

# Glen Oaks Village

"Glen Oaks - Fine Folks!"

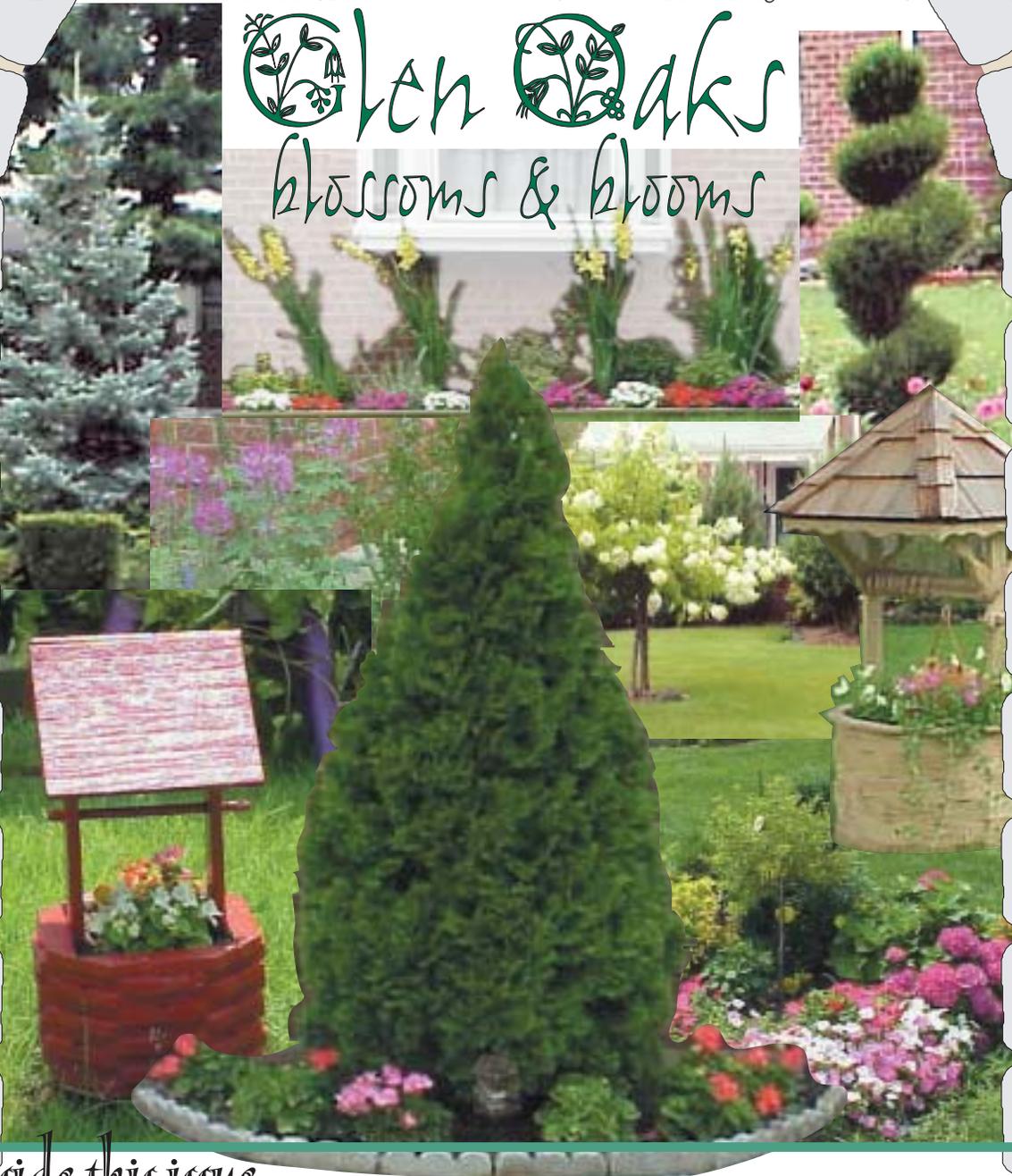
## Community Newsletter

### SUMMER / FALL 2000

Bob Friedrich, President & Chief Financial Officer; Roseann Ciaccio, Vice President & Treasurer; Carol Carucci, Secretary; Lee Feinman, Christine Bergen, Paul DiGiorgio, Lisa Marulli, Leonard Motsinger, Wilbert Grace  
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## Glen Oaks blossoms & blooms



### Inside this issue . . .

On Board by Bob Friedrich . . . . .	2-3	Profile . . . . .	8 - 10
Dollars and "Sense" by Randy Gunther . . . . .	4	Glen Oaks in Bloom . . . . .	10
Work Around the Neighborhood by Drew Englot . . . . .	4	WOW Babies . . . . .	10
Mediation by Lee Feinman . . . . .	5	Upcoming Events . . . . .	11
Security Report by Jim Gorman . . . . .	6	Turkey Raffle . . . . .	11
Maintenance News by Richard Wanat . . . . .	7	The Benefits of Cats & Dogs by Yanira Di Giorgio . . . . .	12
		From the Desk of Mildred Marshburn . . . . .	16

### The Year To Date Top Sales

APT.	Highest YTD Sale	GOVO asking \$
A	\$69,900	\$81,900
B	\$87,400	\$91,900
C	\$91,900	\$114,900
D	\$114,900	\$131,900
E	\$114,900	\$119,900
F	\$69,000	\$87,900
G	\$109,900	\$124,900
H	\$123,900	\$137,900

\*The following apartments have been sold and are pending closing: "H" at \$137,900; "C" at \$114,900; and "A" at \$79,900.

# ON BOARD

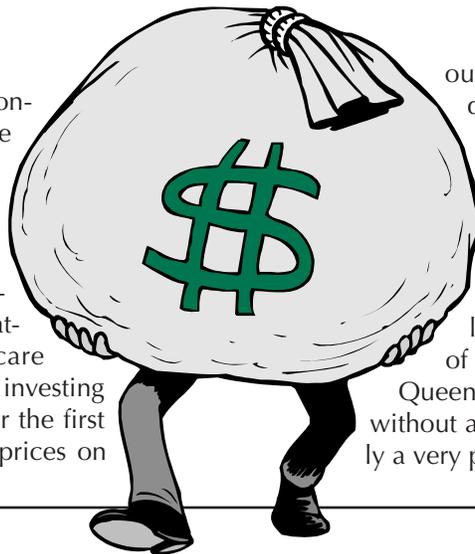
by Bob Friedrich  
GOVO President and Chief Financial Officer

