



GHI Yards & Exteriors Task Force

2020 Final Report

10.31.2020

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Foreword

This report is the product of five neighbors who willingly traded evenings, weekends, and quarantine bliss for a chance to improve one small piece of the community we call home.

While our backgrounds, priorities, and specific opinions vary, we share a common sense of purpose that led us to form this Task Force. We saw a visible need - and came together to meet it.

Over the course of six months, the members of this Task Force sought and interpreted precedent, listened to and questioned GHI staff, walked the paths connecting our community, argued intensely and extensively about the meaning and motivation of specific program goals, requirements, and implications, and talked to a number of our neighbors that our proposed changes will affect.

We took our charge from the Board of Directors seriously and carefully considered the very real consequences for safety, health, access, fairness, cost, and the long-term well-being of our community.

It has been an eye-opening honor to facilitate the work of this team.

It is with great respect for their ideas, appreciation for their time, and gratitude for their shared commitment to our COOP that I submit this report on their behalf.

“A wise man can learn more from a foolish question than a fool can learn from a wise answer”

-Bruce Lee

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Overview

The Yards and Exteriors Task Force (The Task Force) was created in response to active membership input on the extent, purpose, and implementation of GHI's annual Community Beautification Program.

This input was solicited, addressed, and catalogued prior to the beginning of our work, and will not be the primary focus of this report. Neither will this document focus on the 1983 activities that initiated the annual inspection program, nor on the codified policy governing GHI member yards and exteriors in the GHI Members' Handbook (Greenbook).

Rather, this report will serve to directly address the seven primary questions posed by the Board of Directors, our associated recommendations, and important context for further consideration.

Executive Summary

Board Questions

1. Objectives of the program.
 - a. “Whereas GHI has rules and regulations to maintain the health, safety, accessibility, and structural integrity of GHI properties, our goal is to provide solutions for members to comply with GHI rules and regulations related to unit yards and exteriors with limited use of staff resources.”
2. Name of the inspection program.
 - a. Yards and Exteriors Program (YEP).
3. Inspection checklist to be used.
 - a. Five total items. Pass or Fail. One third of the Coop is inspected each year.
 - b. See Appendix 1, 2021 YEP Inspection Checklist.
4. Education program for members and staff doing the inspections.
 - a. Staff training on consistency of inspections (Maintenance).
 - b. Inclusion of Yards & Exteriors expectations and current inspection list for new members during pre-sale meeting (Member Services).
 - c. How-To training for new or interested members (informal, by Committees).
5. Incentives to members to encourage compliance.
 - a. Members who pass inspection on ‘the first try’ in a given year are entered into a drawing for prizes.
 - b. Members of a court that passes, in its entirety, on ‘the first try’ are further rewarded and celebrated.
6. Whether fines should be imposed for not correcting violations and if so, the fines that should be charged.
 - a. GHI should not levy fines of any kind relating to noncompliance with YEP.
 - b. If the city applies a fine to a unit, GHI should apply that cost to the member.
 - c. Fee for service should be more accurately calculated to reflect the full cost of the work, including staff time and organization (not just the day-of task cost).
7. Staff organization required for the program.
 - a. The Director of Maintenance oversees program and staff time, including staff time dedicated to training for the inspections process.

Members and Meetings

The Yards and Exteriors Task Force consists of five volunteer members who responded to the Board's request for guidance and participation following a work-session and member-input meeting on the Community Beautification Program.

These members are

- Alex Barnes
- Kemlyn Brazda
- Ed James
- Phillip Lake
- Joe Ralbovsky (Chair)

Each of our meetings was attended and informed by GHI Maintenance Director George Bachman, who provided invaluable and timely information regarding the status of GHI yards, exteriors, member complaints, citations, and related topic areas.

