

NOTICE OF MEETING AND AGENDA
GHI BOARD OF DIRECTORS
OPEN MEETING
Starts at 7:45 p.m.
Thursday, August 11, 2022

VIRTUAL ZOOM MEETING ROOM
Members & Visitors may attend remotely.

1. Approval of Agenda

2. Statement of a Closed Meeting

- a. Statement of Closed Meeting of the Investment Committee Held on July 21, 2022 (Attachment #1)
- b. Statement of Closed Meeting of the Board of Directors Held on August 11, 2022 (Attachment #2)

3. Visitors and Members (Comment Period)

4. Approval of Membership Applications

5. Committee Reports

6. For Action or Discussion

- a. Review Minutes of the 2022 Annual Membership Meeting Held on May 12, 2022 (Attachment #3) 5 Minutes
- b. Approve Minutes of the Open Meeting Held on June 16, 2022 (Attachment #4) 2 Minutes
- c. Buildings Committee 2022 Report (Attachment #5) 5 Minutes
- d. Proposal to Install a 4'-0" High Fence and Gate (Attachment #6) 15 Minutes
- e. Proposal to Install a Gazebo (Attachment #7a-7b) 15 Minutes
- f. Review Report re: Strategic Planning Work Session Held on July 17 and July 18, 2022(Attachment #8a-8b) 15 Minutes
- g. Proposed Rules for Pools and Outdoor Recreation Structures (Attachment #9a-9e) 15 Minutes
- h. Member Comments re: Proposed Revisions to GHI's Complaint Procedures (Attachment #10a-10c) 5 Minutes
- i. Proposed Meeting Dates During January to May 2023 2 Minutes
- j. Motion to Hold a Closed Meeting on September 1, 2022 2 Minutes

7. Items of Information

- a. Summary of the Damage Caused by the Storm on July 12, 2022
- b. President's Items
- c. Board Members' Items
- d. Audit Committee's Items
- e. Manager's Items

Ed James
Secretary

NOTE: AT 10:15 P.M., THE BOARD MAY IMMEDIATELY MOVE TO ITEM 7, EVEN IF THE PRECEDING AGENDA ITEMS HAVE NOT BEEN COMPLETED.



GREENBELT HOMES, INC.

HAMILTON PLACE, GREENBELT, MARYLAND 20770

Area Code (301) 474-4161 Fax (301) 474-4006



MANAGER'S MEMORANDUM

TO: GHI Board of Directors
FROM: Eldon Ralph, General Manager *Eldon Ralph*
DATE: August 4, 2022
SUBJECT: Items for the **GHI OPEN** Board Meeting on August 11, 2022

GHI Open Meeting

6a. Review Minutes of the 2022 Annual Membership Meeting Held on May 12, 2022—
(Attachment #3)

Attachment #3 is draft minutes of the May 12, 2022 Annual Membership Meeting. After the Board reviews and accepts the minutes, they will be included on the agenda for the 2023 Annual Meeting for review and approval by the membership.

Suggested motion: I move that the Board of Directors accept the draft minutes for the May 12, 2022 Annual Membership Meeting (as presented/as amended), and direct staff to include them on the agenda for the 2023 Annual Membership Meeting, for review and approval by the membership.

6b. Approve Minutes of the Open Meeting Held on June 16, 2022 – (Attachment #4)

Motion: I move that the Board of Directors approve the minutes of the Open Meeting, held on June 16, 2022, (as presented/as revised).

6c. Buildings Committee 2021-2022 Report – (Attachment #5)

The Buildings Committee submitted its annual report for the period July 2021 to July 2022 (Attachment #5) for the Board's review.

This item is on the agenda for discussion and action.

Suggested motion: I move that the Board of Directors accept the Buildings Committee annual report for the period July 2021 to July 2022, as presented.

6d. Proposal to Install a 4'-0" High Fence and Gate to Enclose the Gardenside Yard at 2-L Eastway – (Attachment #6)

This item was discussed during the Board meeting on July 14, 2022; however, the Board deferred action until a subsequent meeting when the member who submitted the permit request and a member of the Architectural Review Committee (ARC) could be present to discuss the permit request. The member and a representative from the ARC were invited to attend the August 11th Board meeting .

On June 2, 2022, staff received a Type III permit request (attachment #6) from the member at 2-L Eastway, requesting to install a 4'-0" section of black, vinyl coated, chain link fence, with a gate to enclose the garden side. The adjoining member at 2-K Eastway has a 3'-6" black, chain link fence.

This request requires an exception to the following GHI rule:

§ VII A. 4. "The maximum fence height shall be forty-two (42) inches. Maximum post height shall not exceed forty-eight (48) inches."

During the ARC meeting on June 6, 2022, the committee reviewed the permit request and noted the member proposes to install a 4'-0" fence to contain his dog and was not concerned with the 3'-6" fence adjoining unit 2-K Eastway Rd.

By a vote of 5-0-1, the ARC recommended that the Board of Directors allow the member to install a 4'-0" chain link fence in the gardenside yard. One member of the ARC abstained from voting because she did not have time to visit the site.

This item is on the agenda for discussion and action.

Suggested motion: I move that the Board of Directors (allow/not allow) the installation of a 4'-0" fence and gate at 2-L Eastway, as shown on the permit request documents submitted by the member.

6e. Proposal to Install a 12' Diameter Gazebo in the Yard of 14-Z3 Hillside Rd – (Attachment #7a-7b)

On May 25, 2022, staff received a Type I permit request, neighbor consent forms (refer to attachment #7a), and construction plans for a gazebo in the gardenside yard (refer to attachment #7b), from the members at 14-Z3 Hillside Rd.

This request requires an exception to the following GHI rules:

§ IX B. 5. "All other accessory buildings must be approved by the Board of Directors" and

§ X F.3. "In accordance with the Prince George's County Neighborhood Conservation Overly Zoning (NCOZ) Ordinance enacted April 1, 2022, the area of the proposed

addition, when combined with the accumulative area of all existing additions, cannot exceed 60 percent of the gross floor area of the original dwelling as constructed.”

(The existing additions are approximately 92% of the gross floor area of the original dwelling as constructed).

This permit request was reviewed during the ARC meeting on July 11, 2022, where the following points were discussed:

- a. Request is for an accessory structure which requires approval by the Board of Directors. The member is proposing a 12’ in diameter, screened, octagon shaped, wood-framed gazebo; the design allowing the member to have a screened area to enjoy the yard without interference from bugs.
- b. The member proposes to install a gravel bed under the gazebo to help mitigate storm water runoff.
- c. All required neighbors have reviewed and approved the proposal.
- d. The existing unit has additions in excess of 60% of the original dwelling’s gross square footage.
- e. It is unknown if the new Prince George’s County zoning regulations, limiting additions to 60% of the original dwelling’s size, have any impact on lot coverage, sheds, or accessory structures.
- f. Interim Director of Technical Services, Thomas Williams, will try to contact Chad Williams, Project Manager at Prince George’s County Planning Department, to clarify the limits on structures that are not additions. (Note: Subsequent to the ARC meeting, numerous phone calls resulted in no response from PG County). The ARC’s assumption of understanding of language in the ordinance is that occupiable accessory structures would be considered an “Alteration, Expansion, Enlargement, or Extension” and be part of “the accumulative area of all existing additions.”
- g. The ARC can review the proposal without taking the zoning regulations into consideration; and submit their recommendation to the Board of Directors.
- h. This unit has two (2) existing additions, a 13.5’ x 32’ patio and an 8’ x 10’ shed, so there is concern that an additional structure will create a crowded yard.
- i. There is concern that the aesthetics of the gazebo are not ‘harmonious’ with the frame unit.

The result of a motion the ARC considered is as follows:

Motion: The ARC recommends that the Board of Directors grant approval to construct the proposed gazebo at 14-Z3 Hillside Rd.

Tied: 2-2-0

Reasons for the Motion: Use of yard space, other similar gazebos already in the community.

Reasons against: Too much going on in the gardenside yard; the gazebo is stylistically incompatible.

Under Robert's Rules of order, a majority vote is required for a motion to pass.

This item is on the agenda for discussion and action. Staff proposes that the Board consider the following suggested motions:

Suggested motion #1: I move that the Board of Directors not allow the member of 14-Z3 Hillside Road to construct a gazebo in the gardenside yard of their unit, as proposed in the submitted drawings.

Or

Suggested motion #2: I move that the Board of Directors allow the member of 14-Z3 Hillside Road to construct a gazebo in the gardenside yard of their unit, as proposed in the submitted drawings, but subject to Prince George's County review and approval in accordance with the Neighborhood Conservation Overlay Zone ordinance.

6f. Review Report re: Strategic Planning Work Session Held on July 17 and July 18, 2022 – (Attachment #8a-8b)

GHI hired Ms. Becky Roberts, a Strategic Planning Consultant, to facilitate strategic planning work sessions with the Board on July 17, and July 18, 2022. The main objectives of the work sessions were as follows:

- To discuss key strategic issues faced by GHI in the coming year.
- To update GHI's Annual Plan to reflect Board priorities for actions in the next year.

Attachment #8a is Ms. Robert's complete report with minor edits inserted by Board Vice President Debbie McKinley. Board President Stefan Brodd and Vice President McKinley made edits to Appendix B - 2022-2023 Draft Strategic Action Plan in Ms. Robert's report and this edited document is presented separately as attachment #8b.

This item is on the agenda for discussion and action.

Suggested motion: I move that the Board of Directors accept the 2022 Strategic Planning Meeting Report (*as presented/as revised*), on August 11, 2022.

6g. Proposed Rules for Pools and Outdoor Recreation Structures – (Attachment #9a-9e)

On April 1, 2021, the Board established a task force to recommend changes in policies and procedures to mitigate GHI's liability associated with certain types of outdoor structures that members wish to install.

On December 2, 2021, the Board reviewed the task force's report and member comments about the report and requested legal counsel draft revised rules regarding the permitting and monitoring of outdoor structures that are considered "attractive nuisances".

Attorney Joe Douglass proposed that the current Member Handbook rule, XIII. SWIMMING POOLS AND ORNAMENTAL PONDS (attachment #9a), be replaced with XIII. POOLS AND OUTDOOR RECREATION EQUIPMENT (refer to attachment #9b). The new rule, as proposed by Attorney Douglass, stated that as a condition of GHI approval, each member who wishes to install a pool or recreation equipment must sign a Recreation Structure Indemnification Agreement (attachment #9c). Ms. Theresa Melson, Senior Vice President of USI Services (GHI's insurance broker), stated as follows: *" A standard HO6 policy usually has a personal liability limit of \$300,000 or \$500,000. From what I understand, the cost for the \$500,000 is not significantly more than the \$300,000 so many of the personal lines that brokers have started using the \$500,000 limit as a matter of practice. We generally recommend the higher limit on these policies – if a swimming pool or trampoline is involved, we may also recommend consideration of an umbrella since both of these amenities are considered "higher risk." Actually, many commercial insurance policies are now excluding coverage for trampolines and "bounce houses" due to the high risk involved."*

On June 2, 2022, the Board discussed the rules that Attorney Douglass proposed. Subsequently, Board members Debbie McKinley and Heather Mortimer, and task force member, Joe Ralbovsky, rewrote the rules Attorney Douglass proposed, and attachment #9d contains the proposed rules resulting from their work. Attachment #9e is a summary of the relevant county and city codes pertaining to swimming pools and fencing, which the proposed rules are based on.

The Board should consider approving the rules as presented by Board members McKinley, Mortimer, and task force member Ralbovsky (attachment #9d) as well as the Recreation Structure Indemnification Agreement (attachment #9c).

This item is on the agenda for discussion and action.

Suggested motion: I move that the Board of Directors adopt GHI Member Handbook rule XIII. POOLS AND OUTDOOR RECREATION EQUIPMENT and the Recreation Structure Indemnification Agreement (as presented/as revised) on August 11, 2022.

6h. Member Comments re: Proposed Revisions to GHI's Complaint Procedures – (Attachments #10a-10c)

During a work session between the Board of Directors and GHI's legal counsel Joe Douglass on March 31, 2022, it was discussed that GHI's Member Complaint Procedures do not expressly address complaints against non-member tenants or by a non-member against a member regarding an incident that occurs on GHI's premises.

Attorney Douglass was subsequently requested to revise our Member Complaint Procedures. Attachment #10a is his response to GHI's request and attachment 10b represents the revised procedures he drafted.(a red-lined copy).

On June 2, 2022, the Board asked the General Manager to obtain member comments regarding the revised complaint procedures proposed by Attorney Douglass. Twelve members submitted comments (refer to attachment #10c).

This item is on the agenda for discussion and action.

Suggested motion: I move that the Board of Directors hold a work session to conduct an in-depth review of the revised Member Complaint Procedures Attorney Joe Douglass proposed, as well as member comments received regarding those proposed revisions.

6i. Proposed Meeting Dates During January to May 2023

Staff recommends that the Board hold regular meetings on the first and third Thursday of each month during January to May 2023 beginning at 7:00 pm, and consider holding the Annual Membership Meeting on Thursday, May 11, 2023, beginning at 7:30 pm. The Board may approve a schedule of meeting dates by consensus.

Suggested motion: I move that the Board of Directors hold regular meetings on the first and third Thursday of each month during January to May 2023 beginning at 7:00 pm and hold the Annual Membership Meeting on Thursday, May 11, 2023, beginning at 7:30 pm.

6j. Motion to Hold a Closed Meeting on September 1, 2022

Motion: I move to hold a Closed Meeting of the Board of Directors at 7:00 pm on September 1, 2022.

Statement of Closed Meeting of the Investment Committee Held on July 21, 2022

The Investment Committee held a closed meeting on July 21, 2022 at 5:18 pm as authorized by sub-paragraph § 5-6B-19 (e)(1)(VI) of the Maryland Cooperative Housing Act to discuss bids that GHI received from firms for investment advisory services.

The motion to hold the closed meeting was approved by a 5-0 vote of the members of the Investment Committee during a prior open meeting on July 21, 2022.

Draft

Statement of Closed Meeting of the Board of Directors Held on August 11, 2022

GHI's Board of Directors held a closed meeting at 7:00 PM on August 11, 2022, via internet audio/video conference to discuss the following matters, as specified in the noted sub-paragraphs of the Maryland Cooperative Housing Corporation Act § 5-6B-19 (e) (1):

1. Approve Minutes of the Closed Meeting held on June 16, 2022	(vii)
2. Request by a Member for an Exception to the Two-year Profit Limitation Provision in the Mutual Ownership Contract	(iv)
3. Request by a Member for Permission to Leave Their Unit Unoccupied due to the Member's Illness	(iv)
4. Consider Approval of the Following Contracts: <ul style="list-style-type: none"> • Contract with an IT Consulting Firm to Redesign GHI's Website • Emergency Contract for Tree Clean-up Services Due to the Storm on July 12, 2022- 1st reading • Contract for Underground Utility Pipe Repairs - 1st reading • Hiring an Investment Advisory Firm to Invest GHI Funds 	(vi)
4. Member Complaint Matters	(iv)

During the meeting, the Board authorized a contract with Human Services Solutions to redesign GHI's website and provide website security and support for one year at the following costs:

- a) Website redesign - \$35,250 plus 15 % for contingencies for a total not to exceed \$40,538.
- b) Website Security Implementation and Support - \$11,520 plus 15% for contingencies for a total not to exceed \$13,248 during the first 12 months that the new website is functional.

The motion to hold the closed meeting was approved during the open meeting of August 11, 2022, by Directors Bilyeu, Brodd, Hess, James, Lambert, Luly, McKinley, Mortimer, and Whipple.

Draft Minutes
Greenbelt Homes Inc.
Annual Membership Meeting – **May 12, 2022**
via Zoom / In-person (Community Youth Center)

1. Issuance of Voting Cards.

Voting cards were issued to members, starting at 7:00 pm. (Only for members physically attending the meeting at the Greenbelt Youth Center).

2. Proof of Due Notice of Meeting.

Secretary Ed James presented a statement verifying that between April 25, 2022 and May 2, 2022, the United States Postal Service received for delivery presorted, first-class mail to 1,600 GHI homes.

This constitutes due notice of meeting in accordance with the GHI Bylaws, Article IV Section 4, which requires that notice of meeting shall be “mailed or delivered not less than ten and not more than twenty days before the meeting to each member of record on the Corporation’s book as of the date twenty days before the meeting.”

3. Certification of Presence of a Quorum.

Board Secretary Ed James announced that at 7:27 pm, 113 members had registered signifying that a quorum was present to conduct business.

President Stefan Brodd called the meeting to order at 7:38 p.m.

4. Approval of Agenda.

Revision - the number/date “11” was changed/corrected to “13” in the title of agenda item 4.

Motion: I move approval of the agenda as revised.

Moved: Ed James

Seconded: Molly Lester

5. Action on Minutes for the Annual Meeting held on May 13, 2021.

Motion: I move approval of the minutes of the May 13, 2021 Annual Membership Meeting as presented.

Moved: Ed James

Seconded: Chuck Hess

6. Reports of Officers, Directors, and Elected Committees.

Gerard Holmes and Millicent Allenby inquired about the rationale behind carrying such a high invested amount in such a low yield money market account. Director and GHI Treasurer Jason Luly explained that GHI is currently working on securing an Investment Advisor to review where money should be invested to be the most profitable for the coop.

Joyce Campbell inquired where the funds from the federal PPE loan were utilized and if this could possibly offset future increases to coop fees. Director of Finance, Joe Perry, advised the funds came in for general operations. Member Campbell inquired if there were increased expenses due to COVID that prompted this funding. Director Perry advised that GHI submitted the loan request based on federal, state, and local guidance on business needs during the pandemic and the request was approved. However, Director Perry also advised that GHI has submitted a request for loan forgiveness that is expected to be approved and would relieve GHI from repaying the PPE funds received.

Lore Rosenthal indicated that in prior years, members have received reports directly from each committee, officer, etc., so she was disappointed that this year the decision was made to forego the verbal delivery of reports and relied only on members reading the physical copies provided. President Brodd thanked Member Rosenthal for the comment.

Pamela Bozzi inquired about the significant difference in Net Income from 2020 to 2021. Director Perry advised there was not as many HIP expenses in 2021 as there were in 2020.

Dennis Griffin asked if investment firms such as T. Rowe Price or Vanguard were contacted for proposals for an Investment Advisor. Director Perry specified the process that was utilized and that only four (4) companies expressed interest in submitting a proposal. Member Griffin indicated his opinion is that GHI has had historically low investment returns and may be better served with an investment firm as opposed to an Investment Advisor. President Brodd thanked Member Griffin for his comment.

Wayne Williams expressed concerns about staff transition and inquired why the annual report did not reference handling that issue in a more defined manner. President Brodd advised Member Williams that he would speak to General Manager, Eldon Ralph, and provide more information at a later date.

Molly Lester followed up on her earlier question about ensuring proper voting for members who each received an email link for registration. Get Quorum representative, Rebecca Trotter, provided Member Lester details on the company's process to ensure proper voting.

