



CITY COUNCIL WORK SESSIONS AGENDA

Budget Work Session - Green Ridge House

Virtual

COUNCIL MEETINGS WILL BE ONLINE

Due to the COVID-19 precautions, the Council Meetings will be held online and is planned to be cablecast on Verizon 21, Comcast 71 and 996 and streamed to www.greenbeltmd.gov/municipaltv.

Resident participation:

Join By phone: (301) 715-8592

Meeting ID: 899 9255 6796

Password: 303511

In advance the hearing impaired is advised to use MD RELAY at 711 to submit your questions/comments or contact the City Clerk at (301) 474-8000 or email

banderson@greenbeltmd.gov.

Wednesday, May 27, 2020

7:30 PM

Work Session Packet -

Agenda

- *Introductions*
- *Council Discussion*
- *Questions and Answers*
- *Other Items*

Budget Work Session - Green Ridge House

[Green Ridge House Budget pages 250-256.pdf](#)

[Green Ridge House Budget FY 2021.pdf](#)

[Green Ridge House Resident Satisfaction Survey_Exec Summary_Comp Analysis.pdf](#)

City Council Work Sessions Agenda Item Report

Meeting Date: May 27, 2020

Submitted by: Bonita Anderson

Submitting Department: Administration

Item Type: Work Session Item

Agenda Section:

Subject:

Budget Work Session - Green Ridge House

Suggested Action:

Attachments:

[Green Ridge House Budget pages 250-256.pdf](#)

[Green Ridge House Budget FY 2021.pdf](#)

[Green Ridge House Resident Satisfaction Survey_Exec Summary_Comp Analysis.pdf](#)

Green Ridge House is a city-owned apartment building for seniors. The 101-unit facility opened in 1979. About seventy-five (75) percent of the revenue to the facility comes from the U.S. Department of Housing and Urban Development Section 8 program and the balance comes from resident payments. No city funds are expended on Green Ridge House. The city contracts with Community Realty Company, Inc. (CRC) to manage the facility and grounds.

ACCOMPLISHMENTS

- Completed all three phases of modernizing both elevators.
- Installed a new main entrance canopy with the property name.
- Painted all fire doors, boiler room, meter room, trash rooms and all stairwells with a caution stripe on each step.
- Purchased new lobby furniture and conference room chairs for the management office.
- Installed new digital video recorder (DVR) for the community room television.
- Replaced windows as needed.

ISSUES & SERVICES

As a Section 8 complex, the rent charged to residents is subsidized by the federal government. In FY 2020, the market rent for a unit at Green Ridge House is \$1,297 per month. No rent increase is proposed for FY 2021.

The Community Resource Advocate (CRA) is the liaison between Green Ridge House management and city administration. The Service Coordinator focuses on resident case management.

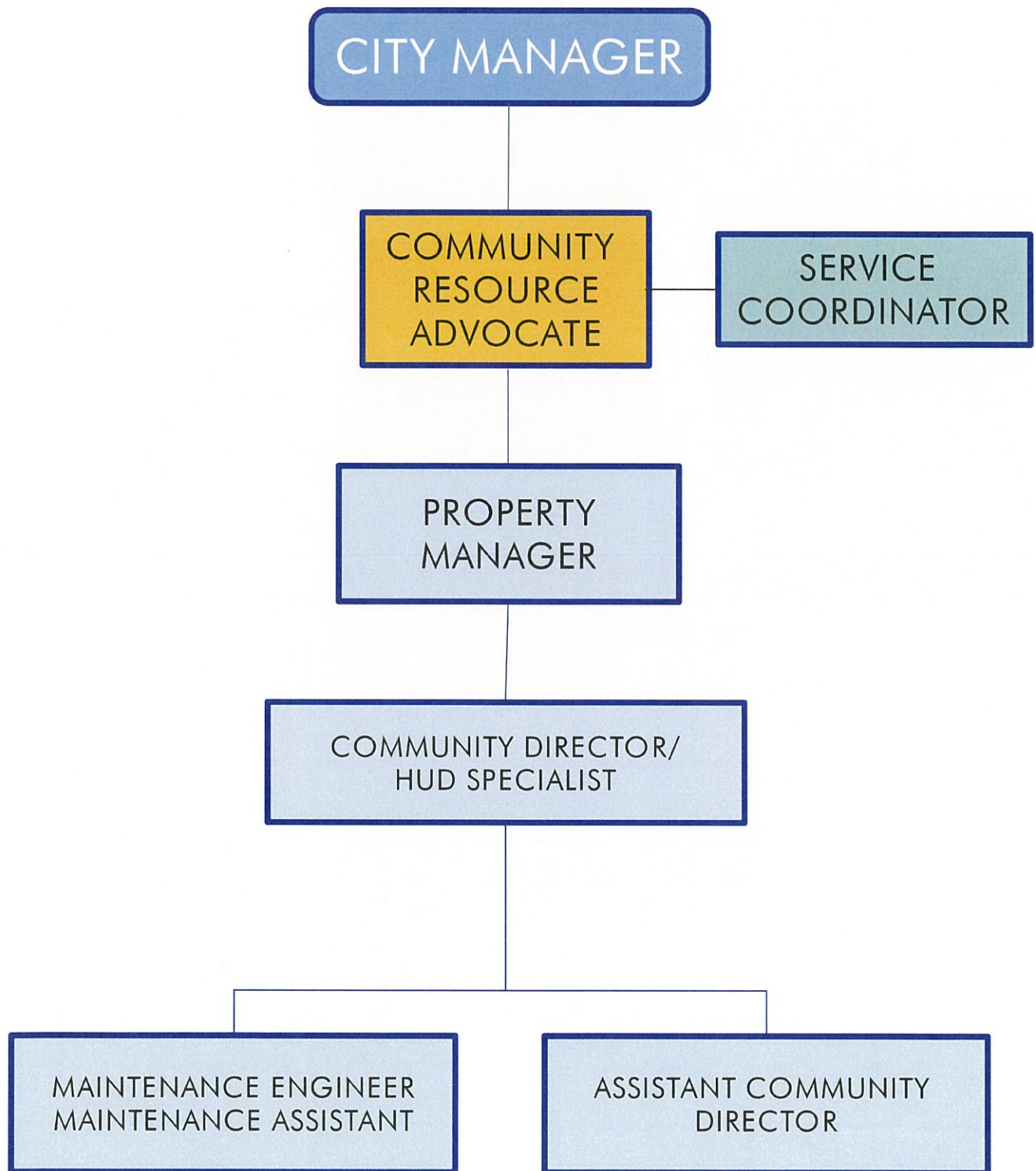
In response to the changing needs of residents, the city worked with Community Realty to pay for clinical counseling services in FY 2020, which continue in FY 2021.

Historically, parking has been a challenge, but the current parking lot configuration provides 55 spaces on-site with 47 permits issued for vehicles.

The building's roof has an estimated life expectancy of three years. Funding to replace the roof is included in the FY 2021 Budget. The city and Community Realty have discussed the feasibility of installing solar as part of this project, but a final determination has not been made yet.

BUDGET COMMENTS

- 1) Vacancy losses are higher based on the average of the last several years.
- 2) In FY 2021, Miscellaneous Administrative costs increase reflecting counseling services provided to residents (\$13,000). The cost of this service is billed to Community Realty in FY 2020. This arrangement continues in FY 2021.
- 3) Resident amenities are enhanced by replacing two computers (\$3,000) and increasing the social activities budget by \$5,400 to \$31,200 for FY 2021.
- 4) Service Contracts budgets for pest control and security camera services increase in response to residents' needs.
- 5) For FY 2021, proposed capital expenditures of \$263,600 include:
 - Apartment Renovations (\$10,000) - electric range and refrigerator replacements.
 - Building Improvements (\$173,700) - window replacements, patch, paint and repairs to building exterior and roof replacement.
 - Common Area Renovation (\$79,900) - new fitness equipment, replace hallway carpeting with vinyl flooring, additional camera to screen parking lot and upgrade system, paint the storage room, and tapered file folders for each resident's door to hold fliers, letters, and other pieces of correspondence.



Green Ridge House Budget

Fiscal Year 2021

	Actual FY 2018	Actual FY 2019	Budget FY 2020	Projected FY 2020	Budget FY 2021	Proposed FY 2021
Section 2 Revenue						
Rental Revenue						
Potential Resident Rent Income	409,097	453,182	404,800	478,200	424,430	424,400
HUD Potential Rent Subsidy	1,090,147	1,046,452	1,094,400	1,133,200	1,147,534	1,147,500
Vacancy Loss	(26,855)	(59,170)	(11,000)	(80,400)	(44,013)	(44,000)
Employee Units	(10,255)	(14,844)	(14,800)	(15,600)	(15,564)	(15,600)
Ending Prepaid Rent	-	-	-	-	-	-
Ending Delinquency	-	-	-	-	-	-
Total Rental Revenue	1,462,134	1,425,620	1,473,400	1,515,400	1,512,387	1,512,300
Other Revenue						
Late Fees	-	84	300	100	300	300
Laundry Income	3,581	3,397	3,200	3,400	3,200	3,200
Tenant Damages Fees	838	1,182	-	900	-	-
Interest Income - Checking	36	182	100	200	100	100
Miscellaneous Income	8	-	200	-	375	400
Total Other Revenue	4,463	4,845	3,800	4,700	3,975	4,000
Total Revenue	1,466,597	1,430,465	1,477,200	1,520,100	1,516,362	1,516,400
Section 3 - Operating Expenses						
Administrative						
Management Fees	66,086	64,556	67,100	68,400	68,236	68,200
Bank Fees	569	170	400	500	500	500
Computer Services	13,898	11,516	9,500	10,100	13,680	13,700
Educational Training	424	1,162	1,000	500	3,766	3,800
Social Activities	22,715	24,756	25,800	23,500	31,210	31,200
Legal Fees	15,259	1,375	5,000	-	5,000	5,000
Miscellaneous Administrative	34,661	33,535	42,200	18,200	54,495	54,500
Credit Reports	1,077	3,515	1,100	1,100	1,140	1,100
Office Supplies	12,810	14,374	15,500	9,800	15,794	15,800
Postage	207	56	400	300	350	400
Professional Fees	-	270	200	200	230	200
Audit Fees	9,000	9,360	9,500	9,500	9,500	9,500
Office Equipment Rental	-	-	-	-	-	-
Uniforms	130	-	-	-	-	-
Misc. Operating Expense	11,079	13,337	5,100	3,400	8,500	8,500
Advertising and Promotion	-	-	1,000	100	1,000	1,000
Cable/Internet/Phone	17,202	17,329	17,600	17,800	17,981	18,000
Interest on Security Deposits	427	419	500	1,300	-	-
Total Administrative	205,544	195,730	201,900	164,700	231,382	231,400