Meetings were advertised on the GHI Calendar and held (roughly) monthly at 7:00pm Eastern on the following dates:

- May 6
- June 3
- July 1
- August 5
- September 2
- October 7

Official Motion and Charter

- The Board of Directors (BOD) passed [8-0] the following motion (02/20/2020):

“I move that the Board of Directors establish a task force to recommend the scope of a yard and building exterior inspection program that should be implemented. The task force shall submit its report by October 31, 2020 with recommendations including all but not limited to the following elements:

1. Objectives of the program.
2. Name of the inspection program.
3. Inspection checklist to be used.
4. Education program for members and staff doing the inspections.
5. Incentives to members to encourage compliance.
6. Whether fines should be imposed for not correcting violations and if so, the fines that should be charged.
7. Staff organization required for the program.”

GHI members Joseph Ralbovsky, Ed James, Alex Barnes, Kemlyn Brazda, Jeannette Grotke, and Philip Lake were appointed to serve on the task force; George Bachman is the Staff Liaison, and Ed James is the Board Liaison.

- Passed [5-0] by Y&ETF (05/06/2020)
- Passed [9-0] by BOD (05/21/2020)

“1. CHARGE: Whereas GHI has rules and regulations to maintain and enhance the health, safety, accessibility, and structural integrity of GHI properties, our goal is to provide solutions for members to comply with GHI rules and regulations related to unit yards and exteriors, with limited staff resources.

2. The Task Force may receive referrals on specific topics from The Board from time to time, and develop recommendations.

3. The Task Force shall report, at least quarterly, to the Board, which shall review its work and implement its recommendations as appropriate. The Task Force will produce and deliver a final report ahead of the October 31, 2020 deadline.

4. The Task Force should hold regular meetings, typically monthly. Meetings shall be scheduled and advertised in advance. Notes of the minutes of each meeting shall be kept and submitted to the Board as part of the quarterly reports.

5. The focus of the Task Force should always work to directly benefit GHI and our members.

Key Context

In early 2020, the Board of Directors temporarily suspended the Community Beautification Program, meaning there was no coordinated annual inspection of GHI units' yards and exteriors.

Maintenance staff did, however, address issues that came up outside of an annual program, including those identified through member complaints. These items included (but weren't limited to): invasive or noxious plant removal, cleaning of yard debris and pet waste, overgrowth obstructing maintenance and walkways, and heavy machinery parked in the yard.

- Because of the pandemic, the amount of attention and time members had available to focus on their units and / or yards and exteriors may not represent a typical year. Therefore, The Task Force does not feel that we can accurately assess the true impact on the state of GHI yards and exteriors during the CBP 'gap year.'
- From May through September 2019 (the most active months for the CBP) GHI's maintenance staff experienced a backlog of 466 work orders requested, issued, but not completed. More work was waiting for staff resources to respond to than staff's capacity to fulfill, in part because staff resources were directed to fulfillment of the CBP.
- From May through September 2020, work orders completed exceeded those requested by 61. Put simply, with a more limited CBP, staff resources were able to shift focus onto a multitude of projects and tasks much more promptly. This improvement in service was accomplished despite restrictions imposed by the pandemic.

Task Force Recommendations

Having considered potential impacts on the safety and sanitation of our community, member happiness and/or frustration, aesthetic and environmental factors, precedent involving enforcement and fault-finding, and the costs and effort placed on staff and members, we have developed a list of recommendations in response to Board Questions.

The short summaries of these are attached to each question below. To illustrate areas of agreement / disagreement, we have included the final vote on the combined language of the final response to each of the Board's seven specific questions.

Board Questions and Vote Results:

1. "Objectives of the program" (5-0-0)
 - "Whereas GHI has rules and regulations to maintain the health, safety, accessibility, and structural integrity of GHI properties, our goal is to provide solutions for members to comply with GHI rules and regulations related to unit yards and exteriors with limited use of staff resources."

Early on, The Task Force agreed to focus primarily on factors affecting safety, health, environment, cost, access, and fairness. Secondary considerations such as commitment to subjective elements such as curb-side appeal, or market-tethered qualities of our community, such as steady home value, were discussed, but were not given equal weight of our primary foci.