Richard Menis asked if the RFP for the Investment Advisor search contained verbiage requiring that individual to act as a Fiduciary for GHI. Director Luly responded that this was a requirement as specified in the RFP.

Lore Rosenthal expressed concern because she and her spouse both received packets and registration links. GQ rep Trotter provided Member Rosenthal the same detailed information provided to Member Lester regarding the process utilized by GQ for ensuring proper voting.

Michael Hartman advised of a technical issue with the sign language interpreter and inquired if the reports were sent electronically and via hard copy? President Brodd responded that he did not have that information readily available but would get him the answer and provide that at a later date.

President Brodd thanked out-going Director Zoe Carter-Woodbridge for her service on the Board and to the GHI community.

7. Presentation of Candidates.

Stefan Brodd thanked the Nominations and Elections Committee for all their hard work and asked N&E Chair, Tom Jones, to present the candidates for Board and Audit Committee.

Chair Jones thanked the N&E committee for their work and their willingness to serve the community for another one (1) year term:

Nominations and Elections Committee Candidates:

Tom Jones
Dan Gillotte
Theresa Henderson
Luisa Robles
Joe Ralbovsky

Chair Jones thanked Member Services and GHI staff for their work throughout the year to support N&E, the Board, and the various committees.

Chair Jones explained the Board of Directors is a body consisting of 9 members, each serving a 2-year term. Five (5) members are elected on odd years and four (4) members are elected on even years. With 2022 being an even year, four (4) positions are up for election. However, since the Board was required to fill a vacancy one (1) year into the most recent term (2020-2022), the 2022 election consists of openings for four (4) 2-year term positions and one (1) 1-year term position. The individual candidate with the least number of votes will be selected to fill the one (1) 1-year term position.

Board of Directors Candidates:

Stefan Brodd
Chuck Hess
Ed James
Debbie McKinley
James Whipple

Chair Jones provided each candidate up to three (3) minutes to speak to the membership.

Stefan Brodd, current Board President, spoke to the membership about his ideals and how they align with GHI. He expressed his desire to serve GHI as a Board member based on his commitment to his community and his neighbors.

Chuck Hess, incumbent Board member, thanked the community for their support of his place on the Board over the years as well as thanked GHI staff for their work. Director Hess mentioned various projects he has been a part of due to his Board membership over the years and his dedication to the projects that are yet to come.

Ed James, current Board Secretary, explained his wealth of experience with the coop and expressed his wish to continue to serve the community for the sustainability of GHI.

Debbie McKinley, incumbent Board member, explained her activity within the community by serving on multiple committees and participating in various community projects. She expressed excitement for what lies ahead for GHI and her interest in creating a more resilient community as climate change continues to occur.

James Whipple thanked all participants and organizers of the Annual Meeting. He spoke to the membership about his ties to Greenbelt and GHI and how he is driven by his service-oriented mindset.

Chair Jones introduced the candidates up for election for the Audit Committee and explained that each position is elected to serve a one (1) 1-year term. Chair Jones also provided the members an explanation of how the Audit Committee serves GHI.

Audit Committee Candidates:

Dave Benack
Grace Fisher
Bill Jones

Chair Jones provided each candidate up to three (3) minutes to speak to the membership.

Dave Benack, incumbent Audit Committee member, thanked everyone participating in the Annual Meeting.

Grace Fisher provided a written statement that was read by Chair Jones in which she identified her desire to serve GHI and explained how her background will serve her in the Audit Committee role.

Bill Jones explained how involved he has been with GHI over his many years of membership and his dedication to ensuring the financial stability of GHI for future generations.

Tom Jones advised that biographies for all five (5) Board candidates and the three (3) Audit Committee candidates were published in the Greenbelt News Review on May 5, 2022, and welcomed members to read those for more information on the individual candidates.

Chair Jones explained voting rules for members attending in person and members attending virtually. Chair Jones also advised members that all in-person attendees will be prevented from casting a virtual ballot and will be required to vote before leaving the meeting facility or would need to vote in-person at GHI the following day. Chair Jones advised that virtual voting would end promptly at 12 pm on Friday, May 13, 2022, but explained that N&E committee members would have ballots available for casting from 4 pm to 8 pm on Friday, May 13, 2022, at the GHI office. At 8 pm, N&E committee members will count all electronic ballots, absentee ballots, Annual Meeting facility ballots, and in-person ballots and will release the results to the membership via GetQuorum. Chair Jones advised the final results will also be posted at the GHI office and on the GHI website.

8. Nominations and Elections of the Nominations and Elections Committee.

President Brodd announced the candidates for the Nominations and Elections Committee and advised that there are five (5) vacant seats and five (5) candidates, so per GHI Bylaws, all candidates are elected by acclamation:

Nominations and Elections Committee Candidates:

Tom Jones
Dan Gillotte
Theresa Henderson
Luisa Robles
Joe Ralbovsky

9. Old Business.

Based on no outstanding items from the 2021 Annual Meeting, item #9 is being dismissed and the meeting is moving forward to item #10.

10. New Business.

- a. Proposal to amend Bylaw provisions as outlined in the attachment to the agenda.

Below are four motions offered by the Board of Directors for amendments to the GHI Bylaws with supporting rationales.

Motion #1: I move that the GHI membership amend GHI Bylaws, Article VIII Financial Regulations; Section 11 - Expenditure of Funds and Contracts; Subsection a. as follows, with language removed struck through ~~thusly~~; and language for inclusion shown in **bold underlined** font:

- No expenditure in excess of ~~\$7,500~~ **\$15,000** shall be made, nor shall any obligation for the expenditure of more than said amount be incurred, except in pursuance of a motion adopted by the Board of Directors. All motions authorizing said expenditures of money or the incurring of an obligation for said expenditures of money shall state specifically the amounts of expenditures authorized and the specific purpose for which authorized. Sums thus authorized shall be applied solely to the specific objects for which they are made and for no others, except pursuant to a motion subsequently adopted by the Board of Directors. No motion authorizing the expenditure of money **in excess of \$100,000** or the incurring of any obligation for the expenditure of money **of more than said amount** shall be adopted until the same shall have been approved by the Board of Directors at two separate Board meetings on two different days except in emergencies, in which event the approval of two-thirds of the entire Board shall be necessary for adoption.

Rationale: To give the General Manager greater flexibility and efficiency in dealing with budgeted expenditures and contracts that fall between \$7,500 (current limit) and \$15,000 (proposed new limit) and increase the efficiency of the Board of Directors in not having to review these small items.

To allow the Board of Directors to accept contracts between \$15,000 and \$100,000 in one reading, thus saving time and making Board operations more efficient. Contracts involving, for example, repairs to a unit that has been assigned to GHI by a member should not be unnecessarily delayed by two separate readings because it is expensive and inconvenient for both GHI and the member.

In Favor: 149

Opposed: 26

Carried: 85% of vote

Amended Motion #2: I move that the GHI membership amend GHI Bylaws, Article III Membership; Section 3 - Privileges of Members as follows, with language removed struck through ~~thusly~~; and language for inclusion shown in **bold underlined** font:

- Members of the Corporation shall be permitted to attend meetings of the Board of Directors and shall be excluded from such meetings only if the Board, by a three-fourths vote **of the Board members in attendance at an open meeting at which a quorum of the Board is present**, should **decide to enter into an executive session hold a closed meeting, in accordance with the Maryland Cooperative Housing Corporation Act**. Any consideration of contracts in ~~Executive Session~~ **a closed meeting** requires prior public announcement of the nature and scope of the contracts by printed and electronic means as soon as practicable. The Board shall not make policy decisions in ~~Executive Session~~ **a closed meeting**, but may decide in such sessions, matters affecting individual members, employees, pending litigation, or contract negotiations. All members of the Corporation shall have the right to inspect and copy the record of the names and addresses of all members of the Corporation at any time during regular office hours of the Corporation, provided that such member asking to examine and/or copy the list shall sign a statement that the list will not be used for a purpose other than for contacts with members covering business concerning the Corporation. All members of the Corporation shall have the right to inspect and copy the approved minutes of the Board of Directors (excluding minutes of any **closed** meeting ~~held in executive session~~) at reasonable times and under reasonable regulations established by the Board of Directors.

Rationale: Change "executive session" to "closed meeting" to bring the terminology in GHI Bylaws into accordance with the Maryland Cooperative Housing Corporation Act and use a term more easily understood by members.

Motion to Amend: Remove the suggested language change to two-thirds vote and revert to original language of three-fourths vote.

Moved: Bill Jones

Seconded: Tom LeaMond

In Favor: 106
vote

Opposed: 59

Abstained: 1

Carried: 63% of

Motion to Call the Question:

Moved Tom LeaMond

Seconded: Claudia Jones

In Favor: 147

Opposed: 23

Carried: 86% of vote

Final vote on Amended Motion (as displayed above):

In Favor: 142
vote

Opposed: 10

Carried: 93% of

Motion #3: I move that the GHI membership amend GHI Bylaws, Article VII Committees; Section 2 - Audit Committee; Subsection c. as follows, with language removed struck through ~~thusly~~; and language for inclusion shown in **bold underlined** font:

- The Audit Committee may make such reports and recommendations to the Board of Directors and to the membership of the Corporation as it may deem appropriate and shall make an annual report to the membership of the Corporation concerning its findings, and its operations throughout the year, and such report shall contain an accounting of all Audit Committee expenditures throughout the year. Majority recommendations or reports made to the Board shall be placed on the agenda for an upcoming Board meeting within three (3) months. Reports to the membership other than at the regular annual meeting of the members of the Corporation shall be mailed or delivered no later than thirty days after presentation to the secretary or to the business office of the Corporation. Vacancies on the Committee shall be filled by the remaining membership of the Committee, after notice of the vacancies is publicized by the Audit Committee and a two-week period is provided for submission of suggested names of candidates to the Committee. Members of the Audit Committee shall have the right to attend all regular and special meetings of the Board of Directors of GHI and all subsidiary corporations, including ~~executive sessions~~ **closed meetings**, and shall be furnished with copies of all minutes. They shall also be given access to all books and records of the Corporation. The Audit Committee shall have the right to consult with the Corporation attorneys and auditors and shall be furnished with available clerical assistance. An annual appropriation for the Audit Committee in the amount of \$7,500 shall be included in the operating budget of the Corporation and the Audit Committee shall be authorized to engage legal, accounting, tax, or other consultants or clerical assistants as may be required to facilitate the work of the Committee up to the total amount of the appropriation. The appropriation shall also cover the reimbursement to members of the Committee for the actual expenses incurred by them in behalf of or for the benefit of the Corporation, provided that prior authorization is given by the Committee for such expenditure. Should additional funds be found necessary, the Audit Committee may request, and the Board of Directors may grant, additional funds. The members of the Audit Committee shall be compensated in such amount as the members of the Corporation shall direct.

Rationale: Change "executive sessions" to "closed meetings" to bring the terminology in GHI Bylaws into accordance with the Maryland Cooperative Housing Corporation Act and use a term more easily understood by members.

In Favor: 158

Opposed: 1

Carried: 99% of vote

Motion #4: I move that the GHI membership amend GHI Bylaws, Article V Directors; Section 5 Meetings as follows, with language removed struck through ~~thusly~~; and language for inclusion shown in **bold underlined** font:

- The Board shall hold regular meetings at least twice monthly except during the months of June, July, and August, when it shall meet **at least** monthly. Special meetings of the Board shall be held within five days but not less than three days after call by the president or upon written request by at least two Board members to the secretary. The secretary shall mail or deliver written notice of regular and special Board meetings to each director of the Corporation at least three and not more than ten days prior to each such meeting, provided, however, that if every member of the Board shall waive his or her right to due notice of meeting, a special meeting may be called for any time. Notice of each special meeting shall state the object of the meeting, and no business other than that specified in the notice shall be transacted. A majority of the Board shall constitute a quorum at any Board meeting. Except with respect to expenditures and contracts (provided for in Section II of Article VIII), no item of business shall be finally acted on at a meeting at which it is first introduced if at least two directors of the Corporation request that final action be postponed until the next meeting.

Rationale: To reflect the reality that the Board of Directors has for years met at two regular Board meetings during the summer months.

In Favor: 171

Opposed: 1

Carried: 99% of vote

11. Good and Welfare.

a. Announcements and Comments.

President Brodd informed members that the solar PVES system was commissioned to begin providing solar power effective February 1, 2022. President Brodd provided the membership with the many benefits afforded GHI now that the system is functioning. President Brodd expressed gratitude to Steve Skolnik for his efforts in bringing the project to fruition.

President Brodd advised members that GetQuorum would provide the Board with the questions that were sent in through the Q&A feature of the virtual meeting and would follow up with the individual members who had questions that were not addressed during the meeting.

Donald Taylor Jr. thanked President Brodd for the announcement about the solar program and asked if this information would also be shared on the GHI website for public information.

Douglas Igelsrud stated he received two invitations and one went to his old email address, so he inquired who to speak to about the information on file. President Brodd advised he should speak to Member Services.

Victoria Cheeseman stated that email issues started when virtual meetings started. She indicated that she has to call GHI annually to update her email address and advised she is not the only member who deals with email issues. President Brodd thanked her for her comments.

b. Prizes for Attending the Meeting:

Get Quorum facilitated the drawing by utilizing member registrations (virtual and in-person) that were placed into a randomizing tool and selected at random during the meeting. All winners were required to be present:

- i. Three (3) certificates for co-op fee concession - \$100/each.
 1. Ronnie Scotkin
 2. Stephanie Frank
 3. Jacqueline Gasch

- ii. Four (4) gift cards/certificates for the Co-op Supermarket - \$25/each.
 1. Donna Hoffmeister
 2. James Whipple
 3. Helen von Gohren
 4. Thomas Doggett

- iii. Five (5) gift cards/certificates to the New Deal Café - \$20/each.
 1. Scott Legendre
 2. Claude Aubert
 3. James Perreault
 4. April Ashpes
 5. Ellison Roberts

Get Quorum provided an explanation to the membership on voting protocols and processes and President Brodd reiterated guidance specific to GHI elections.

Chair Jones reminded members that voting will only be permitted from the time GetQuorum issues the ballot (immediately following recess of the meeting) through 12 pm on Friday, May 13, 2022. Any member not having cast a ballot before 12 pm on May 13th will be provided one final opportunity between 4 pm and 8 pm on Friday, May 13, 2022, at the GHI office. Votes will be counted immediately following closure of the election at 8 pm on Friday, May 13, 2022.

12. Recess.

Motion: I move to recess for voting.

Moved: Chuck Hess

Seconded: Daniel Siebert

Carried: unanimous

Ed James
Secretary

Draft GHI Board of Directors
Open Meeting
(Virtual Zoom)
June 16, 2022
7:45 pm

Board Members Present: Bilyeu, Hess, James, Lambert, McKinley, Mortimer, Whipple

Excused Absences: Brodd, Luly

Others in Attendance:

Eldon Ralph, General Manager

Deanna Washington, Director of Member Services

Joe Perry, Director of Finance

Bruce Mangum, Contract Processor

Dave Benack, Audit Committee

Bill Jones, Audit Committee

Grace Fisher, Audit Committee

Ben Fischler, 14-V4 Ridge Road

Steve Skolnik, 8-A Ridge Road

Joyce Campbell, 7-D Plateau Place

Cathy Legendre, 2-M Eastway

Molly Lester, 6-M Hillside Road

Henry Haslinger, 4-A Ridge Road

John Asher, Caliber Home Loans

Frank Gervasi, Visitor

Vice-President McKinley called the meeting to order at 7:46 pm.

1. Approval of Agenda

Motion: To approve the agenda, as presented.

Moved: Hess

Seconded: Whipple

Carried: 7-0

2. Statements of Closed Meetings

2a. Statement of Closed Meeting Held on June 2, 2022

GHI's Board of Directors held a closed meeting at 7:00 pm on June 2, 2022, via internet audio/video conference to discuss the following matters, as specified in the noted sub-paragraphs of the Maryland Cooperative Housing Corporation Act § 5-6B-19 (e) (1):

1.	Approve Minutes of the Closed Meeting held on April 21, 2022.	(vii)
2.	Request by a Non-Member for Permission to Reside in a GHI Unit	(iv)
3.	Rental Permit Request from a Member	(iv)
4.	Legal Counsel's Opinion re: GHI Providing Loans to GDC	(iii)
5.	Member Financial Matters	(viii)
6.	Consider Approval of the Following Contracts: <ul style="list-style-type: none"> • 2022 Contract for Replacing Roofs for Attached and Rental Garages – 1st reading • Contract for a Technical Writer to Reformat the Member Handbook and Board Policies 	(vi)
7.	Request to Allow a member to Defer Payment of Coop Fees	(iv)
8.	A Complaint Matter	(iv)

During the meeting, the Board authorized the following contract:

- A contract with Mr. Andrew Penney (a technical writing consultant), to update, standardize, format, and revise the Member Handbook and Board policies for clarity and consistency, at the consultant's bid price of \$34,100, plus 10% for contingencies, for a total not to exceed \$37,510.

The motion to hold the closed meeting was approved during the open meeting of May 19, 2022, by Directors Bilyeu, Brodd, Hess, James, Lambert, Luly, McKinley, Mortimer and Whipple.

2b. Statement of a Closed Meeting on June 8, 2022

On June 8, 2022, members of the Member Handbook and Board Policy Manual Standardization Task Force, comprised of Board members Erin Bilyeu, Deborah McKinley, Heather Mortimer, and staff member Eldon Ralph held a closed meeting, via internet audio/video conference to approve minutes of a closed meeting that the task force held on April 24, 2022.

The closed meeting on June 8, 2022 was authorized by sub-paragraph § 5-6B-19 (e)(1)(VI) of the Maryland Cooperative Housing Act.

The motion to hold the closed meeting was approved by a 3-0 vote of Board members Bilyeu, McKinley and Mortimer during an open meeting on June 8, 2022, that began at 7:02 pm. The closed meeting began immediately after the open meeting ended.

2c. Statement of Closed Meeting Held on June 16, 2022

The meeting is in recess and will be reported on at a subsequent Open Meeting.

3. Visitors and Members (Comment Period)

None

4. Approval of Membership Applications

Motion: I move that the Board of Directors approve the following persons into the cooperative and membership be afforded them at the time of settlement:

- **Jaime L. Theilen, Daniel M. Walfield; Joint Tenants; 3-L Eastway;**
- **In-Soon You; Sole Owner; 6-T Hillside Road;**
- **Jan R. Morales, Kristin R. Strohecker; Joint Tenants; 12-D Plateau Place;**
- **Celeste E. Roney; Sole Owner; 51-G Ridge Road;**
- **Michael J. Brown, Marcia L. Harrington; Joint Tenants; 10-R Southway.**

Moved: James

Seconded: Hess

Carried: 7-0

Motion: I move that the Board of Directors approve the following Mutual Ownership Contract recreation:

- **Donald T. Taylor, Jr.; Sole Owner; 11-G Laurel Hill Road.**

Moved: James

Seconded: Hess

Carried: 7-0

5. Committee Reports

Vice-President McKinley advised the Buildings Committee will be reconsidering the rules surrounding recreational equipment based on the Board's request to the committee. In addition, the committee is continuing to review the request from the Bicycle Committee for consideration of the allowance of bicycle lockers in the service side yard. Vice-President McKinley also advised that the Board and Buildings Committee would be holding a joint work session to discuss the Plumbing Pipe Replacement and Refurbishment Pilot Program on June 23, 2022.