Green Ridge House Budget

Fiscal Year 2021

	Actual FY 2018	Actual FY 2019	Budget FY 2020	Projected FY 2020	Budget FY 2021	Proposed FY 2021
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Section 4- Payroll

Salaries	263,076	280,809	293,300	286,900	299,789	299,800
Payroll Taxes	20,689	21,723	26,000	21,900	26,981	27,000
Temporary Help	-	-	500	-	\$500	500
401K Contribution Match	-	-	14,400	14,400	-	-
Employers 401K Expense	3,394	4,204	3,300	300	4,676	4,700
Total Payroll	287,159	306,736	337,500	323,500	331,946	332,000

Section 5 - Utilities

Electricity - Common Area	53,087	49,905	67,100	69,300	72,088	72,100
Electricity Vacant Units	499	706	700	1,600	1,600	1,600
Water & Sewer	64,447	59,521	65,000	70,800	73,636	73,600
Gas - Common Area	28,096	22,531	25,900	26,000	27,007	27,000
Total Utilities	146,129	132,663	158,700	167,700	174,331	174,300

Section 6 Service Contracts

Elevator Contract	7,215	6,254	9,700	6,400	10,870	10,900
Exterior Landscaping Contract	38,329	33,996	42,600	29,600	42,580	42,600
Fire & Life Safety Contract	1,843	16,294	10,100	3,900	10,225	10,200
Contract Cleaning	37,710	44,578	43,900	37,400	43,900	43,900
Access Control	2,769	4,552	3,300	2,500	8,860	8,900
Pest Control Contract	2,351	2,793	3,100	3,100	4,364	4,400
Trash Removal	12,092	10,152	10,300	10,600	12,436	12,400
Total Service Contracts	102,309	118,619	123,000	93,500	133,235	133,300

Section 7 - Insurance

Employee Health Insurance	15,419	17,670	14,400	24,700	26,925	26,900
Worker's Compensation	4,357	2,846	2,600	3,000	3,235	3,200
Multi Peril Insurance	943	59,616	58,500	61,200	64,092	64,100
Flood Insurance	-	-	1,000	1,000	1,046	1,000
Fiduciary Liability	277	164	300	100	145	100
Other Insurance	18	-	-	-	-	-
Excess Liability	2,573	2,713	2,700	2,600	2,702	2,700
3rd Party Liability	349	365	400	400	375	400
Total Insurance	23,936	83,374	79,900	93,100	98,520	98,500

Green Ridge House Budget

Fiscal Year 2021

	Actual FY 2018	Actual FY 2019	Budget FY 2020	Projected FY 2020	Budget FY 2021	Proposed FY 2021
Section 8 - Maintenance						
Electrical	2,187	2,350	4,200	3,200	4,160	4,200
HVAC	12,998	27,775	19,000	30,300	18,818	18,800
Misc. Maintenance	2,768	5,459	4,200	4,100	6,000	6,000
Pavement and Grounds	-	5,310	5,000	-	5,000	5,000
Plumbing	6,764	8,183	12,000	600	11,983	12,000
Snow Removal	8,795	13,415	10,000	7,000	10,000	10,000
Repairs Covered by Insurance	-	-	-	-	-	-
Reimburse. from Insurance Claims	-	-	-	-	-	-
Replacement Units & Parts	19,701	18,404	16,800	18,900	18,500	18,500
Redecoration Costs	-	-	-	-	-	-
Painting - Public Space	22,165	270	25,000	22,600	25,000	25,000
Appliance Maintenance	728	-	-	2,600		
Floor Repairs	-	-	-	-	-	-
Roof Repairs	-	1,347	25,000	25,000	12,500	12,500
Janitorial Supplies	4,108	5,070	3,000	5,700	3,000	3,000
Expense Reimbursement	(5)	(7,114)	-	-	-	-
Total Maintenance	80,209	80,469	124,200	119,900	114,961	115,000
Section 9 - Turnover Costs						
Apartment Painting	7,505	9,185	10,300	14,400	10,360	10,400
Carpet Cleaning	5,035	6,180	20,200	4,800	20,150	20,200
Apartment Cleaning	1,740	765	4,800	1,600	4,050	4,100
Total Turnover Costs	14,280	16,130	35,300	20,800	34,560	34,700
Section 10 - Taxes & Reserves						
Hazard/Property Ins. Escrow	(11,812)	-	-	15,000	-	-
MIP Escrow	(31,094)	-	-	-	-	-
Mortgage Escrow	(7,021)	-	-	84,300	-	-
Replacement Reserves	(655,995)	330,000	330,000	330,000	330,000	330,000
Residual Receipts	(4,295)	-	-	-	-	-
Personal Property Tax	-	-	-	-	-	-
Real Estate Tax	94,716	96,000	96,000	96,000	96,000	96,000
Insurance Escrow	56,049	-	-	-	-	-
Misc. Tax and License	14,918	14,586	15,200	14,600	15,220	15,200
Total Taxes & Reserves	(544,534)	440,586	441,200	539,900	441,220	441,200
Debt Service						
Mortgage Payable Current	105,470	-				
Principal	-	-	-	-	-	-
Interest	1,915	-	-	-	-	-
Total Debt Service	1,915	-	-	-	-	-
Total Operating Expenses	316,947	1,374,307	1,501,700	1,523,100	1,560,155	1,560,400
Revenues/Expenditures Favorable/(Unfavorable)	1,149,650	56,158	(24,500)	(3,000)	(43,793)	(44,000)

Green Ridge House Budget

Fiscal Year 2021

	Actual FY 2018	Actual FY 2019	Budget FY 2020	Projected FY 2020	Budget FY 2021	Proposed FY 2021
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Section 11 - Capital Expenditures

Apartment Renovations	11,720	3,942	10,000	-	10,000	10,000
Building Improvements	57,598	318,478	301,300	301,300	173,655	173,700
Carpet	854	5,694	-	3,600	-	-
Common Area Renovations	165,625	114,466	37,200	18,800	79,850	79,900
Consultant Fee	2,000	3,990	-	-	-	-
New Equipment	-	3,081	-	600	-	-
TOTAL CAPITAL EXPENSES	237,797	449,651	348,500	324,300	263,505	263,600

GREEN RIDGE HOUSE APARTMENTS
BUDGET
For FY 2021
July 1, 2020 - June 30, 2021

Prepared by:
Community Realty Company, Inc.

Accomplishments FY 2020

- Elevator upgrades – completed all three phases of the modernization of both elevators.
- New main entrance canopy with property name.
- Painted all fire doors after hardware replacement.
- Painted all stairwells with caution stripe on each step.
- Painted boiler room, meter rooms and trash rooms.
- New lobby furniture at main entrance.
- New conference room chairs for management office.
- New DVR player for community room TV.
- Windows replaced as needed

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Green Ridge House Budget
Fiscal Year 2021

	Actual FY 2018	Actual FY 2019	Budget FY 2020	Projected FY 2020	Budget FY 2021	Proposed FY 2021
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Section 2 Revenue

Rental Revenue

Potential Resident Rent Income	409,097	453,182	404,800	478,200	424,430	424,400
HUD Potential Rent Subsidy	1,090,147	1,046,452	1,094,400	1,133,200	1,147,534	1,147,500
Vacancy Loss	(26,855)	(59,170)	(11,000)	(80,400)	(44,013)	(44,000)
Employee Units	(10,255)	(14,844)	(14,800)	(15,600)	(15,564)	(15,600)
Ending Prepaid Rent	-	-	-	-	-	-
Ending Delinquency	-	-	-	-	-	-
Total Rental Revenue	1,462,134	1,425,620	1,473,400	1,515,400	1,512,387	1,512,300

Other Revenue

Late Fees	-	84	300	100	300	300
Laundry Income	3,581	3,397	3,200	3,400	3,200	3,200
Tenant Damages Fees	838	1,182	-	900	-	-
Interest Income - Checking	36	182	100	200	100	100
Miscellaneous Income	8	-	200	-	375	400
Total Other Revenue	4,463	4,845	3,800	4,700	3,975	4,000
Total Revenue	1,466,597	1,430,465	1,477,200	1,520,100	1,516,362	1,516,400

Section 3 - Operating Expenses

Administrative

Management Fees	66,086	64,556	67,100	68,400	68,236	68,200
Bank Fees	569	170	400	500	500	500
Computer Services	13,898	11,516	9,500	10,100	13,680	13,700
Educational Training	424	1,162	1,000	500	3,766	3,800
Social Activities	22,715	24,756	25,800	23,500	31,210	31,200
Legal Fees	15,259	1,375	5,000	-	5,000	5,000
Miscellaneous Administrative	34,661	33,535	42,200	18,200	54,495	54,500
Credit Reports	1,077	3,515	1,100	1,100	1,140	1,100
Office Supplies	12,810	14,374	15,500	9,800	15,794	15,800
Postage	207	56	400	300	350	400
Professional Fees	-	270	200	200	230	200
Audit Fees	9,000	9,360	9,500	9,500	9,500	9,500
Office Equipment Rental	-	-	-	-	-	-
Uniforms	130	-	-	-	-	-
Misc. Operating Expense	11,079	13,337	5,100	3,400	8,500	8,500
Advertising and Promotion	-	-	1,000	100	1,000	1,000
Cable/Internet/Phone	17,202	17,329	17,600	17,800	17,981	18,000
Interest on Security Deposits	427	419	500	1,300	-	-
Total Administrative	205,544	195,730	201,900	164,700	231,382	231,400

