

**Countryhouse Service Group V
Management Report
December 20, 2023 – January 16, 2024**

Financials

Monthly financials will be shared by Tara Lacara, Finance Manager, with the treasurer, Martha Martin, by the 10th of each month, Martha will approve and then share with the full board, all financials for the year have been approved. The December financials are the most recent available.

Delinquency

There is currently one account past due. As always, any delinquency details are shared by Tara with the treasurer.

Work Orders

During the period of December 20 through January 16, Mill House opened 9 work orders, the status of the work orders are; 1 was completed, 5 are assigned to vendors, 2 are scheduled and there was 1 new work order. A work order is not marked complete until the invoice is paid, some of the “assigned” work orders are in the accounting process. If a work order is marked complete and there is no amount noted, this means it was either a non-HOA issue or the maintenance committee or a vendor was able to address it at no charge.

Community Wide Work

Mill House emailed the Communications Survey link to all homeowners.

Proposals for asphalt improvements at 489-503 Beechmast and 462-467 Beechmast were approved by the board. Mill House asked Blalock Paving to let us know when they can get the work scheduled and told them the work needs to be done on Wednesday and Thursday to avoid heavy traffic days. Blalock Paving was 8-10 weeks out when we approved the work so we expect to get it scheduled by the first week in February. Once the work has been scheduled, Mill House will notify residents in those closes.

Mill House requested bids from Bartlett, Davey Tree, Logout and Ruppert for tree maintenance. Each request included a list of trees to be included in the proposal. Vendors were asked to return bids by January 15 for work to be done by the end of February. To date, we have received Bartlett’s bid for Stage 1 and three of the four bids for Stage 2.




Communication

The website will be maintained by Brian at LowFat Designs. Google Analytics for the past 28 days on the website reports there were 58 users, 51 of those were new. Most users continue to come directly to the site, meaning they search by URL and are looking at 4 pages, front page, HOG, board of director’s page and contacts, the average user is spending less than 2 minutes on the site. We would like to encourage owners to use the website more.



1720 East Franklin Street
Chapel Hill, NC 27514

Tel: 919.968.7226
Fax: 919.968.7995

www.millhouseproperties.com
   millhouseprop

AppFolio users: 89% of households have activated their portals; 74% of owners pay their HOA assessments online.

Mill House has 200 emails and sends US mail to 7 homes who do not use email or have requested a paper copy be mailed.

Policy

Rental Cap Policy- the current rental count for Countryhouse is 18/30.

The next Countryhouse BOD meeting is Tuesday, January 16 at 9:30 AM The Gathering Place.

Mill House Properties is located at 1720 East Franklin Street, Chapel Hill, NC 27514

Office Hours: Monday - Friday 9:00am - 5:00pm and Friday 9:00am - 1:00pm

Michelle Johnson (Director of HOA Operations) michelle@millhouseproperties.com or (919) 428-8205

Annetta Hoggard (HOA Assistant Manager) hoa@millhouseproperties.com or (919) 448-5150

Tara Lacara (Finance Manager) hoafinance@millhouseproperties.com or (984) 214-2808