## Groundskeeping Department

By the time you read this summer will be just a memory. We have been very busy here at the Board taking care of co-op business. This summer more people planted than ever before and the property overall, looks excellent. The green thumb voucher program again, was very successful and planting flowers seems to be contagious. Bruce Wagner, GOVO's Groundskeeping Dept. Supervisor and his landscape team did an awesome job getting the property to look better than it has in previous years. For the first time we saw edging done on a consistent basis. Bruce is a very hands on landscaper and worked with the residents in providing instruction and insight for the care of their lawns. In fact, many areas in which there had previously been no grass were in full bloom this year. This was the first full year of in-house landscaping supervised by Bruce and we have learned a lot. Some of the problems encountered were the delay in trimming hedges and bushes. We will work on getting this done next year in a more timely manner. The Groundskeeping Dept. along with the Green Thumb Committee has been busy organizing and coordinating the many requests for shrubbery, flowers, spigots, etc. These requests are time consuming and not necessarily done in the order that they were received. In fact, all special requests for planting are batched together in sections and are done in that manner. We get a lot of requests for landscape work and it takes time to do each one. If you are willing to do the legwork, that is the actual planting, then we can provide the tools and shrubbery and/or flowers requested. By doing it this way, you can have your area looking better in a shorter period of time. Bruce has started his multi-year plan to improve the condition of our lawns. This process takes time and through proper lawn management we should see real improvement in the coming years. We review landscape issues at every monthly Maintenance committee meeting. We have tried to establish and create a pro-active groundskeeping department and I think we have successfully accomplished that.

## Real Estate Values

Property values continue to climb and continue to be carefully monitored by the Board of Directors and the Real Estate Committee. By managing our property in this manner we continue to seek increasing prices. This is good for the shareholders who can see their investment value rising. It also allows us to attract better quality residents, who care about the community in which they are investing substantial sums of money to live in. For the first time since the late 1980's, the current prices on



## Capital Improvement Program

The capital program for this year was another success. As part of the annual capital improvement program we had budgeted \$140,000 for new brick and limestone steps. Most of these have been done. In the last 8 years we have spent more than \$800,000 on new stoops and believe it or not we still have many more old concrete stoops that need to be done. Four building roofs were scheduled to be redone this year. Building roofs are probably our most expensive project second only to driveway replacements. Four buildings #56, 70, 101 and 122 had their roofs replaced this year. Our driveway replacement and restoration program was budgeted with \$225,000, which is more than we have ever budgeted in the past. We will replace and/or repair the worst driveways this year. In addition, where possible without sacrificing the esthetics of the property we will seek to add additional parking. Our dumpster beautification program continued with the addition of many new areas being done. Eventually all dumpsters will be enclosed with a perma-hedge fence, concrete base, steel curbs and a guardrail. This is an expensive multi-year program. Walk around the property and take a look at the work that is being done. Check out the quality, I am sure you will be very pleased.



## Maintenance Dispatchers

One of the most difficult and time consuming projects I have worked on in along time has been to establish a professional and top notch dispatching team in the maintenance dept. Creating a team that works efficiently and productively is a challenge. The phone system itself took a long time to install and get it right. Although we are still working out some of the kinks, we think we finally got it fixed. The dispatchers will be the key to seamless and quality maintenance service at Glen Oaks. The management office is working tirelessly to develop a dispatching crew and department that will take calls, dispatch the work and provide follow-up to insure that the work was done properly.

our apartments have exceeded the "heady" days of those years when prices had gone through the roof. During the early 90's we witnessed falling prices followed by a slow appreciation of apartment prices. In the last few years the Board has worked vigorously in formulating a strategy to get these prices up. We have been enormously successful, and Glen Oaks has had some of the biggest price increases of any co-op in Queens. In addition, we've been able to do this without a maintenance increase in over 5 years. Truly a very proud record.

## Finally - The DOOR PROGRAM is Ready to Begin!

Shortly after Deepdale Gardens put in their new doors a few years ago, many residents and board members commented on the way it looked. Most people thought they did an excellent job and it really spruced up the property. Since the Board is always looking for ways to improve our property we spent almost a year and a half researching and developing a program for our doors. As you know, our property is comprised of two areas; section one near Creedmore has green doors and section two has black doors. The origin of this color scheme happened many years ago, when our doors were all brown. A few board members suggested changing the color and the board put out a questionnaire. The results were a tie between green and black and so the board decided to use both colors. Over time we have noticed that the black doors do not stand up to the elements as well as the green doors; especially, those apartments that have a southern exposure. The ultra-violet rays from the sun are absorbed by the black doors, which seems to age them a lot faster than lighter colored ones. In developing a program for our doors we considered many items such as color, quality, long-term weather protection, door hardware, and cost. The maintenance committee created a Front Door Design sub-committee to make a recommendation to the full board. In the many meetings and hours spent developing this program we looked into many different scenarios. We finally settled on one. The current doors we have are solid-wood and for the most part in excellent shape and it was determined that replacing them would be a poor use of co-op funds. However, we felt that a complete refurbishment of the doors were in order and specifically, it was decided and approved by the board that the Door Program would begin sometime near the beginning of August 2000. Because of the scope and size of this job the time frame may be 2 to 3 years before the door beatification project is complete.

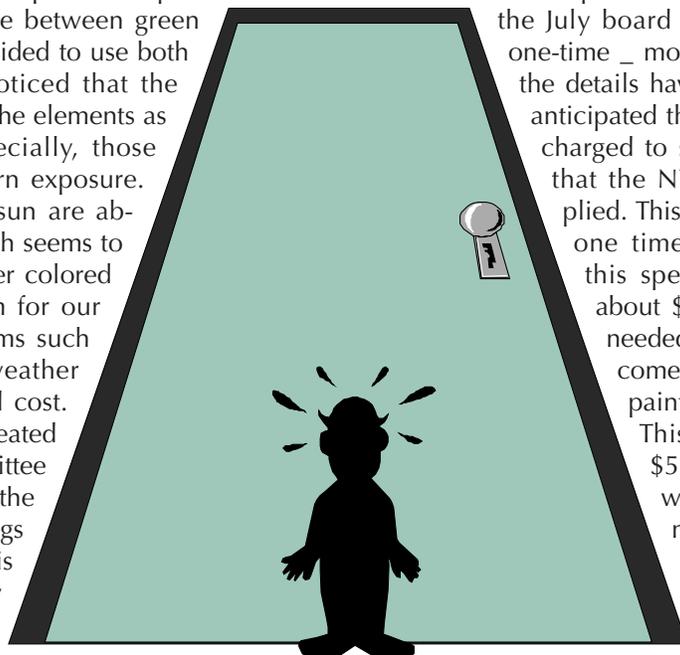
So what are we going to do? All the doors in Glen Oaks will be sanded. They will be given a primary coat of paint and then painted with two coats of quality white gloss paint. In addition, all the hardware on the doors (except the door knobs, which will be at the option of the owner because of the locks) will be changed. For all doors that have a mailbox slot, the slot will be enlarged to "legal" size and a new mail slot frame will be installed. A new doorbell buzzer casing will be installed as well as a new outside light fixture. For those apartments that have mailboxes and peepholes, we will install new ones. Finally, as part of the door project, we will install a high quality self-storing all glass white storm door. With this storm door you can simply and easily lower the glass to expose a screen that will allow fresh air to flow

