to Aqua that no more new construction permits are allowed. Discussion continued nothing resolved.

HOA System-Gerhard Buhler-We continue to work with Caliber and are looking into citation applications within the system for ECC and Public Safety.

June stated that letters went out to adjacent property owners regarding lot swaps. She heard back from one homeowner.

SOP-Randy-He stated that the job descriptions are vague. It is a team effort, and we all work together.

FrontSteps-Herman Matfes-It is moving forward. There was a slow start due to COVID. June explained that when the contract was sent over; it asked for her social security number and she is not comfortable with that or understands why they would need that. If another board member would like to give their social security number for the contract they can. Members will get charged to use this service 3.9% to pay online through Frontsteps by credit card. Herman explained that in the future this would allow the members to pay for citations, annual renewals of watercraft and ATVS and more.

New Business:

Rules and Regulations-June-She explained that the Document Review Committee has been working on separating the rules and regulations from the handbook. Doing so, the DRC and management realize that the fine structure needs to be reevaluated. She continued that some of the rules need to be restructured also. June would like to get another board member involved in the rules and regulations review. Discussion continued. June asked if DRC was meeting with staff regarding rules/regulations/fines. They responded yes; they were.

Rental Registration-There was a discussion debating the idea of limiting rental registrations to a few months in advance. Management expressed that they do not see that to be necessary. The system in place works for the office staff. There is no need to change the system in place. June added that we could put in the policy that fees can change at any time. Randy explained about township ordinance changes and effective dates. Randy will look into how this applies to communities.

Pass Policy-There were six work sessions that had taken place on Tuesday evenings. The subcommittee came up with some recommendations to present to the board. There was a lot of feedback from the membership. 66 members would like to keep lineage. 8 asked to remove lineage. There was a total of 207 feedback responses. The board set up a work session immediately following the next board meeting, August 28th.

Anthony reads the motions to go before the board for approval.

Property Owners Time:

Denise Kleinman 64FW-She had individuals take pictures of her house. Her house has been vandalized in the past. She continued that the community is advertised as a resort and not a private community. She feels that the amenities and privacy of the members are compromised. She continued that she spoke with the office and did not get a response back from public safety. June responded that she spoke with public safety on her behalf however it is not illegal to take pictures of houses. They generally do this for future plans. Discussion continued.

Robert Rushton 599MR-He is an owner since 1997. He hears that the pass proposal is to lessen the passes to 6 rather than 12. Tom Garrity responded that that was not proposed to the board. Robert addressed that at one point he was grandfathered and members should not lose their grandfathered privileges. June clarified the grandfathering that had taken place in 2004. Tom explained that the objective is to have a single class of membership. Anthony Falcone added that there will be townhalls where the membership can express their opinions regarding the pass policy.

Debbie Monastero 339MR-They have been owners since the 90's. She doesn't understand why the pass policy is an issue. She doesn't feel that anyone should lose anything for the benefit of another. Tom Garrity responded that nothing is being taken away at this time. Herman explained that that was a previous recommendation and is no longer on the table. Gerhard explained that the community is violating their own documents. The community is to be based on a single class of ownership.

Leatrice Langer 458MR-She has listened to the pass policy work sessions and wants to see the community keep the lineage structure for the pass system. When you purchase in a community you know what you are buying into. Leatrice continued onto question the

rental policy and the numbers permitted by the township. June encourages everyone to send in their input to the board. She reiterated that the community only allows up to twelve passes per rental. The township policy allows more. We are more restrictive.

John Grandy 6CM-He asked if potluck could start back up at the beach house. Randy answered yes it can.

Nick Monastero 339MR-He asked about the property owners that cannot build due to the Aqua situation. Who is representing them? June explained that when you purchase a property you are governed by the covenants. June further explained that she and Randy have been attending the township meetings, spoken to Aqua and Dep representing Mashope homeowners. Aqua is trying to rectify the situation. Randy added that if you are looking for legal representation, property owners will have to do that privately. Nick would like the names and numbers of the individuals that June and Randy have spoken to.

Joe Kosiba 213FW-In 2004, when the pass policy was grandfathered, the attorney said that it was legal. Why is it an issue now? Gerhard answered that the bylaws clearly state that we have one class of membership, and everyone needs to be treated equally. Past boards chose grandfathering as an easy way out. Grandfathering is not a fair practice. Discussion continued.

