



CITY COUNCIL WORK SESSION AGENDA

Budget Work Session - Green Ridge House

This meeting will be held in-person and virtual.

**25 Crescent Road
Greenbelt, MD 20770**

OR

**Virtual Participation
Zoom Webinar Attendees:**

Please submit your request in writing via email to questions@greenbeltmd.gov

**[https://us02web.zoom.us/j/89596123106?](https://us02web.zoom.us/j/89596123106?pwd=M1ZKUUpQa0RnUGNRUkNVQk12QXdaUT09)
[pwd=M1ZKUUpQa0RnUGNRUkNVQk12QXdaUT09](https://us02web.zoom.us/j/89596123106?pwd=M1ZKUUpQa0RnUGNRUkNVQk12QXdaUT09)**

Dial-in: 301 715 8592

Webinar ID: 895 9612 3106

Passcode: 522102

**Wednesday, May 10, 2023
7:30 PM**

I. Budget Work Session Packet

1. Budget Work Session - Green Ridge House

Suggested Action:

Agenda

- Introductions
- Council Discussion
 - Green Ridge House pages 248-253
- Questions and Answers
- Other Items

[CARES Budget Highlights Memo FY24.pdf](#)
[Green Ridge House Resident Satisfaction Survey Analysis 2023.pdf](#)
[Final Executive Summary - GRH Resident Satisfaction Survey 2022.pdf](#)
[Green Ridge House.pdf](#)
[Work Session Q and A - Green Ridge House.pdf](#)
[Green Ridge House Resident Satisfaction Survey Narrative 2023.pdf](#)

2. Special Meeting/Closed Session
Suggested Action:

OFFICIAL NOTICE

In accordance with Section 3-305(b) (1) and (7) of the General Provisions Article of the *Annotated Code of the Public General Laws of Maryland*, a closed session of the Greenbelt City Council will be held on Wednesday, May 10, 2023, immediately following the Council Budget Work Session – Green Ridge House, in the Council Chambers of the Municipal Building: 1) to discuss the appointment, employment, assignment, promotion, discipline, demotion, compensation, removal, resignation, or performance evaluation of appointees, employees, or officials over whom this public body has jurisdiction; any other personnel matter that affects one or more specific individuals; 2) to consult with counsel to obtain legal advice on a legal matter.

The purpose of this meeting is 1) to address personnel matters over which this public body has jurisdiction; 2) to consult with legal counsel regarding outstanding legal matters.

**** The public may attend the Council Budget Work Session prior to the closed session and observe the vote of the Council to move into the closed session on Wednesday, May 10, 2023.***

Bonita Anderson

City Clerk

City Council Work Session Agenda Item Report

Meeting Date: May 10, 2023

Submitted by: Shaniya Lashley-Mullen

Submitting Department: Administration

Item Type: Work Session Item

Agenda Section: Budget Work Session Packet

Subject:

Budget Work Session - Green Ridge House

Suggested Action:

Agenda

- Introductions
- Council Discussion
 - Green Ridge House pages 248-253
- Questions and Answers
- Other Items

Attachments:

[CARES Budget Highlights Memo FY24.pdf](#)

[Green Ridge House Resident Satisfaction Survey Analysis 2023.pdf](#)

[Final Executive Summary - GRH Resident Satisfaction Survey 2022.pdf](#)

[Green Ridge House.pdf](#)

[Work Session Q and A - Green Ridge House.pdf](#)

[Green Ridge House Resident Satisfaction Survey Narrative 2023.pdf](#)

memo

To: Tim George, City Manager
From: Liz Park, CARES Director
CC:
Date: 3/29/23
Re: FY24 Budget Highlights

The following are the Budget Highlights for the CARES Department FY24 Proposed Budget

- 1) Salaries for the Youth and Family Services Program increased in FY23 due to the addition of ARPA funded positions within the department. In FY24, these positions were moved to ARPA budget account and are not reflected in the FY24 department budget.
- 2) The department did not receive the state grant (\$65,000) in FY23 and does not expect it to be reinstated in FY24.
- 3) The department received an increase of \$25,000 in county funding in FY23 and expects this to remain at \$105,000 in FY24.
- 4) The GAIL program continues to receive the SASS grant from the State Department of Aging. Currently the grant is for \$160,225 to provide additional resources and services to residents of Green Ridge House.
- 5) The GAIL Program was awarded the Maryland Connect Grant to supply 200 residents with Chromebooks valued at \$39,750.00
- 6) The GAIL program continues to receive funding for the Service Coordinator Program at Green Ridge House. This year the funds were increased to \$91,808.
- 7) The GAIL program continues its many partnerships with other agencies such as the Capital Area Foodbank, DC Diaper Bank, and local nursing schools to provide services and resources to residents.

Green Ridge House Resident Satisfaction Survey:
Executive Summary and Comparative
Analysis 2023

March 29, 2023

Christal Batey, Community Resource Advocate

Katherine Farzin, Bilingual Community Outreach Coordinator

Brendy Garcia, Bilingual Community Health Caseworker

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• Open-Ended 2023 Survey Responses	35-36

Green Ridge House Resident Satisfaction Survey Executive Analysis 2022 & 2023

The annual executive summary provides an analysis of the current resident satisfaction survey. The Greenbelt Assistance in Living (GAIL) program conducted the Annual Green Ridge House Resident Survey to assess the level of satisfaction residents had with amenities and services rendered and staff at Green Ridge House.

Currently, Green Ridge House is home to 101-residents. Each resident received a survey - 67 residents completed and submitted their survey. The application, Survey Monkey, was used to analyze and compile the survey data. This year a slight increase to 67 completed surveys as opposed to 66 in 2022. The graphs provide a comparative analysis that average survey responses from 2022 and 2023 for each of the various areas assessed. Please note all survey results are included in the appendix.

Overall Satisfaction

The Overall Satisfaction section included survey questions #1 through #4. Residents at GRH expressed being highly pleased with their building, neighborhood, and building management. With a 3% increase from 2022, 99% of people said they were extremely satisfied with or satisfied with their apartment or home in 2023. Similarly, 100% of residents reported feeling very satisfied or satisfied with the property/building which is a 3% increase from 2022. The percentage of those very satisfied or satisfied with the neighborhood decreased by 4% while the percentage of residents who were very satisfied or satisfied with management of the property/building remained the same this year.

Maintenance and Repairs

The Maintenance and Repairs section included survey questions #5 through #11. During the past year, 94% of residents reported that they called 4 or less times for maintenance/repairs. This remained the same from 2022. 81% of residents reported that the non-emergency maintenance/repairs work was usually completed within 4 weeks or less compared to 83% of residents reporting within 4 weeks or less in 2022. Although there is a 2% decrease, **19%** of residents did not respond to this question or stated that it did not apply. 0% of residents felt that their maintenance and/or repairs were not resolved in 2023, which decreased from 2022.

For emergency maintenance/repairs, 56% of residents reported work was completed in a week or less - an 8% increase compared to 2022. This is due to 36% of residents selecting the "no answer" or "not applicable" response for this question. When asked

about the process of requesting repairs, 94% of residents reported feeling very satisfied or satisfied with the ease of requesting a repair.

In 2023, 95% of residents reported being very satisfied or satisfied with how well the repairs were completed, a 7% increase from 2022. 92% reported being very satisfied or satisfied with how well they were treated by the person contacted for the repairs which was a 2% increase from 2022. Lastly, 90% reported being very satisfied or satisfied with how well they were treated by the person doing the repairs which was a 2% increase from 2022.

Management

The management section included survey questions #12 through #17. The following questions are related to how residents viewed management in 2023 with response options ranging from strongly agree to strongly disagree. 85% of survey participants noted strongly agree or agree when asked if management is responsive to resident concerns, showing a decrease by 6% from 2022. When asked if management is courteous and professional, 81% indicated that they strongly agree or agree, a decrease by 4% compared to the 85% that reported the same response in 2022. 79% of survey participants either strongly agreed or agreed that management is supportive of their resident/tenant organization which is a 13% decrease from reports in 2022. 88% strongly agreed or agreed that management provides appropriate information about maintenance and repair. This is a 4% decrease compared to 2022.

When asked if management provides appropriate information about the rules of their lease, 85% of respondents noted that they either strongly agreed or agreed with this statement. This is a 7% decrease from 2022. Respondents also reported a 2% decrease to 90% in 2023 compared to 2022 when asked if they think management provides appropriate information about meetings and events.

Safety

The safety section included survey questions #18 through #22. In 2023, 98% of respondents reported feeling very safe or safe from crime in their unit, a 2% increase from 2022. 94% of survey participants said they felt very safe or safe in their building which was a 2% increase from 2022. There was a 1% decrease compared to 2022 as 89% reported feeling very safe or safe from crime in the parking area.

The percentage of residents that reported feeling that management does act if other residents break the rules in the lease that pertain to safety decreased from 65% to 63% from 2022 to 2023. The percentage of those that reported that they didn't know if management acted in these cases remained the same at 30%. When asked to rate the response of management, 70% reported the action as either very effective or effective.

Service Coordinator

The Service Coordinator section included survey questions #23 and #24. The following questions are related to the utilization and professionalism of the Green Ridge House Service Coordinator. During 2022, 97% of residents noted that they have utilized the services of the Green Ridge House Service Coordinator. This is a 3% increase compared to reports from 2022. In addition, 98% of residents reported that the Service Coordinator was courteous and professional during their interactions, appointments or presentations, which is the same from 2022.

Assistant Service Coordinator

The assistant service coordinator section included survey questions #25 and #26. The following questions are related to whether or not they have met Shakita Point and whether she has kept her professionalism as the Green Ridge House Assistant Service Coordinator. During 2023, 87% of residents noted that they have utilized the services of the Green Ridge House Assistant Service Coordinator. In addition, 82% of residents reported that the Assistant Service Coordinator was courteous and professional during their interactions, appointments or presentations.

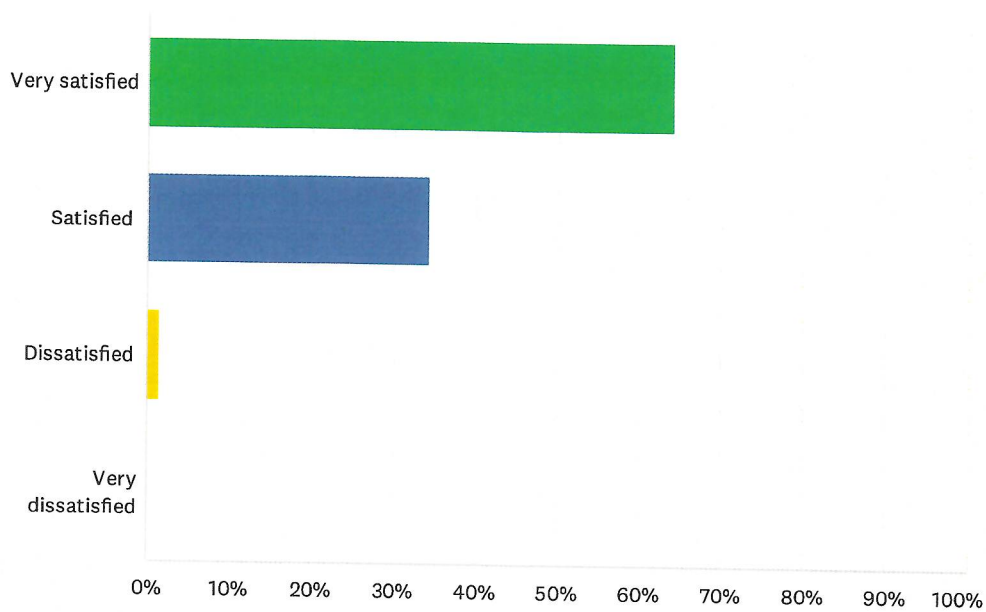
Final Summary

Overall, Green Ridge House residents report they are very satisfied or satisfied in all categories related to their unit, the property/building, management including service coordinator and assistant service coordinator as well as maintenance staff. Quick action on behalf of management and strict adherence to CDC and state-mandated guidelines has kept staff and residents safe. Staff communicate in an expedient fashion and are available in-person and virtually. All residents are encouraged to continue to provide feedback outside of this survey to maintain or improve satisfaction.

GRH Satisfaction Survey 2023

Q1 How satisfied are you with your unit/home?

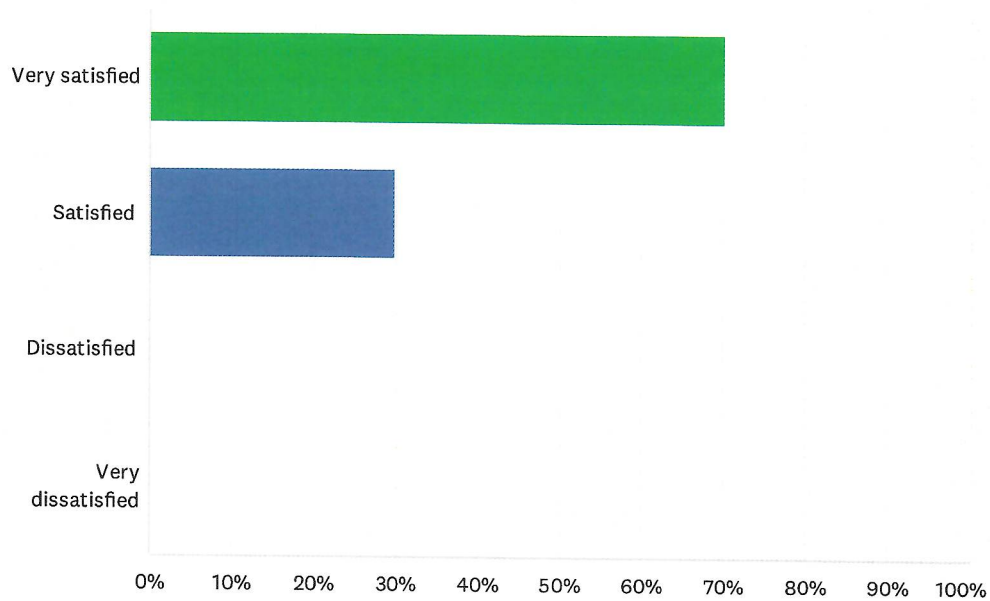
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	64.18%	43
Satisfied	34.33%	23
Dissatisfied	1.49%	1
Very dissatisfied	0.00%	0
TOTAL		67

Q2 How satisfied are you with your property/building?

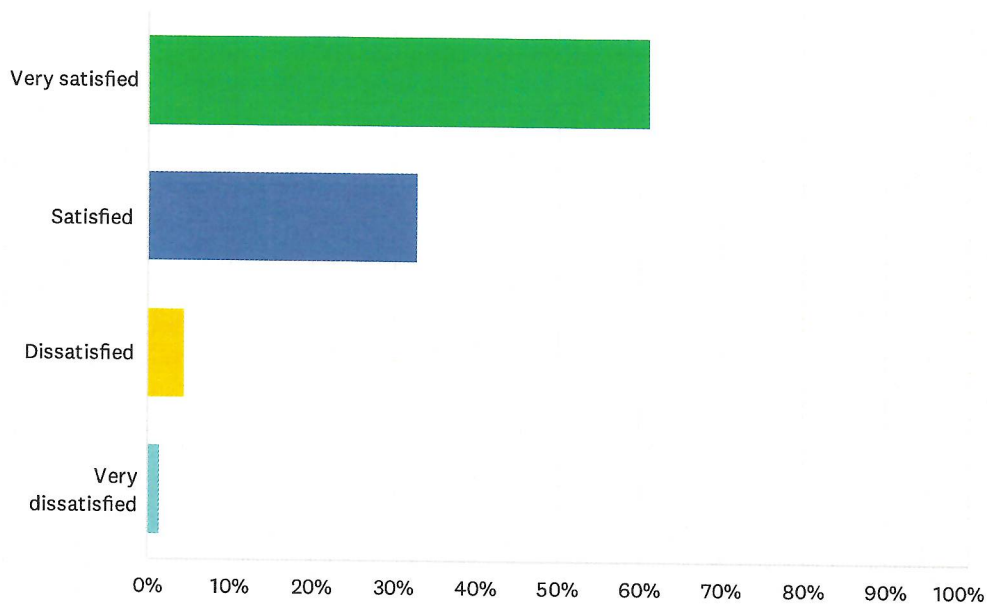
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	70.15%	47
Satisfied	29.85%	20
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		67

Q3 How satisfied are you with your neighborhood?

