

NOTICE OF MEETING AND AGENDA
GHI BOARD OF DIRECTORS
OPEN MEETING
Starts at 7:45 p.m.
Thursday, January 19, 2023

VIRTUAL ZOOM MEETING ROOM
Members & Visitors may attend remotely.

1. Approval of Agenda

2. Statements of Closed Meetings

- a. Statement of a Closed Meeting Held on January 5, 2023 (Attachment #1a)
- b. Statement of a Closed Meeting Held on January 19, 2023 (Attachment #1b)

3. Visitors and Members (Comment Period)

4. Approval of Membership Applications

5. Committee Reports

6. For Discussion/Action

- | | | |
|--|------------|-------------------|
| a. Approve Minutes of the Open Meeting Held on December 1, 2022 (Attachment #2) | 2 Minutes | Discussion/Action |
| b. Transition & Search Committee's Request to Change the General Manager Position Profile and Job Description (Attachments #3a-3c) | 10 Minutes | Discussion/Action |
| c. Preparations for the 2023 Annual Membership Meeting (Attachment #4) | 10 Minutes | Discussion/Action |
| d. Staff's Report on the 2022 Exterior Building and Yard Inspection Program (Attachments #5a-5b) | 15 Minutes | Discussion/Action |
| e. Motion to Hold a Closed Meeting on February 2, 2022 | 2 Minutes | Discussion/Action |

7. Items of Information

- a. President's Items
- b. Board Members' Items
- c. Audit Committee's Items
- d. Manager's Items

Ed James
Secretary

NOTE: AT 10:15 P.M., THE BOARD MAY IMMEDIATELY MOVE TO ITEM 7, EVEN IF DISCUSSION OF 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: January 13, 2023
SUBJECT: Items for the **GHI OPEN** Board Meeting on January 19, 2023

GHI Open Meeting

6a. Approve Minutes of the Open Meeting Held on December 1, 2022 (Attachment #2)

Motion: I move that the Board of Directors approve the minutes of the Open Meeting held on December 1, 2022 (as presented/as revised).

6b. Transition & Search Committee's Request to Change the General Manager Position Profile and Job Description (Attachments #3a-3c)

On December 15, 2022, the Board approved a Position Profile for the General Manager Position (Attachment #3a) that has been advertised since December 22, 2022, in recruitment efforts for a new General Manager. Attachment #3b is the current job description for the position. Attachment #3c is a memorandum from the Transition and Search Committee that is requesting the Board to consider changing the General Manager position profile and job description to require a bachelor's degree "or equivalent experience".

This item is on the agenda for discussion and action.

Either

Suggested motion #1: I move that the Board of Directors retain the position profile for the General Manager's position that the Board adopted on December 15, 2022.

Or

Suggested motion #2: I move that the Board of Directors adopt the Transition and Search Committee's recommendation to change the qualifications' requirements in the position profile and job description for the General Manager's position to "Bachelor's degree or equivalent experience".

6c. Preparations for the 2023 Annual Membership Meeting (Attachment #4)

On December 15, 2022, the Board agreed by consensus that the 2023 Annual Membership Meeting should be held on May 11, 2023. Preparations for the meeting should begin now and staff must select a venue soon if it is decided to hold an in-person meeting.

Due to the Covid-19 pandemic, the dates and formats of membership meetings held since 2020 were as follows:

Type of meeting	Date held	Format of meeting
2020 Annual Membership Meeting	10/29/2020	Hybrid (virtual and in-person)
2021 Annual Membership Meeting	5/13/2021	Hybrid (virtual and in-person)
2022 Annual Membership Meeting	5/12/2022	Hybrid (virtual and in-person)
2022 Special Membership Meeting	12/8/2022	Virtual

The Board should consider whether to hold either a wholly virtual, a hybrid (i.e., virtual and in-person) or a wholly in-person membership meeting on May 11, 2023.

Get Quorum hosted the virtual components of the above-mentioned meetings satisfactorily, except for the Special Membership Meeting on December 8, 2022. Attachment #4 is an email from Get Quorum that explains the reasons for the difficulties members experienced during that meeting. If the Board decides to hold either a wholly virtual or hybrid meeting, it should advise staff whether to hire Get Quorum or another company to host the meeting. In August 2020, three companies including Get Quorum submitted the following bids to host the 2020 annual membership meeting:

Company Name:	GetQuorum	HOA Now	ComputerShare
Meeting Hosting & Voting	\$3,000	Does not offer hosting services; only facilitates the voting process	\$14,995
Voting Services	Included	\$1,275	Included
Setup Fees	Included	Included	\$5,300
Total cost for all services	\$3,000	\$1,275	\$20,295

This item is on the agenda for discussion and action.

Suggested motion: I move that the Board of Directors stipulate that the annual membership meeting on May 11, 2023, shall be a (wholly virtual/hybrid/wholly in-person) meeting.