Susan Corrao102MR-She explained that they have a large family and do not have enough passes for everyone. The pool is overcrowded too. She feels that we should charge renters to use the amenities. June stated that this is being addressed with the pass system. Anthony explained that rental occupancy than is different amenity pass allotments. Gerhard continued that the usage data will continue to be analyzed. The board is considering everyone's best interest.

Jerry Ferraiuolo 861RF-He welcomes the new board members. He expresses his frustration that we are not charging renters fees to use the amenities. Less than half of the property owners use the amenities. He feels that this is a simple decision to be made.

Leatrice Langer 468MR-She thanks everyone for the memorial for her husband Sheldon Langer. She would like to see the rental issue put rest and agrees with Jerry Ferraiuolo.

Steven Walsh explains that he is a new board member and is learning the processes of the community. He encourages the membership to talk to your neighbors and give your feedback to the board.

Anthony asks for clarification on readdressing rental fees. Gerhard explains that legal counsel has recommended not to enforce any new fees at this time. We need to build a case and collect data to justify fees imposed.

Debbie Monastero 339MR-There is supposed to be one class of ownership however there are several different classes and different deeds such as a corporation ownership of a property receives four passes. She feels that Mashope has become more like Woodloch and since that is the case then we should charge an amenity usage fee.

Joe Bianco 266FW-They have been here for twenty years and he feels that renters hurt the homeowners. He asks that if a homeowner rents their house, isn't that a business and are

businesses allowed to operate in the community. June explained that it is residential and not considered commercial. For further clarification, you can go to the masthope.org website.

Inaudible question. Anthony states that the occupancy rules are dictated by the township ordinance and is different from Masthope's rental amenity passes that are permitted. Inaudible.

Nick Monastero 339MR-He stated that the bylaws can be changed so why can't Masthope charge for amenity usage. Phil responded that you can charge for the amenities but they cannot be arbitrary fees. Gerhard added that the fees need to be justified. Discussion continued.

John Grandy 6CM-He clarified that when a homeowner rents their home, the owner loses their amenity rights. It gets transferred to the renters.

Joe Kosiba 213FW-Partially inaudible-He doesn't feel that anything should be taken away for any members and he supports maintaining lineage.

Robert Rushton 599MR-He asked how many lots are there that could become improved properties. June and Randy responded that there are 2300 total properties. There are 1400 homes. Randy explained that the community was designed to be a 2nd home community and over time it is becoming a full-time resident community. Over time the board has encourage home owners to purchase adjacent properties and join them with their existing lot to reduce the amount new homes. Masthope will pick up properties at tax sale to add to the Masthope lot inventory. Masthope will not sell properties for new construction.

Gina Rogers 211FW-She sees that the community needs volunteers but has been turned away from joining committees. She would like to know how to join committees. June explains that some chairpersons may express the need for a new member and it could be filled before the advertisement has been removed and certain committees require certain backgrounds such as the finance committee requires a financial background.

Rose Perrotti 164RF-She congratulates the new board members. She continued that it is evident that much of the membership is frustrated regarding rentals. She doesn't understand why renters pay for ski, fitness and stables but not at the other amenities. They pay for passes 9-12. She feels that this is very contradictory. We don't want Masthope to be a hotel/motel turnover.

Open session ended: 10:59am.

Treasurer's Report for Period Ending June 30, 2021

Unaudited

Collections - YTD

	Jun 20	May 21	Jun 21
Total	2034	2032	2029
Billable	1714	1713	1712
Paid in Full	1363	1363	1405
Percent	79.5%	79.6%	82.1%
Outstanding - Lots	351	350	307
Outstanding - Dues	\$566,463	\$545,284	\$451,217

Unrestricted Income and Expense - YTD

	Jun 20 YTD	May 21 YTD	Jun 21 YTD
Revenues to date	\$2,288,872	\$2,280,580	\$2,437,299
Expenses to date	\$357,556	\$171,953	\$565,612
Net Surplus (deficit)	\$1,931,316	\$2,108,628	\$1,871,687
Margin (Net/Revenue)	84.4%	92.5%	76.8%

The Summit - YTD

Revenues to date	\$166,903	\$98,939	\$236,834
Expenses to date	\$172,461	\$92,506	\$227,060
Net Surplus (deficit)	(\$5,558)	\$6,433	\$9,773
Inventory	\$41,490	\$51,227	\$50,949