Vice-President McKinley advised the Storm Water Management Subcommittee is reviewing member comments received regarding the proposed Impervious Surface Rules. A work session is scheduled for June 29, 2022 to discuss the comments and how to revise the rules in accordance with those recommendations.

Director Whipple advised that the Architectural Review Committee (ARC) will be submitting their recommendations on a series of exceptions that were requested by members for various projects.

Treasurer Hess advised of a change to the regular schedule for the Investment Committee and the Finance Committee meetings for June.

6. For Action or Discussion

6a. Approve Minutes of the Open Meeting Held on May 5, 2022 – (Attachment #4)

Motion: I move that the Board of Directors approve the minutes of the Open Meeting held on May 5, 2022 as presented.

Moved: James

Seconded: Bilyeu

Carried: 7-0

6b. Request from Caliber Home Loans to Become an Approved GHI Share Loan Provider – (Attachments #5a-5c)

At present, there are six GHI-approved lenders who provide share loans to members. Caliber Home Loans, a non-bank mortgage lender founded in 2008 that operates and originates mortgage loans in all 50 states, is interested in becoming a pre-approved provider of share loans to GHI members. Caliber Home Loans which offers a menu of mortgage products including new construction, USDA, FHA, VA, Conforming and Jumbo loans; is a subsidiary of New Residential Investment Corp. which purchased Caliber Home Loans in 2021. New Residential Investment Corp (symbol NRZ) is a publicly traded Real Estate Investment Trust (REIT) listed on the New York Stock Exchange.

Mr. John Asher, a loan consultant with Caliber Home Loans informed staff that his firm has lots of experience with cooperatives and is very well versed in all the details of cooperative financing. Mr. Asher, a Mortgage Loan Officer with more than 32 years of experience, has been providing financing for cooperative units in the Washington DC metropolitan area for more than 25 years. He stated that unlike some lenders, Caliber Home Loans retains the servicing for most of its loans and do not sell their loan servicing to another lender right after settlement.

Caliber Home Loans has reviewed GHI's audited financial statements for the years ended December 2020 and 2021, our 2022 budget, bylaws, mutual ownership contract document and recognition agreement.

A current balance sheet and the last 2 years of audited financial statements for New Residential Investment Corp are presented as attachments # 5a -5c. A link to the New Residential Investment Corp website with a summary of their operations and corporate history is as follows:

<https://www.newresi.com/about-us>

Mr. Asher attended the Board meeting to present the Bank's proposal and answer questions.

This item is on the agenda for discussion and action.

Motion: I move that the Board of Directors allow Caliber Home Loans to become a GHI-approved share loan provider.

Moved: Hess

Seconded: Bilyeu

Carried: 7-0

6c. Proposal to Acquire One or Two GHI Units for Housing Refugees – (Attachment #6)

Mr. Frank Gervasi, Chairperson of the Greenbelt Refugee Aid Committee, attended the Board meeting to discuss the Committee's conceptual proposal to acquire one or two GHI units for the use of refugees with designated Refugee Status, admitted into the US by USCIS (United States Citizenship and Immigration Service). Attachment #6 is a letter from Mr. Gervasi that provides more details about the proposal.

This item is on the agenda for discussion.

After much discussion, the Board decided to revisit this request at a subsequent meeting.

6d. Review Audit Committee Recommendations in the 2021-22 Annual Report

In GHI's 2021-2022 annual report, the 2021-22 Audit Committee made the following recommendations to the Board of Directors:

- While programs to address financial insecurity as a direct result of the pandemic have tapered off, the Audit Committee recognizes that financial insecurity remains an issue facing GHI members. The Audit Committee suggests that GHI consider whether it can establish a permanent emergency fee relief fund, as well as how best to connect members with local services such as Greenbelt Gives, Greenbelt Cares, Greenbelt Senior Nutrition Program, and local food banks; as needed.
- The Audit Committee recommends that the Board of Directors consider requesting a formal member service report from staff that includes detailed metrics on member satisfaction with member services, maintenance services, and technical services, and use that to create an official GHI "Customer Service Strategy."

GHI's Bylaws state that majority recommendations or reports made to the Board by the Audit Committee shall be placed on the agenda for an upcoming Board meeting within three (3) months; hence this item is on the agenda for discussion.

No action was taken at this time.

6e. Review 2022 First Quarter Financial Statements – (Attachment #7)

GHI's 2022 first quarter financial statements are submitted as attachment #7 for your review. This item is on the agenda for discussion.

GHI Finance Director Joe Perry presented the statements during the Board meeting and answered questions.

Note: Power outages caused some Directors to lose Internet connection to the meeting.

6f. Motion to Hold a Closed Meeting on July 14, 2022

Motion: I move to hold a closed meeting of the Board of Directors at 7:00 pm on July 14, 2022.

Moved: James

Seconded: Hess

Carried: 5-0

7. Items of Information

7a. President's Items – None.

7b. Board Members' Items – None.

7c. Audit Committee's Items – None.

7d. Manager's Items – None.

Note: One Director was able to reconnect to the meeting.

Motion: To adjourn.

Moved: Hess

Seconded: Bilyeu

Carried: 6-0

The meeting adjourned at 9:48 pm.

Ed James
Secretary



GHI Buildings Committee Annual Report

July 2021 - July 2022



Foreword

“You have to act as if it were possible to radically transform the world.
And you have to do it all the time.”

- Angela Davis

“I don't want revenge on the Taliban, I want education for sons and
daughters of the Taliban.”

- Malala Yousafzai

“Our house is on fire. I am here to say, our house is on fire.”

- Greta Thunberg

Committee Members at Publication

Chuck Hess

Debbie McKinley (Board Liaison)

Ed James

Elizabeth Shepard

Erin Bilyeu

Joe Ralbovsky

Lenore Flower

Richard Menis

Steve Skolnik

Vince Wilding

Wendy Young

[Vacant]

Year in Review: *The Whirlwind*

At the beginning of July 2021, our long time chair Jim Cohen decided to step down from the Buildings Committee to focus his attention elsewhere. During his tenure, Jim led our group with a signature calming deftness, enviable strategic thinking and planning acumen, a deep, broad, and sharp arsenal of uncanny expertise, levity, charm, and an irreplaceable sense of patient gentleness. He is greatly missed.

Throughout the year, members and friends of the Buildings Committee contributed great ideas and assistance through the maelstrom of important issues facing our cooperative and showed immense, sustained dedication to protecting and improving our unique, historic community. The effort and creativity they have offered, with several of them serving on the Board of Directors in addition to our committee, is humbling and inspiring. Thank you to each and every one of you. You wow me.

The secret's out. Our community is facing an era of unprecedented change.

Dramatic change in staff leadership, which will herald in a critical period of capturing the wisdom and expertise of those invaluable individuals who together, have contributed so much to making our cooperative a wonderful place to live. Optimistically, this will also mean new energy, talent, and ideas.

Surging change in the regional housing market, which has impacted us directly through the waning affordability of our homes, the important zoning protections and regulations within our part of Greenbelt, and a global trend towards tangible housing scarcity paired with a paradigm shift in how we use our homes during the ongoing pandemic.

Physical change, too, to our houses, which just recently completed the Homes Improvement Program to refurbish and upgrade multiple elements of the units themselves - as well as the upcoming, critical, need to address our aging plumbing infrastructure.

But, far exceeding any of the intensely local or broadly regional impacts identified above, our community is facing accelerating planetary change of life-threatening climate collapse. Locally, rainfall events are causing orders more soil erosion, biodiversity attrition and deepening species extinction endanger anyone who relies on food, and agricultural systems are routinely upended by increasingly unpredictable and/or more intense heatwaves, droughts, floods, and unscheduled frosts. This is dire. We are all in danger.

If you are a member the Board of Directors, GHI staff, a GHI member, a prospective buyer of a GHI home, a loved one, friend, or acquaintance of someone in GHI, or even just a lurker on the internet, and you have not signed up for community solar or another low-carbon source of energy, please do so now before reading the remainder of this report. Thank you.

Summary:

This year, we prioritized the research into and formulation of the plumbing repair and refurbishment pilot above all else. Most novel work beyond this primary scope was handled by task forces and subcommittees reporting to the Buildings Committee. Our new staff Liaison, John French, is a wonderful source of knowledge, context, and ideas. He has quickly become an integral asset to the committee and we are very lucky to have him to rely on.

The next twelve months will likely take a similar format, with the committee intentionally keeping bandwidth in reserve to respond to Board of Director requests related to the Plumbing Pilot. There may also be work upcoming related to changes in zoning.

Accomplishments / Actions (roughly chronological)

Buildings Committee (Main)

1. Following the results of the Heat Pump Water Heater (HPWH) pilot study, the BC sent a motion to the BoD, which was approved, to make HPWHs the default replacement equipment in masonry homes with a utility space while the relevant rebate is in effect (through 2023+). The effective rebate reduces the procurement and installation cost to below that of the standard models, and the energy costs savings from the HPWHs are significant. Adding them should reduce overall costs of living in GHI.
2. Established a shared email and google drive for the GHI Buildings Committee.
3. Filled 3 of 4 Buildings Committee Vacancies with new members. One vacancy remains.
4. Reviewed the previous Plumbing Technology Task Force report and made recommendations for alternative technologies for the Plumbing Repair and Refurbishment Pilot Project.
5. Reviewed and codified the charter of the Permit Task Force, worked with GHI staff to advise the task force, and reviewed, edited, and delivered the Permit Task Force Final Report to the BoD.
6. Worked with BoD and communications committee to develop a Post-HIP survey to capture member satisfaction and feedback on the 5 years of main programming. Distributed this survey to members, summarized the results and sent them to GHI staff.
7. Examined existing GHI protocol and discussed the efficacy of termite treatment as a way to prevent damage to GHI homes.
8. Developed and distributed a rental garage electrification survey to GHI members renting garages and forwarded the results to the BoD. A lack of staff time was determined to be a critical choke point for advancing with implementation of solutions, or designing/conducting a pilot project.

9. Assessed water quality reporting from a contractor GHI had tasked to examine plumbing infrastructure health. Designed a scope of work for what to test GHI water for, and coordinated with GHI staff to arrange for qualified third-party testing. The water quality testing results demonstrated that none of the EPA/MD Health water contaminant levels (or levels of Nickel) were exceeded in any of the homes.
10. Sent a motion to the BoD recommending that GHI hire a technical writer to update the member handbook, including correction of inconsistencies and updates to regulations that haven't been incorporated - as well as to make the handbook searchable. Initially, this motion was not approved. In the interim, the BoD has elected to pursue this and related efforts, much in line with our original recommendation.
11. Provided educational materials about using HIP technology and equipment to the membership via the E-News.
12. Sent a fast-turnaround recommendation to the BoD on the necessary updates to GHI rules based on novel zoning regulations at the County Level.
13. Plumbing Pilot:
 - a. Reviewed the previous task force report and selected plumbing tech alternatives
 - b. Met with GHI mgmt and plumbing staff to solicit expert input and to ask questions about the need for / appropriate scope of the plumbing pilot.
 - c. Prepared and delivered a GHI town hall plumbing presentation
 - d. Drafted and submitted the final report to BoD, including requested revisions.
14. Conducted a joint work session with the Bicycles Committee regarding Bike Lockers
15. Began research and seeking input on the topic of Neighbor Consent for additions to units.

Stormwater Management Subcommittee

1. Formally transitioned from a Task Force to a Subcommittee, with much the same charge but with a greater emphasis on preserving GHI property, preventing flooding of units, and creating policies and guidance to address existing and future issues.
2. Conducted multiple work sessions with the Buildings Committee to produce and deliver to the BoD / membership comment:
 - a. New Impervious Surface Rules
 - b. Addition Offset Guidelines

Sustainability Subcommittee:

1. Organized and hosted a membership webinar on the Prince George's County Raincheck Rebate Program, including specific guidance for housing cooperatives like GHI.
2. Coordinated with GHI staff, who produced a thorough, informational presentation on GHI Stormwater Infrastructure and Management Practices.

3. Authored and published a GHI Solar Policy Blast to combat a misperception that GHI homes cannot host solar photovoltaic systems.
4. Began efforts to create a virtual GHI Rain Barrel Community Map, including links to the recently revised specifications and maintenance requirements.
5. Conducted an inspection of Parkway Apartments to identify opportunities for LED replacement to save money on utility bills.



Greenbelt Homes Inc.

A COMMUNITY FOR PEOPLE WHO VALUE COMMUNITY

Meeting Report

July 17 and 18, 2028

GHI Board of Directors

Strategic Planning Meetings

Report date:

July 21, 2022

Facilitated and reported by:

Becky Roberts

Catoctin Consulting, LLC

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Introduction

The Greenbelt Homes Inc. (GHI) Board of Directors met via Zoom on July 17 and 18, 2022 to conduct annual strategic planning work sessions. This report documents the meetings.

Participants and Observers

Board members and GHI senior staff participated in the work sessions. Other attendees observed and occasionally served as resources to the Board. Attendees included:

GHI Board of Directors

- Stefan Brodd, President
- Deborah McKinley, Vice President
- Ed James, Secretary
- Chuck Hess, Treasurer
- Denna Lambert
- Jason Luly
- Heather Mortimer
- James Whipple

GHI Staff

- Eldon Ralph, General Manager
- Joseph Perry, Director of Finance
- Deanna Washington, Director of Member Services
- Everett Hitchner, Human Resources Manager

GHI Member Observers

- Benjamin Fischler
- Scott Legendre
- Molly Lester
- Joe Ralbovsky
- Alison Rose

Objectives of Board Work Session

- To discuss key strategic issues faced by GHI in the coming year.
- To update GHI's annual plan to reflect board priorities for actions in the next year.
- To hear from all participants, including new board members.

Agenda

See Appendix A for the agenda as executed.

Process to Update Strategic Action Plan

Figure 1 shows the process that was used in the work sessions. The first work session focused on identifying and discussing strategic issues or priorities that should be included in the Strategic Action Plan. The second work session focused on updating the 12-month Strategic Action Plan.



Figure 1, Process to Update Strategic Action Plan

Strategic Issues

In the first work session, participants explored key strategic issues faced by GHI in the coming year. As shown in Figure 2, participants started from a list of strategic issues identified in advance by board and staff members and expanded the list. The list was then sorted into items requiring discussion and those that did not. The 11 items requiring discussion were discussed in 3 rounds of small breakout sessions with participants self-selecting their preferred topics.

For each issue, the participants in the breakout session addressed the following questions:

- **What** facts or observations stood out?
- **So what** are the implications?
- **Now what** actions do you recommend?

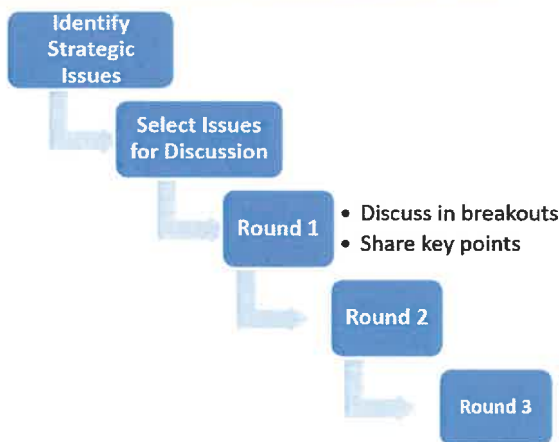


Figure 2, Strategic Issue Discussion Process

Each breakout group captured their conversations in a shared Google document and reported they key points of their discussion to the full group. The resulting notes are presented below.

Issues Discussed

Round 1, Issue 1. Impact of the economy and inflation

The first topic was impact of the economy and inflation, e.g., planning ahead for budget processes, help for members, and alternate revenue streams.

What facts or observations stood out?

- Focused on how GHI will react to the economic changes.
- Stormwater is a concern both on GHI and Greenbelt as a whole.
 - Takoma Park charges fees to residents to assist with stormwater management.
 - These fees can head off future costs and to be more proactive on stormwater management.
- Educate people on what is included in the replacement reserves.
- Saving money on replacement reserves might be difficult due to increased labor and material cost.
- Older members may have issues keeping up with increasing fees.

So what are the implications?

- Could result in added line item in city taxes or even the GHI fees.
- Returns on investments should go up as these costs go up, but salaries will be a hit on the budget.
 - Salaries make up \$2m out of the \$13m budget.

Now what actions do you recommend?

- Increase fees while being clear with the reasons that they will be increasing.
- Promote avenues for economic relief.

Round 1, Issue 2. Operation of committees and task forces

What facts or observations stood out?

- Effective operation of committees and tasks forces has been hindered as a result of the pandemic and membership demographics
- Loss of Member Outreach Committee has stymied the search for interested members to join committees, etc. GHI has lots of new members, but no outreach to gauge interest in joining.

- Before the pandemic, the focus appeared to be mainly social.
- Records Retention Task Force, [Buildings Committee, and Storm Water Management Subcommittee](#) are understaffed.
- Outdoor Recreation Task Force has dissolved.
- Communications Committee has ~~rarely~~ met since the pandemic.
- Long Range Planning Committee is on hiatus.

So what are the implications?

- Lack of fully staffed committees and task forces
- No vehicle for intaking new committee/task force members
- Lack of forward thinking for the cooperative
- Difficulty fulfilling the mission due to lack of members

Now what actions do you recommend?

- Reinstate Membership Outreach Committee.
- Encourage task forces to meet twice a month.
- Convene a working session with existing and extant Committee and Task force chairs.
- Coordinate an appeal to real estate taxes as a Cooperative rather than as individuals.

Round 1, Issue 3. Procedures for in-person, virtual, and hybrid Board, Committee and Task Force meetings

The group restated the issue as “should we allow in person or hybrid meetings?”

What facts or observations stood out?

- GHI has had better attendance at virtual meetings.
- Virtual meetings provide COVID-19 safety.
- Virtual meetings do not require staff to be physically present.
- There can be physical safety issues for evening in-person meetings.
- Hybrid meetings are especially difficult—need dedicated equipment and staff.
- Virtual meetings tend to be easier to chair and more productive.

So what are the implications?

- Don’t approve of in-person or hybrid meetings; continue with virtual.

Now what actions do you recommend?

- Need to be sure that Zoom links are correct.
- Consider redundancy as backup to Zoom.

Round 1, Issue 4. Social media - be more proactive rather than reacting to Facebook posts

What facts or observations stood out?