in. The storm doors will also reduce future maintenance costs by preventing weather related damage to the front door. The outside doors should therefore last longer between paint cycles. As we continue to fine-tune this program, quality assurance will be foremost. Once the storm doors are installed, the upkeep of the storm doors will be the responsibility of the shareholder(s) who own the apartment. The cost of this project will be approximately \$1.5 million dollars for the 1,828 doors that we have. The next question the board had to ponder was how to pay for this program. The board looked at all options and decided on a broad based option in which everyone participates. At the July board meeting, we voted to initiate a one-time \_ month special assessment. Although the details have not been worked out yet, it is anticipated that the special assessment will be charged to shareholders in the same month that the NYC real estate tax rebate is applied. This will minimize the impact of this one time special assessment. However, this special assessment will only raise about \$565,000 or a 1/3 of the amount needed. The balance of the money will come from the reallocation of the door painting budget over the next 3 years. This will raise an additional \$510,000. An additional \$275,000 will come from various components of the operating budget and finally, \$150,000 will come from the reserve account. By paying for this project in this way the board did not have to decimate

the budget and only minimally impacting our reserve account. By proposing a one time only \_ month special assessment, we felt this was a reasonable cost to put on shareholders considering what we are getting and the fact that we have been able to hold down maintenance costs for many years. In addition, by charging the special assessment the same month the city provides its real estate property tax rebate, we believe the monetary out-of-pocket impact will be a wash and not significantly impact on any shareholder. We will also investigate whether this project is eligible for the J-51 property tax abatement program and other various programs or energy credits. If you would like to see what the co-op will look like when this project is done, you can go to the management office on 260th street and look at the court to its right. We had this area done as a test project. The Century 21 Miller & Miller office has an example of the storm door that we are proposing to install. We spent a lot of time putting this plan together and developing a fiscally prudent and sound way to pay for it. We hope you will agree.

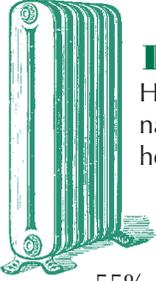
In the next edition of the newsletter, I will present to you the responses to our annual poll of shareholders, which was conducted at the time of the annual meeting back in May 2000.

See you on the property!



# Dollars and "Sense"

By Randy Gunther, Controller



## HEATING COST ON THE RISE

Heating costs for Glen Oaks are on the rise. Fortunately, we saved nearly \$500,000 during the last heating season that ended on May 31, 2000, because we were able to sign an agreement with a gas provider at a very low rate. However, since our contract expired in May we are paying 55% more for gas. Because of the high prices it was not feasible to lock into any long-term purchase agreement. We hope to get a break in the high rates being charged for gas soon and lock into a reasonable gas price for the coming heating season. Overall, prices are on the rise in every category of goods and services that our co-op consumes.

## PERSONNEL CHANGES IN THE FINANCE DEPARTMENT

Vijay Kripalani, our Assistant Controller, resigned his position after seven years with GOVO to pursue a career in computer programming. His responsibilities have been taken over by Darrell Williams, Vicky Deng and Eridan Pilkati of our Finance Department. Additionally, we have hired Vandhana Balasubramnian to take over much of the Accounts Receivable processing.



## REAL ESTATE TAX EXEMPTIONS

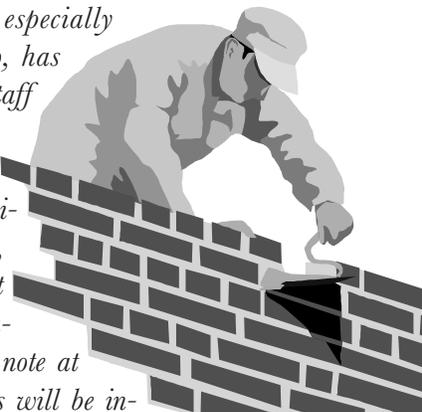
I strongly recommend that all shareholders take advantage of the various real estate tax exemption programs. The programs are as follows: STAR, Veteran, Senior Citizen Property Tax program and the Co-op tax Abatement. The STAR Exemption Program is available to anyone who owns and occupies his or her unit. The Veteran Tax Exemption Program provides credits to veterans or their spouses, if they have served in a war or a combat zone. Senior Citizen Exemption Programs are available to property owners, aged 65 years or older with income below \$27,900 (including Social Security). The Co-op tax Abatement Program was enacted to equalize the difference in real estate taxes paid by condo and co-op owners versus taxes paid by owners of one and two family homes. The only requirement is that the shareholder owns three or fewer units. All tax exemptions are passed onto the Shareholders, dollar for dollar, with a credit on their monthly maintenance bill. You may qualify for one or more of these programs. Applications and information are available in the Arnold Krause Building.

## Around the Neighborhood

by Drew Englot

*The capital improvement program is off to an early start with the expectation that all scheduled work will be completed on time and within budget. All the capital work was put out to bid this year and we have confidence in the contractors that were selected to do the work, both timely and professionally. A lot of pre-planning has gone into making this year's program run smoothly.*

*The maintenance committee, especially Board Member Paul DiGiorgio, has worked hand in hand with the staff to make sure the areas that need the most work are taken care of. While this year's locations for capital work have already been chosen, if anyone knows of any areas that they feel could use attention for future schedules, please drop me a note at the management office. The areas will be inspected and incorporated into our ongoing program.*

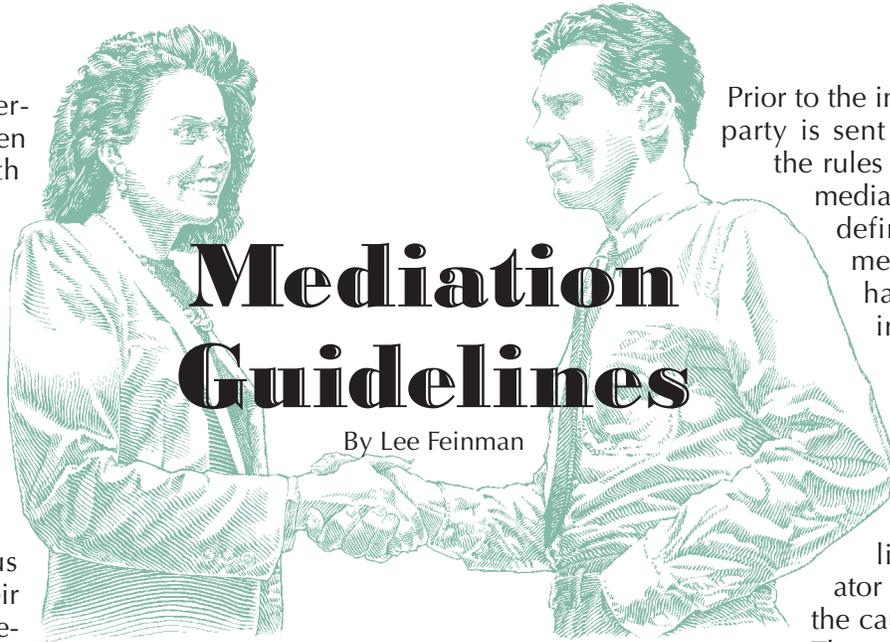


The Mediation Services Committee of Glen Oaks Village deals with disputes between residents and attempts to mediate and resolve their differences. The majority of these disputes involve issues of noise complaints, odors of varying origins, unusual habits, and etc. The committee's approach is to assist the contentious parties in examining their problem together and devising a mutually agreeable solution.

