

**GHI TOWN HALL - MARCH 13, 2016**

**QUESTIONS ANSWERS**

#	Category	Questions	Responses
1	Annual Meeting	If we're going to be out of town on May 12th, can we vote early?	The Bylaws allow for absentee voting for the following reasons: religious beliefs, physical condition or absence from the City on the day of the election. The absentee ballot can only be used to vote for candidates seeking elected office; i.e., it may not be used to vote on motions made at the meeting. For voting in the 2016 elections, members must request the application for an absentee ballot in writing and pick up the ballot from the Director of Member Services at the GHI Management Office between Thursday, May 5 until Wednesday, May 11, 12:00 p.m. Absentee ballots must be returned to the Director of Member Services no later 5:00 p.m. on May 11.
2	asbestos	How much did it cost GHI to do 19 samples and the 5 upgrade samples? What do you anticipate in future costs?	The total cost was \$1411. The future cost for air sampling will depend on whether GHI decides to remove the asbestos or keep it securely barricaded in place.
3	asbestos	Is there any financial support available from the state or county for the asbestos abatement?	No. Currently there isn't any financial support available from the state or county for the asbestos abatement.
4	asbestos	Will the asbestos abatement affect coop fees or will cost be drawn from existing revenues?	There is no allocation in the current 2016 budget for asbestos abatement. The Board will review options for financing the asbestos abatement (which may lead to increased fee contributions), after the scope of the project is defined.
5	asbestos	Why is there no report on asbestos on the gardenside of 2 court Northway?	Not all foundations are constructed with alcoves that are accessible from within crawl spaces.
6	asbestos	Please clarify that no asbestos was found during the pilot program because the 7 masonry pilot rows are in the "clean" category.	No asbestos was reported by contractors during the pilot crawlspace improvement work.
7	asbestos	If serviceside was free of asbestos, was gardenside inspected?	All alcoves accessible were inspected, both service and garden sides.
8	asbestos	Based upon unit by unit repairs of plumbing and wiring, does GHI expect more asbestos removal work when plumbing and wiring updates are done in a community wide project?	It is possible that we could encounter asbestos insulation on abandoned heating/hot water pipes within walls when plumbing and wiring upgrades are done.
9	asbestos	When will 16L through 16Z Ridge Road houses be inspected for asbestos?	These units are frame homes and do not have alcoves which may or may not contain asbestos materials.
10	asbestos	In order to sell our GHI home, will we get a certificate stating that our unit is asbestos free?	No. GHI currently provides disclosures to new members that original 9"x 9" tiles in masonry homes may contain asbestos. As long as the current situation exists, GHI will also provide disclosures about the asbestos insulation that is barricaded underneath the concrete porch stoops in the crawlspaces of masonry units .
11	asbestos	For the frame homes, were any intact boiler rooms checked for asbestos?	Originally, there were 18 boiler rooms for frame homes. GHI hired a contractor to remove asbestos from boilers and heating pipes in the 1980's. Members have purchased 13 boiler rooms and GHI has converted 4 to storage rooms. Staff has inspected the one remaining boiler room at 14ct Ridge and found no evidence of asbestos.
12	asbestos	Does "clean" for my address, 4B Hillside, mean it has been inspected for asbestos or not yet?	"Clean" is the designation used for alcoves that have been inspected and no asbestos materials were discovered.
13	asbestos	In the pilot tests of crawlspaces, why wasn't the asbestos discovered?	During our recent inspections not all building were found to have asbestos in the porch cavities; pilot program contractor and GHI staff indicated pilot rows show no evidence of asbestos materials being present.
14	asbestos	Where is the air sample documentation?	A summary of the air sample test results has been posted to the GHI website: <a href="http://www.ghi.coop/content/town-hall-meetings">http://www.ghi.coop/content/town-hall-meetings</a>

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15	asbestos	Shouldn't home inspectors have seen the asbestos upon inspection of properties prior to sales?	The asbestos is hidden under the foundations of porch cavities of masonry homes whose openings are covered with 2" thick insulation board; hence it was not evident to home inspectors.
