

Greenbelt City Council Budget Work Session

Green Ridge House

**May 16, 2018
7:30 p.m.**

Green Ridge House

22 Ridge Road

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 FOR FY 2018

- Upgraded elevators with new interiors.
- Installed a new concrete slab and tree boxes on picnic patio.
- Installed a new handicap ramp at the side entrance to the building.
- Installed a new sidewalk and hand rail at the dumpster enclosure.
- New sprinkler heads were installed throughout the building.
- The residents' parking lot will be restriped in the spring.
- A new IP phone system was installed.
- The boiler and trash rooms were repainted.
- The parking lot was restriped.
- In February 2018, the annual REAC inspection was done with a score of 94 out of 100 possible points.

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. Currently, the market rent for a unit at Green Ridge House is \$1,237 per month.

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 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 an increase in residents services has been required.

There are 55 parking spaces on-site and there are 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 mortgage on Green Ridge House (GRH) was satisfied in November 2017. As a result, monies formerly dedicated to the mortgage (\$250,000) will be transferred to the Green Ridge House account at the Maryland Local Government Investment Pool (LGIP).
- 3) The City holds two LGIP accounts for GRH. The first is an investment account. The second holds monies set aside for capital projects. In FY 2019, it is proposed to transfer \$330,000 to this account.
- 4) \$420,000 have been reserved for capital expenditures in FY 2019. These expenditures include the recommendation to improve/replace one of the two elevators, replacing carpet in the common areas, refurbishing the public restrooms, installing an ADA compliant sidewalk with handrails that lead to the outdoor smoking area, and fire doors.

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 2016 Actual Trans.	FY 2017 Actual Trans.	FY 2018 Adopted Budget	FY 2018 Estimated Trans.	FY 2019 Proposed Budget	FY 2019 Adopted Budget
REVENUES						
Rental Income						
Federal Section 8 Payment	\$1,069,668	\$1,070,364	\$1,126,000	\$1,095,200	\$1,094,400	
Rental Income from Residents	417,456	419,757	416,600	404,800	404,800	
Vacancies	(18,288)	(41,790)	(33,000)	(25,400)	(23,900)	
Total Rental Income	\$1,468,836	\$1,448,331	\$1,509,600	\$1,474,600	\$1,475,300	\$0
Miscellaneous Revenue						
Laundry Machines	\$3,472	\$3,149	\$3,200	\$3,500	\$3,200	
Miscellaneous Income	2,389	351	500	900	500	
Interest Income	1,417	4,271	2,500	10,100	14,100	
Total Miscellaneous	\$7,278	\$7,771	\$6,200	\$14,500	\$17,800	\$0
TOTAL REVENUES	\$1,476,114	\$1,456,102	\$1,515,800	\$1,489,100	\$1,493,100	\$0
EXPENDITURES						
Personnel Expenses	\$249,455	\$259,174	\$293,000	\$292,500	\$300,200	
Operating Expenses						
Administration	\$184,583	\$182,646	\$212,600	206,900	\$202,900	
Utilities	153,895	129,173	152,200	129,600	161,500	
Turnover Costs/Misc. Licenses	60,127	43,361	48,400	27,000	50,400	
Maintenance	168,477	256,718	217,500	183,600	242,800	
Total Operating Expenses	\$567,082	\$611,898	\$630,700	\$547,100	\$657,600	\$0
Taxes, Insurance and Debt Expenses						
Real Estate Tax Fee in lieu	\$93,586	\$94,151	\$94,700	\$94,700	\$96,000	
Insurance	131,036	113,850	155,400	150,700	79,900	
Principal and Interest	257,702	257,702	107,300	107,400	0	
Total Taxes, Interest and Debt Expenses	\$482,324	\$465,703	\$357,400	\$352,800	\$175,900	\$0
Transfer to Investments	\$70,000	\$70,000	\$150,000	\$150,000	\$0	
Green Ridge House Capital Acct.	72,000	72,000	72,000	72,000	330,000	
Total Transfer to Reserves	\$142,000	\$142,000	\$222,000	\$222,000	\$330,000	\$0
TOTAL ALL EXPENDITURES	\$1,440,861	\$1,478,775	\$1,503,100	\$1,414,400	\$1,463,700	\$0
OVER/(UNDER) EXPENDITURES	\$35,253	(\$22,673)	\$12,700	\$74,700	\$29,400	\$0

GREEN RIDGE HOUSE Reserves	FY 2016 Actual Trans.	FY 2017 Actual Trans.	FY 2018 Adopted Budget	FY 2018 Estimated Trans.	FY 2019 Proposed Budget	FY 2019 Adopted Budget
LGIP Capital Account						
Balance July 1	\$646,768	\$698,119	\$634,019	\$655,995	\$507,320	
Contributions	144,000	72,000	72,000	72,000	330,000	
Interest	778	2,239	1,500	5,000	6,800	
Transfers In	0	0	0	4,325	0	
Expenditures	(93,427)	(116,363)	(215,000)	(230,000)	(444,400)	
Balance June 30	\$698,119	\$655,995	\$492,519	\$507,320	\$399,720	\$0
RESIDUAL RECEIPTS						
Balance July 1	\$76,195	\$4,280	\$4,300	\$4,295	\$0	
Contributions	0	0	0	0	0	
Interest	85	15	30	30	0	
Transfers Out	(72,000)	0	0	(4,325)	0	
Balance June 30	\$4,280	\$4,295	\$4,330	\$0	\$0	\$0
LGIP INVESTMENTS						
Balance July 1	\$322,428	\$392,958	\$444,558	\$464,968	\$619,768	
Contributions	70,000	70,000	150,000	150,000	0	
Interest	530	2,010	2,500	4,800	7,000	
Withdrawals	0	0	0	0	0	
Balance June 30	\$392,958	\$464,968	\$597,058	\$619,768	\$626,768	\$0
ALL RESERVE ACCOUNTS						
Balance July 1	\$1,045,391	\$1,095,357	\$1,082,877	\$1,125,258	\$1,127,088	
Contributions	214,000	142,000	222,000	222,000	330,000	
Interest	1,393	4,264	4,030	9,830	13,800	
Expenditures	(165,427)	(116,363)	(215,000)	(234,325)	(444,400)	
Balance June 30	\$1,095,357	\$1,125,258	\$1,093,907	\$1,122,763	\$1,026,488	\$0

Table of Contents

Section

1	Budget
2	Income
3	Administrative
4	Payroll
5	Utilities
6	Service Contracts
7	Insurance
8	Maintenance
9	Turnover Costs
10	Taxes and Reserves
11	Capital Expenditures

Green Ridge House Budget

Fiscal Year 2019

	Actual FY 2016	Actual FY 2017	Budget FY 2018	Estimated FY 2018	Proposed FY 2019
--	-------------------	-------------------	-------------------	----------------------	---------------------

Section 2 Revenue

Rental Revenue

Potential Resident Rent Income	417,456	419,757	\$416,600	\$404,800	404,800
HUD Potential Rent Subsidy	1,069,668	1,070,364	1,126,300	1,095,200	1,094,400
Vacancy Loss	(17,477)	(30,717)	(17,700)	(10,600)	(11,000)
Employee Units	(14,724)	(11,073)	(15,600)	(14,800)	(12,900)
Ending Prepaid Rent	517	0	0	0	-
Ending Delinquency	623	0	0	0	-
Total Rental Revenue	1,456,063	1,448,331	1,509,600	1,474,600	1,475,300

Other Revenue

Late Fees	511	107	300	0	300
Laundry Income	3,472	3,149	3,200	3,500	3,200
Tenant Damages Fees	1,878	244	0	900	
Interest Income - Checking	23	22	100	100	100
Interest Income - LGIP	0	0	2,400	10,100	14,000
Miscellaneous Income	0	0	200	0	200
Total Other Revenue	5,884	3,522	6,200	14,500	17,800
Total Revenue	1,461,947	1,451,853	1,515,800	1,489,100	1,493,100

Section 3 - Operating Expenses

Aministrative

Management Fees	65,615	65,330	68,200	67,000	66,600
Bank Fees	0	539	900	900	900
Computer Services	14,916	21,777	9,500	9,900	8,000
Educational Training	2,164	343	3,000	400	1,000
Social Activities	24,726	26,366	28,200	22,800	28,000
Legal Fees	356	587	5,000	15,300	5,000
Miscellaneous Administrative	32,263	61,666	41,400	34,500	41,400
Credit Reports	3,398	891	1,000	1,000	1,000
Office Supplies	13,391	10,544	13,600	15,900	15,200
Postage	312	486	400	300	400
Professional Fees	0	226	200	200	200
Audit Fees	8,100	8,250	8,700	9,000	9,000
Office Equipment Rental	0	341	0	0	-
Uniforms	0	0	0	200	-
Misc. Operating Expense	15,599	15,810	9,300	11,700	11,300
Advertising and Promotion	604	35	1,000	700	1,000
Cable/Internet/Phone	15,479	16,238	13,400	16,000	13,400
Interest on Security Deposits	520	571	400	500	-
Zip Car Fees	0	0	8,400	500	500
Total Administrative	197,443	230,000	212,600	206,900	202,900

Green Ridge House Budget

Fiscal Year 2019

	Actual FY 2016	Actual FY 2017	Busget FY 2018	Estimated FY 2018	Proposed FY 2019
--	-------------------	-------------------	-------------------	----------------------	---------------------

Section 4- Payroll

Salaries	247,667	254,066	265,100	267,900	271,900
Payroll Taxes	20,849	19,663	23,900	21,100	24,500
Temporary Help	0	5,210	0	300	500
Employers 401K Expense	4,037	4,185	4,000	3,200	3,300
Total Payroll	272,553	283,124	293,000	292,500	300,200