Green Ridge House Budget

Fiscal Year 2021

	Actual FY 2018	Actual FY 2019	Budget FY 2020	Projected FY 2020	Budget FY 2021	Proposed FY 2021
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Section 4- Payroll

Salaries	263,076	280,809	293,300	286,900	299,789	299,800
Payroll Taxes	20,689	21,723	26,000	21,900	26,981	27,000
Temporary Help	-	-	500	-	\$500	500
401K Contribution Match	-	-	14,400	14,400	-	-
Employers 401K Expense	3,394	4,204	3,300	300	4,676	4,700
Total Payroll	287,159	306,736	337,500	323,500	331,946	332,000

Section 5 - Utilities

Electricity - Common Area	53,087	49,905	67,100	69,300	72,088	72,100
Electricity Vacant Units	499	706	700	1,600	1,600	1,600
Water & Sewer	64,447	59,521	65,000	70,800	73,636	73,600
Gas - Common Area	28,096	22,531	25,900	26,000	27,007	27,000
Total Utilities	146,129	132,663	158,700	167,700	174,331	174,300

Section 6 Service Contracts

Elevator Contract	7,215	6,254	9,700	6,400	10,870	10,900
Exterior Landscaping Contract	38,329	33,996	42,600	29,600	42,580	42,600
Fire & Life Safety Contract	1,843	16,294	10,100	3,900	10,225	10,200
Contract Cleaning	37,710	44,578	43,900	37,400	43,900	43,900
Access Control	2,769	4,552	3,300	2,500	8,860	8,900
Pest Control Contract	2,351	2,793	3,100	3,100	4,364	4,400
Trash Removal	12,092	10,152	10,300	10,600	12,436	12,400
Total Service Contracts	102,309	118,619	123,000	93,500	133,235	133,300

Section 7 - Insurance

Employee Health Insurance	15,419	17,670	14,400	24,700	26,925	26,900
Worker's Compensation	4,357	2,846	2,600	3,000	3,235	3,200
Multi Peril Insurance	943	59,616	58,500	61,200	64,092	64,100
Flood Insurance	-	-	1,000	1,000	1,046	1,000
Fiduciary Liability	277	164	300	100	145	100
Other Insurance	18	-	-	-	-	-
Excess Liability	2,573	2,713	2,700	2,600	2,702	2,700
3rd Party Liability	349	365	400	400	375	400
Total Insurance	23,936	83,374	79,900	93,100	98,520	98,500

Green Ridge House Budget
Fiscal Year 2021

	Actual FY 2018	Actual FY 2019	Budget FY 2020	Projected FY 2020	Budget FY 2021	Proposed FY 2021
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Section 8 - Maintenance

Electrical	2,187	2,350	4,200	3,200	4,160	4,200
HVAC	12,998	27,775	19,000	30,300	18,818	18,800
Misc. Maintenance	2,768	5,459	4,200	4,100	6,000	6,000
Pavement and Grounds	-	5,310	5,000	-	5,000	5,000
Plumbing	6,764	8,183	12,000	600	11,983	12,000
Snow Removal	8,795	13,415	10,000	7,000	10,000	10,000
Repairs Covered by Insurance	-	-	-	-	-	-
Reimburse. from Insurance Claims	-	-	-	-	-	-
Replacement Units & Parts	19,701	18,404	16,800	18,900	18,500	18,500
Redecoration Costs	-	-	-	-	-	-
Painting - Public Space	22,165	270	25,000	22,600	25,000	25,000
Appliance Maintenance	728	-	-	2,600		
Floor Repairs	-	-	-	-	-	-
Roof Repairs	-	1,347	25,000	25,000	12,500	12,500
Janitorial Supplies	4,108	5,070	3,000	5,700	3,000	3,000
Expense Reimbursement	(5)	(7,114)	-	-	-	-
Total Maintenance	80,209	80,469	124,200	119,900	114,961	115,000

Section 9 - Turnover Costs

Apartment Painting	7,505	9,185	10,300	14,400	10,360	10,400
Carpet Cleaning	5,035	6,180	20,200	4,800	20,150	20,200
Apartment Cleaning	1,740	785	4,800	1,600	4,050	4,100
Total Turnover Costs	14,280	16,130	35,300	20,800	34,560	34,700

Section 10 - Taxes & Reserves

Hazard/Property Ins. Escrow	(11,812)	-	-	15,000	-	-
MIP Escrow	(31,094)	-	-	-	-	-
Mortgage Escrow	(7,021)	-	-	84,300	-	-
Replacement Reserves	(655,995)	330,000	330,000	330,000	330,000	330,000
Residual Receipts	(4,295)	-	-	-	-	-
Personal Property Tax	-	-	-	-	-	-
Real Estate Tax	94,716	96,000	96,000	96,000	96,000	96,000
Insurance Escrow	56,049	-	-			
Misc. Tax and License	14,918	14,586	15,200	14,600	15,220	15,200
Total Taxes & Reserves	(544,534)	440,586	441,200	539,900	441,220	441,200

Debt Service

Mortgage Payable Current	105,470	-				
Principal	-	-	-	-	-	-
Interest	1,915	-	-	-	-	-
Total Debt Service	1,915	-	-	-	-	-
Total Operating Expenses	316,947	1,374,307	1,501,700	1,523,100	1,560,155	1,560,400
Revenues/Expenditures Favorable/(Unfavorable)	1,149,650	56,158	(24,500)	(3,000)	(43,793)	(44,000)

Green Ridge House Budget

Fiscal Year 2021

	Actual FY 2018	Actual FY 2019	Budget FY 2020	Projected FY 2020	Budget FY 2021	Proposed FY 2021
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Section 11 - Capital Expenditures

Apartment Renovations	11,720	3,942	10,000	-	10,000	10,000
Building Improvements	57,598	318,478	301,300	301,300	173,655	173,700
Carpet	854	5,694	-	3,600	-	-
Common Area Renovations	165,625	114,466	37,200	18,800	79,850	79,900
Consultant Fee	2,000	3,990	-	-	-	-
New Equipment	-	3,081	-	600	-	-
TOTAL CAPITAL EXPENSES	237,797	449,651	348,500	324,300	263,505	263,600

Section 2

FY 2021
FY 2021
Rounded

RENTAL REVENUE

FY 2021

Year	Monthly Rent	No. Apts.	Total Mo. Income
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2020

July	\$1,297	101	\$130,997
Aug.	\$1,297	101	\$130,997
Sept.	\$1,297	101	\$130,997
Oct.	\$1,297	101	\$130,997
Nov.	\$1,297	101	\$130,997
Dec.	\$1,297	101	\$130,997

2021

Jan.	\$1,297	101	\$130,997
Feb.	\$1,297	101	\$130,997
Mar.	\$1,297	101	\$130,997
Apr.	\$1,297	101	\$130,997
May	\$1,297	101	\$130,997
June	\$1,297	101	\$130,997

\$1,571,964 \$1,572,000

*HUD determines market rent. For a one bedroom apartment, the market rent is \$1,263.
HUD proportionate share is approximately 73% and the residents share 27%.

HUD SUBSIDY POTENTIAL

\$1,147,534 \$1,147,500

RESIDENT RENT POTENTIAL

\$424,430 \$424,400

Vacancies Historical average	(\$44,013)	(\$44,000)
Unavailable Apartments	(\$15,564)	(\$15,600)
Assistant Maintenance Engineer Apartment		.

TOTAL RENTAL REVENUE

\$1,512,387 \$1,512,400

Section IV - OTHER REVENUE

Late Fees Based on 3 year average	\$300	\$300
LAUNDRY INCOME	\$3,200	\$3,200
Interest Income - Checking	\$100	\$100
Miscellaneous Income Beauty Shop - \$100 Pet Income - \$300 Miscellaneous - \$75	\$375	\$400

TOTAL OTHER REVENUE

\$3,975 \$4,000

TOTAL REVENUE

\$1,516,362 \$1,516,400

Section 3 - Administrative

FY 2021

FY 2021 Rounded

ADMINISTRATIVE

Management Fees	\$68,236	\$68,200
Community Realty Co., Inc. receives either \$37.50 per unit per month x 100 apts.(\$45,000), or 4.5% x total income, whichever is greater.		
Bank Fees	\$500	\$500
Computer Services	\$13,680	\$13,700
Repairs / upgrades / maintenance to office computer systems and social room computers average of \$925 per month.	\$11,100	
Wi-Fi at \$215 per month	\$2,580	
Educational Training		
Grace Hill and LifeSpan training and recertification package	\$3,766	\$3,800
Social Activities	\$31,210	\$31,200
Resident association activity fund.	\$15,000	
Yoga classes at \$37.50 one time per week. x 52 weeks.	\$1,950	
Tai Chi classes at \$75 per week x 52 weeks	\$3,900	
Art classes at \$80 twice per month	\$1,920	
Holiday activities/decoration, gifts from Santa, paper, bows, pizza party and pancake breakfast.	\$3,800	
Gift certificates for contest winners.	\$500	
Floral gifts (condolence/bereavement)	\$1,000	
Paper for residents' printers-\$90 per case per quarter.	\$360	
Resident copier at \$190/month	\$2,280	
Bingo supplies from Atlantic Bingo.	\$500	
Legal Fees	\$5,000	\$5,000
Contingency for Landlord / Tenant suits		

Section III - Administrative (continued)