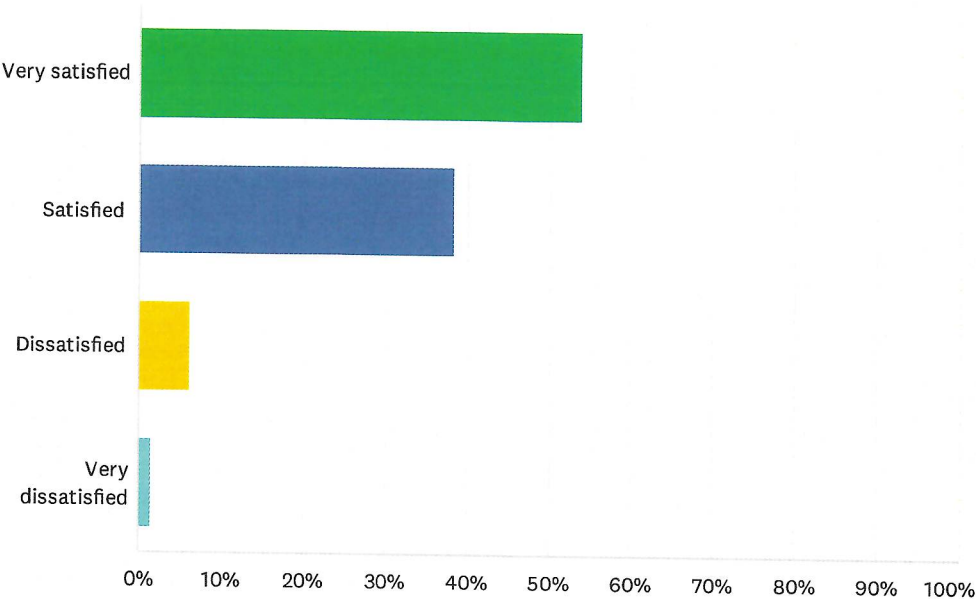
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	61.19%	41
Satisfied	32.84%	22
Dissatisfied	4.48%	3
Very dissatisfied	1.49%	1
TOTAL		67

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

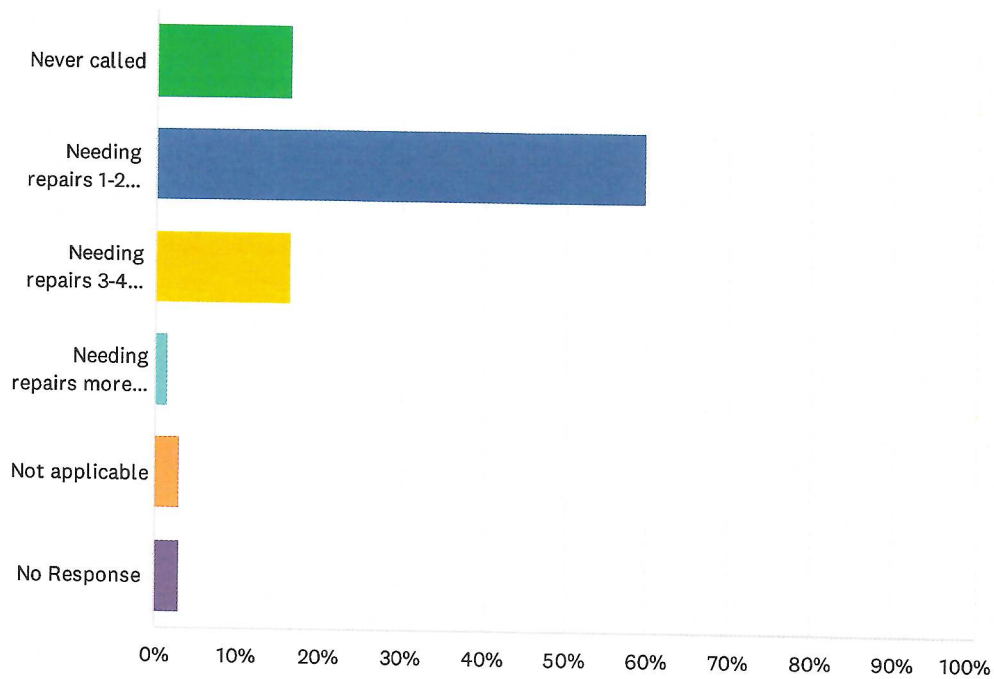
Answered: 65 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	53.85%	35
Satisfied	38.46%	25
Dissatisfied	6.15%	4
Very dissatisfied	1.54%	1
TOTAL		65

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

Answered: 67 Skipped: 0



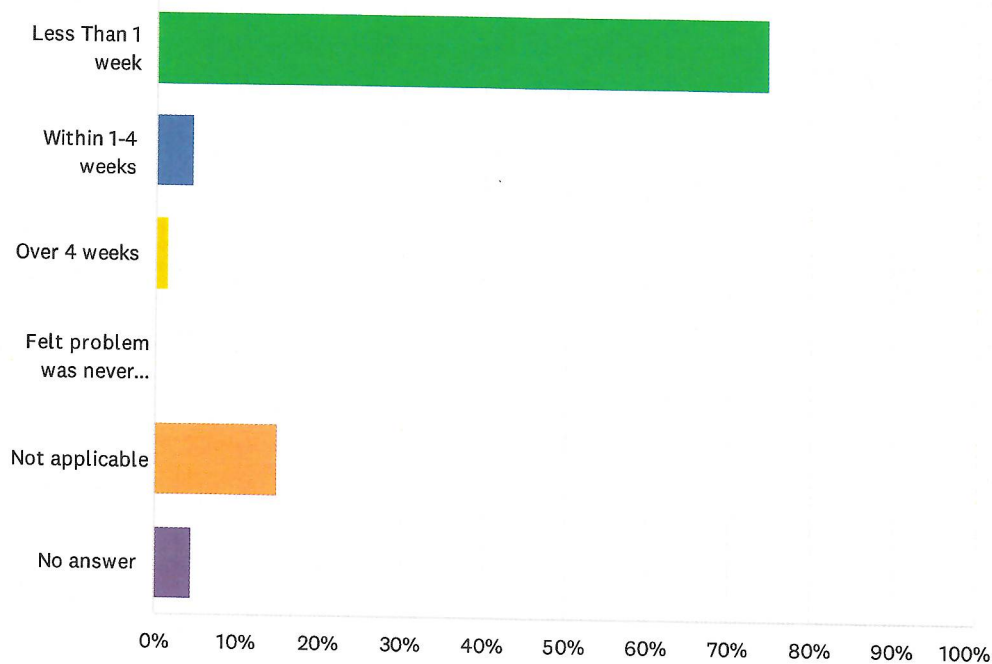
ANSWER CHOICES

RESPONSES

Never called	16.42%	11
Needing repairs 1-2 times	59.70%	40
Needing repairs 3-4 times	16.42%	11
Needing repairs more than 4 times	1.49%	1
Not applicable	2.99%	2
No Response	2.99%	2
TOTAL		67

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

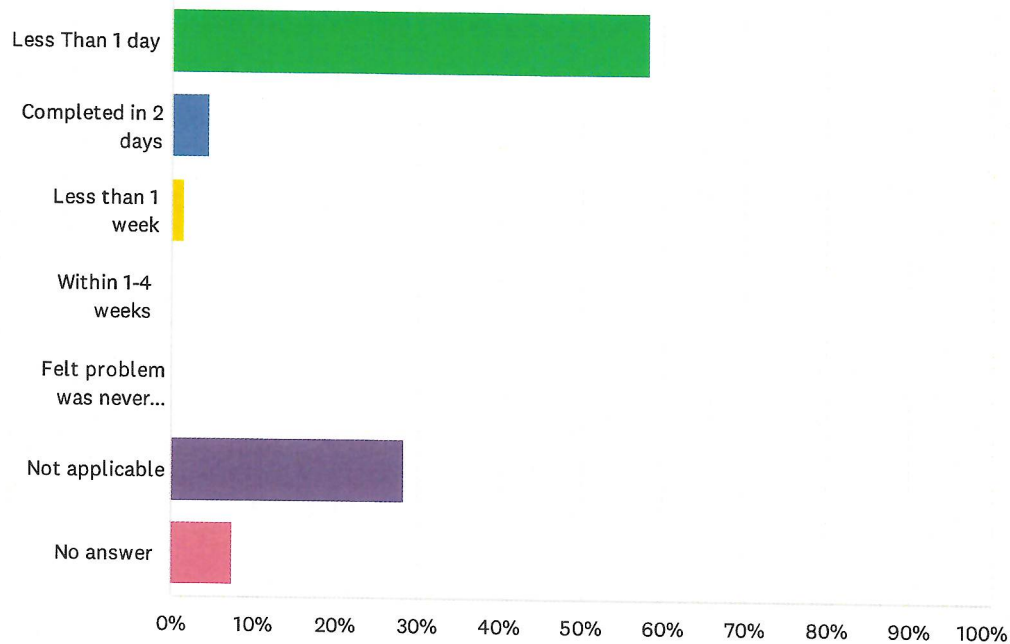
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less Than 1 week	74.63%	50
Within 1-4 weeks	4.48%	3
Over 4 weeks	1.49%	1
Felt problem was never corrected	0.00%	0
Not applicable	14.93%	10
No answer	4.48%	3
TOTAL		67

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

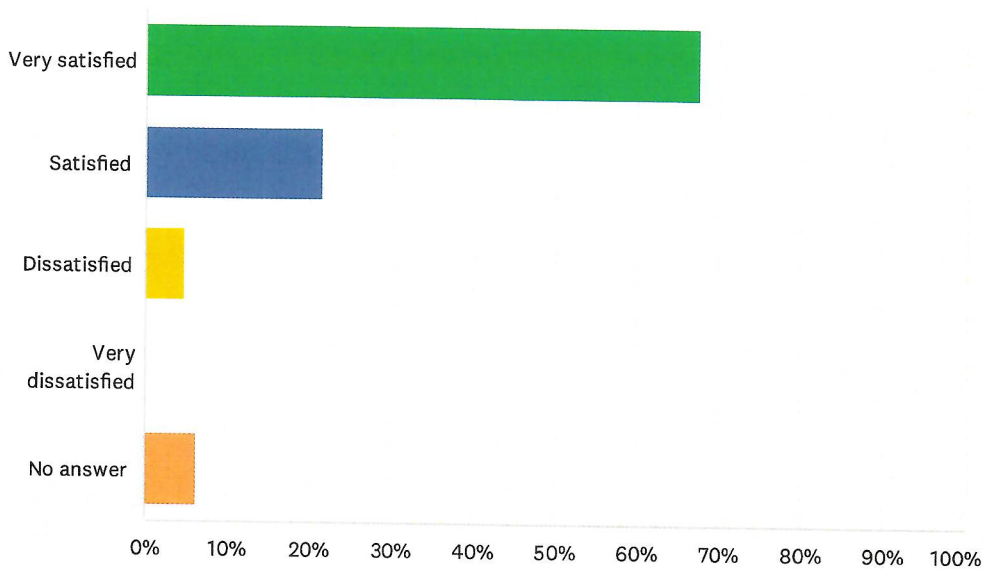
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less Than 1 day	58.21%	39
Completed in 2 days	4.48%	3
Less than 1 week	1.49%	1
Within 1-4 weeks	0.00%	0
Felt problem was never corrected	0.00%	0
Not applicable	28.36%	19
No answer	7.46%	5
TOTAL		67

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

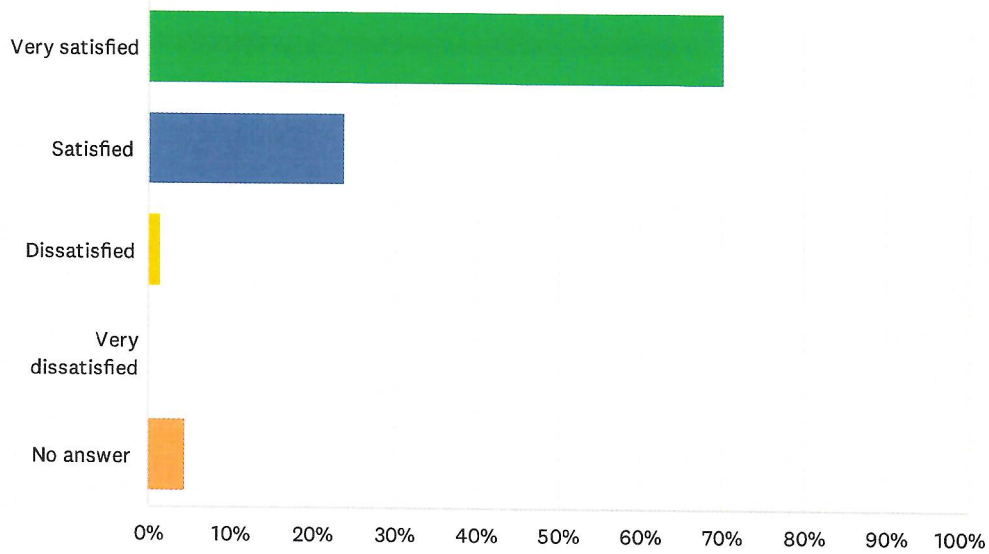
Answered: 65 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	67.69%	44
Satisfied	21.54%	14
Dissatisfied	4.62%	3
Very dissatisfied	0.00%	0
No answer	6.15%	4
TOTAL		65

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

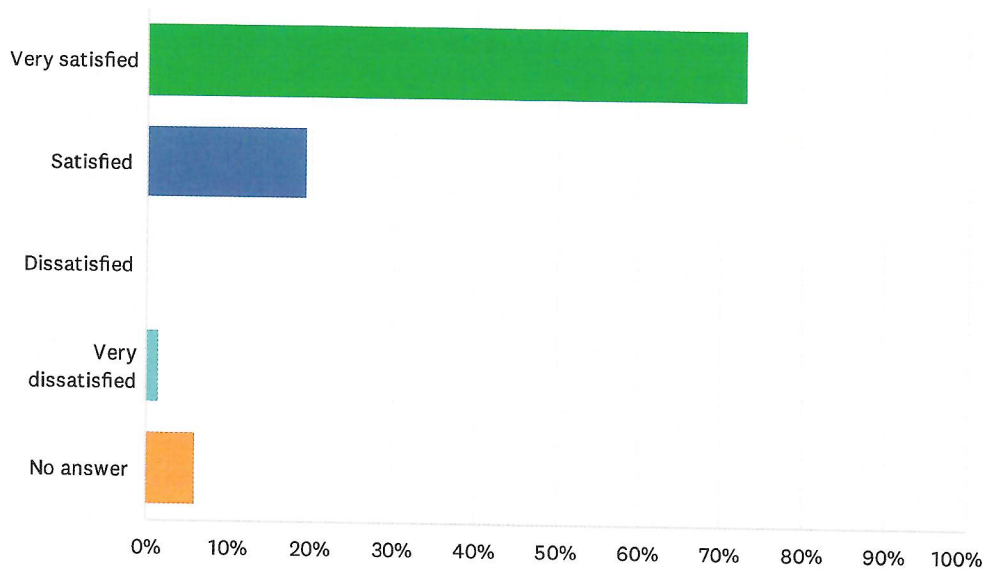
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	70.15%	47
Satisfied	23.88%	16
Dissatisfied	1.49%	1
Very dissatisfied	0.00%	0
No answer	4.48%	3
TOTAL		67

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

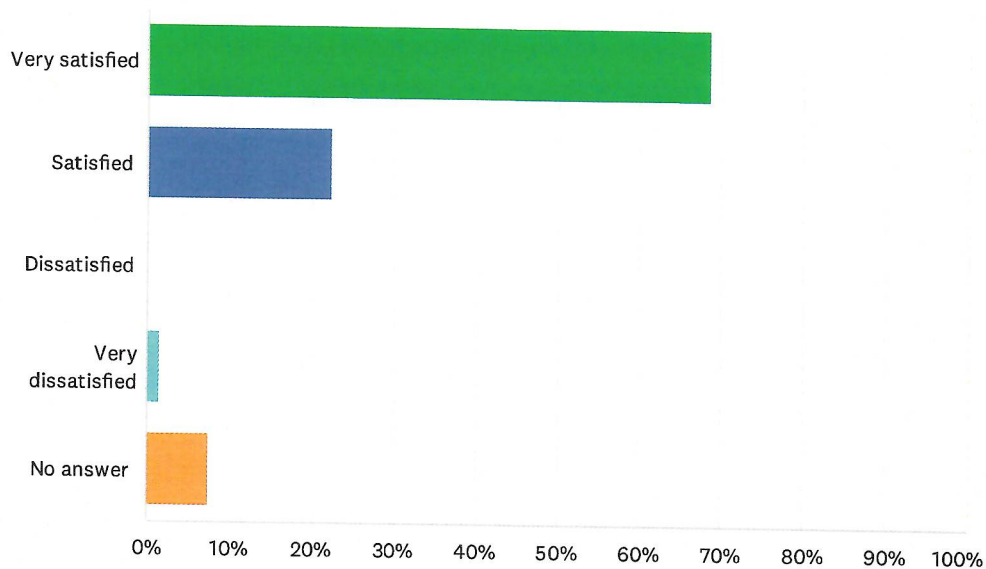
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	73.13%	49
Satisfied	19.40%	13
Dissatisfied	0.00%	0
Very dissatisfied	1.49%	1
No answer	5.97%	4
TOTAL		67

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

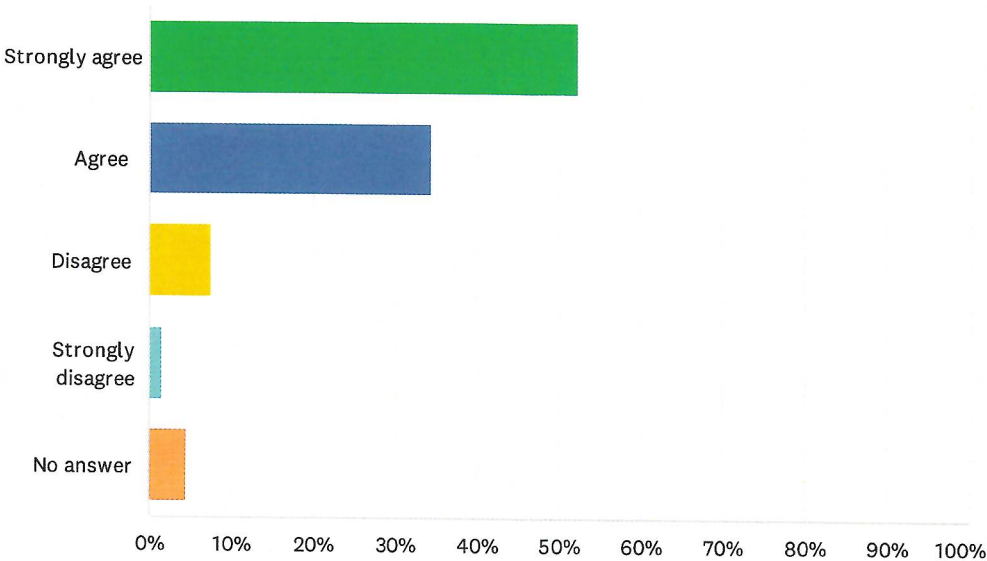
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	68.66%	46
Satisfied	22.39%	15
Dissatisfied	0.00%	0
Very dissatisfied	1.49%	1
No answer	7.46%	5
TOTAL		67

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

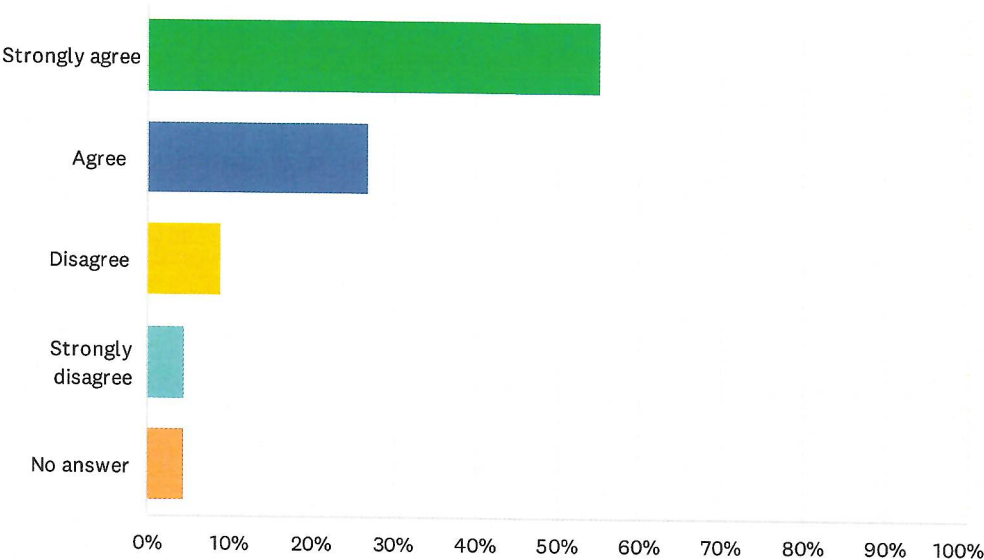
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	52.24%	35
Agree	34.33%	23
Disagree	7.46%	5
Strongly disagree	1.49%	1
No answer	4.48%	3
TOTAL		67