Section 5 - Utilities

Electricity - Common Area	55,992	53,478	66,500	62,600	64,500
Electricity Vacant Units	38	299	200	500	500
Water & Sewer	58,334	53,727	58,600	63,700	65,600
Gas - Common Area	29,656	21,212	26,900	2,900	31,000
Total Utilities	144,020	128,716	152,200	129,600	161,500

Section 6 Service Contracts

Elevator Contract	7,522	6,794	9,400	7,600	9,700
Exterior Landscaping Contract	33,806	41,506	41,200	38,200	42,000
Fire & Life Safety Contract	0	10,929	4,800	2,800	7,900
Contract Cleaning	41,844	40,994	43,300	42,100	43,300
Access Control	2,010	7,703	2,800	2,300	2,300
Pest Control Contract	2,659	3,056	2,900	2,300	3,100
Trash Removal	12,382	11,305	11,600	11,400	9,400
Total Service Contracts	100,223	122,287	116,000	106,600	117,700

Section 7 - Insurance

Employee Health Insurance	29,646	18,334	20,500	14,000	14,400
Worker's Compensation	8,870	3,895	6,300	3,200	2,600
Multi Peril Insurance	717	717	0	30,100	58,500
Flood Insurance	0	0	700	900	1,000
Fiduciary Liability	340	276	300	300	300
Excess Liability	2,573	2,573	2,700	2,600	2,700
3rd Party Liability	293	325	300	300	400
Total Insurance	42,439	26,120	30,800	51,400	79,900

Green Ridge House Budget

Fiscal Year 2019

	Actual FY 2016	Actual FY 2017	Busget FY 2018	Estimated FY 2018	Proposed FY 2019
--	-------------------	-------------------	-------------------	----------------------	---------------------

Section 8 - Maintenance

Electrical	6,546	3,152	2,500	3,000	4,200
HVAC	12,253	30,889	18,400	13,400	18,700
Misc. Maintenance	1,183	2,347	4,000	3,300	4,100
Pavement and Grounds	0	0	5,000	0	5,000
Plumbing	7,620	9,975	11,600	10,200	12,000
Snow Removal	13,715	4,918	15,100	9,000	10,000
Repairs Covered by Insurance	1,850	1,185	0	0	-
Reimburse. from Insurance Claims	0	0	0	0	-
Replacement Units & Parts	17,696	13,003	16,900	11,400	18,200
Redecoration Costs	5,900	0	0	0	-
Painting - Public Space	0	9,805	20,000	21,600	25,000
Appliance Maintenance	0	0	0	700	
Floor Repairs	0	742	0	0	-
Roof Repairs	5,450	0	5,000	0	25,000
Janitorial Supplies	420	2,466	3,000	4,300	3,000
Expense Reimbursement	0	0	0	0	-
Total Maintenance	72,633	78,482	101,500	77,000	125,100

Section 9 - Turnover Costs

Apartment Painting	8,495	9,010	10,300	2,400	10,300
Carpet Cleaning	22,181	9,499	19,300	8,400	20,200
Apartment Cleaning	2,476	3,125	3,800	1,500	4,800
Total Turnover Costs	33,152	21,634	33,400	12,200	35,300

Section 10 - Taxes & Reserves

Hazard/Property Ins. Escrow	32,508	32,524	32,500	15,000	-
MIP Escrow	7,800	7,800	7,800	0	-
Mortgage Escrow	73,370	84,252	84,300	84,300	-
Replacement Reserves	72,000	72,000	72,000	72,000	330,000
Investment Reserves	70,000	0	150,000	150,000	-
Personal Property Tax	960	0	0	0	-
Real Estate Tax	93,586	12,412	94,700	94,700	96,000
Misc. Tax and License	14,686	14,686	15,000	14,800	15,100
Total Taxes & Reserves	364,910	223,674	456,300	430,800	441,100

Debt Service

Principal	223,822	240,552	105,300	105,500	-
Interest	33,879	17,150	1,900	1,900	-
Total Debt Service	257,701	257,702	107,300	107,400	0
Total Operating Expenses	1,485,074	1,371,739	1,503,100	1,414,400	1,463,700
Revenues/Expenditures Favorable/(Unfavorable)	(23,127)	80,114	12,700	74,700	29,400

Green Ridge House Budget

Fiscal Year 2019

	Actual FY 2016	Actual FY 2017	Busget FY 2018	Estimated FY 2018	Proposed FY 2019
--	-------------------	-------------------	-------------------	----------------------	---------------------

Section 11 - Capital Expenditures

Apartment Renovations	0	10,354	8,800	5,000	10,000
Building Improvements	126,947	59,635	50,600	57,200	303,300
Carpet	0	854	0	900	-
Common Area Renovations	13,181	66,209	155,600	165,600	121,100
Consultant Fee	2,500	0	0	2,000	-
New Equipment	2,500	0		0	10,000
TOTAL CAPITAL EXPENSES	145,128	137,052	215,000	230,700	444,400

Section 2

FY 2019
FY 2019
Rounded

RENTAL REVENUE

FY 2019

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

2018

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

2019

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	(\$12,900)	(\$12,900)
Assistant Maintenance Engineer Apartment		

TOTAL RENTAL REVENUE

\$1,475,344 \$1,475,300

Section IV - OTHER REVENUE

Late Fees	\$300	\$300
Based on 3 year average		
LAUNDRY INCOME	\$3,200	\$3,200
Interest Income - Checking	\$100	\$100
Interest Income - Local Government Investment Trust	\$14,000	\$14,000
Miscellaneous Income	\$200	\$200
Beauty Shop - \$100		
Pet Income - \$25		
Miscellaneous - \$75		

TOTAL OTHER REVENUE

\$17,800 \$17,800

TOTAL REVENUE

\$1,493,144 \$1,493,100

Section 3 - Administrative

ADMINISTRATIVE

Management Fees	\$66,600	\$66,600
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	\$900	\$900
Computer Services	\$8,040	\$8,000
Repairs / upgrades / maintenance to office computer systems and social room computers average of \$600 per month.	\$7,200	
Wi-Fi at \$70 per month	\$840	
Educational Training		
Grace Hill training and recertification package	\$1,000	\$1,000
Social Activities	\$28,014	\$28,000
Resident association activity fund.	\$13,500	
Ceramic class at \$37 per week x 52 weeks.	\$1,924	
Ceramic supplies	\$250	
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	\$41,445	\$41,400
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	\$2,500	
Credit Reports	\$1,000	\$1,000
Leasing desk screening \$83 per month		
Office Supplies	\$15,220	\$15,200
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. \$780 per month	\$9,360	
Centrix quarterly copy overage @ \$200/qtr.	\$800	
Key Trak annual fee	\$1,160	
Postage	\$350	\$400

Section III - Administrative (continued)

Professional Fees	\$230	\$200
NAA and AOBA membership dues		
Audit Fees	\$9,000	\$9,000
Per City Controller.		
Advertising & Promotion	\$1,000	\$1,000
Miscellaneous ads for wait list openings.		
Miscellaneous Expense	\$11,340	\$11,300
Comcast at \$350.00 per month x 12 months (Internet for all computers, Chiller IP address, 2 HD hook ups and cable for all common area TVs)	\$4,200	
Quarterly fire pump equipment test by Cintas \$1,010.00 per quarter.	\$4,040	
New apt. door locksets 4 per year @ \$775/each	\$3,100	
Cable, Internet & Phone	\$13,361	\$13,400
Line charges at \$610 per month	\$7,320	
Verizon Wireless - Maint. cell phones \$200 per month and Admin. cell phone \$230 per month.	\$5,160	
Intelliverse automated answering service (24 hour) \$73.45 per month.	\$881	
Interest on Security Deposits	\$500	\$500
TOTAL ADMINISTRATIVE	\$203,000	\$202,900

Section 4 - Payroll

PAYROLL

Salaries	\$271,885	\$271,900
Payroll Taxes	\$24,470	\$24,500
Temporary Help	\$500	\$500
401K Expense	\$3,320	\$3,300
TOTAL PAYROLL	\$300,174	\$300,200

Section 5 - Utilities

UTILITIES

Electricity	\$64,460	\$64,500
Electricity - Vacant Units	\$500	\$500
Water	\$65,585	\$65,600
Natural Gas	\$31,000	\$31,000
TOTAL UTILITIES	\$161,545	\$161,500

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	\$42,004	\$42,000
Service contract at \$2,417 per month x 12 months.	\$29,004	
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	\$7,860	\$7,900
Fire extinguisher annual recharge/service	\$500	
Range Hood Inspection \$300 twice per year.	\$600	
Replacement parts for fire system.	\$1,000	
Sprinkler tests at \$1,260 per quarter.	\$5,040	
Annual fire alarm testing	\$720	
Contract Cleaning	\$43,300	\$43,300
Monthly service contract at \$3,300 per month x 12 months.	\$39,600	
Bi-annual window cleaning. (VA Window Cleaning)	\$3,200	
Annual cleaning of kitchen.	\$500	

Section VI - Service Contracts (continued)

Access Control	\$2,300	\$2,300
Zelkos monitoring at \$325.00 per quarter.	\$1,300	
Automatic door repairs at \$500 x two repairs.	\$1,000	

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	\$9,400	\$9,400
Monthly service contract with recycling at \$600.00 per month x 12 months. (Waste Management)	\$7,200	
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	\$117,704	\$117,700
--------------------------------	------------------	------------------