FY 2021

FY 2021 Rounded

Miscellaneous Administrative	\$54,495	\$54,500
Funds to cover small out-of-pocket expenses. \$500 per month x 12 months. (Petty Cash)	\$6,000	
Renewal of on-site HUD Manager. (Real Page)	\$2,400	
Building Engineer license renewal	\$40	
ADP payroll program for unemployment program and payroll services. \$100 per month x 12 months.	\$1,200	
Water cooler. (Drinkmore Water @ \$40/month)	\$480	
Contingency and interest on security deposits.	\$1,000	
Key Holders - 3 @ \$25.00	\$75	
Service Coordinator	\$27,000	
Professional Clinical Counselor	\$13,000	
Uniforms for Maintenance and Engineering. Also includes floor mat service.	\$3,300	
Credit Reports	\$1,140	\$1,100
Leasing desk screening \$95 per month		
Office Supplies	\$15,794	\$15,800
General paper products and sundry office supplies, copy paper and fax paper.	\$2,600	
Reprint costs for leases and other written materials.	\$700	
Letterhead and envelopes.	\$700	
Lease Agreement for 2 copy machines. \$811 per month	\$9,732	
Centrix quarterly copy overage @ \$200/qtr.	\$800	
Key Trak annual fee	\$1,362	
Postage	\$350	\$400

Section III - Administrative (continued)

FY 2021

FY 2021 Rounded

Professional Fees	\$230	\$200
NAA and AOBA membership dues		
Audit Fees	\$9,500	\$9,500
Per City Controller.		
Advertising & Promotion	\$1,000	\$1,000
Miscellaneous ads for wait list openings.		
Miscellaneous Expense	\$8,500	\$8,500
Comcast at \$200.00 per month x 12 months	\$2,400	
Replacement computers residence use	\$3,000	
New apt. door locksets 4 per year @ \$775/each	\$3,100	
Cable, Internet & Phone	\$17,981	\$18,000
Line charges at \$650 per month	\$7,800	
Star to Star phones office \$405 per month	\$4,860	
Verizon Wireless - Maint. cell phones \$200 per month and Admin. cell phone \$170 per month.	\$4,440	
Intelliverse automated answering service (24 hour) \$73.45 per month.	\$881	
Interest on Security Deposits	\$500	\$500
TOTAL ADMINISTRATIVE	\$231,882	\$231,900

Section 4 - Payroll

PAYROLL	FY 2021	FY 2021 Rounded
Salaries	\$299,789	\$299,800
Payroll Taxes	\$26,981	\$27,000
Temporary Help	\$500	\$500
401 K Expenses	\$4,676	\$4,700
TOTAL PAYROLL	\$331,946	\$331,900

Section 5 - Utilities

UTILITIES	FY 2021	FY 2021 Rounded
Electricity	\$72,088	\$72,100
Electricity - Vacant Units	\$1,600	\$1,600
Water	\$73,636	\$73,600
Natural Gas	\$27,007	\$27,000
TOTAL UTILITIES	\$174,331	\$174,300

Section 6 - Service Contracts

SERVICE CONTRACTS

FY 2021

FY 2021 Rounded

Elevator	\$10,870	\$10,900
Otis Elevator quarterly service contract at \$1,630 per quarter.	\$6,520	
Annual inspection	\$1,600	
Overtime repair costs not covered by contract.	\$2,000	
Re-inspection Fees	\$750	
Landscape Maintenance	\$42,580	\$42,600
Service contract at \$2,465 per month x 12 months.	\$29,580	
Contract includes the following:		
Mowing, trimming and edging;		
Turf pH level tests;		
Tree pruning up to 20';		
Spring clean up and mulch;		
Bed maintenance, mulch;		
Weed, edge, trim groundcover;		
Annual flower bed maintenance;		
Fall leaf removal, soil moisture test;		
Flowers, begonias, pansies, tulips.		
Additional landscape items not included above:	\$9,000	
Core aeration/over-seed;		
Renovational and corrective pruning;		
Shrub replacement;		
Deep root feed trees;		
Patio bench and /or shed painting and repairs;		
Tree replacement/removal;		
Irrigation system repairs;		
Additional flower planting-rear of bldg.;		
Watering (drought conditions);		
Sod repairs and emergency tree removal.		
Landscape enhancements		
Dead Tree Removal	\$4,000	
Fire & Life Safety Contract	\$10,225	\$10,200
Fire extinguisher annual recharge/service	\$1,125	
Range Hood Inspection \$315 twice per year.	\$630	
Replacement parts for fire system.	\$1,000	
Sprinkler tests at \$1,360 per quarter.	\$5,440	
Annual fire alarm (\$900) and fire pump (\$1,130) testing.	\$2,030	
Contract Cleaning	\$43,900	\$43,900
Monthly service contract at \$3,300 per month x 12 months.	\$39,600	
Bi-annual window cleaning. (VA Window Cleaning)	\$3,800	
Annual cleaning of kitchen.	\$500	

Section VI - Service Contracts (continued)

FY 2021

FY 2021 Rounded

Access Control	\$8,860	\$8,900
Zelkos monitoring at \$390.00 per quarter.	\$1,560	
Zelkos three new security cameras for areas previously uncovered.	\$5,300	
Automatic door repairs at \$1,000 x two repairs.	\$2,000	
Extermination - Pest Control	\$4,364	\$4,400
Owl Pest service at \$ 197.00 per month x 12 months.	\$2,364	
Treatments for bedbugs	\$2,000	
Trash Removal	\$12,436	\$12,400
Monthly service contract with recycling at \$853.00 per month x 12 months. (Waste Management)	\$10,236	
Bulk trash removal by City of Greenbelt at \$125 per quarter x 4 quarters.	\$500	
Compactor and trash chute cleaning at \$600 bi-annually by Heart National.	\$1,200	
Miscellaneous	\$500	
TOTAL SERVICE CONTRACTS	\$133,235	\$133,200

Section 7 - INSURANCE

	FY 2021	FY 2021 Rounded
INSURANCE	\$98,520	\$98,400
EMPLOYEE HEALTH INSURANCE	\$26,925	\$26,900
WORKER'S COMPENSATION	\$3,235	\$3,200
MULTI-PERIL INSURANCE	\$64,092	\$64,100
FLOOD INSURANCE	\$1,046	\$1,000
FIDUCIARY INSURANCE	\$145	\$100
EXCESS LIABILITY	\$2,702	\$2,700
3rd PARTY LIABILITY	\$375	\$400
TOTAL INSURANCE	\$98,520	\$98,500

Section 8 - Maintenance

	FY 2021	FY 2021 Rounded
Electrical Repairs	\$4,160	\$4,200
Tessco generator testing @ \$415 per quarter	\$1,660	
Miscellaneous repairs	\$2,500	
Heating & Air Conditioning	\$18,818	\$18,800
Boland Trane-Water Treatment \$203 per month x 12 months	\$2,436	
HVAC Concepts-Monitoring of Boilers, Chiller, and Domestic Hot Water \$180 per month x 12 months	\$2,160	
Noyes A/C Contract-Preventive Maintenance \$400 per month x 12 months	\$4,800	
Annual boiler cleaning and adjustment	\$980	
Miscellaneous parts and equipment required to maintain existing boiler and hot water equipment such as motors, coils, relays, switches, burners, valves, capacitors, pumps, thermocouple, oil lubricants, etc.	\$5,000	
Filter replacement at \$6.00 per filter x 101 units once annually.	\$606	
Air handler filter replacement @14.00 each x 2 filters per month.	\$336	
Air Duct Cleaning	\$2,500	
Miscellaneous Maintenance	\$6,000	\$6,000
Annual service contract on refrigerator/freezer in kitchen. (Eaton Services)	\$300	
Gutter cleaning at \$600 x 2 times per year. (Specialty Rain Gutter)	\$1,200	
Fence Repairs	\$350	
Cleaning of laundry room vents 2 times at \$1,000 ea.	\$2,000	
Exterior shed disposal and replacement	\$1,500	
Preventive maintenance on generator.	\$650	
Pavement & Grounds	\$5,000	\$5,000
Misc. asphalt and concrete repair	\$5,000	

Section VIII - Maintenance (continued)

FY 2021

FY 2021 Rounded

Plumbing Repairs	\$11,983	\$12,000
Clear main sewer lines by Raymar quarterly as preventive maintenance at \$975.00 per quarter x 4 quarters	\$3,900	
Domestic water line repairs	\$5,500	
WSSC annual fire hydrant inspection	\$670	
Annual backflow testing	\$313	
Pump repairs	\$1,600	
Snow Removal	\$10,000	\$10,000
Historic 3 year average	\$10,000	
Replacement Units & Parts	\$18,500	\$18,500
Electrical Appliance Parts	\$2,000	
Window Screens and Blinds by Beltway Blinds.	\$4,000	
Hardware Replacement	\$1,500	
Turnover Parts	\$3,400	
Garbage Disposals at \$90 x 20 units	\$1,800	
Microwave ovens at \$260 x 10 units	\$2,600	
Icemaker @ \$120 x 10 units	\$1,200	
Plumbing Snake Camera	\$1,700	
Key blanks.	\$300	
Painting - Public Space	\$25,000	\$25,000
Painting / repairs as required due to leaks and inspections (REAC)		
Roof Repairs	\$12,500	\$12,500
Roof survey revealed two "soft" areas that need repair.		
Remaining useful life of the roof is estimated at approximately three years.	\$25,000	
Janitorial Supplies	\$3,000	\$3,000
Poly bags and liners, gloves for recycling carts, deodorizers, soaps, tissue, towels, etc. for common area restrooms at \$250 per month x 12 months.	\$3,000	
TOTAL MAINTENANCE	\$114,961	\$115,000

