

Commonwealth Terrace Cooperative, Inc.
Board of Directors
Meeting Minutes
November 14, 2006

Present:

Teresa Reid, President
Po Hu (Ward 1)
Alejandro Kovacs (Ward 3)
Jeanette Moss (Ward 4)
Andy Graves (Ward 5)
Mahajabeen Padamsee (Ward 6)
Sona LesMeister (Ward 7)
Gavin Hart (Ward 9)
Grace Hsu(Ward 11)
Jared Rahman (Ward 12)
Jyotirmoy Saha (Ward 13)
Shabnam Rahman (Ward 14)

Absent:

Isik Ilhan (Ward 8)
Ward 10 still to be filled
Ward 15 still to be filled

Teresa called meeting to order when quorum was established: 7:04PM

I. Shareholders' Voice

- A. Resident raised issue (Case #051006) of car having been mistakenly towed soon after moving to new unit within CTC. When someone innocently parked in their spot, they parked in an adjacent spot and were towed despite having a valid CTC sticker on their car. She thought measures could be taken to improve the visibility of the unit numbers on the parking spaces.
- B. Resident raised issue (Case #041006) of car having been towed as well. His initial request was denied but he was never notified. When he inquired at office, manager told him he would represent his case to the C&E committee. Again, he received no follow-up. Upon inquiring, he was told it was denied again. He raised the issue one more time: his spot was taken by someone else. Having been told to park in Visitor's Parking several times in similar situations – for example when he moved from one-bedroom to 2-bedroom in late April and his spot was still occupied by previous resident) – he did so again. His car was towed even though he had CTC sticker.
- C. Ward 9 Rep, raised questions about housing renovations that residents of her ward have been asking her regarding their relocation, especially in dead of winter. Lynne Pederson (Wilder Foundation, Eduardo's supervisor) told her to talk to Eduardo and Hadley. Fred Frogner (U-MN liaison) said the general idea is not to have units vacant.

- D. Chuck distributed 2 years' worth of documentation regarding self-management to Teresa. He explained the thought process in arriving at the decision to go with a management company rather than hiring a manager. Maj asked how much time was spent at those meetings – Chuck answered often more than 5 hours. The time since a management company has been in place has been best time experienced in past 2 years.

II. Approval of Minutes:

- A. Motion made to approve October board minutes (Ward 6)
- B. Seconded (Ward 4)
- C. Vote: 7-0-1; Passed

III. Reports:

A. Manager

1. Lynne reported on vacancies as well as survey responses.
 - a. 60% responded and 40% outstanding. Can be made optional, but information from survey would be missing. How to hold residents accountable? Apparently parking sticker has not been enough of an incentive thus far. Could threaten towing of cars without new stickers.
 - b. Teresa said new sticker is necessary precisely because otherwise management doesn't know who is who when people find someone else in their parking spot.
 - c. Gavin (W9) strongly opposed towing response. A resident agreed with this idea. Gavin suggested using nonmember/member status, e.g., surcharge of \$100 (as opposed to \$300 and great inconvenience incurred from towing. Moreover, towing only takes place after 3 warnings).
 - d. Several members agreed that warnings are necessary. Jeanette (W4) suggested giving people 2 weeks notice before towing.
 - e. Alejandro (W3) said towing is unfair because not everyone is at CTC between 8am and 5pm, and some people could be out of town.
 - f. Shabnam (W14) agreed that towing should be the last option and suggested talking to them directly. Members discussed how it is difficult to call nonrespondents because management doesn't have everyone's phone number – that was largely the purpose of requesting this information. Sona (W7) wondered what information was supplied when residents applied or signed their leases.
 - g. Grace (W11) suggested that Ward Reps can make personal visits to those units within their wards who have not responded yet, because some of them may be out of town.
 - h. Jo (W13) said that “survey” suggests something different from “information database,” and when he arrived at the office, he saw that the forms were not secured although they contain very confidential information. SSN is unnecessary for the survey or information form. Not only is it a sensitive piece of information, but also international students do not have one.
 - i. Maj (W5) suggested making portions of the survey optional – e.g., SSN, etc.
 - j. Teresa concluded that management would send out a reminder and Lynne will get back to Eduardo
2. New CTC Brochure: mock-up has been presented

3. Website is in progress, almost ready to be launched
4. Wilder will not provide services past June 30, 2007
5. Financials not done because of early board but will be distributed shortly
6. Letters were sent to residents owing \geq \$1000 and generated a positive response – many have arranged payment plans. Letters will from now on be sent to those owing \geq \$500; 2 residents are currently in housing court for not paying rent
7. Currently short on maintenance. Teresa asked where the hiring process is. Lynne responded that it would be helpful to know the Board's decision re: self-management in order to be able to inform applicants/ new hires appropriately.