- GHI needs to have social media presence.
- The amount of misinformation or miscommunication is concerning for staff and members.
- Limited sources exist for dissemination of information and receipt of information.
- E-nNews distribution is not as efficient anymore.

So what are the implications?

- Possible legal ramifications
- Staffing needed to facilitate GHI social media presence
- Need clear understanding of all needs to bring forth change

Now what actions do you recommend?

- Have an analytical discussion of what should be addressed on a social media platform and who/how best to ensure proper delivery of that information.
- Once implemented, find method to post sections of the E-nNews daily throughout the week to provide a more targeted method of delivery.
- Enhance the GHI Facebook page to make it more of a member resource and link to larger Greenbelt community.
- Analyze what resources are necessary to bring forth a social media presence and how quickly that needs to occur.

Round 2, Issue 1. Personally Identifiable Information (PII) Policy

What facts or observations stood out?

- Concern regarding the release of member information to the public and what that information is
- Recognizing the transparency required by law and recognizing the rights of the members

So what are the implications?

- Possible violation to a member
- Legal ramifications to the cooperative

Now what actions do you recommend?

- Full implementation of the Yardi system will allow control measures.

- Continued attention by staff and Board will ensure redaction of personally identifiable details.
- Consult with legal counsel about what legal ramifications exist.
- Consider creating a task force to address the concerns surrounding PII.
- Consider having staff develop a plan and present to Board for review and adoption.

Commented [DKM1]: Wouldn't this be a task force and not staff?

Round 2, Issue 2. Alternative revenue streams

This issue specifically included seeking rezoning GHI area to allow for a corner shop.

What facts or observations stood out?

- Primary goal is to service members within a 500-meter radius.
- Laurel Hill had stores but they were removed in the 1950s, unsure of reason why.
- Unsure of the sustainability of the idea of a corner shop.
- Idea of alternatives could include GHI concierge services, dry cleaning, other services.
- Increasing fee-for-service and contracting out property management or maintenance services are other options.

So what are the implications?

- Need to change the zoning laws with PG County
- Reduce the need to increase GHI co-op fees
- Increase walkability of GHI

Now what actions do you recommend?

- Investigate the viability of certain businesses.
- Ask LGAC to investigate the legality and lobby PG county for multi-use zoning.

Round 2, Issue 3. Policy regarding use of semi-pervious materials for GHI walkways and parking lots

What facts or observations stood out?

- Climate change is creating more intense storms and higher rainfall amounts.
- GHI has a lot of impervious surfaces that cause surface runoff issues.

So what are the implications?

- Erosion, flooding, ice in winter on walkways.
- Take advantage of stormwater management rebates to keep member fees in check.

Now what actions do you recommend?

- Determine rules governing the rain tax (Clean Water Act Fee CWF). Determine lower cost approach to reduce the fee.
- Communicate with Chesapeake Bay Trust. How do we get to 100% of the allowable reductions?
- Next step is to put in the budget and realize the savings.
- Staff would be able to rely on the policy to reduce impervious surfaces when faced with emergency actions ~~to reduce impervious surfaces~~.

Round 4. Mechanism for board input and analytics on operations

What facts or observations stood out?

- There is a need to assess and have metrics for maintenance and how things are going. The unofficial Facebook page becomes the conduit for that.
- Survey in 2018 was useful.

So what are the implications?

- None recorded

Now what actions do you recommend?

- Membership survey on regular interval, e.g., annual, to get regular member feedback.
- Send the survey out to members in time for the results to inform decisions on priorities and resource allocation.
- Get clear expectations on turnarounds for different services. There may be varying or unclear expectations.
- Use Yardi for members to give feedback on maintenance requests.

Round 3 Issue 1. Increase activity of fee for service program to promote quality homes

What facts or observations stood out?

- Complicated. If we added four new staff, they would be absorbed easily into regular day to day maintenance.
- It is very difficult to fill positions; there is lots of turnover.
- The priority is the day-to-day maintenance; fee for service is second priority.
- The staff is ~~stretched~~ currently stretched to do the day-to-day maintenance.
- Have deferred maintenance now.

So what are the implications?

- GHI is not able to increase revenue.

- GHI needs to add more staff if we want to increase the level of fee for service, which is not much at this time.

Now what actions do you recommend?

- Determine degree of satisfaction with level of maintenance service.
- Determine the needs that are developing (e.g., structural issues with buildings, aging structures).
- Hire at least 4 more staff to keep up with day-to-day needs and do some fee for service. (Do a study to determine the actual number of new hires needed.)
- Take a look at existing fees - increase?

Round 3, Issue 2. Succession planning and staffing

What facts or observations stood out?

- Senior staff are retiring and there is a raging job market; salaries going up makes it hard to hire.
- What is the board's role vs manager's role to attract, find, retain staff to maintain desired service levels?
- In past, have used the Personnel Committee and exit interviews.
- Sometimes a transition position can prevent a hard handoff – like a deputy General Manager, for a smoother transition.

So what are the implications?

- Loss of institutional knowledge. Is there a way to transfer the knowledge to new people, like lessons learned and best practices?

Now what actions do you recommend?

- Establish a task force to study retention possibilities.
- Reassess market salaries ahead of budget and consider salary adjustment in budget.

Round 3, Issue 3. Volunteer engagement

What facts or observations stood out?

- There is limited member engagement in committees and task forces.
- Member outreach has been fairly inactive due to outside circumstances.
- ~~We've highlighted m~~Membership contributions have been highlighted in the past at annual events.

So what are the implications?

- Need to increase community interaction and engagement.

- Member relationship development is important.
- Individuals may be unclear of the restriction for participating/sitting in on meetings.

Commented [DKM2]: This statement seems odd to me.

Now what actions do you recommend?

- Do volunteer recognition at Annual Meeting and perhaps host a specific event for volunteers.
- Include highlight of committee or task force in E-nNews.
- Conduct recruitment event(s) for committees and task forces.
- Host afternoon committee “Meet and Greet” event.
- More clearly establish the idea of “friends of the committee” for people to participate as non-voting members.

Issues Not Discussed

The following issues were identified by participants as important but not requiring discussion by the board in the work session:

- Develop a solution for the stormwater issues in the 33/35/37 Ridge, 56 & 60 Crescent, 2 Southway area
- Pipe replacement/refurbishment pilot and hiring of a project manager
- WSSC negotiation
- Finalize Outdoor Recreational Equipment Policy
- Revision of compliant process
- Secure investment advisor and revisit investment policy
- Update member handbook
- Electric vehicles (EVs) and enabling charging infrastructure
- Revision of Replacement Reserves Plan and Addition Maintenance Plan

The following issues were identified and deferred with the expectation that they would not be addressed in the next year:

- Policy regarding night sky compliant outdoor lighting
- Policy regarding size, location, height and content of flags, banners, and signs in yards

Draft 12-Month Strategic Action Plan

The participants reviewed the 2021-2022 12-Month Strategic Action Plan and updated it to reflect the work that should be done in the next 12 months. Small groups were formed to review and revise the following goal areas:

Goal A, Buildings & Property

Goal B, Governance

Goal C, Finance

Goal D, Communication and Member Engagement

Each group conducted a line-by-line review of the objectives and actions for their goal in the 2021-2022 Strategic Action Plan and proposed updates to reflect the work that should be done in 2022-2023. They deleted completed and obsolete items, reviewed and updated remaining items, and added new items. The small groups briefed the entire group and agreed-upon changes were made to the Strategic Action Plan.

The group then reviewed the proposed changes for completeness and to determine if the priorities were correct based upon the following definitions:

On 12-month Action Plan

- A. High priority: must be addressed within the next year
- B. Medium priority: should be addressed within the next year; could include items of high importance but not high urgency

On separate list of pending actions

- C. Low priority: probably won't get to it within the next year but want it on the list

The resulting draft 2022-2023 Strategic Action Plan is presented in Appendix B. The Items Moved from Strategic Action Plan list is presented in Appendix C.

Appendix A, Agenda



Notice of Meeting and Agenda for Board of Directors Strategic Planning Work Sessions

Sunday, July 17, 2022, 1 pm to 4 pm

Monday, July 18, 2022, 6 pm to 9 pm

Via Zoom

Facilitator: Becky Roberts

Objectives

- To discuss key strategic issues faced by GHI in the coming year.
- To update GHI's annual plan to reflect board priorities for actions in the next year.
- To hear from all participants, including new board members.

AGENDA for Sunday, July 17, 2022

- 1:00** Welcome and overview of working sessions
- 1:10** Select strategic issues
- 2:00** Discuss strategic issues, round 1
- 2:40** Break
- 2:45** Discuss strategic issues, round 2
- 3:20** Discuss strategic issues, round 3
- 3:50** Wrap-up and next steps

AGENDA for Monday, July 18, 2022

- 6:00** Welcome and review of goals
- 6:10** Draft changes to Board 12-Month Strategic Action Plan, in small groups
- 7:00** Review proposed changes to Board 12-Month Strategic Action Plan
- 8:40** Break
- 8:45** Review and prioritize Board Strategic Action Plan
- 8:55** Wrap-up and closing
- 9:00** Adjourn

Appendix B, Draft 2022-2023 Strategic Action Plan

As of 7/18/2022 Board Strategic Planning Work Session

Goal	2-5 Yr. Strategy Objective	#	GHI 2022-2023 (12 Month) Strategic Action Plan		Priority	Board	Cmte	Staff	Comments on status	Status
			Work Plan: Actions							
A · B u i l d i n g s & P r o p e r t y	A.1. Implement sustainable practices	A.1.a	Update replacement reserves plan.	A		X		Staff and contractor	Not started	
		A.1.b	Review recommendations from the Buildings Committee on EV charging stations throughout the coop.	A	X	BLD		The Board requested the Buildings Committee to undertake a survey to ascertain member interest in electric cars and charging stations.	In process	
		A.1.c	Staff to provide a report to Board regarding whether heat pump installation in masonry units that have heaters in boiler rooms should be continued. ore pilot of heat-pump water heaters for other types of units.	A	X		X		The Board decided that Maintenance Staff should continue to replace conventional water heaters with heat-pump types as long as the current Peppo rebate is in place. Heat pump costs have increased significantly.	In process
	A.2. Maintain & protect buildings & grounds.	A.2.a	Implement pilot program for replacement/refurbishment of piping in masonry and frame homes. <ul style="list-style-type: none"> Buildings Committee to conduct survey to determine members interested in participating. Finance Committee to recommend compensation. Staff to develop specs, hire contractor and specialized project manager (for pilot & full program), and administer program. 	A	X	BLD & FIN	X	On July 14, 2022, the Board of Directors accepted the Buildings Committee's final report on a GHI Pipe Replacement/Refurbishment Pilot Program for frame and masonry homes.	In process	

2-5 Yr. Strategy		#	GHI 2022-2023 (12 Month) Strategic Action Plan		P r i o r i t y	B o a r d	C m t e	S t a f f	Comments on status	Status
Goal	Objective		Work Plan: Actions							
		A.3.b	Conduct negotiations with WSSC re: water pipe replacements for masonry homes. WSSC needs to come on board for exterior & sewer pipes, water supply for masonry homes. Legal opinion may be needed for negotiating 1958 agreement. Involve City of Greenbelt (signatory to 1958 and a good GHI ally).	A	X	WSSC TF	X	On January 1, 2022, the Board decided to hire an attorney to represent GHI in future negotiations with WSSC and that the Board President would send a letter to the membership advising them about the status of negotiations with WSSC. The Board subsequently appointed a task force and hired an attorney to negotiate with WSSC on GHI's behalf. Prior to resuming negotiations with WSSC, the task force sent a letter to the attorney seeking information on several issues. The attorney's response was discussed by the Task Force on July 12, 2022.	In process	
		A.3.c	Continue to study program for inspections of building exteriors and yards. (Expect to hear back from membership in the fall.)	B	X	EBYT TF	X	On February 18, 2021, the Board accepted a report from the Yards and Exteriors Task Force and decided the scope of an inspection program for 2021. On October 7, 2021, staff provided the Board a report on the 2021 inspection program. The 2022 inspection program is underway, and a performance report will be provided to the Board during the fall of 2022. Get feedback from members on how the inspections are working. Hedges overgrown, many volunteer trees, some too close to walkways and structures. Board should revisit the program.	In process	
		A.3.d	Conduct a community-wide tree inspection program. Specifically look at trees that are currently or can in the future compromise structures.	A			X	One goal is to remove trees when young and inexpensive to remove.	Not started	
		A.3.e	Continue to address stormwater management issues.	A	X	SWMS	X	On July 14, 2022 the Board will review new Sections X.K and X.l in the Member Handbook to address impervious surfaces and runoff from new construction.	In process	

Goal	2-5 Yr. Strategy Objective	#	GHI 2022-2023 (12 Month) Strategic Action Plan		Priority	Board	Cmte	Staff	Comments on status	Status
			Work Plan: Actions							
		A.3.f	Develop policy for utilization of semi pervious materials for walkways and parking lots.		A	X		X		Not started
		A.3.g	Engage with City over responsibility for stormwater maintenance in GHI.		A	X		X		
		A.3.h	Execute a building envelope improvement program for GHI's larger town homes.		A			X		
B	B.1 Prepare for succession of GHI staff.	B.1.a	Develop plan to capture institutional knowledge of GHI staff during personnel transitions.		A	X		X		In process
		B.2.a	Establish an oversight committee or role on the Board to deal with and manage committees and task forces.		C	X			Sometimes this is a task for the Board VP. If the VP does it, then there needs to be guidance. Eldon will provide info about the possible role of the VP. Staff should keep tabs on committees and work with the VP.	Not started
		B.2.b	Provide training for committee chairs.		B	X		X		Ongoing
G		B.2.c	Continue volunteer recognition program.		B	X		X		Ongoing
		B.2.d	Make decision on how to employ internet technology (such as Zoom) to increase opportunities for participation in meetings and overall transparency. – and communicate it to membership.		A	X		X		In process
		B.3.a	Revise, update and implement Records Retention Policy. Recommend storage methodology for historical documents.		A	X		RRTF	X	In process

2-5 Yr. Strategy	GHI 2022-2023 (12 Month) Strategic Action Plan	P r i o r i t y	B o a r d	C m t e	S t a f f	Comments on status	Status	
								Goal
C · F i n a n c e	B.4 Improve member handbook.	B.3.b	Develop Plan for Handling Personally Identifiable Information.	A	X	TF?	Not Started	
		B.4.a	Update and improve member handbook to reflect current operations, include board policy, and be internally consistent. Restructure the handbook for ease of use and maintenance. Update how members access the handbook and its updates. Develop accompanying quick reference guide / FAQ.	A	X	MHBPS TF	In process	
		B.4.b	Review Permit TF recommendations to address fees, process, and permit revisions -- and reflect in member handbook.	A	X	BLDG	X	On December 2, 2021, the Board directed the Manager to implement recommendations stated in the Permit Task Force report that require staff involvement, by January 30, 2023.
		C.1.a	Review investment policies. Develop workarounds to the Prudent Person issue. Does hiring an investment management company as a prudent investor meet the prudent person requirements? Pursue legislative action to address Prudent Person Rule restrictions on GHI investments.	A	X	INVC LGAC	X	After reviewing legal counsel's advice, the Board decided that staff should prepare a Request for Proposal and seek bids from investment management companies to invest GHI funds in accordance with the prudent investor rule. The Investment Committee will shortly review proposals that four firms submitted and recommend a firm that the Board should select.
	C.2.a	Review and revise Tom Jones' breakdown of fees and distribute to realtors and vendors.	A	X	FIN	X	Not started	
	C.2.b	Continue education program on GHI finances and produce them as webinars. Include member charges, inflation, value of money, what is	B	X	FIN	X	Need bandwidth to actually operate this.	

2-5 Yr. Strategy	Goal	Objective	#	GHI 2022-2023 (12 Month) Strategic Action Plan		Priority	Board	Committee	Staff	Comments on status	Status
				Work Plan: Actions							
					included in monthly charges, replacement reserves' program.						
	C.3. Manage insurance costs.	C.3.a		Conduct risk assessment. What impacts the cost of insurance and availability of carriers? Look at risks and ways to make the GHI community more attractive to insurance carriers. Is quoting GHI and GDC together more cost effective than separately? Should GHI take on more risk to offset lower premiums (self-insure)?	A	X	FIN	X	Insurance that was budgeted was less than the final quoted insurance premium. There was a board assignment to look at whether quoting GHI and GDC together was more cost effective than separate quotes.	Not started	
	C.4. Increase revenue through business development.	C.4.a		Attempt to re-establish the Business Development Task Force to: <ul style="list-style-type: none"> Investigate pursuing business opportunities and fee-for-service, including but not limited to those recommended by the LRPC Investigate viability of GHI-operated corner shop or other services, targeting business and legal viability. 	B	X	BDTF	X	Put out feelers for individual interest. On 4/2/2020, the Board decided to establish a Business Development task force to explore the feasibility of specific business opportunities that the Long-Range Planning Committee recommended. No members applied to serve on the task force.		
	C.5. Investigate reverse share loans.	C.5.a		Follow up on current status of reverse share loans; determine if this is a viable option to allow members to find financial support.	A	X	FIN	X	Board decided that the idea is worth looking into but did not make a decision one way or the other. Board report coming in August 2022 re. if banks and members are interested. Further investigation should be completed.	In process	
	C.6. Protect equity of GDC parkway apartments.	C.6.a		Finance Committee will convene to determine if GDC Board should move to vote to declare a dividend to GHI. Afterward the board will vote on whether to proceed, then will	B	X	FIN	X	Should confer with legal counsel to verify that GHI and GDC are operating "at arm's length".	Not started	

Goal	2-5 Yr. Strategy		#	GHI 2022-2023 (12 Month) Strategic Action Plan		Priority	Board	Cmte	Staff	Comments on status	Status	
	Objective	Work Plan: Actions										
D · C o m m u n i c a t i o n a n d M e m b e r					confer with legal counsel on the proper procedure.							
	D.1 Use technology for improved member access and communication.		D.1.a	A	Develop standardized process and procedures for using Zoom.	A	ITTF	X			Not started	
			D.1.b	A	Improve GHI website per recommendations from membership survey. Complete outward-facing website.	A	WSTF	X		The Board passed a motion on December 3, 2020, to establish a task force to recommend upgrades of the website. The Board accepted the task force's report on September 16, 2021. Staff and GHI member Ken Shields prepared an RFP to solicit bids from firms to rebuild the website on a WordPress platform. Bids are due on July 29, 2022.	In process	
			D.1.c	A	Implement a proactive social media strategy (planned, regular tweets; use of GHI's Facebook page for official dissemination of information). Make a decision on staffing.	A	COM or TBD	X		On September 19, 2019, the Board authorized the Board President to appoint a member of the communications committee as the editor of GHI's Facebook page.	Not started	
			D.2.a	A	Develop a plan for collecting input from members on a regular basis. (This could include surveys, automatic surveys via Yardi, social media, forums, etc.)	A	X	X		The Member Outreach Committee presented a member survey report to the Board on 9/5/19. MOC is now dormant.	Not started	
			D.3.a	A	Reassess the MOC charter and revitalize the committee to focus on improving volunteer recruitment and retention.	A	X	MOC	X		Members should be most familiar with the MOC!	Not started
			D.3.b	B	Make members aware of what the various task forces and committees do, and opportunities for participation.	B		MOC	X		Ideas include: <ul style="list-style-type: none"> • Conduct recruitment event(s) for committees and task forces. • Host afternoon committee "Meet n Greet" event. 	Not started

2-5 Yr. Strategy	Goal	Objective	#	GHI 2022-2023 (12 Month) Strategic Action Plan		P i o r i t y	B o a r d	C m t e	S t a t u s	Comments on status	Status
				Work Plan: Actions							
E n g a g e m e n t											
			D.3.c	Recognize volunteer service and accomplishments publicly.	A	X	MOC	X	More clearly establish the idea of “friends of the committee” for people to participate as non-voting members. Ideas include: • Do volunteer recognition at Annual Meeting and perhaps host a specific event for volunteers. • Include highlight of committee or task force in ENews.	Not started	

Committees and Task Forces ¹	
BLD - Buildings Committee	MOC - Member Outreach Committee
BDTF – Business Development Task Force	RRTF – Record Retention Task Force
COM/MARK - Communications & Marketing Committee	RV and Boat Lot Task Force
EBYTF – Exterior Buildings and Yard Inspection Task Force	Solar Contract Task Force
FIN - Finance Committee	SWMS – Storm Water Management Sub-Committee
INVC – Investment Committee	SS – Sustainability Subcommittee
ITTF - Information Technology Task Force	Transition Task Force
LGAC - Legislative and Government Affairs Committee	WC - Woodlands Committee

¹ Not a complete list of committees and task forces.