Section 9 - Turnover Costs

TURNOVER COSTS

FY 2021

FY 2021 Rounded

Apartment Painting	\$10,360	\$10,400
Vacant apartments- \$400 per apartment x 12 apartments	\$4,800	
Second coat charge \$140 per apartment x 4 apartments	\$560	
Occupied apartments \$600 per apartment x 5 apartments	\$3,000	
Drywall repairs in apts. and common areas.	\$2,000	
Carpet Cleaning	\$20,150	\$20,200
Common area carpet cleaning at \$1,200 / quarter	\$4,800	
Replace carpet in occupied apartments, 5 @ \$1,020/ea.	\$5,100	
Replace carpet in vacant apartments, 8 @ \$1,000/ea.	\$8,000	
Shampoo carpet in occupied apartments at \$225 per apartment x 10 apartments.	\$2,250	
Apartment Cleaning	\$4,050	\$4,100
Cleaning of vacant apartments at \$200 per apartment x 15 apartments.	\$3,000	
Extra cleaning due to excessive grime \$150 ea. x 7 units	\$1,050	
TOTAL TURNOVER COSTS	\$34,560	\$34,600

Section 10 - Taxes & Reserves

TAXES AND RESERVES

FY 2021

FY 2021 Rounded

Reserves for Replacement (Sept., Dec., March, and June pymts of \$82,500)		\$330,000	\$330,000
Miscellaneous Tax and License		\$15,220	\$15,200
Apartment License - Greenbelt	\$11,150		
\$110 per apartment x 101 apartments			
Annual Alarm Registration	\$150		
Solid Waste service charge from Prince George's County	\$3,200		
Fire Inspection Fee	\$320		
Boiler License Renewal	\$400		
Transfer to Investments - Due quarterly Sept., Dec., March, June		\$0	\$0
Quarterly Bill in Lieu of R.E. Tax - Due Oct., Jan., April, June		\$96,000	\$96,000

TOTAL TAXES AND RESERVES

\$441,220

\$441,200

TOTAL OPERATING EXPENSES

\$1,560,655

\$1,560,700

Section 11 - CAPITAL EXPENDITURES

	FY 2021	FY 2021 Rounded
Apartment Renovations	\$10,000	\$10,000
Electric range Replacements (GE 20") at \$600 x five units.	\$3,000	
Refrigerators (G.E. 14 cubic ft.)	\$7,000	
Building Improvements	\$173,655	\$173,700
Replacement windows as needed.	\$10,000	
Patch and paint exterior of building, including balconies, with window caulking included	\$76,000	
Roof Replacement	\$87,655	
Common Area Renovation	\$79,850	\$79,900
New Fitness Equipment - 2 Treadmills and 1 Recumbent Bike	\$10,700	
Replace Hallway carpeting with new vinyl flooring	\$52,200	
Add additional camera to screen parking lot and upgrade system	\$9,500	
Paint floor in Storage room	\$1,850	
Tapered file holder placed at each resident door to hold fliers etc.	\$5,600	
TOTAL CAPITAL EXPENSES	\$263,505	\$263,500

Green Ridge House Resident Satisfaction Survey **Executive Summary and Comparative Analysis**

March 23, 2020

Submitted by Christal Batey, Community Resource Advocate, City of Greenbelt
and Mitchell Welter
University of Maryland, College Park
Public Health Intern



GREENBELTMD

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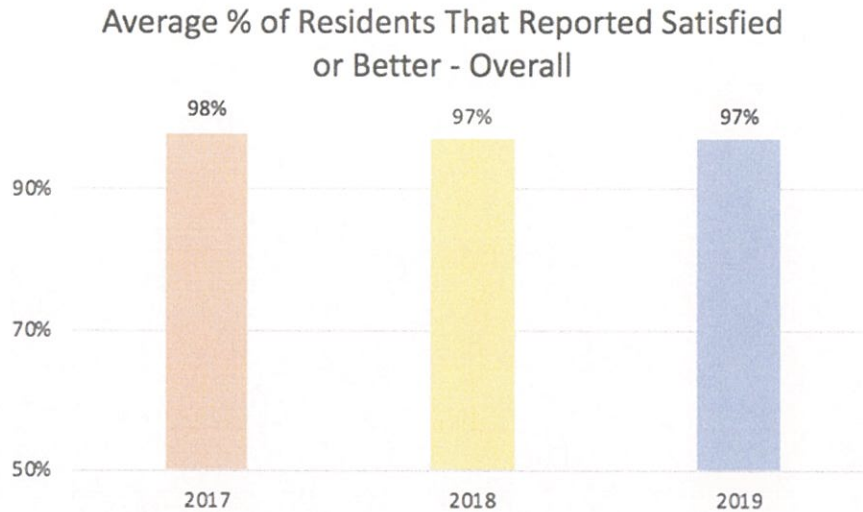
Green Ridge House Resident Satisfaction Survey
Executive Summary and Comparative Analysis: 2017-2019

Historically, the annual executive summary has provided an analysis of the current survey. For the 2019 survey, we did a comparative analysis of the past three years from 2017 to 2019. In 2019, the Greenbelt Assistance in Living (GAIL) Program conducted its annual resident survey to capture how residents at Green Ridge House (GRH), located at 22 Ridge Road, viewed various aspects of their living experience during the year. Each of the 112 residents living in GRH were asked to complete the survey. Survey results were calculated via “Survey Monkey”. 45 completed surveys were collected in 2019 compared to 44 completed surveys in 2018. The graphs included provide a comparative analysis that average survey responses from 2017 to 2019 for each of the various areas addressed.

Response options and data used to obtain the average percentages listed below are highlighted in the same color within the appendix.

Overall Satisfaction

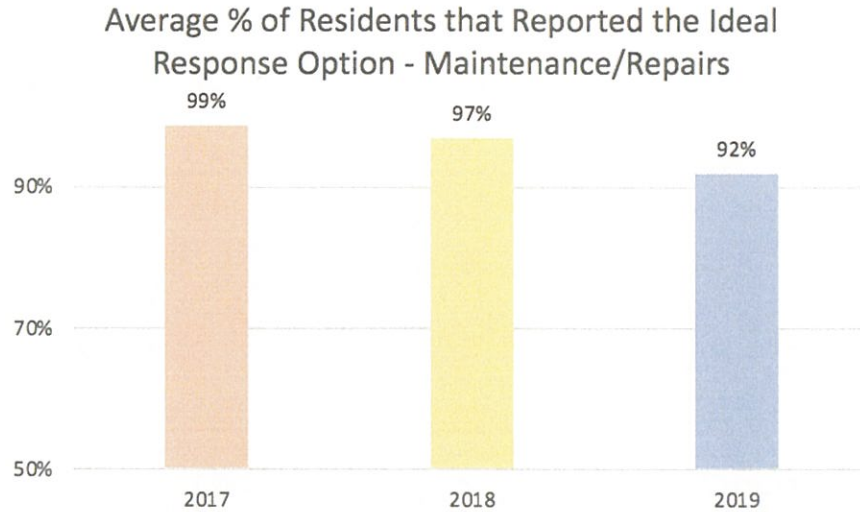
The overall satisfaction section included survey questions #1 through #4. Residents at GRH expressed very high levels of overall satisfaction with their building, neighborhood, and building management. 100% of residents reported being very satisfied or satisfied with their unit/home in 2019 which matches the reported percentage in 2018. Similarly, 96% of residents reported feeling very satisfied or satisfied with the property/building which also matches 2018. The percentage of those very satisfied or satisfied with the neighborhood decreased by 2% to 96% while the percentage of residents who were very satisfied or satisfied with management of the property/building rose by 2% to 95% in 2019.



Maintenance and Repairs

The maintenance and repairs section included survey questions #5 through #11. When asked how many times residents had called for maintenance/repairs during the past year, 97% reported that they called 4 or less times. This is a 3% decrease from 2018. When calling for non-emergency maintenance/repairs, 96% residents reported that the work was usually completed within 1-4 weeks compared to only 95% of residents reporting the same response in 2018. Only 2% of residents felt that their problem that was not corrected in 2019, a 3% decrease compared to 2018. For emergency maintenance/repairs, residents reporting that the work was usually completed in 2 days or less saw a 12% decrease to 80% when compared to 2018. This is due in part to over 15% of residents selecting the “no answer” response for this question. When asked about the process of requesting repairs, 93% of residents reported feeling very satisfied or satisfied with the ease of requesting a repair. This is a 7% decrease from 2018.

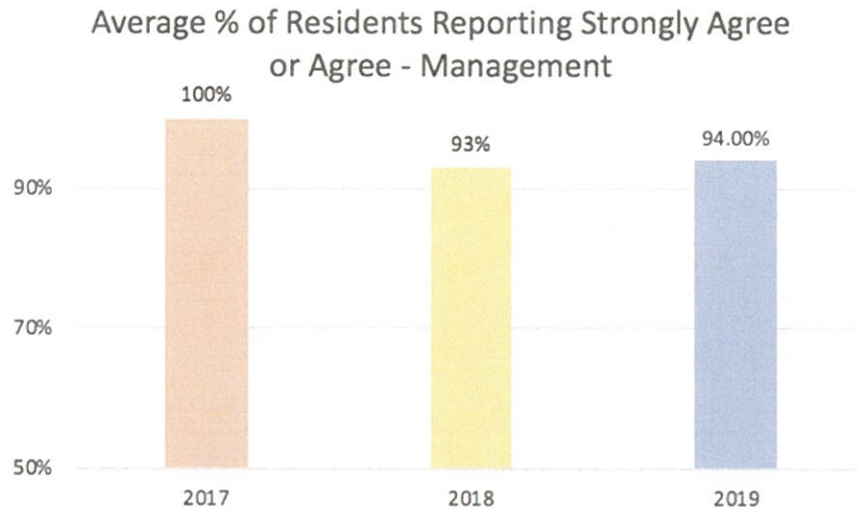
In 2019, 93% of residents reported being very satisfied or satisfied with how well the repairs were done, a 5% decrease from 2018. 89% reported being very satisfied or satisfied with how well they were treated by the person contacted for the repairs which was a 9% decrease from 2018. Lastly, 96% reported being very satisfied or satisfied with how well they were treated by the person doing the repairs which was a 2% decrease from 2018.



