



CITY COUNCIL WORK SESSIONS AGENDA

**Budget Work Session ? Green Ridge House
22 Ridge Road**

**Monday, May 20, 2019
7:30 PM**

Work Session Packet - *Agenda*

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

Budget Work Session - Green Ridge House
[Proposed FY 2020 Budget_GRH.pdf](#)
[GRH Proposed FY 2020 Budget_CRC.pdf](#)
[Executive Summary 2018_GRH.pdf](#)

City Council Work Sessions Agenda Item Report

Meeting Date: May 20, 2019

Submitted by: Shaniya Lashley-Mullen

Submitting Department: Administration

Item Type: Work Session Item

Agenda Section:

Subject:

Budget Work Session - Green Ridge House

Suggested Action:

Attachments:

[Proposed FY 2020 Budget_GRH.pdf](#)

[GRH Proposed FY 2020 Budget_CRC.pdf](#)

[Executive Summary 2018_GRH.pdf](#)

GREEN RIDGE HOUSE



Green Ridge House is a city-owned apartment facility for seniors and individuals with disabilities. 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

- Upgraded elevators (first of two phases) modernization of mechanical structure.
- Replacement of all fire door hardware.
- New smoking area designated with ADA compliant sidewalk.
- New sealcoating and striping of parking lot (held over from FY 2018).
- Updated four public restrooms including painting, toilets, sinks and soap dispensers.
- Updated Internet firewall and wireless access.
- Replaced refrigerator in community kitchen.
- Windows were replaced as necessary.
- Completed a new 20-year rental agreement with HUD.
- Replaced the community room television with a 70 inch flat screen television.

ISSUES & SERVICES

Green Ridge House remains a highly regarded Section 8 facility in the State of Maryland. Through careful oversight by the city and the professional management of Community Realty Company, Inc., the building continues to improve amenities for residents.

Green Ridge House is a Section 8 property meaning that the rents of its residents are subsidized by the federal government. In FY 2019, the market rent for a unit at Green Ridge House is \$1,237 per month. There is not a proposed increase for FY 2020.

The Community Resource Advocate (CRA) is the liaison to Green Ridge House. Along with the establishment of the Service Coordinator program in FY 2005, having the CRA as liaison has improved awareness of both the needs of Green Ridge House residents and the availability of city services.

The Green Ridge House Service Coordinator has continued to adapt programming and services to meet the needs of the changing age demographic at Green Ridge House. The need for behavioral health services has become a pressing issue for staff as there has been an increase in the number of residents needing such services.

There are 55 parking spaces on-site and 48 permits issued for vehicles.

BUDGET COMMENTS

- 1) Costs for providing the Service Coordinator program exceed the federal grant for the program. Therefore, funds are budgeted in the Administration section of this budget and transferred to the General Fund to cover the excess cost.
- 2) The city holds two Local Government Investment Pool (LGIP) accounts for GRH. The first LGIP account holds monies set aside for capital projects. In FY 2020, it is proposed to transfer \$330,000 to this account. The ending balance is expected to be approximately \$667,000. The second is an investment account with an estimated balance at the end of FY 2020 of \$494,000.
- 3) In FY 2019, capital expenditures include the second phase and completion of the elevator mechanical upgrade (\$283,200), mechanical room painting (\$13,500), new lobby benches (\$2,500), patch and paint building exterior (\$8,500), and new canopy fabric at the main entrance (\$9,000).

GREEN RIDGE HOUSE

CITY MANAGER

COMMUNITY
RESOURCE
ADVOCATE

SERVICE
COORDINATOR

PROPERTY
MANAGER

COMMUNITY DIRECTOR/
HUD SPECIALIST

MAINTENANCE ENGINEER
MAINTENANCE ASSISTANT

ASSISTANT COMMUNITY
DIRECTOR

GREEN RIDGE HOUSE Operating Budget	FY 2017 Actual Trans.	FY 2018 Actual Trans.	FY 2019 Adopted Budget	FY 2019 Estimated Trans.	FY 2020 Proposed Budget	FY 2020 Adopted Budget
REVENUES						
Rental Income						
Federal Section 8 Payment	\$1,070,364	\$1,089,186	\$1,094,400	\$1,070,200	\$1,094,400	
Rental Income from Residents	419,757	409,097	404,800	429,100	404,800	
Vacancies	(41,790)	(37,110)	(23,900)	(59,300)	(25,800)	
Total Rental Income	\$1,448,331	\$1,461,173	\$1,475,300	\$1,440,000	\$1,473,400	\$0
Miscellaneous Revenue						
Laundry Machines	\$3,149	\$3,581	\$3,200	\$3,300	\$3,200	
Miscellaneous Income	351	846	500	900	300	
Interest Income - Operating	22	36	100	200	100	
Interest Income - Capital	4,249	13,390	14,100	26,200	33,000	
Total Miscellaneous	\$7,771	\$17,853	\$17,900	\$30,600	\$36,600	\$0
TOTAL REVENUES	\$1,456,102	\$1,479,026	\$1,493,200	\$1,470,600	\$1,510,000	\$0
EXPENDITURES						
Personnel Expenses	\$259,174	\$271,638	\$300,200	\$308,100	\$337,400	
Operating Expenses						
Administration	\$182,646	\$203,175	\$202,900	198,200	\$201,400	
Utilities	129,173	139,385	161,500	153,800	158,600	
Turnover Costs/Misc. Licenses	43,361	41,248	50,400	14,700	35,300	
Maintenance	256,718	190,290	242,800	203,400	247,100	
Total Operating Expenses	\$611,898	\$574,098	\$657,600	\$570,100	\$642,400	\$0
Taxes, Insurance and Debt Expenses						
Real Estate Tax Fee in lieu	\$94,151	\$94,716	\$96,000	\$96,000	\$93,000	
Insurance	113,850	77,895	79,900	85,400	86,700	
Principal and Interest	257,702	107,384	0	0	0	
Total Taxes, Interest and Debt Expenses	\$465,703	\$279,995	\$175,900	\$181,400	\$179,700	\$0
Transfer to Investments	\$70,000	\$0	\$0	\$0	\$0	
Green Ridge House Capital Acct.	72,000	347,222	330,000	330,000	330,000	
Total Transfer to Reserves	\$142,000	\$347,222	\$330,000	\$330,000	\$330,000	\$0
TOTAL ALL EXPENDITURES	\$1,478,775	\$1,472,953	\$1,463,700	\$1,389,600	\$1,489,500	\$0
EXCESS REVENUES OVER/(UNDER) EXPENDITURES	(\$22,673)	\$6,073	\$29,500	\$81,000	\$20,500	\$0

GREEN RIDGE HOUSE Reserves	FY 2017 Actual Trans.	FY 2018 Actual Trans.	FY 2019 Adopted Budget	FY 2019 Estimated Trans.	FY 2020 Proposed Budget	FY 2020 Adopted Budget
LGIP Capital Account						
Balance July 1	\$698,119	\$655,995	\$507,320	\$773,010	\$662,810	
Contributions	72,000	347,222	330,000	330,000	330,000	
Interest	2,239	7,590	6,800	16,000	20,000	
Expenditures	(116,363)	(237,797)	(444,400)	(456,200)	(345,500)	
Balance June 30	\$655,995	\$773,010	\$399,720	\$662,810	\$667,310	\$0
RESIDUAL RECEIPTS						
Balance July 1	\$4,280	\$4,295	\$0	\$0	\$0	\$0
Contributions	0	0	0	0	0	
Interest	15	0	0	0	0	
Transfers Out	0	(4,295)	0	0	0	
Balance June 30	\$4,295	\$0	\$0	\$0	\$0	\$0
LGIP INVESTMENTS						
Balance July 1	\$392,958	\$464,968	\$619,768	\$470,768	\$480,968	
Contributions	70,000	0	0	0	0	
Interest	2,010	5,800	7,000	10,200	13,000	
Withdrawals	0	0	0	0	0	
Balance June 30	\$464,968	\$470,768	\$626,768	\$480,968	\$493,968	\$0
ALL RESERVE ACCOUNTS						
Balance July 1	\$1,095,357	\$1,125,258	\$1,127,088	\$1,243,778	\$1,143,778	
Contributions	142,000	347,222	330,000	330,000	330,000	
Interest	4,264	13,390	13,800	26,200	33,000	
Expenditures	(116,363)	(242,092)	(444,400)	(456,200)	(345,500)	
Balance June 30	\$1,125,258	\$1,243,778	\$1,026,488	\$1,143,778	\$1,161,278	\$0

Note: The Residual Receipts account was closed in January 2018.

**GREEN RIDGE HOUSE APARTMENTS
BUDGET
For
July 1, 2019 - June 30, 2020**

Prepared by:
Community Realty Company, Inc.

Accomplishments FY 2019

- Elevator upgrades – beginning (March or April) first phase of a two-phase modernization of elevator mechanics.
- Beginning (March or April) replacement of all fire door hardware.
- New smoking area which includes new ADA compliant sidewalk and handrails. Two new benches in smoking area and two new ash cans.
- New sealcoating and striping to parking lot (will be scheduled in May or June).
- Updating all four public restrooms – new toilets, sinks, hand soap dispensers and toilet tissue dispensers; painting and floor cleaning.
- Purchased and installed new 70” flat screen TV in the community room.
- Replaced window shades at the 2nd and 3rd floor balconies.
- Updated firewall and wireless access points.
- New two-way radios for property.
- Replaced refrigerator in community kitchen.
- Windows replaced where needed

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Green Ridge House Budget

Fiscal Year 2020

	Actual FY 2017	Actual FY 2018	Budget FY 2019	Projected FY 2019	Budget FY 2020	Proposed FY 2020
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Section 2 Revenue

Rental Revenue

Potential Resident Rent Income	419,757	409,097	\$404,800	\$429,100	404,796	404,800
HUD Potential Rent Subsidy	1,070,364	1,090,147	1,094,400	1,070,200	1,094,448	1,094,400
Vacancy Loss	(30,717)	(26,855)	(11,000)	(44,500)	(11,000)	(11,000)
Employee Units	(11,073)	(10,255)	(12,900)	(14,800)	(14,844)	(14,800)
Ending Prepaid Rent	-	-	-	-	-	-
Ending Delinquency	-	-	-	-	-	-
Total Rental Revenue	1,448,331	1,462,134	1,475,300	1,439,900	1,473,400	1,473,400

Other Revenue

Late Fees	107	0	300	100	300	300
Laundry Income	3,149	3,581	3,200	3,300	3,200	3,200
Tenant Damages Fees	244	838	-	800	-	-
Interest Income - Checking	22	36	100	200	100	100
Interest Income - LGIT	0	2,939	14,000	0	14,000	33,000
Miscellaneous Income	0	8	200	0	200	200
Total Other Revenue	3,522	7,402	17,800	4,400	17,800	36,800
Total Revenue	1,451,853	1,469,536	1,493,100	1,444,300	1,491,200	1,510,200

Section 3 - Operating Expenses

Aministrative

Management Fees	65,330	66,086	66,600	65,000	67,104	67,100
Bank Fees	539	569	900	300	400	400
Computer Services	21,777	13,898	8,000	9,700	9,516	9,500
Educational Training	343	424	1,000	400	1,000	1,000
Social Activities	26,366	22,715	28,000	25,800	25,840	25,800
Legal Fees	587	15,259	5,000	2,800	5,000	5,000
Miscellaneous Administrative	61,666	34,661	41,400	37,400	42,245	42,200
Credit Reports	891	1,077	1,000	900	1,080	1,100
Office Supplies	10,544	12,810	15,200	14,700	15,454	15,500
Postage	486	207	400	100	350	400
Professional Fees	226	0	200	300	230	200
Audit Fees	8,250	9,000	9,000	9,000	9,500	9,500
Office Equipment Rental	341	0	0	0	-	-
Uniforms	0	130	0	0	-	-
Misc. Operating Expense	15,810	11,079	11,300	13,300	5,140	5,100
Advertising and Promotion	35	0	1,000	0	1,000	1,000
Cable/Internet/Phone	16,238	17,202	13,400	18,000	17,561	17,600
Interest on Security Deposits	571	427	0	600	-	-
Zip Car Fees	0	0	500	0	500	500
Total Administrative	230,000	205,544	202,900	198,200	201,920	201,900