6d. Staff's Report on the 2022 Exterior Building and Yard Inspection Program (Attachments #5a-5b)

GHI's Community Beautification Program (CBP) was implemented following a 1983 petition from members at an Annual Membership Meeting, requesting enforcement of regulations and subsequent action by the Board of Directors. In 2017, the Board asked a Yard Solutions Task Force to review the program and recommend solutions to its reported problems. On February 15, 2018, the Board accepted a report from the Yard Solutions Task Force which recommended changes to the program, including a new inspection form that was used to conduct the program during 2018 and 2019.

Due to feedback from several members, the Board decided to forego a program of community beautification inspections during 2020 and establish an Exterior Building and Yard Inspection Task Force to recommend the scope of an exterior building and yard inspection program that should be implemented. On February 18, 2021, the Board accepted the task force's report and stipulated that one third of GHI units must be inspected each year, using a revised inspection form that the task force prepared.

Attachment #5a is the form that was used to conduct the 2022 Yard and Exterior Inspection Program and Attachment #5b is a report from Jim Morris, Director of Maintenance Operations regarding the inspection results.

This item is on the agenda for discussion.

6e. Motion to Hold a Closed Meeting on February 2, 2023

Motion: I move to hold a closed meeting of the Board of Directors at 7:00 pm on February 2, 2023.

Statement of a Closed Meeting of the Board of Directors Held on January 5, 2023

GHI's Board of Directors held a closed meeting at 7:00 pm on January 5, 2023, 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 a Formal Hearing Held on October 27, 2022	(vii)
2. Approve Minutes of a Closed Meeting Held on November 17, 2022	(vii)
3. Consider Approval of the Following Contracts: <ul style="list-style-type: none"> • 2023-2025 Pest Control Contract -2nd reading • Contract with a Firm to Undertake the 2022 External Audit and Prepare Tax Returns 	(vi)
4. Member Financial Matters	(viii)
5. Complaint Matters	(iv)

During the meeting, the Board of Directors authorized the Manager to enter into the following contracts:

- a) A 3-year contract with Atek Pest Management Company to provide pest control services to GHI during January 1, 2023 to December 31, 2025, in accordance with the following price schedule:

• Cost of treatment/week for up to 15 units, exclusive of specialty pests	\$220.00
• Cost of treatment/week for each building unit over 15 units	\$15.00
• Cost per residential unit for resale termite inspection	\$45.00
• Cost per residential unit for treatment of termites	\$225.00
• Cost per garage unit for treatment of termites	\$175.00
• Cost per residential unit for treatment of carpenter ants	\$95.00
• Cost per garage unit for treatment of carpenter ants	\$75.00
• Cost per residential unit for treatment of carpenter bees	\$75.00
• Cost per residential unit for treatment of bed bugs per treatment	\$175.00
• Cost per residential unit for treatment of fleas/ticks	\$65.00
• Cost per residential unit for treatment of flies	\$35.00
• Cost per residential unit for treatment of bees/wasps/hornets	\$45.00
• Cost per residential unit for treatment of lice	\$65.00
• Cost per residential unit for treatment of external rodents	\$7.00

- b) A contract with Ed Kwiatkowski, CPA, L.L.C. to conduct a full audit of the 2022 consolidated financial statements for GHI and GDC and prepare federal and state tax returns for the year ending December 31, 2022, at a cost of \$16,500, plus 10% for contingencies for a total cost not to exceed \$18,150.

A motion to hold the closed meeting was approved during the open meeting of December 15, 2022, by Directors Brodd, Hess, James, Luly, McKinley, Mortimer, and Whipple.

Statement of Closed Meeting of the Board of Directors Held on January 19, 2023

GHI's Board of Directors held a closed meeting at 7:00 pm on January 19, 2023, 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 a Closed Meeting Held on December 1, 2022	(vii)
2. Member Financial Matters	(viii)
3. Consider Approval of the Following Contracts: <ul style="list-style-type: none"> • Contract for Waste Collection and Disposal Services During 2023 to 2025 • Contract for Tub Reglazing Services During 2023 to 2025 • Contract for Use of Yardi Property Management System During 2023 to 2024 	(vi)
4. Rental Permit Granted to Members of a GHI Unit	(iv)

During the meeting, the Board of Directors authorized the Manager to enter into the following contracts:

1. A contract with WB Waste Solutions LLC to collect and dispose of miscellaneous waste from one 6 cubic yard container on a weekly basis, over a 3-year period commencing from April 1, 2023, at a cost of \$175.00 per month in the first year, with 6.0% price increases in the second and third years of the contract and a one-time delivery fee of \$125.00 for the container.
2. A contract with Baltimore Recycling Center to provide waste removal services over a 3-year period commencing from April 1, 2023 at the following charges:
 - a) Collection and disposal of construction waste from a 30 cubic yd container at \$561.75 per pull up to 3 tons, with a \$85.00 charge per ton over 3 tons during the first year of the contract.
 - b) Collection and disposal of tree waste from a 30 cubic yd container at \$514.50 per pull during the first year of the contract.
 - c) A 5% increase in charges stated in a) and b) above, during the second and third years of the contract.
3. A contract with North American Construction to provide tub reglazing services over a period of two years at the following prices in the first year, with a 5% increase in these prices for the second year of the contract:
 - a) Stripping a tub \$125.00
 - b) Reglazing a tub \$125.00
 - c) Installing a non-skid surface \$125.00
 - d) Removing a tub drain \$ 50.00

4. A contract with Yardi Systems Inc. for use of its Yardi property management system by GHI during March 2023 to February 2024, at a cost of \$ 45,614.40, with an amount of 10% for contingencies, for a total cost not exceeding \$50,176.

A motion to hold the closed meeting was approved during the open meeting of January 5, 2023, by Directors Bilyeu, Brodd, James, Lambert, McKinley, Mortimer, and Whipple.

DRAFT

Draft GHI Board of Directors
Open Meeting
(Virtual Zoom)
December 1, 2022
7:45 pm

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

Excused Absences:

Others in Attendance:

Eldon Ralph, General Manager

Joe Perry, Director of Finance

Bruce Mangum, Contract Processor

Deanna Washington, Director of Member Services

Thomas Williams, Director of Technical Services

Jim Morris, Director of Maintenance

Bill Jones, Audit Committee Chair

Grace Fisher, Audit Committee

David Benack, Audit Committee

Molly Lester, 6-M Hillside Road

Ben Fischler, 14-V4 Ridge Road

Henry Haslinger, 4-A Ridge Road

Shawnda Atkins, 24-N Ridge Road

Barbara Stevens, 10-V Southway

Theresa Melson (Vice President, USI Insurance, LLC, Item 6b)

President Brodd called the meeting to order at 7:45 pm.

1. Approval of Agenda

Added Item 2d to Agenda: Statement of Closed Meeting of the Transition and Search Committee Held on November 29, 2022.

Motion: To approve the agenda, as revised.

Moved: James

Seconded: Hess

Carried: 9-0

2. Statements of Closed Meetings

2a. Statement of Closed Meeting of the Board of Directors Held on November 17, 2022

GHI's Board of Directors held a closed meeting at 7:00 pm on November 17, 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 a Closed Meeting Held on October 6, 2022	(vii)
2. Request to Allow Non-members to Temporarily Reside in a GHI Unit	(iv)
3. Complaint Matter	(iv)
4. Request by a Member to Assign Their Unit to GHI	(iv)

A motion to hold the closed meeting was approved during the open meeting of November 3, 2022, by Directors Bilyeu, Brodd, Hess, James, Lambert, Luly, McKinley, Mortimer, and Whipple.

2b. Statement of Closed Meeting of the Transition and Search Committee's Consultant Selection Subcommittee Held on November 22, 2022

The Consultant Selection Subcommittee held a closed meeting at 7:20 pm on November 22, 2022, via internet audio/video conference to discuss the selection of a consultant to aid in the general manager transition and search.

The closed meeting was authorized by sub-paragraph §5-6B-19(e)(1)(vi) of the Maryland Cooperative Housing Act.

The motion to hold the meeting was approved by a 4-0 vote of the Consultant Selection Subcommittee during an open meeting on November 22, 2022.

2c. Statement of Closed Meeting of the Board of Directors Held on December 1, 2022

GHI's Board of Directors held a closed meeting at 7:00 pm on December 1, 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 a Closed Meeting Held on October 20, 2022	(vii)
2. Member Financial Matters	(viii)
3. Request by the Personal Representative of a Deceased Member's Estate to Assign a Unit to GHI	(iv)
4. Consider Approval of the Following Contracts: <ul style="list-style-type: none"> • 2023-2025 Custodial Cleaning Contract for the Administration Building • Change Order to 2022 Contract for Parking Lot Repairs • Change Order to Contract for Roof Repairs Due to July 12, 2022 Storm 	(vi)

The Board of Directors approved the following contracts during the meeting:

1. A contract with Women Builders Group to provide cleaning services for the GHI Administration Building at costs in the following amounts:

First year (January 1, 2023 to December 31, 2023)	At the company's bid price of \$31,748.16 plus 5% for contingencies, for a total not to exceed \$33,335.57.
Second year (January 1, 2024 to December 31, 2024)	At the company's bid price of \$32,700.60 plus 5% for contingencies, for a total not to exceed \$34,335.63.
Third year (January 1, 2025 to December 31, 2025)	At the company's bid price of \$33,681.63 plus 5% for contingencies, for a total not to exceed \$35,365.71.