The Market Place - YTD

Revenues to date	\$74,858	\$42,482	\$87,629
Expenses to date	\$66,147	\$42,022	\$90,681
Net Surplus (deficit)	\$8,711	\$460	(\$3,052)
Inventory	\$17,745	\$29,172	\$13,508

Summit/Market Net Surplus (Deficit)

	\$3,154	\$6,893	\$6,722
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Correspondences

I received 96 correspondences this month. Here is a summary:

- Questions and updates from committees.
- Questions on boats, ATV, trailers, and registrations.
- Questions on mailboxes.
- Questions on emotional support animals.
- Suggestions for stables.
- Questions on the pool.
- Complaints about bad behavior both adults and children.
- Lack of supervision of children by parents.
- Complaints about fireworks at the lake and poor treatment of Public Safety by crowd.
- Property Owner expressing their tired of negativity on Facebook
- Questions on DMap.
- Complaint of property owner harassing people as they walk into pool.
- Questions on 4th of July, Rentals, registrations, and property owners who lend their homes.
- Questions on Lot Combinations
- Questions on how to get onto committees

President's Report

I would like to welcome our two newest board members, Phil Balzafiore and Stephen Walsh. I look forward to working with both of you. Thank you, Foster, and Eugene, for your willingness to serve another 3 years. The weather has been against us this summer with the 4th of July Fireworks being postponed till Sept. 5th. I would like to thank all those property owners who volunteered with Lukas to make the MMC carnival a huge success. Thank you to Paul Purcell for all his help with coordinating the Sheldon Memorial dedication and ATV/UTV cruise. The family was truly touched by all that attended. People coming together is what makes this community so special.

Randy and the Boards vision has come alive. Thank you, Tom Thompson for the extra hours and pushing through to get the project finished. The pool is spectacular. We can get a drink out of the new service window and relax at poolside. While the balls keep flying in the other pool. Each week I would like to highlight our staff. This week our Maintenance Department deserves the biggest shout out, led by Nick, they worked the hardest moving rocks, chairs, cleaning concrete, and putting all the finishing touches in place.

We have closed the pages on prior lawsuits. The lawsuit was insured and settled on confidential terms which required no payment by Masthope or any of the Releases.

Managers Report

July 23, 2021

Updates

1. Pool Area Project – Project is nearly completed, Items outstanding:
 - a. Fence needs to be completed (Next week)
 - b. Bench in pool area needs to be capped (Next Week)
 - c. Salt system needs to be installed. (Equipment not available)
 - d. Minor signage (ordered)
 - e. Additional furniture on order for upper patio. (Not available until Fall)
 - f. Additional landscape work (on going)
 - g. Coolers for Tiki (ordered)
 - h. Gap caulking (End of Season)
 - i. Swim Blocks (mid August)
 - j. Safety Cover (End of season)
 - k. Lane Dividers (mid August)
 - l. Two Gates (August)

Events

Saturday of Labor Day will be a DJ at the pool and barbeque.

Sunday of Labor Day weekend will be fireworks.

Sheldon Langer Atv ride and training center dedication was a well-attended and much appreciated by the Langer Family.

Follow the messages for more activities in the messages, Monday morning shout out and Constant Contact.

Department reports

Public Safety – Busy season.

New staff members starting.

Zero tolerance for ATV violations.

Food and Beverage – New service bar is open, waiting on frozen drink machines.

Watch for ongoing entertainment at the Summit.

POC office

1. Waiting on final numbers for RF ID system.
2. Busy with toy registrations.
3. Completing change over to Caliber software.
4. Property transfers are busy.
5. Rental check in are busy, going smoothly.
6. Dues payment plans are coming in on time. Payment plans will be done in October.
7. Letters went out to property owners who are adjacent to Masthope lots to enquire about lot combinations.
8. In house collections and payment plans are in progress.
9. Kid's activities are ongoing 5 days a week.
10. Future events will be announced in all media.
 - a. Watch for the camp out
 - b. Bingo is back (callers are needed)

Maintenance

1. Grounds – landscape upgrades will continue throughout the community.
2. Sand to be added to volleyball area
3. Storage loft in area 14 nearly complete.
4. Working on completion of pool project.
5. New Tractor with roadside mower to be delivered this week.
6. Roadside mowing will resume.

Fitness - Fitness center has been busy.

Looking for new instructors for additional classes.

Stables – Stables operations are happening, please call for ride reservations.