Green Ridge House Budget

Fiscal Year 2020

	Actual FY 2017	Actual FY 2018	Budget FY 2019	Projected FY 2019	Budget FY 2020	Proposed FY 2020
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Section 4- Payroll

Community Dir./HUD Spec. Salary	70,165	75,582	78,200	78,200	80,674	80,700
Service Technicians	91,979	90,206	92,800	92,800	95,712	95,700
Groundsmens Payroll	34,057	38,077	38,700	51,800	47,875	47,900
Assistant Community Director	57,865	59,211	62,200	62,200	64,196	64,200
Payroll Taxes	19,663	20,689	24,500	21,200	25,961	26,000
Temporary Help	5,210	0	500	0	500	500
	0	0	0	0	14,423	14,400
Employers 401K Expense	4,185	3,394	3,300	1,800	3,300	3,300
Total Payroll	283,124	287,159	300,200	308,100	332,641	332,700

Section 5 - Utilities

Electricity - Common Area	53,478	53,087	64,500	65,100	67,053	67,100
Electricity Vacant Units	299	499	500	700	725	700
Water & Sewer	53,727	64,447	65,600	63,100	64,993	65,000
Gas - Common Area	21,212	28,096	31,000	25,100	25,853	25,900
Total Utilities	128,716	146,129	161,500	153,800	158,624	158,600

Section 6 Service Contracts

Elevator Contract	6,794	7,215	9,700	6,100	9,700	9,700
Exterior Landscaping Contract	41,506	38,329	42,000	38,000	42,580	42,600
Fire & Life Safety Contract	10,929	1,843	7,900	2,800	10,070	10,100
Contract Cleaning	40,994	37,710	43,300	43,200	43,900	43,900
Access Control	7,703	2,769	2,300	2,700	3,300	3,300
Pest Control Contract	3,056	2,351	3,100	2,500	3,140	3,100
Trash Removal	11,305	11,700	9,400	9,900	10,300	10,300
Total Service Contracts	122,287	101,917	117,700	105,200	122,990	123,000

Section 7 - Insurance

Employee Health Insurance	18,334	15,419	14,400	19,000	14,351	14,400
Worker's Compensation	3,895	4,357	2,600	2,100	2,604	2,600
Multi Peril Insurance	717	943	58,500	58,500	58,537	58,500
Flood Insurance	0	0	1,000	900	971	1,000
Fiduciary Liability	276	277	300	300	285	300
Other Insurance	0	18	0	0	0	-
Excess Liability	2,573	2,573	2,700	2,600	2,650	2,700
3rd Party Liability	325	349	400	300	360	400
Total Insurance	26,120	23,936	79,900	55,300	79,758	79,800

Green Ridge House Budget

Fiscal Year 2020

	Actual FY 2017	Actual FY 2018	Budget FY 2019	Projected FY 2019	Budget FY 2020	Proposed FY 2020
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Section 8 - Maintenance

Electrical	3,152	2,187	4,200	1,100	4,160	4,200
HVAC	30,889	12,998	18,700	21,000	19,022	19,000
Misc. Maintenance	2,347	2,768	4,100	2,400	4,150	4,200
Pavement and Grounds	0	0	5,000	0	5,000	5,000
Plumbing	9,975	6,764	12,000	5,700	11,983	12,000
Snow Removal	4,918	8,795	10,000	10,000	10,000	10,000
Repairs Covered by Insurance	1,185	0	0	0	-	-
Reimburse. from Insurance Claims	0	0	0	0	-	-
Replacement Units & Parts	13,003	19,701	18,200	14,500	16,800	16,800
Redecoration Costs	0	0	0	0	-	-
Painting - Public Space	9,805	22,165	25,000	21,600	25,000	25,000
Appliance Maintenance	0	728	0	0		
Floor Repairs	742	0	0	0	-	-
Roof Repairs	0	0	25,000	25,000	25,000	25,000
Janitorial Supplies	2,466	4,108	3,000	4,100	3,000	3,000
Expense Reimbursement	0	(5)	0	(7,100)	-	-
Total Maintenance	78,482	80,209	125,100	98,200	124,115	124,100

Section 9 - Turnover Costs

Apartment Painting	9,010	9,010	10,300	9,700	10,320	10,300
Carpet Cleaning	9,499	9,499	20,200	4,800	20,150	20,200
Apartment Cleaning	3,125	3,125	4,800	300	4,800	4,800
Total Turnover Costs	21,634	21,634	35,300	14,700	35,270	35,300

Section 10 - Taxes & Reserves

Hazard/Property Ins. Escrow	32,524	(11,812)	0	15,000	0	-
MIP Escrow	7,800	(31,094)	0	0	0	-
Mortgage Escrow	84,252	(7,021)	0	84,300	0	-
Replacement Reserves	72,000	(655,995)	330,000	330,000	330,000	330,000
Residual Receipts	0	(4,295)	0	0	-	-
Personal Property Tax	0	0	0	0	0	-
Real Estate Tax	12,412	94,716	96,000	96,000	96,000	96,000
Insurance Escrow	0	56,049	0			
Misc. Tax and License	14,686	14,918	15,100	14,600	15,220	15,200
Total Taxes & Reserves	223,674	(544,534)	441,100	539,900	441,220	441,200

Debt Service

Mortgage Payable Current	0	105,470				
Principal	240,552	0	0	0	0	-
Interest	17,150	1,915	0	0	0	-
Total Debt Service	257,702	1,915	0	0	0	0
Total Operating Expenses	1,371,739	323,909	1,463,700	1,473,400	1,496,538	1,496,600
Revenues/Expenditures Favorable/(Unfavorable)	80,114	1,145,627	29,400	(29,100)	(5,338)	13,600

Green Ridge House Budget

Fiscal Year 2020

	Actual FY 2017	Actual FY 2018	Budget FY 2019	Projected FY 2019	Budget FY 2020	Proposed FY 2020
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Section 11 - Capital Expenditures

Apartment Renovations	10,354	11,720	10,000	2,500	10,000	10,000
Building Improvements	59,635	57,598	303,300	303,300	301,300	301,300
Carpet	854	854	0	1,700	0	-
Common Area Renovations	66,209	165,625	121,100	121,100	37,200	37,200
Consultant Fee	0	2,000	0	4,000	0	-
New Equipment	0	0	10,000	3,600	0	-
TOTAL CAPITAL EXPENSES	137,052	237,797	444,400	436,200	348,500	348,500

Section 2

FY 2020
FY 2020
Rounded

RENTAL REVENUE

FY 2020

Year	Monthly Rent	No. Apts.	Total Mo. Income
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2019

July	\$1,237	101	\$124,937
Aug.	\$1,237	101	\$124,937
Sept.	\$1,237	101	\$124,937
Oct.	\$1,237	101	\$124,937
Nov.	\$1,237	101	\$124,937
Dec.	\$1,237	101	\$124,937

2020

Jan.	\$1,237	101	\$124,937
Feb.	\$1,237	101	\$124,937
Mar.	\$1,237	101	\$124,937
Apr.	\$1,237	101	\$124,937
May	\$1,237	101	\$124,937
June	\$1,237	101	\$124,937

\$1,499,244 \$1,499,200

*HUD determines market rent. For a one bedroom apartment, the market rent is \$1,237.
HUD proportionate share is approximately 73% and the residents share 27%.

HUD SUBSIDY POTENTIAL \$1,094,448 \$1,094,400

RESIDENT RENT POTENTIAL \$404,796 \$404,800

Vacancies	(\$11,000)	(\$11,000)
Unavailable Apartments	(\$14,844)	(\$14,800)
Assistant Maintenance Engineer Apartment		

TOTAL RENTAL REVENUE \$1,473,400 \$1,473,400

Section IV - OTHER REVENUE

Late Fees Based on 3 year average	\$300	\$300
LAUNDRY INCOME	\$3,200	\$3,200
Interest Income - Checking	\$100	\$100
Interest Income - Local Government Investment Trust	\$33,000	\$33,000
Miscellaneous Income Beauty Shop - \$100 Pet Income - \$25 Miscellaneous - \$75	\$200	\$200

TOTAL OTHER REVENUE \$36,800 \$36,800

TOTAL REVENUE \$1,510,200 \$1,510,200

Section 3 - Administrative

ADMINISTRATIVE

Management Fees	\$67,104	\$67,100
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	\$400	\$400
Computer Services	\$9,516	\$9,500
Repairs / upgrades / maintenance to office computer systems and social room computers average of \$600 per month.	\$7,200	
Wi-Fi at \$193 per month	\$2,316	
Educational Training		
Grace Hill training and recertification package	\$1,000	\$1,000
Social Activities	\$25,840	\$25,800
Resident association activity fund.	\$13,500	
Ceramic class at \$37 per week x 52 weeks.	\$0	
Ceramic supplies	\$0	
Yoga classes at \$37.50 two times per week. x 52 weeks.	\$3,900	
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)

Miscellaneous Administrative	\$42,245	\$42,200
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 - 5 @ \$25.00	\$125	
Service Coordinator	\$27,700	
Uniforms for Maintenance and Engineering. Also includes floor mat service.	\$3,300	
Credit Reports	\$1,080	\$1,100
Leasing desk screening \$90 per month		
Office Supplies	\$15,454	\$15,500
General paper products and sundry office supplies, copy paper and fax paper.	\$2,500	
Reprint costs for leases and other written materials.	\$700	
Letterhead and envelopes.	\$700	
Lease Agreement for 2 copy machines. \$792 per month	\$9,504	
Centrix quarterly copy overage @ \$200/qtr.	\$800	
Key Trak annual fee	\$1,250	
Postage	\$350	\$400

Section III - Administrative (continued)

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	\$5,140	\$5,100
Comcast at \$170.00 per month x 12 months	\$2,040	
(Chiller IP address, 2 HD hook ups and cable for all common area TVs)		
New apt. door locksets 4 per year @ \$775/each	\$3,100	
Cable, Internet & Phone	\$17,561	\$17,600
Line charges at \$650 per month	\$7,800	
Star to Star phones office \$370 per month	\$4,440	
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	\$201,920	\$201,900

Section 4 - Payroll

PAYROLL

Salaries	\$288,457	\$288,500
Payroll Taxes	\$25,961	\$26,000
Temporary Help	\$500	\$500
401K Contribution/Match	\$14,423	\$14,400
401K Expense Fees	\$3,300	\$3,300

TOTAL PAYROLL	\$332,641	\$332,600
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Section 5 - Utilities

UTILITIES

Electricity	\$67,053	\$67,100
Electricity - Vacant Units	\$725	\$700
Water	\$64,993	\$65,000
Natural Gas	\$25,853	\$25,900

TOTAL UTILITIES	\$158,624	\$158,600
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Section 6 - Service Contracts

SERVICE CONTRACTS

Elevator	\$9,700	\$9,700
Otis Elevator quarterly service contract at \$1,550 per quarter.	\$6,200	
Annual inspection	\$750	
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	\$10,070	\$10,100
Fire extinguisher annual recharge/service	\$1,000	
Range Hood Inspection \$300 twice per year.	\$600	
Replacement parts for fire system.	\$1,000	
Sprinkler tests at \$1,360 per quarter.	\$5,440	
Annual fire alarm (\$900) and fire pump (\$1,330) 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	