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

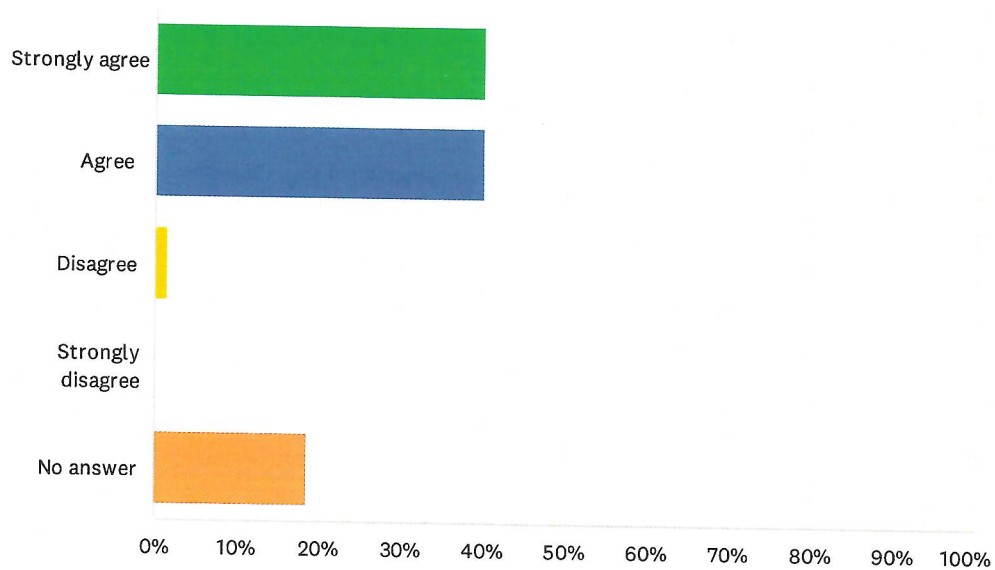
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	55.22%	37
Agree	26.87%	18
Disagree	8.96%	6
Strongly disagree	4.48%	3
No answer	4.48%	3
TOTAL		67

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

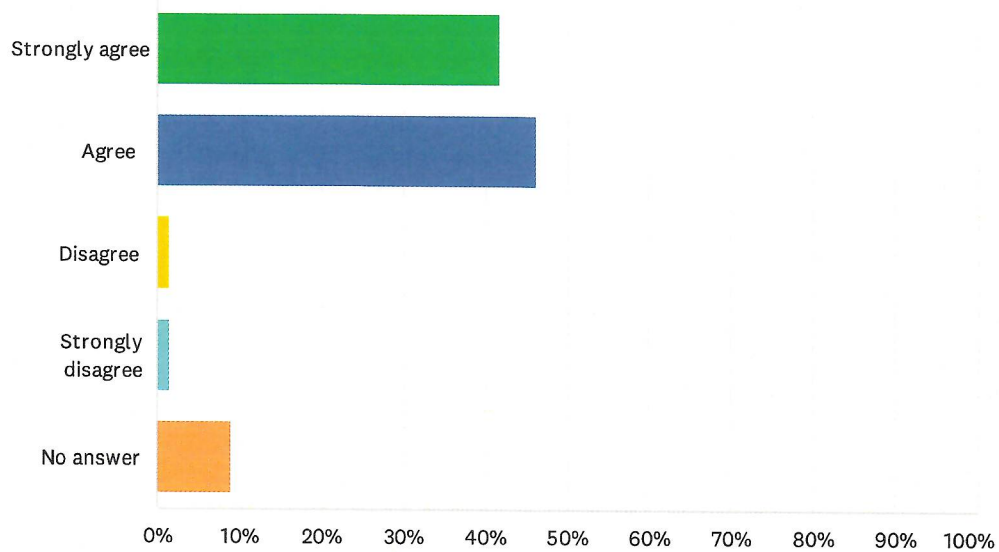
Answered: 65 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	40.00%	26
Agree	40.00%	26
Disagree	1.54%	1
Strongly disagree	0.00%	0
No answer	18.46%	12
TOTAL		65

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

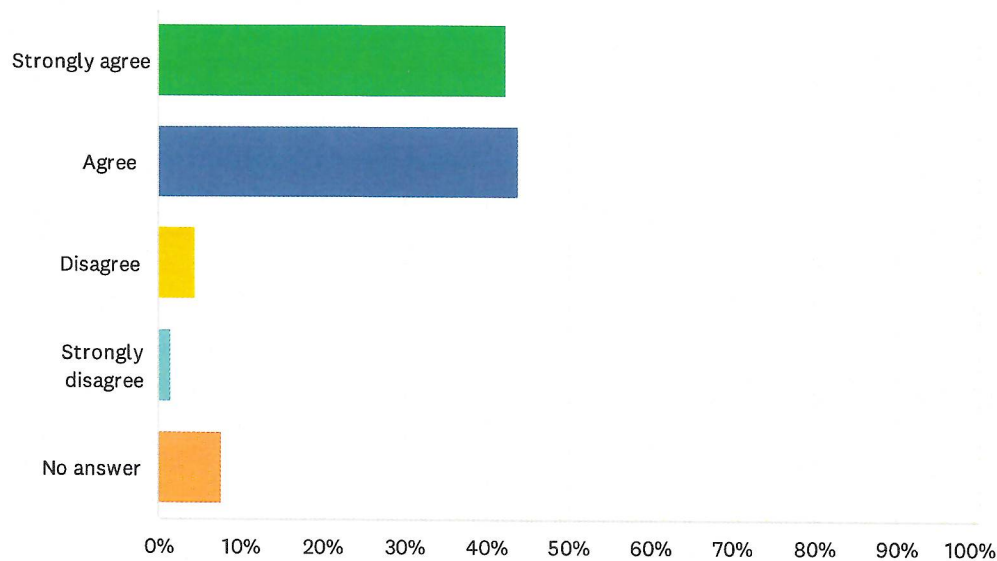
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	41.79%	28
Agree	46.27%	31
Disagree	1.49%	1
Strongly disagree	1.49%	1
No answer	8.96%	6
TOTAL		67

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

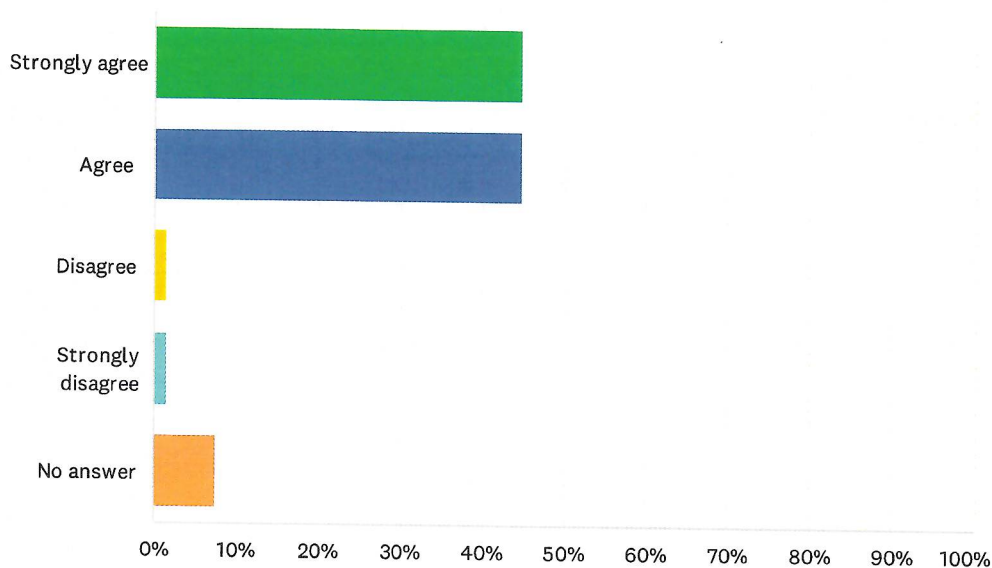
Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	42.42%	28
Agree	43.94%	29
Disagree	4.55%	3
Strongly disagree	1.52%	1
No answer	7.58%	5
TOTAL		66

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

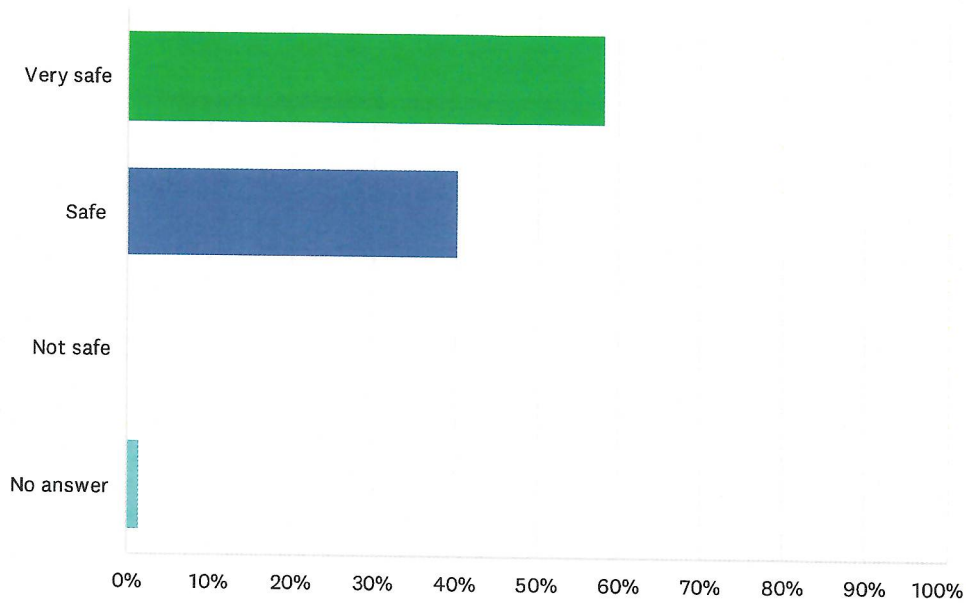
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	44.78%	30
Agree	44.78%	30
Disagree	1.49%	1
Strongly disagree	1.49%	1
No answer	7.46%	5
TOTAL		67

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

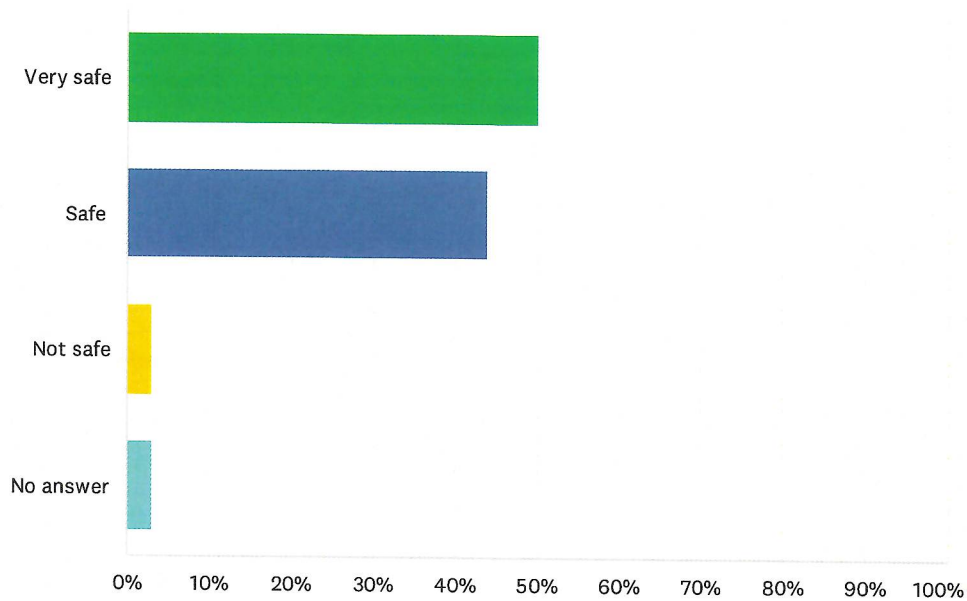
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very safe	58.21%	39
Safe	40.30%	27
Not safe	0.00%	0
No answer	1.49%	1
TOTAL		67

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

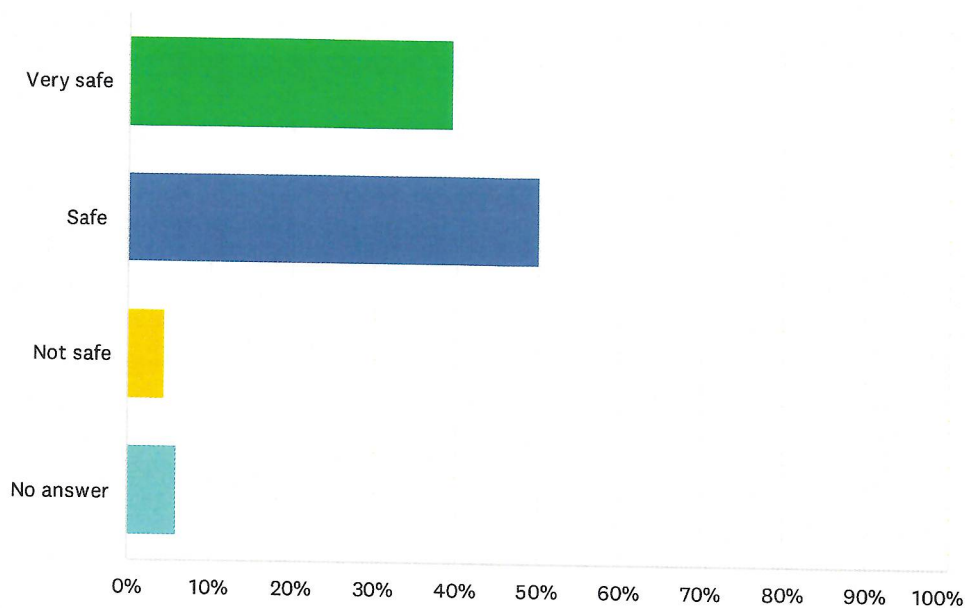
Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very safe	50.00%	33
Safe	43.94%	29
Not safe	3.03%	2
No answer	3.03%	2
TOTAL		66

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

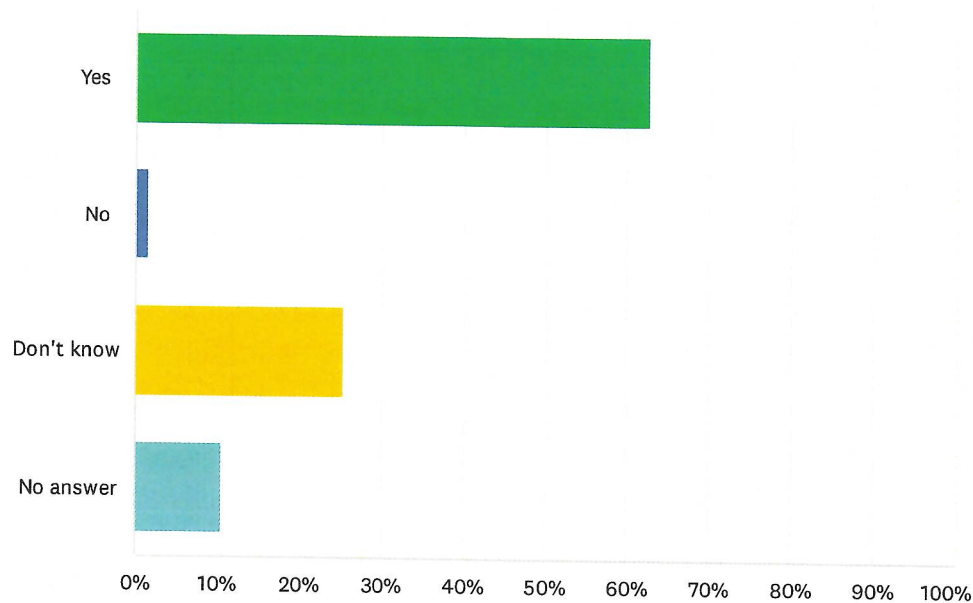
Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very safe	39.39%	26
Safe	50.00%	33
Not safe	4.55%	3
No answer	6.06%	4
TOTAL		66

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

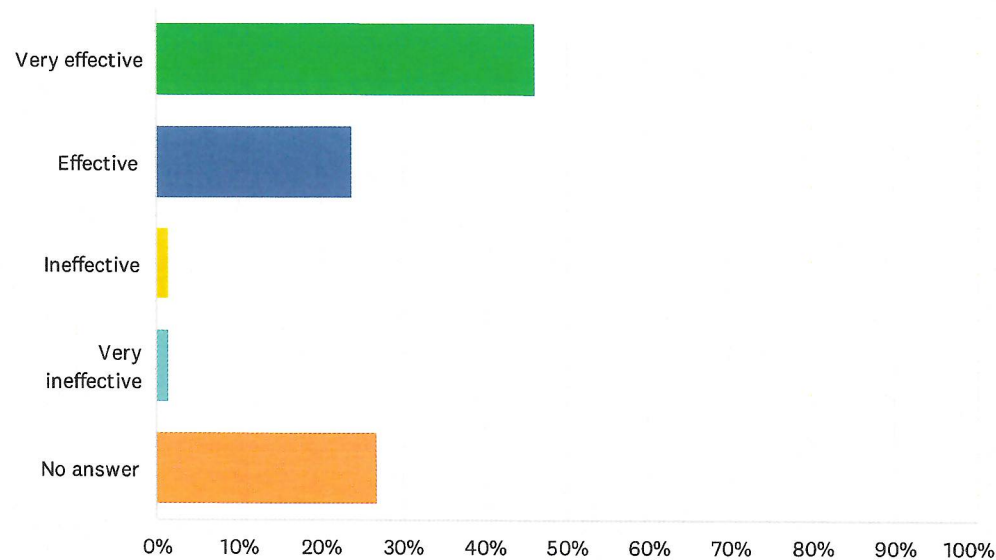
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	62.69%	42
No	1.49%	1
Don't know	25.37%	17
No answer	10.45%	7
TOTAL		67