Living in a co-op means living in close quarters where residents of varying backgrounds, lifestyles and tastes must peacefully co-exist. Most disputes usually begin over a single manageable issue and then escalate to intolerable levels complete with finger pointing and character defamation. Rather than discuss the offending issues with each other to preserve neighborly relations the outcome is usually lost tempers, hurt feelings and pure spite work.

It is important to understand that the co-op is limited in its jurisdiction regarding certain types of disputes. If the conflict is not addressed in the house rules or the proprietary lease, it becomes a matter of civil issue and needs to be resolved in a court of law. It is important to understand that the co-op is under no obligation to resolve disputes that are not violations of the house rules, proprietary lease, or by-laws. However, this board feels that a better way to resolve these issues is through mediation. Mediation can help these parties resolve their differences in a manner that is acceptable to all concerned. The idea is to bring the parties together voluntarily and to discuss and negotiate the problem that they are having. The mediator helps the parties understand the issues from an objective point of view, discuss the options and resolve the dispute.

The first step to mediation is for one or both of the parties to contact the management office and discuss the matter with their shareholder representative. Usually the conflict can be resolved at that level; however, if it cannot, it is then referred to the Mediation services Committee. A typical mediation starts with a phone call to the interested parties by the committee person assigned to the case. The mediator then explains the process of mediation and invites the parties to meet together to resolve the dispute.



# Mediation Guidelines

By Lee Feinman

Prior to the initial meeting each party is sent a letter outlining the rules of conduct for the mediation. The rules are defined so that the mediation process has structure. During the mediation, both parties are encouraged to discuss their grievances from their point of view. By careful listening the mediator tries to determine the cause of the conflict.

The mediator then restates the problem in a way that helps both parties understand what the issues are. The next step is to ask the parties to propose solutions that might resolve the conflict. Finally, if a settlement is reached the mediator will draw up a detailed agreement that specifies each party's obligations.

Successful mediations rests in part on the fact that the parties themselves understand that the mediator has no vested interest and allows the parties to sort out their differences. There is a sense of fairness and commitment, and since the disputants came up with a workable solution to their conflict and created their own self-imposed agreement they are more likely to abide by its contents.

Mediation has other benefits after a dispute is resolved. Since the parties will continue to have contact with each other by virtue of living in close proximity to each other, continuing good relations are of paramount importance. Having solved their problem together, it is more likely that they can maintain a civil relationship than if the solution were imposed by the board or management.

Mediation can be extremely cost effective. Lawsuits, if necessary, can be time consuming, expensive and frustrating. Mediation prevents problems from deteriorating to that level. Dealing with a resident population of almost ten thousand, this cooperative, complete with all the complexities of a small town, can be extremely challenging. Dealing with conflict is not everyone's forte. Rather than avoiding these conflicts as they arise, the Mediation services Committee will address the difficulty quickly and decisively in order to prevent long lasting disharmony within the community. The Board of Directors views these mediations as an opportunity to bring people closer together and to prevent future confrontations. By utilizing mediation disputes can then be resolved swiftly and effectively.

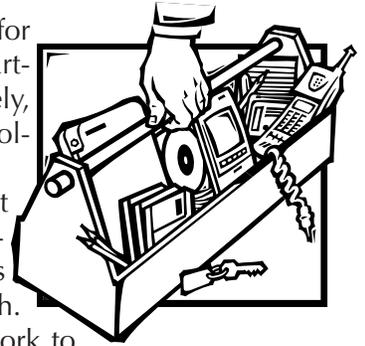
# Maintenance Department News

By Richard Wanat

We wish to thank all the Glen Oaks Village Owners, Inc. shareholders and tenants for their patience and understanding during the transformation of the Maintenance Department. We are making various changes and moves to better serve the community. Ultimately, we anticipate you will see improvements in the delivery of service and response and follow-up to the needs of the community.

We have completed the move of the Maintenance Services Office to the Management Offices at 70-41 260th Street. We are now settled into the new offices and the phone systems has undergone several changes and revisions to better handle the hundreds of calls we receive each day. We process somewhere between 2500 to 3000 work orders a month. All require entering the data into the computer, scheduling the work and issuing the work to the maintenance men. Once completed, the material and labor must be posted to the work order.

Mr. Joseph Lagattuta is our new Supervisor of Maintenance Services. If you have not met Joe, feel free to stop in the Maintenance Service Office and discuss a particular concern which we be able to assist with. Joseph will be scheduling and following up on the work orders issued by his department. We hope to improve the scheduling of work, particularly when shareholders and tenants must take time off from work to have their work done in their units. We anticipate the follow up of additional work required will also be expedited.



## LEAKS

One of the many challenges we face in the Maintenance Department is resolving the many water leaks that we have entering into the individual units. We have roof leaks, wall leaks, window leaks, pointing and caulking leaks, and we also have leaks from upstairs units caused by overflowing tubs, washing machines and dishwashers. We have an investigating team research each of the leaks to determine the cause. This is a very time consuming job. Since we would like to make the repair and solve the problem the first time, we have generated a "five point checklist" for leaks. This will assist in identifying and resolving the problem quicker, thus minimizing the damage to the ceiling and walls of the unit. Because the buildings are over fifty years old, the plumbing system has reached an age whereby it requires repair and cleaning. As a result, we are experiencing a record number of pipe leaks and sanitary system blockages. Pipe leaks are very difficult to locate and solve, particularly without destroying the walls and floors of the units. In some cases our only alternative is to open up the floor or wall to make the repair.

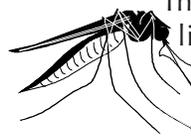
Sanitary System blockages are an unpleasant topic of discussion and more so, an unpleasant problem to work on. The problem causes unpleasant odors in the surrounding area as well. We can all assist in minimizing the problem by being careful with what our children and we dispose of in the commode. A large wad of rags or clothing, disposable drink containers, and other large trash items have caused the most recent blockages. Thank you in advance in assisting with this problem.