Access Control	\$3,300	\$3,300
Zelkos monitoring at \$325.00 per quarter.	\$1,300	
Automatic door repairs at \$1,000 x two repairs.	\$2,000	

Extermination - Pest Control	\$3,140	\$3,100
Owl Pest service at \$195.00 per month x 12 months.	\$2,340	
Treatments for bedbugs-two @ \$400	\$800	

Trash Removal	\$10,300	\$10,300
Monthly service contract with recycling at \$675.00 per month x 12 months. (Waste Management)	\$8,100	
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	\$122,990	\$123,000
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Section 7 - INSURANCE

INSURANCE	\$79,758	\$79,900
EMPLOYEE HEALTH INSURANCE	\$14,351	\$14,400
WORKER'S COMPENSATION	\$2,604	\$2,600
MULTI-PERIL INSURANCE	\$58,537	\$58,500
FLOOD INSURANCE	\$971	\$1,000
FIDUCIARY INSURANCE	\$285	\$300
EXCESS LIABILITY	\$2,650	\$2,700
3rd PARTY LIABILITY	\$360	\$400
TOTAL INSURANCE	\$79,758	\$79,800

Section 8 - Maintenance

Electrical Repairs	\$4,160	\$4,200
Tessco generator testing @ \$415 per quarter	\$1,660	
Miscellaneous repairs	\$2,500	
Heating & Air Conditioning	\$19,022	\$19,000
Boland Trane-Water Treatment \$160 per month x 12 months	\$1,920	
HVAC Concepts-Monitoring of Boilers, Chiller, and Domestic Hot Water \$240 per month x 12 months	\$2,880	
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	\$4,150	\$4,200
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	\$450	
Exterior shed disposal and replacement	\$1,200	
Preventive maintenance on generator.	\$650	
Pavement & Grounds	\$5,000	\$5,000
Misc. asphalt and concrete repair	\$5,000	

Section VIII - Maintenance (continued)

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	\$16,800	\$16,800
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	
Key blanks.	\$300	
Painting - Public Space	\$25,000	\$25,000
Painting / repairs as required due to leaks and inspections (REAC)		
Roof Repairs	\$25,000	\$25,000
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	\$124,115	\$124,100

Section 9 - Turnover Costs

TURNOVER COSTS

Apartment Painting	\$10,320	\$10,300
Vacant apartments-		
\$400 per apartment x 12 apartments	\$4,800	
Second coat charge		
\$130 per apartment x 4 apartments	\$520	
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	\$4,800	\$4,800
Cleaning of vacant apartments at		
\$250 per apartment x 15 apartments.	\$3,750	
Extra cleaning due to excessive grime \$150 ea. x 7 units	\$1,050	
TOTAL TURNOVER COSTS	\$35,270	\$35,300

Section 10 - Taxes & Reserves

TAXES AND RESERVES

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 \$110 per apartment x 101 apartments	\$11,150		
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
Bill in lieu of R.E. Tax - Due in April		\$96,000	\$96,000

TOTAL TAXES AND RESERVES	\$441,220	\$441,200
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TOTAL OPERATING EXPENSES	\$1,496,538	\$1,496,500
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Section 11 - CAPITAL EXPENDITURES

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	\$301,300	\$301,300
Replacement windows as needed.	\$10,000	
<u>Elevators</u>		
Modernization of both elevators hydraulic mechanics. Includes replacement of original pistons and cylinders. Contingency of \$172,500 if re-drilling is necessary. Entire project to be carried out over two budget cycles. Must approve entire project to hold the price. FY 2019 = \$283,250 FY 2020 = \$283,250	\$283,300	
Impeller replacement for HVAC circulating pump	\$8,000	

Common Area Renovation	\$37,200	\$37,200
Paint floors in Boiler room, Storage room, and Compactor room	\$5,000	
New conference room table and chairs	\$700	
New lobby benches at \$500 each	\$2,500	
Paint all three stairwells to include caution yellow at step edge	\$10,000	
Patch and paint, as needed, exterior of building with window caulking included	\$10,000	
New canopy fabric at main entrance	\$9,000	

TOTAL CAPITAL EXPENSES	\$348,500	\$348,500
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Green Ridge House Resident Satisfaction Survey

Executive Summary 2018

The Greenbelt Assistance in Living (GAIL) Program conducted the 2018 resident satisfaction survey, during October 2018, for the Green Ridge House apartment complex located on 22 Ridge Road. At the time the survey was distributed there were a total of 100 residents. Residents were asked to complete the survey and return them to a sealed drop box. Results were calculated using "Survey Monkey". 44 surveys were completed in this year. This was a 23% increase in surveys from 2017.

Overall Satisfaction

100% of residents were very satisfied or satisfied with their unit/home and neighborhood. This number remained the same from 2017 but 96% were very satisfied or satisfied with the property/building which showed a 4% decrease from last year. 98 % were satisfied with the neighborhood which is a 2% increase for 2017. 85% were very satisfied or satisfied with the management of the property/building which was an 11% decrease from 2017.

Maintenance and Repairs

When asked how many times residents called for maintenance repairs over the past year, 95% of residents called 1 to 4 times which is an increase of 10%. While 5% of residents who completed the survey never called and 0 % of respondents called more than 4 times. This number stayed the same from 2017. For non-emergency maintenance or repairs, there was 37% of request reported that took less than one week to fix the problem which is a 56% decrease in turn-around time. 58% of respondents reported that it took 1 to 4 weeks for the problem to be corrected. This was a increase of 51% from the previous year. 5% of residents stated that they had a problem that was not corrected. This is an increase of 5% from last year. None of the residents said it took 4+ weeks to complete which is consistent with 2017 scores.

For emergency maintenance or repairs (stopped toilet, gas leak, etc.), 91% reported that the emergency repair took 2 days or less to fix. This was an increase of 5%. 100% very satisfied or satisfied with how well they were treated by the person they contacted for the repairs, with how they were treated by the person that completed the repairs and how well the repairs were completed. 98% were very satisfied or satisfied with the ease of requesting a repair. This is a decrease of 2%.

Management

This year, 93% of respondents strongly agreed or agreed that management was responsive to their questions and concerns. This is a 7% decrease in resident satisfaction. When asked “is management courteous and professional”, 93% strongly agreed or agreed, this shows a 7% decrease. 91% of respondents indicated that they felt management was supportive of the resident/tenant organization. This is a 9% decrease from the 2017’s survey. 95% of survey takers strongly agreed or agreed that management provided appropriate information about maintenance and repair (water shutoff, boiler shutoff etc.). This was the decrease of 5%. 90% of respondents reported that management provided enough information about the rules of their lease. This shows a 10% decrease from the 2017 satisfaction survey. 95% reported that management provided adequate information about meetings and events. This number decreased by 5% from 2017.

Safety

95% of respondents indicated that they felt very safe or safe in their unit/home; this was a decrease of 5% from 2017. 92% of residents felt very safe or safe in the building, 8% indicated that they did not feel safe. This shows a decrease of 4% of residents felt very safe or safe in the building. This year, 84% felt very safe or safe in the parking area. This is a decrease of 13% from last year. When asked if management takes action if residents break the rules in lease pertaining to safety, 71% said management would take action which is a decrease of 14% from 2017. 29% of the building did not know if management would take action which is 3% higher than last year.

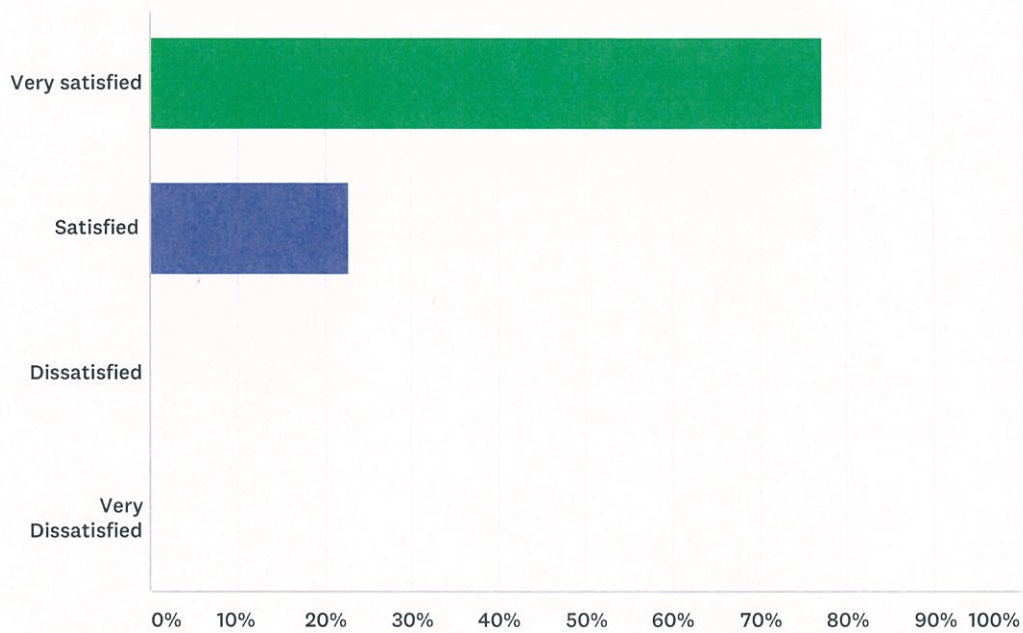
Service Coordinator

In 2018, 86% of respondents reported utilizing the services of the Green Ridge House Service Coordinator. This was a decrease of 3% from 2016. 98% of those who indicated they utilized, or interacted with the service coordinator said that the coordinator was courteous and professional during their interactions, appointments and presentations. This was an increase of 1% from 2017.

Please note all percentages are based on residents who answered the questions. For the remaining questions residents had a variety of open ended questions. Please review the attached summary of the satisfaction survey data for the more detailed responses. The GAIL Program staff continues to strive to increase the number of residents participating in the survey. We are hoping to reach 50% for 2019.

Q1 How satisfied are you with your unit/home?

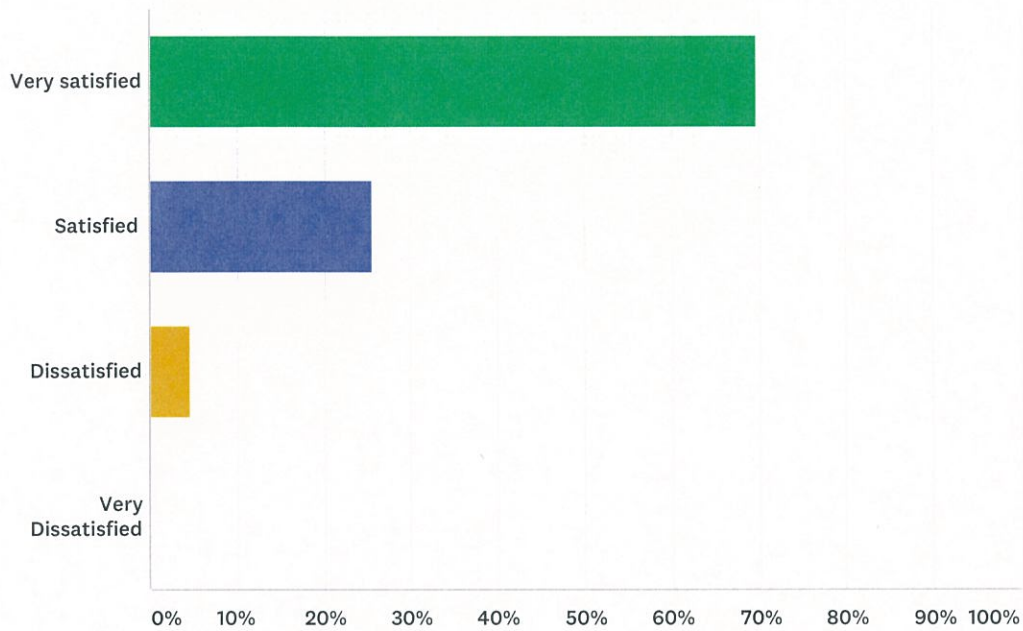
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	77.27%	34
Satisfied	22.73%	10
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
TOTAL		44

Q2 How satisfied are you with your property/building?

