

**Masthope Mountain Community  
Board of Directors Meeting  
August 28<sup>th</sup>, 2021**

Transcriber: Kelli Myers  
Property Owners Lounge

8:37 AM Meeting called to order and Pledge of Allegiance said.

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

Absent: Foster McCoy and Chris Pisani

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

Bruno asked for the Approval of the Minutes from the July 24th Board of Directors Meeting.  
The minutes were approved unanimously.

Treasurer's Report- for period ending July 31<sup>st</sup>, 2021. Gerhard Buhler-see attached. Food and beverage operation has had a record breaking month. The board addressed the rental registration fee increase that will increase revenue. Treasurer's Report was approved unanimously.

Correspondence Report-June Carrozza-see attached. There was a discussion regarding a property that could not be joined but is recognized in the deed as a lot combination and they have been paying reduced dues for many years. Discussion continued.

President's Report-June Carrozza-see attached.

June thanks Fawn Lake and Masthope and Susan Cioce for all of the help with the Westcolang Warriors Swim Team. There was a total of 96 children. There was the awards ceremony on the mountain, and we look forward to next season.

Bruno thanks Dan Clark for reviving bingo nights and John and Judy Grandy for reviving the Potluck Dinners.

Manager's Report-Ron Schmalzle and Tom Thompson-Ron explained that the RFID system is moving forward. The same card will be used for ski and all of the other amenities. Ron addressed the Aqua utility price increase. The community will be contacting an attorney to challenge the proposed tariff increase. Anthony asked about the past experience with the RFID system and there seemed to be some disappointment. Ron explained that there were some issues with the point of purchase program, not with the RFID system, but this is getting

resolved. June asks where does the member's photo appear when they go through a gate. Ron responded generally it will be on a tablet. June asked about the funding for the Masthope RFID implementation. Gerhard explains that money has already been approved. Discussion continued. Anthony asked that when the Stables was closed due to the hot temperatures, was that announced to the membership. Anthony doesn't recall seeing anything. Tom agreed that communications from the office needs improvement. We did not give a reason as to why the stables were closed. June explained that one member explained that Constant Contact can also be converted to go out via text message. She continued that we have it only set up for email. She continued that with the next mailing we will request the homeowners cell number so they can receive text alerts. Herman added that the new web site also has phone and text capabilities. Discussion continued. Eugene asked Tom if we could label all of the new equipment that we have purchased to say Masthope Mountain Community. Tom explained that he is in the process of having that completed in the fall. Steven explained that the public safety data is not searchable except physically in folders. Steven and Tom feel that there is a possible bridge for record keeping. The Caliber Software Program along with Gerhard's help will solve the record keeping issue once fully functioning. Steven continued that they will also be working with the Document Review Committee on rewriting the SOPs. Tom added that ECC is getting trained in Caliber at this time which will work the same for Public Safety.

Bruno called for Committee Reports

- a. ECC-June explained that Gerhard and Tom have met with the new Environment Control Officer to go over procedures with the new software system. Gerhard explained that the desired end result is for the members to be able to submit permits online via the new website and have them reviewed and accepted electronically. They are in the process of setting this up from the back end. June added that management is reviewing the ECC fee structure. Tom explained that it is not clear on the pricing of the fees. The goal is to get it set up in more of a tiered system. He continued that this is being done to make sure that we are properly covering administrative costs. June explained that phase 1 is ECC and then phase 2 will be public safety regarding the software program. Gerhard added that any entry into the system is effective in real time with no delays.
- b. Financial-Gerhard explained that tomorrow's meeting is cancelled. Budget discussions for the fiscal year 2022/2023 will begin in October.
- c. Document Review-Tom Garrity-He explained that the committee meets on the first Saturday of every month 8am-11am. Meetings are open to the public. Gina Rogers is going to come and observe the next meeting. She may become a new member. Tom continued that the committee is going to review the SPC's Trail Guide. The committee has been vigorously working on the Handbook which will be addressed in the next meeting. June reminded everyone that the meetings are open to the membership to observe.
- d. Strategic Planning-Matt Spalding-He explained that the committee met on August the 9<sup>th</sup>. He sent out the trail document electronically to the board. Signage for the trails is being done in house and will be place along the trails soon. Millings were dumped on some of the trails. The committee would like to have another trail work session. Rose Roser created two documents. She pulled information from the past Strategic Planning Guides and Masthope's governing documents. One is an operational overview which explains how the committee operates and its goals. The second is a reassessment to make sure that the committee is moving forward with prior goals. The next meeting is