2. Payment of an additional amount of \$5,900 to NVM Contractors, Inc. due to a change order to undertake parking lot repairs at 4 additional sites, resulting in a total contract cost of \$73,000 for parking lot repairs in 2022 at a total cost of 36 sites.
3. Payment of an additional amount of \$5,758 to Reliable Roofers, Inc. resulting from a change order to repairs roofs and gutters of GHI units that were damaged during the storm event on July 12, 2022, for a total contract cost of \$51,578.

A motion to hold the closed meeting was approved during the open meeting of November 17, 2022 by Directors Bilyeu, Brodd, Hess, James, Lambert, Luly, McKinley, Mortimer, and Whipple.

2d. Statement of Closed Meeting of the Transition and Search Committee Held on November 29, 2022

The Transition and Search Committee held a closed meeting at 8:38 pm on November 29, 2022, via internet audio/video conference to discuss a personnel matter.

The closed meeting was authorized by sub-paragraph §5-6B-19(e)(1)(i) of the Maryland Housing Cooperative Act.

The motion to hold the meeting was approved by a 7-1 vote of the Transition and Search Committee during an open meeting on November 29, 2022 with committee members Adams, Mortimer, McKinley, Lambert, James, Ralbovsky, and Campbell in favor and Holland opposed.

3. Visitors and Members (Comment Period)

Molly Lester, 6-M Hillside, inquired when the Board would be considering the Third Quarter Financial Statements for 2022. President Brodd advised he did not know for certain, but perhaps at the next Board meeting.

Barbara Stevens, 10-V Southway, inquired about members having the option to opt out of the fee associated with mini-split system maintenance. President Brodd advised this situation is something the Board is currently working on.

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.

- **David A. Werking, Sophia Werking, Tenants by the Entirety, 18-C Ridge Road;**
- **Patricia C. Stack, Elizabeth J. Rosen, Joint Tenants, 18-F Ridge Road.**

Moved: James

Seconded: Hess

Carried: 9-0

5. Committee Reports

None

6. For Discussion/Action

6a. Approve Minutes of the Open Meeting Held on October 20, 2022 (Attachment #2)

Motion: I move that the Board of Directors approve the minutes of the Open Meeting held on October 20, 2022 as presented.

Moved: James

Seconded: Whipple

Carried: 9-0

6b. Update re: 2023 Property and Business Owner's Insurance Coverage for GHI

Ms. Theresa Melson, a Vice President with USI Insurance Services, LLC (GHI's Insurance Broker) attended the Board meeting to provide a comprehensive update of the current insurance marketplace and efforts that USI is making to obtain competitive premium quotes for GHI's 2023 Property and Business Insurance policies. USI anticipates submitting a final proposal to the Board by December 15, 2022.

6c. Motion to Hold a Closed Meeting on December 15, 2022

Motion: I move to hold a closed meeting of the Board of Directors at 7:00 pm on December 15, 2022.

Moved: Hess

Seconded: Bilyeu

Item 6a. Attachment #2

Carried: 9-0

7. Items of Information

7a. President's Items

President Brodd reminded members of the upcoming Special Membership Meeting on December 8, 2022 at 7:30 pm and stressed that members should remind their neighbors to ensure that we reach a quorum.

7b. Board Members' Items

None

7c. Audit Committee's Items

None

7d. Manager's Items

None

Motion: To adjourn.

Moved: Hess

Seconded: Lambert

Carried: 9-0

The meeting adjourned at 8:44 pm.

Ed James
Secretary



Greenbelt Homes Inc. General Manager Position Profile

Greenbelt Homes Inc. (GHI) is looking for a General Manager, who is a proven leader and manager, who can build on GHI's history of success and inclusivity, and implement changes that pave the way for future sustainability. Eldon Ralph, the current General Manager, is retiring after 25 years of service. For more information about Greenbelt Homes, please visit <https://www.ghi.coop/>.

ABOUT US

GHI is an historic 1,600-unit housing cooperative of townhomes in a walkable, wooded community located approximately halfway between Washington, DC, and Baltimore, Maryland. As a result, GHI is proximate to many local amenities.

The community was initially built in 1937 as New Deal rental housing in one of the first government planned communities. When the Federal Government wanted to sell, the property was purchased by residents and became a cooperative in 1952.

GHI has one, two, three, and four-bedroom units available with brick, block, or frame construction. Most of the units are attached in rows of two, four, or five units in a townhouse style. Each unit has its own yard. The size and floor plans of the units vary. GHI also has maintenance agreements for City of Greenbelt sidewalks and playgrounds.

