

Testimony of Dana Sussman

Deputy Commissioner for Policy and Intergovernmental Affairs

NYC Commission on Human Rights

Before the City Council Committee on Housing and Buildings

November 8, 2017

Good morning, Chair Williams and members of the Committee on Housing and Buildings. I am Dana Sussman, Deputy Commissioner for Intergovernmental Affairs and Policy at the New York City Commission on Human Rights. I am here to testify today on two bills, Intro. 1458 and Intro. 1467.

Intro. 1458

Intro. 1458 would create both a private right of action and give jurisdiction to the Commission to investigate and adjudicate claims by coop applicants who are not provided with a statement from the coop as to why it is denying a coop application within five days of making the determination. The bill outlines what exactly must be included in the statement, including reasons why the application is deficient, if any, and a report of the number of applications received by the coop and the number of applications rejected within the past three years. Intro. 1458 requires statutory damages between \$1,000 and \$25,000 to the complaining party for violations of its mandates, and requires punitive damages if non-compliance is found to have been willful.

Intro. 1467

Intro. 1467 requires that coops have a standardized application and list of requirements for all prospective purchasers and sellers; requires that coops provide an acknowledgement of application materials received within 10 days of receiving them; requires that coops issue a determination on an application within 45 days; creates a private right of action and gives jurisdiction to the Commission to adjudicate claims by coop applicants if the process I just described is not adhered to. The bill also lays out a damages framework for each type of violation.

It is critical to note that, under existing law, if anyone believes they were denied a coop or their application was rejected based on, even in part, a discriminatory reason, they should bring their complaint to the Commission, where we can investigate the claim, require the coop to provide us with documentation regarding that application and other applications, provide information about any other individuals approved or denied by the coop, and any other relevant documents. The Commission can also call in witnesses for interviews and look at the building's financials in order to determine whether there is probable cause that discrimination occurred. If the Commission finds

liability, it may order civil penalties, compensatory damages to the complainant, or changes to policies, posting requirements, training, and other forms of affirmative relief.

The Commission opposes these two bills because neither bill expands existing civil rights protections for applicants that these bills purport to better protect. The Commission's jurisdiction is exclusively tied to discrimination based on articulated, protected categories in the areas of employment, housing, public accommodations, discriminatory harassment, and bias-based profiling by law enforcement. To give the Commission jurisdiction over disclosure, reporting, and timing requirements, without any explicit connection to discrimination, would be unprecedented, would divert resources away from the critical work of the agency, and would require a dramatic shift in the workflow, training, skill set, and dockets of the Law Enforcement Bureau. We are more than willing to work with the bill sponsors to address and root out discrimination in coops and to think creatively about how the process can be more transparent, but we do not believe giving the Commission jurisdiction over such disclosure and reporting requirements is the way to do it.

Dan Margulies
Associated Builders and Owners of Greater New York
Community Housing Improvement Program, Inc.
5 Hanover Square, Suite 1605
New York, NY 10004

FOR THE RECORD

I will not be able to attend but wish to put ABO on record as opposed to both Intro. 1458 and Intro. 1467.

Co-operative apartment buildings are something of a cross between a business and a community. While it would be awkward to state it in a letter, prospective purchasers may be rejected because the majority of the board found them obnoxious at an interview. In other cases, the board may question whether the income reported, even if sufficient at the time, is likely to continue if the person has a history of job hopping. Or they might get the impression the person only wants a pied-a-terre rather than a primary residence. There are myriad acceptable reasons for legitimately rejecting a purchase that are, nevertheless, hard to define: they are simply subjective. Up until now, board attorneys have always recommended to boards not to give a reason for fear of creating a cause for litigation, no matter how farfetched. The idea behind Intro. 1458 seems simply to encourage litigation. It is also worth noting that actual discrimination against purchasers is already illegal.

Intro 1467 further regulates a business transaction unnecessarily. Millions of private homes are sold nationally every year without the need for legislative time lines and fines. These are transactions involving large sums of money, brokers, and attorneys on all sides. In some buildings, no board meetings or actions occur in the summer. Is it the Council's intent to limit vacations for board members? While there may be occasional cases of boards acting without proper diligence, there is simply no widespread problem requiring this bill.

**TESTIMONY OF
THE NEW YORK STATE ASSOCIATION OF REALTORS®, INC.
BEFORE THE NEW YORK CITY COUNCIL
REGARDING INTRO. 1458 BY COUNCILMEMBER LANDER AND
INTRO. 1467 BY COUNCILMEMBER WILLIAMS**

Good morning Chairman Williams and Members of the Committee on Housing and Buildings. My name is Barbara Ford and I am a member of the National Association of REALTORS, as well as a member of the New York State and Long Island Boards of REALTORS. I am also an attorney with many years of experience in litigation on coop related matters as well as representing cooperative management companies. I will be speaking officially on behalf of the New York State Association of REALTORS and its more than 12,000 members practicing in New York City. Additionally, I believe we are unofficially speaking on behalf of those future homebuyers who rightfully deserve a fair process for purchasing a cooperative apartment.

I would first like to begin by applauding the Chair and Councilmember Lander for recognizing the need to reform the process by which cooperative homeownership is accessed. REALTORS believe homeownership is a basic human right and the home buying process should be transparent, predictable and fair.

Cooperatives are often among the most affordable housing options available to prospective buyers. However, it has been my experience, and that of many other REALTORS, that financially qualified buyers enter the unclear cooperative application process meeting all reasonable criteria for ownership, have gone through the expense of obtaining a commitment from a lender, paid for a lien search, paid legal fees, and may have forgone an opportunity to renew their current lease, only to be rejected.

We believe the current process for buying cooperatives fails to meet the basic criteria for transparency and fairness. To that end, we support the concept of establishing deadlines and predictable timelines for the application approval process by cooperative boards, however we believe these bills (Intro. 1458 and 1467), while well-intentioned, will not solve the problems identified and will make the cooperative purchase process more complex for applicants, sellers and cooperative boards alike.

Specifically, Intro. 1467, which amends the administrative code in relation to the timing of decisions for sales of cooperative apartments, unnecessarily writes into statute that a lack of response by a cooperative board would ultimately result in a denial, enabling aggrieved applicants to bring suit. This language gives cooperative boards an outright license to avoid compliance and would have a negative impact on consumers.

In practical terms, the bill creates a confusing system where days are counted from receipt of materials that aren't required to be sent by registered mail, or with proof of mailing, in order to establish timelines; and the tolling of time is measured through an ambiguous system that would only serve to frustrate consumers. We would suggest that a predictable timeline that doesn't begin until a "completed" application is submitted to the board would be more reasonable and rational for all parties. Ultimately, as currently drafted however, the bill would lead to more denials as boards come up against the statutory deadlines, increase the number of applicants going to court for drawn out litigation, and likely raise the cost of housing for many New Yorkers.

With regard to Intro. 1458, this bill would require cooperative boards to provide prospective purchasers with a written statement reason for withholding consent to a sale within five days after deciding to withhold such consent. The bill also requires application and approval data from cooperatives, as well as additional statements from cooperative board members, while establishing fines for failure to provide proper documentation. Again, REALTORS applaud the recognition for the need to reform this process, however, we believe this bill also does not address the root problem and will only serve to impede an applicant's ability to purchase a cooperative unit, rather than assist them.

If enacted, this bill would also make the application and purchase process as a whole unnecessarily more complex. Moreover, in order for this bill to be effective, cooperative boards would need to provide rejected applicants with overtly discriminatory reasons for their rejection, which is unrealistic and unlikely.

Rather than getting more New Yorkers into housing by providing for more meaningful dialogue between boards and applicants by establishing a clear and predictable process for all parties to the transaction, the aforementioned bills are arbitrarily punitive with board violation damages amounting to \$1,000 and up to \$50,000. In addition, they are overly complex and carry a likelihood of unintended consequences, such as making cooperative housing less affordable and opening the door to increased litigation.

Toward that end, we urge Councilmembers Lander and Williams, and the supporters of Intro. 1458 and 1467, to consider a different approach than currently proposed. Specifically, we would urge the adoption of a bill that would:

- Require every cooperative board to use a single, uniform application;

- Establish a clear outline of the responsibilities of the applicant and the coop board in the application process;
- Allow for flexibility for both parties for unforeseen circumstances and for applications occurring during periods where boards meet less frequently, i.e. during summer months;
- Provide clear and productive penalties if boards do not reply to applicants in a timely manner. For example, we continue to support legislation at the state level where the penalty for a failure to act upon an application within a certain time frame would result in the automatic approval of the applicant.

NYSAR has advocated for alternative legislation that would seek to accomplish the listed criteria with greater effectiveness and efficiency, and respectfully submit the legislation along with this testimony.

In closing, I want to express our thanks for your time today and your leadership on this critical issue that continues to impact the ability of New York City families and individuals to apply for and purchase cooperative housing in an honest manner. We pledge to continue to work with you in hopes of enacting a balanced approach to reforming a flawed cooperative purchasing process in our City to better protect consumers.



Council of New York Cooperatives & Condominiums

TESTIMONY BEFORE THE COMMITTEE ON HOUSING AND BUILDINGS

Thursday, November 8, 2017

Int. 1458: Sales of Cooperative Apartments

Int. 1467: Timing of decision for sales of cooperative apartments

Preconsidered Int. 2017-6857: J-51 Eligibility

Good morning Chair Williams and members of the Committee.

My name is Mary Ann Rothman. I am executive director of the Council of New York Cooperatives & Condominiums, a membership organization providing information, education and advocacy to cooperatives and condominiums located throughout the five boroughs of New York City and beyond. More than 170,000 New York families make their homes in CNYC member buildings, which range from very modest, income-restricted buildings housing to solid middle class garden apartment complexes to some very upscale dwellings. The common thread is that all of these buildings are owned by their residents and operate as self-governing, representative democracies, providing a wide range of home ownership options to thousands of diverse New Yorkers.

At this moment in time, with stable and affordable housing an increasingly scarce resource in our City, we are disappointed that the Council would consider Int. 1467 and 1458, two pieces of legislation that would upend and overrule a critical internal decision-making process in thousands of buildings across the City. These bills are contrary to decades of case law supporting the rights of cooperatives to ensure that prospective applicants can fully commit to all the responsibilities that come with being a member of a cooperative community. We see absolutely no reason to impose these tremendous legal, procedural and administrative burden on cooperatives and condominiums, especially without any meaningful discussion with organizations such as ours.

Buying into a cooperative is significantly different from buying a house. The prospective cooperator or unit owner acquires a living space, of course, but also commits to a new community, including participation in the governance structure of their new home, which may include attending meetings or other obligations related to ensuring the livability of the residence. Admissions Committees exist to ensure that applicants are able both to meet their financial obligations and commit to abide by the by-laws of the building. The review and approval process is repeated hundreds of times each week, and the overwhelming success and desirability of most coops and condos indicates that it works well.

Intro. 1467 requires a uniform time frame for application review and decision-making. While perhaps well-intentioned, but there is no one-size-fits-all formula that can realistically be imposed on the complicated process of vetting prospective candidates for purchase of units in all housing cooperatives. Smaller, self-managed buildings often have a small group of owners responsible for all aspects of operating the building, and their ability to review complex documents and references may make it difficult to meet rigid time frames. Conversely, very large cooperative buildings may receive dozens of applications in a very short period of time. This process is heavily taxing for management and volunteer members of the Admissions committee. In buildings of all sizes, questions arise and answers are provided, sometimes in unpredictable ways. Cooperatives are well aware that sellers need to close on their apartments as soon as possible to move to the next stage of their lives. They especially understand that that prospective purchasers are as nervous as they are eager. Cooperatives know the dire consequences of gaining a reputation for slow decisions or frequent refusals -- brokers and agents will be less



Council of New York Cooperatives & Condominiums

eager to bring candidates to their cooperative, and sales and values will inevitably suffer. Intro. 1467 unrealistically increases pressure that already exists to make good decisions, and to make them quickly. Rigid time frames would, we believe, lead to more rejections as Committees would have no flexibility to work out differences and find a path forward for applicants.

Intro. 1458 requires extensive documentation of any rejection, invites frivolous litigation, would discourage board service by qualified and capable individuals, and would, we believe, toll the death knell for viable, democratically run housing cooperatives. It's important to remember that Admission committee participation is done voluntarily. Requiring extensive analysis and sworn statements regarding each rejected application disincentivizes coop members from actively participating in the governance of their building, and unwinds the efforts made to ensure that members are active members of their community. It is important to again stress that housing cooperatives provide opportunities for home ownership and self-governance that are unique in the marketplace. Cooperative living brings about economies of scale through shared purchase and use of fuel, supplies and services, and the modest carbon footprint of housing that is shared.

As multiple dwellings, cooperatives and condominiums are *and have always been* subject to all federal, state and local human rights and anti-discrimination laws. Even the legislation's supporters have acknowledged that there is no evidence to indicate that those laws are violated any more often in our buildings than in other types of housing. We object to the arbitrary exemptions for small and limited-income buildings that appear to have been placed in the bill for political expediency and nothing more. We urge you to reject this legislation outright.

CNYC is especially concerned about the timing of this legislation. As you are all aware, the City Council session is coming to a closer in a matter of weeks. Holding a hearing on such contentious bills with only few weeks left to engage in a meaningful way with our elected officials is alarming. We strongly urge the Committee on Housing and Buildings not to allow either of these pieces of legislation to move forward in such a hurried manner.

However, we are pleased to support Council Member Grodenchik's legislation which modestly raises the ceiling for J-51 eligibility for housing cooperatives and condominiums from \$30,000 average assessed value per unit to \$32,000. In moderately priced coops outside of Manhattan, the J-51 tax abatement is critical to offsetting the cost of much needed rehabilitation projects and helps to make these huge undertakings affordable to the community of owners. Mr. Grodenchik's bill will bring relief to some of these buildings, and we welcome this at any time.

CNYC will be holding its 37th Annual Housing Conference this Sunday. Here is a wonderful opportunity to see how our member cooperatives and condominiums come together to learn about their responsibilities, to seek new products, new ideas, and to share the stories of their success, their failures, their quests. CNYC has sent brochures for this Conference to your various offices. We are happy to welcome as our guests you and any of your staff members who would like to attend classes at this Conference.

Thank you for this opportunity to express our views.

May 5, 2017

**STATEMENT OF NATIONAL FAIR HOUSING ALLIANCE
URGING ADOPTION OF INTRO 1458**

Housing discrimination has long been illegal, and, in some respects, New York City's Human Rights Law leads the nation. For example, more housing is covered under the New York City law than under federal law; more characteristics are protected; and protection for people with disabilities who need reasonable modifications to premises is much stronger than under the Fair Housing Act. **However, there is one area where New York City falls short: even though discrimination in New York City's more than 300,000 coops is illegal, the secrecy of the coop board approval process has made discrimination possible and enforcement difficult. The lack of transparency in the coop board approval process makes coop boards unaccountable to basic fair housing requirements and fosters an environment of discrimination. For example:**

- Secrecy encourages real estate brokers to use race or other protected characteristics as a proxy for deciding what units are "worthwhile" to show to an apartment seeker;
- Secrecy discourages qualified individuals and families from applying to buildings where they perceive they will not "fit in" demographically;
- Secrecy makes it difficult, if not impossible, for a rejected applicant to figure out why they have been turned down;
- Secrecy makes it just as hard to find a lawyer willing to take on a matter with so little information in hand; and
- Secrecy means that defense lawyers, in the relatively few fair housing lawsuits that are ultimately brought, are able to shape an explanation of the coop's story for strategic and tactical ends, to prevent anyone from finding out what actually motivated the coop board in the first place.

Only legislation to end secrecy -- to bring real transparency to the coop process -- will address this continuing housing discrimination.

Intro 1458 -- the Fair Residential Coop Disclosure Law -- explicitly preserves every coop's right to turn people down for all legal reasons currently available. Intro 1458 would only require coops to disclose in a timely fashion their specific reasons for rejecting an applicant, and would only



permit coops to defend themselves against discrimination charges based on reasons they had provided to the rejected applicant. Coops would no longer be able to evade responsibility by manufacturing new reasons after the fact. All housing consumers deserve to have the protection offered by Intro 1458, and the National Fair Housing Alliance (NFHA) strongly encourages the adoption of this language.

Founded in 1988 and headquartered in Washington DC, the NFHA is the only national organization dedicated solely to ending discrimination in housing. NFHA works to eliminate housing discrimination and to ensure equal housing opportunity for all people through leadership, education and outreach, membership services, public policy initiatives, community development, advocacy and enforcement. Today NFHA is a consortium of more than 220 private, non-profit fair housing organizations, state and local civil rights agencies, and individuals from throughout the United States. NFHA recognizes the importance of “home” as a component to the American Dream and hopes to aid in the creation of diverse, barrier free communities across the nation.

Contact:

Jorge Andres Soto

202-898-1661

JSoto@nationalfairhousing.org



Testimony of Fred Freiberg, Executive Director, Fair Housing Justice Center (FHJC)
Hearing of the New York City Council Committee on Housing & Buildings
November 8, 2017 – 10:00 a.m.

The Fair Housing Justice Center (FHJC), a regional civil rights organization based in New York City, strongly supports passage of the Fair Residential Cooperative Disclosure Law (Intro 1458). In our view, this law will bring greater fairness, accountability, and transparency to a process that has, for too long, been cloaked in secrecy.

The passage of laws that prohibit housing discrimination has resulted in some significant changes in housing market practices. The very “visible” walls that once characterized most housing discrimination still exist, but are far less common (e.g., slammed doors, blatant discriminatory comments, overt denials, etc.). Today, the bulk of discriminatory housing practices are more subtle and difficult to detect. More often it is the “invisible” walls that prevent people from obtaining available housing (e.g. selective marketing, misrepresentations about availabilities, policies that have a disparate impact, etc.). The problem with these invisible walls is that they are rarely detected by ordinary consumers and the practices are difficult to document. Consequently, few complaints are filed and enforcement action is rarely taken....so the discrimination continues. The invisibility of this housing discrimination ensures its sustainability. The late civil rights leader James Farmer, said it another way, “Institutional practices, it seems, perpetuate themselves by their invisibility.”

Our organization has found that some of these “invisible” walls can be documented and eliminated through testing investigations conducted at the pre-application or pre-purchase stage of a housing transaction. In 2009, the FHJC investigated two large housing cooperatives in the Throggs Neck area of the Bronx. These co-ops are structured as neighborhoods primarily comprised of single family homes and combined have roughly a thousand housing units. At the time, both predominantly white co-ops maintained and enforced a policy that prospective buyers, to be qualified, were required to have letters of personal reference from three (3) existing shareholders. The FHJC conducted a covert testing investigation involving a real estate agent who had sold homes in these two developments for over 40 years. That investigation yielded evidence of racial discrimination. A federal lawsuit was filed in 2010 and, by 2013, both co-ops had agreed to settle with the FHJC. The settlements contained extensive injunctive relief, including elimination of the three-reference letter rule, and a total monetary recovery of over \$500,000. In addition, the real estate agent involved in the case agreed to surrender her real estate license.

But some housing discrimination occurs at a much later stage of a transaction. These practices are often so shrouded by secrecy that consumers are unable to glean any insights about what happened and testing may not be the most effective investigative tool. This leaves consumers with little or no information about why they were rejected and few, if any, options to secure their fair housing rights. Nowhere is that more true than in the housing cooperative market of New York City.

Consumers looking to purchase housing in New York City know all too well that it can be an extraordinarily complex, time-consuming, expensive, and frustrating process. Most buyers assume that once they have obtained an accepted offer to purchase from a seller, they are well on their way to becoming owners. However, when it comes to purchasing shares in a NYC housing cooperative, one of the more affordable ownership options available to New Yorkers, reaching the stage of having an accepted offer and securing suitable financing in no way ensures a favorable outcome for a prospective buyer. When potential, qualified buyers are subjected to intense scrutiny by a co-op board, summarily rejected, and subsequently provided no reason, this process can be personally and economically devastating to the prospective buyers. Too often, there is little or no recourse.

We recognize that there are myriad reasons why prospective co-op buyers could be lawfully denied, but experience tells us that it is relatively easy for illegal bias to infect the furtive decision-making process of a co-op board. Over the past decade, the FHJC has received dozens of discrimination complaints from individuals who were seeking to purchase shares in or rent from housing cooperatives. Most of the complaints have alleged discrimination based on race, national origin, disability, family status, age, or sexual orientation. Here are a few examples of the complaints:

- In 2007, a young openly lesbian woman attempted to purchase a co-op in Brooklyn. During the co-op board interview, the woman was told by a board member that she “was not what they were expecting.” Despite having an accepted offer from a seller and meeting all of the financial qualifications, she was rejected with no reason given. She decided not to pursue her claim.
- When a woman with disabilities who used a wheelchair attempted to purchase a co-op in the Riverdale area of the Bronx in 2008, she was hoping to make a few modifications to the unit that she was planning to purchase to make it accessible for her. But when her architectural plans went to the board for approval with her accepted offer, she was summarily rejected by the board with no reason given. When she contacted our organization, we were unable to test the situation. With the assistance of the FHJC, she obtained legal counsel and, in 2010, she filed a federal lawsuit alleging discrimination based on disability. She was fortunate in that she was able to obtain a remedy and her claims were settled in 2011 for injunctive relief and \$35,000 in damages.
- In 2014, a South Asian man attempted to purchase a co-op in a predominantly white Manhattan neighborhood. Following an interview, the sale was not approved by the co-op board with no reason given. While the seller was eager to sell to him, she told the buyer that the board is “very strict with young buyers” and that perhaps his application would have been approved “if his name was easier to pronounce.” The buyer felt that he had been denied based on his race and national origin but decided not to pursue the matter.

Housing cooperatives have managed to erect “invisible” walls that continue to screen out and exclude prospective residents, often with no reason or justification offered. To the extent that co-op boards are engaging in unlawful discrimination, they are restricting housing choice and contributing to the already pronounced patterns of residential racial segregation in New York City. NYC Mayor Bill de Blasio, in speaking about segregation and the challenges of school integration, was quoted in a recent *New York Times* article saying, “We cannot change the basic reality of housing in New York City.” While we strenuously disagree and believe the City has a duty to take steps to remove barriers to housing choice, reduce segregation, and affirmatively further fair housing, here is one small change the City Council and Mayor can make without further delay. Pass this modest co-op disclosure bill and sign it into law!

Intro 1458, the Fair Residential Cooperative Disclosure Law, requires co-ops to identify and disclose, in a timely manner, the specific reason or reasons for rejecting an applicant. Once a rejected applicant receives a clear reason or reasons for denial, the consumer can better evaluate whether they have any reason to believe that unlawful housing discrimination may have occurred. Under this law, should a consumer decide to pursue a housing discrimination complaint or lawsuit, a co-op can defend based only on the reasons provided to the applicant. We believe this would bring greater transparency, accountability, and equity to the process. We urge the City Council to pass this law. It is a reasonable piece of legislation consistent with the spirit and letter of the City’s Human Rights Law. It will help to ensure that the fair housing rights of New Yorkers are protected in the housing cooperative market.

Thank you very much for your time and consideration.

The mission of the Fair Housing Justice Center (FHJC) is to eliminate housing discrimination; promote policies and programs that foster open, accessible, and inclusive communities; and strengthen the enforcement of fair housing laws. The FHJC provides counseling on fair housing rights, investigative assistance including testing, and referrals to administrative agencies and cooperating attorneys. The FHJC operates one of the largest and most effective fair housing testing programs in the nation. FHJC’s program employs over 160 testers, mostly professional actors, who have been trained to participate in housing discrimination investigations. These investigations are coordinated by a highly skilled team of investigators who utilize state of the art technology. Over the past decade, FHJC investigations have led to successful legal challenges that have opened more than 60,000 units of housing to previously excluded populations, changed the way many housing providers do business, and resulted in a total monetary recovery of over \$30 million. Information about the FHJC can be found at www.fairhousingjustice.org.

Fair Housing Justice Center – 30-30 Northern Blvd., Ste. 302, Long Island City, NY 11101 – 212 400-8201

HANKIN & MAZEL, PLLC

A PROFESSIONAL LIMITED LIABILITY COMPANY

7 Penn Plaza, Suite #1602
(370 Seventh Avenue)
New York, NY 10001
Telephone 212-349-1668
Facsimile 212-227-7317

Long Island Office
60 Cutter Mill Road, Suite 505
Great Neck, NY 11021
Telephone 516-499-5803
Facsimile 516-482-5803

GEOFFREY R. MAZEL, ESQ.

Direct: 212-349-1668 Ext. 104
Email: gmazel@hankinmazel.com

November 7, 2017

TESTIMONY OF GEOFFREY R. MAZEL BEFORE THE NEW YORK CITY COMMITTEE ON HOUSING AND BUILDING, INTROS 1458 & 1467 NOVEMBER 8, 2017 AT 10 AM

Committee Members,

My name is Geoffrey Mazel and I would like to thank you for the opportunity to speak before you on this extremely important issue. By way of background, I am a practicing attorney in the City of New York for over 30 years in the firm of Hankin & Mazel, PLLC, we represent Coop Board which includes over 12,000 units of Coop housing; I am the Chairperson of the Queens Bar Association Coop & Condo Committee and I am the Legal Advisor to the Presidents' Coop & Condo Council, an organization that reaches tens of thousands of owners and residents of Coops and Condos, and finally, I was rejected by a Coop Board many years ago as a young law student.

I have reviewed both Intro 1458 and Intro 1467 and can state with absolute certainty that these legislative initiatives serve no purpose whatsoever and will have a deleterious effect on Coop Boards throughout the New York City. My office handles over 500 Coop transactions a year, and most are brought to consummation without any major problems. The process includes many converging interests, including the Lender, Buyer, Seller, Broker Managing Agent and the Coop Board. The dynamics get complicated, but for the most part Coop units close. I am sure a few applicants are not happy with the process, but the Board is performing one of its' most important task—vetting applicants to ensure the quality of life in the Coop.

This legislation promotes the assumption that there is some sort of secretive process ripe with discrimination is a false narrative and frankly an insult to the hard working Board members throughout the City of New York. Despite the multitude of parties involved in a Coop closing, this legislation picks on and separates the Coop Boards from the other parties. Anyone who has ever been involved in a Coop closing knows very well that problems can emanate from all parties, including the Brokers; Lenders and the parties to the transaction. To cherry pick one party and subject them to civil penalties is an outrage. In addition, to make another party, the Broker's, an aggrieved party makes absolutely no sense, but shows the true colors of those introducing this legislation.

The penalties imposed by this legislation are unlawful and quite punitive in nature. Quite frankly, the imposition of these penalties are arbitrary and capricious and most likely not enforceable as a matter of law. My attorney colleagues throughout the City are looking into the legality of civil penalties of this excessive and punitive nature and most conclude they are unlawful. I guarantee you if this law passes these civil penalties will be challenged vigorously in the Courts.

In addition, by including a reward of legal fees in this statute you are inviting a cottage industry of attorneys who will prey on Coop Boards in prosecuting claims under this legislation. This unintended consequence of this legislation will have disastrous repercussions.


These bills do absolutely nothing to end discrimination in housing. Federal, State and City Laws already prohibit discrimination in housing for 15 protected classes of individuals and provide free forums to investigate and prosecute discrimination claims. An aggrieved party has their choice of a number of forums, including: the Equal Employment Opportunity Commission, the New York State Division of Human Rights, the Department of Housing and Urban Development, the New York City Commission on Human Rights, federal courts, and New York State courts. The aggrieved parties get a free bite at the apple if they feel they have been discriminated against.

There is nothing in these bills to help these claimants. All it does is create an aura of some sort of guilt by the Coop Boards. Board members are hard working volunteers who provide a vital and necessary service in this City. They maintain a significant portion of our housing stock, for the most part in a clean and well maintained way. These bills would discourage individuals from serving as directors on cooperative boards—which are unpaid, volunteer positions. Their legitimate concerns would be the greatly increased likelihood of litigation and potential liability which may not be covered by liability insurance. In addition, what volunteer Board member in their right mind would sign off on a denial knowing full well the applicant will sue them!! Coop Boards will lose good and productive members if this legislation passes.

These bills ignore the realities of cooperatives, including that many are self-managed, (i.e., they have no managing agent), and that the interview is an integral part of the approval process. Responses given by purchasers at the interview often give rise to additional questions and requests for information and documents.

Also, the form Coop contract deals with the situation of the Coop taking too long to respond. Section 6.3 of the NY State Bar contract form states that either party may cancel the contract if the Coop does issue a decision within 30 days after the Scheduled closing date. The purchaser can then get their down payment back and move on.

This legislation will wreak havoc on the Coop Boards and seriously harm an entire sector of housing stock with no discernible benefit. The only people to benefit will be attorneys, who will open up a cottage industry suing Coops Boards under this statute. Also, remember applicants are represented by Counsel during this process, they are not unrepresented victims of the “Big Bad Coop Boards”


Respectfully Submitted,
Geoffrey Mazel, Esq.

NYC Council hearing on legislation to control coop admissions held on November 8, 2017

My name is Michael Kurtz. I am treasurer of the Presidents Coop and Condo Council and president of Clearview Gardens Corporations coop, a garden apartment complex comprised of 1,788 units.

Allow me to explain how the interview process works at Clearview Gardens.

When the prospective purchaser first comes to the office, they have a one on one meeting with the administrator at which time they are given an application which lists all the requirements. The administrator then explains each one. When the prospective purchasers return with their completed application, it is reviewed in its entirety and any missing documentation is pointed out and an interview is scheduled pending receipt of whatever is missing. Any missing documentation is subsequently brought in and the administrator issues an ok that we can proceed with the interview at the scheduled date and time. This will no longer be the case. The proposed legislation will impact the process as the coop must send written notification of what is missing. When the prospective purchaser has acquired the documentation, they provide it to the coop who then must document what was provided and that all is in order or again document what is still required. The coop has 10 days to provide the prospective purchaser the written form of what is needed each time documentation is provided. Forty-five days can slip by very quickly.

We conduct interviews the second and fourth Monday of each month. We hold board meetings the second and fourth Tuesday of each month except for July, August and December. After the interview committee meets with the prospective purchaser, a recommendation is decided on. The committee has three options, approval, request additional information or a denial. The recommendation is then brought before the board the following evening and the full board votes on the recommendation. Our attorney is informed of the decision on the following Wednesday and he immediately notifies the prospective purchaser's attorney. The prospective purchaser is notified within 2 days of the interview. Not much leeway for improvement. On those months where the board only has one meeting, they grant the president the authority to act on their behalf only for the purposes of approvals.

Many years ago, we noticed a phenomenon where prospective purchasers had sold their homes for various reasons, children moved away, they tired of mowing lawns and shoveling snow and were now living on small fixed incomes. As a result, most were unable to make the minimum income standard despite having large sums of money in the bank. The board at that time wanting to assist the prospective purchasers, decided to allow 10% of monies in the bank to be added to the applicants combined income. Over the years, this has helped hundreds of applicants meet the threshold. If credit card debt was weighing against their combined income, we give them an opportunity of reducing their debt exposure and submitting documentation which evidenced this. When prospective purchasers come to us with extenuating circumstances such as commitments that are expiring, we make every effort to schedule them at the next upcoming meeting or we hold a special one. Many times, we see upwards of 8 prospective purchasers at a time. Setting aside 30 minutes for each, leads to many a late evening.

There are many other things we do to help facilitate the process, but these all come up against the proposed legislation:

Having a standard application for all coops will eliminate the 10% additional consideration as only Clearview employs this accommodation.

Any prospective purchaser short even a tiny amount will require board rejection so as not to appear offering special treatment.

Any prospective purchaser t requiring a speedy meeting because of expiring contracts or the like, will not be granted by the board for fear of being accused of offering special treatment.

I could go on and on, but the point I need for you to understand is that this legislation will hurt prospective purchasers in that there will be more rejections due to a lack of flexibility.

Thank you for your time.

TESTIMONY OF
NEW YORK APPLESEED

NEW YORK CITY COUNCIL
COMMITTEE ON HOUSING & BUILDINGS
INT. NO. 1458-2017

NOVEMBER 8, 2017

My name is David Tipson. I am executive director of New York Appleseed, a nonprofit organization which advocates for integrated schools and communities and has specifically addressed the problem of public school segregation in New York City for the last seven years. I am testifying today in support of Intro 1458, the Fair Residential Cooperative Disclosure Law, which would require cooperative corporations to provide prospective purchasers with a written statement of each and all of its reasons for withholding consent to a sale.

New York City is one of the most segregated cities in the nation.¹ *The New York Times* found in 2012 that the New York City public school system is the third-most segregated city school district in the nation.² These facts are not accidents, but the result of intentional and official policies that have promoted and perpetuated segregation over more than a century. We cannot continue to put our heads in the sand in the face of undeniable evidence that racism continues to limit severely the housing options available to people of color.

While housing segregation is far from the only cause of school segregation in New York City, it is unquestionably the primary cause. New York Appleseed's work has revealed that the street and block one lives on can determine (sometime decisively) one's access to educational opportunity. Living in predominantly white areas typically affords far greater access to the most successful and popular schools. Only through strong and consistent enforcement of the local, state, and federal fair-housing laws can we overcome the shameful history of residential segregation in New York City and maintain hope for a truly integrated school system.

¹ Christopher Matthias, "These Maps Show Just How Segregated New York City Really Is," *Huffington Post*, April 15, 2014, https://www.huffingtonpost.com/2014/04/15/new-york-city-segregation-map_n_5153739.html.

² Ford Fessenden, "A Portrait of Segregation in New York City's Schools," *NY Times*, May 11, 2012, <http://www.nytimes.com/interactive/2012/05/11/nyregion/segregation-in-new-york-city-public-schools.html>.

New York Appleseed fully supports the testimony of Fred Freiberg of the Fair Housing Justice Center and its analysis of the proposed legislation. Int. No. 1458 is long overdue and common-sense legislation requiring simple disclosure of the reasons that an otherwise qualified buyer is denied access to a housing cooperative. Co-op boards complying with fair housing laws have nothing to fear. We trust that the Housing & Buildings Committee and the City Council as a whole will no longer delay the passage and enactment of this critical piece of legislation.

Warren Schreiber
13-24 Bell Blvd., Bayside, NY 11360
917-494-2247
warrennyc@gmail.com

Testimony in Opposition of Intro 1458 and Intro 1467

Good morning Chairperson Williams and Committee members. I thank you for the opportunity to offer testimony in opposition of Intro 1458 and Intro 1467.

I currently serve as Co-President of the Presidents Co-op & Condo Council, which represents more than seventy properties in Queens with a population of approximately a hundred thousand residents. In addition, for the past 18 years I have been serving as the president of Bay Terrace Cooperative Section I.

Most sales interviews are conducted within ten days of a membership application being submitted. During my eighteen year tenure as president, rejected applications can be counted on one hand. The reasons for rejection in all instances were based on financial disqualification. Intro 1458 and Intro 1467 will make it more difficult and in some instances impossible for struggling middle class families and individuals on fixed incomes to achieve the goal of ownership in a cooperative housing development.

In order to protect the Corporation, its Shareholders and Board of Directors, Bay Terrace Cooperative Section I has resolved to adopt the following policies upon the passage of Intro 1458 or Intro 1467.

Intro 1467 concerning the timing of decisions for sales of cooperative apartments:

- Any and all sales applications for cooperative apartments that for any reason can not be acted upon within 25 days after being received by Bay Terrace Cooperative Section I will be rejected. This policy will be strictly adhered to.

(over)

Intro 1458 concerning the sales of cooperative apartments:

- Extreme vetting measures for all applicants and others residing in the apartment will be put into place.
- Private investigators will be retained to perform exhaustive background checks.
- The corporation's legal counsel will be present at all interviews.
- All interviews will be video recorded.
- Applicants will be required to provide certified tax returns, which can take 45-60 days to obtain.
- Financial requirements must be met. There will be no financial forgiveness. Bay Terrace Cooperative Section I will no longer permit financially struggling applicants to place money into an escrow account.
- Interviews will only be conducted on one day of every month. There will be no exceptions.

The additional cost associated with these measures and others that may be put into place will be passed on to the applicant. For many middle class buyers this added financial burden will end their dream of cooperative ownership. Cooperatives which represent one of the last bastions of affordable housing will no longer be affordable.

There is an additional concern of great importance that should be discussed. I'm not an attorney, but I have to question the City Council's authority to pass and enforce either piece of legislation. As everyone is aware cooperative housing corporations in New York State operate under state Business Corporate Law (BCL). Intro 1458 and 1467 would alter the manner in which cooperative corporations operate. The City Council may be going beyond its legal jurisdiction. I can see this legislation being challenged in court.

**Testimony by Bob Friedrich,
264-52 Langston Avenue, Glen Oaks NY 11004
President, Glen Oaks Village Co-op.
Co-President, Presidents Co-op & Condo Council**

November 8, 2017

Good Afternoon,

My name is Bob Friedrich. I'm President of Glen Oaks Village, the largest garden apt co-op in NY. It is home to 3,000 working-class families, many who are city workers. Glen Oaks Village is an affordable co-op in eastern Queens where a 1-bedroom apartment can be purchased for less than \$200,000.

Board Directors are elected for terms ranging from 1 to 3 years. As in all co-ops, every board member is a volunteer who pays the same monthly maintenance, and abides by the same set of house rules as every other person in the community. Co-op Boards work hard at promoting safety and a great quality of life for their residents, and many Board members serve on local civic associations.

An important point to keep in mind is that we are in the business of bringing folks into our residential communities, not keeping them out.

I am also co-president of the Presidents Co-op & Condo Council – a think tank of co-op Board Presidents that represent almost 100 co-ops, which are typical of the working-class co-ops in your own community.

I am here to speak in opposition to these two proposed bills.

Let me begin by emphatically stating what you already probably know; there is no data supporting the allegation of systemic discrimination in residential co-ops. While it may be true that some discrimination exists in the sale of 1-3 family homes, this legislation does nothing to combat that.

Laws should be written to rectify proven problems and not written based upon hunches, assumptions or feelings. These two bills are a solution in search of a problem and I believe they should be rejected.

Ending perceived discrimination in co-op housing is the reason these 2 bills have been proposed. So, let me here and now, lay to rest the idea that discrimination is pervasive in co-op housing. For it to exist, the following extraordinary events would all have to take place simultaneously:

1. Co-op owners would have to elect a majority of inherently dishonest individuals to their Board
2. A typical Board of 9 would require 5 colluding board to break the law and discriminate.
3. The Co-ops Management Company would have to be part of the law-breaking collusion.
4. All of these colluding individuals would have to bring the co-ops attorney into the ring of collusion in order to achieve an unlawful denial.

This scenario simply does not happen. The elaborate hierarchy of checks and balances among these individuals, all of whom have a fiduciary responsibility to the co-op to act in a lawful and proper manner, is the reason that there is no data to support systemic discrimination in housing co-ops.

In the rare instance of real discrimination, a prospective applicant can seek free help and advocacy by contacting the NYC Human Rights Commission or other city or state agencies. There are 14 protected classes to further protect applicants from any housing discrimination.

In summary, numerous and redundant safeguards to ensure that co-op applicants receive the fullest protection of the law and the ability to defend themselves against real discrimination, already exists. These two bills will add nothing to that equation, but will make it more difficult and expensive for prospective applicants to purchase a cooperative apartment.

I urge you reject these 2 bills.

Thank you.

Glen Oaks Village



Summer 2017

Community Newsletter

BOARD MEMBERS: Bob Friedrich, President & Chief Financial Officer; Roseann Ciaccio, Vice President; Christine Bergen, Secretary; Lee Feinman, Carol Carucci, Justin Conklin, Leonard Motsinger, Mitch Jaret, Sandra Draves

NEWSLETTER COMMITTEE MEMBERS: Jennifer Rickenbaugh, Editor; Roseann Ciaccio, Dorothy Grace, Associate Editors



Photo by Bob Friedrich

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1-YEAR SALES HISTORY

(As of 5/31/2017)

Unit	Average	Highest	GOVO Renovated Sales Price
A	\$206,111	\$259,000	\$239,900
B	\$245,413	\$260,700	\$286,900
C	\$265,750	\$288,000	\$305,900
D	\$305,550	\$319,900	\$359,900
E	\$281,318	\$325,000	\$335,900
F	\$218,395	\$248,500	\$259,900
G	\$290,744	\$315,000	\$338,900
H	\$327,420	\$370,000	\$379,900
Domered "H" (Townhouse)			\$510,000

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On Board

By Bob Friedrich (GOVOnyc@aol.com)

I always enjoy the spring and summer not only for the good weather, but because I know there will be no further heating costs until the fall. Heating the co-op is our 2nd largest expenditure, with NYC Property Taxes being number one. Our property taxes in 2017 are estimated to be \$6,500,000. When the boilers are turned off and the hot water heaters are turned on, those who closely watch the finances of the co-op breathe a sigh of relief. The co-op spent \$1,905,000 to heat our apartments in 2016. As a result of a warmer winter and the financially advantageous future gas contracts we negotiated, it was only the third time since 2001 that our heating costs were less than \$2,000,000. (2001 and 2012 were the other two years.) Over the past 10 years our heating costs have averaged more than \$2,700,000 annually.

Last year, we embarked on an \$850,000 3-year, Boiler Improvement Program, installing new heat valves and timers. We have budgeted sufficient funds each year for this program, which we anticipate to be completed in 2018. Our testing of these boiler components provided data that shows we can expect a 13 percent or more reduction in gas or oil usage when fully implemented. This year, we tested remote temperature sensors that were installed in approximately 25 percent of the apartments serviced by one (1) Boiler Room. These sensors recorded inside apartment temperatures and sent that information back to a computer that analyzed the boiler settings and made temperature and timing adjustments to the boilers, based on the temperatures recorded in the various apartments heated by that particular building's boiler. Our initial testing has shown that the installation of temperature sensors could lower gas and oil usage by an additional 15 to 18 percent. The remote temperature sensors would add another \$800,000 to the cost of the Boiler Improvement Program. Once all the data is in and the savings are confirmed, we will move ahead with this phase of the Program.



Dormer under construction on 260th Street.

Glen Oaks Village continues to be a pioneer and leader in Value Added Improvements. In 2017, we will see two more third-floor dormers rising, bringing the total number of Townhouse Dormers to 27. Of course, you have seen the beautiful Sunrooms that have sprung up in the community. These sunrooms provide approximately 200 square feet of additional living space and are part of our long-term effort of allowing Shareholders to increase their livable space. These additions enable their apartments to grow with their families, thus providing them with an opportunity to remain in the community rather than having to move. Historically, the Board has held the position that long term residency of families is the anchor for a successful community. We know our apartments are small, but with the possibility of dormer construction, finished basements or sunroom additions, there is a way for all families to enlarge their space.

There are 38 reclaimed and finished basements and another 17 sunrooms that have been constructed or are awaiting Department of Buildings' permits. Also, the co-op has constructed a large sunroom behind the Management Office. It was an economical way for us to increase our office space. This room, which will be significantly larger than the other sunrooms being built in the community, will have multiple uses. It will be used as additional office and meeting space for the staff, as well as a breakroom where employees can eat lunch, instead of doing so at their desks. The Admissions Committee will also utilize this space for weekly interviews. Glen Oaks Village is truly setting the standard for co-op living that is affordable and which Shareholders can make Value Added Improvements. The Board of Directors remains very excited about this.



Sunroom on Langston Avenue

The Dog Park has become a hub of social activity by dog owners and dog watchers. On any given afternoon or evening, you will find many folks relaxing inside or outside the Dog Park gates. With Wi-Fi service and comfortable seating, it has become a social mecca for neighbors. For those that want to see what is going on or to check if your dog's favorite dog friend is there, simply go to GlenOaksVillage.com, select "Playgrounds and Dog Park" and click on "Dog Park Webcam". You can watch the Dog Park action in real time!



Interior of Sunroom, also on Langston Avenue

To brighten things up, we are currently installing new exterior LED lights on our buildings that will replace the high-pressure sodium lights that are currently there. This large Capital Improvement project should be completed by the fall. The project, with a cost of approximately \$750,000, will be paid for by a Con Edison incentive program grant that the Board of Directors sought for its residents. The lights are brighter than what is currently there, and provide greater security to our community. The new lights will also save us approximately \$70,000 per year in electric costs. We have also completed the installation of the new porch lights and by the summer, all of the new mailboxes will have been installed. As you can see, the mailboxes are a great improvement over what we had. They are strong, sturdy and large enough to hold newspapers or large envelopes. I do hope you appreciate the breadth of improvements taking place here at our co-op. These improvements to the exterior of the buildings, the machinery and equipment used to heat and run our co-op, have been made to renew our aging infrastructure. It has all been done in a financially-responsible

manner, while keeping our co-op's monthly maintenance affordable for families and seniors.

There is so much more going on here at our co-op. This past winter, the Laundry Room contract we had with Coinmach terminated. The Board unanimously decided not to renew it for many reasons. We felt there were insufficient machines in the rooms and the rooms were not maintained to our standards. We embarked on a search for a new laundry room vendor and believe we found a great one. Only time will tell--of course, but the new vendor, Aces Laundry Service, LLC, immediately recognized the rooms were under-utilized and agreed to more than double the machines per room. This was done by reconstructing the rooms, adding sprinklers and new floors--all paid by the new vendor. Although laundry room revenue to the co-op was NOT the main consideration, the quality of the rooms was. This vendor also provided us the most lucrative contract. The new laundry rooms have all been renovated with new machines that give us the ability to collect data on machine usage. This data will help us determine if we have the right mix of machines during peak and off-peak usage times. This will allow the vendor to provide special off-peak pricing and other value discounts. The machines do not accept money but do accept all credit cards, plus a loyalty card that can be replenished easily with a credit card. The new room hours are 6:00AM – 10:00PM, to provide early and night workers access to the rooms. In the front of each room, we placed a Quiet Zone sign to remind folks that people live above the laundry rooms and that the hours of 6 to 9 AM and 9 to 10 PM are Quiet Zone hours. We hope Aces' Laundry Rooms will better serve your needs.



The pictures nearby are from our very successful Grand Re-Opening of Laundry Room 1 in GOV West section.



With the summer in full swing, our annual *Capital Improvement Program* is well underway. We will be painting GOV West section this year, which was last painted in 2011. The program will encompass everything that can be painted such as doors, frames, railings, basement doors, bay and octagon window frames, etc. GOV East was last painted in 2012 and will be repainted in 2018. As part of the program, rotted wood will be replaced with synthetic "Trex-like" material. In 2017, we have also budgeted funds to complete the Garage Door Frame Vinyl Siding Program and replace any rotted wood frames surrounding garage doors. In addition, any garage door in need of painting will be done.

The outside of our Community Room has been given a face-lift. We opened-up the outside area to create a large seating area that is ground level with the Community Room entrance. We are considering renovating the interior next year. The Community Room remains a great bargain for those that use it.

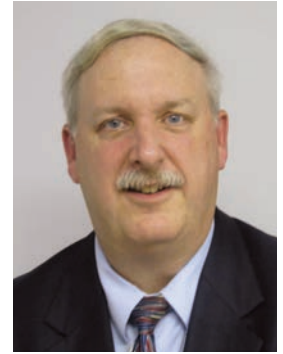
On Board continued on the bottom of page 4.

DOLLARS AND "SENSE"

By Randy Gunther
Controller

FINANCIAL YEAR 2016

Our financial year ending December 2016 was quite successful, as our budgeted profit came in three quarters of a million dollars over budget (pre-audit). This was primarily due to reduced heating costs from milder weather and the favorable timing of a gas heating contract negotiated a year earlier. During the year, we sold 10 Glen Oaks Village-owned units for \$2.8 million. The market value of our Reserve Account increased \$1.1 million and we were able to monitor and determine that fair market resale values increased 6.5 percent.



TAX CREDITS

We recently filed eight J51 applications that gain us real estate tax credits for capital work that was done in the co-op. This was on top of four additional J51 applications filed toward the end of 2016. The J51 applications we filed in the past resulted in a reduction of \$3.6 million of real estate taxes, just in the 12 months ending June 30, 2017. That is a savings to each Shareholder of \$1,350 in just one year's period. Similar savings should also be realized for a number of years to come.

SHAREHOLDER REAL ESTATE TAX EXEMPTIONS

In March 2017, Shareholders were assessed an amount equal to the basic STAR credit of \$304.25, in lieu of a maintenance increase. This assessment was applied to all Shareholders, whether they applied for and received their \$304.25 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. Enhanced STAR credits of \$616 were given out in March to eligible seniors with incomes at or below \$83,300. Additional senior citizen and disabled exemptions are available to property owners with incomes below \$37,400 (including Social Security). 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 instructions are available in the Arnold Krause Building. Take advantage of the tax credit you are entitled to.

On Board continued from page 3..

As you can see, the Board of Directors is fully engaged in protecting the infrastructure of our community. It is another measure in determining a Board's effectiveness and responsibility to the co-op and its shareholders. I look forward to seeing many of you on the property during the year. In the meantime, please feel free to contact me at govonyc@aol.com. Please look for us on Facebook. If you are already on Facebook simply search for Glen Oaks Village. If you are not on Facebook you can find us at www.facebook.com/gvonyc. We try to keep you updated on all things Glen Oaks Village on our Facebook page and it's a great way to join in the conversation.



New Community Room patio seating area.

SECURITY NEWS

By Richard Merlino, Director of Security

In this issue, we would like to introduce the Residents of Glen Oaks Village to our new Allied Universal Security Services' Director of Security, Richard Merlino



Greetings! My name is Richard Merlino and I am the new Director of Security for Glen Oaks Village. I would like to introduce myself to you, as well as, provide you with a little bit of my background.

Prior to coming to Glen Oaks Village, I served with the New York City Police Department for twenty years. As I worked 12 of those years nearby in the 111th Precinct, I am very familiar with this area. I also spent time in Community Affairs and in the Crime Prevention Division, so I am in tune with the needs and concerns of our community. After retirement, I served as an Investigative Analyst with the U.S. Treasury Department. I hold a BS degree in Business Management, with an emphasis in Security Management.

Since taking over as Director of Security in October 2016, I have been conducting a review of our resources, our reporting procedures and just how the Security Department functions. I have instituted new procedures and revised many of our reports to streamline and enhance Officer performance. As a certified Security Guard Instructor, I have implemented training sessions for our staff and I am also researching how we can improve patrol and security services through the use of electronic devices.

Recently, I have been working with the 105th Precinct, meeting with the Commanding Officer, Community Affairs, the Truancy Unit, as well as, the Conditions Unit, in order to increase patrols and assist us with various issues that we experience from time to time. In addition, we will be working with the 105th Precinct and delivering information on the various crime prevention programs offered by the Police Department to our Residents—all “free of charge”.

As you may know, there are two (2) Security Officers on patrol 24 hours, 365 days a year. Unfortunately, we cannot be everywhere at once and we request YOUR help. If you observe something, please call Security so personnel can respond and investigate your concern. If it is a true emergency, please dial 9-1-1. Remember, “It is better to call and it be nothing than it to be something and not call”.

Security can always be reached at **718-347-6660**. My direct office phone number is **718-343-5266**. Please feel free to contact me with any issues or concerns you may have. I look forward to meeting the Residents of Glen Oaks Village and working with each of you, in order to make this community as safe as possible.



Security Tips for Residents

- 1. Keep all common doors locked to prevent intruders from entering.**
- 2. If you see a neighbor's package left on the stoop, please place it in the common hallway to prevent theft.**
- 3. Lock your vehicles and do not leave valuables out in open sight.**
- 4. Keep all common areas clear of items that may cause a “trip and fall”.**

Interview with **Christine Bergen**

By Dorothy Grace, Associate Editor

As one of the first important Residents most people meet when looking to purchase or rent an apartment at Glen Oaks Village, we thought it might be interesting to interview Christine Bergen—who is not only the Co-Chairperson of the Admissions Committee, but also a long-time and very hard-working Board of Director.



Christine, you've been living here quite a while, what first attracted you to this community?

In the 1970's, I was renting a 2-Bedroom, garden apartment off Springfield Boulevard in a complex owned by Gutterman. As they were in the beginning stages of "going co-op", they were trying to vacate all of the tenant-occupied apartments. When I was offered a larger, 3-bedroom unit for \$25 more per month in nearby Glen Oaks, which at the time was another Gutterman-owned complex, I jumped at the chance.

How long have you been a Resident? Did you originally rent or purchase your unit?

I moved here in 1979 as a renter. When GOVO went co-op in 1981, I, unfortunately, could not purchase immediately, but was able to when the second offering was made. I am so glad that I purchased, because the value of our apartments keeps going up, due to the efforts of the Board.

Do you remember your initial interview with the Admissions Committee?

No. I was never formally interviewed. When I purchased my unit, the interviewing process had not yet been established.

How did you first get involved with the Admissions Committee?

Originally, I was on the Green Thumb Committee. That was back when they were pulling out the cobblestones on the Little Neck Parkway median and planting trees. A fellow member of the Green Thumb Committee, Diane Lulley, who was also the Chairperson of the Admissions Committee, invited me to come and join that Committee, as well. I went and really liked helping out and meeting all of our prospective residents. After later becoming a Board Member, I took over as Co-Chairperson, along with long-time Board Member, Lee Feinman. That was back in 1997 and the rest is history. In all the years, I have missed very few sessions, which are always held on Thursday evenings, almost 52 weeks a year. If, for some reason I'm unavailable to attend on a Thursday, we just switch the interviews that week to Wednesday. The Committee interviews between 6 and 11 prospective residents a week.

What is your background and how did it help to prepare you for this position?

I have been employed as an Executive Assistant at a prestigious Country Club for 27 years and came to Glen Oaks Village with a strong customer service background. In my position at the Club, I was responsible for running the office, supervising our office staff, hiring new employees, as well as, purchasing for all departments. My attendance at monthly Country Club Board meetings, where I took the minutes, enabled me to become very familiar with the dynamics of dealing with a 24-member Board. While there are less Board members at Glen Oaks Village, there are more extensive finances to budget and oversee and many more Residents to consider in our decision process.

How many people currently make up the Admissions Committee? Do they rotate or are they expected to volunteer every week?

There are currently 15 people on the Committee. I have my 6 or 7 "Regulars", who interview every week, with the rest rotated in, as needed. I feel so very fortunate that these Interviewers are on the Committee. They really care about Glen Oaks Village and are dedicated and professional. They interview both prospective shareholders and renters. The members enjoy working together and we socialize on occasion.

How has the interview process evolved over the years?

When necessary, I meet with my Interviewers to discuss any problems they may have encountered and we tweak the process. Recently, the committee collaborated on a second set of interview questions for when a prospective resident does not do well on the initial interview. (This usually happens when prospective residents do not fully read or understand our House Rules.) Rarely does someone fail the second interview.

Is it difficult to train to be an Admissions Committee Interviewer? Are there any special qualifications?

The initial training process requires Trainees to sit in on four (4) interviews, with four (4) different, experienced Interviewers. On their 5th interview, the Trainee becomes the Interviewer, with an experienced person in attendance. Interviewers must have a unit here, should be friendly, genuinely enjoy speaking to/meeting new people and be able to stress the importance of the House Rules.

You first joined the Board in September, 1997 – that means you will be celebrating 20 years of dedicated service in a few months. How did you, initially, get involved on the Board?

After joining the Admissions Committee, chairwoman, Diane Lulley, believed I would also be good on the Board and encouraged me to apply. At that time, there was an opening and I was required to submit an essay on my qualifications. I did just that and in 1997, I was approved and became a Board of Director.

Has being a Board Member changed much over the years? (i.e., financially, the co-op is in a much better position than it was years ago, is it less stressful going to meetings?)

Attending Board Meetings is not overly stressful, but always interesting. We all get along very well and even when we disagree, we continue to hash out the important points and then take a vote. Having nine (9) Board members is very important, especially when the vote is close. We abide by the majority vote.

I like being on the Board because it gives me the opportunity to feel like I am making a difference in our community. When Residents request to come before the Board to address their concerns, I always try to fully understand what they are going through so that when making my decision, I feel it is a fair one.

Aside from our many Value-Added Improvements, what other important changes has the Board implemented that has significantly improved life for our Residents?

In recent years, there have been quite a few programs that have improved the look of the Village. The Windows Installation Program has modernized the apartments and has reduced our very costly heating bills. Exterior renovations, such as the Building Foundation, Mailbox, Stoop and Building Light programs all made such a difference. Now, we have all the new playgrounds and the Splash Park, which are clean and modern-looking. Residents are proud to bring their children and families--knowing everything is so well-planned and safe. The Tribute Triangle Park is a wonderful place to celebrate patriotic events.

Aside from being a Board Member and Co-Chairperson of the Admissions Committee, is there anything else that you would like to, or are already involved in?

I have become more involved in my Church and was recently elected to the Church Board. I love traveling and now that I am semi-retired, I have more time to travel. My family is extremely important to me and I spend as much time as possible with them. Reading is also one of my passions and you can find me in the Glen Oaks Library quite often.

What are some of your favorite “everyday” things about living in Glen Oaks Village?

I really like my neighbors and enjoy the “small town” feel of our community. Glen Oaks is centrally located, well maintained and is a safe place to live. I love gardening in front of my building and share this endeavor with some of my neighbors. I chaired the committee that awarded prizes to residents who had exceptional holiday decorations. I particularly enjoy attending our annual Fall Festival, where I always help out by being one of the “Ticket Takers” at the entrance gate. I get to see so many friends at the Fair and also meet the new faces of our community.

Christine wants to take this opportunity to thank her husband, Harry, who is always more than tolerant of the hours she dedicates to Glen Oaks Village each week.



Harry Bergen

If you are interested in getting more involved in the Glen Oaks Village community and would like to become a member of the Admissions Committee, please stop by the Management Office and speak with Arlene Bourne weekdays between 9 AM and 4 PM.

WATER CONSERVATION

By Frank Portella, Maintenance Manager

It's summer again—the “Water Season”, where we either want to be drinking water, splashing or swimming in it at the Splash Park, pool or beach or maybe just sitting outside, watching the sprinkler gently going back and forth as it waters the grass. For more than 35 years, I have enjoyed summers at both Glen Oaks Village, as well as, at home with my family. It's when our Village shines, with the many beautiful flowers and trees; however, they all need regular watering to continue looking so well.



Lawn and Garden Watering

We all love to come home to a beautiful lawn or admire the colorful gardens we plant; but lawns and flowers will not thrive as well without consistent watering. If you or one of your neighbors loves to turn on the water, your courtyard's appearance will reflect that. If no one ever seems to have time for the hose, your grassy areas may not be as green as you might like—and a lawn being overwatered (especially at night) may also not do well. Some courtyards have already gone to local garden centers and purchased water hose timers. After positioning the sprinkler, these devices can either automatically turn the water on and off at the same time each day or water with a timer, shutting the water off after a set period of time. These devices not only help conserve water, they give the Residents that are always watering a break. Just be sure not to direct the sprinkler(s) at building windows.

Fix those Leaks

Residents are always encouraged to report any “water problems” in or around their building. If your unit has a leaky kitchen or bathroom faucet or “running” toilet, kindly do your part and contact our **Maintenance Services Department at 718-343-8400**. If you notice an outside spigot that continually runs or drips, kindly do your part and report this, as well. If you are unable to schedule a repair during normal business hours, we will be happy to send one of our Handyman Plumbers in the evening or on a Saturday to take care of your water issues.

Remember, water-saving repairs are always made “free of charge” at Glen Oaks Village.

Washing Cars

While not encouraged, Residents washing cars should be sure the hose used has a sprayer on it that will shut off when not needed. Also consider using a bucket for cleaner and just use the hose to rinse off your vehicle.

Remember, we are not asking you to curtail water usage, just conserve where you can. We are taxed and billed for water usage.

COMMUNITY ROOM EXTERIOR MAKE-OVER



Are you thinking of having a large party for family or friends, but feel your apartment is not spacious enough to accommodate everyone comfortably? Why not rent our Community Room, located behind 247-11 Union Turnpike, for your next affair? It is especially nice for showers, anniversary or birthday parties and can hold up to 36 people. The outside recently had a makeover and inside, there is a kitchenette (with microwave & refrigerator), as well as, tables and chairs already there.

Stop in at the Arnold Krause Receptionist Office (70-33 260th Street) or call 718-347-2337, to check availability and book our Community Room today for your next party.

FREE VISION SERVICES FOR THE BLIND AND VISUALLY IMPAIRED



VISIONS/Services for the Blind and Visually Impaired is a nonprofit rehabilitation and social service organization who assist people of all ages who are blind or visually impaired to lead independent and active lives in their homes and communities. They also educate the public to understand the capabilities and needs of people who are blind or visually impaired so that they may be integrated into all aspects of community life.

VISIONS offers programs that serve individuals in the NYC area--some of who have multiple disabilities, youths in transition, elders, limited-English speakers and culturally diverse consumers. Each year, over 6,000 individuals rely on VISIONS and its services and programs for opportunities to learn new skills, develop strategies for coping with vision loss, find employment and network with their peers. All services that VISIONS provides are FREE, including:

- Individual & family vision rehabilitation training in the home, community and at VISIONS service sites.
- Counseling and social services.
- Employment training and job placement (Including vocational training).
- Group and community education and activities.
- Camp for the Blind in Spring Valley, NY.
- Queens College Summer Transition Program--Pre College Program.

For more information, contact Doreen DiLeonardo at (212) 625-1616 Ext. 114 or visit www.visionsvcb.org

WOW BABIES

By Dorothy Grace, Assistant Editor

Twins Twice as Nice...Again!!!



Proud parents, James and Nicole Lancellotti and 5 year-old twin siblings, Vanessa and Sal, celebrated the August 6, 2016 births of Michael James

(4 pounds/16" long) and Carmine Joseph (4.5 pounds/16.5" long)--two months earlier than expected. The family thanks the medical staff at Cohens Children's Hospital for the excellent care their babies received for the first three weeks, until they were able to come home. The Lancellotti's also counted their blessings that they were just a few blocks away during their hospital stay. Michael and Carmine are now happy and healthy 1 year olds, having fun playing with their big brother and sister.