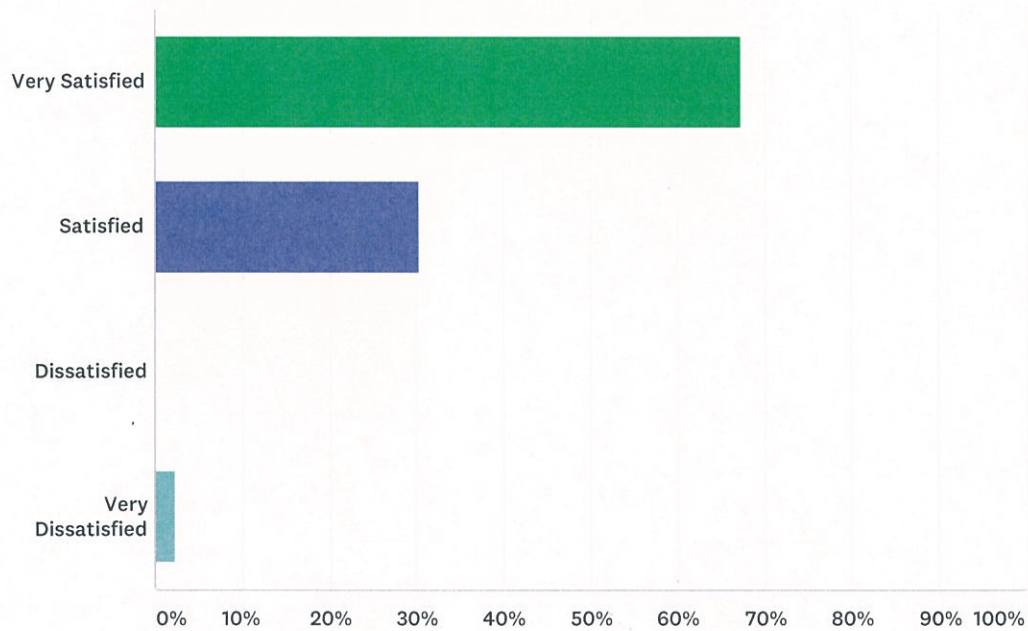
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	69.77%	30
Satisfied	25.58%	11
Dissatisfied	4.65%	2
Very Dissatisfied	0.00%	0
TOTAL		43

Q3 How satisfied are you with your neighborhood?

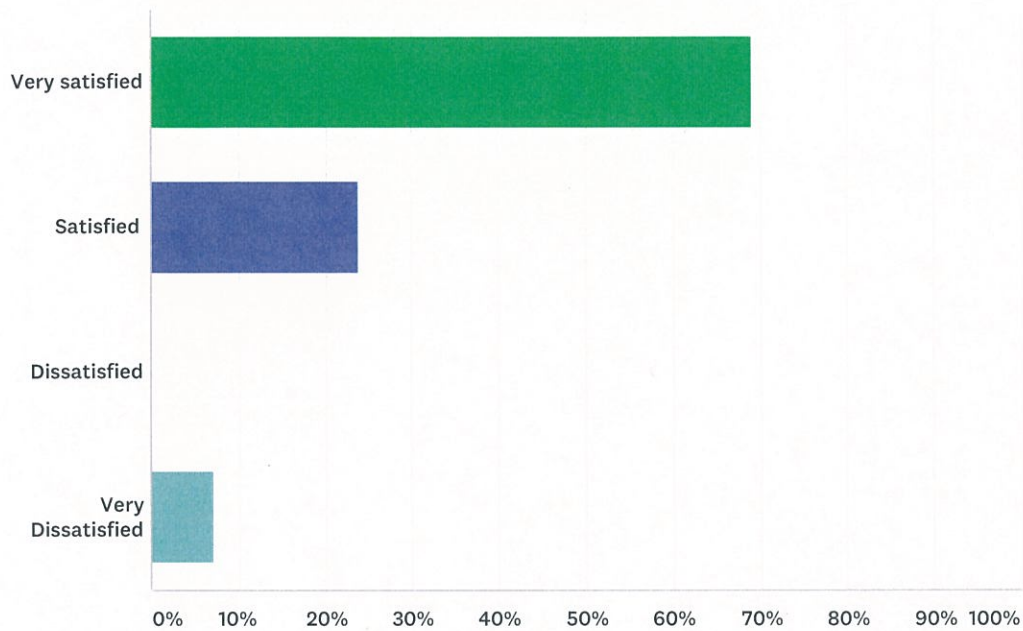
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Satisfied	67.44%	29
Satisfied	30.23%	13
Dissatisfied	0.00%	0
Very Dissatisfied	2.33%	1
TOTAL		43

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

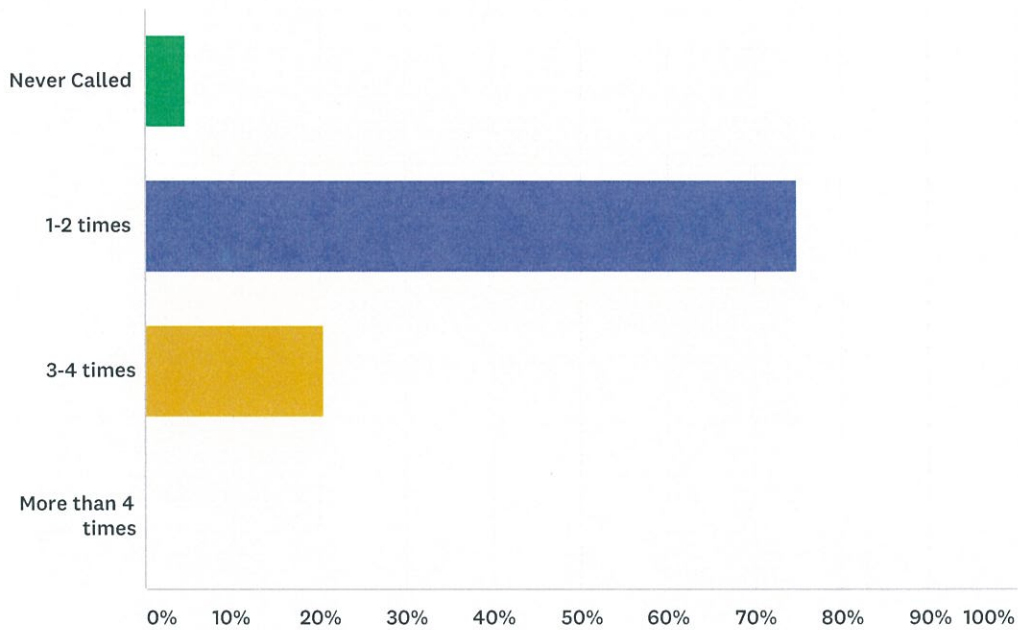
Answered: 42 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	69.05%	29
Satisfied	23.81%	10
Dissatisfied	0.00%	0
Very Dissatisfied	7.14%	3
TOTAL		42

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

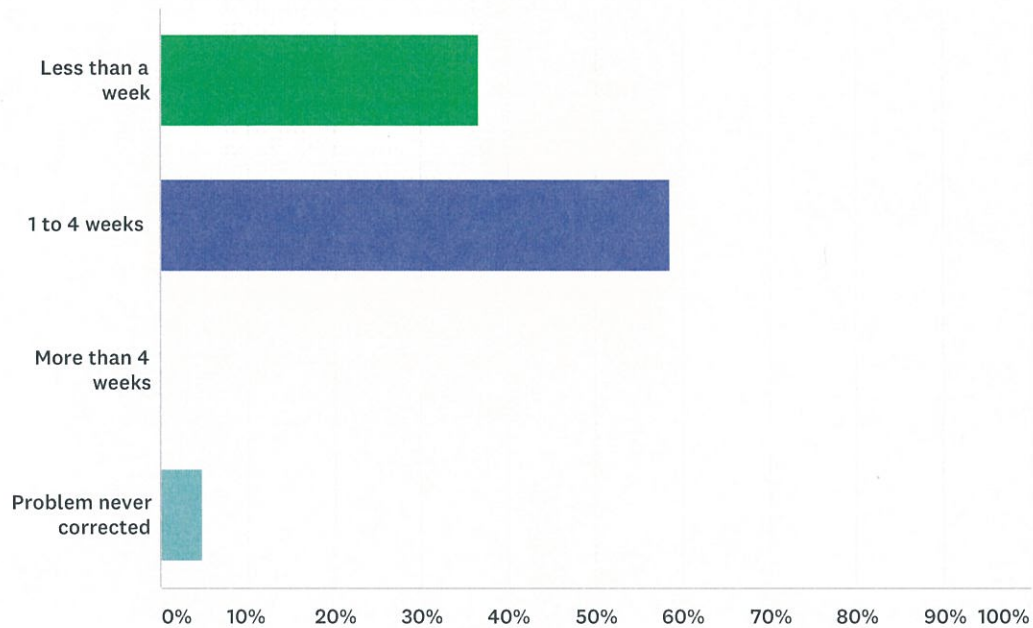
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never Called	4.55%	2
1-2 times	75.00%	33
3-4 times	20.45%	9
More than 4 times	0.00%	0
TOTAL		44

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

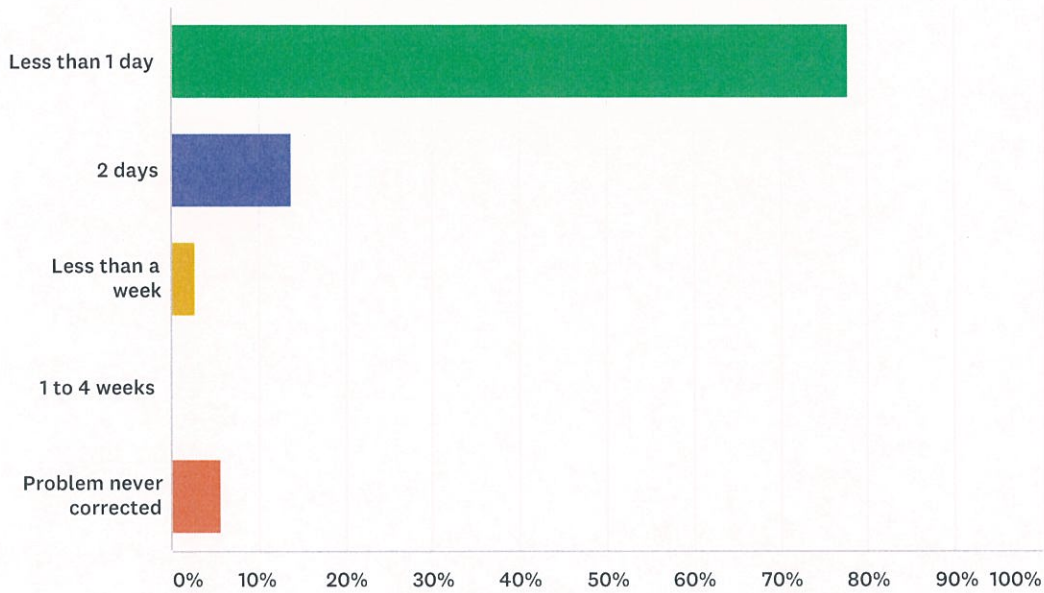
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Less than a week	36.59%	15
1 to 4 weeks	58.54%	24
More than 4 weeks	0.00%	0
Problem never corrected	4.88%	2
TOTAL		41