Because of the age of the units and associated facilities, ongoing maintenance and upgrading is an important priority. GHI recently completed an extensive \$24.3 million Homes Improvement Program that included, among other things, replacements of siding, windows and doors, heating systems, and insulation improvements. Upcoming projects include the replacement and/or refurbishment of the waste and water supply piping in 1,571 units and coordinating with WSSC on replacement of underground water supply pipes for 579 units.

GHI is located on 256 acres of land, including 9.1 miles of walkways and 87.6 acres of woodlands. The 60 units at the Parkway Apartments, which are wholly owned by a GHI subsidiary, are also located on the property and managed by GHI. GHI members value the natural beauty of their property and have been working on environmental improvements such as the installation of rain gardens.

GHI members are at all stages of life -- seniors, young people, people with different types of disabilities, and families with children. Members come from diverse backgrounds in terms of race and ethnicity.

As a housing cooperative, GHI is a not-for-profit corporation, which is collectively owned and operated by its members. GHI Inc. owns the fee simple unit and common areas. Each member

household owns a share in the Cooperative and has one vote. These voting rights give members a voice in how GHI is run. Cooperative members pay a monthly fee that also incorporates property taxes

Member Involvement

GHI works to build an inclusive community and actively engage members. GHI uses a variety of tools to keep members informed and involved. These tools include regular channels of communication such as a weekly newsletter, member town halls, and a new Yardi member portal.

As preparation for the leadership transition and as a way of giving members a voice, GHI has conducted a recent survey of members about areas for improvement and priorities for GHI. Candidates advancing to Round 2 will receive a summary of survey results.

Governance

GHI is governed by a 9-member Board of Directors, which is elected to staggered two-year terms by the membership. The Board of Directors is supported by active member-run and staffed committees and task forces. GHI has a current annual operating budget of approximately \$14 million. More than 90% of the total budget currently comes from member fees. The budget for the Parkway Apartments \$739,000.

The General Manager is selected by, reports to, and is assigned duties by the Board of Directors. The GHI Board of Directors meets twice a month, except for the summer months. The General Manager has authority to employ, discharge and manage staff and has administrative control of GHI's business responsibilities, in keeping with policies set by the Board of Directors. The General Manager communicates with GHI members on issues and works to ensure a timely response to member complaints and concerns.

GHI has a talented team of 43 to 45 people with a skill mix that includes administrative, trades workers, electricians, plumbers, and grounds keeping personnel. The team currently includes five department managers (Maintenance, Technical Services, Finance, Member Services, and Human Resources). In the past, there has been an Assistant General Manager position. GHI is open to reinstating the Assistant Manager position or other recommendations from the General Manager.

THE POSITION

Reporting to the GHI Board of Directors, the General Manager has a broad array of responsibilities that are outlined below:

Key Responsibilities

Leadership and Management

- Directs the day-to-day operations of the Cooperative.
- Implements the policies set by the GHI Board of Directors.
- Oversees the enforcement of regulations, including federal and state related to housing cooperatives as well as GHI by-laws and policies and procedures.

- Oversees the development of requests for proposals and the implementation of the resulting contracts. In 2023, GHI will engage in approximately 20 maintenance and improvement contracts totaling more than \$3.4 million.
- Directs, through management of the department managers (Maintenance, Technical Services, Finance, Member Services, and Human Resources), the activities of a staff of 43 to 45 professional, administrative, technical, and trade personnel.

Maintenance Operations and Technical Services

- Through senior staff, and a team of 30, oversees the maintenance, repair, and upkeep of the Cooperative's 1,600 cooperative units, 256 acres, 9.1 miles of walkways, grounds, and buildings consistent with GHI policies and Rules and Regulations.
- Oversees the maintenance, repair, and upkeep of the two Parkway Apartments, with 60 apartments, owned by GDC, GHI's wholly owned subsidiary.
- Facilitates the full implementation of GHI's new integrated property management system from Yardi Systems, Inc..

Financial Management

- With the aid of the Director of Finance, who has a team of four, manages all financial aspects of the Cooperative and oversees the preparation of the annual \$14 million budget for approval by the GHI Board of Directors.
- Reviews the quarterly financial statements.
- Ensures that the annual audit and year-end financial statements are completed in a timely fashion.

Board Relations

- Advises the GHI Board of Directors as it develops policies, programs, and regulations.
- Prepares Manager's memoranda, reports and proposals.
- Participates in several Board of Directors, Committee and membership evening meetings a month, and other day time meetings.
- Coordinates staff support to approximately nine standing Committees, two sub-committees, and three active Task Forces.

Member Relations and Conflict Management

- Fosters a congenial and inclusive team building environment through communications with membership on Cooperative matters and ensures responsiveness to member complaints and concerns.
- Supports the Member Services Department and the GHI Board of Directors in resolving conflicts with and between members and GHI.

Near Term Priorities (18 months)

- Build effective working relationships with the GHI Board of Directors, senior staff and GHI community and learn about GHI's history and culture.
- Become familiar with government regulations that apply to GHI, GHI member handbook, Board of Directors Policies, and by-laws.

