

Minutes
Board of Directors
GHI Regular Open Session
October 3, 2019

Board Members Present: Brodd, Hess, Holland, James, Jones, Ready, Socrates, Skolnik and Watkins

Excused Absences:

Others in Attendance

Eldon Ralph, General Manager

Joe Wiehagen, Director of Homes Improvement Program

Carol Griffith, Audit Committee Member

Joyce Campbell, Audit Committee Member

Erin Bilyeu

Ralph Koziarski

Alicia Deligianis

Mr. & Mrs. John Aizojie

Ken Shields

Michael Hartman

Monica Johnson, Recording Secretary

President Skolnik called the meeting to order at 7:47 p.m.

1. Approval of Agenda

Motion: The Board of Directors does approve the agenda.

Moved: Hess

Seconded: James

Carried: 9-0

2. Announcement of Executive Session Meetings:

2a. Announcement of a Complaint Hearing Held in a Closed Meeting on September 26, 2019

A complaint panel comprised of Board members Sue Ready, Chuck Hess and Ed James conducted a complaint hearing on September 26, 2019 with a member in a closed session meeting, as authorized by sub-paragraph § 5-6B-19 (e)(1)(iv) of the Maryland Cooperative Housing Act. Audit committee member Joyce Campbell attended the hearing.

The motion to call this meeting was made during an Executive session meeting on September 5, 2019 and approved by Board members Stefan Brodd, Chuck Hess, Stephen Holland, Ed James, Bill Jones, Sue Ready, Anna Socrates, Steve Skolnik and Tami Watkins.

The hearing commenced at 6:41 p.m. and adjourned at 6:58 p.m.

Authority for the above closed meeting was derived from the Maryland Cooperative Housing Corporation Act, § 5-6B-19 (e)(1)(iv).

2b. Announcement of Executive Session Meeting Held on October 3, 2019

GHI's Board of Directors held an Executive Session on October 3, 2019 in the Board Room of the Administration Building. Board members Stefan Brodd, Stephen Holland, Ed James, Bill Jones, Chuck Hess, Sue Ready, Anna Socrates, Steve Skolnik, Tami Watkins and Audit Committee members Joyce Campbell and Carol Griffith attended the meeting.

The following motion to call this meeting was made during a prior open meeting earlier that evening and approved by Board members Stefan Brodd, Stephen Holland, Ed James, Sue Ready, Anna Socrates, Steve Skolnik and Tami Watkins

Motion: I move that the Board of Directors adjourn this open meeting for the purpose of conducting a closed meeting to discuss the following agenda items, as authorized by the pertinent sub-paragraphs of the Maryland Cooperative Housing Act § 5-6B-19 (e)(1).

Agenda item	Sub-paragraph of § 5-6B-19 (e)(1)
a. Approve Minutes of Executive Session Meeting Held on August 29, 2019	(vii)
b. Approve Minutes of Executive Session Meeting Held on September 5, 2019	(vii)
c. Member Financial Matters	(viii)
d. Consider approval of the following contracts: <ul style="list-style-type: none"> • 2019 Fall Concrete Repair Contract - first reading • Contract for Preventive Maintenance Services to Mini-split HVAC Systems – first reading • Selection of an Independent Audit Firm for the 2019 External Audit - first reading • Contract for Repairs to 37-H Ridge Rd Arising from a Water Leak 	(vi)
e. Member Complaint Matters	(iv)

During the meeting, the following motions were passed.

Motion #1: I move that the Board of Directors authorize the Manager, for first and only reading, due to the emergency caused by the fact that the members are unable to reside in their unit due to water damage, to enter into a contract with Toepfer Construction for water damage repairs at 37-H Ridge Rd., at the contractor's estimate of \$53,878.12, plus 15% for contingencies, for a total not to exceed \$61,959.84.