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

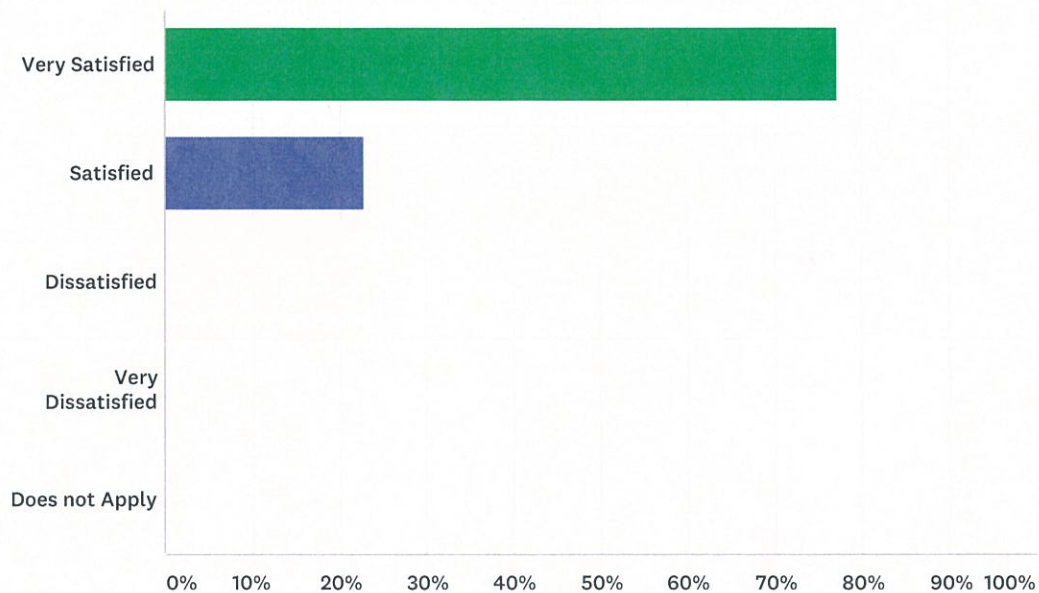
Answered: 36 Skipped: 8



ANSWER CHOICES	RESPONSES	
Less than 1 day	77.78%	28
2 days	13.89%	5
Less than a week	2.78%	1
1 to 4 weeks	0.00%	0
Problem never corrected	5.56%	2
TOTAL		36

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

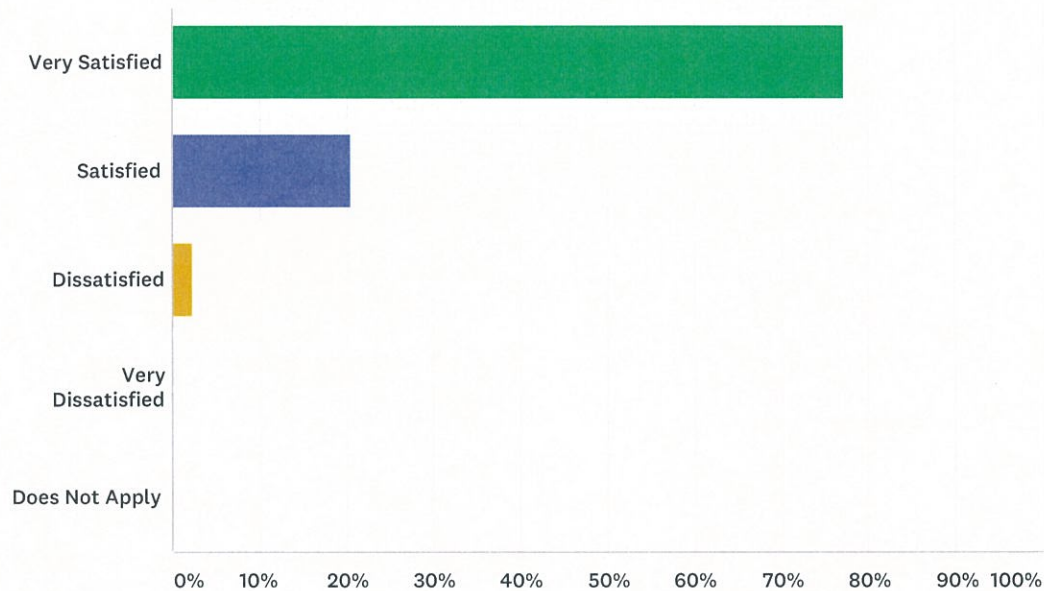
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Satisfied	77.27%	34
Satisfied	22.73%	10
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Does not Apply	0.00%	0
TOTAL		44

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

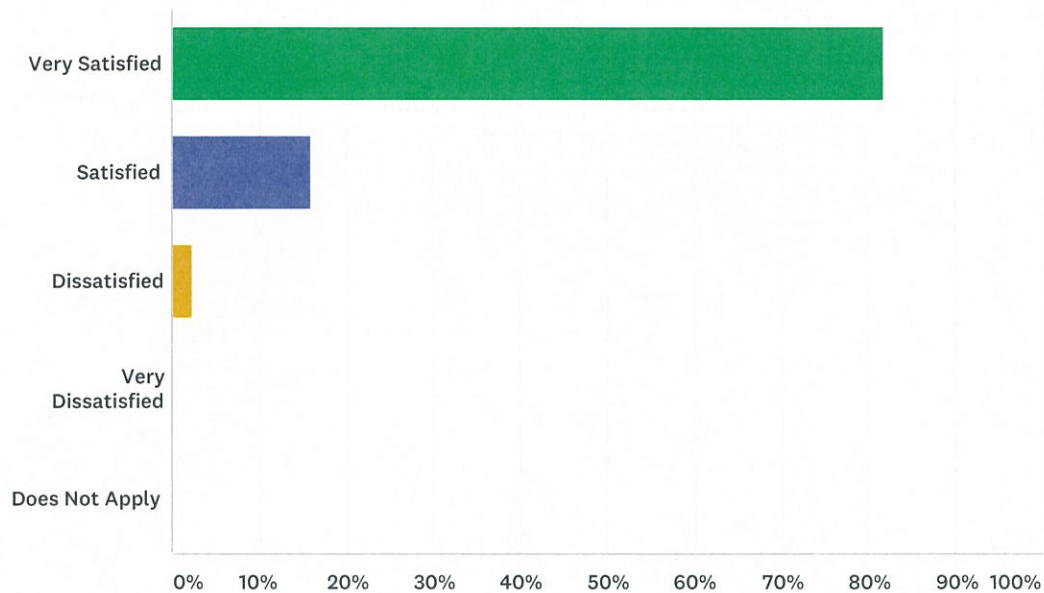
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Satisfied	77.27%	34
Satisfied	20.45%	9
Dissatisfied	2.27%	1
Very Dissatisfied	0.00%	0
Does Not Apply	0.00%	0
TOTAL		44

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

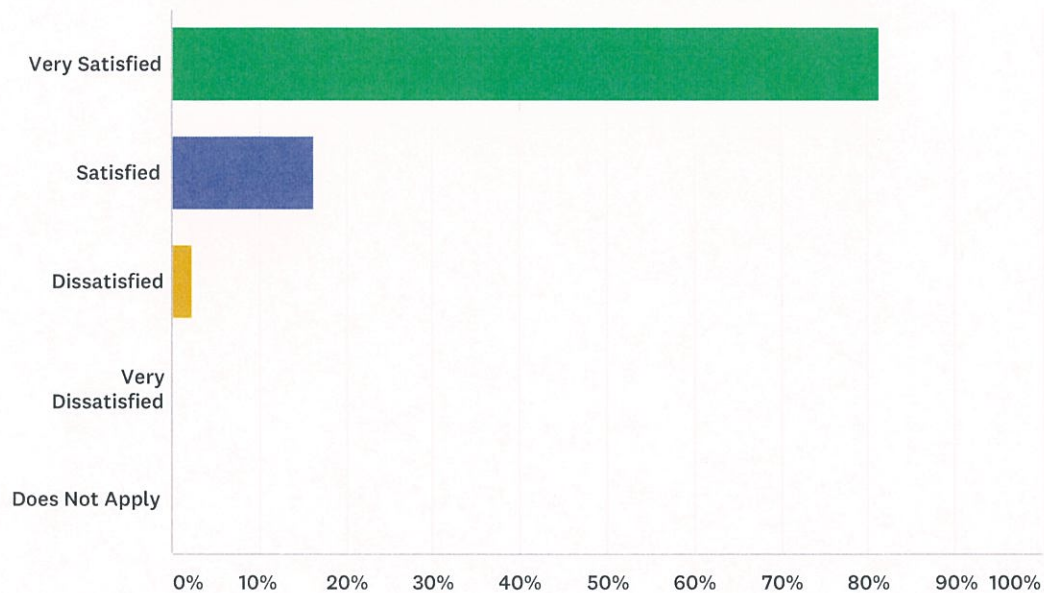
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Satisfied	81.82%	36
Satisfied	15.91%	7
Dissatisfied	2.27%	1
Very Dissatisfied	0.00%	0
Does Not Apply	0.00%	0
TOTAL		44

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

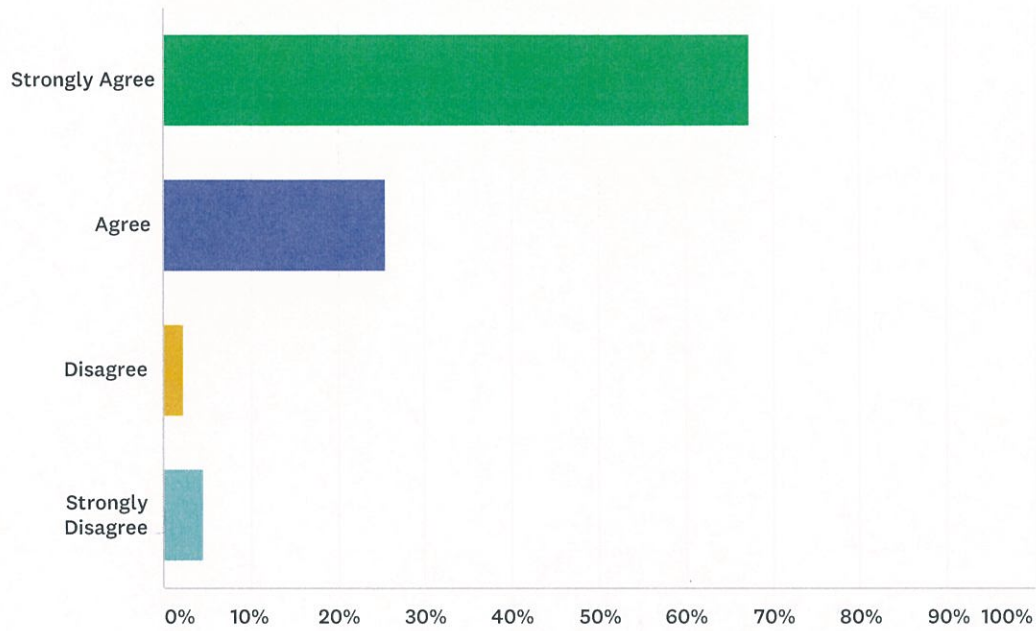
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very Satisfied	81.40%	35
Satisfied	16.28%	7
Dissatisfied	2.33%	1
Very Dissatisfied	0.00%	0
Does Not Apply	0.00%	0
TOTAL		43