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

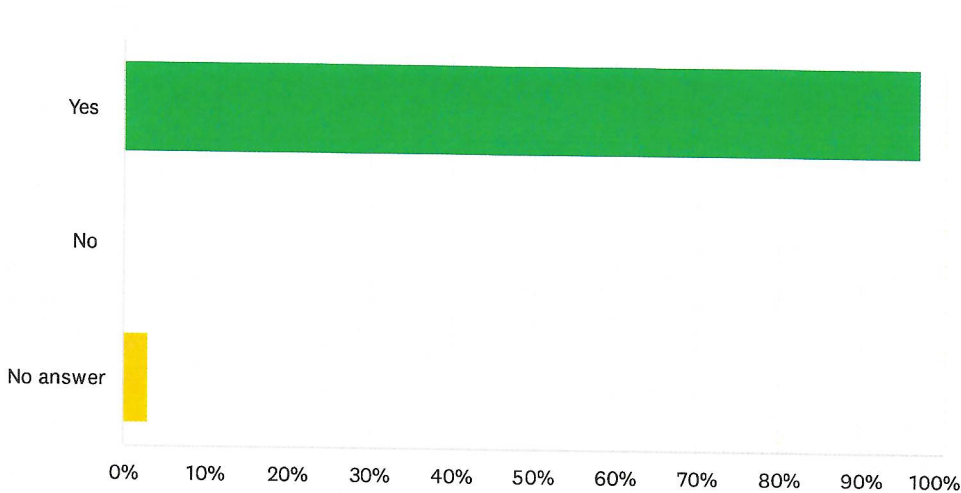
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very effective	46.27%	31
Effective	23.88%	16
Ineffective	1.49%	1
Very ineffective	1.49%	1
No answer	26.87%	18
TOTAL		67

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

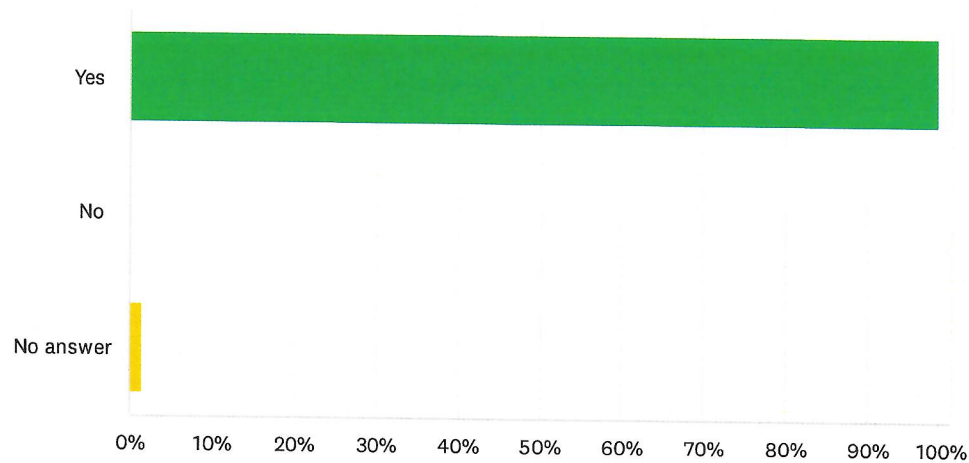
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	97.01%	65
No	0.00%	0
No answer	2.99%	2
TOTAL		67

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

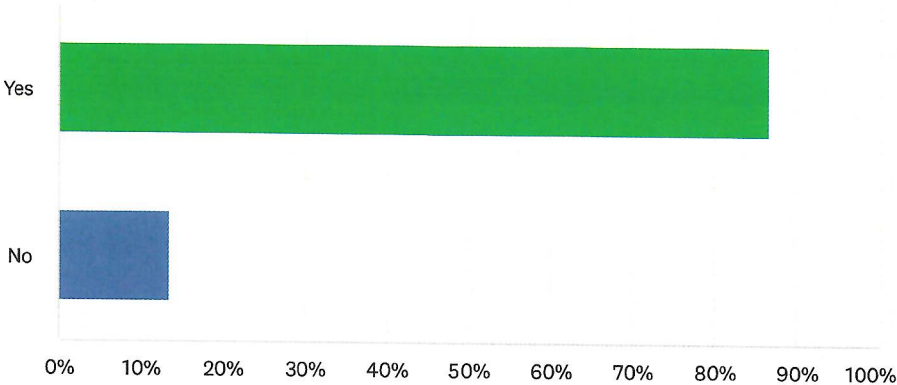
Answered: 65 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	98.46%	64
No	0.00%	0
No answer	1.54%	1
TOTAL		65

Q25 Have you met Shakita Point, the Service Coordinator's Assistant?

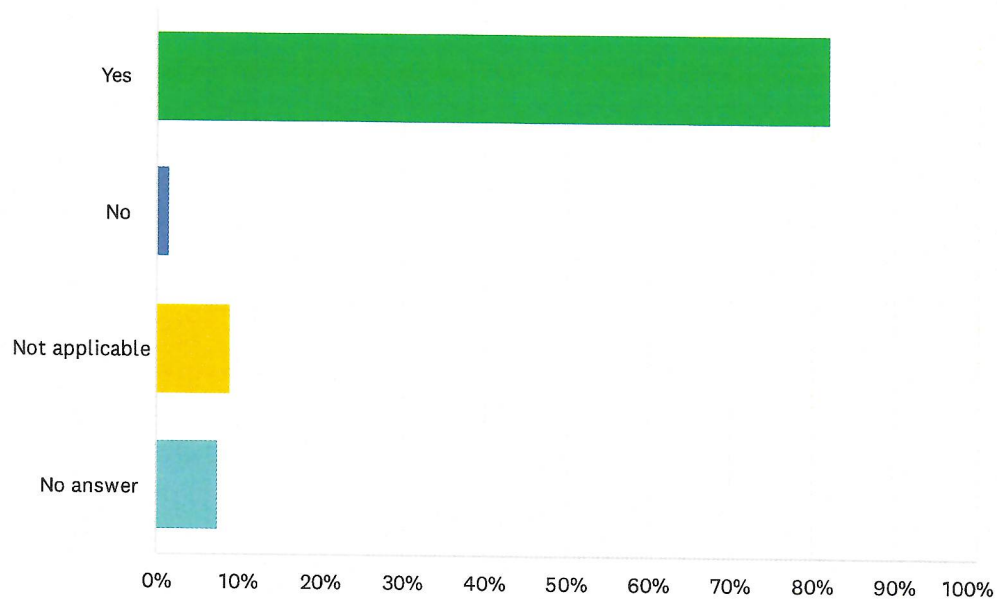
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	86.57%	58
No	13.43%	9
TOTAL		67

Q26 Was the Service Coordinator's Assistant professional and courteous during your encounter?

Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.09%	55
No	1.49%	1
Not applicable	8.96%	6
No answer	7.46%	5
TOTAL		67

Open-Ended 2023 Survey Responses

Q27 If you would like for the Community Resource Advocate, Christal Batey to follow up with you regarding a concern or a compliment, please complete the following sections:

Answered: 3 Skipped: 64

ANSWER CHOICES	RESPONSES	
Name	100.00%	3
--	0.00%	0
Unit Number	100.00%	3
--	0.00%	0
--	0.00%	0
--	0.00%	0
--	0.00%	0
--	0.00%	0
Email Address	66.67%	2
Phone Number	100.00%	3

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

July 15, 2022

By: Christal Batey, Community Resource Advocate and
Erryca Shuford, Public Health Intern
University of Maryland, College Park



GREENBELTMD

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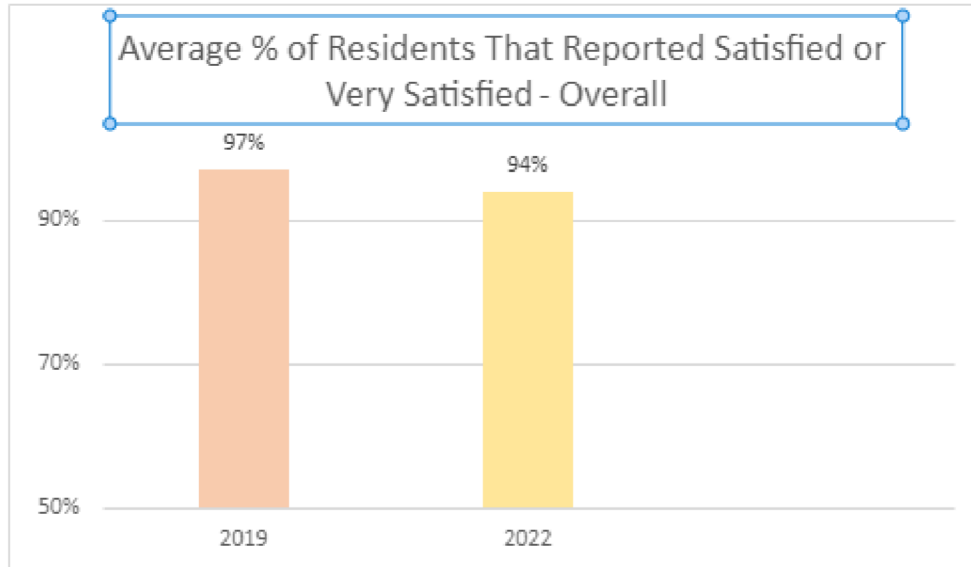
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Green Ridge House Resident Satisfaction Survey
Executive Summary and Comparative Analysis: 2019 and 2022

Historically, the annual executive summary has provided an analysis of the current survey. For the 2022 survey, we did a comparative analysis between two years 2019 and 2022. In 2022, the Greenbelt Assistance in Living (GAIL) Program conducted its annual resident survey to capture how residents at Green Ridge House (GRH), located at 22 Ridge Road, viewed various aspects of their living experience during the year. Each of the 101 residents living in GRH were asked to complete the survey. Survey results were calculated via “Survey Monkey”. 66 completed surveys were collected in 2022 compared to 45 completed surveys in 2019. This is an increase of 25% from 2019. The graphs included provide a comparative analysis that average survey responses from 2019 and 2022 for each of the various areas addressed. Please note all survey results are included in the appendix.

Overall Satisfaction

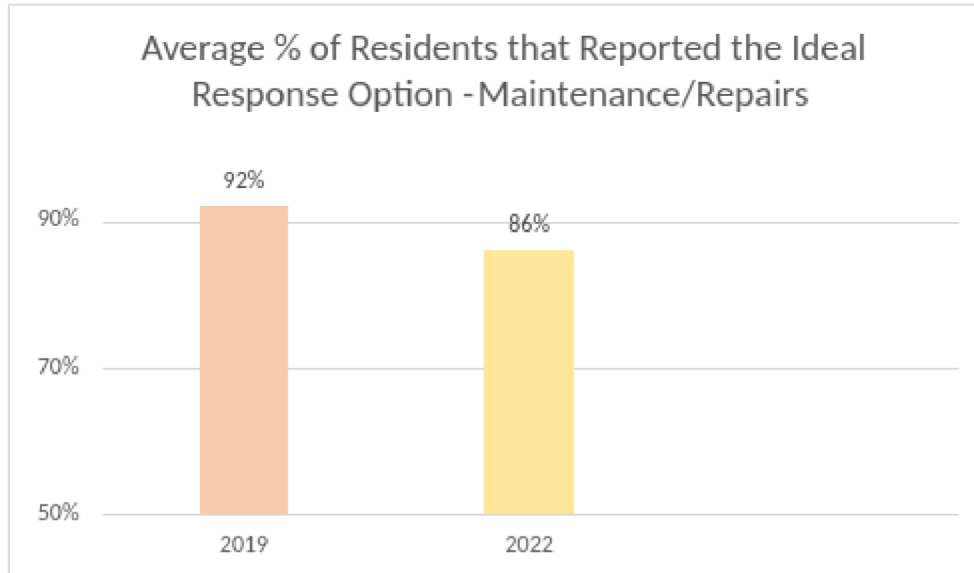
The overall satisfaction section included survey questions #1 through #4. Residents at GRH expressed very high levels of overall satisfaction with their building, neighborhood, and building management. 97% of residents reported being very satisfied or satisfied with their unit/home in 2022 which is a 3% decrease from 2019. Similarly, 97% of residents reported feeling very satisfied or satisfied with the property/building which also matches 2019. The percentage of those very satisfied or satisfied with the neighborhood increased by 2% to 98% while the percentage of residents who were very satisfied or satisfied with management of the property/building decreased by 3% to 92% in 2022.



Maintenance and Repairs

The maintenance and repairs section included survey questions #5 through #11. When asked how many times residents had called for maintenance/repairs during the past year, 94% reported that they called 4 or less times. This is a 3% decrease from 2019. When calling for non-emergency maintenance/repairs, 83% residents reported that the work was usually completed within 4 weeks or less compared to only 96% of residents reporting within 1-4 weeks in 2019. While this is a 13% decrease, 12% did not respond to this question. Only 2% of residents felt that their problem was not corrected in 2022, which is the same compared to 2019. For emergency maintenance/repairs, residents reporting that the work was usually completed in 2 days or less saw a 12% decrease to 68% when compared to 2019. This is due in part to 21% of residents selecting the “no answer” response for this question. When asked about the process of requesting repairs, 98% of residents reported feeling very satisfied or satisfied with the ease of requesting a repair. This is a 5% increase from 2019.

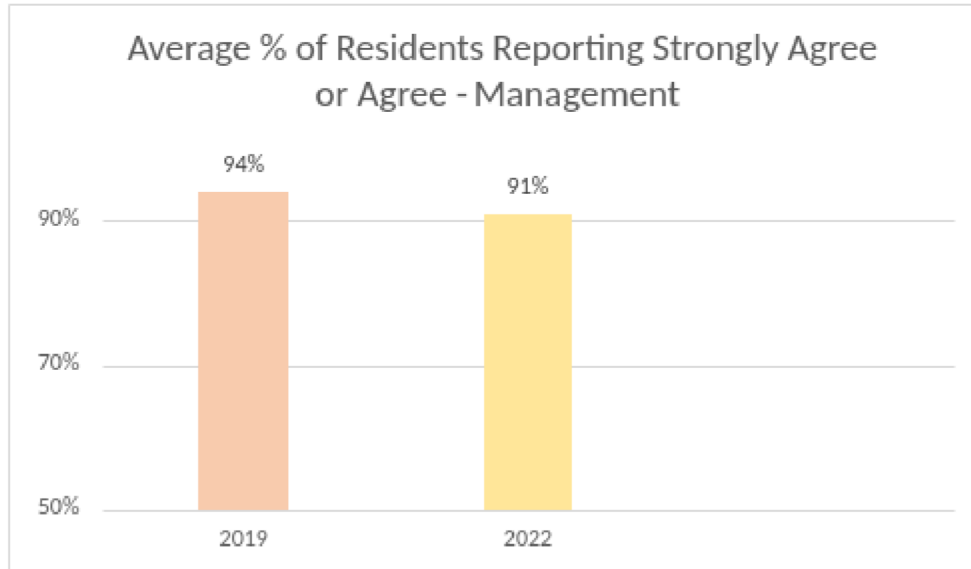
In 2022, 88% of residents reported being very satisfied or satisfied with how well the repairs were done, a 5% decrease from 2019. 90% reported being very satisfied or satisfied with how well they were treated by the person contacted for the repairs which was a 1% increase from 2019. Lastly, 88% reported being very satisfied or satisfied with how well they were treated by the person doing the repairs which was an 8% decrease from 2019.



Management

The management section included survey questions #12 through #17. The following questions are related to how residents viewed management in 2022 with response options ranging from strongly agree to strongly disagree. 91% of survey participants noted strongly agree or agree when asked if management is responsive to resident concerns, showing a decrease by 3% over 2019. When asked if management is courteous and professional, 85% indicated that they strongly agree or agree, a decrease compared to the 91% that reported the same option in 2019. 92% of survey participants either strongly agreed or agreed that management is supportive of their resident/tenant organization which is a 1% increase from reports in 2019. 92% strongly agreed or agreed that management provides appropriate information about maintenance and repair. This is a 1% decrease compared to 2019.

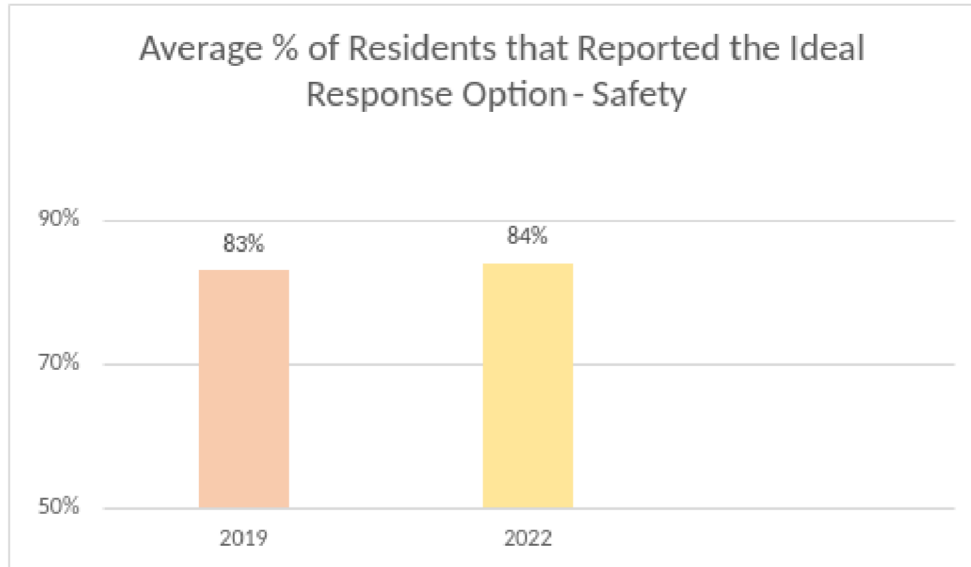
When asked if management provides appropriate information about the rules of their lease, 92% of respondents noted that they either strongly agreed or agreed with this statement. This is a 4% decrease from 2019. Respondents also reported a 2% decrease to 94% in 2022 compared to 2019 when asked if they think management provides appropriate information about meetings and events.