Committees and Task Forces ¹	
LRPC - Long Range Planning Committee	WSTF – Website Task Force
MHBPSF- Member Handbook and Board Policies Standardization	ZTF - Zoning Task Force

Priority
<p>On 12-month Action Plan</p> <ul style="list-style-type: none"> A. High priority: must be addressed within the next year B. Medium priority: should be addressed within the next year, could include items of high importance but not high urgency
<p>On separate list of pending actions</p> <ul style="list-style-type: none"> C. Low priority: probably will not get to it within the next year but want it on the deferred item list

Appendix C, Items Deferred from Strategic Action Plan

As of 7/18/2022 Board Strategic Planning Work Session

2-5 Yr. Strategy		#	GHI 2022-2023 (12 Month) Strategic Action Plan		Priority	Board	Cmte	Status	Comments on status	Status
Goal	Objective		Work Plan: Actions							
A. Buildings & Property	A.1. Implement sustainable practices	A.1.d	Establish a policy regarding night sky compliant lighting.		C	X		X		Not started
	B.5 Develop long-range strategic plan	B.5.a	Develop a long-range plan for the GHI organization.		C	X	LRPC	X	The LRPC suspended its operations due to volunteer resource constraints.	In process
	C.5 Increase revenue through business development.	C.5.b	Analyze and consider pursuing business opportunities and implementing fee-for-service, including but not limited to those recommended by the LRPC.		C		BDTF		On 4/2/2020, the Board decided to establish a Business Development task force to explore the feasibility of specific business opportunities that the Long-Range Planning Committee recommended. No members applied to serve on the task force. The new Board deferred this item as Priority C.	Not started
C. Finance		C.5.c	Investigate viability of GHI-operated corner shop or other services, targeting business and legal viability.		C		BDTF			Not started
	D. Communication and Member Engagement	D.1.d	Use technology for improved member access and communication.	Ask Finance committee to produce three articles per year to be printed in the E-News and placed on the website. Proactively publish relevant educational articles around the time of fee increases. Broaden to any committee when FAQs come up throughout year.	C	X	FIN	X		Not started

2-5 Yr. Strategy		#	GHI 2022-2023 (12 Month) Strategic Action Plan		Priority	Board	Cmte	Staff	Comments on status	Status
Goal	Objective		Work Plan: Actions							
	D.3 Increase member engagement.	D.3.d	Member Outreach Committee should review the pre-purchase process and provide feedback on whether it conveys the obligation and spirit of the co-op. The annual survey could focus on particular things like the purchase process (post purchase)		C		BLD and MOC			

Committees and Task Forces?	
BLD - Buildings Committee	MOC - Member Outreach Committee
BDTF – Business Development Task Force	RRTF – Record Retention Task Force
COM/MARK - Communications & Marketing Committee	RV and Boat Lot Task Force
EBYTF – Exterior Buildings and Yard Inspection Task Force	Solar Contract Task Force
FIN - Finance Committee	SWMS – Storm Water Management Sub-Committee
INVC – Investment Committee	SS – Sustainability Subcommittee
ITTF - Information Technology Task Force	Transition Task Force
LGAC - Legislative and Government Affairs Committee	WC - Woodlands Committee
LRPC - Long Range Planning Committee	WSTF – Website Task Force
MHPSTF-Member Handbook and Board Policies Standardization	ZTF - Zoning Task Force

² Not a complete list of committees and task forces.

Priority	
On 12-month Action Plan	<ul style="list-style-type: none"> A. High priority: must be addressed within the next year B. Medium priority: should be addressed within the next year; could include items of high importance but not high urgency
On separate list of pending actions	<ul style="list-style-type: none"> C. Low priority: probably will not get to it within the next year but want it on the deferred item list

2022-2023 Draft Strategic Action Plan as of 8/2/2022

Goal	2-5 Yr. Strategy	Objective	#	GHI 2022-2023 (12 Month) Strategic Action Plan		Priority	Board	Cmte	Staff	8on status	Status	
				Work Plan: Actions								
A · B u i l d i n g s & P r o p e r t y	A.1. Implement sustainable practices		A.1.a	Update replacement reserves plan.	A				X	Staff and contractor	Not started	
			A.1.b	Review recommendations from the Buildings Committee on EV charging stations throughout the coop.	B	X	BLD			The Board requested the Buildings Committee to undertake a survey to ascertain member interest in electric cars and charging stations.	In process	
			A.1.c	Staff to provide a report to Board regarding whether heat pump installation in masonry units that have water heaters in boiler rooms should be continued.	B	X				X	The Board decided that Maintenance Staff should continue to replace conventional water heaters with heat-pump types as long as the current Pepco rebate is in place. Due to the increase in heat pump costs, replacement efforts have been discontinued.	On hold
	A.2. Maintain & protect buildings & grounds.			A.2.a	Implement pilot program for replacement/refurbishment of piping in masonry and frame homes. <ul style="list-style-type: none"> • Buildings Committee to conduct survey to determine members interested in participating. • Finance Committee to recommend compensation. • Staff to develop specs, hire contractor and specialized project manager (for pilot & full program), and administer program. 	A	X	BLD & FIN		X	On July 14, 2022, the Board of Directors accepted the Buildings Committee's final report on a GHI Pipe Replacement/Refurbishment Pilot Program for frame and masonry homes.	In process
				A.2.b	Conduct negotiations with WSSC re: water pipe replacements for masonry homes. WSSC needs to come on board for exterior & sewer pipes,	A	X	WSSC TF		X	On January 1, 2022, the Board decided to hire an attorney to represent GHI in future negotiations with WSSC and that the Board President would send a letter	In process

2-5 Yr. Strategy	Objective	GHI 2022-2023 (12 Month) Strategic Action Plan		Priority	Board	Cmte	Staff	8on status	Status
		#	Work Plan: Actions						
			water supply for masonry homes. Legal opinion may be needed for negotiating 1958 agreement. Involve City of Greenbelt (signatory to 1958 and a good GHI ally).					to the membership advising them about the status of negotiations with WSSC. The Board subsequently appointed a task force and hired an attorney to negotiate with WSSC on GHI's behalf. Prior to resuming negotiations with WSSC, the task force sent a letter to the attorney seeking information on several issues. The attorney's response was discussed by the Task Force on July 12, 2022.	
		A.2.c	Update replacement reserves plan.	A			X	Staff and contractor	Not started
		A.2.d	Continue to study program for inspections of building exteriors and yards. (Expect to hear back from membership in the fall.)	B	X	EBYI TF	X	On February 18, 2021, the Board accepted a report from the Yards and Exteriors Task Force and decided the scope of an inspection program for 2021. On October 7, 2021, staff provided the Board a report on the 2021 inspection program. The 2022 inspection program is underway, and a performance report will be provided to the Board during the fall of 2022. Get feedback from members on how the inspections are working. Hedges overgrown, many volunteer trees, some too close to walkways and structures. Board should revisit the program.	In process
		A.2.e	Conduct a community-wide tree inspection program. Specifically look at trees that are currently or can in the future compromise structures.	A			X	One goal is to remove trees when young and inexpensive to remove.	Ongoing
		A.2.f	Continue to address stormwater management issues.	A	X	SWMS	X	Tasks are performed by the SWMS on an as-needed basis as directed by the Board.	Ongoing
		A.2.g	Develop policy for utilization of semi pervious materials for walkways and parking lots.	A	X	SWMS	X		Not started

2-5 Yr. Strategy	Objective	GHI 2022-2023 (12 Month) Strategic Action Plan		Priority	Board	Cmte	Staff	8on status	Status	
		#	Work Plan: Actions							
B . G o v e r n a n c e		A.2.h	Engage with City over responsibility for stormwater maintenance in GHI.	A	X		X	A work session with the City is scheduled for August 3, 2022	In process	
		A.2.i	Execute a building envelope improvement program for GHI's larger town homes.	A			X		In process	
	B.1	Prepare for succession of GHI staff.	B.1.a	Develop plan to capture institutional knowledge of GHI staff during personnel transitions.	A	X		X	In process	
	B.2	Improve committee operation and promote member involvement.	B.2.a	Provide training for committee chairs.	B	X		X	Ongoing	
	B.3	Review and develop policies.	B.3.a	Revise, update and implement Records Retention Policy. Recommend storage methodology for historical documents.	A	X	RRTF	X	In process	
			B.3.b	Develop Plan for Handling Personally Identifiable Information.	A	X	TF?		Not Started	
	B.4	Improve member handbook.	B.4.a	Update and improve member handbook to reflect current operations, include board policy, and be internally consistent. Restructure the handbook for ease of use and maintenance. Update how members access the handbook and its updates. Develop accompanying quick reference guide / FAQ.	A	X	MHBPS TF	X	The Board appointed a Member Handbook/Board Policies Standardization Task Force and hired a technical writer to update, standardize, format, and revise the Member Handbook and Board policies for clarity and consistency.	In process
			B.4.b	Review Permit TF recommendations to address fees, process, and permit	B	X	BLDG	X	On December 2, 2021, the Board directed the Manager to implement recommendations stated in the Permit Task	In process

2-5 Yr. Strategy		#	GHI 2022-2023 (12 Month) Strategic Action Plan		P r i o r i t y	B o a r d	C m t e	S t a f f	8 o n s t a t u s	S t a t u s
Goal	Objective		Work Plan: Actions							
				revisions -- and reflect in member handbook.					Force report that require staff involvement, by January 30, 2023.	
	C.1 Manage finances to address issues that arise.	C.1.a	Review investment policies. Develop workaroud to the Prudent Person issue. Does hiring an investment management company as a prudent investor meet the prudent person requirements? Pursue legislative action to address Prudent Person Rule restrictions on GHI investments.	A	X	INVC LGAC	X		After reviewing legal counsel's advice, the Board decided that staff should prepare a Request for Proposal and seek bids from investment management companies to invest GHI funds in accordance with the prudent investor rule. The Investment Committee will shortly review proposals that four firms submitted and recommend a firm that the Board should select.	In process
C · F i n a n c e	C.2 Continue education programs on GHI finances.	C.2.a	Review and revise Tom Jones' breakdown of fees and distribute to realtors and vendors.	A	X	FIN	X			Not started
		C.2.b	Continue education program on GHI finances and produce them as webinars. Include member charges, inflation, value of money, what is included in monthly charges, replacement reserves' program.	B	X	FIN	X		Need bandwidth to actually operate this.	Not started
	C.3.Manage insurance costs.	C.3.a	Conduct risk assessment. What impacts the cost of insurance and availability of carriers? Look at risks and ways to make the GHI community more attractive to insurance carriers. Is quoting GHI and GDC together more cost effective than separately? Should GHI take on more risk to offset lower premiums (self-insure)?	A	X	FIN	X		Insurance that was budgeted was less than the final quoted insurance premium. There was a board assignment to look at whether quoting GHI and GDC together was more cost effective than separate quotes.	Not started

2-5 Yr. Strategy		#	GHI 2022-2023 (12 Month) Strategic Action Plan		P r i o r i t y	B o a r d	C m t e	S t a f f	8 o n s t a t u s	S t a t u s
Goal	Objective		Work Plan: Actions							
	C.4 Increase revenue through business development.	C.4.a	<p>Attempt to re-establish the Business Development Task Force to:</p> <ul style="list-style-type: none"> Investigate pursuing business opportunities and fee-for-service, including but not limited to those recommended by the LRPC Investigate viability of GHI-operated corner shop or other services, targeting business and legal viability. 	C	X	BDTF	X	<p>Put out feelers for individual interest.</p> <p>On 4/2/2020, the Board decided to establish a Business Development task force to explore the feasibility of specific business opportunities that the Long-Range Planning Committee recommended. No members applied to serve on the task force.</p>		
	C.5. Investigate reverse share loans.	C.5.a	Follow up on current status of reverse share loans; determine if this is a viable option to allow members to find financial support.	A	X	FIN	X	Board decided that the idea is worth looking into but did not make a decision one way or the other. Board report coming in August 2022 re. if banks and members are interested. Further investigation should be completed.	In process	
	C.6. Protect equity of GDC parkway apartments.	C.6.a	Finance Committee will convene to determine if GDC Board should move to vote to declare a dividend to GHI. Afterward the board will vote on whether to proceed, then will confer with legal counsel on the proper procedure.	B	X	FIN	X	Should confer with legal counsel to verify that GHI and GDC are operating "at arm's length".	Not started	
D • C o m m u	D.1 Use technology for improved member access and communication.	D.1.a	Develop standardized process and procedures for using Zoom.	A		ITTF	X		Not started	
		D.1.b	Improve GHI website per recommendations from membership survey. Complete outward-facing website.	A	X	WSTF	X	The Board passed a motion on December 3, 2020, to establish a task force to recommend upgrades of the website. The Board accepted the task force's report on September 16, 2021. Staff and GHI member Ken Shields prepared an RFP to solicit bids from firms to rebuild the website on a WordPress platform. Bids are due on July 29, 2022.	In process	

2-5 Yr. Strategy		#	GHI 2022-2023 (12 Month) Strategic Action Plan		P r i o r i t y	B o a r d	C m t e	S t a f f	8 o n s t a t u s	S t a t u s
Goal	Objective		Work Plan: Actions							
n i c a t i o n a n d M e m b e r E n g a g e m e n t		D.1.c	Implement a proactive social media strategy (planned, regular tweets; use of GHI's Facebook page for official dissemination of information). Make a decision on staffing.	A	X	COM or TBD	X	On September 19, 2019, the Board authorized the Board President to appoint a member of the communications committee as the editor of GHI's Facebook page.	Not started	
		D.2.a	Develop a plan for collecting input from members on a regular basis. (This could include surveys, automatic surveys via Yardi, social media, forums, etc.)	B	X		X	The Member Outreach Committee presented a member survey report to the Board on 9/5/19. MOC is now dormant.	Not started	
		D.3.a	Reassess the MOC charter and revitalize the committee to focus on improving volunteer recruitment and retention.	A	X	MOC	X	Members should be most familiar with the MOC!	Not started	
		D.3.b	Make members aware of what the various task forces and committees do, and opportunities for participation.	B		MOC	X	Ideas include: <ul style="list-style-type: none"> Conduct recruitment event(s) for committees and task forces. Host afternoon committee "Meet n Greet" event. More clearly establish the idea of "friends of the committee" for people to participate as non-voting members.	Not started	
		D.3.c	Recognize volunteer service and accomplishments publicly.	B	X	MOC	X	Ideas include: <ul style="list-style-type: none"> Do volunteer recognition at Annual Meeting and perhaps host a specific event for volunteers. Include highlight of committee or task force in E-news. 	Not started	

Committees and Task Forces ¹	
BLD - Buildings Committee	MOC - Member Outreach Committee
BDTF -- Business Development Task Force	RRTF -- Record Retention Task Force
COM/MARK - Communications & Marketing Committee	RV and Boat Lot Task Force
EB/ITF -- Exterior Buildings and Yard Inspection Task Force	Solar Contract Task Force
FIN - Finance Committee	SWMS -- Storm Water Management Sub-Committee
INVC -- Investment Committee	SS -- Sustainability Subcommittee
ITTF - Information Technology Task Force	Transition Task Force
LGAC - Legislative and Government Affairs Committee	WC - Woodlands Committee
LRPC - Long Range Planning Committee	WSTF -- Website Task Force
MHPSTF--Member Handbook and Board Policies Standardization	ZTF - Zoning Task Force

Priority
<p>On 12-month Action Plan</p> <ul style="list-style-type: none"> A. High priority: must be addressed within the next year B. Medium priority: should be addressed within the next year; could include items of high importance but not high urgency
<p>On separate list of pending actions</p> <ul style="list-style-type: none"> C. Low priority: probably will not get to it within the next year but want it on the deferred item list

¹ Not a complete list of committees and task forces.

XIII. Swimming Pools and Ornamental Ponds

A. MINOR POOLS AND PONDS

1. Pools less than twenty-three (23) inches deep and less than twelve (12) feet in diameter may be purchased and used without Corporation approval.
2. Ornamental ponds less than twenty-three (23) inches deep and less than twelve (12) feet in diameter may be dug in the yard provided they do not interfere with the yard swale or drainage. Care must be taken to keep these ponds clean so they do not become areas for mosquito breeding.

B. MAJOR POOLS

Any pool, including outdoor hot tubs or spas, over twenty-three (23) inches deep or twelve (12) feet in diameter will require approval. Maximum depth will be thirty-six (36) inches. Swimming pools are required to have approval by the Board of Directors; ponds, hot tubs, or spas may be approved by staff.

Regulations governing 23" to 36" depth and over 12 foot diameter pools (prior approval must be obtained from Management):

1. No pool can be installed which interferes with natural drainage.
2. Swimming pools must be enclosed by protective fences around the pool or around the yard where the pool is located. Hot tubs or spas must be protected with a safety cover in compliance with the local building code; use of a barrier fence for hot tubs or spas requires specific approval by the Board of Directors.
3. Liability insurance protection must be provided and evidence of such coverage must be provided to Management before installation of the pool. This insurance must remain in force during the life of the pool.
4. A pool cover must be installed at all times when the pool is not occupied.
5. Provision must be made for use of a filter to conserve water.