## LANDSCAPING

Can you believe that summer is almost over!! And the lawns are still green!! Thanks to the outstanding efforts of our experienced Landscaping Department led by Bruce Wagner, we have better-looking lawns than we have had in years. We also have to thank Mother Nature for the abundance of rainfall that we are having this summer. By the way, this has also enhanced the growth of many additional weeds in our beds. This fall we will be thatching, aerating and reseeding many lawn areas that are in need of special attention.

## WEST NILE VIRUS



The Glen Oaks area has been in the headlines and on TV, relative to finding dead crows in the area. We are taking all the necessary precautionary measures at our disposal to guard against the mosquito population. Again the weather has been supporting the mosquitoes by giving them plenty of moist areas to reproduce. In addition to the City spraying, we are continually monitoring and addressing areas where water is accumulating. If it is decided that the areas should be treated than the water is removed and we request our exterminator to treat the area for mosquitoes.

## WATER METERS

In the next several weeks, we will be installing New York City mandated water meters on all Glen Oaks Village Owners, Inc. buildings. In the future we will be billed based upon the water consumption as monitored by the meters. We will be asking for your assistance in preserving water resources, by reporting all water leaks and avoiding unnecessary usage of water.



## GOVO Security News

By Jim Gorman, On-site Security Manager

### Smoke Detector Tips

- \ Smoke detectors – Don't stay home without one!
- \ Use only those detectors bearing the label of Factory Mutual (F.M.) or Underwriters Laboratories (U.L.)
- \ TEST – At least once a month.
- \ CLEAN – At least once a year (vacuum out the dust).
- \ BATTERIES – Replace once a year.
- \ LOCATION – A minimum standard is outside of each bedroom.
- \ If a fire does occur, leave the house immediately and call the fire department from a neighbor's home.
- \ Periodically review with family members an escape plan and meeting place in case of a fire.



### Computer Safety Tips



- \ Never give out your Social Security number online or off. No exceptions.
- \ Destroy all unsolicited credit card applications.
- \ Change your password frequently. Be creative.
- \ Use a password to log on to your computer.
- \ Turn off your computer when not using it.
- \ Keep your anti-virus software up to date.
- \ Most laptops are stolen during security checks (i.e. X-ray machines), place them in non-descript carriers.

### When Calling Security Please:

- P.** Speak slowly.
- Q.** State the reason for the call & location of the problem.
- R.** State your name, telephone number, and location\*

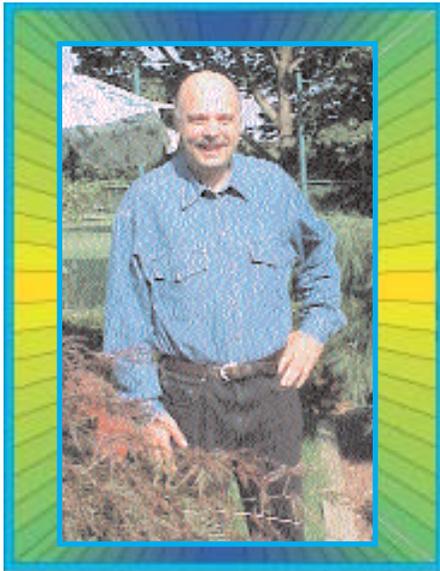


#### **\*Important Note:**

*If you are making a complaint about another resident it is not required that you give name, address or telephone number to security. Furthermore, the identity of all complainants is strictly confidential.*

# PROFILE

**BOB FRIEDRICH, President GOVO, By Mildred Marshburn**



The many success stories at Glen Oaks Village is attributable to the commitment, dedication and professional approach to self-management exemplified by individuals such as Bob Friedrich, President of the Board of Directors at Glen Oaks Village. In this new article entitled "Profile", we have

**Q:** Bob, residents would like to know how you became interested in being a member of the Board of Directors and the vision you brought to the table.

**A:** Glen Oaks Village had just become a co-op a few years before I brought my apartment and I guess the Board Members were still in their learning mode. I moved into Glen Oaks Village because it was affordable with a good location and it served needs at the time.

**Q:** When did you move into Glen Oaks Village?

**A:** I think I moved to Glen Oaks in 1987 or 1986 somewhere between that period of time. I moved into a one-bedroom apartment on Langston Avenue. Actually I knew the area, and I liked the location but to be honest with you Glen Oaks did not have the best reputation at the time. However,

decided to introduce our residents to the individuals who unselfishly volunteer their time and energy to improving the shared experience of living in our community.

Why is Glen Oaks Village the best self-managed cooperative in the country? What are the factors that contribute to its success?

In answering these questions, we must begin by acknowledging the support of our residents. Also, there is the dedication of our staff. Yet, such a large complex cannot be successfully operated without a strong guiding force. We are fortunate to have such a force in our Board of Directors.

At the outset, it should be emphasized that members of our Board of Director are volunteers. They pay the same fees, fines, and assessments as other shareholders. There is no discount on their maintenance nor do they receive any special or preferential treatment. As neighbors, they share in the desires and concerns of all residents. In this article, we will introduce the residents to individuals who have

it was affordable with a good location and it served my needs.

**Q:** How long were you a resident before becoming involved with the Board?

**A:** I was living here about three years before I got on the Board, but I always attended the Shareholders' meetings. At that time they were called the Board Liaison Meetings. About a year into doing that, I decided to get involved because, as an owner, you have equity in your apartment and you really want to know what is going on.

**Q:** What was it about those meetings that inspired you to serve as a representative for your fellow Shareholders?

**A:** I first became interested in the Board was when I went to an Annual Meeting and I felt the information that was presented was not cohesive, complete or forthright. I also felt we were not getting all the information that we were entitled to receive. In fact, we

come together and created a vision for Glen Oaks Village and have committed all their energy to implementing that vision. We hope that you will get to know these individuals, understand their passion for excellence, and share in their vision for the future.

