

January 2019

Dear Shareholders,

As the end of my first year as President of Manor House Properties Limited draws to a close, I would like to take this opportunity to update you on some of the Boards' successes, continuing challenges and plans for the future.

Mission Statement

As mentioned in the Spring Newsletter, the main goal of the Board is to raise the standard of living for residents at Manor House and increase the value to shareholders. We are striving to keep Manor House up to date and competitive in the market with an objective of being a top quartile development. We are determined to achieve our Mission through proactive communication with and participation of all stakeholders.

As a Board we seek, where possible, to utilize the skill set and efforts of Directors of MH to contribute to the running of the property. This reduces the costs of hiring project managers with no vested interest in the future of Manor House. It has also been an unwritten rule that the company will engage owner operated service providers. This gives us the ability to cut costs, be more effective and give opportunity to local business owners who need us as much as we need them. By having a relationship with owner operated service providers we instill a sense of ownership and pride in the work that is being done. This is evident when we reflect on all that we have achieved over the last 15 years.

Subcommittees and Successes

As you should be aware, we have divided the Board into a number of Subcommittees, each fully aware and adhering to general terms of reference.

The various Subcommittees for 2018 were as follows:

Corporate Governance – James Davis, Archie Husbands, Alan Waring

Shareholder Communications and PR – Peggy Montarsolo, Jennifer Gazzard

Landscaping – Alan Waring, Alun Hughes, plus David Gazzard as a non-Board volunteer

Painting – Nathalie Barnett-Dill, Archie Husbands

General Maintenance – George Corday, Doug Backeberg

Leases and sub-Leases – Vivien Hubbard, Paula Clarke

Projects – Anthony Montarsolo, Doug Backeberg, Alan Waring

Painting

The Painting Committee has overseen the painting of a number of units this year as well as numerous railings and the crown of the tower. The crown is scheduled to be reinstalled and we are currently on D and J's waiting list.

General Maintenance

This year we have created a General Maintenance Subcommittee headed by George Corday to deal with the numerous smaller areas needing attention. George has identified many small but particularly irksome eyesores around the development. With the help of Terry Haller numerous cables, conduits and broken masonry have been repaired.

Landscaping

The Landscaping Subcommittee's responsibilities have been twofold. Firstly, to continue to maintain what has been planted, including trees, shrubs hedges and grass. Secondly, it has been responsible for identifying areas that have been neglected and could be improved. Some of these areas are; the eastern boundary adjacent to unit 28, the western boundary bordering Bierman's, the cave area, the bank south of 33 to 40.

Landscaping schedule - ARM continue to be on site Mon and Wed when they focus on grass, hedges and pruning trees/shrubs. Warren Darrell, our resident caretaker works with them in the same areas on those days, focusing on maintaining flower beds. On Tues Warren then has one ARM person supporting him and they focus on what we are calling "problem hot spots". These are areas which regularly can get out of control if not regularly addressed. Warren also focuses on these areas on a Thursday when he works alone. On a Friday, Warren concentrates on various non-landscaping tasks (eg sweeping steps, power washing patios etc.).

The Landscaping Committee has met several times and is currently 1) preparing a shortened version of the Landscaping presentation for email distribution to shareholders; 2) with The PR Committee, planning a series of regular email communications to shareholders on landscaping initiatives; 3) identifying additional projects that could be undertaken to clear areas of Manor House to enhance value for shareholders.

Most notably the maintenance, landscaping and projects committees have joined forces to expedite the renovation and return of the lands to the east of unit #3 "The Boathouse". Residents previously had constrained access to the Sun Terrace and Sun Deck. After many years of negotiations with the owners of the Boathouse and much legal advice, it seems that we are finally free from the morass which had impeded progress in this area. It is with great pleasure that I can announce to you that this area will be open for residents by the 24th of May 2019. The opening of the Sun Terrace and Sun Deck will add another beautiful amenity for our residents.

Shareholder Communication and PR

Other than helping put together the spring newsletter and this correspondence, the PR Committee has been brainstorming on ways to open up new lines of communication between the Board, Shareholders and Residents. Most notably, they have been busy putting a website together. It has been an aspiration of the MH Board for over ten years to have a relevant, up to date platform from which we can project the right image of MH and all that we are doing here.

Whilst there are still a few bugs to iron out we expect a working and usable site by the beginning of the next financial year.

Projects Committee

Plans are currently underway to enlarge and modernize the front entrance. The Board feels that the pillars are dated and allow for the passage of only one vehicle at a time. It is felt that this area needs to be improved to enhance the overall look and functionality of the estate. Work on this area will commence in the coming year.

Plans have been approved and the Projects Committee will also begin the upgrades to the upper pool this winter. Plans are also in place to remove and repurpose the water catch. The water catch is not only an eyesore but a potential health hazard. Recent calculations put the cost of maintaining the water catch at more than the cost of the water it supplies. It is our intention to perform the work to the upper pool and the water catch simultaneously.

Considerations to repurpose some of the tennis court area are being considered.

Efforts are underway to continue with the road resurfacing. On closer inspection it has become apparent that more planning needs to be done to ensure that the necessary infrastructure is in place before road resurfacing can continue. Making more parking spaces for cars and motorbikes, increasing the size of parking bays, easing bottlenecks, creating passing areas and providing safer and better places to turn around are issues that are being addressed. Boundary issues, drainage, plumbing, runoff, and provisions for lighting and possible EV charging points are also being considered before repaving each particular area.

Continuing Challenges and Fees

Enhanced security

Plans are underway to replace and upgrade the security camera system along Harrington Sound Road. The goal will be to have all access points covered with high quality CCTV cameras including the waterside.

I would like to make a special mention of our resident caretaker Warren Darrell, who recently went above and beyond the call of duty. Not only did Warren apprehend a person who was breaking into cars, he physically detained the thief until authorities arrived.

Legal Challenges

Unfortunately significant amounts have had to be paid to continue seeking advice on settling disputes between the Company and some leaseholders. With 2019 looking to be a busy year for us legally, the Vice Chairman and I have been exploring new avenues to increase value to our shareholders. This includes seeking more competitive bids for legal advice and more efficient means to execute corporate services and minute taking.

Fees

All of the ongoing maintenance projects have their financial components which brings me to the fact that fees have not been raised for a few years, We have been able to maintain and improve the property without raising the fees through the hard work and commitment to efficiency executed by the Board. I will be asking for volunteers from the Board to continue to add data on what other developments are charging by ways of management fees. I believe we are competitive with our fees bearing in mind the size, age and complexity of Manor House.

In the coming year, I will ask each subcommittee to review and report on their costs and to suggest ways in which we can continue to be more efficient before considering if, when and by how much to increase fees.

Summary

Maintaining and modernizing a development like MH has particular challenges. Much thought and planning goes into how we can keep up with the times and still retain our unique heritage.

One must take time to consider the fact that shareholders at MH are as diverse as the units they own. The Board is conscious of the need to strike a balance between different owners expectations. We will continue to strive to deliver on our promises.

We look forward to hearing more from you in the coming months and invite you all to attend the Manor House Properties Limited AGM this coming January.

Wishing you all a prosperous 2019,
Anthony Montarsolo
President
Manor House Properties Ltd.