Safety and Health: The safety of our members and staff is paramount in the design and implementation of the Yards and Exteriors Program. Our considerations for helping to improve safety encompassed the removal of fall / tripping hazards, preventing exposure to dangerous materials or surfaces on neglected parts of member yards or exteriors, limiting exposure to parasites and noxious plants, reducing the spread of pet waste or other detritus, and other threats to health and safety for members, staff, and visitors.

Environment: Preserving the environmental quality of our units, including yards and exteriors, also drove our thinking. This includes degradation or permanent damage resulting from exposure to unmanaged waste, invasive plants that can spread from one yard or exterior area to others, the placement and care of flora, and standing water that attracts mosquitoes and other pests.

Access: As much as possible, The Task Force considered the implications of yard and exteriors maintenance on walkways. In some cases, a member's failure to adequately address vegetation or debris connected to their yard impacts the traversability of adjacent walk-ways, which can prove dangerous or confining to wheelchair users, individuals with sight or mobility challenges, or others using the paths for recreation or transport.

Cost: As thoroughly discussed at work-sessions prior to the creation of The Task Force, the 2019 CBP cost in excess of tens of thousands of dollars, both in staff time, and in fees ultimately issued to members for non-compliance. Given that GHI maintenance staff has an abundance of other high-priority work, and that the Board is actively looking for ways to slow the increases in COOP-Fees, we very carefully considered the cost-implications of this program. We have endeavored to design a program that will consume significantly fewer resources than its predecessor. Our recommendations for careful consideration and transparent decision-making prior to scope-creep also reflect our attention to this important issue.

Fairness: Expenditures on any GHI program, including inspection of member yards and exteriors, costs everyone in the cooperative. The Task Force paid careful consideration to ensuring that members responsible for issues are the primary sources of solutions to those issues, where feasible. As naturally adverse as we are to affixing costs to a noncompliant member, the alternative - and current status quo - results in the entire membership paying more to fix preventable problems. Put succinctly, someone is always paying. Failing to address fairness in program design / implementation results in the wrong people paying.

2. "Name of the inspection program." (Ordered List Vote, Majority)
 - Yards and Exteriors Program (YEP).

3. "Inspection checklist to be used." (4-0-1) (See Appendix 1)
 - Checklist for 2021:
 1. Remove Invasive Plants – Poison Ivy/English Ivy/Wisteria Climbing Trees/Walls
 2. Remove Debris and Trash in Yard
 3. Clear Plants and Debris from Over / On Walkways Clear back beyond edge of sidewalks
 4. Stormwater Drainage or Yard Swales Obstructed
 5. Remove Sapling Trees Within 36" Of Structures

2021 will mark the return of an annual inspection of Yards and Exteriors, with 2020's CBP temporarily suspended by the Board. Our proposed design is an annual inspection applied to one third ($\frac{1}{3}$) of the units in the cooperative per year (meaning the entire community would be inspected over the course of three years). This pilot year (2021) will only include items that are imperative to the health and safety of members, maintenance staff, and the buildings.

Our intention with this targeted approach is to encourage transparent and easy to understand guidance to members, a high level of consistency among inspectors, and full compliance that is readily attainable for all members, regardless of background, resources, or expertise.

On the draft checklist proposed by The Task Force, additional items are suggested as good practices for yards and exteriors upkeep. These additional items are not intended as deficiencies to correct, and are accompanied by the text, “The items listed below are things you may wish to consider for future upkeep.”

Each member whose unit is inspected will be provided the inspection form, which will include deficiencies to correct, a deadline, and other helpful information.

The Task Force strongly encourages the Board to consider establishing a defined, transparent process through which checklist items may be amended, added, or removed as a result of organized member input, maintenance expertise, or additional threats discovered at a later date.

Although there are additional items that The Task Force considered potentially useful to include, we felt the need to strike a balance between encouraging compliance and consistency, while inspecting for the most important threats to members, staff, and the buildings.

We also would remind the Board that glaring issues or hazards can be discovered or reported by members and staff throughout the year - and that maintenance staff can and do address deficiencies or non-compliance outside of the CBP / Yards and Exteriors Program, as needed.