- Assist the GHI Board of Directors in accomplishing the goals identified in the strategic action plan and 2023 budget.
- Work with the Board of Directors to develop the 2024 budget and 2023/2024 strategic action plan.
- Work closely with senior staff to ensure continued attention to staff hiring, development and retention.
- Prepare for and launch a plumbing repair/refurbishment pilot program and work with WSSC on roles and responsibilities.
- Facilitate the planned review of replacement reserves.
- Support and assist the GHI Board of Directors in continuing to improve member digital communications such as the Yardi portal, Zoom meetings, and weekly newsletters.
- Preserve good collaborative relationships with major stakeholders, including the City of Greenbelt, share loan providers, contractors, realtors, and vendors.
- With the Board of Directors, finalize and implement a record retention policy and an electronic filing system for GHI records.

Key Skills and Experiences

- Technical knowledge related to the maintenance of aging large-scale multi-unit residential properties, with at least 10 years of experience in property or association management or related fields.
- Good judgment, patience, and tact.
- Knowledge of and/or commitment to the unique nature of housing cooperatives.
- Experience developing and updating systems.
- Strong interpersonal skills and ability to build relationships.
- Strong conflict resolutions skills.
- Experience successfully recruiting and managing staff.
- Strong verbal and written communications skills.
- Commitment to fostering, cultivating and preserving a work and living culture of diversity, equity, accessibility, and inclusion.
- Strong leader who inspires confidence and the commitment of membership and staff to GHI's mission and goals.
- Strong financial management skills.
- Experience working with boards and membership associations in a professional or volunteer capacity.
- Understanding and experience selecting and managing various forms of communication and technology to foster collaboration and efficiency. Familiar with current technology and computer software.
- Ability to attend evening meetings.
- A Bachelor's degree is required.

APPLICATION PROCESS

GHI has a commitment to equal opportunity for all persons, regardless of the individual's actual or perceived race, religion, color, sex, sexual orientation, gender identity or

expression, physical size, marital status, age, national origin, sexual preference, disability, military status, or any other legally protected status under federal, state or local law. The fundamental policy of GHI is to provide a hiring process and workplace that is free of any kind of discrimination.

GHI values our employees and provides a generous work environment and benefits package. GHI offers the opportunity for employees to work a compressed work week that allows employees to take off every other Friday. GHI offers a generous benefits package including paying 90% of employee health insurance costs for employees and their enrolled dependents.

Additional information about compensation and benefits is available on request.

To apply, please submit your resume and cover letter to GHITransitionandSearch@ghi.coop. Resume review begins immediately.

JOB DESCRIPTION

Job Title: General Manager

FLSA Status: Exempt

Responsible To: Board of Directors

Summary Description:

The General Manager serves as chief executive officer of a 1600 unit housing Cooperative (Greenbelt Homes, Inc. - GHI) and of its subsidiary (Greenbelt Development Corporation - GDC). As approved by the Board of Directors, directs the implementation, consistent interpretation and achievement of short- and long-range objectives, policies, budgets and operating plans for the organization. Establishes an organizational hierarchy and delegates limits of authority to departmental directors regarding policies, contractual commitments, expenditures and personnel matters. Represents the organization to the Cooperative community, other business groups, representatives of government and regulatory agencies, and the general public. Serves as chief advisor to the Board of Directors during its deliberations and activities.

Essential Job Functions:

1. Directs the day-to-day operations of the Cooperative, implementing the policies set by the Board of Directors, including the enforcement of regulations and contracts.
2. Directs the activities of a staff of 45-50 professional, administrative, technical, trade, and clerical personnel currently in all departments: Physical Plant Operations (includes Maintenance and Technical Services) Finance, Member Services and Human Resources.
3. Establishes the organizational structure and functions of staff.
4. Hires and discharges all employees in accordance with established personnel policies.
5. Advises the Board as it develops policies, programs, and regulations.
6. Fosters a congenial teambuilding environment through communications with membership on company matters, and ensures responsiveness to member complaints and concerns.
7. Manages all financial aspects of the Cooperative, and oversees the preparation of the annual budget for approval by the Board.
8. Oversees the maintenance, repair, and upkeep of the Cooperative dwelling units, grounds, and buildings consistent with GHI policy.
9. Safeguards all company records and files.

10. Ensures adequate controls over receipts, expenditures, inventory, and the physical property.
11. Negotiates loan commitments, legal agreements, insurance coverage, and other contracts for Board approval.
12. Oversees the purchase, custody and use of materials, equipment and supplies, including vehicles.
13. Prepares executive summaries, reports and proposals as requested by the Board.
14. Assures compliance with GHI bylaws and all applicable federal, state and local regulations.
15. Interfaces with federal, state, county and city agencies with references to legislation and other matters of concern to GHI (e.g. zoning, taxes, woodlands protection, etc.).
16. Networks and maintains relationships with other Cooperative organizations on matters of mutual interest.
17. Performs other duties consistent with the responsibility of a chief executive officer, or as assigned by the Board of Directors.