16	asbestos	Is the asbestos contractor (from 1980's) still in business? Is contractor's insurer or subsequent owner in business? Does contractor's bond cover any such liabilities?	We have been informed that the asbestos contractor's business has been closed. A performance bond is issued to guarantee satisfactory completion of a project by a contractor. The bond company is not responsible after the work has been completed, accepted and paid for.
17	asbestos	What is the name of the company who did the asbestos removal in 1985?	R&E Asbestos Removal Inc.
18	asbestos	Is there a statute of limitations associated with the asbestos problem?	Our attorney has informed us that the statute of limitation has expired for a civil action at law for a breach of contract regarding removal of the asbestos.
19	asbestos	If a lawsuit is filed, will it be filed pursuant to CERCLA, RCRA or other environmental statute?	No, it will not be filed pursuant to an environmental statute.
20	asbestos	In 1985: Who was the general manager? Who was the Mtc Dept manager? What was the name of the contractor?	The General Manager was Ron Colton; Joe Whalen was the Director, Maintenance; the name of the contractor was R&E Asbestos Removal Inc.
21	asbestos	Was the asbestos finding reported to authorities?	Yes. GHI reported the finding to the U.S. Environmental Protection Agency, the Maryland Department of Environment, the City of Greenbelt and P.G. County's Health Department.
22	asbestos	If this asbestos area is sealed with no access, what is your plan for maintenance in the asbestos area for previous renovations? For example: half bath & washer/dryer have plumbing, mechanical & electrical passing through this area after penetrations through the concrete slab. Would future renovations be prohibited?	If a decision is made to securely maintain the asbestos materials within the alcoves underneath porch stoops of masonry buildings, GHI will hire an industrial hygiene firm to prepare an Operation and Maintenance ( O&M ) Plan that will specify how future improvements or renovations involving these areas should be implemented safely.
23	asbestos	How will the discovery of asbestos affect my ability to sell my GHI home? Disclosure of asbestos, etc?	From the time that the masonry homes were built in 1935/37 until 1985, boilers and heating pipes were covered with insulation. The sales of homes were not affected during that period. The asbestos materials in the crawlspaces of masonry buildings are barricaded in cavities below porch stoops whose openings are sealed with 2" thick insulation board. Recent air tests for asbestos in 10 buildings were negative. For many years GHI has disclosed that 9"x 9" vinyl floor tiles in masonry homes may contain asbestos. This disclosure has not adversely affected the sale of the homes. GHI will disclose the recent discovery of asbestos during the resale process and keep current and new members informed about steps that will be taken to mitigate the situation. Hence, we do not think that the recent discovery will adversely affect members' ability to sell their homes.
24	asbestos	Do cracks or flooding in the crawlspaces/foundations that have been found with asbestos have the probability that asbestos can be released?	Cracks in the foundations or flooding are unlikely to impact the material as it is sealed in the alcoves underneath the porch stoops of masonry buildings; further, the danger from asbestos is from airborne fibers, and the material must be dry for such fibers to be released. Wetting the asbestos is actually an important step when a contractor is doing removal, because it keeps such fibers from becoming airborne.
25	asbestos	Was all transite siding (asbestos/cement) removed from the frame homes before the vinyl siding was installed? Some of the non-brick masonry homes (ie 7 Court Crescent) still have it. I lived through the '81 renovations, and memory recalls only strips were removed to facilitate blown in insulation installation.	It is correct that initially only strips of original siding were removed to facilitate blowing in new insulation. However, all of the asbestos/cement siding was removed from the frame homes before vinyl siding was installed during the 1981/82 rehab project. Fourteen (14) units in the masonry group of homes and one pre-fab unit on Woodland Way still have the original asbestos/cement siding.