4. “Education program for members and staff doing the inspections.” (5-0-0)
 - The Task Force recommends two formal and one committee-run training programs to contribute to the success of the Yards and Exteriors Program.

1. Staff Inspections Training

Prior to beginning inspections, the Director of Maintenance should provide a brief training to the staff who will be conducting the inspections. This training should be concise, address the deficiencies on the current checklist - as well as pertinent language regulating those deficiencies from the Greenbook, and a demonstration of inspection technique on a small subset of units.

The Task Force does not recommend that senior maintenance staff, including the Director of Maintenance, conduct a significant number of inspections. Rather, experienced and senior members of the Maintenance department should be present during the first few inspections to help establish a baseline of expectations, provide advice, and offer recommendations on the technique of the staff conducting the inspections.

2. Pre-Purchase Meeting (existing program, editing contents)

All new GHI buyers are given information (typically in person at the administration building) about their responsibilities and roles as part of the cooperative. The Task Force recommends adding to the information provided and explained to the member to include:

- A copy of the pre-sale inspection checklist
- The Yards and Exteriors Program checklist used in the prior year
- Information about upcoming member trainings / how-to days

This recommendation was met with some dissent among The Task Force, as the Pre-Purchase Meeting already includes a large amount of information and may not be the ideal delivery point for Yards and Exteriors expectations. However, others in The Task Force felt it was important to set expectations early-on, and to prevent a scenario where members discover their responsibility to maintain their Yards and Exteriors during an inspection (possibly upon receiving a citation).

3. How-To Activity Days

How-to community-building days could be encouraged to show members effective methods for resolving common issues with Yards and Exteriors. This should be run on a voluntary basis, and demonstrated by members with experience. GHI could assist in this endeavor by helping to communicate upcoming opportunities and/or best practices for addressing items on an upcoming inspection. Some example topics are:

- Identifying and Removing English Ivy
- Best Methods for Finding, Preventing, and Eliminating Standing Water
- Cleaning and Emptying Your Rain Barrel
- Transplanting Trees (Away From the House)
- Clearing The Paths - A Demonstration Work-Day
- Poison Ivy Identification and Safe Removal

5. “Incentives to members to encourage compliance” (5-0-0)

- All units that are inspected in a given year should be entered into a one-time drawing after the conclusion of the Yards and Exteriors Program. The randomly selected winner of this drawing should receive a small cash prize or credit determined by the Director of Maintenance and communicated to the member by the Membership Services Department.
 1. The Membership Services Department may offer the members of the winning unit a small shout-out in the GHI E-News or comparable appropriate communications medium.
- If an entire court of units receives no Deficiencies to Correct on the first inspection, members of that court should be rewarded with a small cash prize and / or recognition as determined appropriate by the Board of Directors.

6. “Whether fines should be imposed for not correcting violations and if so, how any fines would be charged.” (5-0-0)
 - GHI should not levy any fines as a result of the Yards and Exteriors Program.
 - If GHI is fined as a result of an unsafe or otherwise out-of-compliance yard / exterior area of one of its units, GHI should apply the full cost of that fine to exclusively the member(s) responsible.
 - GHI should more accurately calculate the amount charged for Fee-For-Service relating to the Yards and Exteriors Program to account for the full cost of the work being done, including but not limited to:
 - Staff time spent on directly addressing issues
 - Staff time spent organizing and cataloguing work completed to bring Yards and Exteriors into compliance
 - Invoice processing and accounting
 - Fuel, capital, and other expenditures related to addressing Yards and Exteriors noncompliance
 - Others beyond ‘day-of-service’ costs.

The Task Force is aware that sorting out legal authority to ‘pass city fines applied to GHI directly to the member responsible’ would require clarification from legal experts familiar with the authorities of our cooperation. Despite this, we unanimously recommend that this issue be addressed in order to allow GHI to hold individual members responsible for said fines, rather than externalize those costs by increasing fees on all members.