Bob Friedrich, better known as "Bob", exemplifies such an individual. As a resident of Glen Oaks Village since 1986, he has brought his experience as the controller of a major corporation to bear on increasing the fiscal stability of our cooperative. Most recently, he has started his own editing firm. As we begin this interview, please keep in mind that we are a self-managed cooperative and one of a hand full of cooperatives operating in this manner. This means that the individual shareholders, through their representatives on the Board of Directors, establish and implement the goals and objectives of our cooperative. Their oversight of the day-to-day operation can only be characterized as "hands on". Therefore, our success is directly attributable to their skill and dedication. The conversation began with Bob reminiscing about the old days of Glen Oaks Village.



had taken out a \$15 to \$20 million-dollar capital improvement loan to install new boilers throughout the property. At this particular meeting, one of the shareholders asked how this loan would impact our maintenance and the treasurer had no idea how to respond. To not know the answer to that question, said we had problems. The second thing that got me interested was the replacement of our stoops. Here we had a beautiful community with brick buildings and we were putting in what I call these monstrosities, concrete gray stoops that were of poor quality and looked horrible. I remember going to the shareholders meetings and asking if there was any way that we could replace our stoops with brick stoops or something a little more esthetically pleasing. I remember getting the run around, so I called a contractor to get some prices on the cost of replacing our stoops with brick stoops. Once I obtained the information, there was not a mechanism or vehicle in place for a shareholder to bring ideas to the



table to have it acted upon. Needless to say, we continued replacing brick stoops with those hideous gray concrete stoops. These were two factors that got me involved and I knew some changes had to be made. That is what prompted me to become a member of the board.

**Q:** Do you remember your first board meeting?

**A:** Yes! It was very interesting, I can remember sitting at the table discussing maintenance issues. Maintenance/ capital improvement has always been the largest component of our budget, although in those days there was no breakdown. \$500,000 dollars was allocated to maintenance. But without a budget, you had no idea where the money went. It was an unbelievable way to budget money. There were no records of addresses or locations of where stoops, concrete, sidewalks, or roofs were being done. Here I was on the board thinking that somebody had a list of places of where work was completed or at least had set some kind of criteria for the work. No one could give me an answer. This was shocking to me because I had been in the business world for so long and expected certain answers and accountability.

**Q:** What other type of Problems did the Board of Directors encounter?

**A:** Going back to those days there were a lot of other problems. Various banks owned a lot of the apartments that are now owned by Glen Oaks Village Owners, Inc. They were actually owned by a sponsor that defaulted and then the banks took them over. When the banks went under in the late 1980's, FDIC and RTC, the government agencies that took over stopped paying us maintenance. So, there was a time when they were in arrears in excess of a \$1 million. This was money owed to the co-op by the government agencies that were setup to protect people like us and they had stopped paying us. We were literally in financial ruins and something had to be done. Edda, the Board president at that time, and myself spent many hours negotiating with FDIC



and RTC and finally, we were able to gain control of these 500 apartments. Once we got control we knew we had an asset that would, at some point, be worth something. We had a lot of pressure to sell them to the lowest bidder just to get the cash in hand. However, we understood the future value of these apartments and knew that it was not in the best interest of the coop to sell. So, we decided to hold onto them and manage them through a renovation program and to sell them, in order to reap the financial benefits for the co-op. And that is what we did and it has been enormously successful. So that was a major thing that happened.

**Q:** Why did the Board decide to go self-managed?

**A:** An outside company was managing the co-op and their loyalty was not to the co-op. The people that worked on our property were employees of the management company, not Glen Oaks Village. The records of our company were not kept on site. They were kept at the management company's office in Manhattan. It was just a bad situation, you can't run a development of this size by some outside company, it just doesn't work that way.

**Q:** What steps did you take to become self-managed?

**A:** The steps that were taken to become self-managed were to hire a staff and create a company to run this place that would be accountable to the Board of Directors, who would in turn be accountable to the shareholders. Edda, Diane and myself went to the General Manager that the management company had hired and asked her to stay on and to spear head this process of moving from an outside management company to a self-managed co-op. The timing was good, and we were fortunate that there was someone working for the Management Company, who was intelligent, knowledgeable of Real Estate, and the right person for the position. We also brought in other staff and created Glen Oaks Village Owners, Inc. It has been an incredible success; I believe this is probably the largest and best self-managed co-op in New York.

**Q:** How large of a staff are we talking about?

**A:** With management and maintenance plus seasonal workers, we have about 100 employees. This is an incredibly large staff and most people do not realize what is involved in managing a staff of this size.

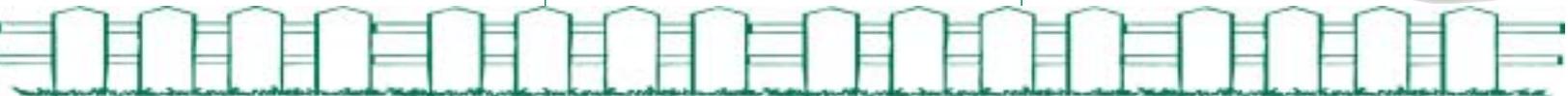
**Q:** What was the impact of self-management?

**A:** The impact of self-management allowed us to bring in the level of professionalism that we wanted. It was also a financially productive and efficient move as well. This place is too large to be run in a shoddy or second-class manner. It has to be run like a business and it has to be professional. If you look at the management component of our budget and compare that to what an outside company would charge us, I do not think it would be very different. We achieved much more by employing our own people to manage our property. It is the only way to go in a co-op this size. There are co-ops that privatize and are successful with an outside management company, but it just doesn't make sense for us given the size and population of our co-op.

**Q:** How did you keep the Board Members involved during the self-managed process?

**A:** I was a treasurer when we became self-managed and then the Board created the role of Chief Financial Officer. This gave me a real leadership position and I think that my strength was that I was able to bring leadership and a vision to the board. But, without good people you can't do anything and I knew we had good people, but you needed leadership and a vision to motivate them in the right direction to accomplish our goals. We are fortunate in that, we have a wonderful Board of Directors that is willing to volunteer an incredible amount of time and effort. You can't have nine people on a board doing everything. You need to break it down into committees and find what people's strengths are

(continued on page 10)



(continued from page 9)

and allow them to do their homework and then bring their findings back to the board. That is what we did; we set up a committee to design self-management, a committee to interview and find staff and a committee for Real Estate. We setup a committee for everything, House rules, Admissions, Maintenance, and Green Thumb. I was very instrumental in establishing the committee process.



**Q:** Tell me about your management team and how they work with the board?

**A:** Our management team has evolved over time. In the beginning we were unsure of the number of managers this co-op required since we were new to self-management. However, we have developed a very fine management team. We have managers that are responsible for the day to day operations. We have the General Manager, Mildred Marshburn; Controller, Randy Gunther; Property Manager, Enid Lucatoro; Maintenance Manager, Richard Wanat and Property & Equipment Manager, Drew Englot. We also have several supervisors. We are confident that the co-op is being managed properly, and that the right questions are being asked. Our management team comes to the board and says we need

to concentrate on a certain area, look at special issues or address other concerns which really makes the board sit up and acknowledge what is being said. That doesn't mean we'll do everything they suggest but it is always important to bring the issues to the table. In this way we all can discuss the issues that affects the co-op and at the same time keep board members abreast of such concerns.