Motion #2: I move that the Board of Directors authorize the Manager for first and only reading, due to the emergency that the members are unable to reside in their unit due to water

damage, to reimburse the member at 37-H Ridge Rd, the amount of \$2000 and pay Resources Restoration Services, Inc. \$11,948.81, for the expense incurred to enter into a contract with Resource Restoration Services, Inc. to remediate water damage in their unit caused by a water leak.

GHI will be reimbursed from our insurance company except for the deductible amount of \$5000.

The meeting commenced at 7:02 pm and adjourned at 7:36 pm.

Authority for the above closed meeting was derived from the Maryland Cooperative Housing Corporation Act, § 5-6B-19 (e)(1)(iv).

3. Visitors and Members (Comment Period)

None.

4. Approval of Membership Applications

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

- **Thomas M. Danahy, Sole Owner;**
- **Alicia B. Deligianis, James J. Deligianis; Tula K. Deligianis, Joint Tenants;**
- **Angela M. Oddone, Sole Owner.**

Moved: James

Seconded: Hess

Carried: 9-0

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

- **Susan S. Stern, Sole Owner to Susan S. Stern, Cynthia T. Barbee, Joint Tenants.**

Moved: James

Seconded: Hess

Carried: 9-0

5. Committee and Homes Improvement Program Reports

Homes Improvement Program – Wiehagen reported that:

- Electric 68% completed
- Windows 96% completed
- Attic work 92% completed
- Mini split systems 71% completed
- Siding 85% completed
- Entry doors 68% completed

Member Outreach Committee – Brodd mentioned the Volunteer Social on October 16 at 7pm.

§ X.H.3 “The maximum depth of the addition shall not exceed 30% of the distance as measured from the serviceside of the building to the edge of the yard in front of it or 7 feet, whichever is less.”

During the ARC meeting on September 11, 2019, the following points were discussed:

- The unit is a brick masonry unit.
- The member is increasing the length and enclosing the existing service-side porch to accommodate the addition of a half bath, where the trash closet is currently located.
- The construction will include a 4’-10” x 4’-9” concrete porch stoop in front of the proposed addition.
- Overall, the proposed porch stoop will project 8’-11” from the face of the main unit.
- The member proposed to construct a flat porch roof, similar in style with the existing, over the porch stoop.
- The original porch design called for 4” square wooden posts and railing, which is not in keeping with the style of the neighboring porches.
- The ARC recommended that the columns be 4” diameter round metal with metal railing to match the surrounding porches. Columns to be smooth, not fluted.

The ARC recommended 6-0-0 that the Board of Directors grant an exception to GHI Rule § X.H.3, thereby allowing the members of 2-R Gardenway Rd. to construct a flat porch roof over a proposed concrete porch stoop at 2-R Gardenway Rd., contingent on the installation of 4” diameter metal (not fluted) porch columns with metal railings.

Reasons for the Motion: The member is adding a half bath on the ground floor in order to age in place.

Motion: I move that the Board of Directors grant an exception to GHI Member Handbook Rule § X.H.3, thereby allowing the member at 2-R Gardenway Rd. to construct a flat porch roof over a proposed concrete porch stoop at the unit; provided that 4” diameter metal (not fluted) porch columns with metal railings are installed.

Moved: Ready

Seconded: James

Carried: 9-0

6f. Request to Install a Serviceside Fence at 12-G Hillside Rd. that Requires Consideration of GHI Rule § VII.B.1.c

On August 18, 2019, staff received a permit request from Osajie John Aizojie, the member at 12-G Hillside Rd., for the installation of a chain link fence in the serviceside yard (refer to attachment #8).

This request requires consideration of the following GHI Rule:

§VIII.B.1.c “Fences are allowed to enclose the gardenside yard, or the side yard, or the combined gardenside and side yards.”

During the ARC meeting on September 11, 2019, the following points were discussed:

- The unit sits directly on the street and is the only unit in the row that does not have a serviceside fence.
- Member wants to construct a fence in order to provide some security from pedestrian traffic on the street.
- All of the units in the row but one, have chain link fences.
- For balance with a paddock board fence at the opposite end of the row and in the spirit of the new fence guidelines, the ARC would like the member to install a paddock style wooden fence.

