

Countryhouse Service Group V
Management Report
January 22– February 18, 2025

Financials

Monthly financials will be shared by the Finance Manager, with the Treasurer by the 10th of each month, the Treasurer will approve and then share with the full board. Letters have been sent to accounts more than 120 days past due.

Landscaping

Ruppert Landscaping began servicing Countryhouse on January 1, 2025. Ruppert sends pre-notifications and property service reports to Bonnie, Keith and Michelle. Ruppert continues with leaf removal. MHP is requesting proposals for leaf removal in the backs and sides only of homes using mulch mowers and leaf blowers.

Work Orders

During the period of January 22 through February 18, Mill House opened 11 work orders. Landscaping requests are now being tracked through the work order system in Appfolio. A work order report is attached.

Community Wide Work

Tarheel Basement started the foundation work on the garage at 388 Lyndfield and hit a water line. MHP contacted Chatham County Water to turn the water off. All residents were notified that water was being turned off for the repair. Plumbing repairs had to be made and Tarheel Basement agreed to pay those costs. Changes had to be made to the repair because the water line was under the foundation. MHP contacted Tarheel Basement asking them to clean up the mess they left and explain why they could not get the slab back down. We have not heard back but will continue until we do.

The board approved the tree proposal from Davey Tree. The project was started on February 10. MHP emailed the schedule and list of trees to all residents. The schedule is also on the website and is kept updated.

OC Taylor provided a quote for the work that needs to be done on Baneberry around the chimneys. MHP is working on getting more quotes.

MHP received estimates from Reserve Advisors and Giles Flythe to conduct a reserve study. The estimate from Reserve Advisors is \$6750 and the estimate from Giles Flythe is \$3700. MHP will create a board approval.

MHP is working on getting estimates for an audit. Buffalo Finance (formerly CW Dunn) has a \$10,000 minimum. Michelle also asked Petway Mills and Bernard Robinson for quotes.

Michelle contacted the Countryhouse attorney about a potential buyer submitting an architectural request and the HOA responsibility for common areas.



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NC Drainage plans to start the drainage project in mid March depending on weather. MHP will keep the board and residents updated.

There was a sewer backup in a yard. The homeowner contacted a plumber on their own instead of contacting MHP. The receipt has been shared with the board. The board is discussing how to make it more clear to homeowners that if they hire a vendor without contacting Mill House, they will not be reimbursed.

Michelle and Annetta will meet with the Communications Committee on February 25 at the Mill House office for in person training in preparation for the Appfolio training. A close rep zoom meeting will be scheduled for March 4 at 11am to make them more familiar with Appfolio and the Countryhouse website. The same information will be shared with homeowners at the board meeting on March 18.

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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