September 13<sup>th</sup> in the lodge. Herman thanks Matt and the committee for all of their hard work. Discussion continued. June added that if anyone is interested in volunteering to help with the trails or any other committee, they can go to [volunteers@masthope.org](mailto:volunteers@masthope.org) and Lukus will forward the emails to the proper parties.

- e. Technology-Herman Matfes-The committee met this past week, and they will be meeting with DRC in the near future. They have been working with Gerhard to go live on the Caliber website. Further explanation ensued. Tom announced that the sub-committee of the Pass Policy was going to have a work session after today's board meeting. Due to some absences, it will be postponed until after the next board meeting.
- f. Westcolang Lake Association-Gerhard Buhler-The association met on July 25<sup>th</sup>. Per the bylaws the members roles change every year. The association is comprised of one member from Masthope, Fawn Lake and the Village. Gerhard reported concerns from both the Village and Fawn Lake about watercraft speeding on the lake and not abiding by the directional rule that is in place. He asks everyone to please pay attention to where you are fishing or going with your boat, so you do not trespass onto private property.

#### **Old Business:**

Aqua PA update-Steven Walsh explained that he contacted the township regarding the Corrective Action Plan and other documents. He continued that he was surprised that Masthope was not notified regarding a public comment period that existed for 30-days while they were working on the Corrective Action Plan. He feels that the board and property owners would have had some feedback to give the township and Aqua towards the expansion of the sewer treatment plant. Lackawaxen said that they gave legal notice to the public. June explained that the community did not receive notice of the 30-day feedback timeline. She continued that the board just received a timeline for Aqua's corrective action plan. Tom further clarified that Aqua submitted their corrective action plan to DEP. There is a schedule of events once the plan is approved. We will post any updates that we receive. June added that while attending the township's townhall, it was stated that some permits would start to be released. Steven added that he attended a township work session, and he received the corrective action plan, and it was concluded that there would be 30 new connections this year (2021) and 15 each following year. June stated that she believes that there has been a total of 50 permits submitted. Permits are going to be released on a first come, first serve basis. Steven feels that a letter should be sent to DEP regarding the lack of notice. Tom stated that he will research when notification was sent out to the public. Discussion continued regarding the 30-day comment period.

Lot Swap-June explained that we are not addressing the lot swap at this time. Two owners have expressed interest in swapping their unbuildable lots for a Masthope owned buildable one. The board has given the adjacent property owners the right of first refusal. She continued that the owners would need to combine the lots. She continued that Masthope does not sell lots for new development. Further discussion continued.

The drainage project at the lake-Tom explained that it is on schedule to be completed this fall. He explained that Masthope is addressing water runoff that is going into the Hummel property which was part of the agreement when Masthope purchased the one property from the Hummels.

Frontsteps payment discussion-Herman said it is tabled at this time.

Herman expressed that sand was poor quality at the beach and if the volleyball court could be better maintained.

### **New Business:**

Mailboxes-June explained that Masthope is able to purchase two new mailbox units. There are 16 mailboxes in each unit. There are certain criteria that needs to be met. To get a mailbox, you must be a full-time resident. The issue is a matter of supplying a mailbox for every property in Masthope and then sequencing would be put in place for mail delivery. June continued that this would be a financial hardship for the community. We are trying to work with the post office to improve what Masthope has in place for mail delivery. Anthony explained that there is a motion to be presented to the board today to purchase 32 new mailboxes. The mailboxes are for full-time residents only. Part-time residents can purchase a PO Box. Anthony asked if we could charge for mailboxes to make up for the cost. Gerhard answered that this task is bigger than just passing on a charge. It would need to be addressed in the next year's budget. Further discussion continued regarding mailboxes, aesthetics, etc.

