

CHAPEL HILL WEST CONDOMINIUM TRUST

MANAGEMENT OFFICE

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OWNERS INFORMATIONAL MEETING OCTOBER 14, 2025

PRESENT: Andy Maddocks, Elena Tsizer, Pat Murphy representing Chapel Hill West Board of Trustees
Also in attendance was Randy Poitras from Briggs LLC

ABSENT: Tara M. Ward and Dmitriy Groysman

SUBJECT: Owners Informational Meeting

The meeting was called to order by Andy Maddocks at 7:15 PM.

Summary of Owners Meeting

Overview

- **Communication breakdowns** between management, board, and residents highlighted as a major problem.
- **Lack of Clear Guidelines:** Residents feel that there should be clearer guidelines and processes for how the policy is enforced, such as how to report suspected violations and what the procedures are for addressing them.
- **Voting and owner engagement** remain low, impeding policy changes (e.g., rental caps).
- Ongoing review of **Briggs management contract** and discussion of possible alternatives.
- **Financial constraints** and recent major expenses (e.g., roof replacement) affecting staffing and services.
- Debate over **pet policy** and its impact on pest problems, with legal and procedural complexities.
- Persistent **pest and maintenance issues** discussed, including cockroaches, mice, and infrastructure concerns.

Action Items

- **Send Communication to Unit Owners** Send out a communication asking unit owners if they are interested in revisiting the management of rental units and provide reasons for the review.
- **Consult Attorney and Review Survey Results** Continue working with the attorney to determine if there is enough beneficial interest to pursue changes to the charter regarding rental caps.
- **Review and Update Rules and Fines** Continue revising the rules and regulations, including the fine schedule, and have corporate counsel review the draft for legal compliance.

- **Investigate Over-Occupancy Reports** Investigate reports of over-occupancy in one-bedroom units as brought up by residents.
- **Address Communication System Issues** Work with Briggs to streamline and update the email system for better communication with residents and board members.

Pest and Infestation Problems

- Increasing pest problems reported in both animals and pests.
- Full restoration and fumigation required for heavily infested units; units vacated for 4 hours.
- Unreported infestations discovered during unrelated maintenance (e.g., fire alarm checks).
- Pests migrate between adjoining units, often leading to new reports from neighbors.
- Pest control measures include traps set throughout the building; infestations may be seasonal.

Pet Policy, Legal Issues, and Community Impact

- Animal presence in building began in 2022 with 3 animals.
- Increase in dogs and cats linked to residents' anxiety and online medical letters.
- Concerns raised about animals potentially attracting pests, but no direct evidence provided.
- Federal and Massachusetts laws protect animal ownership for anxiety, but enforcement questioned.
- Other factors (apartment turnover, furniture, floods) suggested as pest causes.

Voting, Owner Engagement, and Governance Challenges

- No-pet policy exists, but legal protections complicate enforcement.
- Changing rules (e.g., rental caps) requires 75% owner vote; current participation is 18–21%.
- Communication committee formed to increase owner voting participation.
- Owners responsible for informing tenants of condo rules.
- Attorney consultation recommended before policy changes.

Management, Staffing, and Financial Constraints

- Charter change requires **75% beneficial interest** approval.
- Initial step: survey unit owners for interest in changing renter management.
- Surveys should be paper-based to reach all owners; email not effective for renters.
- Current rental rate exceeds **30%**; last polling return was about **30%**.
- Board sets policy; management office handles operational enforcement.

Maintenance Projects and Infrastructure Updates

- Management enforces rules and violations. Fines were issued recently for unbroken boxes and secondhand smoke.
- First violations receive warnings; repeat offenses tracked and fined; spreadsheet maintained by Management for monitoring incidents.
- Fine schedule under review; considering some increases and legal compliance with Massachusetts condominium law.
- Structural engineering evaluation of the building is required every 5 years. A new study is due now and vendor selection in progress.
- Game room renovation addressed pipe and asbestos issues; nearing completion.

Communication and Community Concerns

- Communication issues reported: emails and concerns from residents and committees not reaching board.
- Communication and Voting. There is a concern over low voter turnout for issues affecting the community. Strategies were discussed to encourage unit owners to participate more actively in voting and communication efforts.
- Grounds Committee expressed frustration over lack of board response and delayed landscaping; calls for improved board participation and communication.
- Significant communication issues exist: missed emails, outdated systems, and lack of staff after Linda's departure.
- Management and Operations. Various aspects of management practices and the effectiveness of the current management company, Briggs, are being evaluated. Concerns were raised about the lack of support and communication since changes in Briggs' staffing.
- Communication Improvement There were suggestions to enhance communication with residents, including potential updates to email systems and the introduction of more frequent newsletters or meetings
- Suggestions include improved email systems, possible part-time/temp staff, volunteer help, and electronic voting/meetings.

Open Forum: Solutions, Technology, and Final Comments

- Briggs management company handles communication, finances, and staffing for the condo association.
- Major capital expense (roof repair) depleted reserves; rebuilding reserves is ongoing via association fees.

- Pest control (cockroaches, rodents) is a persistent issue; monitoring and treatment protocols discussed.
- Planned painting of unit entry doors and balcony rails; no replacements scheduled.
- Alarm panel repair completed at less than 25% of original \$200,000 estimate; fire marshal approved; avoided invasive work.
- Washer/dryer use in units prohibited due to drainage, cross-connection, and flood risks; exceptions only for documented medical needs.

The meeting was adjourned at 8:30pm

Respectfully submitted,

Patricia Murphy

Patricia F. Murphy
Secretary Chapel Hill West Board of Trustees