Safety

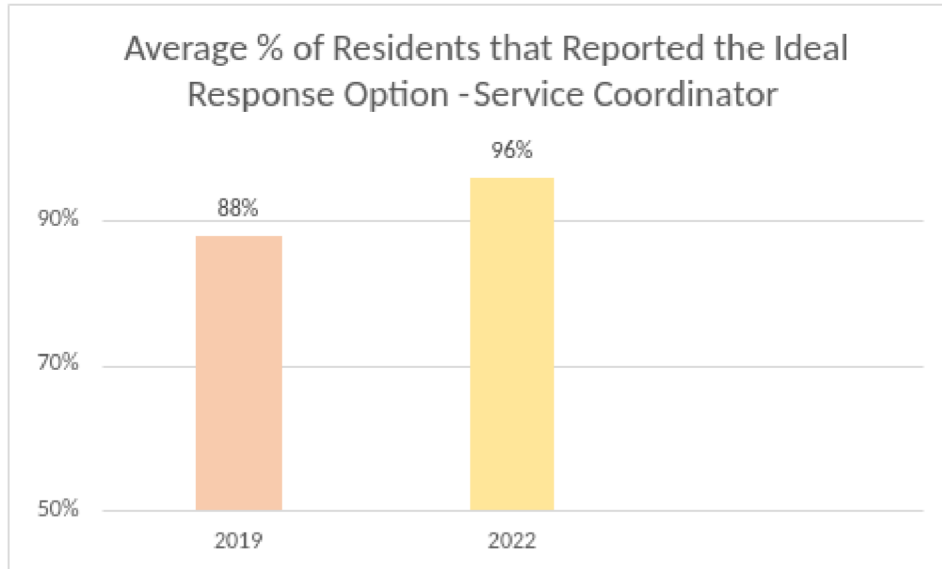
The safety section included survey questions #18 through #22. In 2022, 96% of respondents reported feeling very safe or safe from crime in their unit, a 2% decrease from 2019. 92% of survey participants said they felt very safe or safe in their building which was a 1% decrease from 2019. There was also a 1% increase compared to 2019 as 90% reported feeling very safe or safe from crime in the parking area.

The percentage of residents that reported feeling that management does act if other residents break the rules in the lease that pertain to safety increased from 62% to 65% from 2019 to 2022. The percentage of those that reported that they didn't know if management acted in these cases decreased from 36% to 30%. When asked to rate the response of management, 77% reported the action as either very effective or effective.



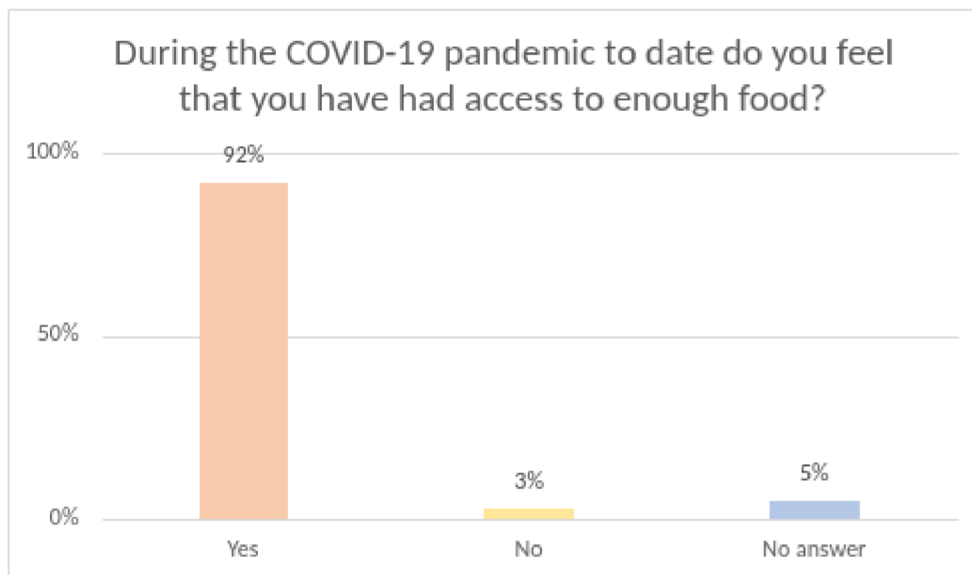
Service Coordinator

The service coordinator section included survey questions #23 and #24. The following questions are related to the utilization and professionalism of the Green Ridge House Service Coordinator. During 2022, 94% of residents noted that they have utilized the services of the Green Ridge House Service Coordinator. This is a 7% increase compared to reports from 2019. In addition, 98% of residents reported that the Service Coordinator was courteous and professional during their interactions, appointments or presentations, which is a 9% increase from 2019.



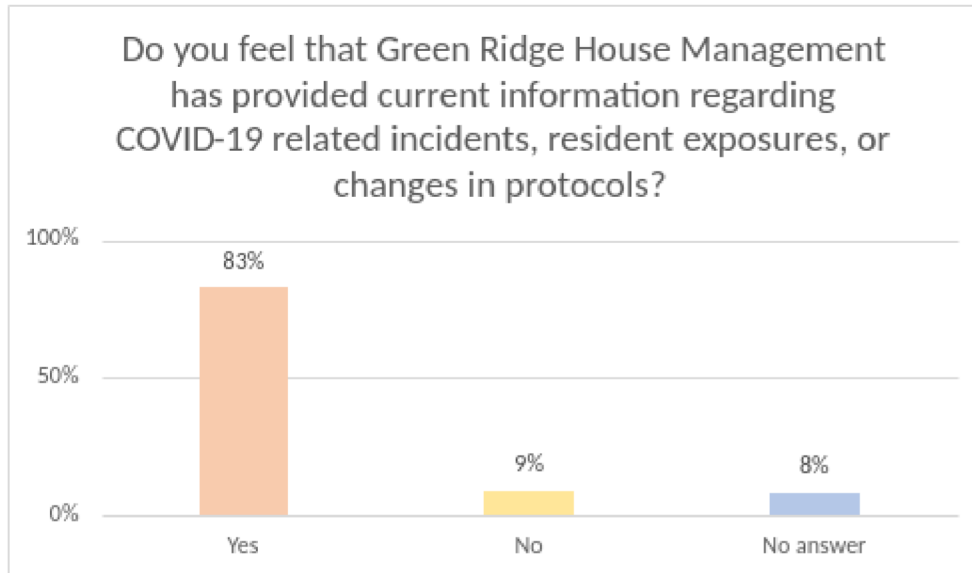
Covid-19 Survey Results

Q1: During the COVID-19 pandemic to date do you feel that you have had access to enough food?



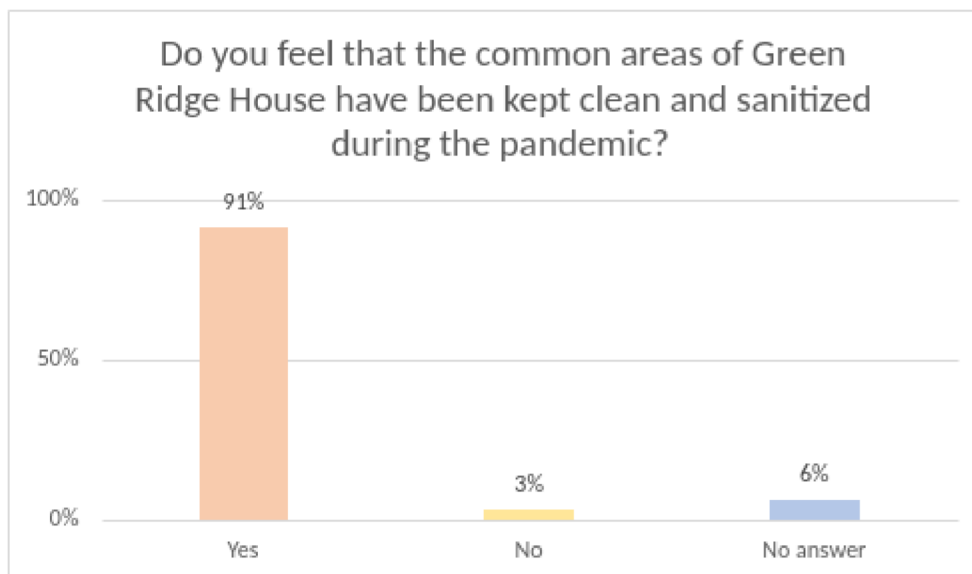
During the COVID-19 pandemic, 92% of residents felt they had had enough access to food.

Q2: Do you feel that Green Ridge House Management has provided current information regarding COVID-19 related incidents, resident exposures, or changes in protocols?



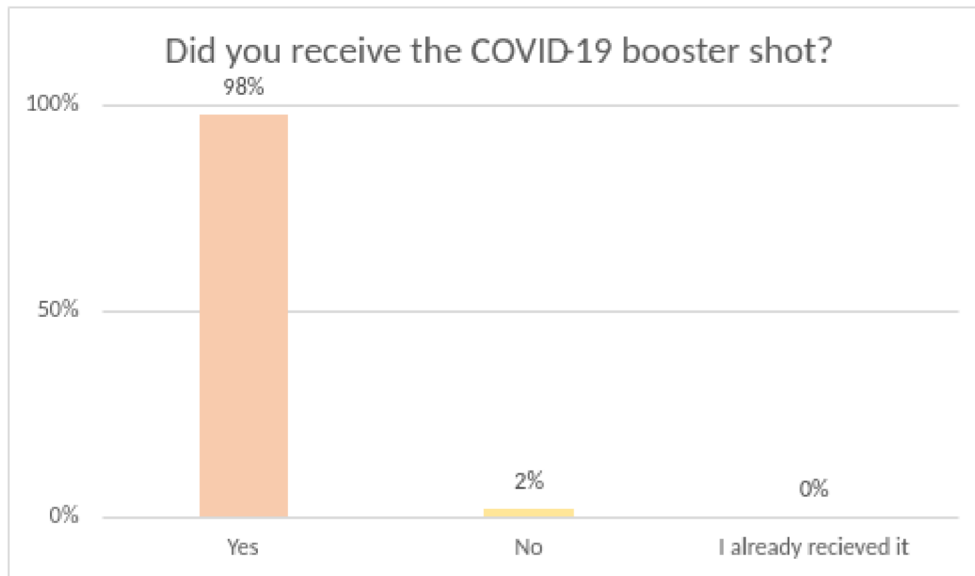
83% of residents felt that Green Ridge House Management has provided current information regarding COVID-19 related incidents, resident exposures, or changes in protocol.

Q3: Do you feel that the common areas of Green Ridge House have been kept clean and sanitized during the pandemic?



91% of the residents felt that the common areas of Green Ridge House have been kept clean and sanitized during the pandemic.

Q4: Did you receive the Covid-19 booster shot?



98% of residents have received the Covid-19 booster shot.

Open-Ended 2022 Survey Responses

Q5: Feedback for management:

#	RESPONSES	DATE
1	I'd like to address the changes in the building ambiance. As a small example, if you look at the baseboard-rose tinted- the hand rails are blond and the floor ripples. Nothing matches. Nothing flows. He is much noisier than carpeting. The ambiance has gone from "homely" to "St. Peter's waiting room", the furniture looks like a doctor's office.	5/27/2022 11:02 AM
2	I feel completely safe-informed and looked after from the day the building was locked down and everything was done to keep us safe and informed. Professional, great listeners and I thank you.	5/27/2022 10:55 AM
3	Thank you!	5/27/2022 10:49 AM
4	Outstanding and professional and personable	5/27/2022 10:48 AM
5	Respect residents and don't threaten. Thank you for service.	5/27/2022 10:47 AM
6	I feel safe with management. Kim takes care of problems when or if they occur.	5/27/2022 10:44 AM
7	They do a great job.	5/27/2022 10:40 AM
8	Excellent job throughout difficult times!	5/27/2022 10:38 AM
9	Very nice people	5/27/2022 10:36 AM
10	Thank you for being proactive for the residents.	5/27/2022 10:35 AM
11	Did a good job on covid!	5/27/2022 10:24 AM
12	I have never had a problem. I would love to get my carpet cleaned	5/26/2022 3:55 PM
13	I am glad I don't have to deal with some of the old people on the daily basis.	5/26/2022 3:48 PM
14	Great and very happy with it.	5/26/2022 3:44 PM
15	I plan to have 2nd booster shot shortly. In the night it is quiet-very good. Overall, I am happy here, fortunate being here. Keep up your good work. Thank you.	5/26/2022 3:41 PM
16	Keep functioning as you are. The management team is doing a fine job.	5/26/2022 3:37 PM
17	Thanks for your work!	5/26/2022 3:34 PM
18	The pandemic preparation was excellent.	5/26/2022 3:31 PM
19	Thank you for kind expression	5/26/2022 3:28 PM
20	Thank you!	5/26/2022 3:24 PM
21	Highest and respectful regard!	5/26/2022 3:23 PM
22	I feel management is responsive, accessible, and straight forward.	5/26/2022 3:20 PM
23	I enjoy living here.	5/26/2022 3:05 PM
24	Mostly positive experiences.	5/26/2022 3:02 PM
25	They are great!	5/26/2022 2:58 PM
26	Tone of voice is often harsh when communicating with residents-condescending.	5/26/2022 2:54 PM
27	Thank you! I love Green Ridge House, it is a wonderful community.	5/26/2022 2:50 PM
28	I would like to talk about an incident that happened to me and how it was handled by management in my first few months of living here.	5/26/2022 2:47 PM

Q6: Feedback for maintenance

#	RESPONSES	DATE
1	You didn't see them but you knew they were making sure everything was running and working.	5/27/2022 10:55 AM
2	Thank you!	5/27/2022 10:49 AM
3	Thank you for service.	5/27/2022 10:47 AM
4	They always fix what is not working right away.	5/27/2022 10:44 AM
5	Same as above.	5/27/2022 10:40 AM
6	Prompt, competent, and pleasant!	5/27/2022 10:38 AM
7	Great guys	5/27/2022 10:36 AM
8	Thank you for help, competence, and willingness to "chat" about building.	5/27/2022 10:35 AM
9	Apt needs speakers in each unit. Hard to hear office when they tell you something. Also unit is very hot all the time. 80 degrees all the time when heat is not on.	5/27/2022 10:30 AM
10	Great!	5/27/2022 10:24 AM
11	I have never had a problem	5/26/2022 3:55 PM
12	Very well done.	5/26/2022 3:48 PM
13	Always happy with them.	5/26/2022 3:44 PM
14	Two gifted, hardworking maintenance men. Hope they are here as long as we are.	5/26/2022 3:37 PM
15	Thanks for your work!	5/26/2022 3:34 PM
16	Keep doing the great job you are doing.	5/26/2022 3:31 PM
17	Very good job	5/26/2022 3:28 PM
18	Thank You!	5/26/2022 3:24 PM
19	Grateful for all you do!	5/26/2022 3:23 PM
20	I have been pleasantly surprised with maintenance swift response to requests. They both are pleasant, courteous, and knowledgeable. Their care and attention makes me feel that any situation can be handled.	5/26/2022 3:20 PM
21	The best maintenance here than any place I've lived in for many years.	5/26/2022 3:05 PM
22	Building areas mostly kept clean and good condition. One area that should be cleaned (a lot of mud) is patio between elevators and art/ceramic room on T level.	5/26/2022 3:02 PM
23	They are great!	5/26/2022 2:58 PM
24	great guys	5/26/2022 2:47 PM

Q7: Feedback for service coordinator:

#	RESPONSES	DATE
1	What a joy to have Flora there to help and answer any questions- kind, helpful, and patient.	5/27/2022 10:55 AM
2	Thank you.	5/27/2022 10:49 AM
3	Thank you for helping us.	5/27/2022 10:47 AM
4	Flora has helped me several times. She is friendly and very professional.	5/27/2022 10:44 AM
5	Same as above.	5/27/2022 10:40 AM
6	Always helpful!	5/27/2022 10:38 AM
7	Couldn't be better	5/27/2022 10:36 AM
8	Hooray for Flora!	5/27/2022 10:35 AM
9	Great!	5/27/2022 10:24 AM
10	No problem	5/26/2022 3:55 PM
11	Good job.	5/26/2022 3:48 PM
12	Bring more food on the fourth Thursday. It might be third Thursday from community center.	5/26/2022 3:46 PM
13	Great, very polite and helpful in any way needed.	5/26/2022 3:44 PM
14	She is accessible, competent, helpful, doing her job effectively. Very good.	5/26/2022 3:41 PM
15	Ms. Li is very helpful. Hope she'll be here a long time.	5/26/2022 3:37 PM
16	I breathe best without masks, and talk best without masks. The same happening.	5/26/2022 3:34 PM
17	Excellent and Flora is a very nice and hard worker. Thank you	5/26/2022 3:28 PM
18	Thank you!	5/26/2022 3:24 PM
19	Impressed with your dedication and enjoy our interaction	5/26/2022 3:23 PM
20	I feel that Flora is an exemplary social services coordinator. She is pleasant, makes herself available, offers useful resources and is willing to help a resident in accessing those resources. She seems to genuinely care about the quality of assistance offered and the residents well-being.	5/26/2022 3:20 PM
21	has done an excellent job. She has met my needs in a friendly and professional manner.	5/26/2022 3:07 PM
22	She's doing a great job.	5/26/2022 3:05 PM
23	Really good experiences. Many thanks for being here.	5/26/2022 3:02 PM
24	They are great!	5/26/2022 2:58 PM
25	fantastic service	5/26/2022 2:47 PM
26	Appreciate all your effects. Thank you	5/26/2022 2:26 PM

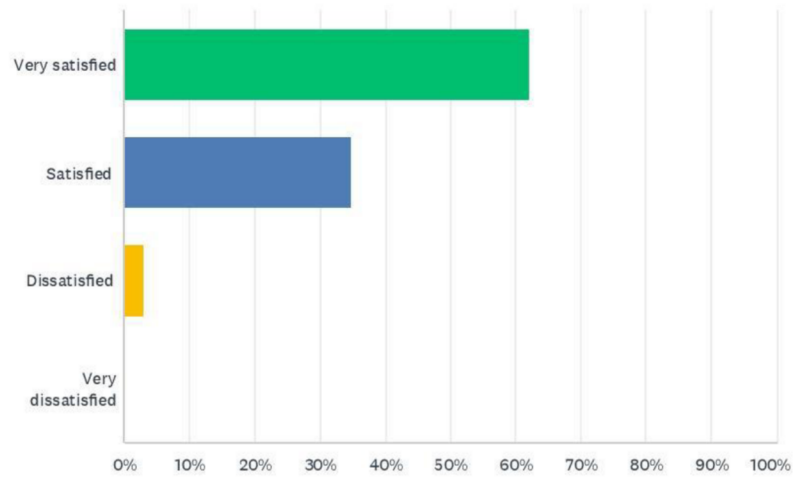
Appendix 1

Green Ridge House Complete Survey Results

GRH Satisfaction Survey - Main Survey Results 2022

Q1 How satisfied are you with your unit/home?