Qualifications

Bachelor's Degree in Business Administration, Organizational Management, Finance or comparable discipline. MBA a plus. Minimum of ten years of successful management experience, coop management experience a plus. Excellent communications skills, conflict management training and public speaking experience a plus. Ability to relate to all levels in an organization, including difficult and emotionally challenged individuals. Familiar with current technology and computer systems, including MS Office Suite (advanced skills in Excel, Access). Prior experience in areas of finance, human resources, facilitating-training and/or maintenance management desirable.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made, providing it is financially feasible for GHI. While performing this job, the employee regularly talks and hears, sits, stands, walks, bends, climbs steps, stoops, writes. Uses hands to finger and handle objects. Specific vision abilities required by this job include close vision and the ability to view computer screens. Lifting requirement of 25 pounds.

GHI MAY MODIFY THIS JOB DESCRIPTION AT ANY TIME, BASED UPON COMPANY NEEDS.

Memorandum

From: Heather Mortimer
Sent: Monday, January 9, 2023 10:24 PM
To: GHI President; Deborah McKinley; Eldon Ralph
Subject: Request from the Transition and Search Committee for Next Board Meeting

Hi everyone,

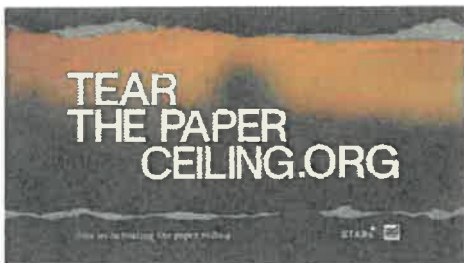
The Transition and Search Committee is asking the board to reconsider the committee's request to change the General Manager position profile and job description to require a bachelor's degree "or equivalent experience."

We have received applications from a number of qualified candidates without bachelor's degrees, and the committee expressed concerns regarding equity, optics, and limiting our pool. The committee recognizes that other senior staff positions require a bachelor's degree and discussed a number of options, including reconsidering this requirement across senior leadership. However, given the committee's specific charge, the committee chose not to make specific recommendations regarding the other positions, only that the board should consider the issue holistically.

Our consultant shared this resource on the [paper ceiling](#).

If the board were to approve this change, we would only change the position profile where it is free to do so. In other words, we would not relaunch the search.

Thanks,
Heather



What is the Paper Ceiling?

The paper ceiling is the invisible barrier that comes at every turn for workers without a bachelor's degree. Separated by degree screens, algorithms, stereotypes, and even professional networks, the result has been a severe decline in STARS' upward mobility.

www.tearthepaperceiling.org

From: Francine Boateng <support@getquorum.com>
Sent: Tuesday, December 13, 2022 5:32 PM
To: Deanna Washington <dWASHINGTON@ghi.coop>
Subject: Re: Special Membership Meeting Recap

Hi Deanna,

Once again thank you for your patience. Please find below my report on the events from your meeting based on our team's investigation:

1. It seems the major voting issue stemmed from members being unable to locate the voting tab on their screen. We found based on the Q & A's submitted a majority of members who had difficulties had joined the meeting on their mobile device or were using a Safari Browser. Though our system can work on different devices and browsers the layout may change, requiring members to follow a different set of instructions to access the voting tab which we realize may cause confusion for members and also difficulty. For this reason, we do recommend at the start of each meeting that owners join the meeting through Google Chrome for the most optimized experience especially if they are experiencing any difficulty.
2. As members were struggling with a few different aspects of the GetQuorum platform the voting periods were prolonged, extending the meeting overall as the moderator and our Support member tried to address all concerns in the Q & A. This meeting had a volume of user difficulties that is not up to the GetQuorum standard, and we have identified some areas of clarification and improvement we can make from this experience to help lower the volume of user difficulties in future meetings.
3. As two members were still having difficulty accessing voting after the moderator/ Support member had resent them emails to access their voting portal, (which worked for other members) the Moderator allowed them to submit manual votes via email. We rarely have instances where we need to allow manual votes as most members are able to vote seamlessly once the email is resent to them, so although we recognize this is not ideal it is in fact a last resort to ensure that no member is limited from voting.
4. The moderator launched the wrong question for one of the votes. This was a certainly an error on their part. We have gone over with the moderator some strategies to act more calmly in cases where the meeting may be overwhelming. They take full responsibility for their mistake as do we.