No reservation needed for petting zoo.

	NEW H	ADDITION	DECK	GARAGE	SHED	SIDING	ROOFING	TREE	BURN	PAINT/STAIN	SIGN	LANDSCAPE	DRIVEWAY	PROPANE	DUMPSTER	TOTAL
Jun-18	0	0	6	0	1	0	2	17	8	11	3	0	25	0	2	51
Jul-18	2	2	2	2	2	0	1	16	8	11	4	0	13	2	1	67
Aug-18	1	1	3	0	3	2	1	10	5	6	12	0	10	3	1	58
1-Sep	4	1	0	6	4	0	0	4	11	4	2	0	5	2	1	44
18-Oct	1	0	0	5	2	1	4	10	4	2	1	0	8	1	5	45
Nov-18	1	0	2	1	1	0	0	3	7	3	9	0	1	3	3	34
Dec-18	2	0	0	0	0	0	0	1	0	0	8	0	3	1	1	16
Jan-19	2	0	0	0	0	2	2	3	3	0	2	0	1	1	3	18
Feb-19	3	0	1	1	0	0	1	0	0	1	9	0	1	3	2	22
Mar-19	9	1	0	0	0	1	3	5	4	0	2	0	1	11	1	28

Apr-19	0	2	0	3	0	2	0	2	9	9	4	4	1	0	3	5	37
May-19	1	3	2	3	0	0	3	10	5	8	8	2	2	7	2	4	58
Jun-19	1	3	5	2	2	2	8	8	11	16	4	0	0	17	0	2	81
Jul-19	3	3	5	4	0	1	4	10	7	11	3	1	0	0	0	3	55
Aug-19	1	0	2	1	3	0	2	10	9	15	2	0	0	14	0	0	59
Sep-19	1	0	6	1	3	0	2	10	9	7	8	2	2	5	1	5	60
Oct-19	0	0	4	1	0	1	3	17	7	3	8	0	0	12	3	3	60
Nov-19	0	RAISE HOUSE	1	2	1	0	0	7	4	1	5	0	0	2	0	1	24
Dec-19	1	1	0	0	1	0	0	6	0	1	2	0	0	0	0	3	15
Jan-20	1	RAISE HOUSE	1	1	0	2	1	4	0	0	0	0	0	1	0	0	12
Feb-20	0	1 screened porch	0	0	0	0	1	8	4	1	6	0	0	2	0	0	23
Mar-20	0	0	0	0	0	1	2	3	4	0	2	0	0	3	0	4	16
Apr-20	0	1	1	0	2	0	1	5	0	4	0	0	0	3	0	2	23

	NEW H	ADDITION	DECK 1 rep.	GARAGE	SHED	SIDING	ROOFING	TREE	BURN	PAINT/STAIN	SIGN	LANDSCAPE	DRIVEWAY	PROPANE	DUMPSTER	
May-20	1	0	1	1	1	2	4	2	11	13	2	3	14	0	1	70
Jun-20	1	0	4	2	3	3	2	18	12	21	2	4	29	2	2	105
Jul-20	1	1	3	4	0	0	2	17	10	12	12	5	22	0	4	91
Aug-20	3	1	steps	1	1	0	2	20	8	11	3	0	19	0	4	74
Sep-20	1	0	2	0	3	2	3	23	8	15	3	1	19	0	4	84
Oct-20	3	0	5	1	3	3	4	12	10	5	0	1	16	4	11	78
Nov-20	1	2	1	2	1	2	2	4	8	1	1	0	1	0	5	31
Dec-20	1	0	1	0	0	1	2	6	1	0	0	2	2	1	5	22
Jan-21	0	0	0	1	1	0	3	9	0	0	1	0	5	3	4	27
Feb-21	0	0	0	0	0	1	0	2	0	0	0	0	2	0	2	7
Mar-21	0	2	1	0	0	2	7	9	1	3	1	2	15	0	5	49
Apr-21	0	1	2	1	1	0	2	7	3	2	0	3	6	1	2	31
May-21	0	0	7	0	2	1	3	8	5	4	0	3	9	2	4	48
Jun-21	0	0	boards	1	4	3	5	11	4	6	4	6	15	0	4	65

Jul-21	0	crawl space 1	0	1	2	2	12	3	6	1	0	13	0	1	43
		extend deck 1	0	1	2	2	12	3	6	1	0	13	0	1	43