June explained that there will be a remembrance for the 20<sup>th</sup> anniversary of 911. There will be breakfast held in the lodge after the memorial.

Anthony reads the proposed motions.

Herman stated that there are 36 meeting participants online.

### **Property Owners Time:**

Denise Kleinman 64FW-She feels that the community keeps bleeding money, but did not provide any details when asked by Gerhard about it. She asks where the RFID gates are going to be placed. Anthony answered that no decisions have been made at this time as to where the gates will be placed. Tom answered that there will be more scanners than gates. It will be very similar to the process that is currently in place however it will be in real time. June added that she feels that the dues are very reasonable and actually went down by more than \$100 for single units. Money is in the reserves to be used for replacement of assets when needed. The reserves are well managed. Denise added that the dues keep going up. June corrected her and stated the past year's dues went down.

Leatrice Langer 458MR-She feels it would have been helpful if the office notified the members of the road closures on Westcolang Road. She feels that township did not do a good job communicating the road closures.

Terry McKibbin 334MR-She thanked June for her work pertaining to the mailboxes. She continued that she can only get mail from her PO Box on Saturdays due to her work schedule. She would like to continue to see progress being made regarding mailboxes. June explained that once full-timers have their driver's license changed to the Masthope address, they should apply for a Masthope Mailbox. It is up to the post office who gets the mailboxes not Masthope. Anthony and Herman would like to see other options to be explored to better the situation.

Jerry Ferraiuolo 861RF-He would like to see the one walkway at the beach be sanded and repainted. He suggested this could even be a volunteer project. Jerry addresses the newly announced Aqua increase. Aqua increased prices not that long ago. He would like to have a public forum with an attorney to listen to the members' concerns. June stated that he should email his concerns to [boardpresident@masthope.org](mailto:boardpresident@masthope.org) and she will compile a list of questions for the attorney to address. This would cut legal fees. Eugene explains that the water and sewer costs are so high due to the communities in the area being on separate water supplies. Jerry is concerned about the minimum usage amount that is charged to everyone. One property may not use as much as another. This is an inequity for homeowners.

Debbie Monastero 340MR-She explained that she has been in the community since the late 90's. She compliments the new pool complex. She expresses concern about losing lineage with the pass policy. She continued that in the one meeting Gerhard explained that when you purchase in a community, the copies of the governing documents are a snapshot of what is in effect at the time. The rules and regulations can change at any time. She does not want to see the number of passes reduced or lineage taken away. (Partial inaudible)

Rich Seidel 378MR-He stated that there was a new ECC Officer hired a few months ago. He feels that the community is in poor shape. He wants the community's standards to be upheld. Tom explained that the officer and the committee are going around sending out 30-day notices to properties not in compliance.

Inaudible

Gina Rogers 211FW-She stated that she is against losing lineage. She thanks Tom for all of his hard work and working so well with staff. She would like to see the staff get paid a fair wage. Eugene agrees. Tom explained that management has been looking into pay increases and many have received increases. This is a matter that continues to be addressed. Gerhard added that budget meetings for the 2022/2023 will be starting soon. June reminds her that with significant raises could mean an increase in dues for homeowners.

Maria Meyers 238FW-She thanks Tom for all of his hard work. She would like to see a qualified individual brought into fitness to teach people the proper way to use the equipment. She continued that the paving work in the community was supposed to be completed by July 4<sup>th</sup>. Tom explained that he can only report what Aqua tells him regarding the paving work. It is not in his control. Discussion continued.

Eileen Ortenzi 124FW-She agrees with Gina Rogers and the pay rate increase. (Inaudible)

Lou Bell 347FW-He observed a group at the pool that were renting in the area but not in Masthope and were able to gain access into the amenities. Somehow the system is being abused.

