



Avalon Village Owner's Association Annual Meeting

September 14, 2020

President's Report

Presented by Martin Perfit, President

This past year, despite safety constraints due to COVID-19 concerns, has been productive. More efficient responses in a timely manner and better communication are largely due to restructured staffing by Avalon Management.

Some of the responsibility for prompt service and repairs lies with us, the shareholders. Shareholders whose unit needs repair or service in any way must fill out a work order. Simply mentioning a need to a staff member is not filing a work order. Procedures have evolved for the benefit of the shareholders and of management. We all should follow the procedures that evolved over the years to assure prompt and efficient service.

My intent to get more shareholders to attend Board of Directors meetings was thwarted by the reasonable health and safety restrictions we have had to put in place. One of the few shareholder complaints that has come to my attention is that Board of Director meetings are somehow closed or secret. Not at all true. Such meetings are always open to shareholders who are free to take notes as has often been the case in the past. It does not necessarily follow that a period of comments from the floor will take place at Board of Director meetings. That is what forums are for. I assure you that, once health and safety restrictions are lifted, shareholders will be encouraged to attend Board of Director meetings to become better informed about concerns, effort and planning that goes into making Avalon an ongoing success. Further, I will encourage forums to be held in order for Board of Director members to be well informed of shareholders thoughts on issues before the Board of Directors.

I must point out that at the last annual meeting there were only two candidates for two vacancies, and one had to be asked to run. (That was me.) It would be a better reflection on the body of shareholders if more of us would be willing to take an active role in the planning and general concerns of Avalon Village.

As most of you have noticed, a new, safe and adequate vehicle (Chevrolet Equinox) has been leased for a period of thirty-nine months. This has been due to the efforts of Beth Frost with input from the shareholders on the board of Directors. The fees associated with the lease are being split as follows: 80% shareholders vs 15% management. This is a carryover from earlier procedures and may not reflect actual usage. A usage/maintenance log is being kept for when we revisit the current split with the intent of revising it based on actual usage.

The previous vehicle was sold for three thousand dollars. Again, this was due to Beth Frost's efforts and perseverance. The money received is being used to reduce the total monthly fees applied to costs associated with the new vehicle.

One of the advantages of a lease is that maintenance and mechanical repairs are covered under the terms of the lease. Further, at lease end we simply turn in the vehicle and will not be liable for expenses associated with an ageing vehicle.

A few shareholders wanted an ADA compliant vehicle. I researched prices and found that the prices for fourteen passenger ADA compliant vehicles start around sixty-five thousand dollars. Out of our price range. Further, Avalon Village is not an assisted living community and does not offer services which are required to be offered by such communities.

None of us can predict when the COVID-19 crisis will modify to the level at which we can resume a full program of activities. What I can predict is that when conditions improve every attempt will be made to involve every interested shareholder in open and civil discourse in regularly scheduled forums to discuss specific issues.

Thank You,

Martin Perfit



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Cooperative Director's Report

Presented by Beth Frost, Cooperative Director

2020 has been a year of many changes. Andy Stewart retired after 20 years of dedicated service. We are fortunate that he still continues to serve on the Avalon Board as well as be available when needed for guidance, and continues to teach Tai Chi to our community. Thank you, Andy, for all your wonderful years of service to Avalon.

Sadly, Avalon Village lost its founder and visionary Steve Johnson this year. Steve's dream and vision of making Avalon a beautiful, thriving and exceptional community will live on in his absence. Steve will forever be missed by us all. We are grateful for his vision, and know his legacy will live on through Avalon for many years to come.

Since his wife Deborah has assumed his role as owner and Manager, she has been judicious in her new duties. She brings a vast business knowledge that will only enhance the management of Avalon moving forward. I look forward to her continued support and guidance in the years ahead.

Since last year's meeting the world as we know it has changed dramatically due to the pandemic. This has presented many challenges to all of us from social distancing to mask wearing, to the sudden interruption of all things social. This has been a difficult transition for so many as socializing and community events at Avalon have always been such a big part of who we are, and what has made Avalon what it is today. I assure you all that once this pandemic is behind us, we will have some great things to look forward to in our community! As we ease back into things slowly, we hope that 2021 brings much needed normalcy and continued good health to us all.

Since last year's Annual Meeting we have welcomed several new residents to Avalon. Gary Eckman and Elena Perrello, Victor and Joan Sommers, Tom and Lee Deroche, and Judy VantGroenewout. Welcome to you all.