Management

The management section included survey questions #12 through #17. The following questions are related to how residents viewed management in 2019 with response options ranging from strongly agree to strongly disagree. 94% of survey participants noted strongly agree or agree when asked if management is responsive to resident concerns, showing an increase by 1% over 2018. When asked if management is courteous and professional, 91% indicated that they strongly agree or agree, a decrease compared to the 93% that reported the same option in 2018. 91% of survey participants either strongly agreed or agreed that management is supportive of their resident/tenant organization which is consistent with reports from 2018. 93% strongly agreed or agreed that management provides appropriate information about maintenance and repair. This is a 2% decrease compared to 2018.

When asked if management provides appropriate information about the rules of their lease, 96% respondents noted that they either strongly agreed or agreed with this statement. This is a 5% increase from 2018. Respondents also reported a 1% increase to 96% in 2019 compared to 2018 when asked if they think management provides appropriate information about meetings and events.

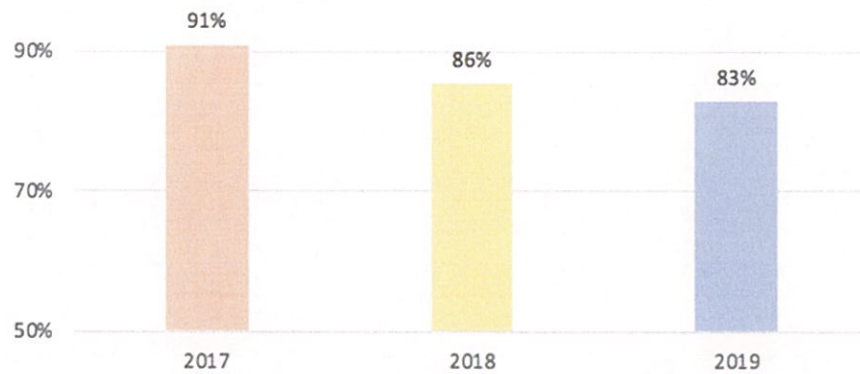


Safety

The safety section included survey questions #18 through #22. In 2019, 98% of respondents reported feeling very safe or safe from crime in their unit, a 2% increase over 2018. 93% of survey participants said they felt very safe or safe in their building which was consistent with 2018. There was also a 6% increase compared to 2018 as 89% reported feeling very safe or safe from crime in the parking area.

The percentage of residents that reported feeling that management does take action if other residents break the rules in the lease that pertain to safety decreased from 71% to 62% from 2018 to 2019. The percentage of those that reported that they didn't know if management takes action in these cases increased from 29% to 36%. When asked to rate the actions of management when they did take action, 71% reported the action as either very effective or effective.

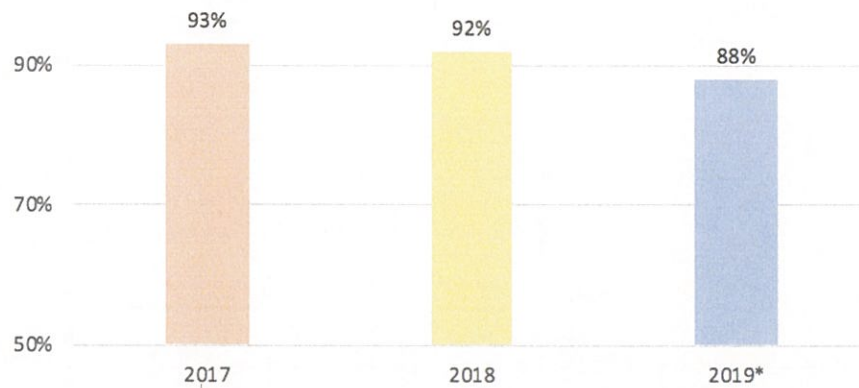
Average % of Residents that Reported the Ideal Response Option - Safety



Service Coordinator

The service coordinator section included survey questions #23 and #24. The following questions are related to the utilization and professionalism of the Green Ridge House Service Coordinator. During 2019, 87% of residents noted that they have utilized the services of the Green Ridge House Service Coordinator. This is a 1% increase compared to reports from 2018. In addition, 89% of residents reported that the Service Coordinator was courteous and professional during their interactions, appointments or presentations, which is a 9% decrease from 2018.

Average % of Residents that Reported the Ideal Response Option - Service Coordinator



*Please note that a significant percentage of participants did not respond to question 23 and 24 in 2019. This artificially decreases the percentage of the ideal response option for 2019. See appendix for more information.

Please note that all percentages are based on residents who completed the survey. To best address the needs of our residents, the GAIL Program aims to increase participation for the resident satisfaction survey each year. Our goal is to have over half of residents complete the survey in 2020. Please review the appendices for responses to a variety of open-ended survey questions from 2019 as well as the 2011-2019 compiled resident survey results for a more in-depth comparison.

Open-Ended 2019 Survey Responses

Q1: What additional health, wellness or community resource programs would you like to see at Green Ridge House?

#	RESPONSES	DATE
1	[No answer]	12/12/2019 6:48 PM
2	[No answer]	12/12/2019 6:46 PM
3	[No answer]	12/12/2019 6:46 PM
4	Lern more about C.O.P.D, Lern about ALS	12/12/2019 6:44 PM
5	Additional social events More meat distribution/More target distribution	12/12/2019 6:41 PM
6	N/A	12/12/2019 6:39 PM
7	[No answer]	12/12/2019 6:36 PM
8	I would like to have a Zumba exercise classes.	12/12/2019 6:35 PM
9	[No answer]	12/12/2019 6:29 PM
10	[No answer]	12/12/2019 6:22 PM
11	[No answer]	12/12/2019 6:21 PM
12	[No answer]	12/12/2019 6:18 PM
13	[No answer]	12/12/2019 6:07 PM
14	None	12/12/2019 6:03 PM
15	None	12/12/2019 5:46 PM
16	[No answer]	12/11/2019 9:12 PM
17	more arts and crafts	12/11/2019 9:11 PM
18	[No answer]	12/11/2019 9:07 PM
19	[No answer]	12/11/2019 9:04 PM
20	Mandatory mental health assistance.	12/11/2019 9:02 PM
21	---	12/11/2019 8:57 PM
22	[No answer]	12/11/2019 8:56 PM
23	We are very blessed to have all of the resources, health, and wellness programs provided to us. Many Thanks	12/11/2019 6:28 PM
24	[No answer]	12/11/2019 6:25 PM
25	Put a 'tarp' over the smoking area so the smokers can stay somewhat dry! This is what I heard from some of the smokers	12/11/2019 6:24 PM
26	Ceramic classes	12/11/2019 6:22 PM
27	N/A	12/11/2019 6:20 PM
28	Can't think of anything. Management does a good job.	12/11/2019 6:14 PM
29	[No answer]	12/11/2019 6:12 PM
30	Set up program to teach people how to use smart phones	12/11/2019 6:11 PM
31	[No answer]	12/11/2019 6:09 PM
32	[No answer]	12/11/2019 6:05 PM
33	More health info on paper foods for COPD + Kidney illness along with do's + don'ts.	12/11/2019 5:59 PM
34	Allow some residents here to visit new residents to give info about activities + make them feel welcome.	12/11/2019 5:57 PM
35	[No answer]	12/11/2019 5:47 PM

36	[No answer]	12/11/2019 5:44 PM
37	---	12/11/2019 5:43 PM
38	1. Repeat of Sass Program. Needed and excellent. My diet has gone back to lower than should be. - Repeat of aging gracefully with Nancy. Continuation of new art program, continuation of yoga, continuation of Glenda Willis 2. Not fond of benches in front lobby. Not inviting + not comfortable	12/11/2019 5:41 PM
39	[No answer]	12/11/2019 5:37 PM
40	[No answer]	12/11/2019 5:35 PM
41	The SASS program return	12/11/2019 5:32 PM
42	[No answer]	12/10/2019 9:00 PM
43	[No answer]	12/10/2019 8:59 PM
44	None at this time	12/10/2019 8:51 PM
45	1. Monthly podiatric services if possible 2. Tai Chi on a once-a-week basis open to ALL residents 3. Quarterly hearing testing if possible	12/10/2019 8:48 PM

Q2: What do you like most about living at Green Ridge House?