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	\$18,657	\$18,700
Boland Trane-Water Treatment \$160 per month x 12 months	\$1,920	
HVAC Concepts-Monitoring of Boilers, Chiller, and Domestic Hot Water \$230 per month x 12 months	\$2,760	
Noyes A/C Contract-Preventive Maintenance \$390 per month x 12 months	\$4,680	
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 \$5.00 per filter x 101 units once annually.	\$505	
Air handler filter replacement @13.00 each x 2 filters per month.	\$312	
Air Duct Cleaning	\$2,500	
Miscellaneous Maintenance	\$4,100	\$4,100
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.	\$600	
Pavement & Grounds	\$5,000	\$5,000
Sealcoat and re-stripe parking lot.	\$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	\$18,200	\$18,200
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	
Two way radio replacement	\$1,400	
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	\$125,100	\$125,100

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	\$15,100	\$15,100
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	\$200	
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	\$441,100	\$441,100
TOTAL OPERATING EXPENSES	\$1,463,651	\$1,463,700

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	\$303,300	\$303,300
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	
<u>Computer Equipment</u>	\$10,000	
Update WatchGuard Firebox (firewall) plus the wireless access points. Included with hardware is a 3-year extended service contract.		
Common Area Renovation	\$121,100	\$121,100
<u>New Smoking Area and Concrete Repair</u>	\$29,900	
Demolish and remove old sidewalk. Install new ADA compliant sidewalk with handrail leading to smoking area. Includes repair of two separate pads in another area.		
Refurbish the four public restrooms	\$17,500	
<u>New Fire Doors</u>		
Replace existing latching devices with new Cal-Royal devices. Replace existing hinges and hardware with continuous hinges to allow us to adjust the doors as needed.	\$42,000	
<u>Lobby Area Flooring</u>		
Replace carpet in all areas with vinyl plank . Install vinyl base cove.		
Terrace Level	\$11,100	
Second Floor	\$6,650	
Third Floor	\$6,650	
Community Room Television (55" HD Flat Screen)	\$1,500	
Balcony Shades (set of six)	\$4,600	
<u>New Radios</u>		
Replace the current Motorola XTN series with Motorola CLS series UHF radios (set of six)	\$1,200	
TOTAL CAPITAL EXPENSES	\$444,400	\$444,400



Green Ridge House Resident Satisfaction Survey Results 2017

Green Ridge House Resident Satisfaction Survey

Executive Summary 2017

The Greenbelt Assistance in Living (GAIL) Program conducted the 2017 resident satisfaction survey, during November 2017, for the Green Ridge House apartment complex located on 22 Ridge Road. At the time the survey was distributed there were a total of 99 residents. Residents were asked to complete the survey and return them to a sealed drop box. Results were calculated using "Survey Monkey". Only 27 surveys were completed in this year. This was a 46% decrease in surveys from 2016.

Overall Satisfaction

100% of residents were very satisfied or satisfied with their unit/home and neighborhood. This number remained the same from 2016 and 100% were very satisfied or satisfied with the property/building which showed a 2% increase from last year. 96% were very satisfied or satisfied with the management of the property/building which was a 2% increase from 2016.

Maintenance and Repairs

When asked how many times residents called for maintenance repairs over the past year, 85% of residents called 1 to 4 times which is an decrease of 3%. While 11% of residents who completed the survey never called and 4 % of respondents called more than 4 times. This number stayed the same from 2016. For non-emergency maintenance or repairs, 93% reported it took less than one week to fix the problem which is a 5% increase in turn-around time. 7% of respondents reported that it took 1 to 4 weeks for the problem to be corrected. This was a increase of 5%. None of residents stated that they had a problem that was not corrected and none of the residents said it took 4+ weeks to complete. This is a decrease of 2% from last year.

For emergency maintenance or repairs (stopped toilet, gas leak, etc.), 96% reported that the emergency repair took 2 days or less to fix. This was an increase of 26%.. 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. 100% were very satisfied or satisfied with the ease of requesting a repair. This is a increase of 4%.

Management

This year, 100% of respondents strongly agreed or agreed that management was responsive to their questions and concerns. This is a 10% increase in resident satisfaction. When asked “is management courteous and professional”, 100% strongly agreed or agreed, this shows a 14% increase. 100% of respondents indicated that they felt management was supportive of the resident/tenant organization. This is a 9% increase from the 2016’s survey. 100% of survey takers strongly agreed or agreed that management provided appropriate information about maintenance and repair (water shutoff, boiler shutoff etc.). This was the same as in 2016. 100% of respondents reported that management provided enough information about the rules of their lease. This shows a 2% increase from the 2016 satisfaction survey. 100% reported that management provided adequate information about meetings and events. This number remained unchanged from 2016.

Safety

100% of respondents indicated that they felt very safe or safe in their unit/home; this remained the same from 2016. 96% of residents felt very safe or safe in the building, 4% indicated that they did not feel safe. This shows a decrease of 2% of residents felt very safe or safe in the building. This year, 96% felt very safe or safe in the parking area. This is an increase of 1% from last year. When asked if management takes action if residents break the rules in lease pertaining to safety, 85% said management would take action.

Service Coordinator

In 2017, 89% of respondents reported utilizing the services of the Green Ridge House Service Coordinator. This was an increase of 7% from 2016. 97% 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 a decrease of 3% from 2016.

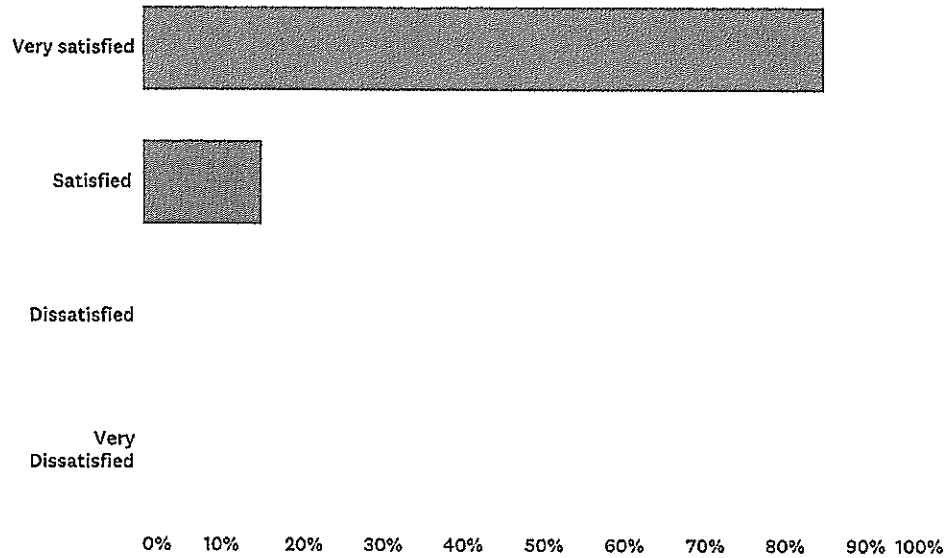
Please note all percentages are based on residents who answered the questions. For the remaining questions residents had a variety of open ended questions. Please review the attached summary of the satisfaction survey data for the more detailed responses.

With the drastic reduction of surveys turned in this year, the GAIL Program staff will be working with residents and the Green Ridge House Residents Association to increase resident participation in 2018.

Green Ridge House Resident Survey Fall 2017

Q1 How satisfied are you with your unit/home?

Answered: 27 Skipped: 0



ANSWER CHOICES

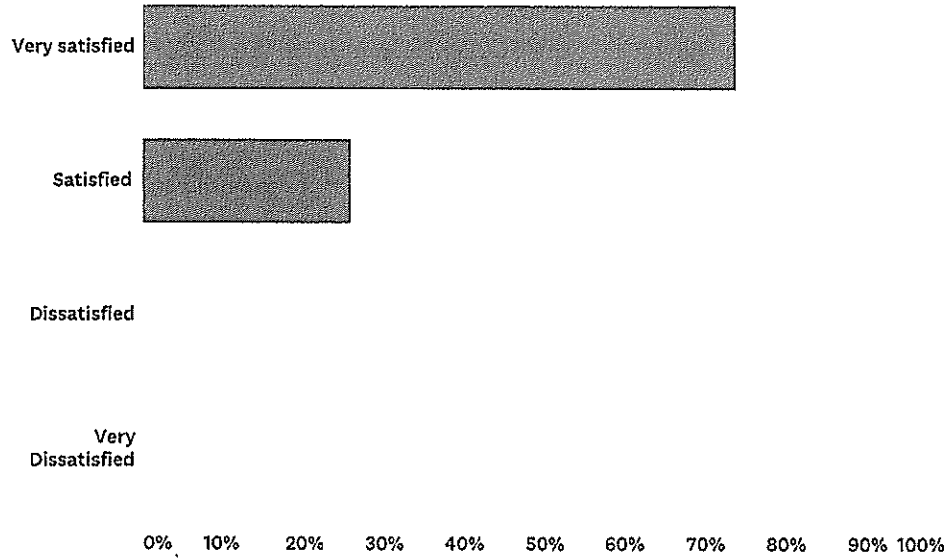
RESPONSES

Very satisfied	85.19%	23
Satisfied	14.81%	4
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
TOTAL		27

Green Ridge House Resident Survey Fall 2017

Q2 How satisfied are you with your property/building?