After reviewing the events of the meeting, we want to sincerely apologize for the experience which falls short of the service we aim to provide. We have had an internal meeting to address how to prevent this from happening in the future and are working on new clear instructions and slides to proactively address the different platforms and browsers owners may use to participate in our meetings.

We will not be charging the Moderation Fee for this meeting and of course will also not be charging any meeting time overage fees.

Please let us know how we can assist in next steps in addressing any concerns from your board or membership.

Best,

Francine

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Francine Boateng
GetQuorum Support Team
support@getquorum.com
1-877-353-9450 ext. 2
647-495-9144 ext. 2

2022 GHI EXTERIOR BUILDING AND YARD INSPECTION PROGRAM

Address: _____

Inspector: _____

Initial Inspection Date: _____

Final Inspection Date: _____

We inspected the exterior of your home and your yard today and found that:

___ Your yard **PASSED!** Your efforts enhance GHI. Thank you for caring about your neighbors and community!

___ Your yard **NEEDS SOME WORK** to meet GHI's minimum exterior maintenance standards (Membership Handbook pages 36-37).

Please correct the items below by the specified date or contact GHI to make special arrangements. Staff will be assigned to resolve these citations after the Final Inspection Fail. Please see the reverse side for more information and Final Inspection details.

Garden Side	Service Side	End Side	#	Deficiencies to Correct	Correct By:	Final Inspection
			1	Remove Invasive Plants – Poison Ivy – English Ivy/Wisteria Climbing Trees/Walls (III.B.10)		Pass - Fail
			2	Debris and Trash in Yard (III.B.10)		Pass - Fail
			3	Clear Plants and Debris from Over/On Walkways Clear back beyond the edge of walkways (III.B.6)		Pass - Fail
			4	Stormwater Drainage or Yard Swales Obstructed (V.E.1-2)		Pass - Fail
			5	Remove Sapling Trees Within 36" Of Structures (V.E.3.C-E)		Pass - Fail
			6	Damaged Fencing (III.B.13)		Pass - Fail
			7	Clear Access Lane (VI.G.1-3)		Pass - Fail
			8	Description:		Pass - Fail

The items listed below are also the member's responsibility and may be cited. (Handbook Section References)

<u>IV.C</u>	Grass Height Exceeds 8"	<u>III.B.16</u>	Storm Door Damaged
<u>III.B.15</u>	Damaged Shed	<u>III.B.4</u>	Mold/Mildew on Siding
<u>IV.D.5</u>	Loose Cable Service Wiring Outside	<u>V.D.4.C</u>	Street, Rights of Way, and Court Entrance Hedge Height Above 42"
<u>III.B.13</u>	Paint Fencing	<u>V.D.2</u>	Trailer/Vehicle Stored in Yard
<u>III.B.20.A</u>	Water in Open Containers	<u>III.A.7</u>	Damaged Window Screens
<u>III.B.1-2</u>	Peeling Paint on Walls	<u>IV.D.1</u>	Leaf Debris/Piles
<u>III.B.11</u>	Store Toys and Tools	<u>III.B.20</u>	Excess Wood Stored
<u>III.B.7</u>	Bare Spots in Yard	<u>III.A.7</u>	Broken Window
<u>III.B.17</u>	Trash Screen Repair/Missing	<u>III.A.6</u>	House Numbers Missing
<u>III.B.18</u>	Plants Blocking Maintenance	<u>VIII.A</u>	Damaged Privacy Screen

Report on the 2022 Exterior Building and Yard Inspection Program

A total of 700 units were inspected during the summer months of 2022. To simplify the map and reduce confusion among GHI members, the inspections were conducted in odd-numbered courts on Hillside Road, Laurel Hill Road, Northway, Plateau Place, Research Road, Ridge Rd, Southway, and Woodland Way. A summary of the results is as follows:

- The inspections were performed during June 7 to June 30, 2022.
- A total of 700 units (43.75% of GHI's 1600 units) in 58 courts were inspected
- 9 units (1.3% of units inspected) were cited for violations
- 8 of the 9 units corrected violations within 7 days
- 1 unit corrected violations within 30 days.
- All violations were corrected by July 30, 2022.
- Because of the "No Mow April" which flowed into "No Mow May," many yards were unkept through the inspection period, and citations were below average.

Since mid-summer of 2022, the GHI community has witnessed an eruption of rat activity in many courts. We have worked with Atek Pest Control to install bait stations wherever the rats were observed. The problem has been significantly reduced, but has not been eliminated. Throughout this challenge, we have had many conversations with Atek Pest Control about how to focus our energies to eliminate this health hazard. Atek's owner informed staff he has noticed over the last couple years that more and more of the GHI yards are overgrown, which could allow rats to thrive. There are also a few members who scatter crumbs and bird seed in their yards to specifically 'feed wildlife'. We have requested them to stop the practice. But since there is no GHI rule which prohibits this, the members continue to do so.