#	RESPONSES	DATE
1	Clean, nice flowers, parking lot upkeep - the building and the grounds are very clean!	12/12/2019 6:48 PM
2	People activities	12/12/2019 6:46 PM
3	The people + the letter	12/12/2019 6:46 PM
4	Events, trips	12/12/2019 6:44 PM
5	Friendly + helpful neighbors Management is very kind + friendly. Also they do an excellent job keeping the building + grounds clean + beautiful	12/12/2019 6:41 PM
6	The people	12/12/2019 6:39 PM
7	Management is excellent Maintenance is also excellent	12/12/2019 6:36 PM
8	I like that it's a quiet atmosphere and less crime in this area.	12/12/2019 6:35 PM
9	Family friendly	12/12/2019 6:29 PM
10	Having my own unit	12/12/2019 6:22 PM
11	[No answer]	12/12/2019 6:21 PM
12	[No answer]	12/12/2019 6:18 PM
13	[No answer]	12/12/2019 6:07 PM
14	Affordable rent, different activities + extra financial perks	12/12/2019 6:03 PM
15	Nothing	12/12/2019 5:46 PM
16	[No answer]	12/11/2019 9:12 PM
17	the quiet and peacefulness	12/11/2019 9:11 PM
18	Knowing others who live here, too!	12/11/2019 9:07 PM
19	[No answer]	12/11/2019 9:04 PM
20	Activities. We are blessed that we get meat & other items brought to us.	12/11/2019 9:02 PM
21	Everything	12/11/2019 8:57 PM
22	Affordable. The apartment is comfortable.	12/11/2019 8:56 PM
23	I feel safe + secure. It feels like I live in a small town. We have our own little community here. We have so many opportunities with all of the health and wellness resources that are offered to us.	12/11/2019 6:28 PM
24	Clean, well kept up, enjoy most people who live here, the events they put on, quiet, the help I get from all employees.	12/11/2019 6:25 PM
25	My friends that I've made	12/11/2019 6:24 PM
26	It is like a small community	12/11/2019 6:22 PM
27	Quiet and clean	12/11/2019 6:20 PM
28	Several things, location, the building and my apartment is very nice, the staff and residents are nice	12/11/2019 6:14 PM
29	How well kept the building + grounds are Friendliness of staff and residences	12/11/2019 6:12 PM
30	For most part you are left alone no one bothers you come and go as you want.	12/11/2019 6:11 PM
31	Clean friendly fast maintenance repairs	12/11/2019 6:09 PM
32	Low rent, clean building, good tenants, close to my family	12/11/2019 6:05 PM
33	The atmosphere, activities + the brightness of my apartment.	12/11/2019 5:59 PM
34	Location - easy to get around Greenbelt + get to other places nearby - also quiet + comfortable here	12/11/2019 5:57 PM

35	All around, it is an ideal place for me to live in at this stage of my life.	12/11/2019 5:47 PM
36	Not being bothered!	12/11/2019 5:44 PM
37	Order	12/11/2019 5:43 PM
38	The whole thing. The feeling of family and great friends. Community feeling, safe, low rent (affordable), clean, well maintained. We are very blessed.	12/11/2019 5:41 PM
39	It suits my needs and finances	12/11/2019 5:37 PM
40	The cleanliness of the House, the services, access to the bus/metro and Greenbelt Connection	12/11/2019 5:35 PM
41	- Feel safe - Activities	12/11/2019 5:32 PM
42	Safety	12/10/2019 9:00 PM
43	Everything is wonderful	12/10/2019 8:59 PM
44	Walking to shopping, etc. I don't drive a car.	12/10/2019 8:51 PM
45	1. Elevators 2. Nice celebrations for all	12/10/2019 8:48 PM

Q3: What do you like the least about living at Green Ridge House?

#	RESPONSES	DATE
1	[No answer]	12/12/2019 6:48 PM
2	[No answer]	12/12/2019 6:46 PM
3	Non.	12/12/2019 6:46 PM
4	Doing recertification	12/12/2019 6:44 PM
5	Everything is very much to my liking.	12/12/2019 6:41 PM
6	Can't think of anything	12/12/2019 6:39 PM
7	[No answer]	12/12/2019 6:36 PM
8	I don't like that the buses come 30 - 1 hour	12/12/2019 6:35 PM
9	N/A	12/12/2019 6:29 PM
10	Not having a washer/dryer in my own unit	12/12/2019 6:22 PM
11	[No answer]	12/12/2019 6:21 PM
12	[No answer]	12/12/2019 6:18 PM
13	[No answer]	12/12/2019 6:07 PM
14	Too many rules, don't feel like this is my apartment even though I do pay rent + utilities	12/12/2019 6:03 PM
15	Too many rules Nosy residents My business is not private	12/12/2019 5:46 PM
16	[No answer]	12/11/2019 9:12 PM
17	nothing	12/11/2019 9:11 PM
18	[No answer]	12/11/2019 9:07 PM
19	[No answer]	12/11/2019 9:04 PM
20	Mean, nasty people, not caring about the way the building looks, dropping trash and not picking it up. Keeping the laundry room clean. Not wiping up spills.	12/11/2019 9:02 PM
21	---	12/11/2019 8:57 PM
22	The carpet remains dirty for long periods at a time. The cleaning crew will not remove the yellow wet floor signs. They sit everywhere all day into the next.	12/11/2019 8:56 PM
23	I like everything about living here.	12/11/2019 6:28 PM
24	Long walk to trash room	12/11/2019 6:25 PM
25	Nosy neighbors	12/11/2019 6:24 PM
26	When people that live here die or have to move away because of health issues	12/11/2019 6:22 PM
27	N/A	12/11/2019 6:20 PM
28	Nothing	12/11/2019 6:14 PM
29	Can't think of a single thing	12/11/2019 6:12 PM
30	Need to keep Tai Chi program and yoga program I would like to see yoga more than 2 days a week	12/11/2019 6:11 PM
31	Outside maintenance is poor trash can on patio has been full for months. Some plants not cared for	12/11/2019 6:09 PM
32	Too many rules	12/11/2019 6:05 PM
33	Have none at this time.	12/11/2019 5:59 PM
34	Living alone - have lived w/ family + other people most of my life	12/11/2019 5:57 PM
35	[No answer]	12/11/2019 5:47 PM

36	NA	12/11/2019 5:44 PM
37	---	12/11/2019 5:43 PM
38	Greenbelt is a little scary at night for a seniors. Many of us just stay in after dark. Greenbelt is limited in modern restaurants and industry, Greenridge is fine	12/11/2019 5:41 PM
39	[No answer]	12/11/2019 5:37 PM
40	The elevator repairs took some time	12/11/2019 5:35 PM
41	Nothing	12/11/2019 5:32 PM
42	[No answer]	12/10/2019 9:00 PM
43	Everything is wonderful	12/10/2019 8:59 PM
44	NA	12/10/2019 8:51 PM
45	[No answer]	12/10/2019 8:48 PM

Q4: List issues you feel need to be addressed to ensure the peaceful enjoyment and livability at the apartments.

#	RESPONSES	DATE
1	[No answer]	12/12/2019 6:48 PM
2	[No answer]	12/12/2019 6:46 PM
3	Non.	12/12/2019 6:46 PM
4	Help the koreans to know about recycling, when person doesnt coming out their apt in long time check on them	12/12/2019 6:44 PM
5	In my opinion nothing - Green Ridge House is a very charming place to live.	12/12/2019 6:41 PM
6	N/A	12/12/2019 6:39 PM
7	[No answer]	12/12/2019 6:36 PM
8	[No answer]	12/12/2019 6:35 PM
9	N/A	12/12/2019 6:29 PM
10	[No answer]	12/12/2019 6:22 PM
11	[No answer]	12/12/2019 6:21 PM
12	[No answer]	12/12/2019 6:18 PM
13	[No answer]	12/12/2019 6:07 PM
14	There are a very few people who are able to watch TV in the common areas? How is that possible? This is a big problem for me b/c I cannot afford comcast on my social security benefits. How can this problem be resolved + why some people have remote control, not others?	12/12/2019 6:03 PM
15	Residents mind their business not mine	12/12/2019 5:46 PM
16	[No answer]	12/11/2019 9:12 PM
17	I can't think of anything	12/11/2019 9:11 PM
18	[No answer]	12/11/2019 9:07 PM
19	[No answer]	12/11/2019 9:04 PM
20	Talk to tenants one-on-one if they constantly complain about things that don't amount to much. So many miserable people living here. Help the ones that need mental help.	12/11/2019 9:02 PM
21	---	12/11/2019 8:57 PM
22	The tenants throw furniture old mattresses near the green dumpsters and this is an eye sore for weeks before it is removed. It sits in the yard	12/11/2019 8:56 PM
23	For management to continue the excellent job that they alway do. My life is very peaceful and enjoyable living here at Green Ridge, Thank you!	12/11/2019 6:28 PM
24	Little more lighting in parking lot and in the back of building	12/11/2019 6:25 PM
25	None	12/11/2019 6:24 PM
26	[No answer]	12/11/2019 6:22 PM
27	N/A	12/11/2019 6:20 PM
28	Nothing to add. They are doing a good job	12/11/2019 6:14 PM
29	N/A	12/11/2019 6:12 PM
30	[No answer]	12/11/2019 6:11 PM
31	?	12/11/2019 6:09 PM
32	[No answer]	12/11/2019 6:05 PM
33	At this time don't have any due to not going out that much!	12/11/2019 5:59 PM

34	Medical + dental treatment/checkups	12/11/2019 5:57 PM
35	[No answer]	12/11/2019 5:47 PM
36	---	12/11/2019 5:44 PM
37	---	12/11/2019 5:43 PM
38	Smoking area should have umbrella or some type of shelter above from sun in 100 degree weather. Thank you.	12/11/2019 5:41 PM
39	[No answer]	12/11/2019 5:37 PM
40	I wish they had a sewing class/quilting- would like to learn	12/11/2019 5:35 PM
41	[No answer]	12/11/2019 5:32 PM
42	[No answer]	12/10/2019 9:00 PM
43	N/A	12/10/2019 8:59 PM
44	NA	12/10/2019 8:51 PM
45	[No answer]	12/10/2019 8:48 PM

Q5: What suggestions do you have to address the issues listed above?

