

**Country House Service Group V, Inc.**  
**Community & Board of Directors Meeting**  
**March 18, 2025 | The Gathering Place**

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**Board members/committee chairs present:**

Glenn Alexander, John King, Martha Martin, Bonnie O'Connell, Tom O'Connell, Diana Sinisi, Sibyl Wilmont, Alan Ziegler

**MHP present:** Michelle Johnson

**Community members present:** 5 in person/11 on Zoom

Meeting called to order at 9:30 am by D. Sinisi; quorum established

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**Minutes of Meeting**

**1. Consent Agenda**

- a. Approve annual meeting minutes, February 18, 2025
- b. Approve this meeting's agenda
- c. Read approved motions into the minutes

**MOTION 03-08-2025;** D. Sinisi moved to approve consent agenda. M. Martin seconded; all approved.

- 2. President's Remarks.** D, Sinisi introduced Alan Ziegler as new board member and chair of Insurance & Safety Committee. Recognized dedication and excellent work of Tree Committee in planning and execution of tree removal/pruning project.

- 3. Property Manager's Report [attached].** M. Johnson reported on financials, landscaping, work orders, community-wide work, drainage project, and AppFolio training. Commentary/discussion as follows:

- a. Landscaping. An updated Ruppert proposal reflecting prioritization of leaf mulching over blowing has been received.
- b. Tree project is complete. B. O'Connell delineated work of tree committee, explained planning and bid processes. G. Alexander reported that Davey left debris behind his home; M. Johnson explained status of follow-up.
- c. Work orders. Transom windows order for 312 Baneberry is pending.
- d. Drainage project. A map of all drains was included in email to residents for their awareness of locations within Countryhouse as work starts March 24th.

- 4. Treasurer's Report.** M. Martin reported we are on budget and on target after tree project and insurance paid with 15% discount. We have a negative cash flow in the first half of the year but flips in second half when large capital projects typically commence.

**5. AppFolio Training.** M. Johnson presented detailed “How to” on submitting architecture and maintenance/landscaping work order requests using the AppFolio platform. The presentation included information about what happens behind the scenes when a maintenance request is received (MHP solicits vendor bids, BoD reviews and approves, MHP assigns and schedules work upon approval). Presentation included description of denial appeal process and correspondence. information about dues payments (late fees were discussed) and account ledger viewing. A recording was made, and an edited version will be available on the Countryhouse Website within the next few weeks.

Q&A/Requests/Highlights:

- Can we enable a function that allows homeowners to see a zero balance when dues are paid on time? It currently shows that payment is due, even when current month is paid. Yes, MHP will look into it.
- Can MHP be added as direct payee for bank-initiated auto pay function to address long lag time caused by mailing of paper check instead of direct electronic payments. Not sure, MHP finance manager will look into it.
- Is there a chance that setting a maximum amount in auto pay will allow a larger amount to be withdrawn without homeowner approval? No.
- Isn't it better to call John King? No, because it's MHP's business to manage work orders; because AppFolio data is immediately and automatically trackable; and because one day, the process will be mandatory.
- The maintenance responsibility chart on pp. 7-8 of the HOG was sent to all homeowners and is available on the Countryhouse Web site, but queries can always be directed to MHP office. A common question is about pipe leaks: If it's under the house, it's the homeowner's responsibility. Outside the house, HOA is responsible. Another common question is re: emergency garage key: It's homeowner's responsibility to pay for it, but the request to get one should still go through MHP to ensure volume pricing.
- MHP is adding fillable fields to digital architecture review form; currently, form must be printed out from Countryhouse Web site or HOG and rescanned into AppFolio.
- Drop-down menus in maintenance/landscaping work order and architectural review request screens include numerous options for specifying queries, but it's still ok to contact Annetta with questions about what's covered. Almost all

external changes will require architectural review; most questions can also be answered by the HOG.

- What if you are making a request for someone else or you don't have access to a computer or smartphone? Call MHP office and Annetta will submit the request for you.
- Post-work completion survey is emailed to the requestor; negative and positive feedback helps MHP make improvements or continue what works, so please submit.
- The HOG has been revised to include more specific instructions about emergency situations, which have been published in previous meeting minutes. **Important to note that MHP's phone is answered 24/7** so in an emergency (fallen tree, sewage backup), the homeowner can handle in real time but must report to MHP within 24 hours.
- Status updates will come from AppFolio email address, so make sure to add to contacts and look in spam folder to make sure they're not ending up there.

Meeting was adjourned at 10:40 am.

Respectfully submitted,  
Sibyl Wilmont, Secretary

Abbreviations:

BOD – Board of Directors

CC - Communications Committee

CSG – Countryhouse Service Group V,  
Inc.

HOA – Homeowners Association

MHP – Mill House Properties

RFP – Request for Proposal