Answered: 27 Skipped: 0



ANSWER CHOICES

Very satisfied

Satisfied

Dissatisfied

Very Dissatisfied

TOTAL

RESPONSES

74.07%

25.93%

0.00%

0.00%

20

7

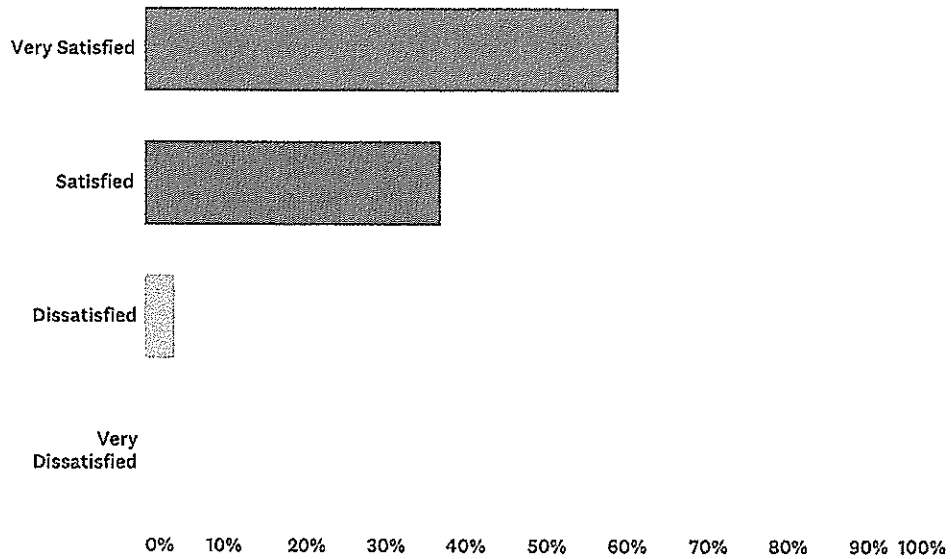
0

0

27

Q3 How satisfied are you with your neighborhood?

Answered: 27 Skipped: 0



ANSWER CHOICES

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied

TOTAL

RESPONSES

59.26%

37.04%

3.70%

0.00%

16

10

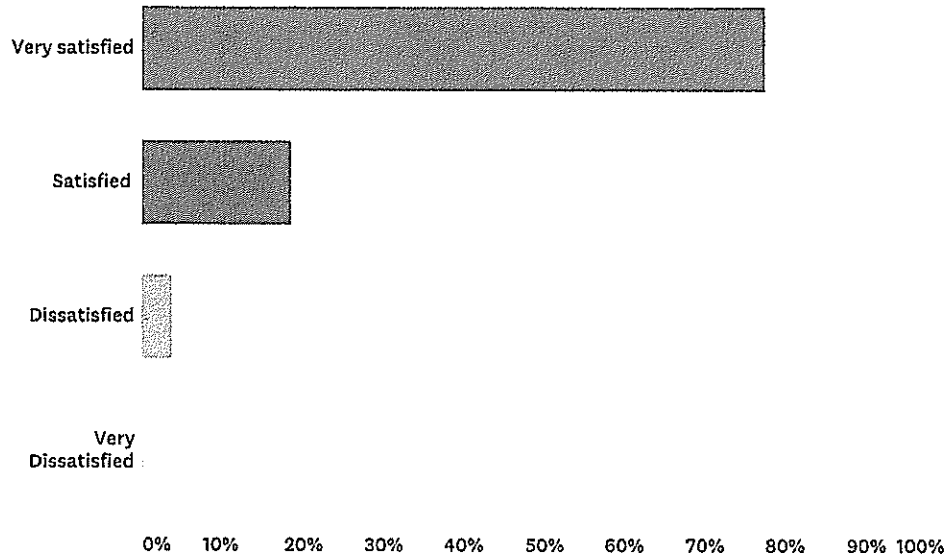
1

0

27

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

Answered: 27 Skipped: 0



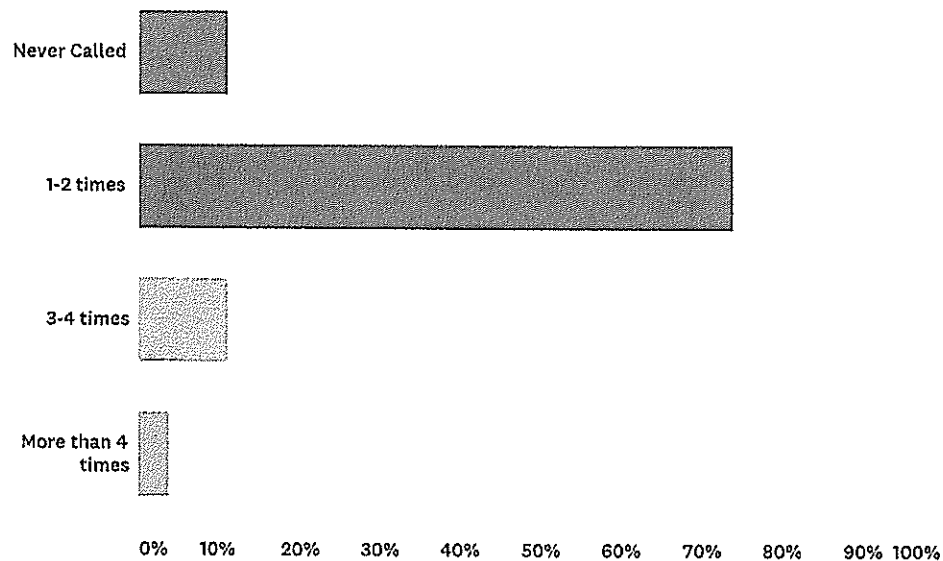
ANSWER CHOICES

RESPONSES

Very satisfied	77.78%	21
Satisfied	18.52%	5
Dissatisfied	3.70%	1
Very Dissatisfied	0.00%	0
TOTAL		27

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

Answered: 27 Skipped: 0

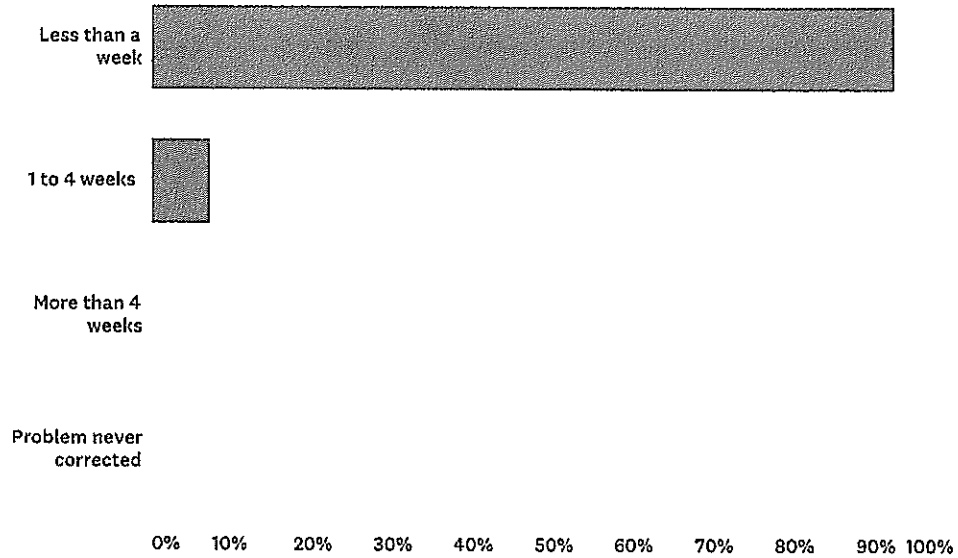


ANSWER CHOICES	RESPONSES	
Never Called	11.11%	3
1-2 times	74.07%	20
3-4 times	11.11%	3
More than 4 times	3.70%	1
TOTAL		27