7. “Staff organization required for the program.” (5-0-0)
 - GHI’s Director of Maintenance oversees the Yards and Exteriors program and staff time, including staff time dedicated to training for the inspections process.
 - Senior staff should first complete several inspections with junior staff to effectively demonstrate what all inspections should include, and to establish a baseline for thoroughness and consistency across all inspections.
 - GHI should consider enabling a structured staff-membership interface to accurately capture and communicate member concerns about YEP as well as staff priorities and tips that should be expressed to the membership.

While the Task Force does not recommend that Senior Staff or the GHI Director of Maintenance personally perform a large number of inspections, we do recommend that they be involved in several inspections at the outset of the program each year to help with hands-on-training and set transparent expectations for all GHI staff conducting inspections.

Part of staff training for inspecting the accessibility of walkways, yards, or exterior areas could include staging framed scenarios, such as trying to traverse a sidewalk holding a child's hand, in a wheelchair, on crutches, being over six feet tall, or carrying groceries.

Issues for Board Consideration

Over the five to six months of our research and discussion, the Task Force encountered several key points of information that we agreed would be useful to consider. While technically out of the scope of the Board's seven questions, these issues may help frame productive thinking about how we, as a membership, should move forward in addressing issues in Yards and Exteriors.

1. Grass height, grass type, and overall grass footprint should not be regulated by an annual inspection, and should permanently be kept off of an inspection checklist for YEP.
 - A once-per-year check on grass height does not result in better overall care or maintenance of grass in Unit Yards and Exteriors.
 - Rather, maintenance staff and Task Force members found that grass height inspections commonly:
 - Encouraged members who do not normally maintain proper grass height to plan for a one-time mowing each year, resulting in improperly maintained grass the rest of the year
 - Frustrated members who do normally maintain proper grass height, but may be cited for a violation because of timing / being away or otherwise occupied during the annual inspection
 - Entangled a significant amount of staff time relating to:
 - Initial inspections
 - Multiple (in many cases numerous) follow-up inspections that may miss the useful window of a member addressing a citation
 - Arranging for a noncompliant unit fee-for-service, and
 - Potentially expending time on correcting an issue that the member felt had already been addressed at one point during this exchange.
2. Deficiencies not identified in pre-sale inspections are sometimes cited in an annual inspection after the unit has changed members. This creates a disconnect between the member responsible for the emergence (or creation) of a Yard / Exterior deficiency, and the member GHI tasks (and may charge a fee) to address it.

The Task Force recognizes this may be a difficult problem to resolve, but is similar to the scenario where GHI creates a new policy that existing situations violate. The primary

method for addressing this is prevention through enforcement of accurate and thorough pre-sale inspections.

Some examples include:

1. Non-compliant vegetation that went unaddressed in the pre-sale inspection, remained present in the yard or exterior area when the unit was advertised to new buyers, was present when the unit changed hands, and is now being identified by the inspection program as non-compliant and needing to be removed.
 - This vegetation can include desirable trees, hedges, or other perennials that add appeal to the overall unit. Telling the current member to change or remove this vegetation so it complies may be met with strong resistance, as members may appreciate the value it adds to their space, and may have decided to purchase their unit, in part, because of the vegetation present.

2. Damaged Sheds, Storm Doors, Fencing, Privacy Screens or other structures that went unaddressed in the pre-sale inspection, but that remained present when the new member took over the unit.
 - These items, if missed, result in the new member having to address or pay for the former member's failure to maintain, remove, or replace the structures prior to sale.
 - In this scenario, properly enforcing the existing rules in the inspection program while having failed to enforce this rule during the pre-sale inspection, punishes new members who were not occupying the unit when the maintenance was first needed.
 - This may cause the new member to be unhappy with GHI.

3. Issues with drainage resulting from existing modifications to Yards and Exteriors can create problems for new occupants if left unaddressed as part of the pre-sale inspection.
 - This may be difficult to include in the Pre-Sale inspection, given that the problems may only be visible during rain-events.
 - Other factors, such as drainage issues in nearby yards, may add to problems in a member's yard, which may necessitate requesting help from GHI staff.