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26	asbestos	Do the original interior black tiles contain asbestos? If so, it is safe to remove them?	Original 9"x9" floor tiles should be presumed to contain asbestos. These tiles are not problematic when intact and in good condition, since tiles do not release asbestos fibers into the air. However, if they become broken or damaged by mechanical force (e.g., untrained carpet installers trying to nail tack strips to the concrete floor through the tiles), they may release asbestos fibers. Hence, GHI recommends that floor tile removal, if determined to be necessary, should be done by a licensed asbestos abatement contractor. Installing non-asbestos flooring over the original tiles is a perfectly safe way of encapsulating the 9"x 9" tiles.
27	crawlspaces	Re: crawlspace fees - How many frames? How much is the amount we receive per unit on crawlspace fees? Do we have enough from members' crawlspace fees to cover the costs to \$2,835 per unit?	The estimated crawlspace improvement cost for improvements to 189 frame buildings with 992 units was \$2,484 per unit; Finance Committee has developed and Board has approved a plan based on this amount. The actual unit cost for the recent test crawlspace project is \$2,835. GHI will make adjustments to the specifications, contract the electrical improvements rather than doing these in-house, and hopefully achieve economies of scale by improving crawlspaces in many buildings per year. This is likely to reduce costs to a level more in line with the budget.
28	crawlspaces	How is the electricity use in the crawlspace paid for?	In masonry homes, power is derived from electric service that is billed to GHI. In frame homes, power is drawn from a member's service, and the member is reimbursed \$3/month for that power.
30	crawlspaces	How can the crawlspaces have been so poorly inspected? Between dead sump pumps, drainage & mold issues, and now asbestos! Who is responsible for this?	<p>GHI's Maintenance Dept. is responsible for maintaining sump pumps; a lapse in attentiveness over the years necessitated replacement of 50% of them during 2014-15.</p> <p>It should be noted that mold in a crawlspace or attic is unlikely to adversely affect air quality in the homes; GHI long standing policy is not to treat mold that is outside of living spaces.</p> <p>The frame crawlspaces were originally designed as unconditioned spaces with open vents during the summer, resulting in high humidity conditions that could cause mold. GHI is currently testing a new design for frame crawlspaces, converting them to "partially conditioned space" with closed vents that may ameliorate the mold conditions. The test crawlspaces also have electric monitors that indicate when a sump pump is not working properly. GHI proposes to upgrade all frame crawlspaces to the new design, if the test project is determined to be successful. When implemented, maintenance employees can inspect and fix defective sump pumps without having to inspect all sump pumps annually to detect the ones that are defective.</p> <p>Regarding drainage issues, a 2014 Buildings Committee task force report states "... the landscape as graded for drainage in the 1930s and 1940s no longer exists in that form in many spots, due to biological and runoff processes. Invasive plants that crowd out natives better suited to soil retention causes sediment to fill drainage channels, and landscaping by members blocks swales causing water to back up or run elsewhere. During heavy rainstorms the existing drainage system often cannot handle the sudden and intense runoff from streets and parking lots (some of which appear not to drain into the storm system) adequately, and water flowing downhill collects at building foundations." GHI's staff has developed a long-term program for identifying drainage issues and prioritizing the worst case scenarios. GHI has spent approximately \$700,000 since 1998 installing new underground drainage systems in yards; these works have helped to significantly reduce flooding problems in crawlspaces.</p> <p>GHI staff in 1985 should have acted to prevent the contractor from placing asbestos materials under the cavities of porch stoops in the masonry buildings; there is no excuse for such a lapse. Current management and maintenance staff pledge that such a lapse in quality assurance inspections will not recur.</p>

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31	crawlspaces	Has any analysis been done on the 2 buildings for the frame building crawlspaces over this past 4 months, since this is the crucial period for comfortability? When will information be available? (for the winter months)	The Homes Innovation Research Labs (HIRL) began monitoring the air leakage, as well as temperature and humidity levels last November and will continue to do so for 12 months until November 2016. HIRL proposes to submit its crawlspace performance report by December 1st of this year and GHI will also obtain feedback from the members in the test buildings about the conditions in their homes as a result of the crawlspace improvements.
32	crawlspaces	How will future technologies be accommodated in the crawlspace update? (ease of access; disturbance of "envelope?")	The Buildings Committee and the Homes Innovation Research Labs have recommended what they considered to be the most appropriate solutions (based on current technologies) for upgrading the crawlspaces. The Board of Directors has adopted those recommendations.