Answered: 66 Skipped: 0

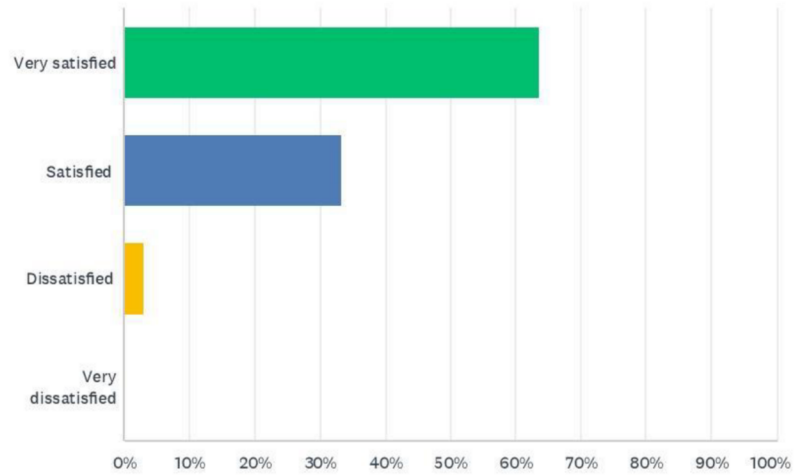


ANSWER CHOICES	RESPONSES	
Very satisfied	62.12%	41
Satisfied	34.85%	23
Dissatisfied	3.03%	2
Very dissatisfied	0.00%	0
TOTAL		66

GRH Satisfaction Survey - Main Survey Results 2022

Q2 How satisfied are you with your property/building?

Answered: 66 Skipped: 0

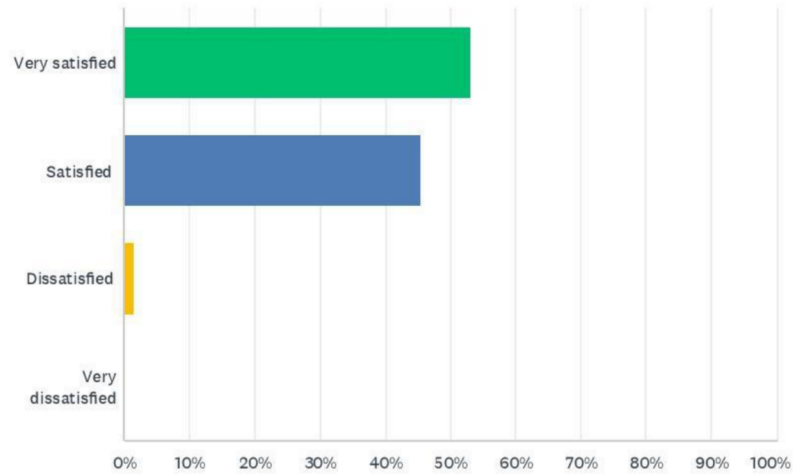


ANSWER CHOICES	RESPONSES	
Very satisfied	63.64%	42
Satisfied	33.33%	22
Dissatisfied	3.03%	2
Very dissatisfied	0.00%	0
TOTAL		66

GRH Satisfaction Survey - Main Survey Results 2022

Q3 How satisfied are you with your neighborhood?

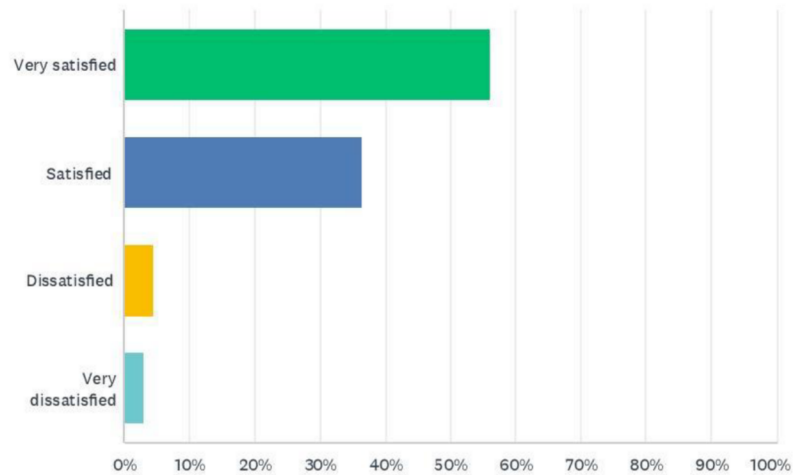
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	53.03%	35
Satisfied	45.45%	30
Dissatisfied	1.52%	1
Very dissatisfied	0.00%	0
TOTAL		66

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

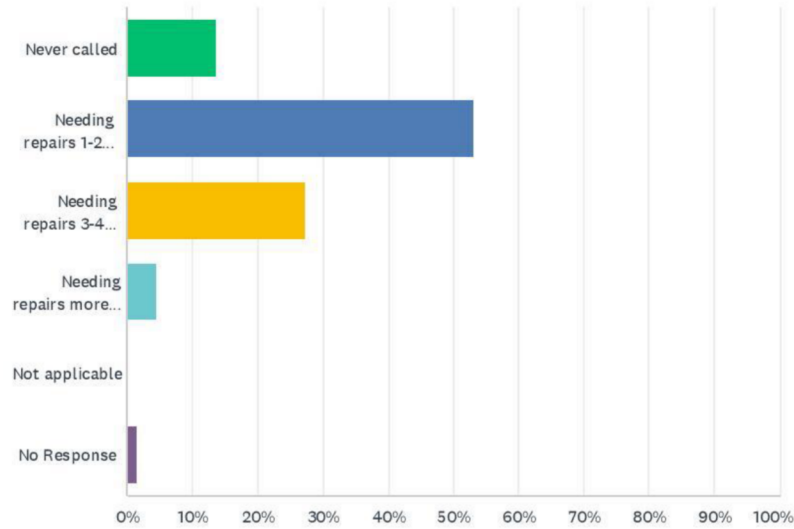
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	56.06%	37
Satisfied	36.36%	24
Dissatisfied	4.55%	3
Very dissatisfied	3.03%	2
TOTAL		66

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

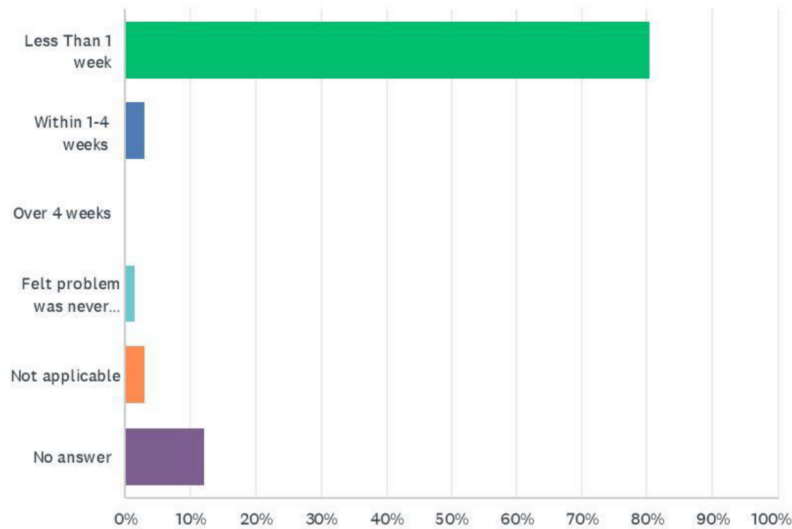
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never called	13.64%	9
Needing repairs 1-2 times	53.03%	35
Needing repairs 3-4 times	27.27%	18
Needing repairs more than 4 times	4.55%	3
Not applicable	0.00%	0
No Response	1.52%	1
TOTAL		66

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

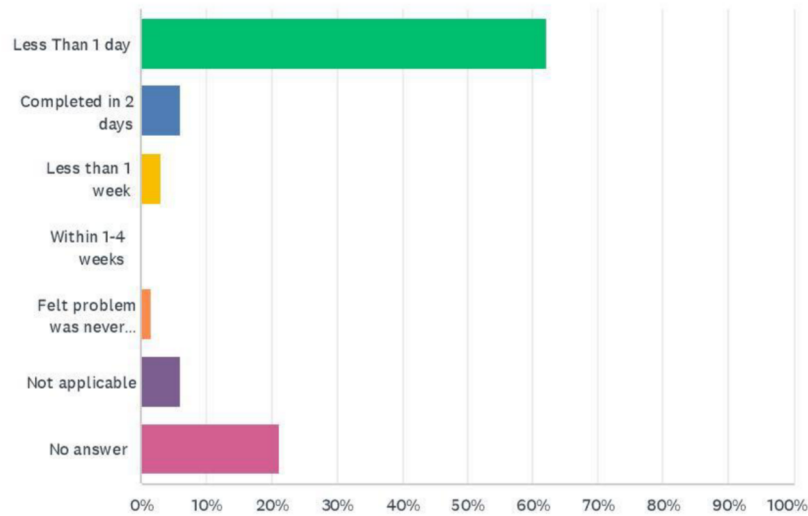
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less Than 1 week	80.30%	53
Within 1-4 weeks	3.03%	2
Over 4 weeks	0.00%	0
Felt problem was never corrected	1.52%	1
Not applicable	3.03%	2
No answer	12.12%	8
TOTAL		66

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

Answered: 66 Skipped: 0

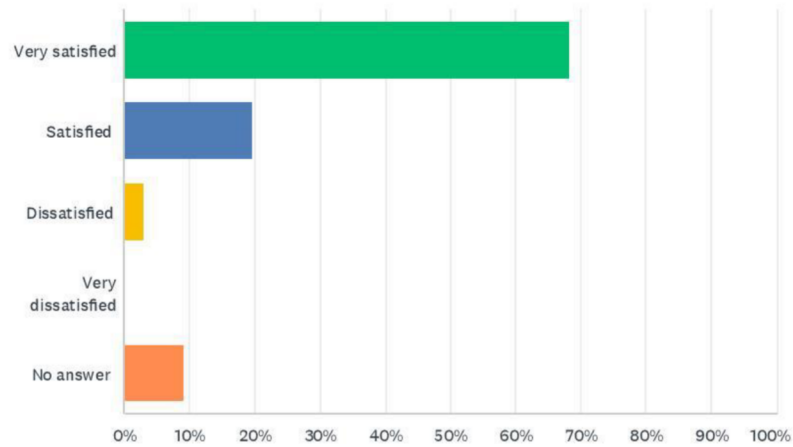


ANSWER CHOICES	RESPONSES	
Less Than 1 day	62.12%	41
Completed in 2 days	6.06%	4
Less than 1 week	3.03%	2
Within 1-4 weeks	0.00%	0
Felt problem was never corrected	1.52%	1
Not applicable	6.06%	4
No answer	21.21%	14
TOTAL		66

GRH Satisfaction Survey - Main Survey Results 2022

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

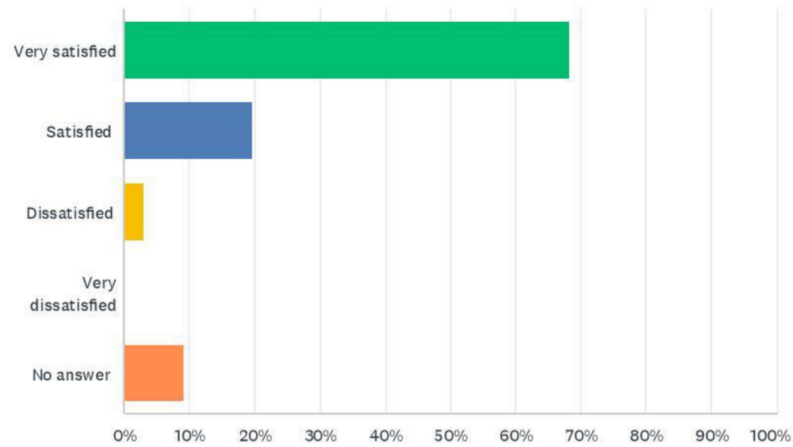
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	68.18%	45
Satisfied	19.70%	13
Dissatisfied	3.03%	2
Very dissatisfied	0.00%	0
No answer	9.09%	6
TOTAL		66

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

Answered: 66 Skipped: 0

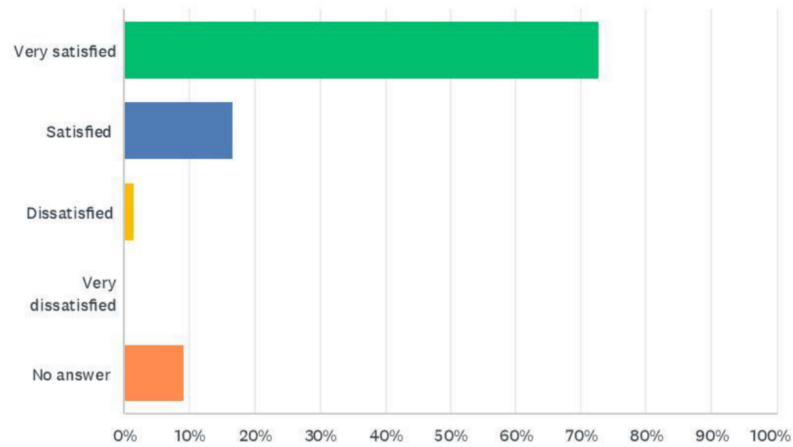


ANSWER CHOICES	RESPONSES	
Very satisfied	68.18%	45
Satisfied	19.70%	13
Dissatisfied	3.03%	2
Very dissatisfied	0.00%	0
No answer	9.09%	6
TOTAL		66

GRH Satisfaction Survey - Main Survey Results 2022

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

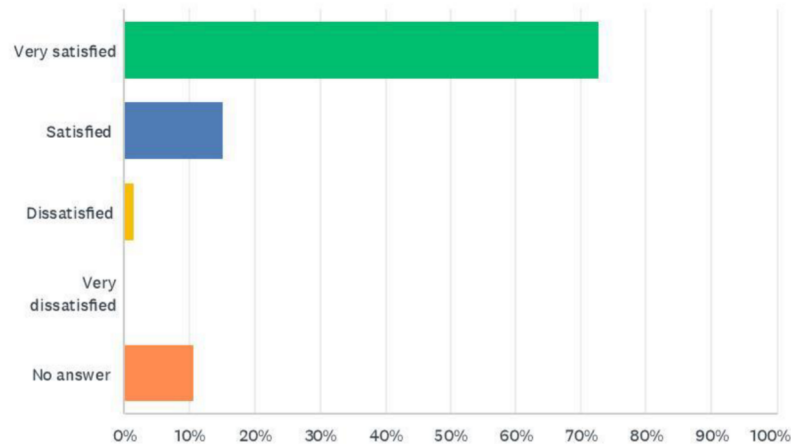
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	72.73%	48
Satisfied	16.67%	11
Dissatisfied	1.52%	1
Very dissatisfied	0.00%	0
No answer	9.09%	6
TOTAL		66

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

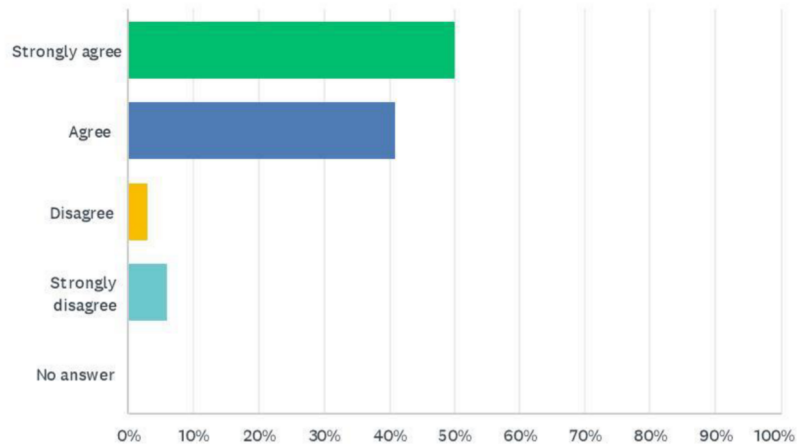
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	72.73%	48
Satisfied	15.15%	10
Dissatisfied	1.52%	1
Very dissatisfied	0.00%	0
No answer	10.61%	7
TOTAL		66

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

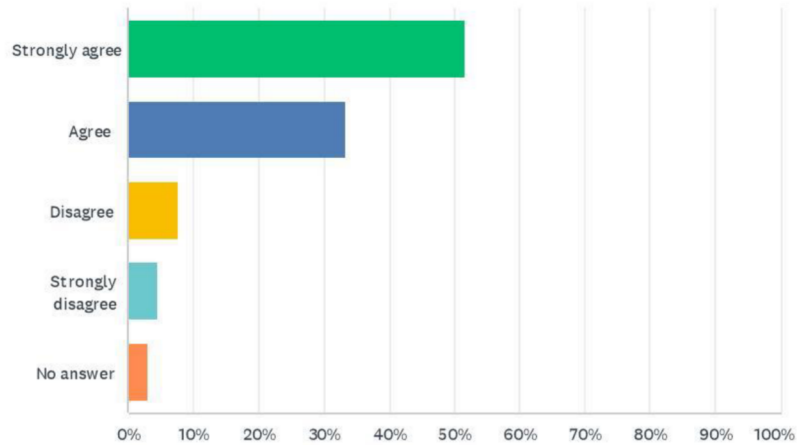
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	33
Agree	40.91%	27
Disagree	3.03%	2
Strongly disagree	6.06%	4
No answer	0.00%	0
TOTAL		66

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

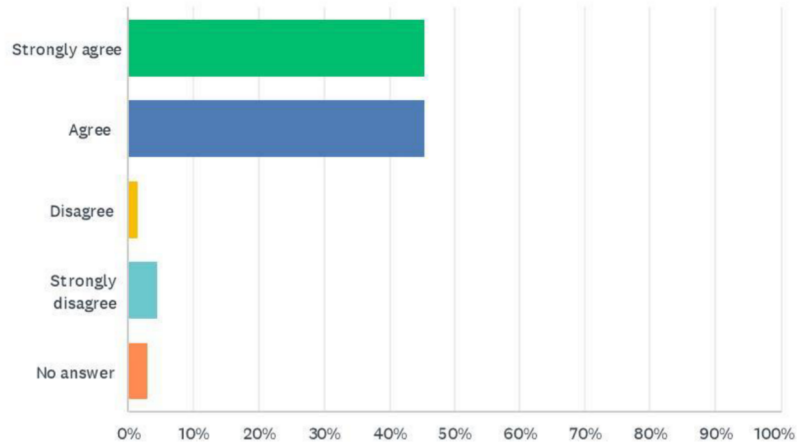
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	51.52%	34
Agree	33.33%	22
Disagree	7.58%	5
Strongly disagree	4.55%	3
No answer	3.03%	2
TOTAL		66

