

NORTHGATE BOARD OF DIRECTORS

MAY 25, 2021, 6:00 PM

BOARD OF DIRECTORS MEETINGS

- I. CALL TO ORDER
- II. HOUSEKEEPING ITEMS
 - a. Remote meeting etiquette
 - i. The administrator of the meeting will mute you as you enter the meeting. Please raise your hand to speak (either virtually on Zoom or on camera).
 - ii. If you are on the phone, either hit the “mute” button on your phone or *6 to mute. If you would like to be recognized, unmute (hit the “mute” button or *6 again) and speak when there is a break in the conversation. Once you are speaking, please identify yourself because the minute taker will not be able to see you.
 - iii. No need to say “aye” if you agree with a motion. You only need to speak up if your decision is “no” or “abstained” or if you want to start a discussion regarding the item.
- III. APPROVE AGENDA
- IV. APPROVE MINUTES
- V. RESIDENT OPEN FORUM
 - a. Election of Officers
 - b. Appointment of Community Directors (Brian Pine, Sandrine Kibuay 2021-2023)
- VI. BUSINESS
- VII. REPORTS
 - i. FINANCIAL
 - ii. MAINTENANCE
 - iii. MANAGEMENT
 - iv. COMMUNITY BUILDER
 - v. APPROVE CURRENT REPORTS
- VIII. BOARD OPEN FORUM (If site/resident issues are mentioned, please refrain from using resident names for confidentiality. Work orders should be called into the office outside of board meetings)
- IX. ADJOURN

TO: Northgate Residents' Ownership Corporation Board

FROM: Donna Chagnon & Sara Noth, Property Managers

DATE: May 13, 2021

RE: Monthly Narrative Management Report for April 2021

1. **Occupancy Report:** As of **April 30, 2021**, the number of vacant units was **0**. This represents a **0%** vacancy rate as of **April 30, 2021**. We received **1** new notices of intent to vacate.
2. **Collection Report:** Our receivables have increased due the current situation with Covid and the eviction moratorium. Late rent notices are sent and we continue to contact residents by phone and are working closely with any household who is experiencing rent paying difficulties. We have a several households that are applying for rental assistance under the new Vermont Emergency Rental Assistance Program (VERAP). The guidelines for this program are more stringent than the previous assistance program and we have learned that the portal to apply is not user friendly. We believe this may be deterring residents from applying. We will continue our efforts to help residents with back rent issues.
3. **Pets/Assistance Animals:** We continue to update all pet/assistance animal vaccination verifications and city dog licenses.
4. **Waiting list status:** Below is the breakdown of our waiting list by bedroom size and income tier:

Section 8 – 1 bedroom: 37
Section 8 - 2 bedroom: 16
Section 8 - 3 bedroom: 23

Moderate – 1 bedroom: 2
Moderate – 2 bedroom: 5
Moderate - 3 bedroom: 5

Low 3 – 1 bedroom: 0
Low 3 - 2 bedroom: 0
Low 3 - 3 bedroom: 2

Low 2 – 1 bedroom: 1
Low 2 – 2 bedroom: 7
Low 2 - 3 bedroom: 1

Low 1 – 1 bedroom: 3

Low 1 - 2 bedroom: 9

Low 1 – 3 bedroom: 4

We received **4** new applications in **April**. The majority of our applications (**76**) continues to be on the Section 8 waiting list.

TO: Northgate Residents' Ownership Corporation Board

FROM: Donna Chagnon & Sara Noth, Property Managers

DATE: April 16, 2021

RE: Monthly Narrative Management Report for March 2021

1. **Occupancy Report:** As of **March 31, 2021**, the number of vacant units was **3**. This represents a **.29%** vacancy rate as of **March 31, 2021**. We received **1** new notices of intent to vacate.
2. **Collection Report:** Due to current COVID 19 federal regulations regarding evictions we are unable to process evictions during this time. Late rent notices are sent and we continue to contact residents by phone and are working closely with any household who is experiencing rent paying difficulties. We have a couple of households that are applying for rental assistance under the new Vermont Emergency Rental Assistance Program (VERAP). The guidelines for this program are more stringent than the previous assistance program and therefore may be deterring residents from applying.
3. **Pets/Assistance Animals:** We continue to update all pet/assistance animal vaccination verifications and city dog licenses.
4. **Waiting list status:** Below is the breakdown of our waiting list by bedroom size and income tier:

Section 8 – 1 bedroom: 36
Section 8 - 2 bedroom: 27
Section 8 - 3 bedroom: 25

Moderate – 1 bedroom: 2
Moderate – 2 bedroom: 6
Moderate - 3 bedroom: 6

Low 3 – 1 bedroom: 0
Low 3 - 2 bedroom: 0
Low 3 - 3 bedroom: 2

Low 2 – 1 bedroom: 1
Low 2 – 2 bedroom: 7
Low 2 - 3 bedroom: 1

Low 1 – 1 bedroom: 3

Low 1 - 2 bedroom: 8

Low 1 – 3 bedroom: 4

We received **7** new applications in **March**. The majority of our applications (**88**) continues to be on the Section 8 waiting list.

Monthly Maintenance Report April 2021

Total staff hours available:	644				
	<u>Number of Work Orders</u>	<u>Hours</u>	<u>Percentage</u>	<u>Year-to-date hours spent</u>	
Emergency	1	5	1%	13	
Routine	114	121	19%	372	
Turnover				484	
PM Inspections	30	44	7%	528	
Bldg. Systems	3	5	1%	29	
Scheduled	3	8	1%	27	
Bldg. Systems PM	17	31	5%	64	
Administrative				6	
Janitorial	22	44	7%	168	
Grounds	36	358	55%	843	
Other				40	
Snow				398	
On Call (overtime)	23	28	4%	124	
TOTALS:	249	644	100%		

Staff continues with Spring Cleanup.