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

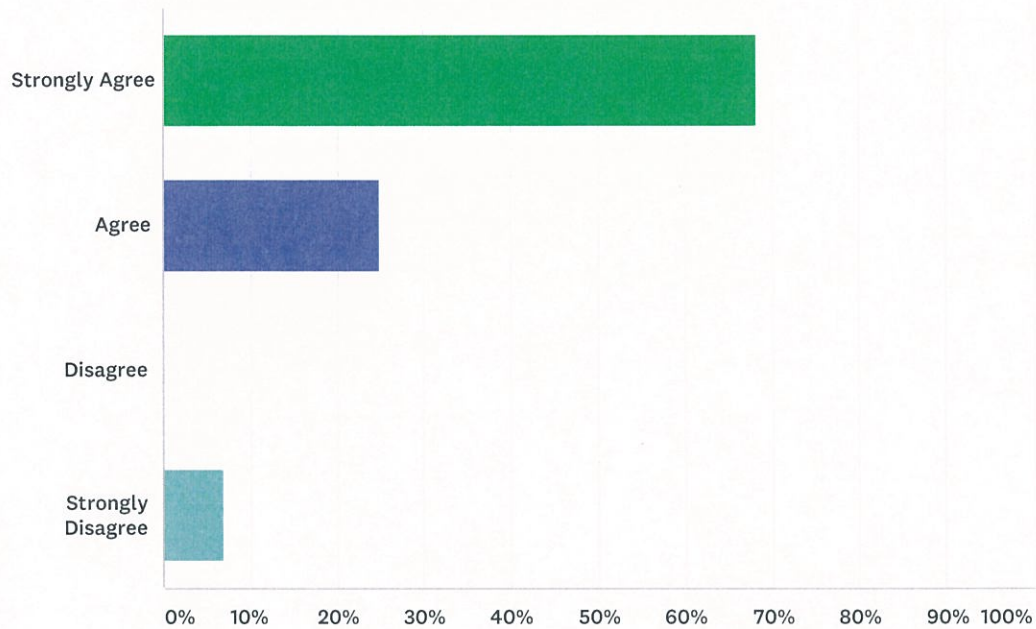
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	67.44%	29
Agree	25.58%	11
Disagree	2.33%	1
Strongly Disagree	4.65%	2
TOTAL		43

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

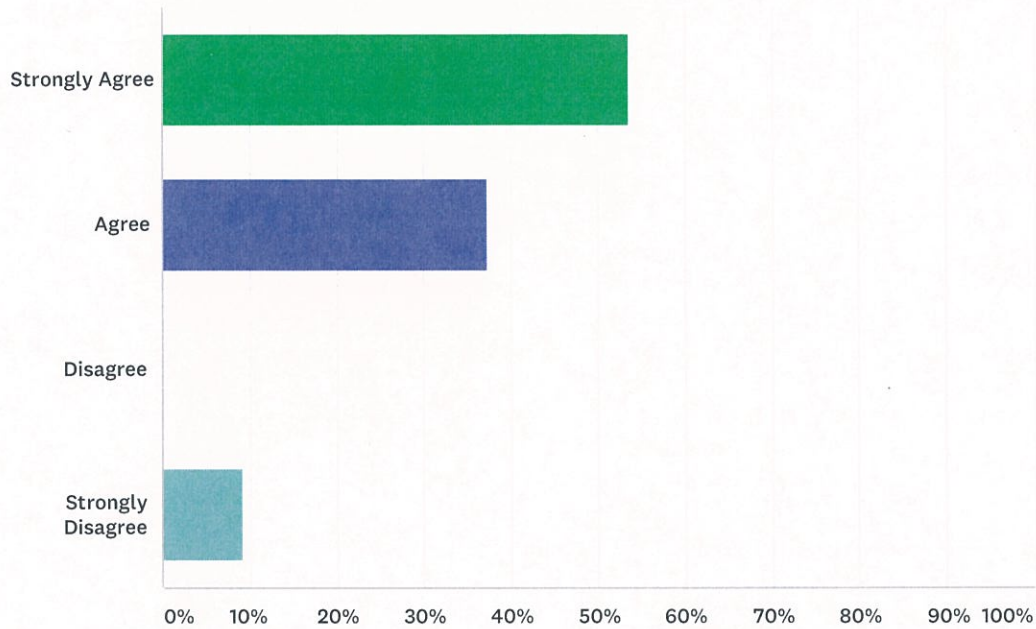
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	68.18%	30
Agree	25.00%	11
Disagree	0.00%	0
Strongly Disagree	6.82%	3
TOTAL		44

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

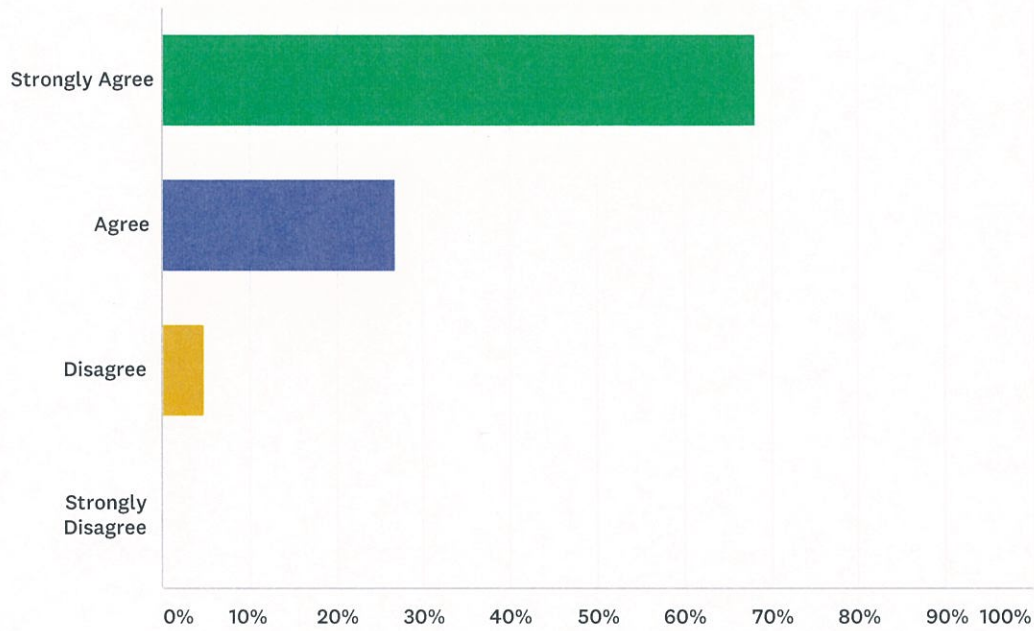
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	53.49%	23
Agree	37.21%	16
Disagree	0.00%	0
Strongly Disagree	9.30%	4
TOTAL		43

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

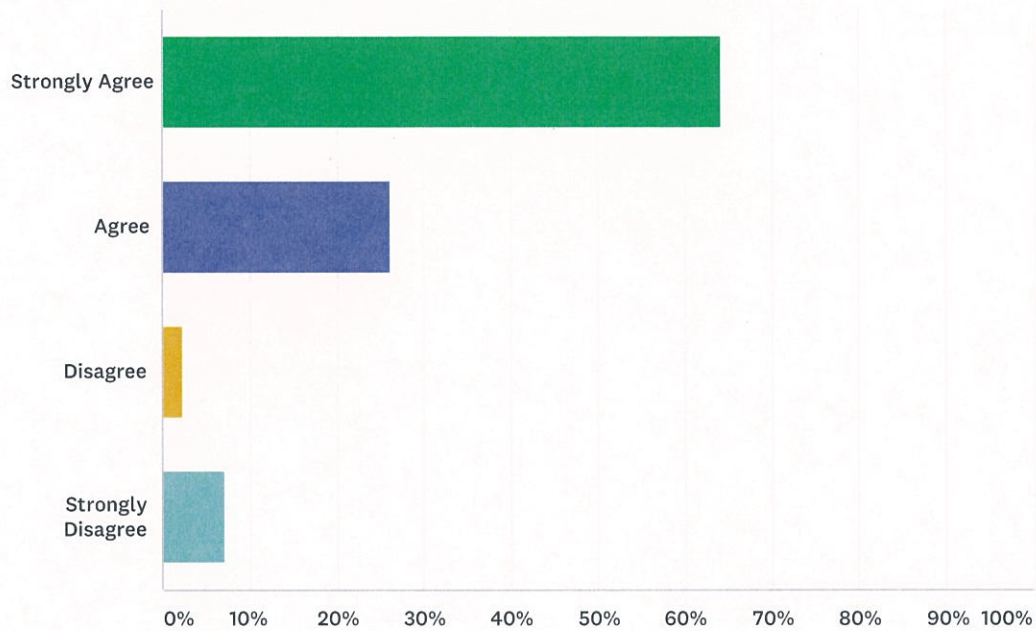
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Strongly Agree	68.29%	28
Agree	26.83%	11
Disagree	4.88%	2
Strongly Disagree	0.00%	0
TOTAL		41

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

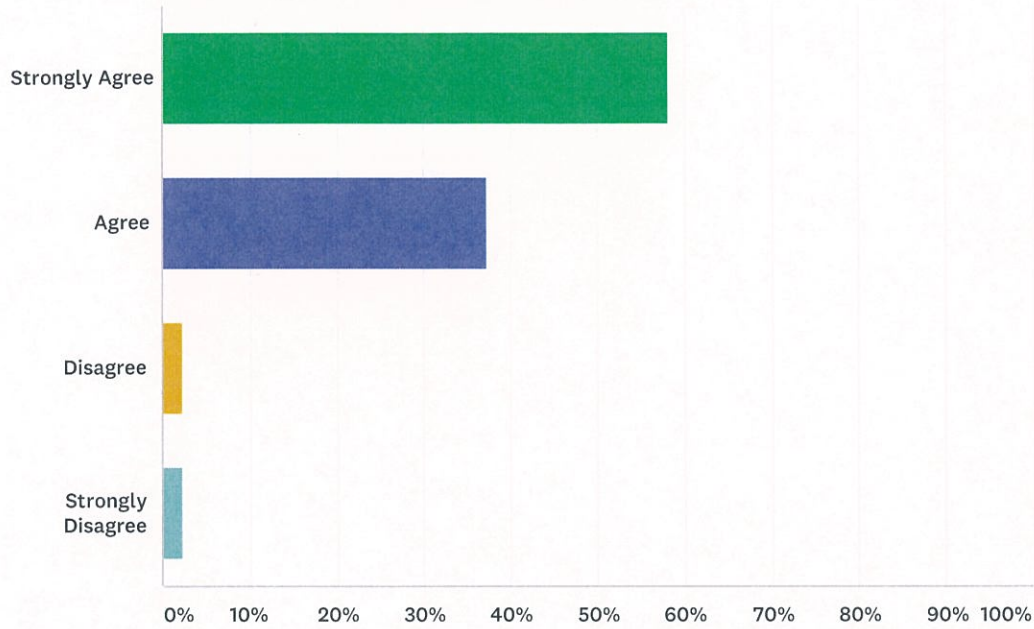
Answered: 42 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly Agree	64.29%	27
Agree	26.19%	11
Disagree	2.38%	1
Strongly Disagree	7.14%	3
TOTAL		42

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

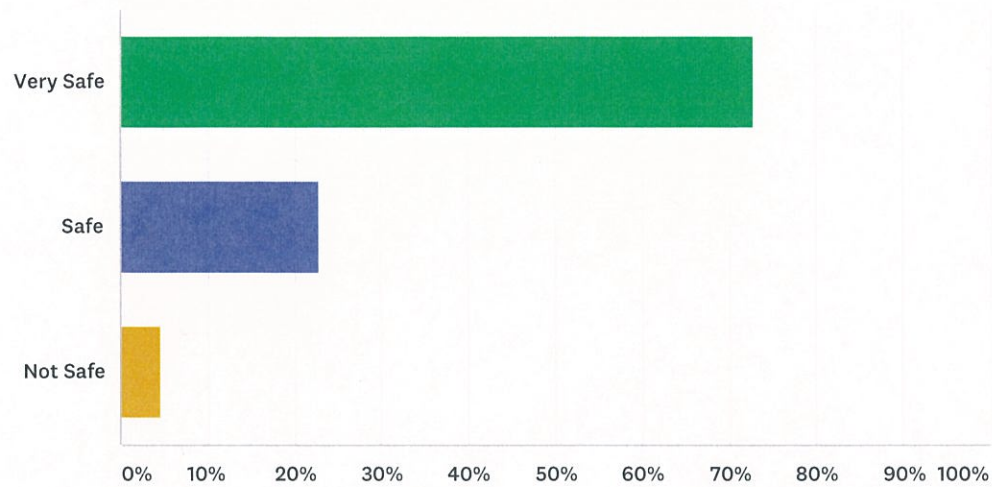
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Agree	58.14%	25
Agree	37.21%	16
Disagree	2.33%	1
Strongly Disagree	2.33%	1
TOTAL		43