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

Answered: 66 Skipped: 0

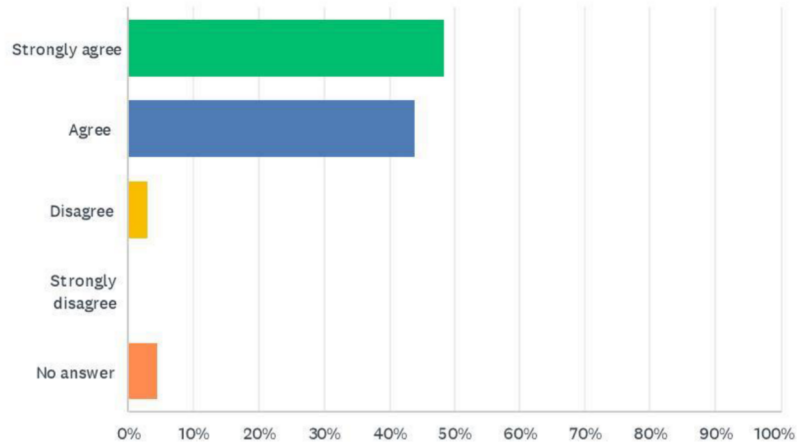


ANSWER CHOICES	RESPONSES	
Strongly agree	45.45%	30
Agree	45.45%	30
Disagree	1.52%	1
Strongly disagree	4.55%	3
No answer	3.03%	2
TOTAL		66

GRH Satisfaction Survey - Main Survey Results 2022

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

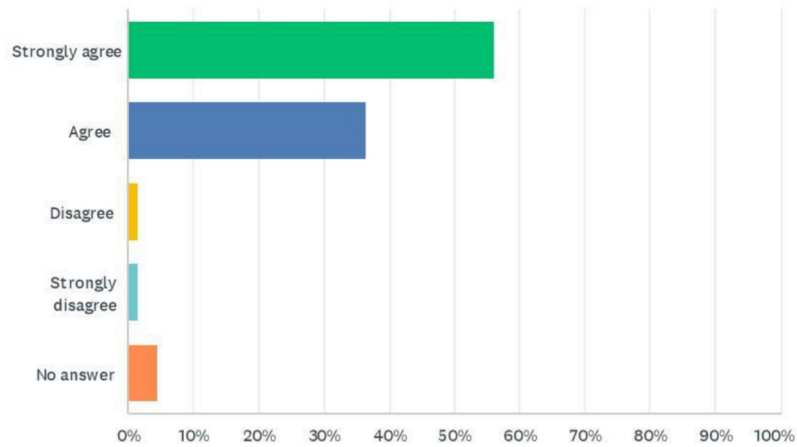
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	48.48%	32
Agree	43.94%	29
Disagree	3.03%	2
Strongly disagree	0.00%	0
No answer	4.55%	3
TOTAL		66

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

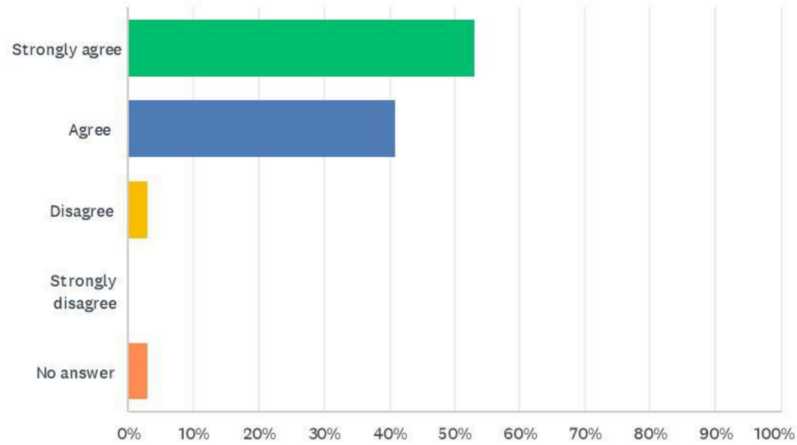
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	56.06%	37
Agree	36.36%	24
Disagree	1.52%	1
Strongly disagree	1.52%	1
No answer	4.55%	3
TOTAL		66

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

Answered: 66 Skipped: 0

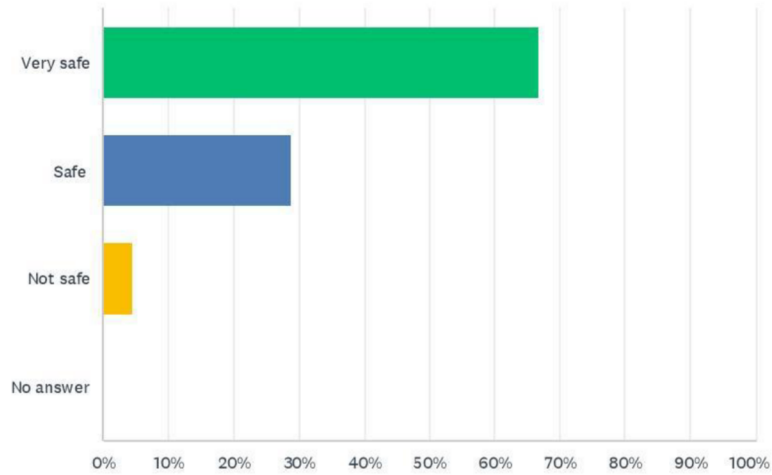


ANSWER CHOICES	RESPONSES	
Strongly agree	53.03%	35
Agree	40.91%	27
Disagree	3.03%	2
Strongly disagree	0.00%	0
No answer	3.03%	2
TOTAL		66

GRH Satisfaction Survey - Main Survey Results 2022

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

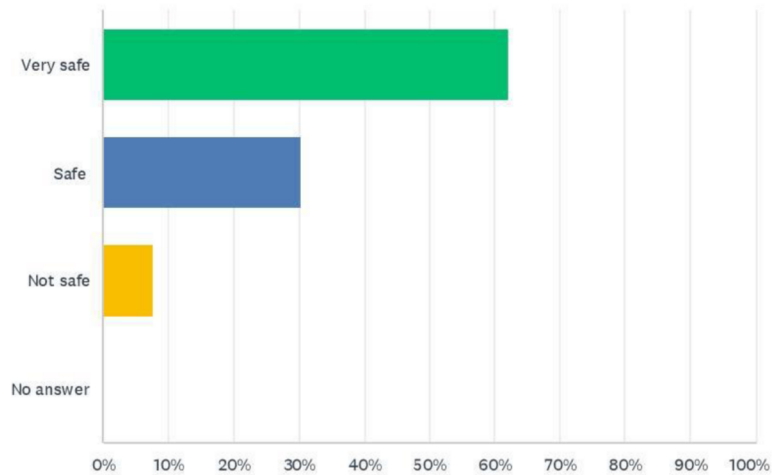
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very safe	66.67%	44
Safe	28.79%	19
Not safe	4.55%	3
No answer	0.00%	0
TOTAL		66

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

Answered: 66 Skipped: 0

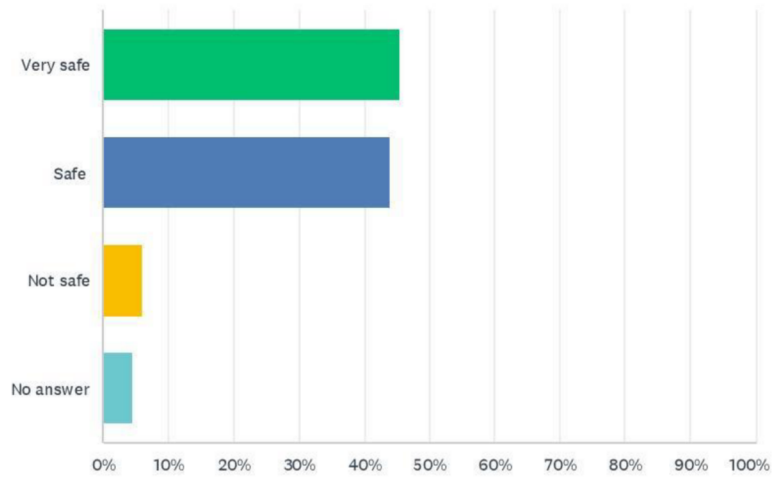


ANSWER CHOICES	RESPONSES	
Very safe	62.12%	41
Safe	30.30%	20
Not safe	7.58%	5
No answer	0.00%	0
TOTAL		66

GRH Satisfaction Survey - Main Survey Results 2022

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

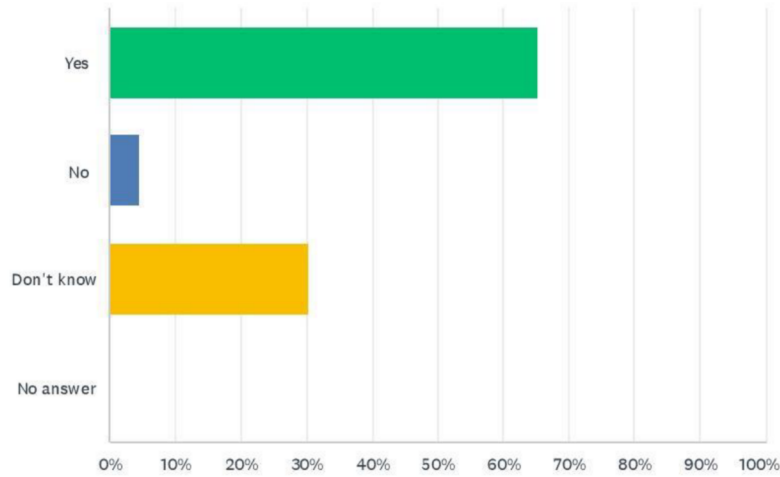
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very safe	45.45%	30
Safe	43.94%	29
Not safe	6.06%	4
No answer	4.55%	3
TOTAL		66

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

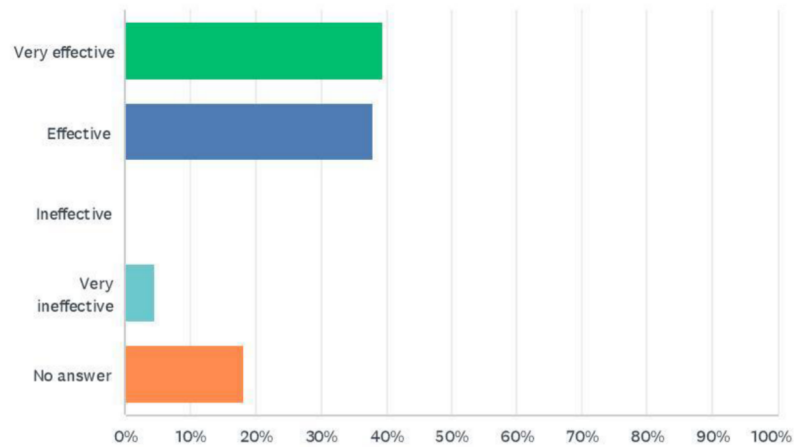
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	65.15%	43
No	4.55%	3
Don't know	30.30%	20
No answer	0.00%	0
TOTAL		66

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

Answered: 66 Skipped: 0

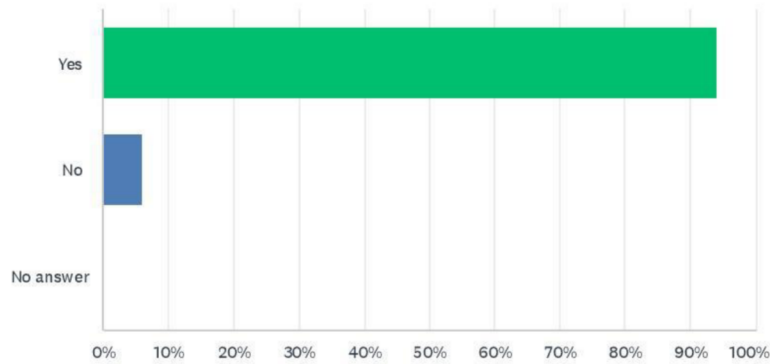


ANSWER CHOICES	RESPONSES	
Very effective	39.39%	26
Effective	37.88%	25
Ineffective	0.00%	0
Very ineffective	4.55%	3
No answer	18.18%	12
TOTAL		66

GRH Satisfaction Survey - Main Survey Results 2022

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

Answered: 66 Skipped: 0

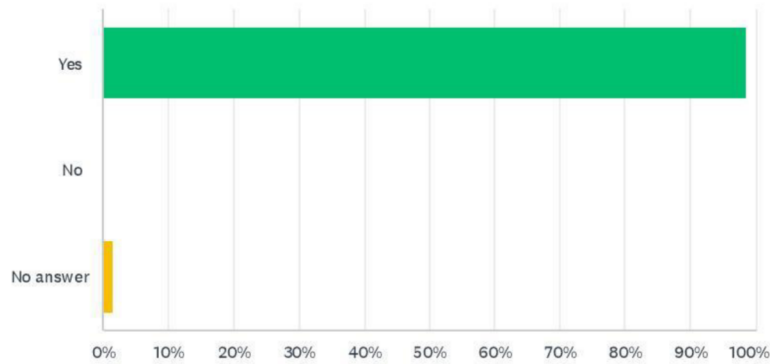


ANSWER CHOICES	RESPONSES	
Yes	93.94%	62
No	6.06%	4
No answer	0.00%	0
TOTAL		66

GRH Satisfaction Survey - Main Survey Results 2022

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

Answered: 65 Skipped: 1

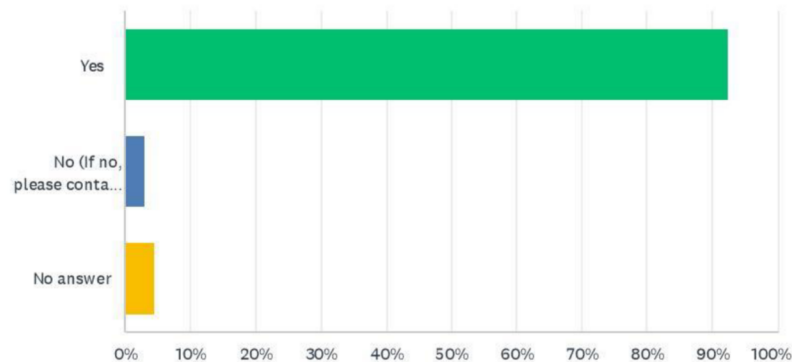


ANSWER CHOICES	RESPONSES	
Yes	98.46%	64
No	0.00%	0
No answer	1.54%	1
TOTAL		65

Appendix 2

Q1 During the COVID-19 pandemic to date do you feel that you have had access to enough food?

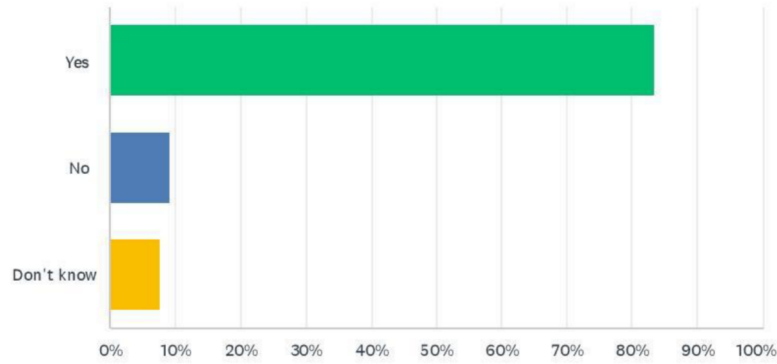
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	92.42%	61
No (If no, please contact Flora Li, Green Ridge House Service Coordinator at 301-412-2480).	3.03%	2
No answer	4.55%	3
TOTAL		66

Q2 Do you feel Green Ridge House Management has provided current information regarding COVID-19 related incidents, resident exposures, or changes in protocol?

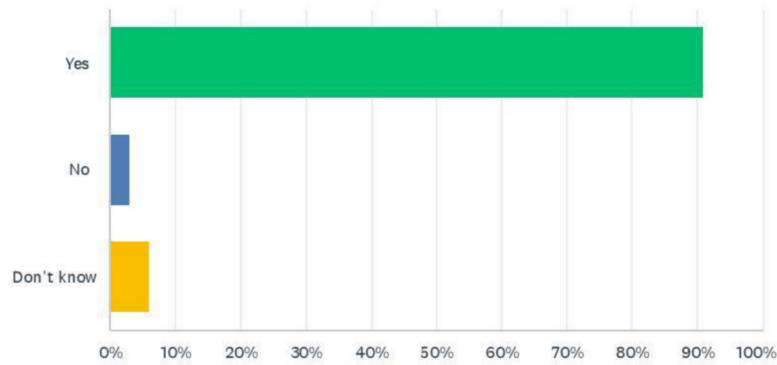
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	83.33%	55
No	9.09%	6
Don't know	7.58%	5
TOTAL		66

Q3 Do you feel that the common areas of Green Ridge House have been kept clean and sanitized during the pandemic? (This includes hand sanitizers stations, cleaning staff working throughout the building, and extra sanitizing when resident exposure is reported)

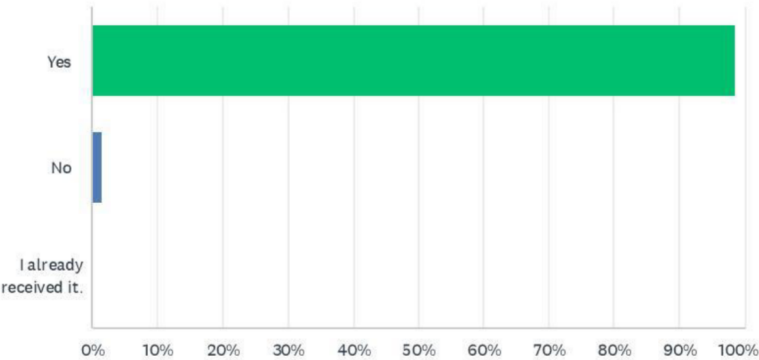
Answered: 66 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	90.91%	60
No	3.03%	2
Don't know	6.06%	4
TOTAL		66

Q4 Did you receive the Covid 19 Booster shot?

Answered: 64 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	98.44%	63
No	1.56%	1
I already received it.	0.00%	0
TOTAL		64

Green Ridge House

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

ACCOMPLISHMENTS

- Replaced boilers for domestic hot water and heating, as well as all piping essential for performance.
- Completed replacement of the roof and gutters.
- Replaced the annunciator panel for the fire safety system.
- Replaced the loading dock doors.
- Windows were replaced as needed.