Debbie Monastero 340MR-She feels that Masthope should charge renters for all amenity usage. Herman clarified that Debbie's question was why we aren't charging renters for amenity usage. Phil answered that it just hasn't been done that way. He asks for everyone to be patient and it will be addressed. Eugene added that the board was supposed to have a work session today but needed to postpone it due to board member absences. The work session will take place after the next board meeting. Phil added that he doesn't have a specific view on charging for the amenities at the current time. Anthony added that during one work session,

there was a vote on charging for amenity usage and it failed. He continued that it will be addressed coming up. Eugene stated that with a pool complex that Masthope has, that warrants a fee to renters. Phil clarified that he was not on the board at the time of that work session. He also clarified that the vote was not to charge an amenity fee but rather not to vote on it at that time when discussing the rental policy.

Jerry Ferraiuolo 861RF-He feels that some adjustments should be made for small households with few property owner passes. He feels that flex passes seem to be more of a seasonal pass and could be abused.

Anne White 582FW -She doesn't know why lineage is being addressed. She feels that should be left alone as well as grandfathering. The grandfathered properties are decreasing within the community. She doesn't know why they want to take things away from homeowners. She then addressed June's comment about a possible dues increase with significant pay raises for staff. Anne feels that we should charge the renters and use that money for pay raises. June explained that grandfathering was not voted on by the board. June is a proponent for pay raises; she was addressing the whole picture with significant pay increases impacting the budget.

Rose Perrotti 164RF-She stated that Gerhard mentioned a 43% increase in rental income YTD. The administration fee for rentals increased from \$50-\$100. The 43% increase in rental income is scary to her. She sees an income line in the budget but doesn't see an expense line. She continued that it is deceiving to see only the income for the rentals and not the expenses. It leads her to believe that it is a wash, and the expenses cancel out the income. Gerhard explains that we can really only see the costs that the office incurs from renters.

Mike Seyfried 157MR-He feels that we could charge fees to renters. That does concern him because the rental contract is between the renter and the homeowner. Once you start to charge for the amenities, you are treating Masthope like a resort. Masthope is not Woodloch. If you charge for amenities, then they will expect to be treated like resort guests.

Gina Rogers 211FW-She reiterates that we should charge renters and then we could pay our staff properly.

Susan Kormendi 1018FW-She stated that she is confused regarding the pass policy and purchasing extra passes. Tom explained that the old policy is still in effect. Nothing has been changed. Once the board agrees on a policy it will be vetted by legal and then reevaluated by the board.

Rose Perrotti 164RF-Rentals are a hot issue, and she would like the Budget Committee to show an expense side to the rentals.

Rose Roser 147RM-(inaudible)

Name Inaudible-He agrees with Anne White and Gina Rogers to keep lineage and charge renters.

**MOTION 01:08:28:21**

**Whereas the main HVAC unit at the Masthope Lodge is no longer economically repairable and needs to be replaced,**

**Therefore, be it resolved that the Masthope Mountain Community Board of Directors approves the replacement of the HVAC unit at a total cost not exceeding \$42,000 to be paid from the Restricted Reserves Account—General.**

**FIRST: Anthony Falcone**

**SECOND: Bruno deVinck**

**MOTION PASSES: FOR , AGAINST 0**

**MOTION 02:08:28:21**

**Whereas there is continued demand from property owners for mailbox assignments, and**

**Whereas the Lackawaxen Post Office has decided on a process on how to assign and unassign mailbox slots,**

**Therefore, be it resolved that the Masthope Mountain Board of Directors approves the purchase of two mailbox assemblies at a total cost not exceeding \$3,800 to be paid from the capital contingency budget line item**

**FIRST: June Carrozza**

**SECOND: Herman Mattes**

**MOTION PASSES: FOR , AGAINST 0**

Open Meeting Adjourned 11:07am.