B. University Liaison

1. Fred reported that evaluation of CTC high speed internet Ethernet or wifi was in process but not complete yet.
2. CTC's management agreement with the university runs through end of November; can be extended to the end of January 2007
 - a. Motion made to extend U-M agreement with CTC from November 30, 2006 to January 31, 2007 (Ward 4)
 - b. Seconded (Ward 12)
 - c. Vote: 11-0-0; Passed

IV. Unfinished Business:

- A. Progress of locks versus intercom system. Lynne said that Eduardo will be able to report at next meeting.
- B. Vote on Yardi proposal
 1. Members acknowledged big cost difference among bids. Lynne confirmed that the outside contractors know the system well but are not employees of Yardi.
 2. Po asked whether it's a one-time fee or operational charge. Lynne said software license fee of approximately \$2300 would have to be budgeted annually, as would training costs.
 3. Lynne said the advantages of upgrading from Genesis to next level are that it would involve a web-based system that would be monitored externally rather than on the server, where it is not monitored. Joe cautioned that software advancement can go on forever, so making sure benefits are worth it is imperative. Lynne said Voyager can just give more reports, but the current system may be adequate for the business of CTC.
 4. Motion made to discuss and vote during closed session (Ward 4)
 - a. Jeanette wanted to know if one was more reliable than another. Lynne responded that they all have a lot of experience.
 - b. Po asked whether Wilder Foundation recommended Yardi, considering that Wilder may no longer be contracted with CTC. Lynne responded that Yardi is CTC's, regardless of management company
 - c. Teresa confirmed that all three are basically providing same services

- d. Gavin explained that the Access database has been handling all rent payments and residents' accounts, but posing problems since June. A recommendation was made to move to Yardi 2 years ago. The system was purchased but never followed through on. QuickBooks and Access addressed in proposals. Whenever a contract is greater than \$5000, 3 bids must be sought.
 - \$9000 + travel-related expenses
 - \$7000 + travel-related expenses
 - \$26,000 possibly including travel expenses
5. Teresa clarified that the immediate task was to decide among 3 bids for Yardi and whether to upgrade could be determined later.
 - a. Motion made to vote now rather than in closed session (Ward 9)
 - b. Seconded (Ward 13)
 - c. Vote: 11-0-0, Passed.

V. New Business:

- A. Proposal to move contract with CCCC to Executive Committee
 1. Teresa moved that as part of agreement with University, this would speed up the process
 2. Seconded (Ward 5)
 3. Vote: 11-0-0, Passed
- B. U-M management agreement (extension request) discussed above
- C. Absentee and board tardiness policy
 1. More than 3 excused absences leads to resignation – already in bylaws. Add 3 month member suspension as penalty. If expect to be late – contact another board member or will be considered unexcused.
 2. JR specified the person to call should be an executive committee member. Teresa specified Gavin because he has a cell phone.
 3. JR said something has to be in writing. Sona responded that a phone call has to be o.k. for emergencies but can be followed up with something in writing.
 4. Should 15 or 30 minutes constitute tardiness?
 - a. 3 voted for 15 minutes
 - b. majority voted for 30 minutes
 5. If a member is late, s/he should not be able to vote during that meeting. If someone is 30 minutes late without informing anyone, they are considered absent anyway. Members disagreed, however. Maj raised issue of meeting quorum – sometimes cannot start meeting and have to wait for poor attendance. If after 30 minutes, members arrive but they can't vote, it defeats the purpose. Members agreed and loss of vote was struck.
 6. Alejandro said a partial solution is to schedule meetings until June. Teresa reported that Tuesday and Wednesday are the most available days for board members. Decision about which day was tabled for next meeting, when everyone will know their Spring semester schedule. For remainder of this semester: December's meeting will again be on Tuesday, but Joe will be excused if he's late because of his academic commitments.

7. Leaving meetings early requires that an explanation be provided to the board. Teresa said that when members leave early, it can partially be considered everyone's fault because the meeting may not be running smoothly/quickly. Early departure will count as one of 3 excused absences that are allowed.
 8. Remaining details
 - a. Secretary will keep track of attendance; President in case of no secretary
 - b. One infraction = 3 allowable absences
 - c. Second infraction = resignation as well as 3 month member suspension
 9. Approval of proposed absentee/ tardiness policy with aforementioned changes(Teresa)
 - a. Seconded (Ward 5)
 - b. Vote: 11-0-0, Passed
- D. Appointing Ting-Lan
- Ting-Lan has decided not to serve on the board; Wards 15 and 10 currently open
- E. Secretary position
1. Open – Jeanette resigned from position as secretary. Time consuming position, but can be split among different people. Secretary needs to be available and prepared to vote, e.g., childcare contract at Executive Committee meetings, shorter meetings that take place before board meetings.
 2. Alejandro will attend/vote in Exec Committee meetings
 3. Jeannette will take minutes during closed session
 4. Teresa will prepare agenda, meet with ward reps, and communication between committees, management and ward reps. If too much, she will request assistance from rest of board.
 5. Gavin will help with communication as well.
- F. Before discussing self-management or new management company during Closed Session, Board sought Fred and Lynne's opinions regarding the issue.
1. Fred said that from the U's perspective, lots of progress has taken place in last 18 months/since the change, especially in terms of customer service, marketing. The university's concerns revolve around transition, stability. He cautioned members that CTC may need to pay more money if it decides to go with a different management company.
 2. Lynne said Members should take their time with the decision. Wilder is willing to hang in there. While the contract goes until June 30, CTC may not need them until then, which is also o.k. If CTC doesn't go with another company, it needs to know what Wilder has been providing: HR, financial, and computer systems; overview of operations; support to staff. A plain old manager (as opposed to management company) can't provide all of that. Consultants are available, however, but selecting and coordinating them takes time. Current employees are loyal and would like to stay. Their knowledge of operations would be an advantage. There are also management companies other than Wilder, but they don't necessarily bring what Wilder does.

VI. Announcements:

- Next meeting date December 17th at 7pm

VII. Meeting adjourned at 8:35PM, followed by Closed Session

s/Vidhya Shanker, minute taker