



Greenbelt Homes, Inc.
1 Hamilton Place
Greenbelt, MD 20770
(301) 474-4161



GREENBELT HOMES, INC. PRE-PURCHASE ORIENTATION PROCEDURE

The purpose of this Pre-purchase Orientation Procedure is to implement a system by which Greenbelt Homes Incorporated (GHI) will ensure the timely and systematic approach for prospective members to attend the mandatory meeting required by the Board of Directors to purchase a GHI home. The pre-purchase orientation meeting is an informative meeting that explains how a cooperative works, lists the steps in the purchase process, and describes how to become a member of the cooperative.

GHI PROCEDURE

Under this procedure, the Contract Processing Unit of the Finance Department will conduct pre-purchase orientation meetings with prospective members on a weekly basis. Prospective members will visit the [GHI website](#) to register for the pre-purchase orientation meeting. Upon receipt of the request, Contract Processing will confirm receipt with the prospective member and schedule the meeting accordingly. GHI will limit each pre-purchase orientation to ten (10) prospective members. Due to the information provided, all prospective members are required to have access to an internet connection and computer to view the informative video, ask questions, and receive pertinent documents to become a member. Upon successful completion of the pre-purchase orientation and submission of all necessary documents/requirements, the Contract Processing Unit will submit the completed GHI member application for final review and approval of the Board. This procedure will ensure the timely recognition of requests to attend the pre-purchase orientation, as well as the various methods staff will use to document participation in this mandatory meeting for prospective members.

Prospective members of GHI are encouraged to visit GHI's website to review information related to the cooperative. GHI's website offers a variety of information, including the history of GHI and Greenbelt, how to purchase in GHI, etc. Since the pre-purchase orientation is a vital step to becoming a member, all prospective members must use the following steps to register and attend a pre-purchase orientation meeting:

Prospective Member Registration Request

A. Complete webform on GHI's website to attend the meeting

As a prospective member, GHI's website offers a variety of information related to purchasing in the GHI community. Since the pre-purchase orientation meeting is a mandatory vital step in the process to become a member, prospective members are encouraged to request registration online via GHI's website. Prospective members will click **Join Our Community > How to Buy in GHI > Pre-purchase Orientation**. Prospective members may also call GHI's Finance Department at 301-474-4161 (Option 3) with any questions or to request a date to attend a meeting.



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B. Receive confirmation of date/time of meeting

Upon receipt of a request for registration, GHI's Contract Processing Unit will send confirmation (via email) of a scheduled pre-purchase orientation within 48 hours of acknowledged receipt. The confirmation email will detail the date/time of the meeting, system requirements to attend the meeting virtually, and a link to access the meeting materials. It is important that prospective members review this information carefully prior to the meeting and reach out to the Contract Processing Unit with any questions or concerns. Prospective members who wish to reschedule or cancel attendance must provide GHI's Contract Processing Unit with at least 48 hours notice.

Receive Meeting Materials Electronically

A. Secure file sharing

GHI's Contract Processing Unit utilizes secure file sharing software to send files to prospective members prior to the scheduled pre-purchase orientation meeting. GHI staff will track receipt of prospective members that access the files. If prospective members are unable to review files through the secure file sharing software, GHI staff will coordinate mailing of documents to prospective members, at the prospective members expense.

Attend the Meeting

A. Attend the meeting virtually on scheduled date/time

As a mandatory step in the purchasing process, prospective members must attend the **entire** scheduled pre-purchase orientation for successful completion of GHI's requirements to purchase a GHI home. To attend the meeting virtually, prospective members must have access to the proper system/internet requirements to view a video, interact with GHI staff, and receive meeting materials. If prospective members do not have access to these requirements, they must notify GHI's Contract Processing Unit to determine an alternative solution or scheduling.

During the meeting, GHI's Contract Processing Unit will use the following agenda:

1. Introduction

- a. Introduction of GHI staff and responsibilities
- b. Brief tutorial of video conference functions (audio/video/chat)



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- c. Notification to attendees that staff will record the meeting for quality and training purposes

Note: GHI is not responsible for technical difficulties with computer equipment during the meeting and will reschedule attendees that experience these issues during the meeting.

- d. Notification to attendees that the presenter will mute all attendee's microphones during the video portion of the meeting to prevent participants talking over each other
- e. Notification to attendees to send all questions during the presentation through the chat function or email/call directly after the meeting

2. **Items covered in the meeting**

- a. Video
- b. Meeting materials
- c. Question and answer

3. **Closing remarks**

Note: If a prospective member does not attend the pre-purchase orientation or fails to meet any requirement for membership, GHI may deny the membership application on that basis. Please ensure communication with GHI's Contract Processing Unit at 301-474-4161 (Option 3) during normal business hours with any questions regarding this procedure.

Copies of this procedure are available in accessible format to persons with disabilities upon request