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0



ANSWER CHOICES

Less than a week

1 to 4 weeks

More than 4 weeks

Problem never corrected

TOTAL

RESPONSES

92.59%

7.41%

0.00%

0.00%

25

2

0

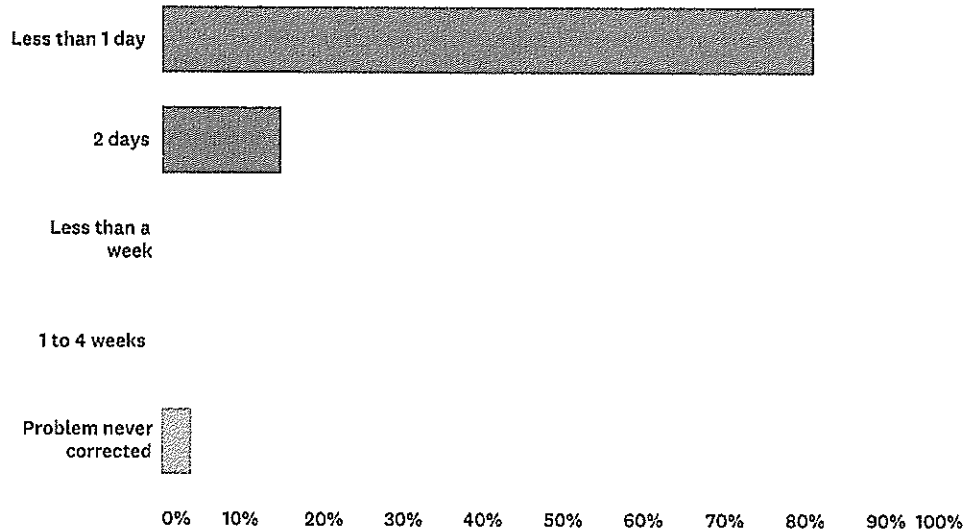
0

27

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0



ANSWER CHOICES

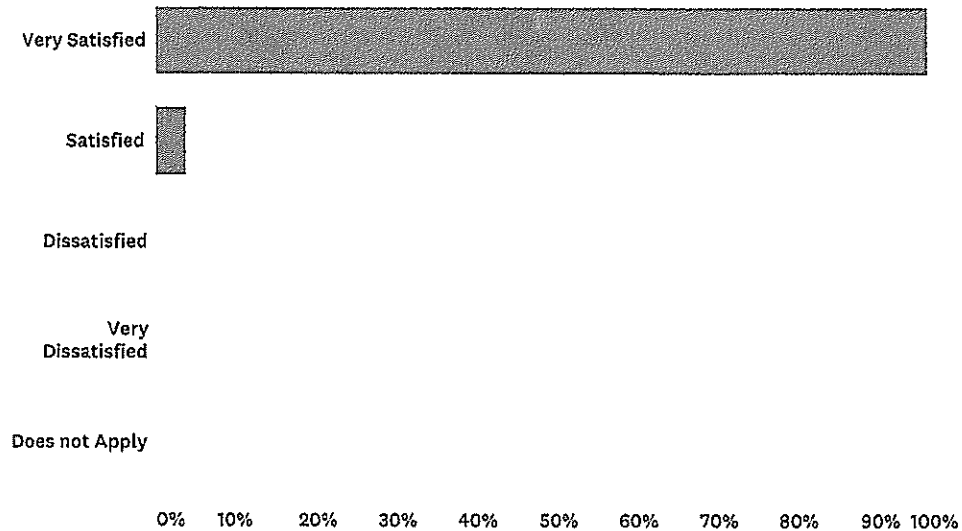
RESPONSES

Less than 1 day	81.48%	22
2 days	14.81%	4
Less than a week	0.00%	0
1 to 4 weeks	0.00%	0
Problem never corrected	3.70%	1
TOTAL		27

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0

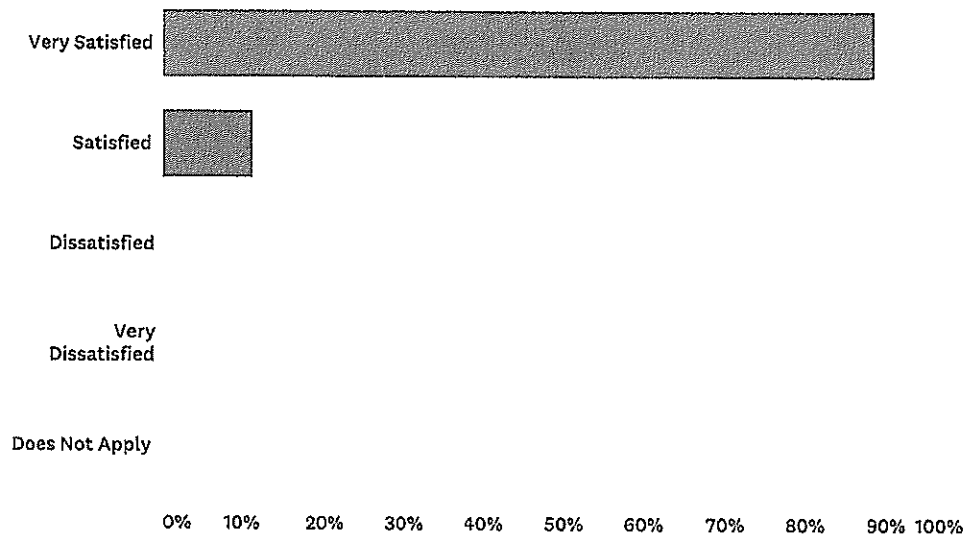


ANSWER CHOICES	RESPONSES	
Very Satisfied	96.30%	26
Satisfied	3.70%	1
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Does not Apply	0.00%	0
TOTAL		27

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0

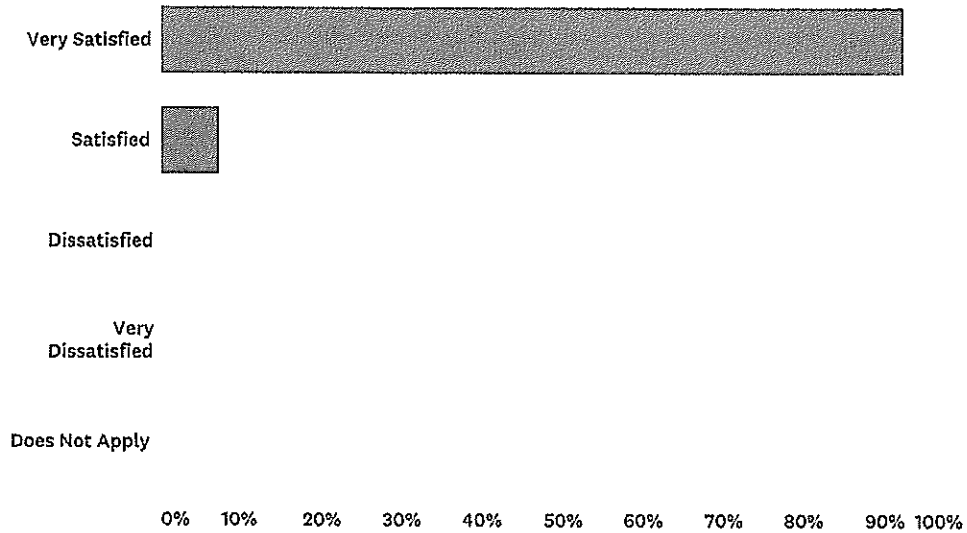


ANSWER CHOICES	RESPONSES	
Very Satisfied	88.89%	24
Satisfied	11.11%	3
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Does Not Apply	0.00%	0
TOTAL		27

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0



ANSWER CHOICES

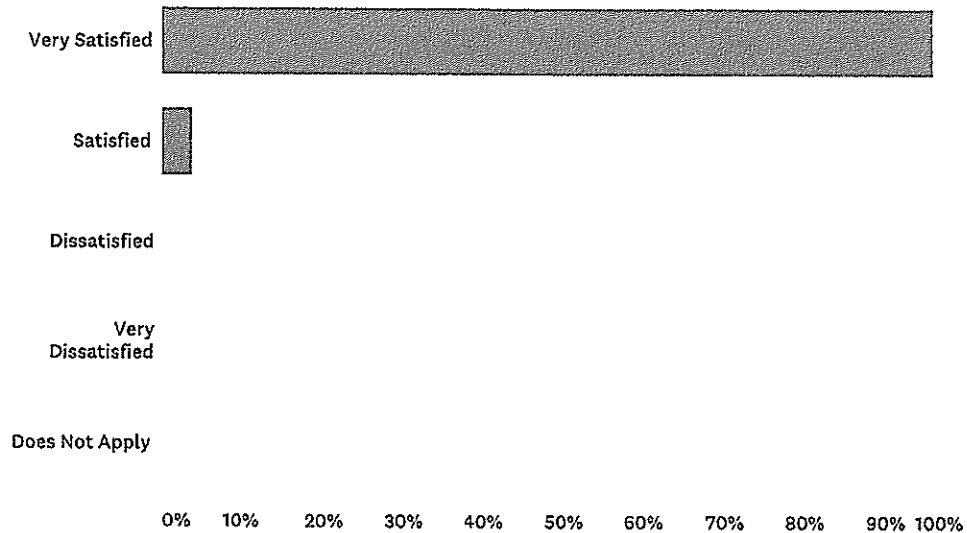
RESPONSES

Very Satisfied	92.59%	25
Satisfied	7.41%	2
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Does Not Apply	0.00%	0
TOTAL		27

Green Ridge House Resident Survey Fall 2017

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

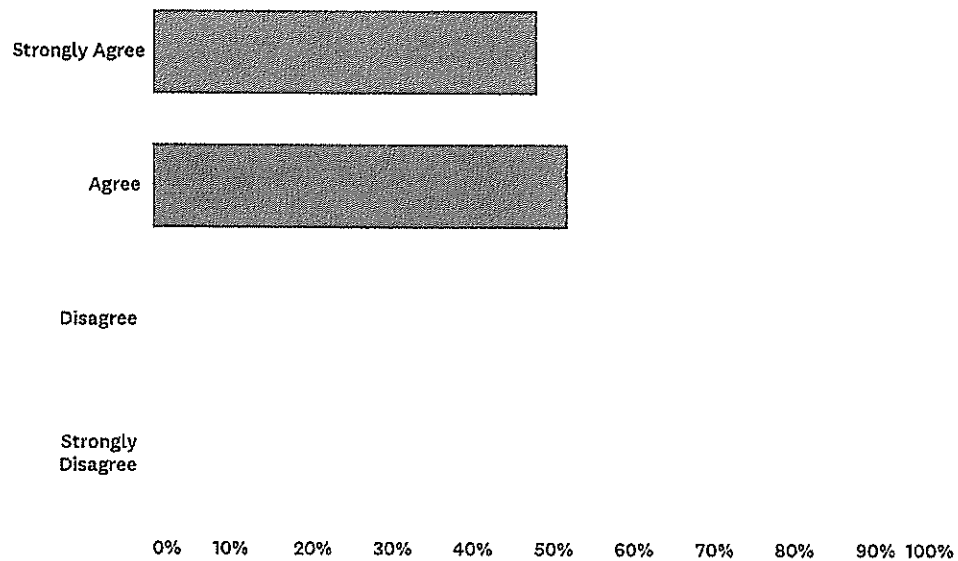
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Satisfied	96.30%	26
Satisfied	3.70%	1
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Does Not Apply	0.00%	0
TOTAL		27