33	crawlspaces	Re: frame crawlspaces - Why not stuff styrofoam panels up under the floor? Then the crawlspaces can continue to be ventilated and house heat won't have to be sucked from the homes to heat the crawlspace, raising electric costs to members.	Original pilot program design, specified by consulting engineers, was two-part spray foam insulation beneath the floor decks in frame homes; unconditioned crawlspace format to be maintained. This design was rejected for whole community by GHI for two reasons: 1) possible toxicity of spray foam insulation was objectionable, and 2) covering over existing wiring and plumbing pipes beneath floor deck would make future repairs/remodeling very difficult. Placing of styrofoam panels instead of spray foam would be problematic due to extent of existing subfloor wiring and piping; further it would not solve the problem of heat transfer vector into the crawlspace through the floor joists themselves.
34	crawlspaces	Mold was detected in the crawlspace. Whose responsibility is it to get mold remediation?	The crawlspace is not part of the conditioned living space, and communicates with the exterior; hence GHI does not abate mold in crawlspaces. It should be noted that mold in a crawlspace or attic is unlikely to adversely affect air quality in the homes; GHI's long standing policy is not to treat mold that is outside of living spaces.
35	crawlspaces	Also, mold was found in the kitchen and surrounding area. This is most likely due to mold in the crawlspace. This should not be the responsibility of the homeowner, so who will shoulder the mold remediation expense?	The source and quantity of mold in the living space must be considered in evaluating the condition. GHI is responsible to address the source and remediate damage caused by external conditions penetrating the envelope (i.e. weather) and any internal systems for which it has responsibility (i.e. plumbing); the member is responsible to address the source and remediation for mold caused by living conditions or neglect.
36	crawlspaces	When are the crawlspace pilot tests going to end? When can we get the insulation started for all? What's left to do?	The second set of frame crawl space testing will extend to December 2016. Thereafter, the data will be analyzed and a decision made on whether the partially-conditioned crawlspace configuration for frame building crawlspaces is acceptable. The board has already approved a plan to improve crawlspaces for masonry buildings.
37	crawlspaces	Crawlspaces: we are currently paying for the crawlspace improvements. Is this project following the same 5-year plan or is it on a more accelerated schedule?	Crawlspace improvements are currently scheduled to be done within the 5-year time frame.
38	crawlspaces	Is it necessary to complete the crawlspace work before doors, windows, and insulation are started, as these components could change/add to the moisture in the crawlspaces?	No. There is no evidence of any correlation between windows/doors/insulation, which by design have direct contact with the exterior, and the crawlspace environment; the two improvements are independent of each other. There is no justification to delay replacement of building exterior components.
39	crawlspaces	Why or what were the reasons (justification) for not doing the crawlspace work this year (2016), rather than 2017 & 2018?	Frame crawlspace work is delayed in 2016 pending review of the second set of test improvements; masonry crawl space work is delayed in 2016 pending completion of asbestos remediation.

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40	crawlspaces	Since the HIP improvements to living space of units (& attic, if elected) are not directly connected to crawlspace issues (as shown by the fact that crawlspace work in frames cannot start in year one, for example), can the Board please consider doing crawlspace work in reverse order from the rest of the HIP? This only seems fair since we are all looking for comfort improvements and this way, everyone will see some improvement - either a better insulated house or at least a less cold floor - by year three.	The Board of Directors will consider this proposal. Members will be informed of the Board's decision.
41	crawlspaces	Who will be responsible for monitoring the monitoring system for the sump pumps?	GHI staff will monitor the monitoring system for sump pumps.
42	drainage	What's the plan in 2017 to address storm drainage at Ridge Road? If there is no grant money, then how do we avoid coop fees increasing?	Last year, GHI applied for grants to design drainage systems for remediation of long-standing stormwater problems at 20 Ridge Rd and an area that impacts 1Ct Gardenway and 56Ct Crescent Rd. The applications were unsuccessful but we will reapply this year. Unfortunately, if no grant funds are available, GHI would need to consider financing these projects from its operating budget, which will impact coop fees.