We have had some changes in employees this past year as well. Lainey resigned from her position in the kitchen due to personal reasons. We all wish Lainey the very best and know she is missed by many. In her place I hired Ali Toner, who has shown to be a wonderful addition to our kitchen staff. She is very excited to meet many of you once she is able to. Ali brings a fresh new outlook and has brought us many great new ideas thus far. Adam Stockford was added to our maintenance crew and has done a great job. I have received many positive comments on Adams work. John Negron continues to work on a part time, as needed basis for special projects and snow removal. John continues to be a very dependable employee. Ben Dow will begin working on a part time basis as of November this year, as he is partially retiring. We are happy to continue to have Ben stay on as he has a vast knowledge of all things Avalon from his many years here. Karen Marysdaughter, our bookkeeper has done a wonderful job in all of her finance duties. We are lucky to have her on our

team. Sherry Molcan has been a wonderful asset to our team as well. She stepped up in Lainey's absence and volunteered to work in the kitchen until we could find a replacement and did an exemplary job. Her cooking skills were most certainly enjoyed by all. Marilyn Marsh continues to support our kitchen staff and takes wonderful care of our residents at the Manor and assists in driving residents to various appointments as needed. Darrell Thompson continues to work doing his significant list of duties, Avalon runs smoothly very much in part to his continued dedication and assistance. Thank you to all of our Avalon employees for their dedication this past year. You are all wonderful and I appreciate all of you!

I would also like to thank each of our AVOA Board members for their time, knowledge and continuous dedication and support. Martin Perfit, Nadine Morse, Bill Gilfillan, Andy Stewart and Deborah Johnson. I have enjoyed working with all of you and look forward to continuing these relationships into the coming year.

I would also like to thank the following residents for taking the time to serve on the following committees.

Finance Committee: Bill Gilfillan, Jan Trefethen, Glenn Castner, Susan Gerhardt, and Joel Gold.

Building and Structures Committee: Roger Morse and Gary Eckmann.

Grounds Committee: Valerie Emerson.

Activities Committee: Dara Perfit, Pat Passero, Sharon Kobritz, and Ardis Mayo.

Welcoming Committee: Rolfe Gerhardt, Bonnie Kline, Tom Dubois, Donna Allen, Jim & Sonia Franklin, and Marilyn Marsh.

We currently only have 1 cottage on the market for sale. It's apparent that Avalon Village remains a highly desirable living option for senior citizens.

As Avalon ages we will continue to do our very best to maintain the physical assets of the community up to a high standard.

Lastly, I would like to thank all of the residents of Avalon for their continued support. I look forward to the new year and am hopeful that 2021 will bring all positive and good things to all of Avalon!

Respectfully,

Beth Frost



**Avalon Village Owner's Association
Annual Meeting
9/14/2020
Finance Report
Presented by William Gilfillan, Treasurer**

Good Evening.

I would like to thank the members of the Finance Committee for faithfully attending each of our Finance Committee meetings. These members include Glenn Castner, Susan Gerhardt, Joel Gold, Deborah Carey-Johnson, Jan Trefethen, and myself. I would also like to acknowledge the other Board members, Nadine Morse and Martin Perfit, who regularly attended the Finance Committee meetings. Finally, I would like to thank the Avalon staff who participated in all of our meetings. These include Beth Frost, Sherry Molcan, and Karen Marysdaughter. Beth, who is the Avalon Cooperative Director, brings her knowledge of the day-to-day happenings of Avalon to each meeting. Sherry, who is the Avalon Administrative Assistant, does a great job keeping track of what is said and creating excellent minutes. Karen, who is the Avalon Bookkeeper, produces the financial reports each month. She is the go-to person for all questions financial. It has been a pleasure to work with all of these dedicated and professional individuals.

I would like to report that Avalon finances are as healthy as they have been for many years with bank balances being at more comfortable levels.

Highlights for the last completed year – January 1, 2019 thru December 31, 2019

A. Balance Sheet

Operating Account cash on hand is \$29,506. This is \$4,166 more than the balance at the same time of the previous year.

Reserve Account cash balance is \$380,878. This is \$31,919 more than the balance at the same time of the previous year.

B. Operating Account

1. Revenues exceeded expenses by \$28,582 due to expenses being below budgeted amounts.
2. Operating Account under expenditures included:

- | | |
|----------------------------|--------------------------------------|
| a. Maintenance expenses | \$6,449 |
| b. Utility expenses | \$2,042 |
| c. Transportation expenses | \$4,404 |
| | (due to the bus not being available) |
3. Operating Account overages included:
- | | |
|------------------------------------|---------|
| a. Mulch | \$3,000 |
| b. On-call lawn & garden personnel | \$8,815 |
| c. On-call snow removal personnel | \$4,777 |
| d. Service calls | \$4,064 |

C. Reserve Account

1. Expenses exceeded revenues by \$641.
2. Operations borrowed \$56,000 from Reserves for the October 2019 real estate tax payment and \$28,000 remained to be repaid at year-end.
3. The balance remaining on the loan from Reserves to Operations for the purchase of the newest John Deere tractor is \$22,992. This amount is being paid down by \$300 per month from Operations.
4. Typical expenses included flooring, carpet, and appliance replacement and painting.
5. Unplanned Reserve Account expenses included:

a. Smoke detector and carbon monoxide detector replacements	\$8,120
b. Skylight replacements	\$4,756
c. Walkway and mailbox pad repairs	\$5,075
d. Roadway paving around manholes and catch basins	\$9,682
e. Installation of fence behind cottages on Thistle Lane	\$5,200

Highlights for the current year – January 1, 2020 thru August 31, 2020

A. Balance Sheet

1. Operating Account cash on hand is \$52,359. This is \$46,583 more than the balance at the same time last year.
2. Reserve Account cash balance is \$430,447. This is \$15,732 more than the balance at the same time last year.
3. The bus was sold for \$3,000.

B. Operating Account

1. Revenues exceed expenses by \$47,706 due to expenses being below budgeted amounts.
2. Total maintenance expenses are \$12,842 less than budget.

3. Service calls are overspent by \$8,202.
4. Transportation expenses are \$5,931 below budget due to the bus not being available.

C. New Vehicle

1. A 39 month vehicle lease was signed on June 11, 2020 for a 2020 Chevy Equinox.
2. The monthly lease amount is \$379.48.
3. The monthly lease payment will be split between AVOA (85% - \$322.56) and Manor House (15% - \$56.92)
4. AVOA annual lease payments will be \$322.56 per month for 12 months = \$3,870.72. This compares to \$5,403 that was budgeted for bus restoration

D. Reserve Account

1. Revenues exceed expenses by \$1,134.
2. Operations needed to borrow \$42,000 from Reserves for the April 2020 real estate tax payment and this amount has been totally repaid.
3. The balance remaining on the loan from Reserves to Operations for the purchase of the newest John Deere tractor is \$21,192. This amount is being paid down by \$300 per month from Operations.

Next Year's Budget

Starting this month, the Finance Committee will begin the process of developing the budget for calendar year 2021. We will strive to keep fees as affordable as possible while continuing to make Avalon an inviting, well maintained, and vibrant community.

Thank you and goodnight,

Bill Gilfillan



Avalon Village Owner's Association Annual Meeting

September 14, 2020

Owner's/Management Report

Presented by Deborah Johnson, Owner/Manager

The year 2020 will be memorable for all. Steve's passing would have been difficult under any circumstances but especially so with the backdrop of the Corona pandemic. I've been impressed with the staff and the entire community for how well people have managed under these extreme and unusual conditions.

Steve had a vision for this community. Many of you chose here because of his vision and subsequently worked together to make it a reality. I have heard from many of through your cards and letters expressing your gratitude for Steve. His vision, willingness to take risk, sense of design, and commitment to creating a special retirement community that makes life easier and more enjoyable for many who live here. Thank you for your messages of condolences to me and my family during this difficult time. Steve is most surely missed.

Since assuming the role of manager and owner of Avalon Village earlier this year, my goal has been to work with the Board of Directors and staff to affect a smooth transition. I have been impressed with the dedication and commitment of the Board members; Martin Perfit, Bill Gilfillan, Nadine Morse, and Andy Stewart in carrying out their oversight duties on behalf of the Avalon Village owners Association.

I also want to acknowledge the outstanding job Beth Frost is doing in her role as Cooperative Director. I have been impressed with her leadership and management abilities. Beth has been responsive and resourceful and has played a large part in helping with the transition in ownership and management for the Avalon Village Owners Association and the Avalon Village Management Company.

Finally, I believe the Avalon Village Owners Association is very strong and in good hands. It is performing very well finically as Bill Gilfillan has stated in the Treasures' report. Avalon Village continues to be a stable and thriving retirement community even in the face of these unprecedented circumstances. As for the future, I am committed to respecting and preserving Steve's legacy and vision for Avalon Village. I will continue to work closely with Beth and encourage all of you to utilize her foe assistance when needed.

Respectfully,

Deborah Carey Johnson