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

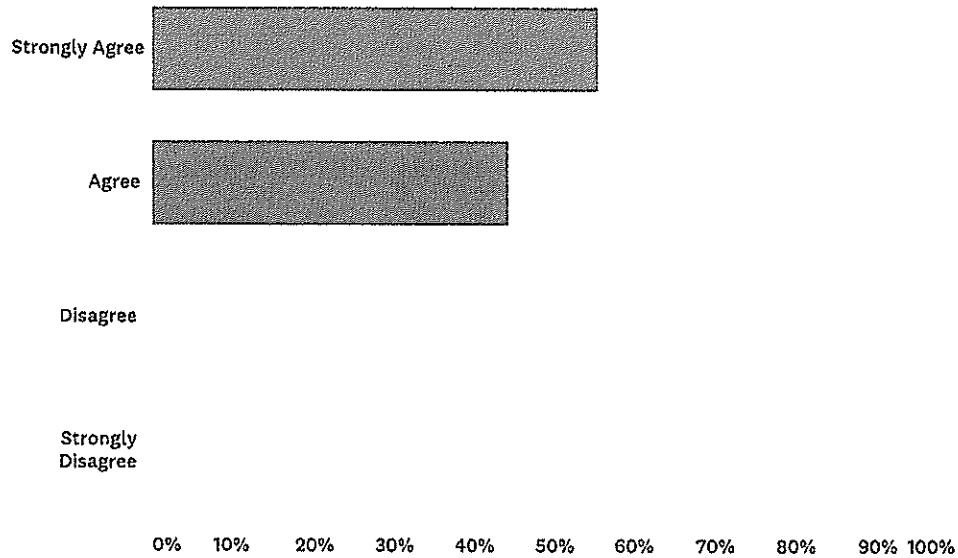
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	48.15%	13
Agree	51.85%	14
Disagree	0.00%	0
Strongly Disagree	0.00%	0
TOTAL		27

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

Answered: 27 Skipped: 0

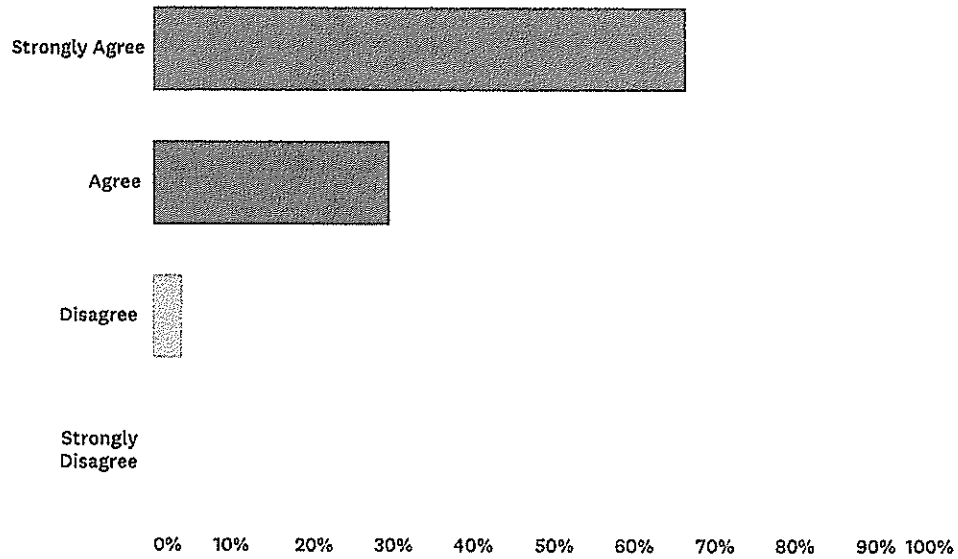


ANSWER CHOICES		RESPONSES	
Strongly Agree		55.56%	15
Agree		44.44%	12
Disagree		0.00%	0
Strongly Disagree		0.00%	0
TOTAL			27

Green Ridge House Resident Survey Fall 2017

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

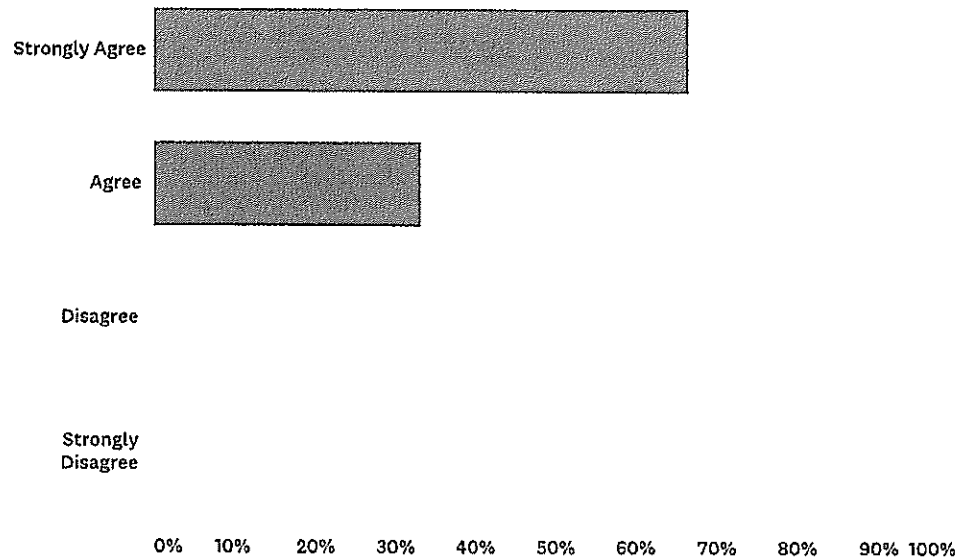
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	66.67%	18
Agree	29.63%	8
Disagree	3.70%	1
Strongly Disagree	0.00%	0
TOTAL		27

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

Answered: 27 Skipped: 0

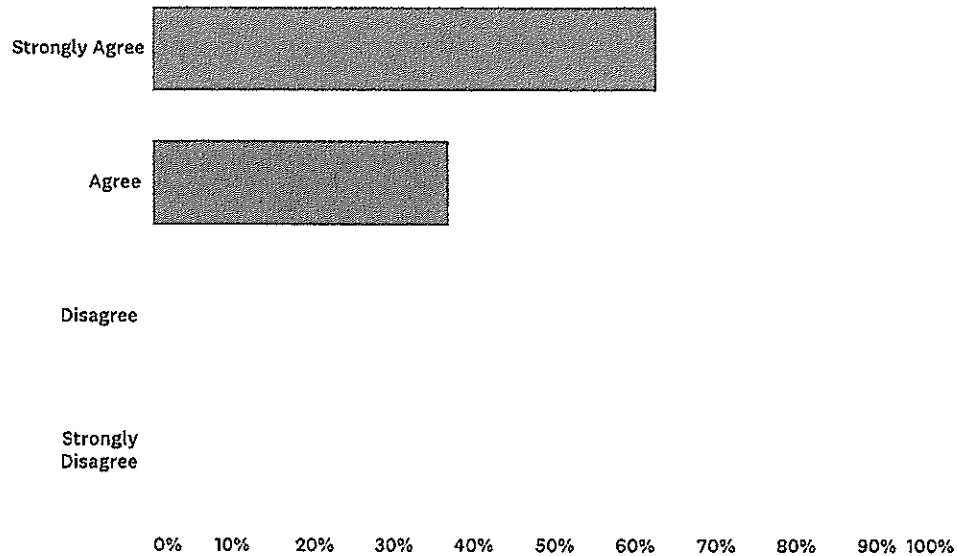


ANSWER CHOICES	RESPONSES	
Strongly Agree	66.67%	18
Agree	33.33%	9
Disagree	0.00%	0
Strongly Disagree	0.00%	0
TOTAL		27