DRAFT REVISION OF GHI HANDBOOK – ARTICLE XIII

XIII. POOLS AND OUTDOOR RECREATION EQUIPMENT

A. SMALL POOLS AND ORNAMENTAL PONDS

1. Pools less than twenty-three (23) inches deep and less than twelve (12) feet in diameter may be purchased and used without Corporation approval, but must be properly maintained in safe, clean and sanitary condition and must not become areas for mosquito breeding.
2. Ornamental ponds less than twenty-three (23) inches deep and less than twelve (12) feet in diameter may be dug in the yard provided they do not interfere with the yard swale or drainage. These ponds must be properly maintained in safe, clean and sanitary condition and must not become areas for mosquito breeding.

B. LARGE POOLS AND ORNAMENTAL PONDS

1. All pools, including but not limited to ornamental ponds, outdoor hot tubs and spas, over twenty-three (23) inches deep or over twelve (12) feet in diameter must receive prior GHI approval. The maximum depth of any such pool, tub or spa shall not exceed thirty-six (36) inches. Installation of swimming pools must be approved in advance by the Board of Directors. Installation of ponds, hot tubs, or spas may be approved by GHI staff.
2. No installation will be permitted if it will interfere with natural drainage. All pools, ponds, hot tubs and spas must be maintained in safe, clean and sanitary condition and must not become areas for mosquito breeding.
3. Every swimming pool must be enclosed by a fence not less than ___ inches high, with a locked gate, and approved by the Board of Directors. Installation of a barrier fence around a hot tub or spa also requires prior approval by the Board of Directors.
4. A pool cover must be installed at all times when the pool is not occupied. Hot tubs or spas must be protected with safety covers in compliance with the local code. The safety cover must be in place whenever a hot tub or spa is not occupied.
5. Water must be recirculated and filtered. Pool chemicals must be stored in a locked enclosure.

C. RECREATION EQUIPMENT

1. Trampolines must be approved in advance by GHI staff. Every trampoline must be installed in accordance with the manufacturer's instructions, must be enclosed by a safety net at all times and must be properly maintained in safe condition. When a trampoline is not in use, the safety net must be locked and any steps or ladders to access the trampoline must be removed.
2. All recreation equipment, including but not limited to swing sets, slides, climbing equipment, playhouses and other play structures, must be installed in accordance with the manufacturer's instructions and must be properly maintained in safe condition.

3. Every yard in which recreation equipment is installed must be enclosed by a fence not less than ___ inches high, with a locked gate, and approved by the Board of Directors.

D. MEMBERS' OBLIGATIONS

1. Members are responsible for ensuring that their pools, including but not limited to ornamental ponds, outdoor hot tubs and spas, their recreation equipment, and all required fences, are installed, used and maintained in safe condition and in full compliance with all applicable laws and regulations.

2. As a condition of GHI approval, each Member who wishes to install a pool or recreation equipment must sign a Recreation Structure Indemnification Agreement, in a form prescribed by GHI, protecting GHI from all liability.

3. As a condition of GHI approval, each Member who wishes to install a pool or recreation equipment must obtain and at all times maintain liability insurance providing coverage for any injury or damage arising in connection with use of the pool or recreation equipment, with minimum coverage limits of \$____ , and must provide documentation of such insurance coverage annually to GHI.

RECREATION STRUCTURE INDEMNIFICATION AGREEMENT

This Agreement is entered into as of _____, 20____, by and between _____ (“Member”), whose address is _____, and Greenbelt Homes, Inc. (“GHI”), the address of which is 1 Hamilton Place, Greenbelt, Maryland 20770.

Recitals

- A. The Member is the occupant of a dwelling unit and certain exterior areas (“Yard”) located at _____. The dwelling unit and the Yard comprise the “Premises,” pursuant to the Member’s Cooperative Housing Proprietary Lease and Mutual Ownership Contract with GHI, dated _____ (“MOC”).
- B. GHI is the owner of the Premises and has authority to regulate the use of the Premises and to grant or withhold permission for any installations to be made on the Premises, including but not limited to any installations of pools, water features, hot tubs, spas, trampolines or play structures.
- C. The Member wishes to install the items described and shown on Exhibit A to this Agreement (“Recreation Structure”) in the Yard.
- D. The Member has been fully advised of the risks of injury or death associated with use of the proposed Recreation Structure and is willing to assume such risks and to hold GHI harmless from any claims arising in connection with the Recreation Structure.
- E. GHI is willing to permit installation of the Recreation Structure, subject to the terms and conditions of this Agreement, and the Member is willing to agree to and abide by the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the mutual promises and covenants herein, and other good and valuable consideration, the parties agree as follows.

- 1. GHI hereby grants permission, subject to the terms and conditions of this Agreement and subject to the MOC and governing legal documents of GHI, for the installation of the Recreation Structure in the Yard, for the term of this Agreement.
- 2. The Member shall maintain the Yard, shall maintain a secure fence surrounding the Yard, and shall maintain the Recreation Structure, in good and safe order, condition and repair and shall perform all necessary maintenance and repairs. If the Member fails to perform such maintenance or repairs, GHI, in addition to, and not in lieu of, any other rights and remedies available to GHI, shall have the right, after 10 days written notice to the Member, to terminate this Agreement and remove the Recreation Structure from the Yard, and the Member shall reimburse GHI for all of its costs in connection with such work, within 10 days after written demand for payment is sent by GHI to the Member.

3. GHI and its authorized agents and contractors shall have a right of entry upon the Yard at any time, without prior notice, for the purposes of performing inspections and performing any work permitted by this Agreement or by the MOC and governing legal documents of GHI. The Member shall not obstruct or hinder GHI in the exercise of this right or in the performance of any inspections or work permitted by this Agreement.
4. The Member shall indemnify and hold harmless GHI and its members, directors, officers, committee members, employees and agents, and their respective successors and assigns, from and against any and all claims, damages, injuries, suits, proceedings, actions or causes of action of any kind, including without limitation property damage, personal injury or death, along with all costs and attorney's fees, which may arise in connection with use of the Recreation Structure or the presence of the Recreation Structure in the Yard. This provision shall survive termination of this Agreement.
5. The Member shall at all times maintain an adequate liability insurance policy covering claims for property damage, injuries or death resulting from use of the Recreation Structure or the presence of the Recreation Structure in the Yard. GHI and its members, directors, officers, committee members, employees and agents, and their respective successors and assigns, shall be designated as additional insured parties under such insurance policy. A Certificate of Insurance documenting such required coverage is attached hereto as Exhibit B. The Member shall provide GHI with a Certificate of Insurance annually on or before the anniversary date of this Agreement, documenting that such insurance coverage remains in effect.
6. At such time as the Member ceases to be a member of GHI or ceases to reside at the Premises, this Agreement shall terminate automatically and the Member shall immediately remove the Recreation Structure from the Premises unless otherwise notified by GHI. Permission given by GHI to the Member under this Agreement for installation of the Recreation Structure is given personally to the Member, and shall automatically be withdrawn upon termination of this Agreement, and such permission shall not be assigned, and shall not transfer or convey, to any other person, including without limitation any tenant, any other member of GHI, any future occupant of the Premises, or any of the Member's heirs, successors or assigns.
7. If the Member fails to comply with any provision of this Agreement, or with the MOC or governing legal documents of GHI, or if GHI in its sole discretion determines that the presence of the Recreation Structure is not in the best interest of GHI or its members, GHI shall have the right to terminate this Agreement and the rights granted to the Member hereby upon 10 days' written notice to the Member.
8. Upon termination of this Agreement, the Member shall immediately remove the Recreation Structure from the Premises and shall not thereafter install any Recreation Structure on the Premises. If the Member fails to remove the Recreation Structure as required within 10 days after notice from GHI, GHI shall have the right to remove the Recreation Structure from the Yard, and the Member shall reimburse GHI for all costs incurred, within 10 days after written demand for payment is sent by GHI to the Member.

The exercise by GHI of the right to terminate this Agreement shall not, however, constitute an election of remedies, and GHI shall have the right to take any other action available at law or in equity to enforce this Agreement or to enforce any other rights that GHI may have under the MOC, under the governing legal documents of GHI, or under applicable law. Any failure or forbearance by GHI to enforce this Agreement or any to exercise any other rights available to it shall not constitute a waiver of any right of GHI to enforce this Agreement or to exercise such other rights on any other occasion.

- 9. Notices required or permitted by this Agreement shall be in writing and shall be hand-delivered or mailed by first class mail postage prepaid, or sent by Federal Express or other nationally recognized overnight delivery service, or sent via electronic mail with confirmation of delivery, to the parties at the addresses set forth above, or to such other address as any party may designate by written notice from time to time. Notices sent by hand or electronic mail shall be deemed received upon actual receipt or upon refusal of receipt on the first occasion on which delivery is attempted. Notices sent by first class mail shall be deemed received four days after deposit in the U.S. Mail. Notices sent for overnight delivery by Federal Express or other nationally recognized overnight delivery service shall be deemed received 1 business day after delivery to such nationally recognized delivery service.
- 10. This Agreement cannot be modified except by written amendment of this Agreement, signed by the parties. This Agreement shall bind and inure to the benefit of the parties and their successors and assigns.
- 11. This Agreement shall be enforced and construed under the laws of Maryland without regard to conflict of laws principles. Venue for any legal action in connection with this Agreement shall be in Prince George’s County, Maryland.

IN WITNESS WHEREOF, the parties have signed this Agreement as of the date first set forth above.

GREENBELT HOMES, INC.

By: _____
President

By: _____
Secretary

MEMBER

EXHIBIT A

**DESCRIPTION, SPECIFICATIONS, PROPOSED LOCATION
AND IMAGE OF PROPOSED RECREATION STRUCTURE**

[ATTACHED]

EXHIBIT B

MEMBER'S CERTIFICATE OF INSURANCE

[ATTACHED]

DRAFT REVISION OF GHI HANDBOOK – ARTICLE XIII

XIII. POOLS AND OUTDOOR RECREATION EQUIPMENT

A. SMALL POOLS AND ORNAMENTAL PONDS (UNDER 12' wide and/or 23" deep)

1. *Approval Requirements:* Small pools and ornamental ponds less than twenty-three (23) inches deep and less than twelve (12) feet in diameter may be purchased and installed without prior approval from GHI staff. See XIII.B for larger pools and ornamental ponds.
2. *Installation Requirements:* Ornamental ponds may be dug into yards provided that they do not interfere with yard swales or natural drainage.
3. *Member Responsibilities:* Members are responsible for ensuring that their pools or ornamental ponds are properly installed, used and maintained in a safe and sanitary condition and must not become breeding sites for mosquitoes.

B. LARGE POOLS AND ORNAMENTAL PONDS (OVER 12' wide and/or 23" deep)

1. *Approval Requirements:* All pools, including but not limited to ornamental ponds, outdoor hot tubs and spas, over twenty-three (23) inches deep or over twelve (12) feet in diameter must receive prior GHI staff approval. Installation of swimming pools must be authorized in advance by an affirmative vote of the Board of Directors. Installation of ponds, hot tubs, or spas may be approved by GHI staff. As a condition of GHI staff approval, each Member who wishes to install a large pool or pond must sign a Recreation Structure Indemnification Agreement in a form prescribed by GHI, protecting GHI from all liability. Each Member who wishes to install a pool must obtain and at all times maintain liability insurance providing coverage for any injury or damage arising in connection with use of the pool or recreation equipment, with minimum coverage limits of \$500,000. In addition, the Member must obtain personal umbrella liability insurance of not less than \$1,000,000. The Member must provide documentation of such insurance coverage (both liability and umbrella) annually to GHI.
2. *Installation Requirements:* No installation will be allowed if it will interfere with natural drainage. The maximum depth of any pool, tub or spa shall not exceed thirty-six (36) inches. Water must be recirculated and filtered. Every swimming pool must be enclosed by a fence not less than seventy-two (72) inches high, with a locked gate in compliance with local codes (Prince George's County Code, Subtitle 27. - Zoning, Part 5, Division 1, Section 27-424. - Swimming pools and Greenbelt City Code, Div. 3. General Requirements, Subdiv. 2. Exterior Property Areas, Sec. 4-130.5).
3. *Member Responsibilities:* All pools, ponds, hot tubs and spas must be maintained in safe, clean and sanitary condition and must not become areas for mosquito breeding. Pool chemicals must be stored in a locked enclosure. A pool cover must be installed at all times when the pool is not occupied. Hot tubs or spas must be protected with safety covers in compliance with the local code. The safety cover must be in place whenever a hot tub or spa is not occupied in accordance with Greenbelt City Code, Div. 3. General Requirements, Subdiv. 2. Exterior Property Areas, Sec. 4-130.5.

Deleted: ¶

C. TRAMPOLINES

1. *Approval Requirements:* Trampolines must be approved in advance by GHI staff. As a condition of GHI staff approval, each Member who wishes to install a trampoline must sign a

Item 6g. Attachment #9d

Recreation Structure Indemnification Agreement, in a form prescribed by GHI, protecting GHI from all liability. Each Member who wishes to install a trampoline must obtain and at all times maintain liability insurance providing coverage for any injury or damage arising in connection with use of the trampoline, with minimum coverage limits of \$500,000, and must provide documentation of such insurance coverage annually to GHI.

2. *Installation Requirements:* Every trampoline must be installed in accordance with the manufacturer's instructions, must be enclosed by a safety net at all times, and must be properly maintained in safe condition. Every yard in which a trampoline is installed must be enclosed by a fence not less than 36 inches high with a locked gate
3. *Member Responsibilities:* When a trampoline is not in use, the safety net must be locked and any steps or ladders to access the trampoline must be removed.

D. OTHER OUTDOOR RECREATION EQUIPMENT

1. *Installation Requirements:* All recreation equipment, including but not limited to swing sets, slides, climbing equipment, playhouses and other play structures, must be installed in accordance with the manufacturer's instructions and must be properly maintained in safe condition.
2. *Approval Requirement:* As a condition of GHI staff approval, each Member who wishes to install recreation equipment must sign a Recreation Structure Indemnification Agreement, in a form prescribed by GHI, protecting GHI from all liability.

- **Prince George's County Code, SUBTITLE 27. – Zoning, Part 5, Division 1, Section 27-424. - Swimming pools.**

(a) All outdoor swimming pools in the R-E, R-R, R-80, R-55, R-35, and R-20 zones shall be enclosed by a fence at least six (6) feet high. If the pool is constructed above grade, and a fence or railing (the top of which is at least six (6) feet above grade) is attached to it, another separate fence shall not be required. (See Figure 51.)

(b) Outdoor swimming pools shall meet the setback requirements for a main building (not for accessory structures). Pools accessory to one-family detached dwellings need only be located eight (8) feet from the rear lot line.

City Code

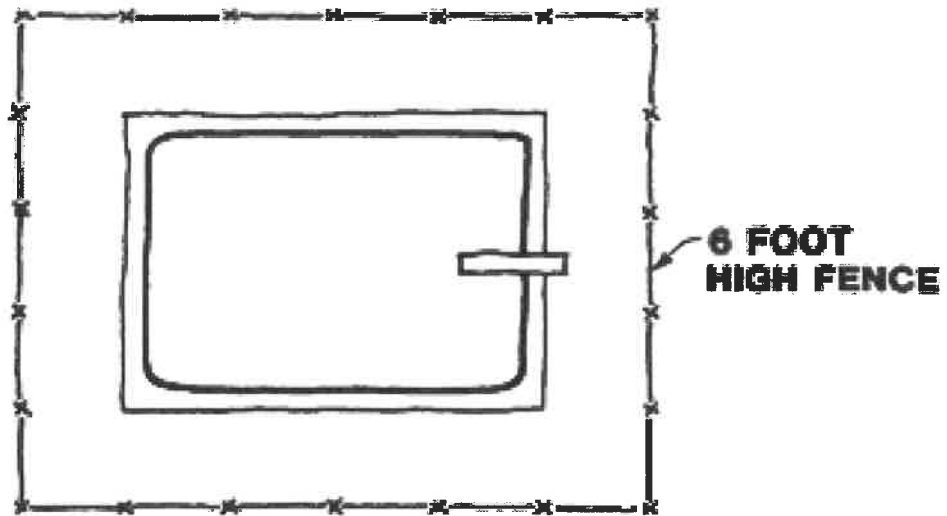
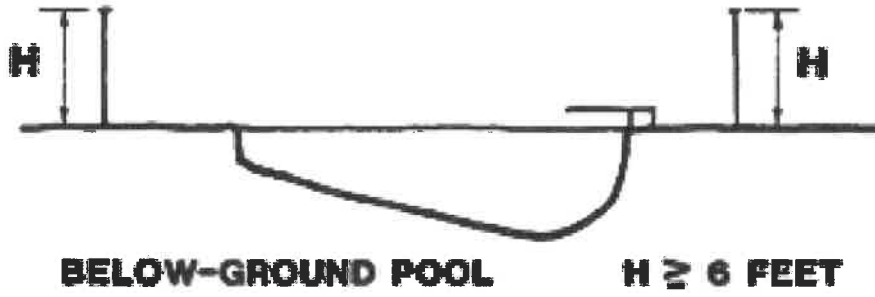
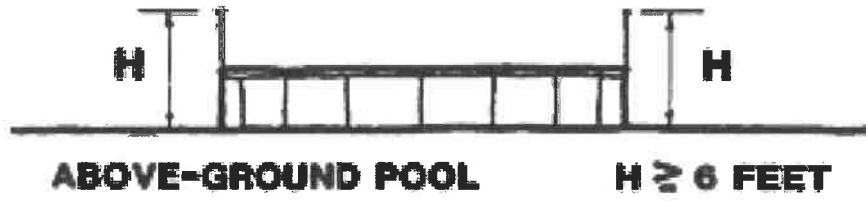
Div. 3. General Requirements, §§ 4-119--4-175

Subdiv. 1. In General, §§ 4-119--4-121

Subdiv. 2. Exterior Property Areas, §§ 4-122--4-134

Sec. 4-130.5. Swimming pool enclosures. Private swimming pools, hot tubs and spas containing water more than thirty-six (36) inches in depth shall be completely surrounded by a fence or barrier at least seventy-two (72) inches in height above the finished ground level measured on the side of the barrier away from the pool. Gates and doors in such barriers shall be self-closing and self-latching. Where the self-latching device is less than fifty-four (54) inches above the bottom of the gate, the release mechanism shall be located on the pool side of the gate. Self-closing and self-latching gates shall be maintained such that the gate will positively close and latch when released from an open position of six (6) inches from the gatepost. No existing pool enclosure shall be removed, replaced or changed in a manner that reduces its effectiveness as a safety barrier.

Exception: Spas or hot tubs with a safety cover that complies with ASTM F 1346 shall be exempt from the provisions of this section. (Ord. No. 1291, 9-24-07)



From: Douglass, Joseph D. <JDouglass@wtplaw.com>
Sent: Tuesday, May 3, 2022 5:00 PM
To: Eldon Ralph <e.ralph@ghi.coop>
Cc: Deanna Washington <dWASHINGTON@ghi.coop>; Joseph Perry <jperry@ghi.coop>
Subject: RE: Request that you revise GHI's Member Complaint Procedures

Hi, Eldon –

I have made the requested revisions to the Complaint Procedure, and I also have made a number of other revisions that I recommend. Both redlined and clean versions of my revised draft are attached.