**Q:** Do you foresee a time when the Board might change from self-management?

**A:** Self-management was perhaps one of the smartest decisions the board has ever made. The co-op runs better than it has ever run. We have financial accountability, which is key to a successful business. We know where our records are. We know what our account receivables and payables are. We have a dedicated staff that is accountable to the Board of Directors. It's possible that we are the best-run self-managed co-op in the city. This is just the beginning of our success as a self-managed co-op.



In part two of this interview, you will read about Bob's view on the future of Glen Oaks Village and how the Board plans to continue improving the quality of life for our residents

## Glen Oaks in Bloom!

Several years ago the Green Thumb Committee was established to enhance and beautify our landscape. In the beginning the committee had only a few members, however, as time went on more of our residents caught the spirit of the committee. A budget line was created for the committee and \$10 vouchers were given to interested residents for items that could be purchased from neighboring nurseries. The program became so popular that



we had to increase the budget line and doubled the amount of the vouchers from \$10 to \$20 each. The benefit of this program has exceeded our greatest expectation. In many instances, the residents will spend twice the amount of the voucher once they are at the nursery. Our Green Thumb committee has become a complete success and our cover page can attest to the many beautiful gardens planted and maintained by our residents. We would like to take this opportunity to thank all of you for your time, effort and your contributions to the beautification of Glen Oaks Village. Everyone should take the time to drive or walk around and view the beautiful gardens.

## WOW Babies!

By Bridget C. McCormick



Glen Oaks Village is happy to announce the birth of a beautiful baby boy to Donna Schreiber. Many of you probably know Donna Schreiber as the Shareholder Representative here at Glen Oaks for buildings 1-44. Donna gave birth to Maximus Robert Weathers on Monday, July 17. Max weighed in at 7lbs. 14ozs. We would like to congratulate Donna and her family on their new addition!

We love to introduce new residents to the community! Please send us a letter with the baby's name, birth date, weight, parents' names and any other information you feel should be provided to: The Arnold Krause Management Building, 70-33 260th Street, Glen Oaks, NY 11004, Attention: Newsletter



# UPCOMING EVENTS & NEWS

By Bridget C. McCormick

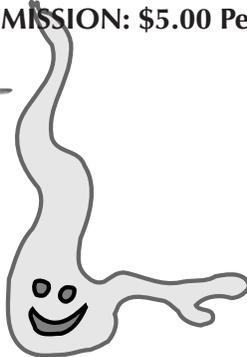
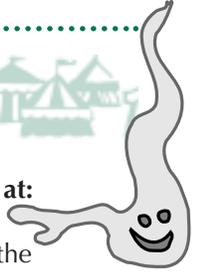
## Fun at the Queens County Farm!

### HAUNTED HOUSE

**OCTOBER - Saturday 21, Sunday 22, Friday 27, Saturday 28, Sunday 29, Tuesday. 31 at: 3:00 p.m. – 6:00 p.m.**

Your Halloween journey will begin with a hayride through winding trails that will leave you at the entrance to a haunted house. Enter the doorway to the unknown for an unforgettable haunting experience that is not for the faint at heart! Stick close together as you wander through dark secret passages to encounter hair-raising haunts, keep telling yourself, "It's only make believe!"

**ADMISSION: \$5.00 Per Person RESERVATIONS REQUIRED, CALL 343-2005**



### Other Upcoming Events

#### HALLOWEEN EVENT

**Saturday & Sunday, October 28 & 29  
12:00 p.m. - 5:00 p.m.**

**At The Passarelle Building in  
Flushing Meadows, Carona Park.**

Haunted house, arts and crafts, games, music, face painting, hayride, pumpkin patch. Prizes for best costume!

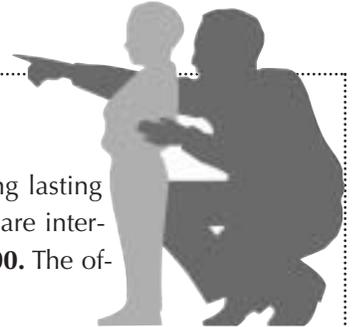
**Call 520-5918 for more information.**

### CHILDREN'S FALL FESTIVAL

**Sunday, October 29, 11:00 a.m. - 4:00 p.m.**

Halloween fun for children of all ages. Youngsters are invited to wear their costumes! Enjoy traditional games including sack races and trinkets in the haystack, plus pony rides and petting zoo. Professional character look-a-likes will visit to add to the fun. Craft vendors will display and sell fall items, food, country western music dancing and the Haunted House (separate admission) will make this event fun for everyone!

**ADMISSION: \$2.00 PER PERSON**



## VOLUNTEER ADULT MENTORS NEEDED

Big Brothers Big Sisters of New York City, a mentoring program that provides youth with long lasting one-to-one relationships with volunteers has opened a Queens office. Men and women that are interested in serving as a volunteer mentor should contact Big Brothers Big Sisters at **718-657-7100**. The office is located within the Queens Child Guidance Center in Jamaica.

It is time for the Annual Turkey Raffle! All Glen Oaks Village residents are invited to fill out the coupon on the bottom of this page and return it to the Management office in time to win a



FREE turkey for Thanksgiving. Five turkeys will be raffled off at the Management office on Monday, November 13th. The Winners will have turkeys delivered to their home just in time for Thanksgiving!

**To enter, please fill out the coupon below and return it to the Management office at:**

GOVO • 70-33 260th Street • Glen Oaks, NY 11004 • Attention: Turkey Raffle

Only one entry per apartment will be accepted.

Winners need not be present at the time of drawing to claim their turkey.

Name: \_\_\_\_\_

Address: \_\_\_\_\_ UP or DOWN

Daytime Telephone: \_\_\_\_\_ Evening Telephone: \_\_\_\_\_ Building #: \_\_\_\_\_



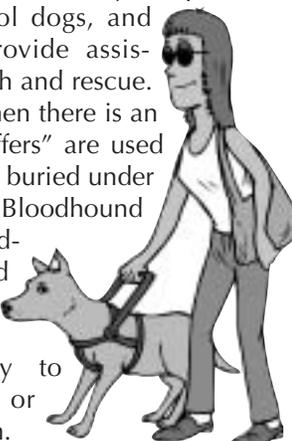
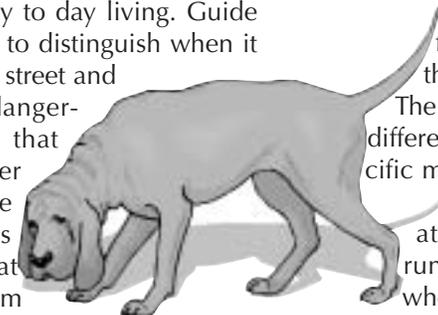
# The Benefits of Cats & Dogs



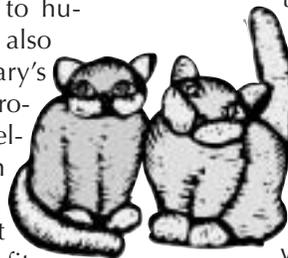
By Yanira DiGiorgio

I feel that cats and dogs benefit us in many ways. There are many people that think cats and dogs are "just animals". However, for generations dogs have been considered man's best friend. Cats have also delighted and interested many people with their sophisticated looks and unique personalities. Therefore, I believe they deserve our help, compassion and consideration. Here are some examples of how these wonderful creatures perform useful tasks.