The ARC recommended 6-0-0 that the Board of Directors allow the installation of a serviceside fence at 12-G Hillside Rd., contingent on it being a paddock board fence rather than chain link.

Reasons for the Motion: All other units in the row have serviceside fences. This row of units is very close to the street. The member has had problems with intruders in the yard, on the porch, and in the home.

Motion: I move that the Board of Directors allow the member at 12-G Hillside Rd. to install a serviceside fence in the yard.

Moved: Hess

Seconded: Brodd

Carried: 8-1

Opposed: Ready

6g. Review Recommendations of the Member Outreach Committee Member Survey Report.

During the September 5, 2019 Board meeting, the Board stated that it would further review the recommendations of the Membership Survey Results Report that the Member Outreach Committee presented during a strategic planning work session on June 2, 2019 and the September 5, 2019 Board meeting.

The recommendations of the Membership Survey Results report as well as staff comments and suggested motions are as follows:

Recommendation #1 - Update the GHI website

Since the website is one of the top places members (and prospective members) go to find information about GHI, it is critical that information be current, useful, and easy to navigate. Specific areas for improvement include enhancing searchability, ensuring information is current and accurate, and providing much greater detail and usefulness of Frequently Asked Questions. Other helpful features to incorporate would be best points of contact for various situations and other matters of process, policy, and opportunity. We believe it would be wise to consider that many members have minimal involvement or experience within GHI and may therefore be lacking the knowledge and understanding that other members who are highly involved or have been here more than a few years may take for granted.

Motion: I move that the Board of Directors direct the Communications Committee and staff to work together to implement the Member Outreach Committee’s recommendations on updating the website.

Moved: Hess

Seconded: Brodd

Carried: 9-0

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Recommendation #2: Update the weekly E-News

Improve the reach and deepen the engagement of the Weekly E-News, while still providing quality printed communications to a membership with diverse preferences.

Motion: I move that the Board of Directors direct the Communications Committee and staff to work together to implement the Member Outreach Committee’s recommendations on updating the weekly E-News.

Moved: Hess

Seconded: James

Carried: 9-0

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Recommendation #3: Improve the usability of the Member Handbook

Make the Member Handbook available electronically as a searchable file.

Motion #1: I move that the Board of Directors direct staff to create a text-searchable Member Handbook that is linked to the GHI website.

Moved: Hess

Seconded: James

Amended

Amendment: To remove staff and replace with the General Manager.

Moved: Hess

Seconded: Jones

Carried: 9-0

Motion as Amended: I move that the Board of Directors direct the General Manager to create a text-searchable Member Handbook that is linked to the GHI website.

Moved: Hess

Seconded: James

Carried: 9-0

Suggested Motion #2: I move that the Board of Directors stipulate that after the text-searchable Member Handbook is developed and linked to the GHI website, GHI shall no longer provide paper copies of the Member Handbook to new members nor distribute paper copies of revised provisions of the Member Handbook to members.

Deferred.
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Recommendation #4: Improve staff responsiveness and communication

Work with staff to ensure responsive, reliable, respectful, and efficient communication with members. Members were particularly concerned with the responsiveness, process organization, and communication of the Maintenance Department.

Staff comments: Management has informed staff in the past that they should respond to all telephone calls, emails and letters from members within one-work day. If unable to provide a member with a full response, an employee should at least acknowledge the contact and let the member know that their issue will be addressed. The Manager will discuss the Member Survey report with the GHI staff and continue to stress the importance of responsive and efficient communication with members.

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Recommendation #5: Praise GHI staff for a job well done

Affirm GHI staff for the positive impact members reported on their contribution to our cooperative. Several staff were mentioned by name in member comments for their good work. They in particular should be recognized.