Over the years, I have observed that the existing GHI Member Complaint Procedure is much more cumbersome and time-consuming than similar procedures used by other cooperatives and other types of community associations. As you know, GHI has a multi-phase procedure, with the Complaints Panel and the Informal Meeting with the Board as intermediate steps, and with the possibility of an appeal to the membership as the final phase.

By contrast, in almost all other communities' procedures, there are only 2 phases: (i) the initial management investigation and "first notice" to the violator, and then (if the case has not been resolved) (ii) the formal board hearing process. In addition, in most cooperatives, a final decision to terminate a member in violation is a decision that is made by the board only. The terminated member typically does not have a right to appeal the Board's decision to the membership.

In my revision, I have deleted the Informal Meeting with the Board, but I have kept the Complaints Panel phase. This will afford more than adequate "due process" in handling these cases, particularly since a terminated member still will have a right of appeal to the membership. Deleting the Informal Meeting phase will make the whole procedure simpler and shorter. Also, since the Board serves as the official hearing panel, there could be concerns that allowing the member an opportunity for a preliminary informal meeting with the Board might prejudice the actual hearing process.

Please review this revised draft with the Board and let me know if any revisions are needed, or if there are any questions. Thanks.

Joe



Joseph D. Douglass | *Partner*

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- 1. The Corporation receives complaints from a number of sources, including a.) next door neighbors, b.) persons residing in the same court or area, and c.) Management inspections,
- 2. Complaints can be based on alleged violations of a.) the Mutual Ownership Contract, b.) GHI regulations, c.) GHI Bylaws; or d.) City, County, or State Laws or ordinances.
- 3. Complaints should be made in writing to Management or, when appropriate, Management may prepare a memorandum summarizing the complaint.

Deleted: against members in...from a number of ways...ources, including a.) next door neighbors, b.) members ...ersons residing in the same court or area, and c.) Management inspections, and d.) petitions from neighbors in the area ... [1]

Deleted: provisions, especially as related to the sections on "Occupancy" and "Rules and Regulations Relating to Occupancy and Care of the Dwelling" which state that, "It shall be the duty of each member to respect the comfort and peace of mind of his neighbors, as well as all the members of the Corporation." ...b.) GHI regulations such as parking or shed regulations; ... [2]

D. INITIAL ACTION BY MANAGEMENT

- 1. When Management is notified of a complaint, the complaint will be investigated to ascertain the facts. Management may speak with the Complainant and Respondent to try to resolve the matter informally.
- 2. After this fact-finding investigation, if the complaint is unresolved, Management will prepare a letter to the Respondent giving the details of the complaint and asking for cooperation or compliance within a reasonable period. A copy of this letter will be given to the Chair of the Member Complaints Panel.
- 3. If a certain date for compliance has been given in the letter, Management will review the situation after that date to see if corrective action was taken. If the matter has been resolved, no further action will be needed.

Deleted: In those cases where Board action may be necessary, the complaints are asked to...Complaints should be made in writing to Management, or, when appropriate, Management may prepare... [3]

Deleted: hears ...s notified of a complaint, it investigates ... [4]

Deleted: it is warranted... Management prepares will prepare a letter to the person named in the complaint, or...respondent...espondent, giving the nature ...etails of the complaint and asking for cooperation or compliance within a reasonable period. A copy of this letter is also ... [5]

Deleted: checks ...ill review the situation after that date to see if corrective action was taken by the member... If the In the majority of cases, the member cooperates...after has been resolved, and no further action is ... [6]

- 4. If a complaint is not resolved, Management, if appropriate, may recommend Community Mediation to the Complainant(s) and Respondent. A free, voluntary mediation service is available through the City of Greenbelt and may be recommended before the matter is referred to the Member Complaints Panel. This process is confidential and utilizes trained mediators outside of the Cooperative. If a resolution is reached through the process of mediation, the parties involved will sign a written agreement. If the Respondent subsequently breaches the agreement and the complaint is brought back to Management, the matter may then be referred to the Member Complaints Panel, along with a copy of the agreement, for further action, as appropriate.

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E. REFERRAL TO COMPLAINTS PANEL

If informal action by Management, or Community Mediation, does not resolve the complaint, the matter will be referred to the Chair of the Member Complaints Panel. The Member Complaints Panel is a committee created by the Board, which consists of not less than three members of the Board. The Panel will review the matter and will decide what, if any, course of action should be taken by the Corporation. Usually, the Panel will meet with the Respondent and any Complainants. In exceptional cases, if the complaint is of such a nature that urgent action is needed, the Panel may recommend an early meeting between the Board, any Complainants, and the Respondent.

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F. MEETING WITH COMPLAINTS PANEL

1. If a meeting is necessary, Management will set a date for the meeting with the Panel with the Respondent and with any Complainants who will be attending. To encourage an open and amicable discussion to resolve the matter, neither the Respondent, nor any Complainants, may have legal counsel present at this meeting. Likewise, legal counsel for the Corporation will not be present at the meeting.
2. At the meeting, the Panel members will be introduced by the Chair. The Chair then will explain the agenda for the meeting as follows:
 - a. Management will provide a summary of the complaint and any related correspondence leading to the meeting.
 - b. The Chair will ask any Complainants in attendance and the Respondent for any additional relevant information that may not have been covered by Management.
 - c. Panel members may ask for such additional information needed for them to come to a fair decision.
 - d. The Panel will discuss the complaint with any Complainants and with the Respondent and will seek to arrive at a mutually satisfactory resolution.

G. COMPLAINTS PANEL'S ACTION

The Panel will consider all information presented at the meeting, or presented in writing. The Panel may recommend to the Board:

1. That no action is needed as the complaint was not valid or that the Respondent has agreed to take corrective action, or
2. That the Board should hold a formal hearing with the any Complainants and the Respondent, and with any witnesses called for the purpose of determining the merits of the complaint, and should make a decision as to any formal action to be taken.

H. FORMAL HEARING

If the Board of Directors resolves to hold a formal hearing with the Respondent and any Complainants, the Corporation may have its legal counsel present, and the Respondent may have a person to assist them, or may have legal counsel, present at the hearing.

1. Notification

Management will notify all parties, i.e., and Complainants and the Respondent, of the hearing. The letter of notification may be hand-delivered, sent by a recognized overnight courier service with confirmation of delivery or sent by certified mail-

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return receipt requested. This notification shall include the time, date and place of the hearing; notice of the right of the Respondent to present evidence and witnesses; notice of the right of the Respondent to have someone present to assist or to have legal counsel present at the hearing; the text of the regulation, bylaw or other provision that is alleged to have been violated; a summary of the complaint; and a summary of the possible actions that might be taken by the Corporation after the hearing, including possible legal action and notice of the Corporation's power to terminate Membership for violations, under the Mutual Ownership Contract and under Article III, Section 4b of the Corporation's Bylaws. The notice also shall state that the Board may proceed with the hearing and may make a decision on the matter if the Respondent is not present at the hearing. If the Respondent notifies Management in writing that he/she wishes to attend the hearing, but, for good and sufficient reasons, cannot attend at the scheduled time or date of the hearing, the Board may reschedule the hearing and shall notify all parties of the rescheduled date and time.

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2. Hearing Procedures

The hearing shall be held in executive session. At any hearing, the Board may require any witnesses for the Complainants and the Respondent to wait outside the hearing room until they are called to speak. The President of the Board will act as Chair for the hearing. The hearing must be attended by a quorum of the Corporation's the Board of Directors, representatives of the Management and the Corporation's recording secretary, and may be attended by Audit Committee members, by any Complainants and by the Respondent, who may have an assistant or legal counsel present. The Corporation may have its legal counsel present. Witnesses may be called in individually at appropriate times. If proper notice of the hearing has been given to the Respondent, the Board may proceed with the hearing, and may make a decision on the matter, whether or not the Respondent is in attendance. During the formal meeting, a transcript of the proceedings will be made. A copy of the transcript will be made available to the Respondent if he or she decides to appeal the decision to the membership.

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3. Hearing Agenda

- a. The President will introduce Board members and others present.
- b. The President will explain the purpose of the hearing, will explain the seriousness of the matter, and will caution those present to keep all matters discussed at the hearing confidential.
- c. The President will explain that the decision made by the Board after the hearing may be appealed to the Corporation's membership at a membership meeting.
- d. A Management representative will summarize the facts of the complaint and any provisions of the rules or other governing documents alleged to have been violated.

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and will summarize Management's investigation, the correspondence and any other relevant information obtained by Management before the hearing. The Management representative will respond to any questions about [that the Board of Directors or others may have.

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e. The President then will ask any Complainants, to make any statements or provide any additional information that may be appropriate for the Board's consideration, and to present testimony from any witnesses.

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f. The Respondent and his or her assistant or attorney then will be given an opportunity to make any statements or provide any additional information that may be appropriate for the Board's consideration, and to present testimony from any witnesses.

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g. The Respondent and his or her assistant or attorney also shall be permitted to ask questions of Management or of any Complainant or witness about their statements or evidence. These questions must be directed to the President, who then will ask the appropriate person to respond.

Deleted: raise ...sk questions with the...f Management or of any complainant ...omplainant or witness about any facts in the case which may not be clear to him or her ... [21]

h. The Corporation's legal counsel, if present, and Board members may direct questions to any Complainants, to any witnesses and to the Respondent.

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i. At the conclusion of the presentations of evidence and witnesses, the Complainant may present a concluding statement, as may the Respondent or his or her assistant or legal counsel.

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Deleted: g. When this period of discussion is concluded, witnesses for the member making the complaint are brought in individually to give their statements and to answer questions.¶ h. After all the witnesses for the member making the complaint are heard, witnesses for the respondent are brought in individually to make their restatements and to answer questions that may be presented.

j. The President then will adjourn the hearing and excuse all persons in attendance.

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k. After the Complainants, the Respondent and any witnesses or others have departed, the President shall reconvene the Board in executive session, with Management, the Corporation's legal counsel (if in attendance), and any Audit Committee members in attendance.

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I. BOARD DECISION

Deleted: J.... BOARD REACHES ... [25]

In this executive session, the Board will discuss the evidence and any other information presented at the hearing and will reach a decision. The proposed decision shall be presented as a formal motion which may include but is not limited to one of the following:

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1. To dismiss the complaint because of lack of sufficient evidence or because of other sufficient reasons,

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2. To allow a certain additional time for the Respondent to correct the matter which was the subject of the hearing before enforcement action is taken by the Corporation,

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3. To direct Management to initiate action to terminate the member's Mutual Ownership Contract within a reasonable period, and, if necessary, to initiate legal action to have any occupants evicted from the unit.

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4. To file a formal action for administrative or judicial relief.

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A two-thirds vote of the entire Board is required to terminate a contract. Other actions require only a majority vote of those Board members present at the hearing.

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A formal letter will be written by the Manager to the Respondent notifying him or her of the Board's decision and of any action to be taken. The letter may be hand-delivered, sent by a recognized overnight courier service with confirmation of delivery or sent by certified mail-return receipt requested. If the letter states that the Board has directed a termination of the Mutual Ownership Contract, the letter will summarize the member's right to appeal the Board's decision to the Corporation's membership at the next special or annual membership meeting (Section 4b, Article III of the GHI Bylaws). A letter also will be written to any Complainants summarizing the Board's action.

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J. MEMBER'S APPEAL TO THE MEMBERSHIP

1. Notification

If the Board decides to terminate a member's Mutual Ownership Contract, and if the member intends to appeal the Board's decision to the Corporation's membership, the member must notify Management, in writing and within ten (10) days after delivery of the Corporation's letter notifying the member of termination. If the member notifies Management of the intention to appeal the Board's decision to the membership, Management shall notify the Board. The Board then will decide whether this appeal will be heard at the next Annual Membership Meeting or whether circumstances require a Special Membership Meeting in advance of the Annual Membership Meeting.

2. Membership Meeting - Board Presentation

At the Annual or Special Membership Meeting, the members present will be notified of the Respondent's appeal. A representative of the Board or Management then will make a presentation summarizing the evidence and the basis for the Board's decision to terminate the member's Mutual Ownership Contract.

3. Membership Meeting - Member Presentation.

The member, or the member's attorney or assistant, may make a presentation to the membership, explaining the reasons for the appeal. A period of time will be provided for the members present to ask for additional information from the Board or the member to help them reach a fair decision.

4. Membership Meeting - Vote on Appeal

After the conclusion of the presentations and question period, a “show of cards” vote will be taken to determine whether or not the membership supports the Board’s action to terminate the contract. This decision of the membership is final.

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Member Comments on Proposed Revisions to GHI's Complaint Procedures REDACTED

Comments
(See Comment #1)
(See Comment #2)
(See Comment #3)
(See Comment #4)
(See Comment #5)
(See Comment #6)
(See Comment #7)
<ol style="list-style-type: none"> 1. For non-discrimination reasons, please replace all binary references (he, her, etc.) with non-binary references (they, them, etc.). 2. For consistency with the revised bylaws, please replace "executive" with "closed" wherever "executive" is used. 3. Suggest language be added to allow for virtual meetings and hearings. 4. Suggest revisions be made so the Procedures are internally consistent. <p>Suggested revisions that incorporate the above comments are provided in the attached track changes file. (See Appendix B)</p>
<p>I strongly oppose allowing the GHI board to have sole and final authority for ejecting a GHI member. While democratic decision-making may be inefficient, there are higher values than simple efficiency. The final appeal to the membership as a whole is the last guard against a corrupt or misled board.</p> <p>While I do not think a corrupt board is likely, neither is it impossible.</p>
<p>Please find the attached document with my comments and corrections [Comment #8] Several comments are about replacing "him or her" with the gender neutral language of "their or them". Several comments are suggestions or questions. (See Appendix A). In Section G, item 2 there is a grammatical error.</p>
<p>Regarding revising GHI's Complaint Procedures, I support removing the right to appeal the Board's decision to terminate a membership. Perhaps in this case, then the required vote of the Board should be 3/4 rather than 2/3. Also, perhaps the vote in favor of terminating a membership should be 2/3 of the full Board (i.e. minimum of 6 Directors voting in favor), rather than 2/3 of however many Directors are present.</p> <p>Also, I am okay with removing the informal hearing step.</p>

My comment is that I would support Vice President Debbie McKinley's suggestion to move to gender neutral and inclusive pronouns, replacing "he or she" with "they" and "his or her" with "their". In addition to supporting GHI's mission to promote member diversity, it also simplifies the language and improves the flow of the procedural language.

I believe that GHI's multiphase member complaint process is a strength, and not one that GHI should be contracting or consolidating in the interests of efficiency. GHI is already different from other cooperative and condominium communities. Removing a member from our cooperative should be a very serious undertaking, and I believe that having the several stages gives everyone involved several chances to resolve things at the lowest level. I don't think that the process should have steps removed. Instead the process should be broadened. There should be mechanisms in place to deal with member-nonmember issues, member-staff issues, and member board issues. Perhaps GHI should have a mechanism to provide a neutral ombudsperson to deal with some of these other instances.

Comment #1

I'd like to offer some feedback regarding the sections below from the proposed Policy and Procedures. I think significantly more detail is needed here because: 1) there is no substantive description of the "fact-finding investigation" process; and, 2) "Management" is too broad a term (rendering its meaning here nebulous) considering that, in this draft version, the undesignated management person or persons are going to have some pretty broad powers in determining the validity of (and, indeed, "resolving") complaints. That person is essentially the gatekeeper of the process so we need to know their identities and qualifications (i.e., unveil the wizard(s) behind the curtain).

- Management "may speak" (#1) implies that they also may not speak to all pertinent parties; if they choose to not speak to all parties in the course of their investigation, specifically what document(s) and/or other information will form the basis of their determination?
- Will the management employee conducting the investigation have specific professional expertise in the subject area of the complaint? How is this person chosen?
- After the investigation, Management will prepare a letter to the respondent if the complaint is unresolved; will they not prepare a letter to the respondent if they have determined the complaint is resolved? As written, it sounds as if a complaint could be made and the respondent would never hear about it.
- Will the complainant also receive a copy of the letter sent to the respondent if the complaint is unresolved?

The upshot of my feedback is that how, specifically, the fact-finding process is going to be conducted and specifically who in management is going to initiate and conduct the fact-finding phase needs to be fleshed out and detailed, step-by-step. As written, some pretty broad discretionary powers are given to the investigator and that verbiage is simply too loose.

(I have only lived here for 34 months but, that said, I already have a significant amount of anecdotal information from long-time residents (and I have one personal experience) suggesting that GHI may not always have qualified (or even interested) staff looking into issues that arise.)

[“1. When Management is notified of a complaint, the complaint will be investigated to ascertain the facts. Management may speak with the Complainant and Respondent to try to resolve the matter informally.

2. After this fact-finding investigation, if the complaint is unresolved, Management will prepare a letter to the Respondent, giving the details of the complaint and asking for cooperation or compliance within a reasonable period. A copy of this letter will be given to the Chair of the Member Complaints Panel.”]

Comment #2

Written comments on draft revisions to GHI complaint procedures from, member at, xxx-xxx-xxxx.

After Section C. Sources.. and before Section D. Initial Action by Management Please insert a list of the complaint steps

- * Initial Action by Management
- * Referral to Complaints Panel
- * Formal Board Hearing
- * Member’s Appeal to the Membership

Section D. Change title to Step 1: Initial Action by Management Section E. Change title to Step 2: Referral to Complaints Panel

(Question: is the Complaints Panel a standing committee or it is created as needed?) Section G. #2, delete “the”

...hearing with (the) any Complainants...

Section H. Change title to Step 3: Formal Board Hearing Section H. #1, there are two periods after “Section 4b of the Corporation’s Bylaws..”

Section H. #2, delete “the”

...quorum of the Corporation’s (the) Board of Directors,... Section H. #3c, “at a membership meeting”

(the membership meeting is only held once a year?) Section H. #3d, delete “about”

...to any questions (about) that the Board of Directors... Section I. #4, Question, What is a formal action for administrative or judicial relief? (explain) Section I. #4, 2nd paragraph, change “hear” to “her”

...notifying him or (hear) her of the...

Same paragraph, Question: the next special or annual membership meeting may be a long while away?

Section J. Change title to Step 4: Member’s Appeal to the Membership If you have a lot of complaints, you may end up having a lot of special membership meetings.

Comment #3

On the whole, I think it's great. These are two areas that need to be rethought or clarified, in my opinion:

1. Who can be a complainant or respondent. At the beginning, it reads:

A Complainant may be a member of the Corporation or may be any resident of the GHI community. The Corporation also may be the Complainant in any case where alleged violations have been observed by, or reported to, Management.

A Respondent may be a member of the Corporation or may be any resident of the GHI community, or any family member, tenant, guest, associate or contractor of any member, tenant or resident of the GHI community.