Dogs have proven many times, that they can be a great asset to humans. They can be trained as guide dogs and assist the blind in the necessary tasks for day to day living. Guide dogs are trained to distinguish when it is safe to cross a street and how to avoid dangerous obstacles that their owner would not be able to see. It has been said that guide dogs seem to have an understanding that their owner is incapable of seeing. Another type of specially trained dog is a hearing dog for the deaf. These guide dogs are trained to identify different sounds. Although guide dogs are the most popular types of trained dogs there are also dogs that are used by the police as guards, patrol dogs, and "sniffers" to provide assistance with search and rescue. For example, when there is an earthquake "sniffers" are used to locate victims buried under the rubble. The Bloodhound is generally credited as the breed of dog that has an incredible scenting ability to track thieves or find lost children.



However dogs are not the only pets that can be of great use to humans. Dogs as well as cats are also used for "Pet Therapy". St. Mary's Hospital for Children offers a program where physically and developmentally challenged children are able to play with and pet, cats and dogs. It is believed that



these children benefit from their experience with these animals in many ways. The child may learn to tolerate different textures, strengthen specific muscles, improve fine motor skills and increase his/her attention span. Bide-a-Wee runs a volunteer program where pet owners go to different facilities with their pets. Each volunteer and pet must meet specific screening requirements before a suitable assignment can be given. Dogs and cats are used in facilities such as nursing homes, rehabilitation centers, hospitals, retirement homes and centers for the disabled. Cats have been used with patients in nursing homes and sometimes can reside in the facility to keep the residents company. Cats have been helpful in reducing depression and encouraging socialization. Cats may even walk freely around hallways in the facility to provide a homey environment. Occasionally, high functioning residents can be assigned to take care of the cat to improve motivation and self esteem.



Scientists have discovered that the human-animal interaction is not only beneficial to our emotional well-being, but also adds to our physical and mental health. According to an article in *Newsday* on Tuesday, January 4, 2000, studies have proven that walking a dog or petting a cat can lower blood pressure, reduce stress, improve mood and actually increase your life span! An article published in the *Times Ledger* on January 13, 2000, stated that pet owners are less likely to fight with loved ones. Also studies have concluded that, pet owner who smoked were more likely to succeed in quitting smoking.

My own experience, with my cats has proven to me that these "animals" are truly beneficial. When I come home angry or stressed, I feel better after I pet my two fury friends (Petunia and Rocky). They can change my bad mood and make me smile and forget about everything else. If you have never owned a pet, it is never too late to experience the benefits of petting and caring for a cat or walking and playing with a dog. If you have questions about becoming a pet owner or want to adopt a cat you can call Animals Can't Talk shelter at: 718-746-5318 or 718-224-5246. In addition, if you are interested in giving a good loving home to a dog call "Bobbi and the Strays" at 718-845-0779.

Perhaps, it is time for humans to show more respect to dogs and cats and remember that they too have feelings. For generations these "animals" have been beneficial to humans, however we have abused and destroyed them without pity.

# Warren W. Hsu, M.D.

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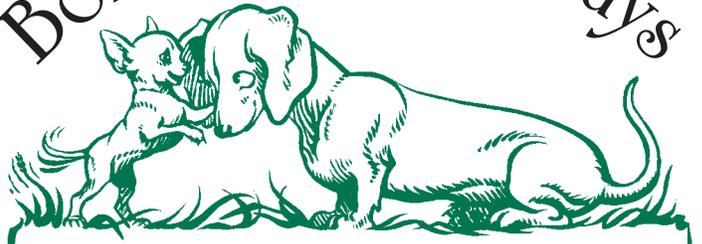
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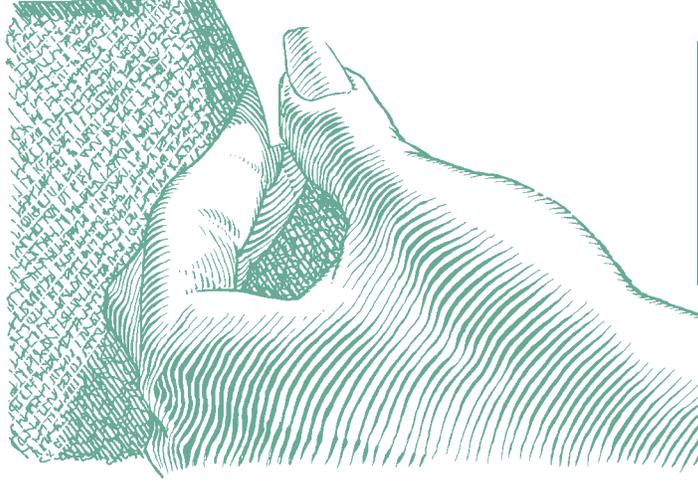
## From the Desk of *Mildred Marshburn*

### *Safety Tips*

Here are some helpful tips to keep in mind when you are going on vacation or away from your home for an extended period of time. Securing your home before you leave on vacation and following some common sense security suggestions can help give you a peace of mind and will enable you to enjoy your time away.

- Stop mail and newspaper deliveries.
- Request a neighbor to “keep an eye on things” during your absence.
- Lock all windows and utilize your window stops, which are located on the right side of your window frames. These stops prevent the window from being used to gain entry to your apartment.
- Don’t leave notes on your door.
- Have a trusted neighbor pick up mail or circulars or notify your post office to forward the mail.
- Put things away, don’t leave lawn furniture, ladders or other items that could assist in a burglary.
- Turn down the ringer on your telephone.... A constantly ringing telephone indicates an unoccupied dwelling. If you own an answering machine, don’t indicate on the recording that you will be away for any period of time.
- Use clock timers to turn lights on and off at different locations.
- Don’t keep expensive jewelry or cash at home, store them at a safe deposit box or a secure hiding place (don’t forget where you hid these items).
- Never chat idly with strangers about leaving for vacation.
- Call Security regarding anyone offering to do any type of service (i.e. clean rugs, install equipment, etc.), seeking information regarding where people live and their names are unknown to you. Note their physical appearance, clothing worn and whether or not they were walking or driving and the direction of travel.

Contact Police Officer Donald Barto at 776-9207 to join Operation Identification.



*Following these safety tips and staying alert  
will give us all a greater sense of security.  
If you notice a suspicious person hanging around,  
please contact  
**GOVO Security at 347-6660**  
or call the 105th Precinct immediately.*