#	RESPONSES	DATE
1	[No answer]	12/12/2019 6:48 PM
2	[No answer]	12/12/2019 6:46 PM
3	Non.	12/12/2019 6:46 PM
4	Have someone in their language to tell them When a person can't come out of their apt, to bring them holiday food	12/12/2019 6:44 PM
5	[No answer]	12/12/2019 6:41 PM
6	N/A	12/12/2019 6:39 PM
7	[No answer]	12/12/2019 6:36 PM
8	[No answer]	12/12/2019 6:35 PM
9	N/A	12/12/2019 6:29 PM
10	[No answer]	12/12/2019 6:22 PM
11	[No answer]	12/12/2019 6:21 PM
12	[No answer]	12/12/2019 6:18 PM
13	[No answer]	12/12/2019 6:07 PM
14	Need a committee designed to address ALL issues, and to come up with a resolution to all issues raised.	12/12/2019 6:03 PM
15	I dont know	12/12/2019 5:46 PM
16	[No answer]	12/11/2019 9:12 PM
17	I would like to get my carpet cleaned	12/11/2019 9:11 PM
18	[No answer]	12/11/2019 9:07 PM
19	[No answer]	12/11/2019 9:04 PM
20	Have a psychiatrist or counselor come in to talk to each person.	12/11/2019 9:02 PM
21	---	12/11/2019 8:57 PM
22	Build an enclosure for all old furniture and mattresses to be put or throw away until removed. It's really an eye sore makes Greenridge look ugly and cluttered	12/11/2019 8:56 PM
23	---	12/11/2019 6:28 PM
24	Install lights	12/11/2019 6:25 PM
25	None	12/11/2019 6:24 PM
26	[No answer]	12/11/2019 6:22 PM
27	None	12/11/2019 6:20 PM
28	N/A	12/11/2019 6:14 PM
29	N/A	12/11/2019 6:12 PM
30	[No answer]	12/11/2019 6:11 PM
31	Empty trash on patio + improve plant care outside	12/11/2019 6:09 PM
32	[No answer]	12/11/2019 6:05 PM
33	N/A	12/11/2019 5:59 PM
34	Have regular clinics/health sessions from nurses, visiting doctors, dentists - could also have scheduled trips to MD + dentists offices instead of relying on Metro Access.	12/11/2019 5:57 PM
35	[No answer]	12/11/2019 5:47 PM

36	---	12/11/2019 5:44 PM
37	None	12/11/2019 5:43 PM
38	[No answer]	12/11/2019 5:41 PM
39	[No answer]	12/11/2019 5:37 PM
40	None really.	12/11/2019 5:35 PM
41	[No answer]	12/11/2019 5:32 PM
42	[No answer]	12/10/2019 9:00 PM
43	[No answer]	12/10/2019 8:59 PM
44	NA	12/10/2019 8:51 PM
45	[No answer]	12/10/2019 8:48 PM

2011-2019 Compiled Resident Survey Results

Overall Satisfaction

Q1: How satisfied are you with your unit/home?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Satisfied	86	80	88	79	82	80	85	77	84
Satisfied	14	20	12	19	15	20	15	23	16
Dissatisfied	0	0	0	2	3	0	0	0	0
Very Dissatisfied	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	0

Q2: How satisfied are you with your property/building?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Satisfied	79	77	77	70	67	66	74	70	78
Satisfied	21	23	23	30	30	32	26	26	18
Dissatisfied	0	0	0	0	3	2	0	4	0
Very Dissatisfied	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	4

Q3: How satisfied are you with your neighborhood?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Satisfied	75	65	73	65	67	66	59	68	76
Satisfied	23	33	27	33	30	34	37	30	18
Dissatisfied	0	0	0	2	3	0	4	0	2
Very Dissatisfied	2	2	0	0	0	0	0	2	0
No Answer	0	0	0	0	0	0	0	0	4

Q4: How satisfied are you with your property/building management?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Satisfied	68	70	63	73	67	68	78	69	73
Satisfied	30	28	30	27	27	26	19	24	22
Dissatisfied	2	2	5	0	3	2	3	0	0
Very Dissatisfied	0	0	2	0	3	4	0	7	0
No Answer	0	0	0	0	0	0	0	0	5

Maintenance and Repairs

Q5: Over the last year, how many times have you called for maintenance or repairs?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Never called	14	9	15	20	3	8	11	5	4
Needing repairs 1-2 times	63	63	63	66	67	70	74	75	69
Needing repairs 3-4 times	23	26	22	12	27	18	11	20	25
Needing repairs more than 4 times	0	2	0	2	3	4	4	0	2

Q6: If you called for NON-EMERGENCY maintenance or repairs, the work was usually completed in...

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Less than 1 week	89	94	98	91	45	88	93	37	91
Within 1-4 weeks	9	2	2	2	49	2	7	58	5
Over 4 weeks	0	0	0	0	0	2	0	0	0
Felt it was never corrected	2	4	0	7	6	0	0	5	2
No Answer	0	0	0	0	0	8	0	0	2

Q7: If you ever called for EMERGENCY maintenance or repairs, the work was usually completed in:

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Less than 1 day	87	87	93	90	86	64	81	78	80
Completed in 2 days	7	13	7	7	7	4	15	14	0
Less than 1 week	3	0	0	3	4	0	0	2	0
Within 1-4 weeks	0	0	0	0	0	2	0	0	0
Felt problem wasn't resolved	3	0	0	0	3	4	4	6	4
No Answer	0	0	0	0	0	26	0	0	16

Q8: Based on your experience, how satisfied are you with how easy it was to request repairs?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Satisfied	80	87	81	75	81	82	96	77	91
Satisfied	20	13	19	25	19	14	4	23	2
Dissatisfied	0	0	0	0	0	2	0	0	2
Very dissatisfied	0	0	0	0	0	2	0	0	0
No Answer	0	0	0	0	0	0	0	0	5

Q9: Based on your experience, how satisfied are you with how well the repairs were done?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Satisfied	80	89	80	78	81	82	89	77	87
Satisfied	20	9	17	22	16	18	11	21	6
Dissatisfied	0	2	3	0	3	0	0	2	0
Very dissatisfied	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	7

Q10: Based on your experience, how satisfied are you with how well you were treated by the person you contacted for repairs?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Satisfied	88	91	83	85	91	82	93	82	87
Satisfied	12	7	14	13	6	18	7	16	2
Dissatisfied	0	2	3	2	3	0	0	2	2
Very dissatisfied	0	0	0	0	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	9

Q11: Based on your experience, how satisfied are you with how well you were treated by the person doing repairs?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Satisfied	93	93	83	87	97	90	96	81	96
Satisfied	7	5	17	10	3	10	4	16	0
Dissatisfied	0	2	0	0	0	0	0	2	0
Very dissatisfied	0	0	0	3	0	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	4

Management

Q12: Do you think management is responsive to your questions and concerns?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Strongly Agree	66	63	55	92	62	52	48	67	67
Agree	32	30	33	33	32	38	52	26	27
Disagree	2	7	10	5	3	6	0	2	2
Strongly disagree	0	0	2	0	3	4	0	5	0
No Answer	0	0	0	0	0	0	0	0	4

Q13: Do you think management is courteous and professional with you?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Strongly Agree	69	63	60	64	59	55	56	68	69
Agree	31	30	25	36	28	31	44	25	22
Disagree	0	7	15	0	13	10	0	0	2
Strongly disagree	0	0	0	0	0	4	0	7	2
No Answer	0	0	0	0	0	0	0	0	5

Q14: Do you think management is supportive of your resident/tenant organization?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Strongly Agree	63	68	54	61	63	45	67	54	62
Agree	35	30	34	37	30	47	30	37	29
Disagree	0	2	12	2	7	6	3	0	0
Strongly disagree	2	0	0	0	0	2	0	9	0
No Answer	0	0	0	0	0	0	0	0	9

Q15: Do you think management provides appropriate information about maintenance and repair?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Strongly Agree	80	74	71	74	73	68	67	68	73
Agree	20	24	29	26	24	32	33	27	20
Disagree	0	2	0	0	0	0	0	5	0
Strongly disagree	0	0	0	0	3	0	0	0	0
No Answer	0	0	0	0	0	0	0	0	7

Q16: Do you think management provides appropriate information about the rules of your lease?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Strongly Agree	78	70	56	71	78	58	63	65	78
Agree	22	26	39	29	19	40	37	26	18
Disagree	0	4	5	0	0	0	0	2	0
Strongly disagree	0	0	0	0	3	2	0	7	0
No Answer	0	0	0	0	0	0	0	0	4

Q17: Do you think management provides appropriate information about meetings and events?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Strongly Agree	75	72	58	67	64	55	63	58	67
Agree	25	24	33	31	33	41	37	37	29
Disagree	0	4	6	2	0	2	0	3	0
Strongly disagree	0	0	3	0	3	2	0	2	0
No Answer	0	0	0	0	0	0	0	0	4

Safety

Q18: How safe do you feel from crime in your unit or home?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Safe	74	65	58	59	75	71	81	73	82
Safe	23	35	39	41	25	29	19	23	16
Not Safe	3	0	3	0	0	0	0	4	0
No Answer	0	0	0	0	0	0	0	0	2

Q19: How safe do you feel from crime in your building?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Safe	59	55	48	54	53	69	74	70	73
Safe	38	40	47	44	38	29	22	23	20
Not Safe	3	5	5	2	9	2	4	7	2
No Answer	0	0	0	0	0	0	0	0	5

Q20: How safe do you feel from crime in your parking area?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Safe	42	40	41	43	50	47	52	46	40
Safe	50	55	59	49	40	49	44	37	49
Not Safe	8	5	0	8	10	4	3	17	2
No Answer	0	0	0	0	0	0	0	0	9

Q21: If residents in your property break the rules in the lease that pertain to safety, does management take action?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Yes	84	76	73	73	58	61	70	71	62
No	0	0	0	0	3	4	4	0	0
Don't Know	16	24	27	27	39	35	26	29	36
No Answer	0	0	0	0	0	0	0	0	2

Q22: If management takes action, how would you rate its actions?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Very Effective	43	40	45	58	36	29	15	44	42
Effective	57	57	45	33	50	54	78	44	29
Ineffective	0	3	7	9	14	0	7	3	0
Very Ineffective	0	0	3	0	0	0	0	9	2
No Answer	0	0	0	0	0	17	0	0	27

Service Coordinator

Q23: During the last year, have you utilized the services of the Green Ridge House Service Coordinator?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Yes	85	81	73	80	93	83	89	86	87
No	15	19	27	20	7	17	11	14	9
No Answer	0	0	0	0	0	0	0	0	4

Q24: Was the Service Coordinator courteous and professional during your interactions, appointments or during presentations to the residents?

Response Options	Percent								
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Yes	100	97	100	100	100	100	97	98	89
No	0	3	0	0	0	0	3	2	2
No Answer	0	0	0	0	0	0	0	0	9