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0



ANSWER CHOICES

Strongly Agree

Agree

Disagree

Strongly Disagree

TOTAL

RESPONSES

62.96%

37.04%

0.00%

0.00%

17

10

0

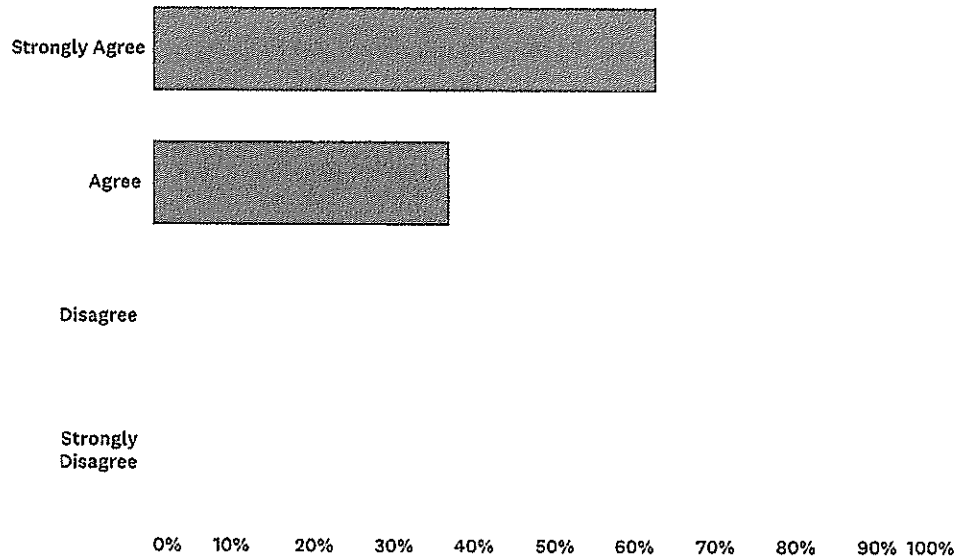
0

27

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0



ANSWER CHOICES

Strongly Agree

Agree

Disagree

Strongly Disagree

TOTAL

RESPONSES

62.96%

37.04%

0.00%

0.00%

17

10

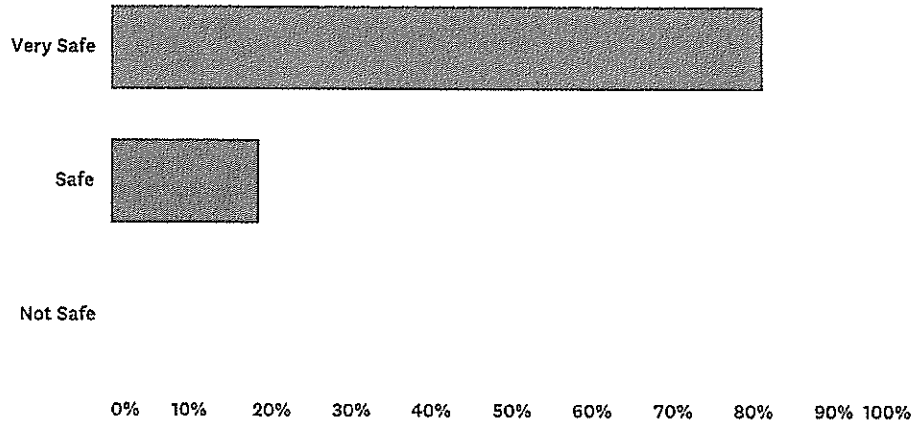
0

0

27

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

Answered: 27 Skipped: 0

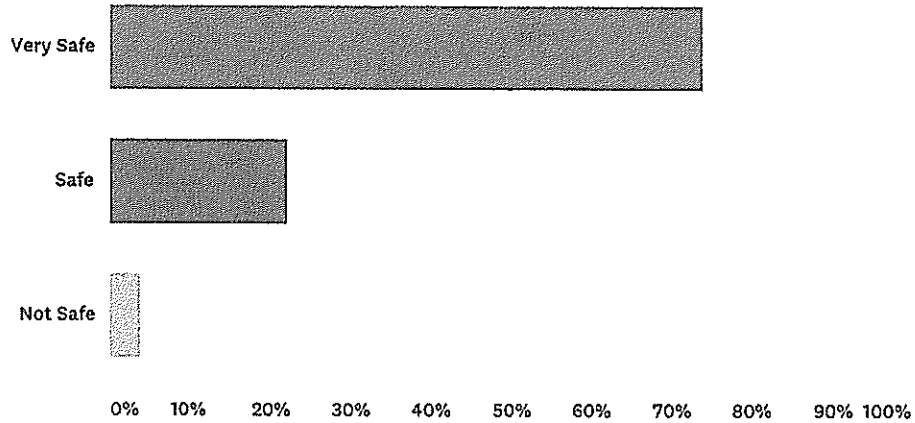


ANSWER CHOICES	RESPONSES	
Very Safe	81.48%	22
Safe	18.52%	5
Not Safe	0.00%	0
TOTAL		27

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0



ANSWER CHOICES

Very Safe

Safe

Not Safe

TOTAL

RESPONSES

74.07%

22.22%

3.70%

20

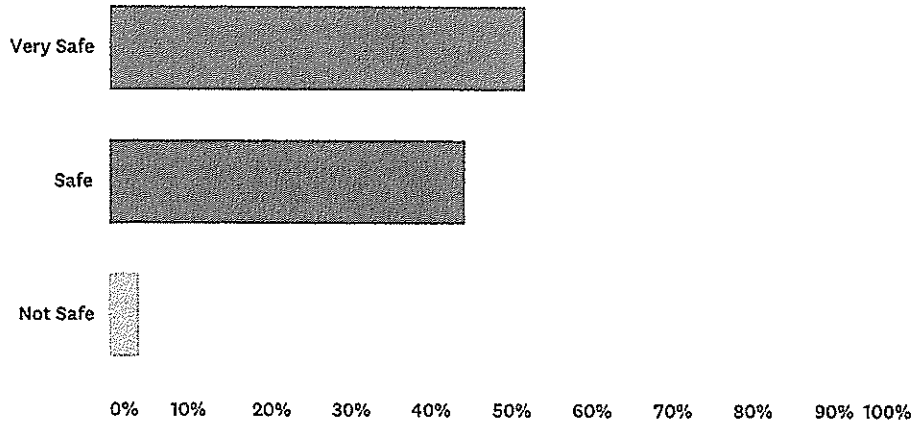
6

1

27

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

Answered: 27 Skipped: 0



ANSWER CHOICES

Very Safe

Safe

Not Safe

TOTAL

RESPONSES

51.85%

44.44%

3.70%

14

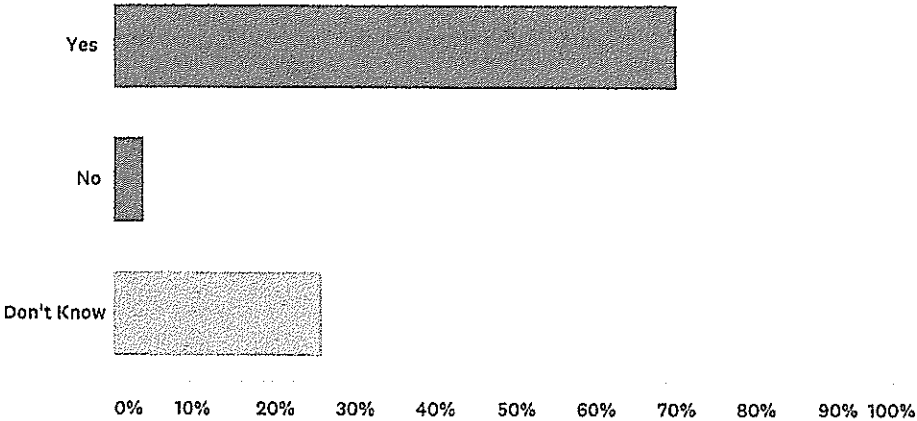
12

1

27

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

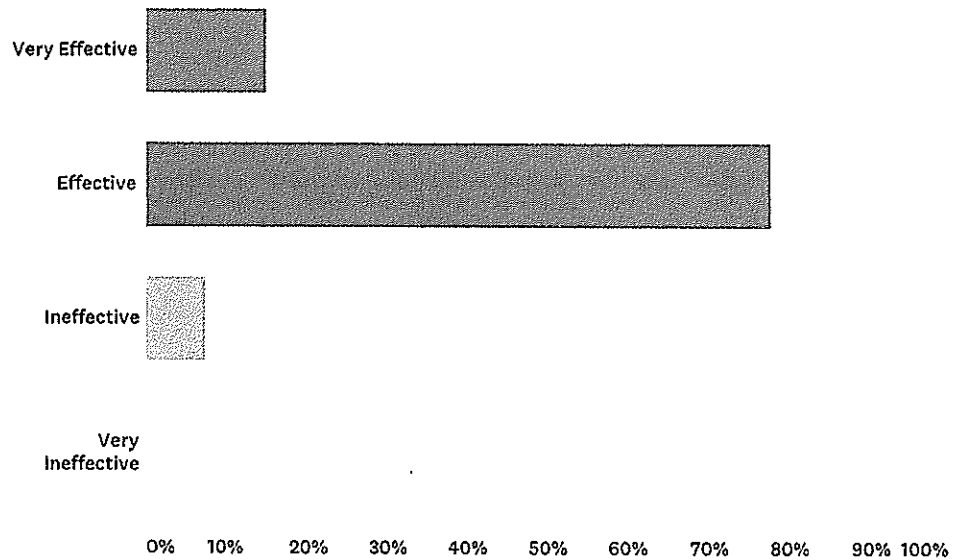
Answered: 27 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	70.37%	19
No	3.70%	1
Don't Know	25.93%	7
TOTAL		27

