

**Countryhouse Service Group V
Management Report
January 17, 2024 – February 20, 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.

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 January 17 through February 20, Mill House opened 34 work orders, the status of the work orders are; 16 were completed, 12 are assigned to vendors, 4 are scheduled and there were 2 new work orders. 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

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. They expect to have it scheduled in the next couple of weeks. Once the work has been scheduled, Mill House will notify residents in those closes.

The board approved Bartlett for phase 1 of the tree work and Logout for phase 2. Both companies have started work and residents have been notified.

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.



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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.

Rental Cap Policy

The new owners of 423 Wintercrest East would like to rent their unit. Mill House emailed all homeowners with a list of the units we have on the rental list and asking anyone who is renting and not on the list to please email a current lease immediately.

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

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