Staff installed 2 Refrigerators and 1 Range.

Ormond Bushey repaired 2 Catch Basins on site.

Contractors used:

Champ Mechanical

K&E Construction

Ormond Bushey and Sons

Monthly Maintenance Report March 2021

Total staff hours available: 687

	<u>Number of Work Orders</u>	<u>Hours</u>	<u>Percentage</u>	<u>Year-to-date hours spent</u>
Emergency	4	4	1%	8
Routine	107	115	17%	251
Turnover	3	161	23%	484
PM Inspections				
Bldg. Systems	5	12	2%	24
Scheduled	3	10	1%	19
Bldg. Systems PM	9	13	2%	33
Administrative				6
Janitorial	23	46	7%	124
Grounds	24	290	42%	485
Other				40
Snow	1	10	1%	398
On Call (overtime)	21	26	4%	96
TOTALS:	200	687	100%	

Paragon assisted with snow removal on site.
 Staff installed 2 refrigerators and 2 stoves.
 Staff has started Spring cleanup.

Contractors used:
 Champ Mechanical
 K&E Construction
 Paragon

COMMUNITY BUILDER REPORT

for MARCH/APRIL 2021

Submitted by: Carol Jaramillo

Work areas	Action and Progress/Work in Progress
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Resident and
Community
Engagement

At the writing of this report:

- New online rent payment accounts continue to trickle in. 104 is the new count with one email change to an existing account.
- Composting continues smoothly. As a sidenote, No Waste compost now has a customer service department, making it very easy to communicate with them. I spoke with Cameron just recently; he will be selling the No Waste business and knows that the city WILL be gearing up for compost and recycling together in the future. This may save us money—more to come on this!
- I continue to log yoga and guided meditation onto the Facebook page and on Town Meeting TV, each Monday at 1:00. Emily and Masanori have been so wonderful and committed by sending regular programming.
- I continue to keep a calendar for the few residents who are reserving and using the laundry room. This has proven to be very effective for those who use the laundry room. As always, the laundry room may be reserved once a week and reservations may be made the week of and the next week—we do not allow perpetual appoints.
- The Spring newsletter has been published and sent to the printer. I intend to keep a quarterly publishing schedule. It is efficient, we get the basics out to the residents and get some fun things in there from Leean--“Mommy’s Moment”. I have asked Jeff Winkler and Mike Elwood to collaborate on a fishing/outdoors column highlighting differences between the East and West coasts. They will have a Q&A column as well...so it may prove to be more interactive. They are on board!
- I have been connecting with various residents on a one-to-one basis, over the phone, email, or social media.
- Kathy asked me to temporarily provide Resident Service Coordination to the residents of Fern Hill 4 hours per week. Since much of my time is now taken up pretty much electronically, I can absorb this into my schedule. Resident Director Linda Romeo is volunteering at Fern Hill and will continue (as she likes) when a new RSC is hired.

COMMUNITY BUILDER REPORT

for MARCH/APRIL 2021

Governance

- Ballots have been counted. Results...80 ballots received total.
 - Almir Salkic 68 votes
 - Brian Walker 49 votes
 - Don Curtis 46 votes
 - Linda Romeo 54 votes
 - Lois Griffin 51 votes
 - All directors have enough votes to be re-elected for a new 2-year term.
- I met with the Policy Committee regarding the need to change the Common Area Policy due to non-compliance of a resident who has a large, regulation-size basketball hoop in their courtyard. The hoop was seriously bothering fellow residents and they complained to Donna and Sara.
 - “Bothering” was noise (early morning, late at night), balls hitting windows, balls children and adults, balls destroying front yards and gardens.
 - NOTE: the non-compliance is that the hoop was restricting neighbors to a peaceful environment. The Northgate lease specifically states: **The resident, any member of the resident’s household or guest(s), or any other person under the resident’s control, must not engage or permit 1) any activity that threatens the health, health, safety or right to peaceful enjoyment of the premises by other residents.** This resident firmly stated they would not comply.
 - The only other fair recourse was to update the existing policy.
 - As the Policy Committee looked at this they concluded:
 - Northgate provides a basketball hoop away from apartments so that residents can enjoy a peaceful existence here.
 - More hoops could be installed in various courtyards if there was no clear policy regarding them.
 - This resident clearly did not care about their neighbors and therefore was in violation of that portion of the lease.
 - As long as I “had the hood open to the policy” I clarified several things in the policy to make clearer.
 - At the writing of this report, the Policy Committee has approved the amended policy and has been approved by the full board of directors. The policy will go out for a 30-day comment period from 6/1-7/1. After that, the comments will be reviewed by the full board and if nothing earth-shattering is presented, will go into effect.

COMMUNITY BUILDER REPORT

for MARCH/APRIL 2021

- NERSC was a great conference—in attendance were Linda Romeo, Sara Noth and me in the NROC boardroom. The conference was smooth and almost felt like we were there. After each day, we met and discussed the various workshops. More to come in May.
 - Courses:
 - Moral Distress and Challenges We All Face, Parts 1 & 2
 - Assessing and Enhancing Cognitive Reserve to Promote Healthy Aging
 - Keynote Address: Creating Connection and Community in a Virtual World
 - Shining a Light on Unconscious Bias Parts 1 & 2
 - Keynote Address: Why Inclusion is Not Enough
 - Hoarding Disorder: Understanding HD, the First Step in Helping Residents Who Have Too Much, Parts 1 & 2
 - Creating Healthy Boundaries, Parts 1 & 2
 - Keynote last day