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

Answered: 27 Skipped: 0



ANSWER CHOICES

Very Effective

Effective

Ineffective

Very Ineffective

TOTAL

RESPONSES

14.81%

77.78%

7.41%

0.00%

4

21

2

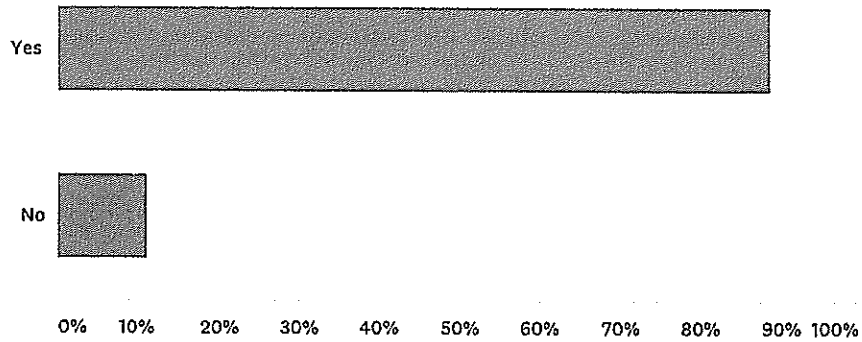
0

27

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0



ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

88.89%

11.11%

24

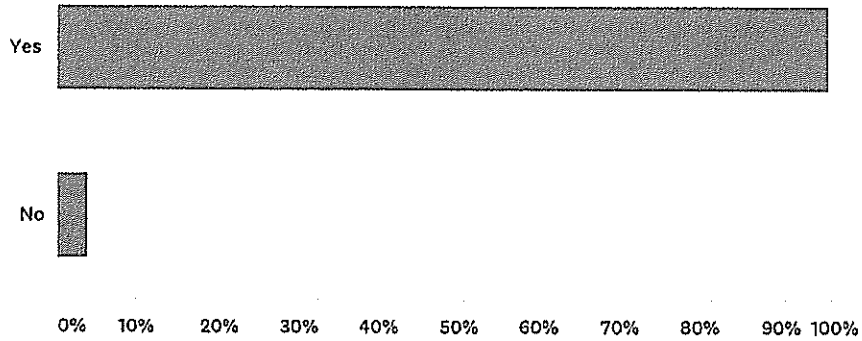
3

27

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0



ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

96.30%

3.70%

26

1

27

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0

#	RESPONSES	DATE
1	Pool table and horse shoes outside	12/6/2017 5:55 AM
2	n/a	12/6/2017 5:54 AM
3	n/a	12/6/2017 5:52 AM
4	n/a	12/6/2017 5:51 AM
5	Bring back the walking program that was here two springs ago.	12/6/2017 5:48 AM
6	n/a	12/6/2017 5:46 AM
7	n/a	12/6/2017 5:43 AM
8	n/a	12/6/2017 5:38 AM
9	n/a	12/6/2017 5:36 AM
10	Computer class	12/6/2017 5:35 AM
11	n/a	12/6/2017 5:33 AM
12	n/a	12/6/2017 5:31 AM
13	n/a	12/6/2017 5:30 AM
14	n/a	12/6/2017 5:28 AM
15	n/a	12/6/2017 5:27 AM
16	Yoga class	12/6/2017 5:24 AM
17	n/a	12/6/2017 5:23 AM
18	Eye exam and Glaucoma testing	12/6/2017 5:21 AM
19	n/a	12/6/2017 5:19 AM
20	n/a	12/6/2017 5:17 AM
21	A van to take us to Walmart once a month. Sewing and crochet lessons and jewelry making.	12/6/2017 5:16 AM
22	n/a	12/6/2017 5:12 AM
23	My concern is about other residents. If they have disabilities plus health issues do they get the health care and assistance for residing in this place meant for independent living? If they don't they should not be here.	12/6/2017 5:09 AM
24	n/a	12/6/2017 5:04 AM
25	n/a	12/6/2017 4:48 AM
26	n/a	12/6/2017 4:44 AM
27	n/a	12/6/2017 4:41 AM

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0

#	RESPONSES	DATE
1	Privacy	12/6/2017 5:55 AM
2	I like the view out the window	12/6/2017 5:54 AM
3	The people and staff	12/6/2017 5:52 AM
4	Everything	12/6/2017 5:51 AM
5	Some of the tenants independence	12/6/2017 5:48 AM
6	Kept clean	12/6/2017 5:46 AM
7	Community located in the middle of Greenbelt.	12/6/2017 5:43 AM
8	In every respect, I am pleased with living here	12/6/2017 5:38 AM
9	Very clean	12/6/2017 5:36 AM
10	Part of a close community	12/6/2017 5:35 AM
11	n/a	12/6/2017 5:33 AM
12	n/a	12/6/2017 5:31 AM
13	n/a	12/6/2017 5:30 AM
14	n/a	12/6/2017 5:28 AM
15	Residents, near my relatives.	12/6/2017 5:27 AM
16	The people	12/6/2017 5:24 AM
17	n/a	12/6/2017 5:23 AM
18	Elevators	12/6/2017 5:21 AM
19	I like the environment where I live. Shopping is convenient .	12/6/2017 5:19 AM
20	n/a	12/6/2017 5:17 AM
21	Peacefulness	12/6/2017 5:16 AM
22	Quiet and clean with a new kitchen.	12/6/2017 5:12 AM
23	Comfortable apartment, well equipped kitchen. Reliable and skilled building maintenance crew.	12/6/2017 5:09 AM
24	Well maintained	12/6/2017 5:04 AM
25	My apartment is beautiful and my surroundings are pleasant.	12/6/2017 4:48 AM
26	Green Ridge is a peaceful and beautiful place to live. I feel very blessed and fortunate to call this my home. Management does an excellent job.	12/6/2017 4:44 AM
27	Location	12/6/2017 4:41 AM

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0

#	RESPONSES	DATE
1	n/a	12/6/2017 5:55 AM
2	Monthly inspections	12/6/2017 5:54 AM
3	n/a	12/6/2017 5:52 AM
4	Nothing	12/6/2017 5:51 AM
5	Mean, nasty, hateful, prejudice people. They do not follow the rules.	12/6/2017 5:48 AM
6	Some of the rules.	12/6/2017 5:46 AM
7	Ungrateful and rude residents are constantly complaining and breaking the rules in the lease agreement.	12/6/2017 5:43 AM
8	n/a	12/6/2017 5:38 AM
9	n/a	12/6/2017 5:36 AM
10	Some residents are disrespectful of others and don't follow the rules and seem to get away with it.	12/6/2017 5:35 AM
11	n/a	12/6/2017 5:33 AM
12	n/a	12/6/2017 5:31 AM
13	n/a	12/6/2017 5:30 AM
14	n/a	12/6/2017 5:28 AM
15	Ease with which outsiders can get entry to the building.	12/6/2017 5:27 AM
16	n/a	12/6/2017 5:24 AM
17	n/a	12/6/2017 5:23 AM
18	Low toilets. No storage available for all units.	12/6/2017 5:21 AM
19	You have to get used to the metro bus coming every hour	12/6/2017 5:19 AM
20	n/a	12/6/2017 5:17 AM
21	Not being able to do your own laundry when you want to or take out the trash.	12/6/2017 5:16 AM
22	Stains on carpets. Dumpster in full view with furniture and mattresses laying on grass.	12/6/2017 5:12 AM
23	No wifi service for computers in apartments. Lack of heat and air conditioner before changeover between seasons.	12/6/2017 5:09 AM
24	n/a	12/6/2017 5:04 AM
25	More handicapped spaces	12/6/2017 4:48 AM
26	Sometimes the conflict between residents	12/6/2017 4:44 AM
27	n/a	12/6/2017 4:41 AM

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0

#	RESPONSES	DATE
1	n/a	12/6/2017 5:55 AM
2	n/a	12/6/2017 5:54 AM
3	n/a	12/6/2017 5:52 AM
4	n/a	12/6/2017 5:51 AM
5	Following policy and producers	12/6/2017 5:48 AM
6	Flyer holders on doors. The flyers are loose on the floor and you can step on it.	12/6/2017 5:46 AM
7	Enforce smoking ban on property	12/6/2017 5:43 AM
8	n/a	12/6/2017 5:38 AM
9	n/a	12/6/2017 5:36 AM
10	All residents need to follow the rules.	12/6/2017 5:35 AM
11	n/a	12/6/2017 5:33 AM
12	n/a	12/6/2017 5:31 AM
13	n/a	12/6/2017 5:30 AM
14	n/a	12/6/2017 5:28 AM
15	See above.	12/6/2017 5:27 AM
16	n/a	12/6/2017 5:24 AM
17	n/a	12/6/2017 5:23 AM
18	Replace toilets with standard size not the current low ones.	12/6/2017 5:21 AM
19	n/a	12/6/2017 5:19 AM
20	n/a	12/6/2017 5:17 AM
21	n/a	12/6/2017 5:16 AM
22	Two washing machines per person. Some will break the rules. Visitors walking in with residents, I usually stop them.	12/6/2017 5:12 AM
23	Need to deal with disagreements and bad feelings between some residents.	12/6/2017 5:09 AM
24	n/a	12/6/2017 5:04 AM
25	n/a	12/6/2017 4:48 AM
26	No issues	12/6/2017 4:44 AM
27	n/a	12/6/2017 4:41 AM

Green Ridge House Resident Survey Fall 2017

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

Answered: 27 Skipped: 0

#	RESPONSES	DATE
1	n/a	12/6/2017 5:55 AM
2	n/a	12/6/2017 5:54 AM
3	n/a	12/6/2017 5:52 AM
4	n/a	12/6/2017 5:51 AM
5	Have a mandatory building meeting with all the tenants.	12/6/2017 5:48 AM
6	n/a	12/6/2017 5:46 AM
7	Place residents on notice or strikes	12/6/2017 5:43 AM
8	n/a	12/6/2017 5:38 AM
9	n/a	12/6/2017 5:36 AM
10	Do a better job of screening residents	12/6/2017 5:35 AM
11	n/a	12/6/2017 5:33 AM
12	n/a	12/6/2017 5:31 AM
13	n/a	12/6/2017 5:30 AM
14	n/a	12/6/2017 5:28 AM
15	What can be done?	12/6/2017 5:27 AM
16	n/a	12/6/2017 5:24 AM
17	n/a	12/6/2017 5:23 AM
18	None	12/6/2017 5:21 AM
19	n/a	12/6/2017 5:19 AM
20	n/a	12/6/2017 5:17 AM
21	n/a	12/6/2017 5:16 AM
22	Post a big sign with bold letters.	12/6/2017 5:12 AM
23	Do not know.	12/6/2017 5:09 AM
24	n/a	12/6/2017 5:04 AM
25	Notices should be sent to all residents telling them to be careful when parking their cars.	12/6/2017 4:48 AM
26	n/a	12/6/2017 4:44 AM
27	n/a	12/6/2017 4:41 AM