

# Glen Oaks Village



Spring 2014

## Community Newsletter

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Photo by Bob Friedrich

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### 1-YEAR SALES HISTORY

(As of 1/31/2014)

Unit	Average	Highest	GOVO Renovated Sales Price
A	\$166,145 . . .	\$187,000 . . .	\$208,900
B	\$192,167 . . .	\$210,000 . . .	\$235,000
C	\$202,333 . . .	\$221,000 . . .	\$259,900
D	\$263,250 . . .	\$283,000 . . .	\$289,900
E	\$228,333 . . .	\$264,500 . . .	\$279,900
F	\$178,688 . . .	\$196,000 . . .	\$215,000
G	\$224,043 . . .	\$269,000 . . .	\$279,900
H	\$263,498 . . .	\$310,000 . . .	\$319,900

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# On Board

By Bob Friedrich (GOVOnyc@aol.com)



## NEW WINDOWS

Glen Oaks Village has been a hub of activity this past year. The new Windows Replacement Program is just the latest high-profile project here in Glen Oaks Village. The program, which is well underway, will see approximately 16,000+ new windows being installed. There has been an enormous amount of planning and coordination necessary for this project to succeed. Part of the preparation included hundreds of hours of planning and creating engineering specifications that will insure the windows are being installed properly and will stand the test of time. Glen Oaks Village has 134 buildings and each of these buildings has various window size configurations. To make sure the program continues without a hitch, we have assigned two full-time Maintenance workers to monitor all aspects of the installation process. These individuals track, monitor and report any issues



that may arise. In addition, Frank Portella, Manager of Maintenance Operations and Drew Englot, Director of the Maintenance Department are fully involved in the program. We anticipate the completion of this project will happen by the autumn of 2014 or perhaps sooner.

## MAINTENANCE INCREASE

2014 brings a 3.75% maintenance increase which is the first one since 2012. Monthly maintenance should always reflect the true cost of running the co-op. Otherwise, the risk of large unanticipated maintenance increases can easily become a reality, creating real pain and a crushing burden on co-op families. Making hard choices such as maintenance increases is necessary to keep the financial footing of the co-op on track. It is what leadership is all about and what the Board tries to do on a daily basis. The increase was necessary because of rising costs such as property taxes, water rates and other mandated costs forced upon us by the City and State. These costs are beyond the control of the Board and require the co-op to spend money it ordinarily would not have to. As President of Glen Oaks Village, I continue to work closely with fellow co-op Board Presidents to mitigate these costly mandates.

## STREET TREE PRUNING

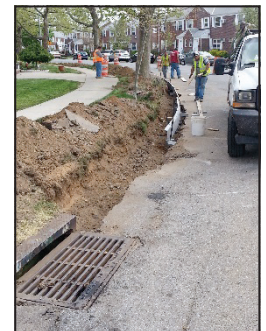
I also continue to fight for services and improvements in our community. These long-term battles require perseverance and this past year, we saw a Property-Wide Tree Pruning Program by the City that pruned all of our street trees, which are the trees between the sidewalks and the street. These trees are the responsibility of the city and we are not permitted to prune or touch them. This crazy rule by the City Parks Department often creates dangerous situations with low hanging branches. I have been pushing for a rule change, "If you can reach it, you can prune it". This common-sense change would go a long way in making street trees safer.

## NEW CURBS

After more than a decade of requests by me, the City began repairing our deteriorated curbs, using a schedule that I prepared for them. The list of curbs I provided was the "worst of the worst" because the original list I gave them was too large. I am hopeful that the rest of the curbs that need repair will be done in 2014.

## NYC STORM SEWER PROJECT

A new Storm Sewer Project is being planned by the city in parts of Glen Oaks Village. This multi-million dollar project is expected to relieve some of the street flooding in our community. I am trying to get them to modify the plan to include certain Glen Oaks Village intersections that are susceptible to flooding but which for unknown reasons are not included in the current Storm Sewer Project (see red line on map). Being



involved in the civic community means that I am made aware of these types of projects. I then take the opportunity to advocate for Glen Oaks Village to make sure our community gets the services that we are paying for with our property taxes.

## GO West and GO East

Glen Oaks Village is the largest garden apartment co-op in New York. It sits on two non-contiguous areas. Section 1, near Commonwealth Boulevard, was the first section of Glen Oaks Village to be built and is sometimes referred to as the "old section". The other section is Section 2, which sits east of Little Neck Parkway. In an effort to define these sections in a clearer and less institutional-sounding manner, the Board has decided to refer to them as Glen Oaks East and Glen Oaks West. An abbreviated spelling is GO West and GO East, which I believe sounds better than Section 1, Section 2 or the Old Section. Hopefully, others will embrace the descriptive terms of GO West and GO East in the future.

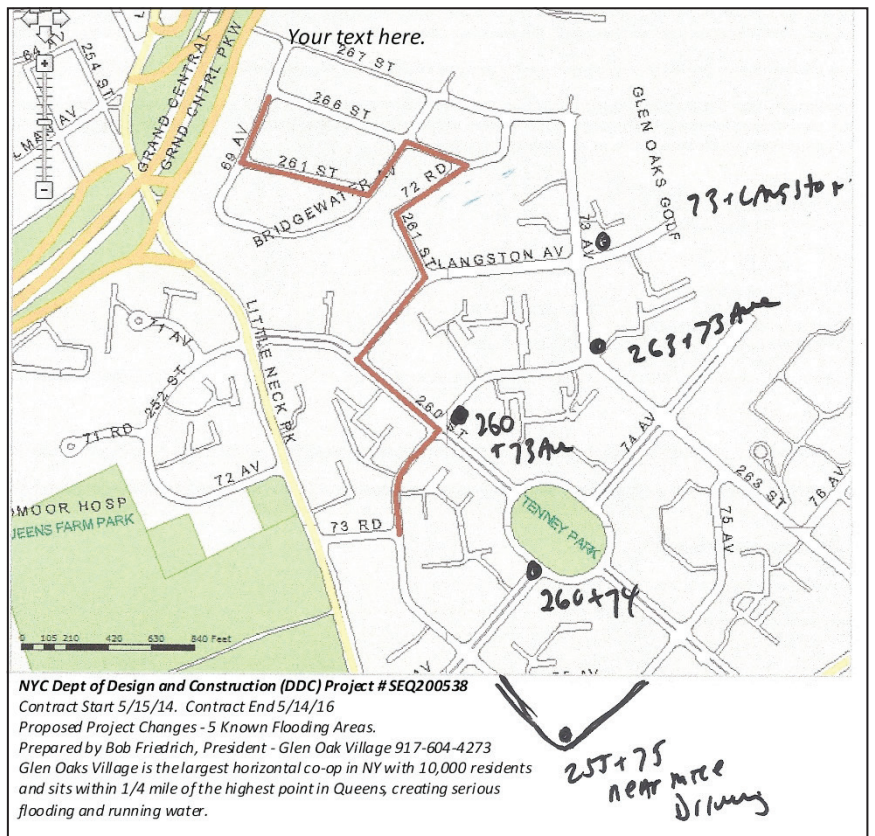
## NEW PORCH LIGHTS COMING

In addition to the new windows that are being installed, we will begin installing new porch lights in GO West at a cost of \$96,000. GO East will have their porch lights replaced in 2015 at a cost of \$165,000. The old porch lights have begun to show their wear and tear and are often too big for the area that they are placed. The new lights will be weather resistant and should last for decades. The Board searched for a light fixture that looks great, has a weatherized body and can be used with LED lights. The new light fixtures, which were shown at the Shareholders Meeting in November, will have a black matte finish and look superb with our white doors and frames. LED lights come in various color temperatures and it is essential that the right temperature is used for the appropriate application. The LED lighting will be at the right color temperature of 2600 degrees Kelvin, which means the light will be easy on the eyes, otherwise the lighting can appear harsh and uncomfortable and make skin tones very pale. LED light bulbs should last for at least a decade and use very little electricity. Because of their stingy electrical use, the Board recommends that they be kept on all night as a deterrent to crime.

## NEWLY PURCHASED LAND ON UNION TURNPIKE AND 254TH STREET



We have closed on the purchase of a parcel of vacant land on Union Turnpike, between 254th and 255th Streets. Currently, a basketball court sits in the middle of this three-parcel site. The basketball court and the land it sits on belong to Glen Oaks Village. On both the right and left sides of the basketball court are two adjacent vacant parcels of land that did not belong to us and may have been developed. By negotiating the purchase of this land, we now control the development and destiny of this property, which is important to us because two of our buildings back up onto it. Some have suggested that we use that property as a community garden and compost area. Others have suggested we build Glen Oaks Village building #135 on it and still others think we should leave it empty as it is. What do you think? You can email us at GOVOnyc@aol.com.



## CONTINUED CAPITAL IMPROVEMENTS

Our Budget calls for the continuation of our multi-year Capital Improvement Program that continues to rebuild our almost 70-year old infrastructure. Many of these projects have been completed or are nearing completion within the next few years. These projects include the repair or replacement of brick & limestone stoops, building and garage roofs, water heaters in our boiler rooms, playgrounds, windows, porch lights, dumpster beautification, electrification of garages, etc.

Other improvements paid by Shareholders include townhouse dormers, reclaimed basements, decks, terraces, rear entrances, etc., that have made Glen Oaks Village truly a unique co-op. With low maintenance, no flip tax and excellent financials, it is a great place to live and raise a family. It wasn't always that way. Two decades ago, it was run down, transient and on the verge of bankruptcy.

Through self-management and a strong Board of Directors, Glen Oaks Village has become a successful co-op that others are measured by. ACCOUNTABILITY has been key in turning around our co-op. The Board is very proud of our accomplishments.



## SAFETY REMINDER

It is imperative that any Residents using syringes, needles or lancets properly dispose of these items to protect the health and well-being of other Residents, our Employees and Sanitation workers.

### USED SYRINGES AND LANCETS

Many people use syringes, needles and lancets (known as household sharps) to manage their health care at home. Proper storage and disposal of these items is necessary to protect children, pets and Sanitation workers. Needles and other sharps may cause cuts and the transmission of blood-borne diseases such as Hepatitis B and HIV/AIDS. Follow the tips below for proper handling of these products.

### PACKAGE SAFELY

Place used syringes and lancets in a "sharps" container or other leak-proof, puncture-resistant container, such as a laundry detergent or bleach bottle. If using a detergent or bleach bottle, close the screw-on top tightly and label the container "Home Sharps—not for Recycling". Make sure to keep the container closed between uses. Do not clip, bend or try to recap syringes and lancets.

### SAFE DISPOSAL

Bring used sharps to any hospital or nursing home in New York State. All NY hospitals and nursing homes are required by law to act as Collection Centers for the take-back of used household sharps--including syringes and lancets, with no identification required. Make sure sharps are packaged safely and call hospitals and nursing homes for drop-off times and instructions prior to transporting materials to their facility. In addition to hospitals and nursing homes, various local pharmacies and other health sites may voluntarily and anonymously accept sharps. The web address listed below lists locations near you that accept sharps. Alternatively, there are vendors who sell pre-paid mail-back kits for used sharps.

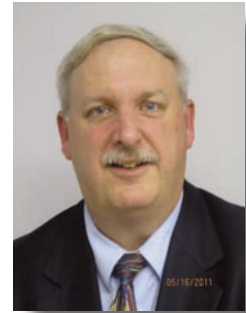
[http://www.nyc.gov/html//nycwasteless/html/stuff/harmful\\_hh\\_prod\\_medical.shtml](http://www.nyc.gov/html//nycwasteless/html/stuff/harmful_hh_prod_medical.shtml)

If not taking advantage of a sharps disposal program, place properly packaged and labeled "home sharps containers" in the trash. Never place loose sharps in the trash and never place sharps containers in your recycling bin. (NYC Residents will not be penalized for placing a recyclable container containing sharps in their regular household garbage if the container is clearly marked "Home Sharps—Not for Recycling".)

If you see anyone disposing of Home Sharps incorrectly, please contact Maintenance Services at 718-343-8400 or the City of New York's 311 Hotline.

# DOLLARS AND “\$ENSE”

By Randy Gunther  
Controller



## WINTER 2013/2014

This winter reeked havoc on our financial fuel budget, with the price of heating gas spiking up each month from December to February (Case in point, the cost of gas was 40 percent higher in February than January.) Although we had contracted natural gas at favorable prices for December and January, in January, Con Edison requested us to use heating oil for the majority of the month during a time when heating oil was twice the price of gas. Glen Oaks Village has an “Interruptible” classification which means that Con Edison can require us to burn #2 heating oil in our dual-fuel burners instead of their heating gas anytime the temperature drops below 20 degrees. This classification gets us a better natural gas rate than an organization that does not have a dual-fuel boiler system capable of using natural gas or oil.

In addition to the cost of heating fuel, the price of rock salt and calcium chloride, used to clear our driveways and walkways, also soared. A shortage of these supplies in the market place caused prices to spike--sometimes doubling, when we were able to get them at all.

## FINANCIAL YEAR 2013

The year 2013 turned out to be a good financial year for Glen Oaks Village. We were very close to budget on most revenues and costs. Our In-House J51 Program, which files for Real Estate Tax Credits based on the capital improvements we complete, is mitigating otherwise enormous tax increases by the City of New York. For the 2013/14 year, we have a J51 tax exemption of \$1,680,000; additionally, we have \$213,000 in J51 tax abatements. The combined total of \$1,893,000 of J51 exemptions and abatements will save each Shareholder \$735 in the current year. These credits are the result of a well-planned, long and hard fought effort by our Finance Department to transform the Capital Improvement Projects we do at Glen Oaks Village into Real Estate Tax Credits.

## SHAREHOLDER REAL ESTATE TAX EXEMPTIONS

In March 2014, Shareholders were assessed an amount equal to the basic STAR credit of \$259.76, in lieu of a maintenance increase. This assessment was applied to all Shareholders, whether they applied for and received their \$259.76 STAR exemption, or not. With this in mind, it is important to apply for the STAR exemption, if you have not already. A STAR Exemption is available for residents who own and occupy their unit and have a household income of \$500,000 or less. Senior Citizen and Disabled Exemptions are available to property owners with incomes below \$37,400 (including Social Security). Enhanced STAR credits of \$592 were given out in March to eligible seniors with incomes at or below \$81,900. The Veteran Tax Exemption provides credits to veterans or their spouse, if they have served in a war or combat zone. All exemptions are passed onto the Shareholders, dollar for dollar, with a credit on their monthly maintenance bill. Applications and information are available in the Arnold Krause Building. Take advantage of the tax credit you are entitled to.



## Tom Sangiorgi, Shareholder, Receives Prestigious Sloan Award for Excellence in Teaching Science and Mathematics

Tom Sangiorgi is a resident of Glen Oaks Village. He is also the recipient of the prestigious Sloan Award for Excellence in Teaching Science and Mathematics, which he received on December 4, 2013 at The Cooper Union for the Advancement of Science and Art. There was a full page announcement of this honor in the New York Times that same day. Below, is a reprint of an article that appeared in the Queens Courier. We are proud to have such an esteemed individual living here in Glen Oaks Village.

Reprint of Queens Courier article

### Queens educators win for excellence in teaching science, math

By Melissa Chan



Wednesday, December 4th, 2013 11:12 AM EST

Seven of the city's top science and math teachers, including three from Queens, know the formula for success in the classroom. They accepted Sloan Awards for Excellence in Teaching Science and Mathematics this week for using creative methods to inspire students to make the grade and pursue careers in their field. For Thomas Sangiorgi, a Regents Chemistry Teacher at Townsend Harris High School, this means being a human target. The 46-year-old educator

lets his students throw plastic foam balls at him in order to demonstrate the collision theory. The only way to score a point is to hit him in the head with one. "You need the right amount of energy and the right amount of aim," said Sangiorgi, a teacher of 19 years. "The students love the idea of throwing a ball at a teacher."

The imaginative demonstration is one of many that have made Sangiorgi a living legend at the Flushing school, Sloan officials said. Other lessons include shooting balled up socks in the air through a makeshift acetylene cannon to show an organic chemistry reaction. "The louder it is, the more applause I get. It's pretty nifty," he said. "And at that point, I've got their attention. They want to know what they just saw."

The seven winners in the city, chosen by a panel of distinguished science and math educators, are being honored in a ceremony Wednesday by the Alfred P. Sloan Foundation, a philanthropic, nonprofit organization and Fund for the City of New York. Each teacher received \$5,000 and another \$2,500 for their school's science and math programs. This is the program's fifth year.

# SECURITY NEWS

*By Raymond Spinella, Security Manager*



*In this issue, we would like to introduce you to Glen Oaks Village's new Security Manager, Raymond Spinella, who actually began working here in December, 2012.*

*A retired Lieutenant and 28-year veteran with the New York City Police Department, Ray comes to us with a great background in not only public safety, but also community affairs, public housing, domestic violence, family crisis counseling and Homeland Security. A graduate of John Jay College of Criminal Justice, Ray grew up in Queens, and has spent his career overseeing and assisting police officers to better handle the many emotional issues that come up when working in public safety.*

Glen Oaks Village is one of the safest communities in Queens, with seldom acts of serious or violent criminal behavior. The primary target of criminals in this area of Queens is the removal of property from inside and outside unattended vehicles.

Recently, several incidents have been reported, involving thefts of personal items from unlocked vehicles, after electronic equipment, wallets and designer handbags were left unattended in plain view to the thieves. Residents have reported observing a male wearing a hooded sweatshirt looking in car windows and checking door handles for unlocked vehicles parked on the streets adjacent to Glen Oaks Village property.

Criminals have, primarily, targeted the 2013 Honda Accord Sport, in stealing all four of the vehicles tires and rims, in and around the Glen Oaks Village area. For the most part, these thefts have occurred on the streets—with the exception of one incident, which occurred in the Section "C" parking lot, in front of Laundry Room #1. These thefts take place in the early morning hours, with thieves known to park their cars in front or next to the targeted vehicle to block their actions. They may work in stages; first removing the lug nuts, then coming back a few minutes later and jacking up the vehicle, before returning a final time to remove the tires and rims.



Remember to remain vigilant at all times and take precautions to prevent being a victim:

- **Never leave keys in your vehicle.**
- **Always lock your vehicle and keep windows closed.**
- **Keep valuables out of sight, removing them when possible.**
- **Have a car alarm installed.**
- **If suspicious persons and vehicles are observed in Glen Oaks Village, call Security immediately at 718-347-6660. Crimes in progress should be reported to the New York City Police Department by calling 911 and then reported to Security.**

*Although Ray has already met and assisted many of our Residents, he welcomes the opportunity to speak to you about your security concerns. Our Security Department is on call 24/7, 365 days a year and can be reached at 718-347-6660, should you need to contact them.*

# MAIL BAG

## Letters & Emails to the Board

These letters and emails are from shareholders and residents and were received after the previous Glen Oaks Village Newsletter was published. Where appropriate, Bob Friedrich, GOVO president has responded on behalf of the Board. Write or Email us at: GOVOnyc@aol.com

### Letters regarding the Windows Replacement Program



J.S. (2/6/13) writes:

There's lots of excitement in Glen Oaks Village today regarding the new windows flyer. What a terrific opportunity we are being given. The windows could almost be considered a gift, since they will be so affordable. I am certainly looking forward to taking advantage of this terrific offer. Thanks Bob, to you and your Board of Directors for bringing this wonderful project to fruition.

Hi J.S.:

*I am just as excited. We have long wanted to do this and the time is right. We have done so much research that I know this program will be hugely successful. Thank you*

JL (2-8-13) writes:

Hi Bob,

I just finished reading the window project announcement. This is very exciting! My windows have never functioned properly. The notches for the storm windows have been worn down so the storm windows don't stay where they need to be to fully close. Needless to say, this makes it quite drafty. I had Maintenance come over to take a look and they did replace one of the windows that did not slide but they told me there was nothing they could do about the storm windows. I am very excited about the new windows. The Shareholder investment amount seems very reasonable.

R.B. (5-28-13) writes:

When news of new windows came I was thrilled! Even wrote to you. Now, after reading the information sheet and seeing them, not so thrilled any more. Three points I need to question:

1. I am supposed to see the flat fee as "participation in the property-wide Windows Replacement Program." I have five windows! Nothing you say can justify the decision that I, and everyone else who lives in an A or B unit, should have to pay the same amount as say, someone who lives in an H duplex with 14 windows.
2. You are telling us to save \$100, the entire fee will be collected July 1st, 2013; YET, the work may take a year to be done. Is this even legal!?? Who ever pays in full for a service a year in advance? A down payment I can see, but in full! Never!
3. Nowhere in the written information sheet does it mention who will be responsible for any damage to walls, plaster, window sills, etc., if any damage does occur.
4. I am living here 32 years and truly, for the most part, I am a very happy co-op owner. These window decisions just absolutely floored me. I think they are VERY unfair and need to be discussed with the Board again. I anxiously await your reply.

Dear R.B.

*Let me respond to your 4 questions.*

*1) A duplex owner will be paying twice the fee since they actually own 2 units. All units have between 5-7 windows. The fee that is being charged each unit owner is less than the cost of a single window. Therefore, the fee is not to replace the windows in your unit, but to collect sufficient funds to pay for the property-wide program. If the fee was to pay for the actual cost of a unit's window installation, then I would agree with you that the fee structure should be different. But that is NOT the case here.*



2) You do not have to pay the fee in full. You can certainly pay it off over a period of 13 months. The actual cost of the window are significantly more than the co-op is collecting from owners and, therefore, needs to have sufficient funds on hand to pay for the windows, interior and exterior sills, lintel preparation and installation. The co-op is currently incurring costs and needs to accumulate sufficient funds to pay for it. Also, charging owners as the windows get done in a co-op our size would be a managerial and logistical nightmare. The decision by the Board makes sense, is fiscally prudent and the proper way to fund such a large program. Sorry you disagree, but doing it your way would simply not work and not provide the necessary sufficient funds on a timely basis.

3) All of these points were discussed by me to over 400 people that chose to come to the windows inspection sessions that were set up over 4 days and two weekends. This was also discussed at the Annual Meeting and Budget Meeting. Damage that is a result of contractor negligence will be the responsibility of the contractor. Damage due because a resident had installed special types of molding, tiles, etc., that had to be removed in order to get the window in will be the responsibility of the shareholder. Normal damage that would be expected during an installation will be repaired as part of the installation process. More extensive damage that had preceded the installation, such as water damage to the walls will be repaired as part of the installation process. Perplexed at how someone could not be extremely happy and excited about a program that provides new windows, repairs pre-existing damage, makes the co-op more energy efficient and valuable. But then again, there are always going to be those people in the community who would rather see our co-op invest no money and fall to pieces. Go figure?

4) Please read the preceding paragraph again. Not only is this program extraordinarily fair, but the cost to individual shareholders is a fraction of what similar windows would cost them. I am stunned that you are floored. However, I take comfort in the avalanche of supportive emails, letters, phone calls and comments we have received. There are always going to be a few that are unhappy. The Board has discussed this at length and has communicated with Shareholders since February. Folks have had plenty of time to comment and the vast majority of comments have been enthusiastic. Sorry you don't agree, but you and I can agree that it is impossible to please everyone. Thank you.

**L.R. (6/4/13) writes:**

**Dear Bob: I am glad that we are finally going to get new windows in Glen Oaks Village. I am not too happy with the price of \$550 though. I have three windows plus a bay window, while others have six or seven windows. Pricing should be based on each window or number of shares for each apartment.**

**You claim in your March 20th flyer that went out, that a special meeting would be held to discuss the program. This never happened. Shareholders should have some input on this major endeavor. Also, I think we are sending mixed messages regarding who will help remove gates and window treatments. Some say we are responsible while others say Maintenance will help out. Thanks.**

Hi L.R.:

We were originally going to have a meeting at the school to show the windows. Because of the size and weight it became impractical. That is why I stood outside for 4 hours each day over a 4 day period in the Management Office courtyard to meet with residents to discuss and view the windows. Over that period of time, I met more residents than I would have been able to at a single meeting in the school. In addition, we have been sending out information on this program regularly. There was plenty of time for people to respond, either favorably or unfavorably. The responses have been overwhelmingly supportive. The shareholder fee established by the Board does not even cover the cost of a single window. So it matters little if an apartment has 4 or 7 windows. Everyone is paying to fund the property wide program and everyone will benefit equally by having a more energy efficient and better co-op.

If the fee was based on the actual cost and number of windows as you suggest, you would have had to pay a significantly higher fee because your unit is one of the few with a bay window and bay windows are significantly more expensive than the other windows. Shareholders are NOT paying to replace the windows in their unit; they are paying to fund the property-wide program. Phase 2 of this program will be the bay windows. They are significantly more costly than any other window and a lot of them are in the smaller units. Therefore, according to the pricing structure you propose, we should actually be billing the smaller units with Bay windows more than the larger units since the bay windows will cost more. I am sure you would not like that because even though you may only have 4 windows, one of them is a bay which means the windows in your unit will cost more to replace than a unit that has 7 windows.

There have been no mixed messages regarding the child safety window gates and window coverings. Removal and Installation of window coverings is the responsibility of the unit owner. Removing and reinstalling child safety window gates are the responsibility of the co-op. No confusion here. Thank you.

SD (5/29/13) writes:

Dear Bob and Board of Directors;

Thank you for all the work you have done in the window program. I cannot imagine the amount of effort the new window program required, and imagine that, unfortunately, there will be unhappy residents who will give you stress--lots of it. I look forward to my windows and the community-wide improvements they will bring to all and heartily THANK YOU!

Hi SD:

Thank you for your kind and upbeat letter.

Disgusted (5/31/13) writes:

When the original notice came out for windows, I didn't see any indication that this was mandatory. It's so unfair to us seniors who are on a fixed income and cannot afford \$50 out of our pockets each month. I know the cost of new windows is very high and would be a good deal, in your mind, for the people who can afford them. Why would someone like me, who has the smallest unit and would only get four windows, want to pay for someone with six or more windows? The bay windows are the problem and mine has leaked for 6 years. Each time I had to replace the window treatments, I asked for Glen Oaks Village to help pay the cost to repair my shutters and reinstall them. Each time my insurance goes up because Glen Oaks Village cannot find the problem. Now you want me to get new windows, which I cannot afford, and still leave me a leaky window? Really does not make sense that you're leaving a problem window. But then the owner has to pay for the damage inside the windows. At this point, I don't care what's on my front window. The window treatments got destroyed by Sandy and I cannot afford to replace them. You are putting some people in a very bad position. Did you even think of the little guy or only the units that bring in the most maintenance? Disgusted.

Dear Disgusted:

I am sorry that you are disgusted, but the fact is most of the windows in Glen Oaks Village have exceeded their useful life, are not energy efficient, leak air and water. That is why the Board has authorized a property-wide program. The fee being charged is a fraction of the cost of actually replacing all the windows which is why we are charging the same fee. In fact, if we used your logic, you would be charged a higher fee because the bay windows, which we intend to do as the second phase of this program, cost significantly more than the other windows. So an apartment like yours that has few windows but includes a bay, cost more than an apartment that has more windows but no bay. So there is a reason we took this approach. And of course, we are always cognizant of people on a fixed income. That is why the Board has kept maintenance lower here than in any other surrounding co-op. There is no greater gift to those on a fixed income than this. You should contact Randy Gunther, Controller and explain to him your particular situation. We will make payment arrangements that fit your ability to pay. We are aware of this and will work with you on an affordable payment plan. Thank you.

Bob Friedrich - NOT DISGUSTED BUT EXCITED ABOUT THE WINDOWS PROGRAM

A.S. (5/31/13) writes:

Good afternoon Bob.

Since the windows are being replaced, the security sensors need to be removed from each of the windows that are armed. Slomins wants to charge me \$50.00 per window to remove the security sensors and then another \$50.00 per window to re-install them. Is there any way that I can be reimbursed for at least a small portion of this additional cost? Thank you so much!

Hi Antoinette:

Unfortunately, the co-op will not be able to reimburse you any of your security window wiring costs. The co-op is already picking up millions of dollars over and above the amounts we are charging shareholders and is in no position to pay any additional expenses. Thank you.

**Note to Reader: SH is the Shareholder question, GOVO is the Co-op Response.**

**SH:** Good Day, I am a Shareholder in Glen Oaks Village and have lived here many years and have concerns regarding the new windows. First of all, I don't think that there will be any unity of the development given the various window choices that we have. **GOVO:** Currently there are various types of windows in the community that range from sliders to double 26" windows in the 52" space. The Board does not see this as a problem and believes the windows will look good and enhance the visual appeal of the community.

**SH:** The 36" window with the 16" 'dead' glass looks horrible and it certainly won't match what my neighbors around me have, not to mention that there is wasted window space.

**GOVO:** This option was provided in order to give folks that have a window air conditioner in this window the ability to still use the window air conditioner. The fixed window can be put on either side, so there is some flexibility here. There are few window air conditioners in the 52" opening, so we think few people will select this window. However, we wanted to provide that window option since the 52" double hung has been removed from the program due to problems associated with the weight of a double-hung window of this size.

**Note to Reader: SH is the Shareholder question, GOVO is the Co-op Response. (cont'd)**

**SH:** I personally love the regular double hung window as I can keep it open one inch from the bottom should it be raining. This cannot be done when you have a slider which opens from the top down to the bottom. The slider is not the same thing as a regular double hung window as I have blinds and drapes which would cover up half of that screen opening. There is then limited air moving.

*GOVO: Of course there are going to be issues with any decision that is different than the status quo. The Board researched this extensively and determined that 52" windows are too large to work properly as a double-hung window. Therefore, the decision was made to go with the 52" sliders.*

**SH:** Then there is the issue of the air conditioners. I lost my job 3 months ago and am limited financially. With the economy as it is and lack of jobs and income, it is a lot to expect someone to just put in three a/c units into a wall. I estimate the cost at about \$2000 between the purchase of units and the work in the walls.

*GOVO: We only suggested that you put the air conditioner in the wall. The Board is sensitive to the economics of this issue and we have provided options that allow ALL window air conditioner configurations to still be used.*

**SH:** Why can't Glen Oaks Village split the cost of making the holes into the walls for air conditioners? The cost is a burden to many.

*GOVO: The co-op does not have an unlimited source of funds and is seeking ways to minimize the cost of this program and not to increase the costs. We already are providing thousands of dollars of windows in an apartment for less than the cost of a single window. I think that is generous and fair and as affordable as it can get.*

**SH:** There seems to be much confusion and I am sure I am not the only one who has so many questions. Please advise.

*GOVO: Bob Friedrich spent over 12 hours speaking to 400 people over two consecutive weekends in the Management Office courtyard with sample windows on display. We also answered all questions at the Annual Meeting. The staff is prepared to also answer questions. With any new program that is as comprehensive as this, there will always be questions and some confusion. Feel free to speak to Management or email the Board at govonyc@aol.com, if you have any further questions. Thank you*

**No Name (6/6/2013) writes:**

I live in Glen Oaks Village. Needless to say, I am quite upset about the window installation and the \$550 upfront fee. Cannot understand why the fee goes up if you do not pay all at once. I am a senior citizen, my daughter is disabled. Are there any considerations under these circumstances? I would appreciate an answer, and please not the same answer always that it is so much cheaper to live in Glen Oaks Village than any other coop in the area. These days, it certainly is not much cheaper. I do own the apartment. I am wondering just how much consideration the non-owners are getting in comparison to the owners.

*Hi: Although you don't want to hear it again, I will begin my email by saying the maintenance here in Glen Oaks Village is less than other nearby co-ops. That is a fact and it makes living here more affordable for those on a fixed income. I completely disagree with your assertion that "these days, it certainly is not much cheaper" to live here.*

*In regard to your concern about the upfront fee of \$550 and the additional fee if the payment is spread out over time; the Board of Directors has authorized the Finance Department to work closely with our residents that are on fixed incomes. We will put together an extended payment plan that is affordable for you. If the payment plan exceeds 13 months, there will be NO additional fee applied. In other words, the \$650 remains the same for a 13 month payout or a 3 year payout. The Board has spent a lot of time designing an affordable program and believes all possible considerations have been made for both shareholders and rent-stabilized tenants. Thank you.*

**No Name (6/17/2013) writes:**

Thank you for your response, but I feel it is unacceptable.

**T. (5/16/2013) writes:**

Dear Bob, many thanks and congratulations to yourself and all involved on the idea of new windows, especially for seeing that idea through. People's reaction to such an expense is "I can't afford it"--you can't afford not to do it!! You will see a dramatic savings in fuel the very first winter and in a short enough period of time, they pay for themselves. Nice work.



**JV (7/5/13) writes:**

**While I both appreciate and understand the importance of maintaining the property value of the Glen Oaks Village apartments, I find it offensive that the Board of Directors makes it mandatory to replace the windows on all apartments and then expects the owners to pay for such a mandate.**

**I maintain that, while new windows are a lovely idea, they should remain optional. If it is a matter of uniformity or energy conservation and the Board feels so strongly that they are necessary that you deemed them mandatory, they should be paid for by Glen Oaks Village. I feel strongly that this matter was handled inappropriately. I know many others feel the same way, but I am less inclined to be so tolerant.**

**I look forward to hearing from you regarding this matter. Sincerely,**

*Hi JV*

*I am sorry you feel offended by the windows program and that you feel it was handled inappropriately. The Board feels it was handled with extreme care and concern for all of our residents.*

*The Board of Directors of a co-op has the sole responsibility to maintain the property. ALL expenses associated with those decisions are paid for by the shareholders of the co-op. There is no other way to obtain the funds. When you say, "they should be paid for by Glen Oaks Village", who do you think Glen Oaks Village is? Glen Oaks Village is the shareholders that live here. Whether the money comes out of the reserve fund or as a special assessment, it is the shareholders that are paying. I am not sure if you understand the difference between a co-op and a rental building. When you rent an apartment, the owner or landlord pays for the upkeep. In a co-op, those costs are shared by all owners.*

*The decisions to incur such costs are made by a shareholder elected Board of Directors as part of their annual budget process. In Glen Oaks Village, that process is well explained in extraordinary detail at the Shareholders Annual Budget meeting. I suggest you attend; you will get a wealth of information about all financial matters concerning the co-op.*

*I hope you now better understand the process and see that it was done in a very appropriate manner. Thank you.*

**K.P. (8/3/13) writes:**

**I have lived in Glen Oaks Village since 2007. I resent being forced to pay these charges without being given a choice. This co-op recently charged me with an assessment that was supposed to be offset by a credit that I did not receive, and this additional charge for new windows is an unwelcome, untimely financial burden. Additionally, if this program is to be enforced and I am to be additionally penalized for not being able to come up with (another) \$550 in one lump sum, the late charge needs to be lifted for the duration of this program. I'm sure I am not the only owner facing financial issues in these economically tough times, and the additional late charge is unreasonable, especially considering I was previously advised that if I needed, I could pay the assessment in installments as well. People always have the option of purchasing a home as opposed to a co-op apartment, and ridiculous charges like these are precise examples of why they will. I'm requesting that the late payments be lifted from all owners during the duration of this window project, if nothing else, as a show of consideration for the people that have invested in this co-operative. Feel free to respond to this email.**

*Hi K.P.:*

*I am sorry that you resent being forced to pay \$550-\$650 for thousands of dollars' worth of windows. In a co-op, it is the Board's responsibility to maintain the infrastructure of our buildings. The Board has determined for many reasons that the current windows need to be changed. Although some current windows work well, the vast majority of them have air and water leakage problems and are often hard to open. The energy efficiency of these older windows is terrible. It was your choice to purchase and move into a co-op instead of a house. As a result, decisions in a co-op are made by an elected Board of Directors. Had you purchased or moved into a private home, you would be making those decisions for yourself.*

*I disagree with your assertions about being penalized for having to pay \$650 in installments instead of \$550 as a single-payment fee. Originally the fee was going to be \$650 over a 13 month period. However, since this project is going to take a year to complete and some of the bills will be coming in prior to the 13-month payment period, the Board decided to provide an incentive to raise some of the needed capital early in order to have sufficient funds on hand to pay for some of the expenses that take place prior to the windows being installed. You call that decision a penalty, I call it smart business.*

Finally, you call these charges "ridiculous" and an example of why people choose to purchase a home. Had you made the choice to purchase a home, the \$550 fee to have all new top quality windows installed in your home would have been thousands of dollars more than we are charging here in Glen Oaks Village. Unlike you, I see this as an example of why people will continue to choose a co-op like Glen Oaks Village as a place to live instead of a costly single family home.

I think over time you will come to understand that the decisions and choices made by the Board are in the best interest of the co-op at large. Thank you

**E. (12-24-13) writes:**

We are the shareholders (selling) and closing in January and we have a question. We have already paid partially for the windows. We are being asked to pay the balance and for the new shareholder to pay the full amount as well. That is considered a double payment on a single unit. Either we get credited for what we have paid or the new shareholder pay the balance. It should not be both of us paying for the same job.

Hi Eleni:

The decision to improve the infrastructure of our co-op benefits all that live here now and in the future. The window improvement fee of \$550 or \$650 represents a fraction of the true cost of installing windows in any single unit. The fee is added to the fund that will pay for this property-wide program. This means that both a selling shareholder who was living in the co-op at the time the decision to install windows was made is responsible for their portion of the fee. It also means that the shareholder purchasing the unit who will be the beneficiary of an improved property is also responsible for participating in the program. The fees collected by both parties are still less than the actual cost of installing windows in any one unit. Both these payments are being used to fund the property-wide program. The Board does not view this as a double-payment, but instead, sees this as two parties that have benefited and are now participating in the cost of the program. New co-op windows have also been an advantageous selling point for shareholders like you that have put their apartments up for sale. Thank you.

**M & B. (6/2/13) writes:**

Hi Bob, I would like to thank everyone on the Board for the wonderful job they do in helping to make Glen Oaks Village an attractive and safe place to live. We went to the "presentation of the new windows" and you did a great job of giving everyone a lot of information and answering the many questions about the new windows. I am overjoyed that we are getting new windows because they are badly needed. You need Superman to get our windows open and they're about the only thing I don't like about living in Glen Oaks Village.

I also want to thank you for your help in finally (I hope) getting rid of our rodent problem in our attic. Hillary and Mildred Marshburn were both very supportive and helpful with the situation and I thank them, too. The maintenance men did a good job, too. I waited a long time to thank you because if I did it sooner, I was afraid it was bad luck. As you may know, the professional pest control company did a good job of solving the problem by putting traps on the roof. They even caught a raccoon. I was told that our vents and the vents on the two adjoining roofs have been sealed with wire to prevent re-entry. Since the rodents can go from attic to attic, I asked that the adjoining vents be sealed, too. I've been told that the rodents like cardboard and we had a lot of cardboard boxes in the attic. We have replaced as much cardboard as possible with plastic containers. If anyone else has a problem with attic rodents, it might be good for them to know to remove all cardboard boxes from their attics. Again, we thank everyone who helped us with this problem.

**DF (12/11/12) writes:**

I just wanted to send you a long overdue thank you. A few weeks ago I sent an email about the crawl space and lighting in the back of my building. I appreciate that you responded to my request and took the call to let me know what was done and to see if I was happy with the results. I am happy with the follow through and the lighting looks good. I appreciate all the hard work the management team does and I really appreciate our maintenance staff and their hard work and their extra work to help in cleaning up our community after the hurricane.

**KF (12/11/12) writes:**

Today I had two wonderful maintenance workers help me. One was an Electrician, and the other was a Plumber. They were both great, but I especially want to acknowledge Dave, the plumber. He was pleasant and took the time to explain the problem to me and suggest how I can avoid the situation in the future. I wish to acknowledge his wonderful work. Thank you.



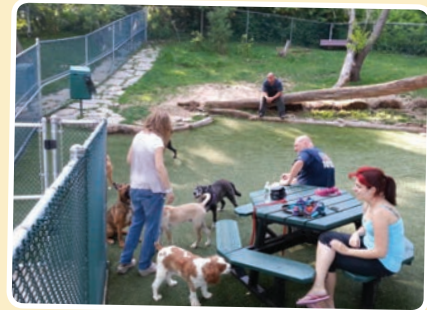


**COOPER (1-10-13) writes:**

Hi Glen Oaks Village and Bob,

My name is Cooper. I am 11 months old and live in Glen Oaks Village. I just wanted to say "Thank You for thinking of us 4-legged friends by putting in the Enchanted Forest Dog Park.....My mommy brings me there a lot and I have met a lot of very nice friends .....We play, we run and I LOVE IT.....By the time I go home, I am very tired from all the playing that I do.....You know what they say "a tired puppy is a happy puppy" and I think that makes my mommy happy too.....So once again, thank you to Glen Oaks Village and all the volunteers that made it happen.

P. S. Don't worry, she picks up after me too.



**N.M. (2-11-13) writes:**

Dear Mr. Friedrich

Please forgive the delay of this letter but I just wanted to take a moment of your time to commend the Glen Oaks Village employees for their dedication and hard work. This is extended to the Maintenance Department, Management and Security Staff. They deserve to be recognized for their hard work and dedication to Glen Oaks Village during our most trying times. 2012 ended with Hurricane Sandy and followed by a heavy snow storm. Those of us at Glen Oaks Village were so blessed to not have the devastation that so many others had to endure. The Maintenance men, in my opinion, are always on top of their game but happened to be truly extraordinary in the pick-up of all our downed trees and snow removal. It was orchestrated and executed beautifully. I was so impressed with the timely manner of the clean-up and gained a whole new respect for our Glen Oaks Maintenance workers. It shows what a wonderful job Mr. Frank Portella is doing and continues to do every day in our development and in delegating his staff. Mr. Portella's work ethic is very impressive and he should be commended for a job well done.

**J.S. (3/12/12) writes:**

Hi Bob,

I'm so glad to hear that you are continuing to fight the good fight as you have. We at Glen Oaks Village are very fortunate to have a President who has taken this unpaid position in such a serious way. What you do and have done is the reason why I and many other shareholders want to stay in Glen Oaks Village. Many Thanks.

**H.G. (3/16/13) writes:**

I have been sub-leasing my apartment in Glen Oaks Village for the past three years and have found it to be a wonderful community. I recently decided I loved it here so much I wanted to buy my own co-op. I contacted Rob Miller at Century 21 Miller & Miller and he helped make my dream a reality. I cannot thank Rob, Fran, and Ellen enough for their time, patience and dedication. They truly are an excellent team. I would also like to mention my sincere thanks to Metropolitan Painting and Contracting. Kenny, Freddy, and their crew have been phenomenal to work with. I appreciate their patience and guidance with me during this process of creating my new home. They allowed me to realize even more that my choice to purchase a Glen Oaks Village co-op was the right choice for me. Specifically, Kenny and Freddy were attentive to my requests and ideas as a new homeowner. The Glen Oaks Village' Board should be proud to have hired such a great and personable contracting company whom I would highly recommend to future home buyers.

At the end of the day being a first-time home buyer is both exciting and scary at the same time. I am appreciative to have had such great people to guide me through this process and look forward to moving and becoming an official member of the Glen Oaks Village community.

**AB (5/8/13) writes:**

**Subject: Laundry Library in Laundry Room 4**

Bob, I thought you might be interested in learning about the Laundry Library I started. It started by me placing about 2 dozen books on the window sill. Since then, most of the books I placed there have been borrowed and replaced with others and this keeps on happening. The other day, someone dropped off about a dozen children's books. I was thrilled to see parents getting the children involved. I'm sharing this with you because it might be something other residents might want to try in their Laundry Rooms.

Hi A.B.:

*What a wonderful idea, hopefully others will follow. I thought your idea was so good; I had a professional sign made up for the laundry room.*

*PS: Since the time of this letter, Glen Oaks Village has built a bookshelf for the room to accommodate all the books that are being donated. Thank you.*



**P.M. (6/8/13) writes:**

Hi Bob.

Thank you for getting our bushes trimmed. This is the third time they have broken our lights so our experiences with the landscaping part of Glen Oaks Village has been **EXPENSIVE** to us. But thank you and hopefully, everything will be ok in the future.

Hi P.M.

*Many of the solar lights that are used by residents are not very well made and/or installed very close to the sidewalks. As a result, they are easily susceptible to damage by the powerful blowers that are used to clean up the trimmings. I explained to the Landscapers that they need to exercise more caution when using the blowers around the lights. We will monitor this in the future. Thank you.*

**S.A. & A.D. (6/10/13) write:**

Our sincere thanks to Landscaper Supervisor Jorge and the crew who planted replacement shrubs for us. Also, everything was weeded in the front flower bed. It looks so nice and ready for us to plant some flowers we purchased with the Glen Oaks Village Green Thumb Vouchers. Thanks to all.

**S. (6/7/2013) writes:**

Hello, I am a Glen Oaks Village resident. I had wanted a bike for some time now, but the limited/no space in my second floor co-op is keeping me from buying one. I shouldn't leave it outside because of the threat of theft or my bike rusting. Please consider the suggestion of building bicycle storage/parking locations around the community. Maybe you can convert one of the vacant basements to a bike storage area where people could rent a bike slot for a fee? Or create a covered bike enclosure outside (see picture). Renters could access their bikes with the key to the storage area and their bike lock key. Thank you.



Hi S:

*Because our property is so large, I am not convinced that a bike stall as pictured in your email would be widely used. I will discuss it with the Board and see what they think. A smaller property or high-rise building would be perfect for such a bike shed. I do like the idea; I just don't think it would work here. I would like to hear from our readers and residents about your idea. Thank you.*

**A.P. (5/14/2013) writes:**

**Good Morning, Mr. Friedrich and the Board:**

I would like to know your take on reinstating the use of Garbage Cans. I feel that with metal garbage cans it would cut down on the squirrel infestation we are battling now. I know in the past each unit had them. I believe that a majority of unit owners would comply as we are ALL having the same issue with them and want them under control. I have never seen so much garbage flying around in the lawns and gardens due to the squirrels and I find it very unsightly. Your thoughts? Thank you.

Hi A.P.

*There is no support from the Board to reinstate garbage cans at this time. Our House Rules require garbage to be put out at specific times in order to reduce these types of problems. Squirrels are prevalent throughout the city and we are making every effort to control them by trapping and removing them. Thank you.*

**K.K. (6/23/13) writes:**

I would appreciate hearing from you regarding the following. At the recent meeting in June, it was mentioned that the longest wait for a garage had been 13 years. Did the Board ever consider allowing one garage per owner? Can preference be given to owners instead of renters? Conserving water also seems like a way to reduce expenses. Again, my neighbor waters the grass three to four times per day. While we are not experiencing a water shortage, isn't this a waste? Lastly, I do wonder if Security ever does anything to enforce House Rules. There are cars which do not park head-in overnight and I thought this was a violation? If Security sees these cars, shouldn't they do something? I look forward to hearing from you.

*Hi K.K:  
The Board considered limiting garages to one per family and also only to owners. A couple of years ago, the Board decided to limit non-owners to only one garage instead of two, but continued to allow shareholders to have two garages. The Board also prohibits off-site shareholders from renting a garage, unless an immediate family member still lives in their unit.*

*Watering lawns, flowers and shrubbery are encouraged by the Board. In the hot summer, sometimes areas need to be watered more than once.*

*The Board modified the rule regarding "head-in" parking as a result of many complaints we received. This rule no longer applies unless a sign specifically states, "Head In Parking Only". We urge all residents that park their vehicles to be considerate of nearby windows where car fumes can enter an apartment. If you are parking in such a spot, please park "head-in" so car fumes are as far away from the windows as possible.  
Thank you.*

**J.M. (7/8/13) writes:**

A few weeks ago, on a lovely warm day I had the mundane task of laundry. While pushing my cart I decided to take the long way to the laundry room. I felt care-free, no stress today, no work today, life is good. I became acutely aware of the surroundings I was passing through. The lush lawns and gardens and lovely trees planted where others had fallen during the last two storms. Children screaming with joy and laughter in the playground as their parents sit nearby. They, too, are enjoying this grand day. The hostas and shrubs are in full bloom and the area is inviting and alive! I feel blessed and grateful for good health and mind. Happy that I live in a place that continues to blossom like the flowers in my garden!

I am grateful to Bob and the Board of Directors for conducting business in a way that benefits the entire community. I have seen numerous, wonderful improvements over the years and appreciate that these things are not a given but are the fruits of work, dedication and hours of personal time from our Board members. I am very pleased to call Glen Oaks Village my home. Thank you.

*Hi J.M.  
Thank you for such a nice and warm letter. The part I really enjoyed was when you said, "I have seen numerous, wonderful improvements over the years and appreciate that these things are not a "given", but are the fruits of work, dedication and hours of personal time from our Board members." This statement is so true that I wished everyone understood it. A well-maintained and affordable co-op with the right to make all kinds of improvements doesn't just happen by wishful thinking. As you say, it is hard work and hours upon hours of dedication, always trying to make decisions that are in the best interest of the entire community. Dedicated Board members, volunteers and a caring community are the necessary ingredients for a successful co-op, especially one as large as ours. Thanks, again.*

**LG (8-22-13) writes:**

Hi Bob,  
I just wanted to let you know what a wonderful job Jorge and the Landscaping team did regarding the garden in front of my deck. I wanted three bushes removed because it's a small area and there were six bushes and it was just so overcrowded and unflattering. I had also asked to trim the bushes some. I love to plant flowers and the bushes were taking over, therefore, I hardly had any room to plant this year. My neighbor also had two bushes removed for the same reason. They not only removed the bushes, and trimmed down the remaining three bushes, they weeded my garden, added dirt and adjusted the fencing and lighting I have around my garden. The trimmed bushes are beautiful.....perfectly uniform! LOVE IT!! Looks nice and open now. Just lovely. Too many people are quick to pick up the phone and complain about things, but not so quick when something good happens. So, give a big applause for the Glen Oaks Village Landscapers!

**TC (8/28/13) writes:**

Bob: GOVO and the city lost about the same number of trees during Hurricane Sandy. The city, towns, and villages in the area are being pro-active with aggressive pruning programs. Many of the trees in the court area are very old and overgrown and need pruning. Is Glen Oaks Village also being pro-active with a tree pruning project now before we get hit with another Sandy?

*Hi TC:  
Glen Oaks Village has been proactive in the maintenance of our trees well before Hurricane Sandy. Between 2007 and 2012, we have invested \$208,000 on extensive tree pruning. In 2013, we spent an additional \$75,000+ on tree pruning. We have been proactive in the maintenance of our trees. The City Street Tree Pruning Program that pruned our community street trees this past summer was a result of a decade of advocacy for such pruning in Glen Oaks Village by me. Thank you.*



SC (10/4/13) writes:

Bob,  
The staff did an excellent job installing new lights in my courtyard. Kudos also go out to the Groundskeeping crew on trimming back the trees and bushes. At night, the courtyard looks like a Hollywood movie set.

Dear SC:

Ok, Lights, Camera, Action! Thank you.

MZ (10/9/13) writes:

Maintenance worker Ron Barello was assigned to work on an ongoing problem I've been having with my garage door. I wish to commend him and his attitude while working. He proved to be efficient, experienced and very polite. Thank you so much, Ron.

TS (10/15/13) writes:

This morning when I went out to my car, there was a note on my windshield which, basically, called me selfish because there was a lot of space between my car and the cars in front and in back of me. In addition, my side view mirror was turned inward, thus preventing me from seeing oncoming traffic. As far as parking goes, I come home from work around 4:30 in the afternoon, and I usually pull up behind a vehicle in front of my court, and leave a foot or two of space, to be considerate of the person in front of me. Most nights, I come home, and don't use the car again until the next morning. However, my neighbors will come and go, and the cars parked all around me may change several times. I have no control over that. I am now concerned that if the person who left the note and messed up my mirrors decides that I am again not parked the way they would like, that they may decide to give me a flat tire, or any number of things, out of anger. I don't feel that I deserve this, and I have been a lifelong resident of Glen Oaks Village, and I have always been a considerate and respectful neighbor. I want to know that when I park my car, that it is going to be safe from this type of thing. I also don't want to feel this kind of harassment again. It's not right and I don't deserve this. I wanted this to be on record in case this becomes a problem for me. Thank you.

Hi TS:

I have forwarded your email to our Security Supervisor and Property Manager. People should understand that when someone initially parks in a considerate manner, all the other vehicles nearby come and go which sometimes makes it appear as if the person was inconsiderate when they first parked their car. Thank you.

AD (10/22/13) writes:

As a Shareholder of Glen Oaks Village for over 20 years, I often have to call the Maintenance Department. While all issues have been addressed, there is one employee who I feel deserves particular recognition for an outstanding job. She is known as Hillary. Any time I explain to her what the problem is, she listens attentively and records it perfectly. There is never any doubt in my mind that the mechanic will know exactly what has to be done. She has even followed through when necessary if there is a problem. Anytime I speak to Hillary, I have the utmost confidence knowing that she is the one who will be coordinating and processing the request. She has gone to great lengths to make sure all issues are resolved. With all the many work order requests that must be received daily, I must say that Hillary maintains a consistent pleasant demeanor. It is always a pleasure to speak with her. I feel Glen Oaks Village is, indeed, fortunate to have her as an employee and I thought the Board would like to know. In addition, over the years, there have been so many improvements to the complex. We thank the Board for all their efforts on our behalf.

Dear AD:

Thank you for your kind comments. Hillary is one of our best employees and has great "people skills". I am sure she will be happy to see your letter in our Newsletter. Thank you for writing.

T. (11/13/13) writes:

Windows—nice work! These guys came in like a little army! Totally organized! I work strictly "white glove" in my apartments and this company was right there. Met them outside at 7am, could not get to me until noonish. 1st guy lays protection, Job Supervisor checks material against address, next demo, installer, caulker, and cleanup crew. Well-oiled machine—and polite and courteous guys. Bravo!

M.P. (12/12/13) writes:

Why doesn't GOVO look to increase garage rents, which I understand is only \$35 annually? Keep up the good work to you and the Glen Oaks Village team.

Hi M.P.

The reason we don't raise garage fees is that the Board feels they should be affordable and we try to keep fees as low as possible. We raised the garage fee from \$25 to \$35 per month about a decade ago. Right now, the Board wants to keep fees low for our Shareholders. The garage fee for Non-Shareholders is \$50 per month. Thanks



# Featured HOMES

By Mildred Marshburn  
General Manager and Editor

In this issue, we are happy to present the totally-renovated home, with a rear deck and basement conversion, of Shareholder, Michael Ergas, who joined our Glen Oaks Village community in November 2010

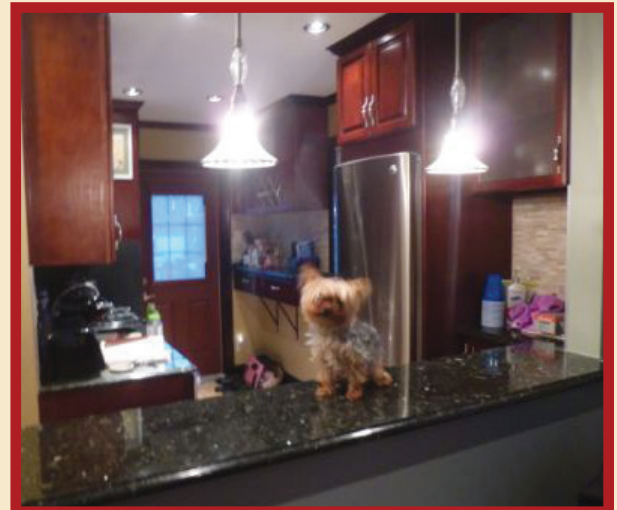


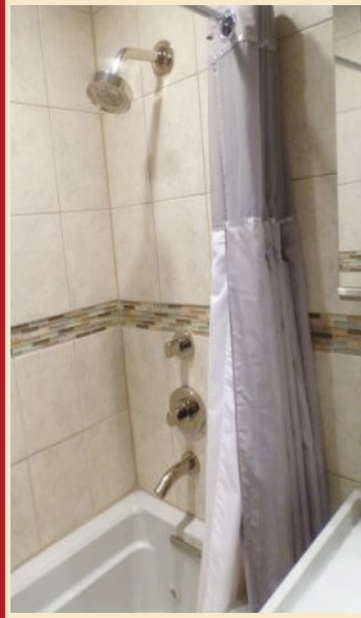
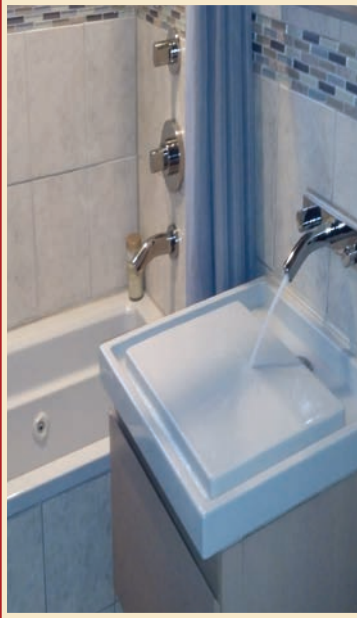
Soon after purchasing his first floor “A” unit and prior to moving in, Michael began planning the project which totally transformed what was once a 1960’s-style apartment to the modern residence it is today. By taking the time to seriously consider the style apartment he was interested in having and researching the different apartment-gearred products available on the market, his finished, “A” unit is sleek-looking, spacious and very comfortable.

Initially, Michael focused on just renovating the main level, gutting both the kitchen and bathroom. Adams Contractor Corp of East Meadow, NY, who had previously renovated his parents’ home, was hired as the General Contractor, due to his excellent workmanship.



Cherry-stained cabinets, granite counters, scaled down apartment-size stainless-steel appliances and high-hat lighting gave the kitchen the aesthetically-sharp appearance he sought. There was even room for a stackable washer/dryer tucked away in the cabinet near the door (with built-in blinds) that opens onto the large, rear deck he also constructed in 2011. A light ceramic floor and glass-tiled backsplash contrasts the cabinets. By eliminating the wall between the kitchen and living room and installing a granite-topped island with pendant lighting, Michael created an open concept area.



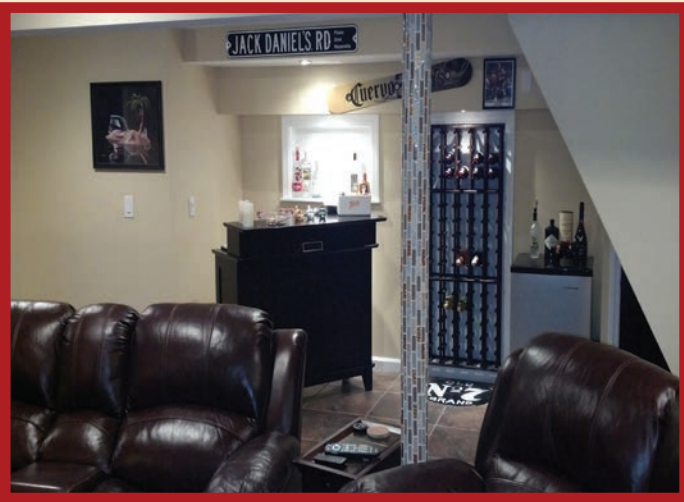


Next we see Michael's updated bathroom. There is a waterfall sink and jetted tub with ceramic tiling on neutral-tone walls and floor. The use of glass accent tiling adds sparkle and color. The cherry-stained wood doors and door frames throughout the apartment gives it continuity. A modern ceiling-hugging fixture illuminates the area.

The neutral tones continue into the master bedroom. Updated closets store away linens and clothes neatly behind white, paneled folding doors. A light-filtering window treatment, modern ceiling fan and art set the stage for a comfortable place to retire each night.



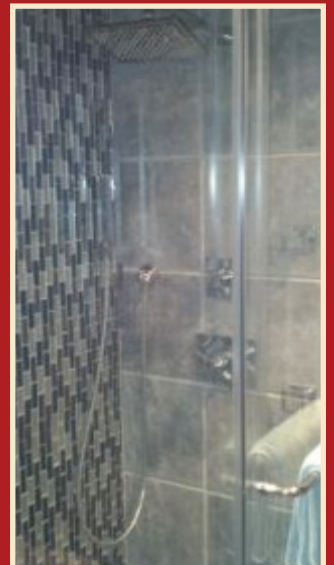
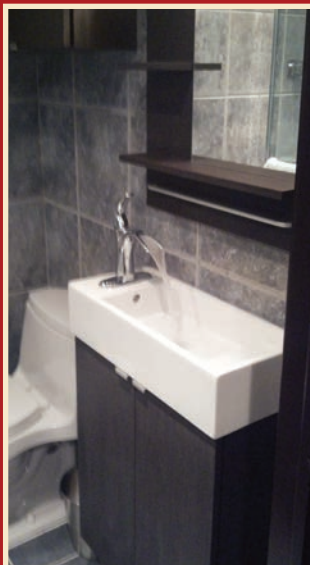
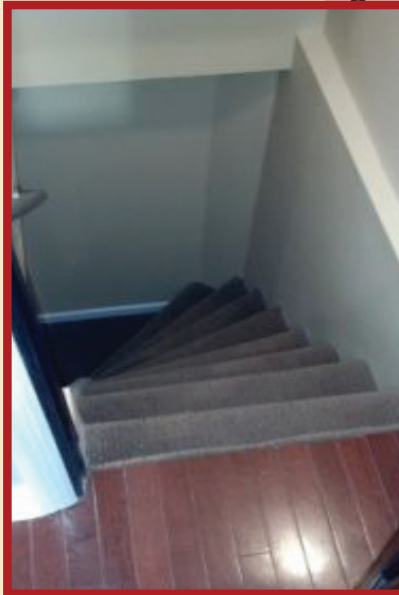
Back to the living room and dining room area, the furniture here is also scaled down—yet still comfortable for watching TV, entertaining or enjoying a quiet dinner.



Down we go to the lower level via a carpeted, angled stairway. A freestanding bar with recessed storage greets you as you enter the room. No great basement conversion is complete without a second bathroom. Here, we found a modern, ceramic-tiled bathroom with a full glass-tiled shower—

complete with body jets, stainless steel fixtures. A farm-style sink with waterfall faucet and cherry cabinets complete the look.

In the main room, a beautiful stone mantle houses the room-warming gas fireplace and TV on the back wall. A darker, ceramic floor tile flows through the room. Comfortable leather seating and high-hat lighting invite you to sit and watch the game—with built-in ceiling speakers enhancing the sound. Glass tiling covers the support columns, with utility pipes all neatly hidden away in the ceiling. A desk off to the side gives Michael a place to work while downstairs. Another cherry wood-stained door leads to the rear entrance, barbeque and deck outside. Two (2) full-size closets keep basement clutter to a minimum.





A far cry from the outdated garden apartment he initially purchased, this home-sweet-home to Michael and his Yorkshire terrier, "Starla" has all the modern conveniences of a one-family house-- with the maintenance-free advantages of living in a co-op. Congratulations on a job well done!!! Thank you, Michael, for sharing your home with our community.



If you would like to see your home featured in a future edition of our Community Newsletter, please contact us at 718-347-2337 or govonyc@aol.com.

## Providing Clarity on Security Issues and the NYPD

By Bob Friedrich

As many of you know, there has been an increase in wheel theft property crime here in Glen Oaks Village and elsewhere in eastern Queens. One of our residents, F.D., emailed me and said, "I feel that residents need to focus their anger about crime to the city and how it distributes resources to fight crime and not Glen Oaks Village Security. People have been under the impression that Security covers everything in the Glen Oaks Village area...Perhaps two things, educating residents about the limits of the Security Officers and posting times and dates of Precinct community meetings, along with contact info for local Legislators, would cause more to take this route."

This is an excellent suggestion, so let me try to provide some clarity. **Glen Oaks Village is not a gated community, which means the roadways throughout our co-op are public property and are the responsibility of the NYPD to patrol and protect. We are in the 105th NYPD Precinct,** which also happens to be the largest police precinct in NYC. It extends from North Shore Towers to JFK Airport. That is a long distance and its very size means police resources must be used to cover such a large swatch of area. Civic Leaders like me and others have long fought for more police resources, patrols and splitting the 105th Precinct in half.

**Glen Oaks Village Security is generally utilized to insure House Rules are enforced in the community.** They also help in fostering a good quality of life for our residents. They patrol the many back areas and driveways that we have and also, as part of those patrols, they are always cognizant of parked vehicles and suspicious vehicles, especially at night. They have stopped a small number of property crimes by being in the right place at the right time.

**The 105th Precinct Community Council meets on the last Wednesday of every month** at the 105th Precinct at 92-08 222nd Street, Queens Village at 8:00 PM. These monthly meetings are about having a dialog with the Commanding Officer and other high ranking officials to discuss community issues and problems. I attend these meetings every month to make sure our community is represented and has a close working relationship with the 105th. Members of the public are invited and you are welcome to come and participate.

**Our elected officials** are also responsible for City, State and Federal resources dedicated to our community. Here is a list of them with their phone numbers and you should not hesitate to contact them about issues you believe are important:

**City Issues:** Councilman Mark Weprin (718-468-0137)

**State Issues:** Senator Tony Avella (718-357-3094) and  
Assemblyman David Weprin (718-454-3027)

**Federal Issues:** Congressman Steve Israel (718-875-1675)

# Around the Neighborhood

by Drew Englot  
Director of the Maintenance Department



After a long cold and snowy winter, the vision of a garden full of flowers is a comforting thought. Nothing makes Glen Oaks Village look better than driving around and seeing the variety of colors in all the gardens, as a result of all the work the Residents do in planting their flowers and shrubs. Unfortunately, this winter will have taken its toll on the trees, shrubs, and some of the perennials planted throughout the village. In addition, there are some major construction projects planned this year that might affect the appearance of our property.

New York City is planning a Street Sewer Project to alleviate some of the street flooding. While the exact locations of the construction work are not yet determined, it will encompass parts of Langston Avenue, 260th Street, 73rd and 74th Avenues and 255th Street. As you can imagine while this work is going on, streets are being dug up and the immediate areas near the construction sites will be adversely affected. Once the work is finished, we will work as quickly as possible to restore the damaged areas of the property. But as everyone remembers from last year's New York City Curb Project, this does take time.

Speaking of the curbs, we hope that the City returns to the property to complete the curb project they started last summer. If they do return this year, you can expect that the grassy areas near the curb construction site will be damaged. Rest assured, as soon as the work is done, we will begin repairs on these areas.

Finally, there is the Windows Replacement Program that is scheduled for Glen Oaks East this year and for the remainder of Glen Oaks West. As the windows are being replaced, debris will accumulate and most of this debris will fall directly under the windows, into the garden area. It is the responsibility of the Contractor to clean up this debris. In some cases, ladders will be used, which could damage your garden. Keep in mind that the Contractor will take every precaution to protect your garden from debris, but it is difficult to keep the gardens totally clear of debris during this project.

With all the work that will be done this year, we are still encouraging our Residents to plant. Here are a few recommendations that, we hope, will eliminate some of the frustrations you might feel due to the possible damage.

- 1. Don't plant right up against the building under the windows. If you plant further away from the building toward the front of the garden, the contractors will be better able to avoid the plantings.**
- 2. Don't plant too close together. The contractor will need to clean any debris that falls to the ground. If your plantings are massed into large groupings, the contractor will not be able to see some of the debris that falls, nor be able to rake or clean the debris without damaging the plantings.**
- 3. Don't plant expensive or exotic plants or flowers. If damage does occur, it will be much easier to replace and restore any plantings that are economical and plentiful to our region. Mail order or expensive plants will be much more difficult to replace.**
- 4. Call the Management Office at 718-347-2337 to get an estimated date of window installation before you plant. If your area is scheduled for the spring, you can wait until after the windows are installed and then your garden will incur no damage. If your area is scheduled for the fall, you can plant without any worry since the plants will be dying off by the time they get to you. If you are scheduled for replacement during the summer months, please take the precautions noted above.**

The best advice we can give you, however, is to be understanding. The projects scheduled this year are all projects that will make Glen Oaks Village better for the future. Many of you, like me, are passionate about our gardens. The thought of our hard work being damaged is extremely frustrating. Please remember that Glen Oaks Village will work with you to repair any damage that occurs from these projects. Most of all, remember that any damage won't be permanent. Damaged bushes can be saved, damaged flowers can be replaced, and damaged lawns can be reseeded. Any frustrations you feel this year can be forgotten by planting an even better garden next year.



# PLAY BALL!!!

By Steve DiGilio

Ah, the beauty of that phrase. How simple. How heartwarming. How exciting!

When you hear those two words, it is hard not to think of the great game of baseball. If you ever played baseball as a kid, many memories quickly come to mind and a smile cannot be stopped. Great plays you made (or imagined you did). Maybe you played stickball, punchball, slapball, stoopball or any other game with that round rubber ball we called "Spaldeen". Great friends and times you had. Those were the days.



Picture by Michael Wrenn



It may still feel like winter, but spring training (another wonderful phrase of two words) is in the air. Glen Oaks Little League will soon be in full swing (pun intended). The league, which was established in 1951, offers local boys and girls the opportunity to create memories while having fun learning and playing baseball and softball. The practices and games are a great way to get outside, exercise your body and mind and make new friends. It also offers parents the chance to watch their kids have fun and grow in many ways, as they can get out, relax, reminisce and make new friends, too. We were not created to sit in front of a television, computer or video screen.



Baseball requires lots of thinking. The league not only teaches the fundamentals of baseball and softball, (i.e., batting, fielding, hitting, base running and drills), it helps educate young boys and girls in the fundamentals of life. In joining the sport, they also learn the importance of good sportsmanship, team morale, respecting rules, physical fitness, self discipline, responsibility, leadership, time management, as well as, often make life-long friendships they might otherwise have never known. Kids are given chances to succeed and excel. In what other game can a player fail 70% of the time and be considered worthy of fame?



Picture by Michael Wrenn

The league also offers Challenger Division baseball for kids with various disabilities. Last year a bunch of kids from our Challenger Division played a game at Citi Field during Major League Baseball's All-Star Week festivities. It was a truly wonderful experience.

Contact us today to secure a spot in what promises to be an exciting time. The league would also like to hear from adults who are interested in coaching. Glen Oaks Little League ([glenoakslittleleague.com](http://glenoakslittleleague.com), [info@glenoakslittleleague.com](mailto:info@glenoakslittleleague.com)) is a volunteer, nonprofit organization that operates as part of Little League Baseball ([http://www.littleleague.org/Little\\_League\\_Online.html](http://www.littleleague.org/Little_League_Online.html)). A new slate of Directors for our league was recently installed and they bring new ideas and promise for our kids and community.



Why not look into getting your son or daughter involved today?



# Keeping WARM

By Frank Portella, Manager of Maintenance Operations

Keeping Glen Oaks Village warm, while staying on budget during this unusually cold winter season, was a top priority and required the collaborative effort of both Staff and Residents, alike. While frigid, single-digit temperatures are not unheard of in New York City, rarely do they go on for more than a few days.



Our dual-fuel boilers enable us to sign a Gas Curtailment contract with Con Edison. Many of you may ask "What is Gas Curtailment?" It is when Con Edison notifies us that we are to stop heating with natural gas and temporarily switch over to oil. We are usually directed (typically on extremely cold days, when temperatures drop below 20 degrees), to switch our dual-fuel boilers from operating on natural gas to oil. Although this mandatory Gas Curtailment process lowers the contracted price of heating gas, the use of oil could cost twice as much as gas.

Upon Con Edison's notification, our Maintenance Boiler Mechanics quickly switch our 94 boilers over to burning oil. The manpower required to switch from gas to oil and back again, as well as, to monitor oil tank levels and accompany oil delivery trucks to each tank room ensuring oil is delivered to the proper location, is what makes heating with oil so labor intensive. Once temperatures rise above 20 degrees, we are notified by Con Edison that Gas Curtailment is over and we can return to heating with natural gas. This is why our Boiler Mechanics spend their summers ensuring each of our boiler rooms are in "tip top" shape and able to supply heat and hot water to all of our 10,000+ Residents--whether on gas or oil.

## STORM WINDOWS

All "low heat" complaints our Maintenance Services Department receives are promptly inspected. More times than not, a Resident's apartment is found to be cold because they have not taken the time to properly close their windows and/or storm windows—a problem we believe will be eliminated by year end with the completion of our Windows Replacement Program, as these energy efficient windows will not need storm windows. To properly close your older windows, looking at each window from the inside, the first window should be down, the second up, the third down and the fourth window (which is closest to the screen) should be up—down-up-down-up. This way, no breeze or cold air will get through.

## PROTECT YOUR HEAT AND WATER LINES

Often, Residents complain they are too warm and instead of just turning off their radiators, they also open their windows. When temperatures drop below freezing, some rooms are left to get so cold that the water and radiator lines actually freeze and burst. When pipes freeze and burst, you can imagine the damage that occurs to the floors, walls and personal belongings in not only that unit, but, often, the unit below them. The Owner of the unit causing the damage is held responsible to pay for all costs required to return the units back to their original condition.

In addition to protecting plumbing and heating lines inside your unit, Residents must also ensure common hallway doors and windows be kept closed during the winter to prevent hallway radiators and connecting lines from freezing. Another avoidable repair situation we find is when Residents renovating vacant units feel warm; they shut off radiators and open windows. At the end of the day, they often leave the vacant unit without closing some or all of the windows and cause major water damage when apartment pipes burst. These high-cost, totally unnecessary repairs can easily be prevented if Residents would be more vigilant.

## RADIATOR COVERS AND BASEBOARD HEAT

While radiator covers look nice, they cut the heat you feel by about 5 degrees. When it is extremely cold outside, consider lifting the tops of your radiator covers to increase the amount of heat in your rooms. It may be a quick fix without having to turn up the heat.

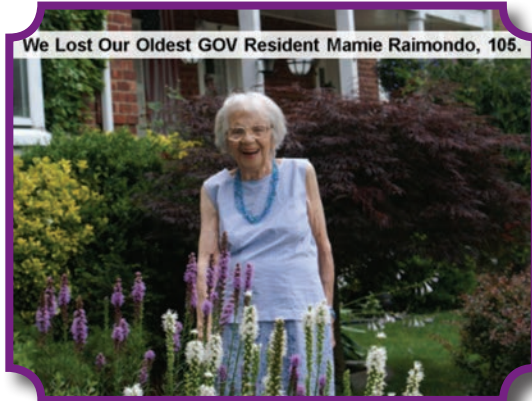
**During Gas Curtailment,  
we may spend up to  
\$70,000 per day for oil**

If you have purchased a unit which has baseboard heat or are contemplating installing it, please understand that there is a formula for installing an adequate baseboard heating system: In older buildings, 5' of baseboard will heat approximately 100 square feet. Newer construction with energy efficient insulation can get away with 3' of baseboard for every 100 square feet. At Glen Oaks Village, if you are replacing a 7-rib radiator, you will need 7' feet of baseboard. If you feel your radiators or baseboards are not providing adequate heat, first make sure your heating units are totally turned "on" and that your apartment windows are all properly closed before calling the **Maintenance Services Department at 718-343-8400 for an inspection.**



# In Memory of Mamie

By Bob Friedrich, President



In the summer of 2013, Glen Oaks Village lost its oldest resident, Mamie Raimondo, who's birthdays our Community Newsletter has been celebrating over the last few years. Mamie lived in Glen Oaks Village for many of her 105 years, originally moving here as a newlywed with her husband James in 1965. The co-op planted a tree and presented a plaque in her memory during a beautiful memorial ceremony last summer, which was attended by Mamie's family, friends and neighbors. She was truly a wonderful women—an avid reader and talented seamstress, Mamie loved discussing current events right up to her last days. This plaque can be found on the northeast corner of 260th Street and 73rd Avenue.



# MAINTENANCE DEPARTMENT NEWS

By Mildred Marshburn  
General Manager and Editor



## MAINTENANCE SERVICES (718-343-8400)

This winter, **Property Manager Jennifer Rickenbaugh** and **Supervisor Jean Leo**, along with her Maintenance Services staff, Dispatchers Hillary, Donna and Jackie, are busier than ever. In addition to handling all the normal calls they receive for plumbing back-ups and leaks, lock-outs, electrical problems, wall repairs and doors that don't close properly, etc., they are now helping out with the finishing work for the Windows Replacement Program.

Once your windows have been replaced and Dun-Rite NY does the initial "rough" plastering, the area inside the window frame needs to get a second coat of plaster and be sanded so that it is ready for paint. Additional Plasterers have been hired by the Maintenance Department to do this work, as well as, finish the inside of each window with a coat of paint.

As always, during the colder, snowy months, we encourage Residents to bring in their empty containers of calcium chloride at either our Maintenance Services Office or Maintenance Supply Office at the locations below, and pick up a full container. This will enable Residents to treat their immediate stoop areas until our Snow Removal Crew arrives to clear their stoop and walkways of snow and ice after a storm. If you are unable to get to either of these offices, please feel free to call 718-343-8400 and we will arrange to have a container of calcium chloride dropped off at your address.

### **Maintenance Services Office**

70-41 260th Street (Mgmt. Office Courtyard)  
Open: Monday – Friday, 8 AM to 5 PM  
Saturdays, 8 AM to 4 PM  
718-343-8400

### **Maintenance Supply Office**

(In the rear of) 74-15 255th Street  
Open: Monday – Friday, 8 AM to 5 PM  
(Closed for Lunch: 12 Noon to 1 PM)

**MAINTENANCE EMERGENCIES Only (After Hours): 718-347-6660**

Remember, our Maintenance Services Dispatchers are always ready to serve you with a smile. For those of you who are computer savvy, you can also access our Maintenance Services Department online, through our website at [www.glenoaksvillage.com](http://www.glenoaksvillage.com) and follow the Maintenance Department links to schedule, change or cancel a Maintenance repair.

## BOILER AND PLUMBING DEPARTMENTS

Our Boiler and Plumbing Departments, under the direction of **Frank Portella, Manager of Maintenance Operations** along with **Boiler Supervisor, Danny Babbino**, were also very busy this frigid winter season, maintaining our boilers and repairing damaged water lines that have burst as a result of exposure to freezing temperatures.

When temperatures drop below 20 degrees, Con Edison requires us to switch our large boilers from burning natural gas to using #2 oil to heat our 134 buildings. This is called Gas Curtailment. Our Boiler Mechanics have only a few hours to make the necessary adjustments. In exchange for this, Con Edison supplies our natural gas at a discounted rate, which other customers that do not have dual-fuel boilers, cannot take advantage of. This year, instead of a few days of Gas Curtailment, we primarily used oil which also requires our Boiler Crew to accompany oil delivery trucks, ensuring all deliveries are made to the designated locations.

## CARPENTRY, ELECTRICAL, PLASTERING AND PAINTING DEPARTMENTS

Frank Portella's Carpentry, Electrical and Masonry Handymen continue to be busy even through the winter months. Besides all being members of GOVO'S Snow Removal Team, they need to take care of the everyday In-House service tickets we generate every week of the year.

Designated Carpentry Handymen continue to oversee the Windows Replacement Program work, with others responsible for installing new caps over the refurbished lintels. (After more than 60 years, the lintels supporting the brickwork above our second floor windows have begun rusting. To prevent additional rusting, which would also result in the staining of our new windows, these lintels are being repaired or replaced where needed and painted.) With the temporary addition of two (2) new Plasterers we will now be following behind the Window Installers, finishing off the new window frames with additional plaster and a coat of paint.

# MAINTENANCE DEPARTMENT NEWS

As soon as weather permits, our Electrical Handymen will commence a property-wide Lighting Replacement Program in GO West. This program will entail the replacement of our current, exterior brass light fixtures with new, energy efficient, weather resistant fixtures that have a black matt finish. This program will also replace the existing small porch lights (under the terraces) with similar energy efficient fixtures.

Frank will also continue to oversee the painting of doorways and railings in Section II, as well as, continuing the property-wide Building Foundation Program. Twice a year, the entire Maintenance staff is assigned to inspect our 134 buildings, which includes, but is not limited to: the bi-annual cleaning of our many miles of gutters and leaders in order to prevent unnecessary water damage and the expensive plastering and painting repairs that often stem from clogged drain pipes; cleaning dryer vents to prevent fires; replacement of burnt out exterior lights that help to keep our property lit and our Residents safe; and replacing broken or yellowed shutters so that our buildings continue to look their best.

## CAPITAL IMPROVEMENT & LANDSCAPING DEPARTMENTS

**Drew Englot** the **Director of the Maintenance Department and Landscaping**, reports that as a result of the high amount of snowfall and icing conditions we experienced this winter, his Landscaping Crew will be extra busy over the next few months restoring the edges of our lawns and gardens damaged by snow and ice, before commencing this season's regular landscaping duties.

Once we are sure that the snow is gone, Landscaping will begin the second round of scheduled power sweeping the driveways in April. Please be sure to read the notices delivered and remove your vehicle(s) on the designated date so that we can clean your parking lot. We thank each and every one of you for doing your part, which helps keep our property looking its best.

## ALTERATION SERVICES UNIT

Maria Fundus, who handles interior Level I and II renovations, reports that kitchen and bathroom applications continue to lead the list of alterations applied for. Dorothy Grace reports the return of the old-fashioned New York City winter put a damper on exterior renovations this year, but expects work to pick up once everyone's IRS refunds start coming through.

If you are interested in adding a terrace, deck, private entrance, basement conversion or dormer to your unit, why not come in, see what is involved and start the process soon. This way, you will have a head start and you may get to enjoy your renovation this summer.

Another thing to consider...there was a change in the NYC Buildings Department code, which now allow basements to have full 3-piece bathrooms (toilet, sink and tub/shower). Central air conditioning is another option Residents are applying for—especially with the availability of the easily-installed, in-wall systems that are on the market today. A number of Residents who have reclaimed their cellars for basement conversions have also included gas fireplaces—for both aesthetics and warmth.

Please remember it is necessary to file an Alteration Agreement application and receive Board' approval for your proposed renovations prior to starting any project aside from painting or carpeting. When illegal work is reported or discovered, the Resident is levied a \$1,000 House Rule Violation Fine.

For those of you who are interested in renovating your unit, the following is a list of the Alteration Agreement fees that must be submitted with your application:

- **Townhouse Dormer Fee: \$3,000** (Dormering Contractors are required to submit either a \$25,000 Construction Bond or a \$10,000 Escrow check prior to the commencement of the project, ensuring additional, dormer-related expenses incurred by GOVO are promptly reimbursed.)
- **Basement Conversion Fee: \$1,500.** (Residents interested in Reclaiming their Cellar for a Basement Conversion are also required to pay a **\$4,500 Asbestos Abatement Fee.**)
- **Level I Renovation** (Single inspection required): **No Charge.**
- **Level II Renovation** (Multiple inspections required): **\$150.**

If you are looking to update your unit by installing a new bathroom or kitchen, removing a wall or installing a satellite dish, **Maria Fundus (718-347-2337 Ext. 114)** will be glad to assist with your interior Level I and II renovations. (House Rules require an Alteration Agreement be filed for any type of work done inside an apartment, except painting and carpeting.) For paver patios, decks, terraces or major Level III alterations requiring Architect legalization with the NYC Buildings Department, please contact Dorothy Grace (718-343-8400 Ext. 115) for information and assistance.

# MAINTENANCE DEPARTMENT NEWS

To assist Residents who are planning a project, the following is a list of guidelines to be followed when deciding what type of contractor is required for your specific renovation:

## **General Contractor**

A General Contractor (G/C) is required when constructing townhouses, basement conversions, decks and terraces, sunrooms, private entrances, lofts, cathedral ceilings, attic stairways, renovating kitchens and bathrooms and for doing light plumbing or light electrical work. You may also want to consider using a G/C when replacing woodwork or when plastering and painting your unit.

## **Licensed Plumber**

A licensed Plumber is required when water, heat or gas lines are moved or altered from the original design of the apartment.

## **Licensed Electrician**

Services of a licensed Electrician must be utilized when adding an electrical line or receptacle, as well as, upgrading your unit's service from 110 amps to 220 amps. (General Contractors are not permitted to do electrical modifications.)

All work being done by a Contractor must be included on the Alteration Agreement application, approved by the Board of Directors and pass inspection by Maintenance Department Management. Work not listed on your original Alteration Agreement application must be filed as an "addendum" and approved prior to commencing the work. Residents discovered doing work without the necessary permits will be subject to a House Rule violation fine.

The Board requires Shareholders to submit Alteration Agreements for the renovation or upgrading of their units and we stress the fact that a Maintenance Manager must inspect all alterations. Alterations are divided into three (3) levels. Level I alterations, which are minor renovations, require one inspection. Level II and Level III alterations represent more extensive renovations and require three (3) inspections. Shareholders are also required to submit detailed plans, including Contractor' licensing and insurance information, sketches, a description of proposed work and a \$150 fee before the Board of Directors review and approve the application. In addition, most Level III alterations require legalization by an Architect (including a NYC Building Department Work Permit) and specified fees.

Once a proposed renovation project is approved, the Shareholder is issued a copy of the signed Alteration Agreement and a bright green GOVO permit, which is to be posted in their front window until final inspection by a Maintenance Manager. Both Management staff and Security personnel closely monitor Level II and III renovations in order to protect the integrity of our buildings, the Shareholder and neighboring units. Upon finalization of work, Shareholders are issued a Completion Certificate for their files.

Shareholders doing full renovations of kitchens and bathrooms or constructing terraces, basement conversions and townhouses allows, their Contractors to use GLEN OAKS VILLAGE' dumpsters to dispose of construction debris. These bright yellow Dumpster Permits are included in the "approved" Alteration Agreement package. It is the Shareholder's responsibility to ensure that their approved Contractor places this permit on his vehicle's dashboard, making it visible to our Security Department and Supervisory personnel.

**Alteration Agreement application forms (and others) can be accessed by visiting our website at [www.glenoaksvillage.com](http://www.glenoaksvillage.com) and following the links to "Resident Information and Forms".**



**DO YOU HAVE A SPECIAL EVENT OR ARTICLE  
YOU WOULD LIKE FEATURED IN THE NEXT EDITION OF OUR**

## **COMMUNITY NEWSLETER???**

**(Birth, Engagement, Wedding Announcements)**

**In future issues, we would like to feature articles on:**

- **The OLDEST Glen Oaks Village' Resident**
- **The Resident who has BEEN LIVING HERE THE LONGEST**
- **OLD PHOTOS, OR EVEN OLDER MEMORIES of Glen Oaks Village and our surroundings.**

**Please let us know if you are one of these individuals or know someone who is.**

**Email us at [govonyc@aol.com](mailto:govonyc@aol.com) or call 718-347-2337.**

# LIVING HEALTHY...FEELING FINE

## Dental Implants: Are they really for Me?

By Dr. David B. Kanner, D.D.S.

Many years ago when I was about seven years old, I like all of my friends, used to spend weeks at a time going to the Dentist. This was because when I was in my formative years, there was no research on the use of fluoride in the water supply and there was not a great emphasis on home care. We all went to the Dentist because we received little pieces of paper which needed to be filled out by the Dentist--or else we could not continue to go to school. Even though there was no real emphasis on Dentistry, I took a liking to it because my Dentist was my mother's cousin. As such, I spent more time with my Dentist than any of my friends did and I learned how a Dentist and the dental office worked.

With this information in hand, I decided that when I grew up, I wanted to be a Dentist. What a great job: You help people that are in pain, you help people who have broken teeth and you help restore individual's smiles so that they can enjoy life. Little did I know, at that time, how Dentistry would evolve. Through the years, we have developed clear braces, dental laminates, teeth whitening and many other advances which are too numerous to mention.

The one major advance in dentistry, which outshines all of the other advances, is the DENTAL IMPLANT. I placed these words in bold type because this is the most important advance in dentistry that has come about in all of the years since I wanted to become a Dentist. Little did I know that when I became a Dentist, we would have the dental implant in our bag of tricks. Instead of using dental drills and injections, I am using screw drivers and torque wrenches (tools which are similar in nature to the tools that a carpenter would use). Wow! We now truly have pain-free dentistry--no more drilling inside of the mouth and no more numbness for hours after leaving the dental office.

Now to answer the question posed in the title of this article, *Dental Implants are they really for me?* When dental implants were first introduced in a large scale to the general public, there were many contraindications to the placement of a dental implant. To sum up the contraindications, at the beginning, most people who were medically compromised were not considered candidates for implants. Today, almost everyone is a candidate for dental implants, with very few people who cannot have any implants placed.

In the olden days (15 years ago) the only way to replace missing teeth was with fixed bridges, which involved filing down the tooth in the adjacent area. Many times, this involved destroying good teeth which had no previous

carious lesions. To do this today is almost considered criminal in the field of dentistry. If there were many missing teeth, we fabricated removable partial dentures with disgusting metal hooks which you could see--this let everyone know that you had false teeth. In the worst case scenario, if you were missing all of your teeth in either the upper or lower jaws, you had full dentures, which are not the greatest looking or the most comfortable. The other problem with full dentures is that many times, when the individual wearing the denture sneezes, they fly out of the individual's mouth.

Sometimes a patient has a tooth which will require root canal therapy in order to repair the damaged tooth. In many instances, when

the success of the root canal is questionable, it may be better to extract the tooth and replace it with a dental implant. The chance for a successful implant restoration is much higher than the success of a root canal. Implant-supported restorations have a 30-year success rate in the 90-95% range.

Dental Implants solve each and every one of the problems I described above. Imagine you can now have teeth which are similar to the teeth which were lost. No more bulky, partial dentures or complete dentures. Now when you lose one tooth, you do not have to have a bridge which is very difficult to floss and keep clean. These fixed bridges not only are hard to clean but in many cases, due to the difficulty in keeping them clean, cause recurrent decay on the abutment teeth. This in many instances causes additional tooth loss. Another problem these bridges cause is periodontal disease, which can also lead to additional tooth loss.

In conclusion, the next time your Dentist tells you that a tooth has to be extracted (unfortunately not all teeth can be successfully restored), ask them what about replacing the tooth with a dental implant? It may be a little more expensive but in the long run, you will be saving your dentition for a lifetime and give you the quality of life that we all desire.

You can get the answers to many questions that you may have regarding dental implants or any other dental subject by visiting my website [www.DrKannerNY.com](http://www.DrKannerNY.com).



## Campaign to Make Walking, Running and Biking from Glen Oaks to Alley Pond Park Greenway Safer Picks Up Steam



Two friends have started an online petition to make things safer for people in Eastern Queens, a petition that has garnered 260 signatures in little over a month.

Union Turnpike is the third most dangerous road in Queens, according to the Tri State Transportation Campaign, and the section that runs through the Creedmoor campus does not even have a sidewalk on the north side. "This part of Union Turnpike is very scary to walk, run or bike," says Jana Suchtova, a resident of nearby Glen Oaks Village, "but there's no easier way to get to parks and jobs west of Creedmoor." Suchtova and her friend Joby Jacob came up with a quick, low cost plan to make the area safer that has sparked interest from all over Queens.

Just west of Creedmoor in Hollis Hills, a serene, wooded greenway runs parallel to Union Turnpike for two miles. This greenway, the Vanderbilt Long Island Motor Parkway, is a popular place to walk, run or bike, drawing visitors from nearby neighborhoods and beyond. "It's a hidden gem that allows you to forget that you're in the city," says Suchtova. It runs from Alley Pond Park to Saint Francis Preparatory School in Fresh Meadows, providing a safe, pleasant alternative to Union Turnpike.

There is strong demand for travel from communities east of Creedmoor like Glen Oaks and Floral Park to the Motor Parkway and destinations further west. The sidewalk on the south side of Union Turnpike between Commonwealth and Winchester Boulevards is dangerous and unpleasant. In the narrow strip of grass on the north side of Union Turnpike, there is a rut that has been worn by pedestrians who walk there without a sidewalk. "Clearly, people want to walk, run and bike here," says Jacob. "They should be able to do it safely and comfortably."

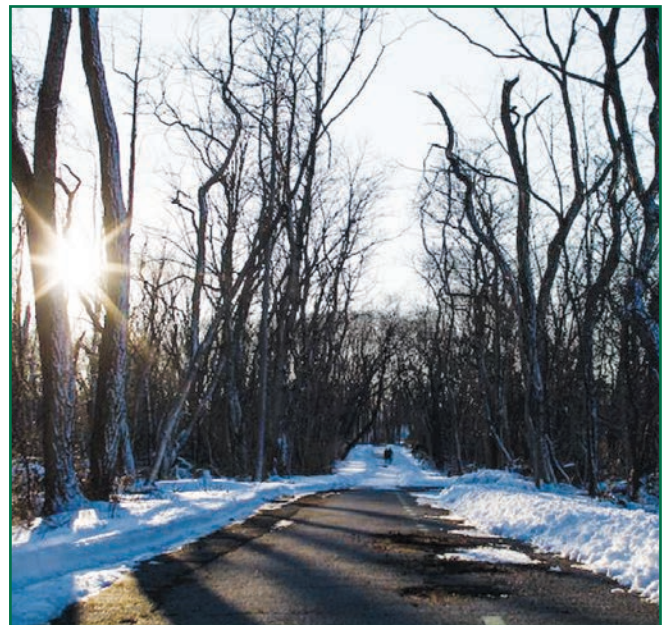
The Long Island Motor Parkway was built in 1908 as America's first grade separated highway and ran from Fresh Meadows to Lake Ronkonkoma in Suffolk County. As a private enterprise, the Motor Parkway charged tolls and was run out of business by the free Grand Central and Northern State Parkways. In Queens the parkway was set aside as a greenway but section after sections was demolished till only the section between Hollis Hills Terrace and Winchester Blvd remained intact. In 2002 activists like Mark Haken and Robert Miller were able to get this portion of the road designated as a historical landmark.

The Motor Parkway between Winchester Blvd and Little Neck Parkway is gone, but the land remains in the hands of public agencies such as the NYS Department of Public Health, NYS Department of Transportation,

NYC Department of Education and the New York City Parks Department. Suchtova and Jacob realized that these agencies could work together to create a safe path to Alley Pond Park on this public land.

On January 3rd the two friends launched a website and petition to garner support for the idea. Thus far the petition has gotten more than 260 signatures, and the two have had productive meetings with area politicians such as City Council Member Mark Weprin and State Senator Tony Avella. "The support has been overwhelming and amazing" said Suchtova. "We never thought we'd get the kind of support from the public that we have or the kind of reception from the politicians that we have". Residents of the Glen Oaks Village Cooperative and members of the Alley Pond Striders have expressed support for the plan, and the two intend to meet with other public officials and other neighborhood groups.

In addition to the petition signatures, friends and neighbors have volunteered to help make Suchtova and Jacob's vision a reality. "I think that's a great idea! I'm all for it. I can't believe that this can be done by simply getting government agencies to work together," said Bayside resident John Kelly. The group is planning outreach and educational events for the warmer weather. If you would like to join the campaign for a safer route to the Motor Parkway from Glen Oaks, sign the petition (<http://chn.ge/LNN3Gd>), "like" the Facebook page (<https://www.facebook.com/MotorParkwayEast>) and contact the group through their website ([www.motorparkwayeast.com](http://www.motorparkwayeast.com))



*The Motor Parkway greenway allows people to walk, run or bike safely without having to worry about cars. Photo Credit: Edison Koo*



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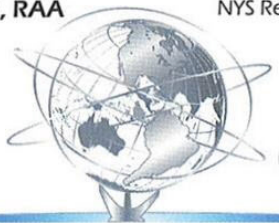
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# 2014 Holidays, Reminders & Contact Numbers

Management and Maintenance Services Department will be closed on the following days, unless otherwise noted. There is no garbage pickup on these days. If there is a Maintenance emergency on these days or after normal business hours, please contact SECURITY at 718-347-6660.

## GOVO Holiday Schedule

*(The Management Office and Maintenance Services Department are closed.)*

January 1	New Year's Day
January 20	Martin Luther King Day
February 17	Presidents' Day
May 26	Memorial Day
July 4	Independence Day
September 1	Labor Day
October 13	Columbus Day <i>(Management Office is Open)</i>
November 27	Thanksgiving Day
November 28	Day After Thanksgiving
December 25	Christmas

## Reminders

### Picking Up After Your Dog

It is your responsibility as a pet owner to pick up after your dog. Respect your neighbors and yourself and abide by this House Rule and the law. The Board has instructed our Security Department to aggressively enforce this House Rule. Also, when walking your dog, please respect your neighbors' privacy and do not walk close to your neighbors' windows. It is rude and an invasion of personal space.



## Contact Us

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### Maintenance Services

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