43	finance	What can GHI do to minimize the trauma of financial-related foreclosure/MOC termination?	Foreclosures are due to non-payment of share loans and are the action of the lending institution. For non-payment of co-op fees, GHI staff will continue to communicate with members in an understanding and compassionate manner and provide any information on possible solutions that may be available. Staff will also refer members to the City of Greenbelt Cares Unit for counselling. Before a member is terminated, that member is given an opportunity to meet with the Board of Directors. The Board, also, seeks to find other alternatives to termination.
44	gutters	The gutter clips come off our new gutters during snowstorms. What is being done to address this issue?	Staff completed an inspection of roofs after the recent heavy snow storm and has made an insurance claim for the purpose of repairing the damage. Solutions to avoid future similar problems are under review.
45	HIP	Many masonry units have frame-built additions. Will the additions have the same work done as the frame homes?	Additions that are on the Addition Maintenance Program (AMP) will be evaluated as to the condition of windows, doors, siding, and replaced on an as-needed basis. Members with additions not on the AMP are encouraged to bring their additions onto the AMP at the time of the Homes Improvement Program. Members with additions that are not on the AMP are offered the improvements to their additions (siding, windows, doors) at their cost during the Homes Improvement Program.
46	HIP	My unit is in the last group to be improved. Will the prices for optional components be close to or the same as those presented for 2016 units?	Prices for future opt-in items will be based upon the bids received from contractors at the time they are submitted and the Board approves the contract.
47	HIP	Originally, the option for the storm door self storing full screen estimated cost was \$500. what drove the price up \$429.50 more as stated in your recent letter on 3/8/16 to members?	\$500 was the estimated cost. The prices supplied are actual bid costs for a custom sized storm door.
48	HIP	Why does it cost \$1,223.20 to close 2 thru wall a/c openings? One a/c is very very small!	The price is an average unit price provided by the contractor for all situations. Size of the opening is less a cost factor than building material, brick and block work being much more labor intensive than frame carpentry.

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49	HIP	For optional items, if we get better bids from the non-HIP contractor, can we work with those contractors? If yes, is there an established process to work with outside contractors during the HIP (example: if I get a better bid for the 1" insulation under the siding?)	Members are allowed to make separate improvements to GHI homes based upon the established procedure, <a href="http://www.ghi.coop/content/xc-major-improvements">http://www.ghi.coop/content/xc-major-improvements</a> . However, it will not be possible to coordinate independent contractors with HIP contract work.
50	HIP	With GHI not offering financing for members for the Homes Improvement Program and providing names of alternate lenders, what if a member does not qualify for financing from one of these lenders. Will GHI then offer financing?	GHI will not be in a position to offer financing for optional improvements. There are licensing requirements which GHI is not able to meet to offer financing of optional improvements. Staff has therefore contacted GHI approved lenders who can offer financing regardless of who is a member's current share loan lender.
51	HIP	Please give members cost numbers for all HIP components. The first phase people may know but we don't. Publish to the entire membership.	Costs are now on the website: <a href="http://www.ghi.coop/content/homes-improvement-program">http://www.ghi.coop/content/homes-improvement-program</a> and scroll down to Current Resources and click on "HIP Cost Schedule."
52	HIP	Re: improvements needed for the crawlspaces in frames, esp. the electrical components that need to be added, along with the additional electrical components that will be added under the HIP optional improvements, i.e. split system heat pump, how will GHI make sure the electrical panels and wiring in each unit is able to withstand the extra pull on the wiring? Our unit has had issues with breakers tripping.	New heat pump will use considerably LESS electricity than baseboard heaters; question of whether a subpanel is needed in a given unit is a matter of circuit breaker space, not electrical capacity.  Added electrical load of exhaust fans is very low (about the same as a single light bulb), and not a consideration.  If a member has tripping circuit breakers, it is important to call GHI Maintenance so an electrician can inspect and determine the problem. It could be a worn-out breaker, but also could be a serious problem such as circuit overload or wiring fault. This would have no relationship to H.I.P. work.