ISSUES & SERVICES

As a Section 8 complex, the rent charged to residents is subsidized by the federal government. In FY 2023, the market rent for a unit at Green Ridge House is \$1,337 per month. Green Ridge House has been granted a gross market increase for FY 2024 that will increase the subsidy and change the monthly rent of a unit to \$1,475 with no impact to residents.

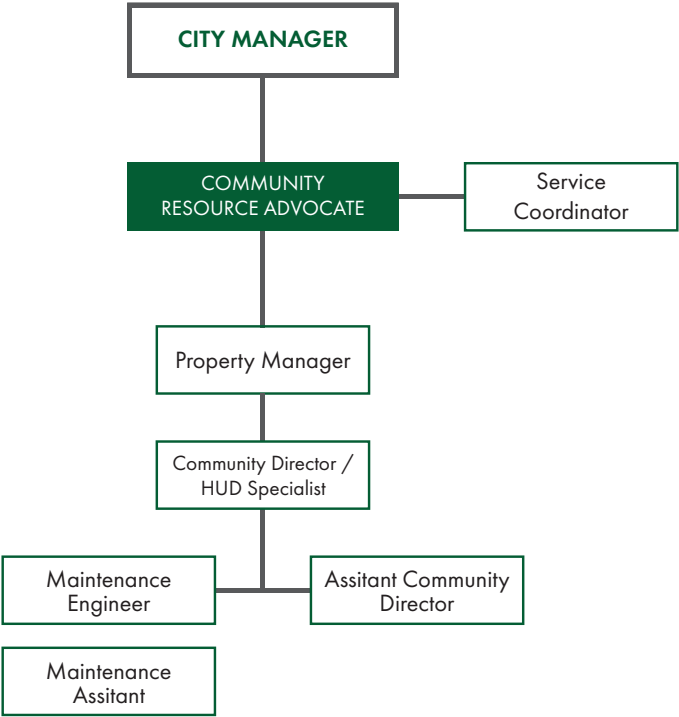
The Community Resource Advocate (CRA) is the liaison between Green Ridge House management and city administration. The Service Coordinator focuses on resident case management. In response to the changing needs of residents, the city worked with Community Realty to pay for clinical counseling services in FY 2023, which will continue in FY 2024.

Historically, parking has been a challenge, but the current parking lot configuration provides 55 spaces on-site with 45 permits issued for vehicles.

BUDGET COMMENTS

1. In FY 2024, Miscellaneous Administrative costs include funding for counseling services provided to residents (\$20,000), the Service Coordinator (\$31,700), and office supplies (\$17,700).
2. Service Contracts budgets for pest control, security camera services, elevator services, cleaning and trash removal.
3. For FY 2024, proposed capital expenditures of \$92,100 include:
 - Apartment Renovations (\$10,000) - electric range and refrigerator replacements.
 - Building Improvements (\$30,000) - window replacements and HVAC remote facility controls hardware.
 - Common Area Renovation (\$39,000) - new furniture and TV's for lobbies, gym flooring, and an additional security camera for the parking lot.
 - Replace carpet (\$13,000) in vacant units and some occupied units.

Green Ridge House Organizational Chart



	Actual FY 2021	Actual FY 2022	Budget FY 2023	Projected FY 2023	Proposed FY 2024
Section 2 Revenue					
Rental Revenue					
Potential Resident Rent Income	\$501,595	\$493,300	\$534,700	\$491,400	\$536,300
Gross Potential Rent - Affordable	1,070,369	1,086,624	1,085,700	1,129,000	1,251,400
Vacancy Loss	-63,621	-42,841	-46,700	-34,800	-47,100
Employee Units	-16,861	-31,208	-32,100	-32,100	-35,400
Ending Prepaid Rent	-	-	-	-	0
Ending Delinquency	-	-	-	-	0
Total Rental Revenue	1,491,482	1,505,875	1,541,600	1,553,400	1,705,200
Other Revenue					
Pet Fee Income	1,375	2,400	2,400	2,400	2,400
Late Fees	81	119	100	100	100
Laundry Income	3,303	3,809	3,600	4,000	4,000
Tenant Damages Fees	907	1,238	400	1,200	1,100
Interest Income	37	16	100	100	100
Interest Income - Other	1,446	1,245	240	29,000	29,000
Miscellaneous Income	-	-	100	-	100
Consulting Fees	-	-	-	1,300	-
Forfited Security Deposit	-	-	-	-	0
Total Other Revenue	7,149	8,827	6,940	38,000	36,800
Total Revenue	1,498,631	1,514,702	1,550,300	1,591,400	1,742,000
Section 3 - Operating Expenses					
Administrative					
Management Fees	67,308	68,237	69,800	71,600	78,400
Bank Fees	172	111	200	300	200
Computer Services	17,563	18,028	23,600	18,400	23,600
Dues and Subscriptions	644	651	500	500	500
Educational Training	862	473	600	200	600
Social Activities	8,819	21,244	34,200	29,700	34,300
Legal Fees	310	1,262	400	100	400
Miscellaneous Administrative	50,440	41,791	56,500	55,100	68,300
Credit Reports	980	4,503	1,400	1,200	1,500
Office Supplies	13,623	15,079	17,400	12,900	17,700
Postage	201	76	400	200	400
Professional Fees	-	-	200	300	200
Audit Fees	9,700	-	9,500	19,400	9,500
Office Equipment Rental	-	-	-	-	0
Uniforms	-	-	-	-	0
Misc. Operating Expense	7,486	8,943	11,200	6,200	8,200
Advertising and Promotion	704	270	1,000	1,000	1,000
Cable/Internet/Phone	15,451	16,003	18,000	19,800	18,500
Interest on Security Deposits	1,346	1,106	500	600	500
Total Administrative	195,609	197,777	245,400	237,400	263,800

	Actual FY 2021	Actual FY 2022	Budget FY 2023	Projected FY 2023	Proposed FY 2024
Section 4- Payroll					
Salaries	287,669	305,086	316,200	316,200	328,600
Payroll Taxes	23,022	24,228	28,500	23,600	29,600
Temporary Help	-	-	500	-	500
Employers 401K Expense	317	297	400	400	400
401K Contribution Match	4,850	4,885	5,000	5,000	5,000
Total Payroll	315,858	334,496	350,600	345,300	364,000
Section 5 - Utilities					
Electricity - Common Area	46,963	43,216	58,700	57,000	59,300
Electricity Vacant Units	1,756	1,383	2,000	2,000	2,000
Water & Sewer	64,514	70,768	76,900	73,300	76,300
Gas - Common Area	21,262	30,214	27,500	26,400	27,400
Total Utilities	134,495	145,581	165,000	158,700	165,000
Section 6 Service Contracts					
Elevator Contract	7,691	9,930	11,000	9,600	12,800
Exterior Landscaping Contract	28,353	40,549	42,900	43,800	45,300
Fire & Life Safety Contract	29,136	16,165	12,200	15,900	15,000
Contract Cleaning	50,915	53,171	50,700	52,000	52,400
Access Control	1,810	6,780	8,900	7,700	8,900
Pest Control Contract	2,728	2,773	4,600	4,200	4,600
Trash Removal	16,422	15,849	14,300	12,800	13,700
Total Service Contracts	137,055	145,217	144,500	146,000	152,600
Section 7 - Insurance					
Employee Health Insurance	26,287	30,543	31,000	30,300	31,000
Worker's Compensation	2,640	3,338	3,600	3,100	3,600
Multi Peril Insurance	62,726	65,302	68,400	67,200	67,600
Blanket Crime	287	255	300	200	300
Fiduciary Liability	227	248	300	300	300
Excess Liability	2,699	3,631	3,800	18,000	18,900
Total Insurance	94,866	103,317	107,300	119,100	121,700

	Actual FY 2021	Actual FY 2022	Budget FY 2023	Projected FY 2023	Proposed FY 2024
Section 8 - Maintenance					
Electrical	3,760	1,399	4,200	2,100	4,500
HVAC	22,123	24,489	19,600	17,200	19,900
Misc. Maintenance	7,330	7,777	4,800	2,800	4,900
Pavement and Grounds	-	-	5,500	-	5,500
Plumbing	7,975	440	12,000	5,600	12,100
Snow Removal	17,937	25,826	27,000	5,600	27,000
Repairs Covered by Insurance	-	-	-	-	0
Reimburse. from Insurance Claims	-	-	-	-	0
Replacement Units & Parts	11,118	17,481	18,000	11,000	19,600
Maintenance Assistance	360	-	400	-	400
Structural Repair	46,000	-	-	-	0
Windows and Doors	-	-	-	-	0
Painting - Public Space	3,750	4,520	25,000	10,600	25,000
Appliance Maintenance	247	-	-	-	-
Floor Repairs	-	-	-	-	0
Roof Repairs	760	-	12,500	-	0
Janitorial Supplies	2,066	6,949	1,500	2,200	1,500
Total Maintenance	123,426	88,881	130,500	57,200	120,300
Section 9 - Turnover Costs					
Apartment Painting	11,790	12,170	14,100	18,000	15,200
Carpet Cleaning	6,697	8,847	18,200	3,700	4,300
Apartment Cleaning	2,560	1,630	3,200	600	5,700
Total Turnover Costs	21,047	22,647	35,500	22,300	25,200
Section 10 - Taxes & Reserves					
Real Estate Tax	94,700	94,700	94,700	94,700	94,700
Replacement Reserves	330,000	330,000	330,000	33,000	330,000
Misc. Tax and License	14,686	14,686	15,200	15,300	15,200
Total Taxes & Reserves	439,386	439,386	439,900	143,000	439,900
Total Operating Expenses	1,461,742	1,477,302	1,618,700	1,229,000	1,652,500

	Actual FY 2021	Actual FY 2022	Budget FY 2023	Projected FY 2023	Proposed FY 2024
Revenues/Expenditures Favorable/ (Unfavorable)	36,889	37,400	-68,400	362,400	89,500
Section 11 - Capital Expenditures					
New Equipment	-	2,904	-	-	0
Building Improvements	94,527	77,767	960,000	1,061,500	30,000
Building Improvements from Reserves	-	-	-960,000	-1,061,500	0
Carpet	5,680	4,661	-	6,900	13,100
Consultant Fee	509	6,530	25,000	14,200	0
Common Area Renovations	60,432	10,413	14,500	5,000	39,000
Apartment Renovations	3,876	3,954	10,000	-	10,000
Major Repairs	-	66,319	-	-	0
TOTAL CAPITAL EXPENSES	3,876	70,273	10,000	-	92,100

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GREEN RIDGE HOUSE BUDGET WORK SESSION QUESTIONS

P. 248 How many vacancies are there currently? **Zero (0)**

P. 250 Interest Income—Other

Budget '23 240 Is this a mistake? Should this be 2400?

Yes, a mistake. Actual budget was set at \$2,000.

Consulting fees were used to look into the feasibility of solar panels last year. Will solar panels be installed now that the roof has been replaced? **FY '24 budget does not reflect solar panel installation given the Cap Ex expenditure levels reached for boiler plant replacement along with new roofing. Intent is to revive solar panel installation possibilities for inclusion in the FY '25 budget.**

P. 251 What COLA will be given to employees? **Four Percent (4%)**

The cost for trash removal has been steadily declining over the years. Why? **Shopping bids regularly. GRH trend has moved away from the large operators and towards smaller local operators and has realized better pricing along with increased level of service.**

P. 252 Apartment Cleaning

Projected FY '23 600 Is this a mistake? Should this be 6000?

Why has this increased so much? As of March 2023 actual expenditure is \$450 so projection at \$600 is reasonable. Budgeted at \$3,200 we will finish the cycle well below this year.

Why has the budget for carpet cleaning decreased? Is there more vinyl flooring now? That is correct.

Replacement Reserves

Projected FY '23 33,000 Is this a mistake? Should this be 330,000? Yes, and sorry. Projected RR for FY '23 is \$330,000.

Green Ridge House Resident Satisfaction Survey:
**Executive Summary and Comparative
Analysis 2023**

March 29, 2023

Christal Batey, Community Resource Advocate

Katherine Farzin, Bilingual Community Outreach Coordinator

Brendy Garcia, Bilingual Community Health Caseworker

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Green Ridge House Resident Satisfaction Survey Executive Analysis 2022 & 2023

The annual executive summary provides an analysis of the current resident satisfaction survey. The Greenbelt Assistance in Living (GAIL) program conducted the Annual Green Ridge House Resident Survey to assess the level of satisfaction residents had with amenities and services rendered and staff at Green Ridge House.

Currently, Green Ridge House is home to 101-residents. Each resident received a survey - 67 residents completed and submitted their survey. The application, Survey Monkey, was used to analyze and compile the survey data. This year a slight increase to 67 completed surveys as opposed to 66 in 2022. The graphs provide a comparative analysis that average survey responses from 2022 and 2023 for each of the various areas assessed. Please note all survey results are included in the appendix.

Overall Satisfaction

The Overall Satisfaction section included survey questions #1 through #4. Residents at GRH expressed being highly pleased with their building, neighborhood, and building management. With a 3% increase from 2022, 99% of people said they were extremely satisfied with or satisfied with their apartment or home in 2023. Similarly, 100% of residents reported feeling very satisfied or satisfied with the property/building which is a 3% increase from 2022. The percentage of those very satisfied or satisfied with the neighborhood decreased by 4% while the percentage of residents who were very satisfied or satisfied with management of the property/building remained the same this year.

Maintenance and Repairs

The Maintenance and Repairs section included survey questions #5 through #11. During the past year, 94% of residents reported that they called 4 or less times for maintenance/repairs. This remained the same from 2022. 81% of residents reported that the non-emergency maintenance/repairs work was usually completed within 4 weeks or less compared to 83% of residents reporting within 4 weeks or less in 2022. Although there is a 2% decrease, **19%** of residents did not respond to this question or stated that it did not apply. 0% of residents felt that their maintenance and/or repairs were not resolved in 2023, which decreased from 2022.

For emergency maintenance/repairs, 56% of residents reported work was completed in a week or less - an 8% increase compared to 2022. This is due to 36% of residents selecting the “no answer” or “not applicable” response for this question. When asked

about the process of requesting repairs, 94% of residents reported feeling very satisfied or satisfied with the ease of requesting a repair.

In 2023, 95% of residents reported being very satisfied or satisfied with how well the repairs were completed, a 7% increase from 2022. 92% reported being very satisfied or satisfied with how well they were treated by the person contacted for the repairs which was a 2% increase from 2022. Lastly, 90% reported being very satisfied or satisfied with how well they were treated by the person doing the repairs which was a 2% increase from 2022.

Management

The management section included survey questions #12 through #17. The following questions are related to how residents viewed management in 2023 with response options ranging from strongly agree to strongly disagree. 85% of survey participants noted strongly agree or agree when asked if management is responsive to resident concerns, showing a decrease by 6% from 2022. When asked if management is courteous and professional, 81% indicated that they strongly agree or agree, a decrease by 4% compared to the 85% that reported the same response in 2022. 79% of survey participants either strongly agreed or agreed that management is supportive of their resident/tenant organization which is a 13% decrease from reports in 2022. 88% strongly agreed or agreed that management provides appropriate information about maintenance and repair. This is a 4% decrease compared to 2022.

When asked if management provides appropriate information about the rules of their lease, 85% of respondents noted that they either strongly agreed or agreed with this statement. This is a 7% decrease from 2022. Respondents also reported a 2% decrease to 90% in 2023 compared to 2022 when asked if they think management provides appropriate information about meetings and events.

Safety

The safety section included survey questions #18 through #22. In 2023, 98% of respondents reported feeling very safe or safe from crime in their unit, a 2% increase from 2022. 94% of survey participants said they felt very safe or safe in their building which was a 2% increase from 2022. There was a 1% decrease compared to 2022 as 89% reported feeling very safe or safe from crime in the parking area.

The percentage of residents that reported feeling that management does act if other residents break the rules in the lease that pertain to safety decreased from 65% to 63% from 2022 to 2023. The percentage of those that reported that they didn't know if management acted in these cases remained the same at 30%. When asked to rate the response of management, 70% reported the action as either very effective or effective.

Service Coordinator

The Service Coordinator section included survey questions #23 and #24. The following questions are related to the utilization and professionalism of the Green Ridge House Service Coordinator. During 2022, 97% of residents noted that they have utilized the services of the Green Ridge House Service Coordinator. This is a 3% increase compared to reports from 2022. In addition, 98% of residents reported that the Service Coordinator was courteous and professional during their interactions, appointments or presentations, which is the same from 2022.

Assistant Service Coordinator

The assistant service coordinator section included survey questions #25 and #26. The following questions are related to whether or not they have met Shakita Point and whether she has kept her professionalism as the Green Ridge House Assistant Service Coordinator. During 2023, 87% of residents noted that they have utilized the services of the Green Ridge House Assistant Service Coordinator. In addition, 82% of residents reported that the Assistant Service Coordinator was courteous and professional during their interactions, appointments or presentations.

Final Summary

Overall, Green Ridge House residents report they are very satisfied or satisfied in all categories related to their unit, the property/building, management including service coordinator and assistant service coordinator as well as maintenance staff. Quick action on behalf of management and strict adherence to CDC and state-mandated guidelines has kept staff and residents safe. Staff communicate in an expedient fashion and are available in-person and virtually. All residents are encouraged to continue to provide feedback outside of this survey to maintain or improve satisfaction.

City Council Work Session Agenda Item Report

Meeting Date: May 10, 2023

Submitted by: Shaniya Lashley-Mullen

Submitting Department: Administration

Item Type: Special Meeting Item

Agenda Section: Budget Work Session Packet

Subject:

Special Meeting/Closed Session

Suggested Action:

OFFICIAL NOTICE

In accordance with Section 3-305(b) (1) and (7) of the General Provisions Article of the *Annotated Code of the Public General Laws of Maryland*, a closed session of the Greenbelt City Council will be held on Wednesday, May 10, 2023, immediately following the Council Budget Work Session – Green Ridge House, in the Council Chambers of the Municipal Building: 1) to discuss the appointment, employment, assignment, promotion, discipline, demotion, compensation, removal, resignation, or performance evaluation of appointees, employees, or officials over whom this public body has jurisdiction; any other personnel matter that affects one or more specific individuals; 2) to consult with counsel to obtain legal advice on a legal matter.

The purpose of this meeting is 1) to address personnel matters over which this public body has jurisdiction; 2) to consult with legal counsel regarding outstanding legal matters.

**** The public may attend the Council Budget Work Session prior to the closed session and observe the vote of the Council to move into the closed session on Wednesday, May 10, 2023.***

Bonita Anderson

City Clerk

Attachments: