



October 19, 2015

Dear Charter Hall Homeowners,

We are very happy to announce that our trial relationship with Mperial Asset Management LLC has been very successful. Charlie Hass and his team have exceeded our expectations by providing us with great customer service, professional experience, common sense, and management expertise. So please join the board in welcoming Charlie and Mperial as our official property manager. You may continue to contact them directly with any questions or requests.

Mperial Asset Management, LLC  
Charlie Hass, Community Association Manager (847) 757-7171, extension 803  
General information extension 801  
Accounting extension 802  
Emergencies extension 804  
110 N. Brockway, Suite 320, Palatine, IL 60067  
www.mperial.com  
[CharterHallHOA@gmail.com](mailto:CharterHallHOA@gmail.com)

One of the first tasks that we gave Charlie was to find a highly qualified, experienced, and affordable general maintenance contractor. Charlie researched candidates and recommended Carl Carlson Enterprises. As with Mperial we considered our initial relationship with Carl to be on a trial basis. We are very happy with his work and would like to formally welcome him to Charter Hall as well. Please contact Mperial to report maintenance concerns.

We have frequently recommended annual dryer vent cleaning for better efficiency and to reduce the risk of fire. This is an owner responsibility. Carl has agreed to clean dryer vents end to end (requires access inside your home) for \$80 for a one off, or about \$30-40 each if we can schedule 6 or more on a single day. These prices are very reasonable compared to companies who charge as much as \$150. For your convenience we will schedule this on a Saturday (11/7). Please contact Mperial by 10/31 if you are interested. Green and blue doors may do this cleaning themselves or hire a service of your choosing since no roof access is required. Dryer vents for red doors are located on the roof. All owners are reminded that you should never walk on the roofs for obvious safety reasons. And contractors who need to walk on our roofs for any reason must be approved in advance by the association to protect our roof warranty. Carl is approved. If you burn wood in your fireplace you should also have your flue and chimney cleaned yearly.

At our November meeting the board will vote on our proposed 2016 budget (attached). This budget includes a \$4 (1.5%) increase. Please note that because of a scheduling conflict the November board meeting will be held at 7 pm on 11/3 instead of 11/11 at the Palatine Library.

At our October meeting the board voted to approve updates to our Declaration and Bylaws so that they are consistent with new state laws. We have also approved updated rules, regulations, and other policies. Our goal was to further remove ambiguity over who is responsible for what. We have attached all of these documents. Please take a look at the rules and file them with your other important Charter Hall papers. Please provide these documents to a new owner if you sell.

Because of the trial basis of our relationship with Mperial we had asked you to send your assessment payments to the association at 605 N. Charter Hall Drive. Now that Mperial is officially our manager we are adding some payment options.

1. Direct debit (or ACH pull). To use this option fill out the attached form and send it back to Mperial with a voided check. Each month our bank will automatically "withdraw" the payment from your bank until you tell us to stop.

2. Imperial's website (portal). This is the only way to pay by credit card. It can also be used to pay by direct debit. Payments can be set up as one-time only or automatic repeated ones. You should be aware that there is a service charge for this to both you and the association. Go to <http://www.mperial.com/> and click on "our property sites".
3. Finally you can make payments using your bank's online billpay. This is probably the easiest and most convenient way to pay, and there is generally no cost to you. Billpay can also be setup as one time only or repeated automatic payments. You can sign up for this on your bank's website.

For those of you who want to write a check we will send coupon books with envelopes for use beginning in January. To save on processing expenses please continue to mail paper checks or online bill pay checks to the 605 address above, which will be printed on the coupon.

As we prepare for winter we will be inspecting the roofs, cleaning the gutters, and installing sod where needed. As we have said in the past, installing sod as late in the season as possible (November) reduces the amount of water it needs. But watering remains an owner responsibility. If the weather is warmer and/or dryer than usual watering daily for 3 weeks will be needed.

We have been advised that there are grubs on the property again. This causes two problems. 1) grubs chew at the grass roots which damages or kills it. And 2) other critters who like to eat grubs dig holes in your yard to get to them. The treatment requires rain to activate the chemicals. There has not been enough rain for some time, and not much is currently forecasted. So we have decided to offer the treatment on a one off basis if you agree to water it for about an hour within a few days of the treatment being applied. Please contact Mperial to make arrangements.

Our landscaper is contracted to maintain the planting beds on your property. But some owners prefer to do this themselves. To be certain that we are providing you with the level of service that you want we will assume that you want us to care for your beds unless you tell us otherwise. Please email Mperial by October 31st if you want us to leave your beds alone.

Seal coating should not be done more often than once every 3 years. More frequent seal coating can actually damage the asphalt as opposed to protect it. Because we last did this in 2013 we will not do it again until next year.

Next spring Carl will be making a few concrete repairs around the property. Some owners have inquired about enlarging their patios at owner expense. If we can combine this work we may be able to negotiate a better price for all. Please let us know if this is of interest to you. Patios may not be larger than 45% of your back yard and must comply with the included policy statement.

Finally if you have less than a half bucket of deicing chemicals remaining and would like to order more please contact Mperial. This is an association expense.

The past half year or so has been somewhat difficult for Charter Hall as first Bob decided to retire and then Care was a big disappointment. We appreciate your patience as we have worked our way thru these issues. We have partnered with a great manager. We are reasonably financially sound. We have engaged a very capable and reasonable general maintenance provider. And we have updated our governing documents to take us into the next decade or two.

As always, please contact us at [CharterHallHOA@gmail.com](mailto:CharterHallHOA@gmail.com) or 847 757-7171 with questions, issues, or suggestions. Remember – we care. But we can't fix what we don't know about.

Thank you for your support.  
The Board of Directors

**Please file this with your other important Charter Hall documents for future reference.**