53	HIP	What is the size of units for mini-splits? Outside piece? Inside units?	Carrier outside units are rated 18,000, 27,000, and 36,000 Btu/hr; inside units are rated 9,000 & 12,000 Btu/hr. Physical size of outside unit is approximately 37" wide x 32" high x 16" deep; inside wall-mounted air handler is 33" wide x 11" high x 8" deep.
54	HIP	Do heat pumps dry the indoor air as much as central forced air heating?	No, a central ducted forced air heating system dries indoor air more than a mini-split heat pump. However, the modern units GHI has selected for H.I.P. installation as member-optional items do have a special 'dehumidify' setting, separate from heating, for days where the temperature is mild.
55	HIP	Can GHI join a bulk purchase organization such as Community Purchasing Alliance? (CPA)	GHI can certainly do that, but there doesn't appear to be much of a benefit to the operation of HIP in doing so, because (1) services provided by CPA ( <a href="http://cpa.coop">cpa.coop</a> ) are not the ones that GHI needs for HIP, and (2) GHI bylaws require open competition bidding, not negotiated prices.
56	HIP	What was the basis for issuing five separate bid packages vs. one package?	During the pilot program, we found that no contractors wished to bid on the full package, so we broke it down. The 5 bid packages were determined by the alignment of the improvements being done within a particular trade/skill: envelope (general contractor), HVAC (mechanical), electrical, attic (insulator), crawlspace (general/drainage/insulator)
57	HIP	If I chose an optional item (ex. Storm door) and decide now it's too costly, where on the form do I cancel that option?	You may mark on the form that you wish to cancel.
58	HIP	Will members or GHI remove and put back mailboxes, house numbers and lights?	The contractor will replace fastened attachments as possible. Members will have to replace numbers that are surface-adhered with adhesive.

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59	HIP	Would like HIP to consider flooring most insulating for concrete slabs. I know Tom recommends ceramic tile or linoleum for kitchen floors due to wet issues. Pepco audit recommends against that. After washing machine flood, had to pull up ruined wood floor, replace with ceramic tile. House is colder now, kitchen floor is unbearable unless I crank up heat. (carpets help, but prefer a better floor)	Members could consider wooden or carpeted floors in areas other than kitchens. If ceramic tile or linoleum is installed in kitchens, use of removable rugs will help to mitigate the effect of cold floors.
60	HIP	I read cement slabs lose 80% of heat through contact with cold outside air. The solution is to add insulation to the outside of the slabs around the house perimeter. Any consideration for this?	Perimeter slab insulation was considered for installation during the pilot program, and removed from the scope because of installation cost and concern for issues of future maintenance.
61	HIP	Can members receive a copy of the original survey they filled out for the Homes Improvement Program?	Yes they may. Call or visit HIP staff in the administration office.
62	HIP	Please answer: What will make this "rehab" better than last time? Tom did not give an answer at the town hall.	<p>The work scope of the 1980's rehab program was much more extensive: complete removal of radiators and piping, demolition of boiler plants, complete electric heat installation and electrical service upgrade, new domestic water piping and individual water meters, in addition to the insulation, siding and windows. Way more work had to be done inside of the homes, and disturbance to members was far greater.</p> <p>Every construction project is an annoyance to the affected members; this is unavoidable. Learning from that project, GHI has created a professional H.I.P. staff, and is committed to assertive, proactive quality assurance procedures.</p> <p>By the way: If GHI had not undertaken the 1980's project(s), would we even have a coop today at all? Remember, GHI used to burn fuel oil for heat and hot water; the 1930's boilers were inefficient and aging. Remember what happened to oil prices in the 1970's? They skyrocketed. The then Board of Directors faced a terrible financial situation; they and the GHI membership made decisions to do the unprecedented rehab project that many say saved the cooperative from ruin.</p>
63	HIP	Were GHI-experienced contractors, like Remenick, consulted about the HIP?	Such contractors were not consulted, though there were ample opportunities for them or members to influence the direction of the Buildings Committee during the 4+ years that it discussed improvements. The Committee did depend on Homes Improvement Research Labs (HIRL, previously National Association of Housing Builders) for expertise.