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

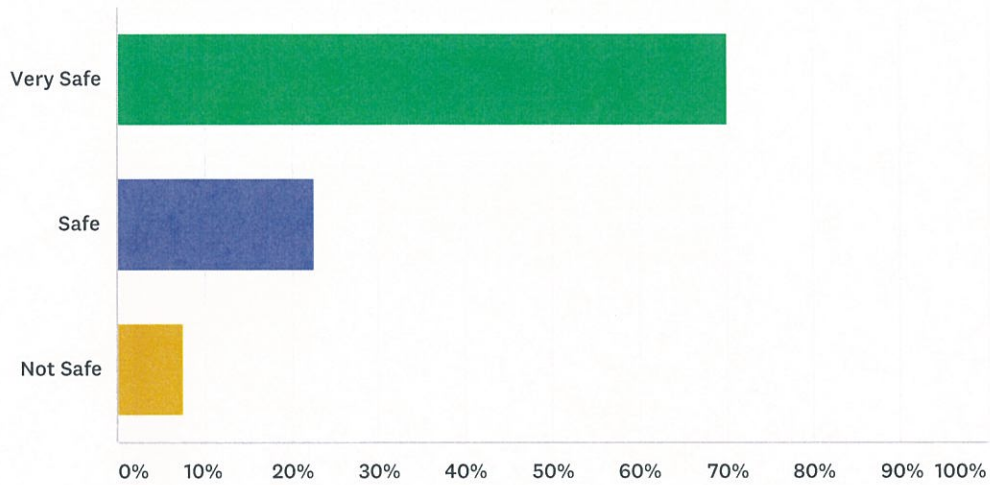
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Safe	72.73%	32
Safe	22.73%	10
Not Safe	4.55%	2
TOTAL		44

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

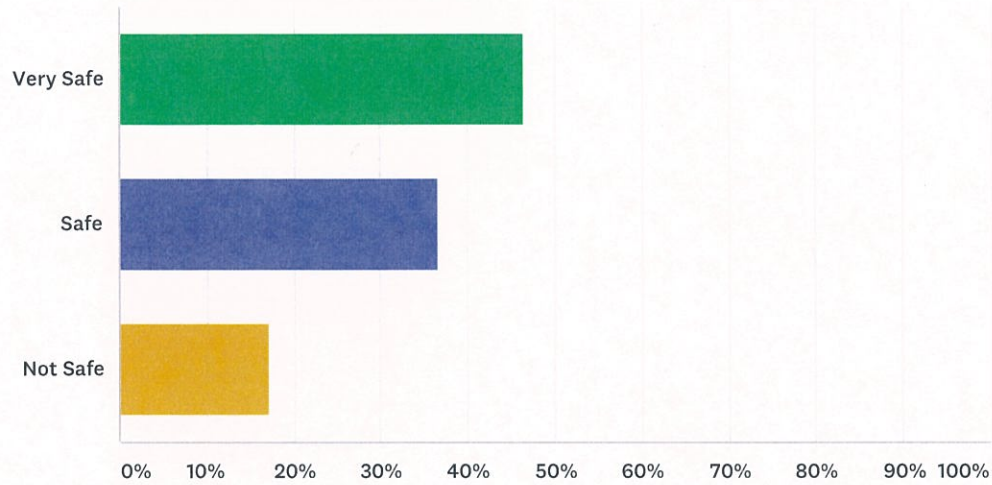
Answered: 40 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very Safe	70.00%	28
Safe	22.50%	9
Not Safe	7.50%	3
TOTAL		40

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

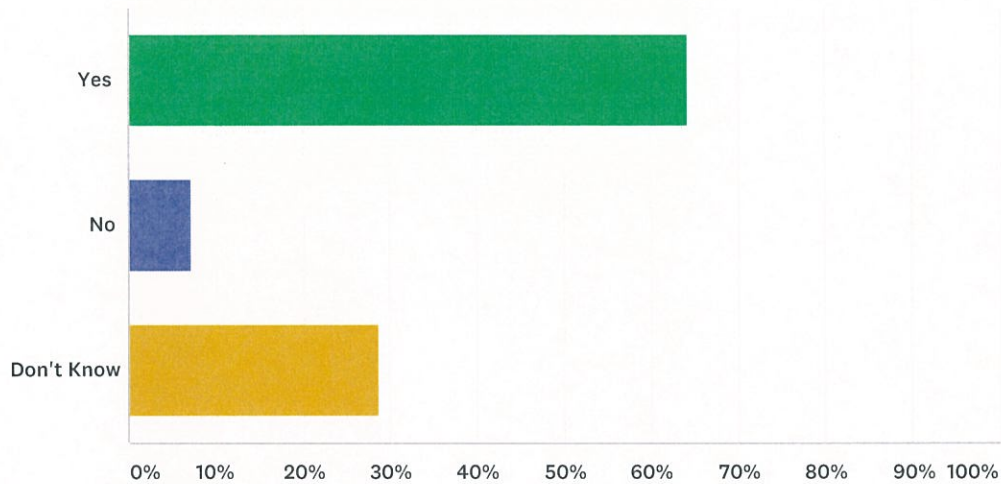
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Safe	46.34%	19
Safe	36.59%	15
Not Safe	17.07%	7
TOTAL		41

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

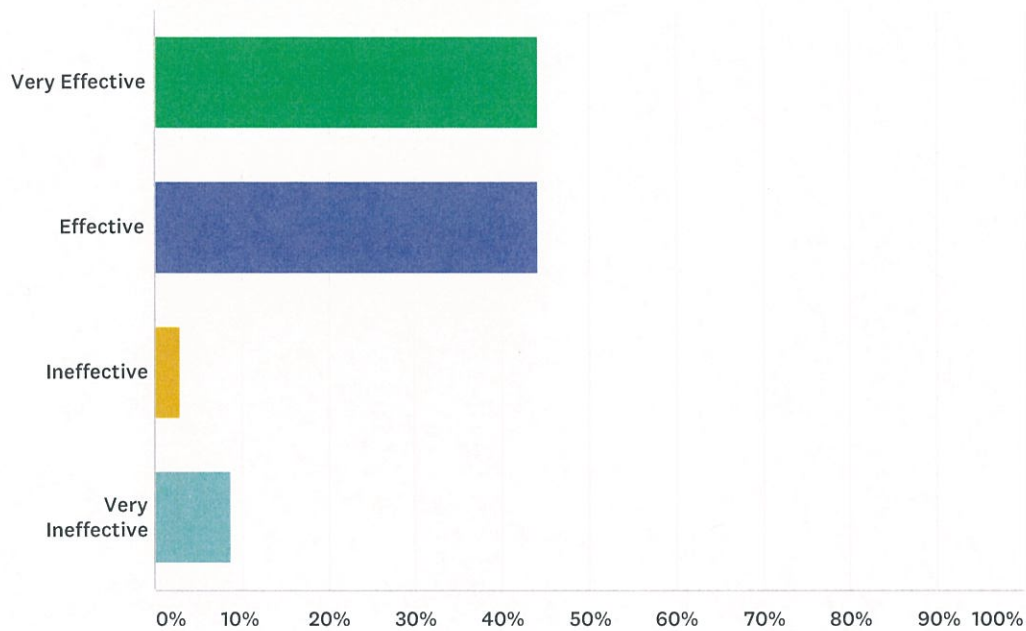
Answered: 42 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	64.29%	27
No	7.14%	3
Don't Know	28.57%	12
TOTAL		42

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

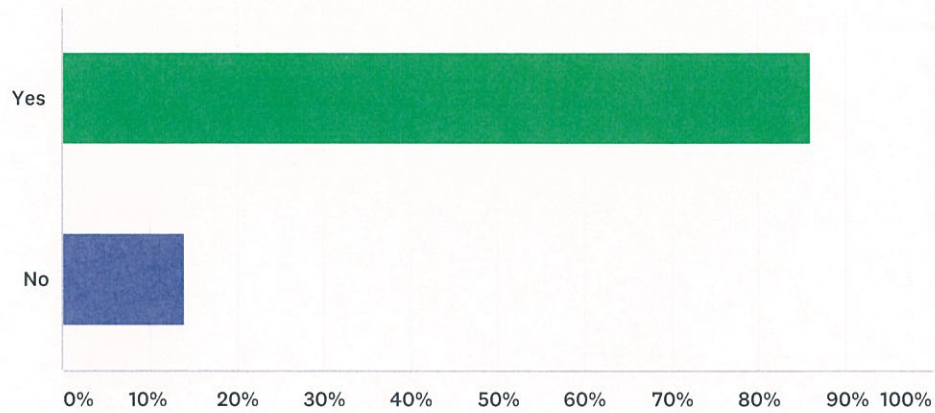
Answered: 34 Skipped: 10



ANSWER CHOICES	RESPONSES	
Very Effective	44.12%	15
Effective	44.12%	15
Ineffective	2.94%	1
Very Ineffective	8.82%	3
TOTAL		34

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

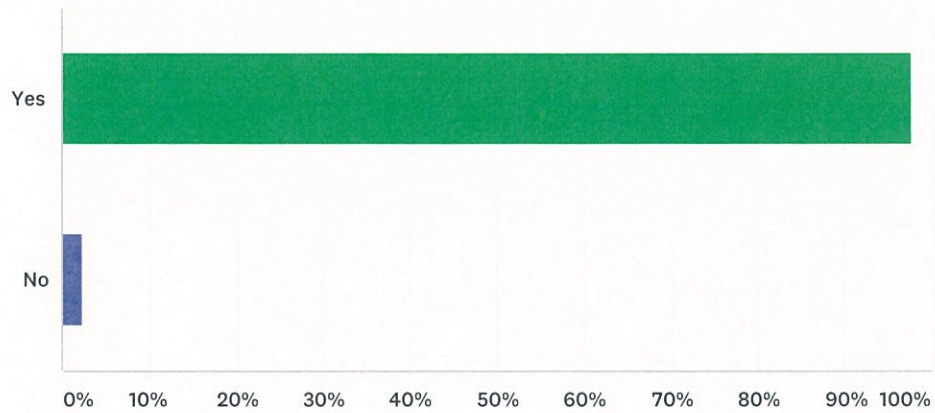
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	86.05%	37
No	13.95%	6
TOTAL		43

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

Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	97.67%	42
No	2.33%	1
TOTAL		43

Q25 What additional health, wellness or community resource programs would you like to see at Green Ridge House?