Is there a reason why Complainants are restricted to being GHI members, residents or GHI itself, but the Respondents can include guests, associates (whoever that means) or contractors of GHI members, residents or tenants? I guess I'm dubious about whether a GHI member should be able to use the Complaints procedure to complain against a guest, an associate or a contractor hired by another GHI member when the only final recourse to GHI is to terminate the membership of the GHI member. It seems like if a contractor does something egregious that it should be handled legally some other way than through the GHI Complaints procedure. And why, if this broad class of people can be complained against, why can they not also do the complaining?

These questions probably just illustrate my lack of understanding of the purpose of the Complaint procedure itself and who has standing to complain and who is liable to be complained against.

2. Throughout the description of the hearings process, it mentions that the Respondent may have legal counsel but it doesn't say that the Complainant may have legal counsel. Why is this so? Also, who pays for the legal counsel?

Comment #4

GHI is much larger and more complex than most community associations and housing co-operatives, so it is not surprising that our member complain procedures are more detailed. This is a good thing. It recognizes GHI's unique situation and provides important protections to members and to the co-op. Changing our rules so that they are more like everyone else's is not a good thing if our situation is not like everyone else's.

I am concerned about two proposed changes. First, banning legal counsel from complaint panel hearings will be seen as an authoritarian move. It removes the right of members to have people speak on their behalf. From my time on the board having legal counsel present was rarely an issue. Making such an extreme change to the relationship between the membership and the board should not be done lightly or based on one bad experience on one complaint panel. Second,

removing the informal hearing stage is a bad idea. My experience was that this tends to be when member start to take the process seriously. Removing it will result is a dangerously rapid escalation from a meeting where members will be restricted on who they can have support them to a meeting where the member faces the risk of eviction. If the board wants to make it easier to remove people from the co-op then those changes should be decided at a membership meeting.

As I read the proposed changes I noticed that although the revised rules make it much easier to cancel memberships there is no fundamental change in the way GHI handles conflicts. It would be better to take advantage of this opportunity to rethink the entire process.

GHI currently has a multi-step process for handling disputes.

1. Member services attempts to resolve issues involving members. Most issues are resolved at this level.
2. Members or staff (via the General Manager) bring issues to the Board of Directors.
3. Member Complaint Panels to resolve disputes between members. These are increasingly used to resolve disputes between members and staff as well as between members and GHI governance, even though they were never designed for this.
4. Informal Hearings with the Board of Directors.
5. Formal Hearings with the Board of Directors. These can result in members being evicted.
6. Members can request a Special Membership Meeting. The membership almost always upholds Board decisions.

The Audit Committee has no formal role in dispute resolution.

- The current process usually works well for member–member disputes.
- The current process is not designed for member–staff, member–governance, or staff–governance disputes.

Staff–Governance Disputes:

- The General Manager is the sole formal point of contact between staff and the Board of Directors.
- GHI by-laws and state law require that all disputes involving be resolved in closed sessions of the GHI Board of Directors.

Staff–Member Disputes:

- There is no formal mechanism for resolving disputes between staff and members.
- Because members are formally represented by the Board the Staff–Governance comments above apply.
- We often use the Member Complaint Panel process for member–staff disputes.
- Members who do not see the Board as a neutral body in the dispute may view this process as inherently biased in favour of staff. This can cause members to see the process and result as illegitimate.
- Similarly staff may see the Board as biased towards members.
- Some form of independent dispute resolution mechanism, such as an outside arbitrator, ombudsperson, or whatever is probably a better solution.

Member–Governance

- The current process is to use Member Complaint Panels. This process is controlled by the Board and inherently biased towards governance.
- Members see this as biased and unfair. Removing the right to legal counsel will exasperate this feeling.
- In recent years members have started approaching the Audit Committee to address these disputes, which suggests members do not trust processes run by the Board.
- Some form of independent dispute resolution mechanism, such as an outside arbitrator, ombudsperson, or whatever is probably a better solution.

Proposal:

- The Board set up a task force to study all aspects of dispute resolution in GHI and recommend solutions.
- The task force should have equal representation from the Board, Members, and Staff.
- Consult staff before setting up task force. Staff needs to be an equal partner in this process.
- Give the task force a budget for things like outside consultants and legal questions?
- Board should commit to taking the task force's recommendations seriously by some form of good-faith display at the start of the process.
- Any changes should be taken to the membership, perhaps at the 2023 annual meeting.

Comment #5

There are only two areas I've flagged.

One is, **D.2. "After this fact-finding investigation, if the complaint is unresolved..."** Overall I think it's worded better than the original. But... the previous language says "if it is warranted", which is left out. What's troubling me is the leaving out that a complaint might not be warranted, especially the possibility of a person chronically making spurious complaints, or even one spurious complaint. The complainer might not be satisfied but asking the person complained of to cooperate or comply might totally not be the next step.

The other is **J, Appeal to Membership**. And it is not that I find the new wording to be worse than the old. It's that, in my opinion, there's an extreme (word used advisedly) problem here that should be fixed with this redo.

Termination is very serious, kicking someone out of a community, and I believe the right to appeal to the membership is appropriate. We don't know who a set of future judges might be (who the Board might be), and it is not inconceivable that a future Board (not the current one) might use their power in this regard to get rid of someone they personally dislike, for example. Thus, we should keep the right to appeal.

I believe I've attended two of these appeals (I believe there have been three during my membership, but I didn't receive the invite for the third one). The last one stands out in my mind. Conducted by ethical people doing the best they could—and I thought it was an unethical farce (words used advisedly). There were two things:

- 1) We were presented only with a limited subset of the information based on which the Board had made their decision. As an appeals court, it is essential we receive the full information. We were given to understand that the lawyers had directed that we only be given a time-filler presentation. I propose that the rules (and if possible bylaws) would require that the membership present, sitting as a last court of appeals, would receive the full set of information relevant to the Board's decision, and thus the appealing member and other parties if needed would sign a release to permit this. I suggest also that the membership present would be required to keep the information private where appropriate—the information is not opened to the full membership but to those there who would be voting. (Just brainstorming here.)
- 2) Well-respected people in the crowd—certainly people I respect!—were calling out “support the Board”, “support the Board” and such. This is WRONG. Ethically, when we sit as a court of appeals, our responsibility is to justice, to evaluate the member's claim to remain as a member and in their home, as fairly as we may. To vote to support the Board just because it was how the Board voted is a travesty. The rules should state this extremely clearly and the sitting of the membership as judges should begin with a very clear statement to this effect, in my view.

In this last case, I voted to overturn the Board's decision. Not because I assumed the Board had been wrong—but since I had not been provided the information, since the member to be terminated was not given a fair hearing, there was no other option. I would like to see this not happen again. (If anyone who reads this has a different understanding of what happened there, I'd be interested to hear it.)

Comments #6, #7, and #8

The following comments have been changed from the original format they were submitted to eliminate extra copies of the text and for ease of reading.

Comment #6

Here are my edits to the XVII. Member Complaints Procedures:

- In Section A paragraph 2 sentence 1, keep the words “to all members of the Corporation” which is marked for elimination at the end of the sentence.
- In the same paragraph at “3.)”, eliminate the words “in appropriate cases”.
- In section B, keep the sentence “The Mutual Ownership Contract pledges that his or her comfort and peace of mind shall be respected by all neighbors as well as all members of the Corporation.” which is marked for elimination.
- In the same section at the sentence “Provision has been made for preliminary investigation...” keep the word “detailed” instead of “preliminary”.
- In Section D “1.)”, change the first sentence to “ When Management is notified of a complaint, the complaint will be investigated by GHI Member Services to ascertain the facts.”

- In the same section at “4.)”, change the second sentence to “A free, voluntary mediation service is available through the City of Greenbelt and is mandatory that the Respondent and Complainant(s) seek a free voluntary mediation service available through the City of Greenbelt. If either Party refuses the City’s service, then the mediation should be handled by a third-party mediator not affiliated, managed or operated by any GHI staff or Board member.
- A few sentences later in the same place, change the wording at the sentence “If the Respondent subsequently breaches. . .” to “If either party breaches the agreement, the matter is returned to the member complaint panel.”
- In Section E, keep the sentence “If Community Mediation has been utilized and has not been successful, the Panel takes this into consideration.” which is marked for elimination.
- In Section F “1.”, keep the phrase “mutually satisfactory date” which is marked for elimination.
- In the same place, change the language to allow legal counsel for both parties.
- At Section F “2.” a., add “The Respondent and Complainant(s) will have the right to provide a summary to the Chair as well.
- Keep the Section Formerly Called “H” which is marked for elimination.

Comment #7

Attached are my suggested edits and comments related to the Proposed Revisions to GHI’s Complaint Procedures:

- At the first paragraph of Section A, add “(GHI)” after “Greenbelt Homes, Incorporated”, as this defines “GHI” which is used in Section I. BOARD DECISION #4
- Change the beginning of Section H to read (*Italics* to emphasize my changes)
“If the Board of Directors resolves to hold a formal hearing with the Respondent and any Complainants, the Corporation may have its legal counsel present, and the Respondent *and any Complainants* may have a person to assist them, or may have legal counsel, present at the hearing.”
Allowing the same legal counseling accommodations for both Respondent and Complainant assures equal treatment for all involved.
- Change H 1. to read:
At least two weeks in advance, Management will notify all parties, i.e. *any witnesses, Complainants, and the Respondent*, of the hearing. The letter of notification may be hand-delivered, sent by a recognized overnight courier service with confirmation of delivery or sent by certified mail- return receipt requested. This notification shall include the time, date and place of the hearing; notice of the right of the Respondent, *Complainants, and the Corporation* to present evidence and witnesses; notice of the right of the Respondent, *Complainants, and the Corporation* to have someone present to assist or to have legal counsel present at the hearing; the text of the

regulation, bylaw or other provision that is alleged to have been violated; a summary of the complaint; and a summary of the possible actions that might be taken by the Corporation after the hearing, including possible legal action and notice of the Corporation's power to terminate Membership for violations, under the Mutual Ownership Contract and under Article III, Section 4b of the Corporation's Bylaws. The notice also shall state that the Board may proceed with the hearing and may make a decision on the matter if the Respondent *or any of the Complainants* are not present at the hearing. If the Respondent *or any of the Complainants* notifies Management in writing that he/she wishes to attend the hearing, but, for good and sufficient reasons, cannot attend at the scheduled time or date of the hearing, the Board may reschedule the hearing and shall notify all parties of the rescheduled date and time.

Adding a timeframe at the beginning will make for a timely response, and the other additions are to ensure equal treatment for all involved.

- "2." Of the same Section should read:

"The hearing shall be held in executive session. At any hearing, the Board may require any witnesses for the Complainants and the Respondent to wait outside the hearing room until they are called to speak. The President of the Board will act as Chair for the hearing. The hearing must be attended by a quorum of the Corporation's Board of Directors, representatives of the Management, and the Corporation's recording secretary; and may be attended by Audit Committee members, by any Complainants and by the Respondent. *The Respondent and Complainants* may have an assistant or legal counsel present. The Corporation may have its legal counsel present. Witnesses may be called in individually at appropriate times. If proper notice of the hearing has been given to the Respondent, the Board may proceed with the hearing, and may make a decision on the matter, whether or not the Respondent *or Complainants* are in attendance. During the formal meeting, a transcript of the proceedings will be made. A copy of the transcript will be made available to the Respondent *and Complainants upon request, with the understanding that the proceedings are to remain confidential.*"

Changes 1-3 are to assure equal treatment for all involved. The final change provides support for section 3. Hearing Agenda, b.

- "3." e., should read "The President then will ask any Complainants *and his or her assistant or attorney* to make any statements or provide any additional

information that may be appropriate for the Board's consideration, and to present testimony from any witnesses." - To assure equal Treatment.

- I recommend adding an article after "3." g. to read "Any Complainant and his or her assistant or attorney also shall be permitted to ask questions of Management or of the Respondent or witness about their statements or evidence. These questions must be directed to the President, who then will ask the appropriate person to respond." This article should be "3." h., and the articles following should be re-lettered accordingly.

The article originally marked 'i.', should read "At the conclusion of the presentations of evidence and witnesses, the Complainant *or his or her assistant or legal counsel* may present a concluding statement, as may the Respondent or his or her assistant or legal counsel."

- At the first sentence of the final paragraph of Section I, add "Within thirty (30) days of the hearing date..." at the beginning, and add "and any Complainants" after "Respondent". The changes are to ensure timely response and to ensure equal treatment for all, respectively.
- At Section J. "1.", add at the end the sentence "At least two weeks prior to the Membership Meeting, the Board will notify the Respondent and any Complainants of their decision." This is to ensure timely response and to ensure equal treatment for all.

"2." Of the same section should read "GHI members will be notified of the Respondent's appeal *in the Agenda delivered to the membership in advance of the Annual or Special Membership Meeting*. At the Annual or Special Membership Meeting, a representative of the Board or Management will make a presentation summarizing the evidence and the basis for the Board's decision to terminate the member's Mutual Ownership Contract." This change Assures GHI membership will be notified in advance of the Membership Meeting, which is the practice GHI presently follows.

Comment #8

My Comments and Corrections:

- In Section A, change all occurrences of "him or her" or "his or her" to "their."
- In Section B paragraph 3, change "before they come worse" to "before formal action is required."

- In the following sentence, spell out that the appeal to the membership will take place either at the annual membership meeting or at a special membership meeting.
- In Section C “1.”, the end should read “. . . c.) Management as a result of inspections.”
- At Section D “1.”, should “Management may speak” be changed to “Management will speak”?
- In “2.” In the same Section, should “a reasonable period” be defined?
- In “4.” Of the same section, change “. . . if appropriate, may recommend” with “when appropriate, will recommend”.
- In Section H “1.”, add wording that hand-delivered notes will require written acknowledgement of receipt.
- In Section H “3.” Articles g. and i., replace instances of “his or her” with “their”.
- In Section I “1.”, replace both instances of “because of” with “due to”
- In the final paragraph of the same section, again add wording that hand-delivered letters require a signed receipt.
- In Section J “1.”, should the “and” within “. . . in writing and within ten. . . “ be deleted?

7a. Summary as of 8/8/22 re: Damage Caused by the Storm on July 12, 2022

During an abrupt windstorm on the evening of July 12, 2022, GHI's tree canopy suffered significant damage. The storm swept through Greenbelt beginning at 6:02pm. Five minutes later the sun was already breaking through the clouds. Within fifteen minutes, our Maintenance guys sprang into action to cut up and remove a large tree in front of the Parkway Apartments which had toppled over and was blocking the parking lot entrance. Completing this task by dusk, they saw similar damage on their route between the apartments and GHI's office building.

At dawn the next morning, Ronnie Sookram and Jim Morris drove through the entire GHI community to assess the situation. They saw an enormous pine tree blocking Research Road at Hillside, along with downed wires, two phone poles snapped in half and a third pole splintered in the street next to a shattered streetlight. Heading up to Ridge Rd and turning south, they saw large trees with their canopies gone. At 44 and 46 Ridge Rd, they saw almost a dozen trees completely uprooted, all laying parallel on the ground between the houses. Only one came close enough to damage the rows of houses, crushing the deck at 46D Ridge Rd.

At 24 Ridge Rd, two trees fell 90 degrees from each other: one fell eastward, missing 24M Ridge Rd by inches while the other fell northward atop the roofs of 24N and 24P Ridge Rd. The enormous weight of the tree crushed a third large tree which had been standing between the back fence and the house.

Continuing their tour, they saw large tree branches scattered in the streets of Ridge Rd, Gardenway, and Southway. Heavy and long limbs pulled down electric power lines from 6 Ridge to 4 Ridge Rd. At 7 Crescent a tree went down next to 7F, damaging the roof but luckily not causing severe structural damage. From 7A through 7K, trees fell down exposing huge, gnarled root balls.

Across the street at 4 Crescent, three trees came down and damaged 4E and 4F, with limbs and debris covering the entire common area all the way over to 6 Crescent.

From 6A to 6G Ridge Rd, so many trees were blown down that the entire area from the houses back to the Greenbelt City asphalt path was a tangle of twisted trees, splinters, and exposed root balls. Similar destruction was found at 2 Westway, 33 Ridge, 35 Ridge, 39 Ridge, at 13 Hillside all the way up to Research Rd, and even more downed trees behind 133 Greenhill with three fallen trees uphill all the way up to the rear of 22 Hillside Rd.

Throughout that day of July 13th, the Maintenance and Member Services departments received at least 135 calls reporting storm damage. Maintenance staff, including plumbers, electricians, carpenters, and grounds' workers worked relentlessly through the day to remove trees which were blocking front doors, sidewalks, and driveways. They dashed from court to court to ensure that emergency vehicles had access to every court if that became necessary. They picked up shards of branches and dragged cumbersome limbs from service side and garden side yards as they worked through the day.

By the end of that first day, our team voiced amazement at the lack of structural damage to GHI homes, and at the fact that not a single injury was reported anywhere.

Over that first week, the crew discovered concrete slabs of sidewalk upended at 30-degree angles, crushed sheds, along with bent and twisted fences throughout GHI. We continued to receive member calls reporting branches in their yards, timbers blocking common walks, and more sidewalk damage.

Since then, we still get reports of splintered limbs in some trees, and dangling limbs in others. Brightview has sent two crews out to assist with the cleanup. The first crew was a professional team which removed trees which were pressing against homes and roofs. Their work in extracting huge timbers from our homes has been delicate yet thorough. So far, the cost of the work done by this first crew is \$59,605.00

The second crew has been tasked with clean up. They have moved from court to court collecting large branches and hefty limbs. Then they chip these into mulch for disposal. This crew also grinds up all the exposed root balls and stumps.

They have coordinated quite well with our Grounds Crew, and both have moved diligently to collect and remove every cluster of debris they can find. So far, the cost of the work done by this second crew is \$31,241.00.

These crews still have significant work ahead to cut up and clean up:

7 Crescent court

6 Ridge court

44 Ridge court

46 Ridge court

22 Hillside court

...and the hill between 133 Greenhill and 22 Hillside

We anticipate between eight and ten more days of tree work, and between three and five days of debris clean-up and stump grinding work. Members still call every day because they have just discovered a new broken or hanging limb way up in a tall tree. We just do not know how many splintered hanging limbs remain.

197 work orders have been created to address the destruction. A few of them have been rolling work orders focused on clean up and collection of debris.

Miraculously, only four houses suffered serious roof damage. They are:

Crescent 4E

Crescent 7F

Ridge 14D

Ridge 24N

A fifth house, Ridge 46D, had its deck destroyed.

In many courts sheds were broken or destroyed, along with many fences. The insurance adjusters mentioned that these would not be covered by their policy.

Over this month, Tony Gaidurgis (tree maintenance contract coordinator) and Jim Morris estimate that GHI lost at least 120 large mature trees on the night of July 12, 2022. By surveying the damage, discussing plans on how to remove them, we also observed that there are countless saplings eager to fill the newly open spaces in the canopy.