64	HIP	Where can I find information about the HIP?	From visits or phone calls to HIP staff, or online at the GHI website; there is a ribbon menu at the top of the index page where a choice is <i>Homes Improvement Program</i> <a href="http://www.ghi.coop/content/homes-improvement-program">http://www.ghi.coop/content/homes-improvement-program</a>
65	HIP	In deciding on the contractor(s) for the HIP, what steps has or will GHI take to confirm quality of contractors' past work? Will you review local or state records to determine if any complaints have been filed against them? Consumer protection reports?	GHI staff reviewed the customer, supplier, & financial references for HIP contractors, as it does with any contractors under contract with GHI.

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66	HIP	Are the windows and doors removed during HIP going to be recycled?	As part of the contracting process, GHI required bidders to submit a waste stream plan for removed materials. The 2016 contractors revised their plan in response to Board requests: doors are to go to a reseller, vinyl siding and electrical components are to be recycled. Resellers were not interested in the windows, and recycling the old vinyl windows required a manual process to separate the glass from the frames, costing GHI an additional \$28,860. The Board decided to dispose of the windows.
67	HIP	Opening up homes to replace siding, windows & doors will surely reveal other problems. This is going to slow work. How, if at all, has GHI built this into the schedule of renovations for more than 300 homes per year given that GHI is not exactly good about being on time for anything?	In any construction project, especially remodeling of older structures, concealed conditions and unforeseen circumstances can present themselves; GHI's H.I.P. staff plan to work with contractors to address such occurrences on a case-by-case basis, issuing change orders if needed and as appropriate (approved by the Board, of course). Contract completion dates are firm, and it is in contractors' best interests to complete work on or ahead of schedule to maximize their profit margins.
68	HIP	How many hours/days would you estimate HIP contractors will need access to the inside of our units for the non-optional improvements?	Door, windows, baseboard heater replacements to each unit will likely take 1-2 days.
69	HIP	Is it possible to get a heat pump installed this year? I am scheduled to have the HIP work done in 2018. I do not need financing.	Yes. Members are allowed to make separate improvements to GHI homes based upon the established procedure, <a href="http://www.ghi.coop/content/xc-major-improvements">http://www.ghi.coop/content/xc-major-improvements</a> .
70	HIP	Do we have a more specific timetable for the actual beginning date of 2016 HIP projects/ building work?	We will develop a more specific timetable when we get confirmed choices from members participating in the 2016 phase of the HIP.
71	HIP	Have the normal "unforeseen" construction delays been accounted for in the HIP scheduling?	See response to Question #67, above.
72	HIP	Re: Siding - if most of the siding on one side of the unit is inside a screened porch and not exposed directly to elements, will it still be replaced?	Yes
73	HIP	When adding new siding, what about the mature shrubs and plants in front of the siding? Remains? Moved? Replanted?	Some shrubs may have to be trimmed to allow access to the siding and windows.
74	HIP	Can GHI reinstall old storm doors?	GHI maintenance does not have the resources to be able to reinstall storm doors.
75	HIP	What measures does GHI have in place to monitor and manage the five HIP contractors?	Project managers will oversee the contractors
76	HIP	Please give a specific description of the program to supervise and review HIP replacements and repairs. Include WHO will be doing WHAT and WHEN to make sure the work is done correctly.	Project managers will oversee the contractors daily. If contractors do not complete the work according to the specifications referenced in the contract, project managers will call it to their attention, and the contractor will be expected to make the correction.
77	HIP	Will GHI do a better job in managing the window & door replacement/HIP than it did in 1985?	Yes
78	HIP	What is the plan for supervising contractors in the current HIP?	Project managers will oversee the contractors
80	HIP	Will there be a visual inspection prior to payment in each phase of work?	Yes
81	HIP	Can GHI please post on the website the specs for the new windows and doors and the names of the manufacturer?	Manufacturer names - windows for the 2016 phase are Acadia; doors are ThermaTru. Specifications will be posted to the <a href="http://www.ghi.coop">ghi.coop</a> website in the near future.
