



**The Willows of Marlborough**  
Meeting #89 – October 16, 2024  
VIA ZOOM 6:00pm & 6:30pm for Residents

**Attended:**

Maureen Ruane	Ruane Property Management	<a href="mailto:Maureen@ruanemanagement.com">Maureen@ruanemanagement.com</a>
Matthew Veilleux	Ruane Property Management	<a href="mailto:matthew@ruanemanagement.com">matthew@ruanemanagement.com</a>
Andrew Tsou	Trustee	<a href="mailto:andrewtsou@gmail.com">andrewtsou@gmail.com</a>
Ed Barry	Trustee	<a href="mailto:eddiebarry@msn.com">eddiebarry@msn.com</a>

**Meeting Highlights:**

- Annual Owners Meeting is to happen in November. Date and location to be determined.
- Ruane Management has a new address: 100 Grove St. Suite 302, Worcester, MA 01602 The P.O Box is no longer in use
- Willows has completed the mailbox installation and keys have been passed out to all residents. The new boxes include outgoing mail and parcel boxes to keep packages safe.

**Next Meeting Date**

**November 20, 2024**

**Unit Owners Welcome to join at 6:30pm**

**use meeting room link below to attend:**

**<https://tinyurl.com/yc6crhs7>**

**Old Business:**

69.1 Mailbox Concrete Pad

The concrete pad under the mailboxes is in bad shape and needs attention.  
A temporary fix was done to fix the cracks caused by the frost heaves.

Ruane and Trustees are currently obtaining quotes for a replacement of the concrete pad and new larger mailboxes.

Work has been approved and a full replacement of the concrete pad along with new mailboxes are slated to be done.

100 Grove St, Suite 302, Worcester, MA 01605 ☐ ph 774-243-1222  
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This work has been completed. If you are unsure how to properly use the parcel boxes, please watch this video here: <https://www.youtube.com/watch?v=fpBVoSNm790>

69.2 Arborist/Tree Work

The pine trees need to be pruned back on the property and the Board is looking to reassess these in the Spring 2024. Trees tend to be damaged during the winter snow and ice.

Arborist walkaround has been completed and a full description of the needed work along with a quote will be presented to Ruane and the Trustees.

Willows has signed with Elliot Tree for needed pruning and removal of trees. The work will take place throughout the remainder of the spring season and the summer season.

Work has been completed and board will seek out pricing and scope of work for replacement of privacy arborvitaes along 116A.

Board and Ruane to meet with Arborist this fall to assess needed pruning and removal before the winter.

**Management and Board to meet with Arborist to discuss possible options for privacy near unit 116.**

77.1 Driveway/Asphalt Repairs

Sealcoating and crack filling to be priced for 2024. Pricing to be obtained after the winter months as asphalt pricing is only applicable for less than 30 days. Scheduling will take place as the weather allows.

88.1 Annual Owners Meeting

The Annual Owners Meeting will be held in November. Location and date information to be determined. Please watch for emails regarding the meeting from Maureen.

**New Business:**

**Friendly Reminders:**

2.2 Dryer Vents

It is important that the dryers be vented properly. Dryers that are not vented properly create a safety hazard for everyone. The lint build up could cause fires and the dryers venting into the garage can cause mold, eventually causing air quality issues. At this time, the Trustees are asking residents to please conform to the guidelines stated above and to take the necessary actions to make certain your dryer is vented properly.

Please be sure to have your dryer vents cleaned and make sure they are venting properly. A trustee had an excellent experience using Amazon Home Services.

Children playing

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Children are members of this community, and everyone realizes that they need to have the ability to play outside. Children need to show respect for the property, people's personal items and the neighbors in the community. We also ask all residents to use caution when driving on the property.

Trash Barrels

Please remember to store your trash barrels in your garage. The containers are to be placed at the curb the morning of a scheduled pick up and removed the same evening. Please refrain from placing your trash containers outside the night before pick-up.

22.3 Willows Website

RPM has created a website for The Willows through RPM's webpage. The Willows website includes information such as current condo documents, insurance policies, meeting minutes and notices. You can also submit a work order request through the new website. To log into the new website, please go to <http://www.ruanemanagement.com>. At the bottom on the home page, click on "Ruane Management Client Login." Choose Willow of Marlborough and enter password Broadmeadow.

47.3 Septic Issues

It is very important that we all make sure not to flush anything other than toilet paper. During a recent service call it was discovered there have been large amounts of Feminine products and paper towels being flushed. Please be aware that all unit owners are responsible for the line that goes to the main and any issues associated with Septic line typically result in large fees to repair and are at the expense of the unit owner.

53.1 Dog Walking Policy

Members of the community have inquired with RPM if the dog walking policy could be modified so that dogs can be walked on the Willows property. It was discussed, but ultimately it was unanimously decided that the current policies will remain. As a reminder, unit owners will be fined if their pets are not picked up after and/or not appropriately walked off property. The common areas are for all to enjoy and should not be littered with dog feces.

53.2 Parking

On-street parking spots are for guest use only. These spaces are to be used for guests if your driveway and/or garage cannot accommodate the guest's parking. Unit owners are not to park in the street overnight. There has been reports of cars being parked in the fire access road and around the end of the circle. The ENTIRE circle is a fire lane and there is to be NO PARKING. Additional signage will be installed in the spring. It is IMPERITIVE that you follow parking rules especially in the winter. Illegal/improperly parked cars are subject to snow damage and/or towing.

57.1 Bird Feeders

Birdfeeders will no longer be allowed on the property. If you wish to continue to have a bird feeder, please submit a request to RPM to obtain permission and to discuss its placement. Hummingbird feeders will be allowed under strict guidelines. If you wish to have this type of feeder, please contact RPM. Other feeders are not permitted.

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75.1 Parking on Trash Day

Please DO NOT park on the street or median on trash days or the night prior. It makes it very difficult for the trucks to pass and pick up the trash in a safe and efficient manner.

77.2 Water Consumption

Just a friendly reminder to be mindful of your water consumption, not only is it environmentally conscious to do so, but it also helps with The Willows bottom line. Sometimes even checking that your toilets and faucets are in proper working order can help reduce total usage.

82.1 Approvals

The board of trustees is comprised of volunteers within the community. Each approval process is thoughtfully discussed, and an informed decision is made based on the information presented by the licensed and insured contractors. As building code changes at the local and state level, elements within units and occasionally in the common areas need to be modified. These approvals are made based on the current code regulations in place. All work that is done within a unit should be completed by a licensed and insured contractor and all inspections completed at the end of a project. Permits and inspections are required with the Town for certain projects that relate to changing gas, electric, etc. Should you have any questions, need assistance or further clarification, please contact RPM.

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Respectfully submitted,

The Willows of Marlborough  
By Ruane Property Management LLC its Agent



Maureen Ruane  
Property Manager