Treasurer's Report for Period Ending July 31, 2021

Unaudited

Collections - YTD

	Jul 20	Jun 21	Jul 21
Total	2034	2029	2029
Billable	1714	1712	1712
Paid in Full	1396	1405	1438
Percent	81.4%	82.1%	84.0%
Outstanding - Lots	318	307	274
Outstanding - Dues	\$467,754	\$451,217	\$343,499

Unrestricted Income and Expense - YTD

	Jul 20 YTD	Jun 21 YTD	Jul 21 YTD
Revenues to date	\$2,439,589	\$2,437,299	\$2,587,970
Expenses to date	\$627,613	\$565,612	\$837,196
Net Surplus (deficit)	\$1,811,977	\$1,871,687	\$1,750,774
Margin (Net/Revenue)	74.3%	76.8%	67.7%

The Summit - YTD

Revenues to date	\$341,493	\$236,834	\$558,741
Expenses to date	\$318,174	\$227,060	\$422,654
Net Surplus (deficit)	\$23,320	\$9,773	\$136,087
Inventory	\$37,082	\$50,949	\$57,479

The Market Place - YTD

Revenues to date	\$138,687	\$87,629	\$161,880
Expenses to date	\$123,170	\$90,681	\$141,736
Net Surplus (deficit)	\$15,517	(\$3,052)	\$20,144
Inventory	\$22,379	\$13,508	\$17,415

Summit/Market Net Surplus (Deficit)

	\$38,837	\$6,722	\$156,231
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## Correspondences

I received 70 correspondences this month. Here is a summary:

- Questions and updates from committees.
- Questions and suggestions on sand, buoys to decrease speeding of boats.
- Questions on mailboxes.
- Suggestions on the pool gates, lifeguard course, volunteers to help, wrist bands, tennis courts usage, increasing compactor hours.
- Questions on upcoming fireworks, how realtor can advertise.
- Questions on Lot Combinations.
- Questions on how to get onto committees.
- Updates on Aqua.
- Complaints about feeding deer, pool closures, no food at beach house, staff.
- How to report maintenance issues.
- Questions on Pass Policy Board Session times and how to attend.
- Question from an Estate.

## President's Report

We always talk how Masthope has wonderful volunteers, and we do. I would like to thank Fawn Lake and the volunteers from Masthope with their coordinator Susan Cioce for this seasons Westcolang Warriors Swim team. They had a combination of 96 children. Masthope held the award ceremony outside on the mountain. We look forward to next summer when the swim blocks will be in, and practices can be shared with Fawn Lake. Volunteers again helped at the pig roast. It was a huge success. Even with the weather families enjoyed camping. Next weekend the annual 4<sup>th</sup> of July fireworks will take place on the Mountain. Remember fireworks by property owners are not allowed. We cordially invite everyone to the 20<sup>th</sup> Anniversary of September 11<sup>th</sup> it is a day we all will never forget, starting at 8:30am at remembrance park. With the end of summer in site all our staff deserves a round of applause. Understaffed, over worked but appreciated by all of us.

Manager Report

August 28,2021

### **Updates**

#### **1. Pool project**

- a. The new pool project is nearing completion, the balance of the equipment is due in mid-September
- b. Blue slide had motor replaced, it was under warranty

#### **2. Road Projects**

- a. Eagle Rock – moving equipment in to pave early next week
  - b. Robin Way – Our walk with Aqua and the project engineer resulted in Aqua agreeing to repair the shoulder and repave 4' along the length of the project.
3. Fireworks have been confirmed for the 5<sup>th</sup>.

### **Department Reports**

**Food and beverage-** Pig Roast and Camp Out was a fun event, we would like to thank the volunteers who helped make it happen.

Marketplace is working hard to keep the store stocked with the items we need. This is not an easy task these days.

Nick and crew are preparing for the upcoming holiday weekend.

### **Public Safety**

Staying on top of things during this very busy summer

### **POC Office**

Caliber training continues

Work on the ECC permitting process in the Caliber system has started

### **Maintenance**

Installed the Shade Sails in the new pool

Plow trucks are starting to go out for seasonal maintenance

### **Stables**

We had a few days where we had to stop normal operations due to weather, but otherwise normal operations continue there

### **Fitness**

Getting quotes to upgrade some of the weightlifting equipment

We are looking into streaming services to bring in newer and more advanced workouts. The lack of qualified instructors in the area has many gyms moving in this direction.