Staff comments: During the year, many members submit written compliments to employees for service they have provided. In every instance, those employees are made aware of the compliments received; some of which are displayed on the company’s bulletin board. During the discussion of the Member Survey report with employees, the Manager will recognize those employees who were named in the member comments for their good work.

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Recommendation #5: Conduct future membership surveys

We recommend that GHI conduct a membership survey every two years that covers rotating topics so that members are able to comment on a wide variety of topics, while also providing data to suggest trends observed over time in critical areas. In the future, we suggest adding questions to the maintenance section about scheduling, processing requests, etc. We also suggest adding a question about overall satisfaction with GHI, such as 'GHI is a great place to live' or 'I would recommend GHI to my family or friends.'

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Recommendation #6: Continue offering incentives

This year, 469 members entered their names along with their submitted survey for a chance to win one of three, one- time \$100 credits toward their member fees. Three names were selected randomly at a Member Outreach Committee meeting and were announced the next

evening at the GHI Annual Meeting. We believe the incentive played a crucial role in the number of responses received.

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Recommendation #7: Share survey results and resulting actions taken with the membership

We believe that there is tremendous value in the Board of Directors passing along to the membership at least a portion of what the Board considered to be significant findings, interpretations, conclusions, and/or plans for further action.

This communication could underline that the Board took seriously the thoughts and participation of each member who submitted a survey, demonstrate that the survey had an impact on decision-making in GHI, and encourage members to continue to contribute their feedback on future surveys. Taking the results of this survey to heart, it would be best to share actions taken based on survey results with the membership through the weekly E-News, a printed medium, posted to the website, and potentially shared at a future membership meeting.

Staff comments: Staff has published the Membership Survey Results Report on the website and notified members about the report via the e-newsletter.

Director Watkins left the meeting at 9:00 pm.

Items of Information

7a. Attorney’s Response re: Question about Multi-year Contracts

As requested by the Board during an Executive session meeting on September 5, 2019, the Manager consulted with GHI’s attorney Joe Douglass who reviewed Article VIII, Subsection 11.d. of the GHI Bylaws and confirmed that the costs of any multi-year contracts approved (as to purpose and amount) by a 2/3 affirmative vote at a GHI membership meeting are **not** to be included in calculating whether the aggregate multi-year contract cost amount is more or less than \$400,000.00. Accordingly, since the HIP multi-year contracts were approved by a 2/3 affirmative vote at a membership meeting, the costs of those contracts are **not** included in any calculation with respect to the \$400,000.00 limit in Subsection 11.d.

7b. Status of Solar PVES Project

For several months, SES Inc. has been awaiting a permit from P.G. County for installation of a solar pves at the GHI Administration Building. The contractor informed staff on September 25, 2019 that the County recently returned the permit application largely for new labeling requirements they recently enacted, and a few other things the contractor had already included in the application. The contractor has made several updates in response to the Permit Agency’s request and will be meeting with a plan reviewer on September 27, 2019 to get clarification on the presentation of the information. The contractor expects to resubmit the application shortly.

7c. Board 12 Month Action Plan and Committee Task List

7d. Monthly GHI and City Calendars

7e. President's Items

Skolnik mentioned receiving an email from the City to conduct a candidates' forum for the City Council's elections. October 24, City Chambers; Greenbelt Cooperative Alliance will have a table at the farmer's market for CO-OP Month. Zoning Re-write flyer was sent to residents in Greenbelt.

7f. Board Members' Items

Brodd mentioned the City Council work session with MNCPPC.

James mentioned Greenbelt Federal Credit Union has a new manager.

Hess questioned if GHI has a plan in place for water remediation, if a pipe bursts in a home.

Ready mentioned members not having access to the shut off valves.

Holland suggested relocating all of the shut off valves for easy access.

7g. Audit Committee's Items

None.

7h. Manager's Items

Ralph mentioned to the Board the procedure for court ordered access to a unit.

Motion: To adjourn.

Moved: Hess

Seconded: James

Carried: 8-0

The meeting adjourned at 9:18 p.m.

Ed James
Secretary