82	HIP	Are the new doors painted prior to installation?	Yes



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83	HIP	Will current locks & deadbolts be reused on the new doors?	New doors will have new locksets & deadbolts.
84	HIP	What does GHI plan to do if they remove windows and doors to replace and there is not enough time to replace them <u>properly</u> that same day?	Window & door replacement will be planned so that the openings in the building will be closed by the end of the day. This is industry practice.
86	Misc	Can we also request a Spanish language interpreter for meetings?	GHI provides deaf-hearing interpreters at meetings, but does not provide non-English language interpreters.
87	Misc	Can the staff go back to working every Friday?	<p>During the Homes Improvement Program, HIP staff will be at work every week from 8.00 a.m. to 5.00 p.m. on Monday to Friday, to supervise contractors. Non-HIP staff will continue working a compressed work week.</p> <p>Beginning in 2009, GHI's Board of Directors endorsed a compressed work week policy, as a retention and life-balance tool for employees. Staff members work <b>80 hours</b> during each two-week period, and offices are closed every other Friday. A flextime/compressed work week is also offered to employees of other organizations throughout the USA, e.g. the Federal Govt, municipalities and companies. The compressed work week provides members longer hours of access to staff during the work week. GHI emergency maintenance services are provided to members when the offices are closed, every other Friday.</p>
88	Mtc Dept	Does complaining about staff performance affect their annual review & job performance?	Yes, if the complaints are justified.
89	Mtc Dept	Several members have voiced complaints within my hearing about some extremely poor work completed by maintenance persons. What standards are in place regarding oversight?	Members should contact George Bachman or Ronald Sookram in the Maintenance Department if there are any questions or concerns about work performed. Both the Director of Maintenance and the Maintenance Manager are responsible for planning and supervising work that is done by maintenance staff.
90	Salaries	I am concerned about the huge salaries received by management. Most members have moderate or low fixed incomes. We cannot afford to pay these salaries nor ANY fee increase. Please put in place 10% salary reductions yearly for the next 3 years.	<p>Salaries for GHI staff are commensurate with those of similar local organizations, e.g., City of Greenbelt and University of Maryland, for the various employee categories. Reducing salaries would make it impossible to retain high quality, trained staff.</p> <p>GHI hired an independent professional company to undertake a job classification and salary survey in 2013. The Board of Directors approved a job classification structure and salary scales for GHI employees based on that survey.</p>
91	trees	When GHI or Pepco removes a tree adjacent to a row and power lines, why can't they also deal with the stump and roots that reach toward water pipes? They grow back!	GHI and Pepco do not remove tree stumps and roots when a tree is removed because of the additional costs that are involved. GHI and Pepco cut trees as close to the ground as possible. The tree roots eventually die.
92	WSSC	Are, or were, there disagreements between WSSC and GHI? If so, have they been resolved? How will this affect the HIP?	In 2011, WSSC informed GHI that it had abandoned its proposal to replace water pipes at masonry units because GHI did not agree to its decision to place new water meters at the curbs of service side yards, whereby GHI would be responsible for future costs of repairs and replacements of the pipes from the water meters to the homes. The water meters are currently located close to the service side walls of member's homes. GHI's Board of Directors has decided to continue negotiations only if WSSC replaces the new pipes with new meters located in the same position as the existing ones. The HIP will not be affected by this matter.
93	WSSC	Has GHI requested the help of legislators to force WSSC to comply with the existing agreement?	Yes; those efforts were not successful.

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QUESTIONS ANSWERS

#	Category	Questions	Responses
94	Zika	What about Zika virus? Does GHI get involved in mosquito control and standing water?	GHI does not have a mosquito control program. Standing water complaints are reviewed and grading corrections made where justified. Members are also advised to control standing water sources, such as ensuring that water does not get trapped in storage tarps and empty containers are covered etc.