3. Where rules conflict or are confusing in the context of other rules, they should be revised to provide clear parameters and guidelines for maintaining GHI Yards and Exteriors.

4. Members communicate perceived deficiencies directly to GHI Maintenance staff, and may not choose - or be reasonably expected to - communicate with the member responsible correcting them. This dynamic itself may not be problematic, but it does create implications the Board should consider given their impact on staff requirements, morale of the cooperative, and the state of member yards and exteriors.
 - Members vary in their relationship to deficiencies or perceived deficiencies they interact with, such as a walkway that is difficult or dangerous to traverse because of obstructions from vegetation or debris. The issues may be encountered by members with no personal relationship or rapport with the members responsible. Or, it may be encountered by members that need to interact with the deficiency multiple times a day.

 - Members also vary in their ability to tell what is or is not a deficiency, and under whose responsibility it falls to correct an issue.

 - If a member is instructed to correct a deficiency outside of an annual inspection, they may feel targeted by the cooperative and / or resentful of other members who did not communicate with them directly, resulting in the first notification of an issue being accompanied by a citation or deadline. This may make the member responsible for a deficiency unhappy, stressed, or mistrustful of their community.

 - Input from members in similar examples varies in urgency and validity, as members come to staff to resolve:
 - Perceived hazards to health and/or safety
 - Eyesores or conditions affecting curb appeal, or
 - Non-issues that they may not like, but are not regulated by the Greenbook.

 - GHI staff is therefore asked to balance being responsive and available to requesting members with fair and transparent instruction to those that may have a noncompliance issue.
 - Further, these tasks add to staff workload, as these issues often require many individual visits, persistent follow up, extensive communication or contact with members, and clarifying requirements or eventually conducting the work after several delays.

- Interpersonal issues between members or between staff and members may also feature in staff's handling of a this type of input.
 - GHI has a responsibility to be responsive and approachable to members, including on Yards and Exteriors issues.
 - In practice, responding to members about deficiencies identified outside of the annual inspection program creates additional work, and may in many cases be avoided by members communicating directly.
 - At the same time, members should not be expected to communicate directly with those responsible for addressing deficiencies (particularly in the absence of an existing personal relationship) for the sake of avoiding staff intervention or preventing citations.
 - The Task Force recommends the Board of Directors consider what, if any, guidance should be given to members on reporting or communicating deficiencies either directly to members or to staff (as exists in the current process).
5. The Board should consider implementing a separate annual inspection for walkway safety and accessibility. While paths and walkways are affected by deficiencies in member yards, it may be difficult for staff to accurately and effectively associate all obstacles or issues with walkways with distinct units and members responsible for addressing citations.
- Including items on the YEP checklist designed to target impediments to walkways may not adequately ensure safety and accessibility of the paths or sidewalks.
 - The Board should consider alternative approaches that could supplement attention to issues arising from member yard / exterior deficiencies impacting walkways. Two possible approaches would be:
 - Including special attention to member yards and walkways in the Pre-Sale inspection (do drainage issues or vegetation impede nearby walkways?).
 - Conducting an annual walkways inspection wherein staff traverse the walkways to identify obstacles or issues that may present difficulty or danger to individuals using them.

Special Thanks to:

The Task Force would like to extend sincere thanks to the GHI staff who assisted us over the course of our work, including Neron Adams-Escalera and Maesha McNeill, who consistently provided timely assistance in scheduling and advertising Task Force meetings on the GHI Event Calendar.

We would further like to include special thanks to George Bachman, who patiently answered dozens of complicated questions, consistently provided expert input, gathered and shared relevant maintenance data, and offered his perspective over the course of our six months working on this. Thank you George. Your knowledge, hard work, a visible dedication have made our community a better place to live.

Acronyms

GHI - Greenbelt Homes, Incorporated

CBP - Community Beautification Program

Y&ETF - Yards and Exteriors Task Force

Appendix 1: 2021 YEP Inspection Checklist



2021 GHI YARDS AND EXTERIORS PROGRAM

Address: _____ Initial Inspection Date: _____ Inspector: _____ Final Inspection Date: _____

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

___ Your yard **PASSED!** Your efforts enhance GHI. Keep up the great work!

___ 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 reverse side for additional information and Final Inspection details.

Garden Side	Service Side	End Side	#	Deficiencies to Correct	Correct By:	Final Inspection
			1	<u>Remove Invasive Plants – Poison Ivy- English Ivy/Wisteria Climbing Trees/Walls</u>		Pass - Fail
			2	<u>Debris and Trash in Yard</u>		Pass - Fail
			3	<u>Clear Plants and Debris from Over/On Walkways</u> <u>Clear back beyond edge of sidewalks</u>		Pass - Fail
			4	<u>Stormwater Drainage or Yard Swales Obstructed</u>		Pass - Fail
			5	<u>Remove Sapling Trees Within 36” Of Structures</u>		Pass - Fail
			6	Description:		Pass - Fail

The Items listed below are things you may wish to consider for future upkeep.

Grass Height Exceeds 8”	Storm Door Damaged
Damaged Shed	Mold/Mildew On Siding
Damaged Fencing	Street Hedges Above 36”
Paint Fencing	Trailer/Vehicle Stored In Yard
Water In Open Containers	Damaged Window Screens
Peeling Paint On Walls	Leaf Debris/Piles
Store Toys And Tools	Excess Firewood Stored
Bare Spots In Yard	Broken Window
Trash Screen Repair/Missing	House Numbers Missing
Clear Access Lane	Damaged Privacy Screen
Plants Blocking Maintenance	Loose Cable Service Wiring Outside

FINAL INSPECTIONS

GHI Staff will return to re-inspect cited deficiencies on or after the “Correct By” date.

A “Pass” indication signifies no further actions required. Thank you for attending to this issue!

A “Fail” designation will trigger assignment of GHI Staff or a subcontractor to correct the cited item. Work activity will be scheduled without further notification. Members will be responsible for any fees incurred, including trip charges.

A minimum fee of \$75.00 may be imposed, and could be greater depending upon the nature of the citation. No further time extensions will be granted.

ASSISTANCE

GHI’s Warehouse Facility has tools and materials available for member use free of charge:

- 1- Extension ladders are available and will be delivered to your address upon request and picked up after use. Deliveries are typically scheduled for “Close Of Business” and retrieved at the beginning of the next working day. A member signed liability waiver is required, available at the GHI Maintenance Office.
- 2- Scrub brushes and extension poles are available for pick up from the Warehouse especially for cleaning vinyl siding.
- 3- Hunter Green paint (1 quart limit) is available for fence and trim paint touch ups.
- 4- Brown, green, and white paint (1 quart limit) is available for trim paint touch ups.
- 5- House letters and numbers are available. Proper identification greatly aids service and emergency situations. It is required by the city on all service-sides. For units not facing city streets, it’s also required on garden-sides.
- 6- Straw for yard improvements is available for pick up by the member.
- 7- Tools for aerating lawns are available to help establishing new sown grass or improving existing lawns.
- 8- Wood chips, an excellent groundcover or mulch, are stockpiled behind GHI offices for member landscaping needs.
- 9- Tall Fescue Grass Seed is available for purchase at \$2.00 per bag, a good value.

PROBLEM-SOLVING

GHI’s Community Enhancement Program is designed to enhance the community by ensuring that members comply with the minimum upkeep standards as defined in the Member Handbook and by-laws. Maintenance Dept staff are prepared to assist members in resolving citations, offering alternative remedies and other solutions. However, members are ultimately responsible for compliance. Your support and cooperation make the program a continuing success!

SERVICES

GHI’s Staff are here to assist you. Please call with any questions or problems you may have.

- George J Bachman – Director of Maintenance 301-474-4161 Ext 1132 e-mail gbachman@ghi.coop
- Ron Sookram – Maintenance Manager 301-474-4161 Ext 1129 e-mail rsookram@ghi.coop