Answered: 31 Skipped: 13

#	RESPONSES	DATE
1	It would be nice to have someone on group come in to explain different Govt. benefits on continuing health care. Examples, Medicaid, Medicare, Social Security limitation, affordable care act benefits for low income seniors and disabled seniors. I acknowledge there are classes/ presentations in some parts of Greenbelt- but what about transportation to and from that costs money that I don't have.	10/29/2018 1:23 PM
2	Dancing.	10/29/2018 12:22 PM
3	A run to go to Wal-Mart and the Amish market sewing classes and computer classes and Jewelry making.	10/29/2018 12:09 PM
4	People coming in and out at night.	10/29/2018 11:43 AM
5	Stop smoking program.	10/29/2018 11:38 AM
6	Cont. think of try more at the moment.	10/29/2018 11:33 AM
7	Book club, more artful days, painting, brain game, more meal preparation (Demonstration coloring book days with friends).	10/29/2018 11:20 AM
8	Zumba	10/29/2018 10:53 AM
9	Dance, Exercise and computer classes.	10/29/2018 10:33 AM
10	Not sure yet-I'm too new.	10/29/2018 10:22 AM
11	Love all the presentations from Adventist Hospital. Senior safety on the street (muggings).	10/26/2018 4:41 PM
12	Exercise programs, information of programs at the library, etc.,	10/26/2018 4:22 PM
13	Low rent.	10/26/2018 4:10 PM
14	Very clean inside and outside. Your kept up.	10/26/2018 4:04 PM
15	Very satisfied with the unit, management, building and property.	10/26/2018 3:58 PM
16	N/A	10/26/2018 3:54 PM
17	A craft teacher or a ceramic teacher since Fran is not coming back.	10/26/2018 3:51 PM
18	N/A	10/26/2018 3:37 PM
19	N/A	10/26/2018 3:34 PM
20	N/A	10/26/2018 3:31 PM
21	N/A	10/26/2018 3:27 PM
22	N/A	10/26/2018 3:04 PM
23	More nutrition classes	10/22/2018 5:01 PM
24	N/A	10/22/2018 4:55 PM
25	N/A	10/22/2018 4:49 PM
26	N/A	10/22/2018 4:42 PM
27	N/A	10/22/2018 4:38 PM
28	N/A	10/22/2018 4:31 PM
29	N/A	10/22/2018 4:11 PM
30	I like a new ceramic teacher	10/22/2018 4:07 PM

Q26 What do you like most about living at Green Ridge House?

Answered: 36 Skipped: 8

#	RESPONSES	DATE
1	For the most part, living at GRH is a blessing. One that I am very grateful for. Very nice for a price that marks it all possible. For the most part, I feel comfortable with the other residents but, we do have troublemaker.	10/29/2018 1:23 PM
2	I used to like the landscaping. GRH is now ugly. Long grass is not decorated. It looks un-mowed. Rules only apply to some. Favoritism. Some are pets and others are looks dirty.	10/29/2018 12:45 PM
3	Location, Outings. We are getting along good, the treats and staff.	10/29/2018 12:22 PM
4	Its residents, easy access to grocery stores.	10/29/2018 12:13 PM
5	The secure building and people with pets can't let them walk in the hallways I have asthma and allergies	10/29/2018 12:09 PM
6	Pleasant	10/29/2018 11:57 AM
7	Friendliness of staff and residents.	10/29/2018 11:53 AM
8	Clean Building.	10/29/2018 11:43 AM
9	Quietness and clean	10/29/2018 11:33 AM
10	My apartment, community, friends and building management.	10/29/2018 11:20 AM
11	My own space, clean, very attractive inside and outside. Samaney activities so my other things.	10/29/2018 11:01 AM
12	Location	10/29/2018 10:53 AM
13	Cleanliness and up keep is outstanding	10/29/2018 10:38 AM
14	I love my apartment, the hallways and the lobby are very well kept- Management team at laundry room affordable and clean.	10/29/2018 10:33 AM
15	The other residents	10/29/2018 10:26 AM
16	Camaraderie among residents.	10/29/2018 10:22 AM
17	Safe building. Staff are warm and helpful.	10/26/2018 4:41 PM
18	Active community and its resources available to residents	10/26/2018 4:29 PM
19	Inspections	10/26/2018 4:22 PM
20	Not enough women that wants to party.	10/26/2018 4:04 PM
21	Everything	10/26/2018 3:54 PM
22	I like the people, the landscape around the building, its just a nice place.	10/26/2018 3:51 PM
23	N/A	10/26/2018 3:37 PM
24	N/A	10/26/2018 3:34 PM
25	Management	10/26/2018 3:31 PM
26	I like that you a card to enter the building for security reason.	10/26/2018 3:27 PM
27	N/A	10/26/2018 3:04 PM
28	Going on the trips; And the events we have here.	10/22/2018 5:01 PM
29	A handful of residents are friendly and respectful.	10/22/2018 4:55 PM
30	It's too difficult to pick only one form so many possibilities.	10/22/2018 4:49 PM
31	Peace and quit privacy	10/22/2018 4:42 PM
32	Quiet apartment	10/22/2018 4:38 PM

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33	Enjoy living here I can make friends and go places. Some trips are joke and I feel safe in my apartment	10/22/2018 4:31 PM
34	Having my own unit	10/22/2018 4:11 PM
35	The activity	10/22/2018 4:07 PM
36	Convenient to public transportation	10/22/2018 3:10 PM

Q27 What do you like the least about living at Green Ridge House?

Answered: 33 Skipped: 11

#	RESPONSES	DATE
1	Nothing that is GRH's responsibility to correct. It's mine.	10/29/2018 1:23 PM
2	The décor is institutional for instance, the fake wood on the floor is brown, the rails are blond , the walls are yellow and the molding is rose, the elevator wall are formal and the floor doesn't match.	10/29/2018 12:45 PM
3	It's too hot for me.	10/29/2018 12:22 PM
4	Only having one pet per unit I wish thy would allow 2 cats instead of just one.	10/29/2018 12:13 PM
5	You can't use the laundry room when you want to.	10/29/2018 12:09 PM
6	Strictness and severity about rules and regulations	10/29/2018 11:38 AM
7	No comment	10/29/2018 11:33 AM
8	N/A	10/29/2018 11:20 AM
9	Not enough laundry facility. (I realize it cannot be change).	10/29/2018 11:01 AM
10	People still smoke. Do not obey rules. Apt.#318	10/29/2018 10:53 AM
11	Smoking outside.	10/29/2018 10:33 AM
12	No dishwasher	10/29/2018 10:26 AM
13	Having to wait for a storage unit-I wish I had more closets.	10/29/2018 10:22 AM
14	PA system-too loud and scratchy frequently incoherent.	10/26/2018 4:41 PM
15	Residents who refuse to obey the rules set in their lease.	10/26/2018 4:29 PM
16	Nothing	10/26/2018 4:22 PM
17	Too many apartment inspections.	10/26/2018 4:10 PM
18	Not a problem	10/26/2018 3:54 PM
19	When people have to have to go to assisted living or when they die.	10/26/2018 3:51 PM
20	N/A	10/26/2018 3:37 PM
21	N/A	10/26/2018 3:34 PM
22	N/A	10/26/2018 3:31 PM
23	Not enough space	10/26/2018 3:27 PM
24	N/A	10/26/2018 3:04 PM
25	If someone hasn't been seen for while check on them.	10/22/2018 5:01 PM
26	Gossip.	10/22/2018 4:55 PM
27	N/A	10/22/2018 4:49 PM
28	Not as many in house work shops	10/22/2018 4:42 PM
29	Gossips, dirty spots on the carpets. TV's with no remotes. Residents whom steal... Having to watch your clothing in laundry room.	10/22/2018 4:38 PM
30	I don't like doing the yearly application for the rent. I understand why we do it but it makes me worry my rent will go up.	10/22/2018 4:31 PM
31	None for now	10/22/2018 4:11 PM
32	Management take often to much	10/22/2018 4:07 PM
33	Residents should have carpet cleaning services sooner than the current every 5 years allowance.	10/22/2018 3:10 PM

Q28 List issues you feel need to be addressed to ensure the peaceful enjoyment and livability at the apartments:

Answered: 29 Skipped: 15

#	RESPONSES	DATE
1	Most problems at GRH are people, places and things-problems that you will confront everywhere. Management can't control human behavior. Just try to make sure your screening process is sufficient.	10/29/2018 1:23 PM
2	Quiet time needs to be stressed. Elder abused. People who live here have less value than non residents. Management treats tenants rudely.	10/29/2018 12:45 PM
3	I can't think of any.	10/29/2018 12:09 PM
4	People are still putting trash in the recycle bins on my floor. (Styrofoam little blue sweetener packets).	10/29/2018 11:53 AM
5	Severity of management promotes fear.	10/29/2018 11:38 AM
6	More health care screening.	10/29/2018 11:33 AM
7	N/A I have place.	10/29/2018 11:20 AM
8	Same people breaking rules on smoking when management is off.	10/29/2018 10:53 AM
9	None	10/29/2018 10:33 AM
10	As above	10/29/2018 10:26 AM
11	I don't know of any issues that need to be addressed at this time that aren't already being worked on.	10/29/2018 10:22 AM
12	?	10/26/2018 4:22 PM
13	Do away with the apartment inspections, they are a pain in the rear.	10/26/2018 4:10 PM
14	None. All are wonderful.	10/26/2018 3:54 PM
15	There is mold on the terrace patio.	10/26/2018 3:51 PM
16	N/A	10/26/2018 3:37 PM
17	N/A	10/26/2018 3:34 PM
18	N/A	10/26/2018 3:31 PM
19	N/A	10/26/2018 3:27 PM
20	N/A	10/26/2018 3:04 PM
21	N/A	10/22/2018 5:01 PM
22	Letting certain residents get away with certain things. Letting their dogs sit in the window (front) at the office.	10/22/2018 4:55 PM
23	N/A	10/22/2018 4:49 PM
24	N/A	10/22/2018 4:42 PM
25	There are feces which is being smeared on wall and elevator walls. (Human Poo).	10/22/2018 4:38 PM
26	Don't like to walk to the trash room. Would like a little washer and dryer in my apartment. I never know who use it before you.	10/22/2018 4:31 PM
27	None	10/22/2018 4:11 PM
28	Joyce need to keep her door open	10/22/2018 4:07 PM
29	N/A	10/22/2018 3:10 PM

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Q29 What suggestions do you have to address the issues listed above?

Answered: 23 Skipped: 21

#	RESPONSES	DATE
1	Just maintain adequate screening processes of new potential residents (Try a little harder). Put some darn pool tables in the community room that hardly ever get used. This yearly response that its a safety issue doesn't hold water. Anyone can make an unsafe situation with most of the things in the common areas in this building. Give the residents something to do besides hibernating all day in the lazy boy in front of the TV. I am getting the impression that this is an issue of something other than "Safety".	10/29/2018 1:23 PM
2	Oversight: Management arrives late daily. 1-3 hours leaving early, taking long lunches at the same time the open 8-5 is a joke.	10/29/2018 12:45 PM
3	A one on one tutoring with a signature recognizing what should and should not be recycled	10/29/2018 11:53 AM
4	None	10/29/2018 11:38 AM
5	Have a mini health fair -done.	10/29/2018 11:33 AM
6	I am satisfied as is. And thankful to live hear.	10/29/2018 11:01 AM
7	Strongly talk to those people who smoke or have gusts smoking and sleep over regularly. Mr. Brown form Apt.318 is the President of GRH and the first person to BREAK the rule of the "NON SMOKING RULE" No Respect .	10/29/2018 10:53 AM
8	None	10/26/2018 3:54 PM
9	It needs to be scrubbed.	10/26/2018 3:51 PM
10	N/A	10/26/2018 3:37 PM
11	N/A	10/26/2018 3:34 PM
12	N/A	10/26/2018 3:31 PM
13	N/A	10/26/2018 3:27 PM
14	N/A	10/26/2018 3:04 PM
15	N/A	10/22/2018 5:01 PM
16	Have it stopped immediately.	10/22/2018 4:55 PM
17	N/A	10/22/2018 4:49 PM
18	N/A	10/22/2018 4:42 PM
19	N/A	10/22/2018 4:38 PM
20	Put a small washer and dryer in closet by the wall next to bathroom. Change both into a walk-in bath.	10/22/2018 4:31 PM
21	N/A	10/22/2018 4:11 PM
22	They have too many vacation and her always leave early on Fridays.	10/22/2018 4:07 PM
23	N/A	10/22/2018 3:10 PM