

**Commonwealth Terrace Cooperative, Inc.  
Board of Directors  
Meeting Minutes  
October 15, 2013  
6:30pm – 8:00pm**

**Present:**

**Absent:**

<input checked="" type="checkbox"/>	Ryan Thompson	Board President	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Prabin Bajgain	Board Vice President	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Michael Billington	Board Treasurer	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Danielle Mahoehney	Board Secretary	<input type="checkbox"/>
<input type="checkbox"/>	Tasneem Anwar	Board Director	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Shipi Kankane	Board Director	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Hina Mittal	Board Director	<input type="checkbox"/>
<input type="checkbox"/>	Touba Khurshid Malmi	Board Director	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>		ISSS Representative	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Scott Creer	Housing & Residential Life	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Kris Graham	Manager	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Shanea Schmelling	Minute Taker	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Hadley Adkins	Operations Manager	<input type="checkbox"/>

**Meeting came to order  
at 6:30PM**

**3 absences**

**Introduction****Rules**

- Raise hand to speak
- Two minutes per turn
- Give everyone a chance to participate
- Stay calm
- Be respectful
- Be Prepared and read Board Packet in advance
- Inform President or General manager if you are going to be gone or late

Time Keeper: Ryan

Process Assistant: Ryan

**House Keeping:**

1. The Third Tuesday at 6:30pm is the day and time chosen for the board meetings
2. Assign Terrace Times article for November- Dues October 29<sup>th</sup>
  - a. Welcome to Winter/Heating/Energy savings- Prabin
3. Discuss the idea of a Fall/early winter board social (set a date)
  - a. Nelson's Deli- CTC Kitchen- November 9<sup>th</sup> 5:00pm.
  - b. Families of board members welcome
  - c. Shanea will get order and payment in advance for delivery.
4. Recruit new board member
  - a. Everyone needs to find others.

**Approve: Packet/Agenda/Consent Agenda**

*Hina moves to approve the consent agenda. Seconded by Danielle. 5 approve. 0 oppose. 0 abstain.*

**Discuss with ISSS Representative:**

*Who is living at CTC, what methods of communication work for different cultures, How should the board of directors assess current level of participation and recruit others.*

- China and other South Asian countries represent a significant portion of our population.
- What can we do to foster a spirit to get these residents to volunteer?
  - Engaging with CTC is engaging with a Student's U of M experience- push this angle more.
  - Create a spirit of volunteering.
- What we have done in the past?

- Personal invitations for Board of Directors
- Emails
- Flyers
- Website
- Representative's insight:
  - Populations tend to stay within their group and don't venture beyond their group.
  - Have chosen random numbers to assign them to seats that are not with their friends
  - Co-op model is not something expressed in China. Need to increase education as to what the co-op housing is about when they move in.
  - These Populations don't see how volunteering is necessary so they don't do it.
  - Chinese feel great shame would be on them if they were unable to fulfill the commitment of a 2 year board term (some struggle in committing to a 2 year board position).
  - Is there any way to structure the knowledge to those coming in that if life happens and they could be done under 2 years and there is no shame.
  - They don't come, because they don't know people here. Their friends are not participating. People try things because their friend have done it or recommended it.
  - Ask in the survey questions related to the co-op principles.
- Posters are not seen as an invitation
  - Is there a more effective way to announce events.
  - Be more specific, more personal on event flyers. Add building/ward numbers and names.
- What percentage of the international students engaged with extracurricular activities or volunteer rate across campus? Not known.
  - Chinese make up 50% of the international student population at the U of M
  - Chinese make up 30% of the CTC populations including domestic
- What is an appropriate next step to engage the international population.
  - Make use of events that our international students already attend like bread night and casino night.
  - Incentive- Targeted benefits are a good idea.
  - Focus groups- Random selection, trained facilitator (board member facilitates)
  - Invite to a free lunch to hear about volunteering. Advertise well, board members speak.
  - Make people aware of already incentives for being a board member.
- Core people that help deliver message don't have to be international students, just find charismatic students who are highly engaged.
- What do we make motivating for them to commit?
  - Waving a visiting fee during the duration on the board?

- Not all board members have a- visitors so not everyone would get a benefit.
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- Starting this Fall clean up and have ward reps encourage to watch board meeting to see if they are interested.
- Ward rep introducing themselves and explain the “goal” to know that volunteering is a part of CTC and is encouraged when delivering welcome bags.
- Event around volunteers. Change and experience with NRO because it’s mandatory.
  - Suggest: Why is volunteer work is considered so highly.
- Staff: Cold call- Sales tactic: follow up after month of move in.

### **General manager’s Review: Operations Budget and how it is done.**

Objective: a time for the board to get to know the GM, ask questions and learn about the position of General Manager.

- Draft Budget- not set in stone.
- Explain how the budget is laid out by General Manager
- Suggest to take \$40,000 of the over budget and put it in an extra reserve which would allow the line item to change and allow for more changes raises in other items such as maintenance.
- If utilities go up then you can draw from reserve and not operations.
- 2.5% patronage, \$40,000 reserve, \$40,000 board project, \$20,000 excess.

***Daniele makes the motion to allocate the 2.5% patronage refund, \$40,000 to the utility reserve and \$40,000 towards a board project. Mike seconds. . 5 approve. 0 oppose. 0 abstain.***

- Fees added to fees and fines list will be with the budget and will be approved by board when budget is approved
- Is there any options to have a temp key replacement (usage) instead of full key replacement. Hold an ID or credit card while using keys.

### **Scott Creer, UM Liaison; Monthly update:**

#### **Project update:**

- Waterproofing bid walk through was last week. Bidding process has started. Still hopeful that the work will still be started this fall.
- Fighting the insurance claim deadline
- Heating system is done with testing and should be on. Punch list items are being taken care of.

### **Discuss proposed wish list items and approve spending**

\$100,000(2.5%) to be refunded to members, \$40,000 for Picnic Shelter (board project), \$40,000 to put into utility reserve or any other items that are suggested.

- Would like to propose this Project amount towards a challenge to think bigger than a Picnic shelter and use something that would bring in more efficiency.
- Showerheads, solar panels, solar panels to heat water.
- Understandably, these are projects that are a small snippet in a large scale, but it gives the opportunity to build to future potential brought to the University, future boards who may want to invest further.
- All ideas will be expressed through email before November meeting. Final decision on Project will be voted in November.

### **Review of the Current Bylaws- Standing Committees**

- Table until November meeting.

### **Recommend Future Agenda items:**

Use of Party Rooms on Weekends, They are being destroyed along with the day care items, ideas needed.

- One party per day in short term
- Stopping them in the short term.

### **Closure and Evaluation**

**Meeting adjourned at 8:10pm**