Pretty in Pink



Glen Oaks Village joins Mother, Kara Fastuca in welcoming beautiful little **Giovanna Gioia**, who arrived at 1:08 PM on 11/6/16, weighing **6 lbs.7 oz.**

New Position/New Baby



Maintenance Man Paolo Tripoli (Formerly our Maintenance Services Supervisor) and Jillian Spadola welcomed their beautiful new son, Paolo Francesco, who arrived on May 8, 2017, weighing 5 pounds 6 ounces and was 18.5" long. Also celebrating the birth of their new grandson are maternal grandparents, Mike and Patricia Spadola and Paolo's parents, Francesco and Adalgisa Tripoli, who have already bought baby Paolo his first car.

Congratulations to everyone on the births of these beautiful babies from the Glen Oaks Village Community. If you would like to announce a birth, engagement, marriage, anniversary or a special occasion in your family, please contact the Glen Oaks Village Community Newsletter desk at 718-347-2337 or govonyc@aol.com.

Around the Neighborhood

by Drew Englot, Director of the Maintenance Department

As someone who has been in Glen Oaks Village for a long time, I have seen the changes that have come about within our Maintenance and Management Departments. I have been here to witness how these departments have used modern technology, state of the art equipment and education to improve the productivity and quality of the work that is done. Production has been charted and reviewed so that more is accomplished with less expense and waste. While all of this modernization has been beneficial to the Residents, it has also positively affected the work staff by not only increasing morale, but our employees' personal feelings of pride and satisfaction. Happier employees are also more productive and more likely to accomplish the goals that are set for them.



While I believe a hard-working staff and strong leadership by the managers are the main reasons for the increased quality of the work done in Glen Oaks Village, we must not forget that it is the Board of Directors who provides us with the tools needed to maintain and upgrade the services. From my involvement in many Budget Meetings, I know the Board is very careful with how they allocate the Co-op's funds. I know that before any new projects are scheduled or new technology is put into place, the Board looks at all sides of the issue and only will give it the "okay" if it is deemed necessary, cost productive and beneficial to the Residents. However, once approved, there have been no cutting corners in giving the staff the best and most up-to-date tools to accomplish what we are assigned to do.

These are some of the latest plans that were approved and either have been recently completed or are in the process of completion, to make our service of the Co-op better:

1. A new Boiler Monitoring System is being installed. This system will make our boilers much more energy efficient by having the boilers only run when the weather temperature requires them to. The Boiler Monitoring System balances the heat by taking temperatures within some apartments and then having the computer make adjustments. This enables sensors to be monitored and problems detected via the internet and most importantly, saving us a great deal of money on fuel usage.
2. A new Exterior Lighting Program is being done. New stoop lights have been installed and new building lights will be installed this summer. By using the new technology available, these lights will provide better coverage, last longer and save money. Much research was done to determine the correct amount of lighting required at each location and this information will result in more illumination at less cost.
3. As the older snow equipment becomes obsolete, new and better equipment has been purchased. A great deal of research has gone into selecting the best implements for our needs, in order to keep costs down and still get the machinery and tools needed to do the proper job. New plows, snow blowers and salters have been gradually purchased to replace the outdated ones we had.
4. New computer systems for the Management Office have made it easier to document all of the information needed to run and service the Co-op. Charts and reports can be created and analyzed to make the needed changes in procedures, in order to get the most production without raising expenses.
5. Old motor vehicles are being replaced with new. The newer vehicles are smaller and provide better fuel mileage--yet still are able to perform the tasks we need. Staff and Board members spend a great deal of time researching the newest vehicles so that the price and the benefit of each vehicle are weighed before purchases are made.
6. While much of the actual work done by the Maintenance staff is done with hand tools and "good old manpower", there are a lot of specialized tools needed to perform certain jobs. Special electric snakes, drills, testers, generators, compressors and other similar tools have been provided to the staff. This makes for a better work environment, faster repairs and a cost savings to the Residents.
7. Throughout the spring and summer, one of the first things people notice is the beauty of the property. From our trees and shrubs to the Residents' flower gardens, everyone comments on how pretty our Village is. Just as with the vehicles and other equipment, the Board has supplied our Grounds Keeping Crew with the tools, temporary staff and supplies needed to accomplish the annual transformation without cutting corners and going the "cheaper" route. The benefits of their decisions are happier workers and residents, with the results obvious to anyone walking around the Co-op.



There are many other instances where the things needed to do a better job are provided by the Board to the workers. Quality materials, the right tools and the use of technology, all combine to keep our soon-to-be 70-year-old Village still the best in the area.

Speaking for the staff, we appreciate the Board providing us with the tools we need to do the jobs that are expected of us.

GLEN OAKS LITTLE LEAGUE

Celebrates 65th Anniversary

By Steve DiGilio



This year, the Glen Oaks Little League celebrates its 65th Anniversary. Since 1952, this important organization has been dedicating itself to building a community around young athletes. Their motto, Sports Increases Self-confidence and Motivation in Children, sums up just how important a child's involvement in a team sport really is. It teaches them life lessons that extend far beyond the playing field—also helping the children to succeed in the classroom and fuel their desire to further their education. How many life-long friendships have started up on the dugout bench?

Hard work always pays off in life and in this organization, there is no lack of hard work. In an attempt to pass on their ethics and values to the children of the Glen Oaks Little League, field work and grounds keeping by the coaches and assistants is regularly witnessed by the team. By being there and observing, they come to understand everything does not come easy. The current administration is tireless in helping to maintain and improve the baseball fields and grounds at the Glen Oaks Oval—which was also known as Tenney Park. They take the conditions and appearance of our fields and park very seriously and spend numerous volunteer hours beautifying the Oval throughout the year. After 65 years, those involved with the Glen Oaks Little League have learned that the outward appearance and our inward values must be cohesive.

The Glen Oaks Little League is the only Queens Little League with a Challenger's Division. The Steven J. Petillo Field of Dreams Foundation--founded and originally run by his father, Michael Petillo, has helped fund this program for the past 8 years. The Challengers Division, currently run by Dennis Noonan, is built up of mentally- and physically-challenged children, with this division funded through sponsorships and donations, with the player's each contributing a small fee.

Sports requires commitment and after 65 years, no one can deny how committed Glen Oaks Little League is to the players, Glen Oaks Village and the surrounding communities. If you're in the area, please stop by, bring a chair and cheer on the Little League players. You not only get to watch the game, you can experience our wonderful park.

The fall season starts Saturday, September 16th and goes through late fall--with games only played on Saturday mornings. You can reach us GlenOaksLittleLeague.com or at Golittleleague1@aol.com.

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

MG (6/7/16) writes:

Hi Bob. I know you spoke about the Annual Gutter Cleaning Program at the meeting, but I was wondering if any thought was ever put into replacing the gutters with ones that have covers? My gutter was cleaned out recently and although it is clean, there is a good 1-1/2 to 2 inches of water that remains there all the time. This concerns me, due to the mosquito attraction to standing water. Thanks for the consideration..

Hi MG:

We tested some of the gutter cover prototypes but found that they also get clogged over time and do not solve the problem. There may be **something clogging the gutter and Maintenance should be called to check it out.** Now that we have a drone, **we use it to inspect gutters that may be clogged.** Once they are identified, we clean them out. By using the drone we do not have to send our Maintenance workers on ladders on our 134 buildings. We simply identify the ones that need cleaning and then clean them out.

Thank you..

GM (5/31/16) writes:

Dear Mr. Friedrich,

I live on 76th Avenue within walking distance of the Queens High School of Teaching, Liberal Arts and the Sciences on Commonwealth Blvd. Although the school offers a brand new sporting complex--including fields and a track, it is not open to the public during off-school hours. As a Glen Oaks Village resident, I would like to make use of the track for running, but even as a New York City taxpayer, I was told it would not be allowed. As I pass by the fields every day, it is never used!

I called NYC Councilman Barry Grodenchik's office, who represents District #23, and was given the excuse that the grounds could not be opened to the public because there are no public restrooms available.

Is there any way GOVO could become involved in this issue? All public facilities such as schools, parks and libraries should have multiple uses; and this underused facility should be opened to the public during nights, weekends, holidays and summer hours, as well. In addition, use of the track could be another amenity added to the selling features of these Bellerose GOVO co-ops.!

Hi GM:

The co-op is very involved with the school and its facilities. Unfortunately, the operation of the school and its facilities are controlled by the Department of Education. When the school was built, we demanded that the entrance be located at the northern end of the property, to reduce traffic flow in our community. I was also responsible for getting the nice wrought-iron fence with brick posts put up. The fence needs to be painted and we have requested that. When the school was proposed, we were assured that our community would have full access to the fields. Obviously, that has not happened and we are also working on that. It was the co-op--in conjunction with the school, who are now working on getting bathrooms built because we are concerned that without them, irresponsible visitors to large athletic events may choose to use the backs of our buildings to relieve themselves. Thank you for your concern, we are working on all the issues you mentioned and many more.

GD (6/23/16) writes:

Thanks for having the Green Thumb vouchers sent to me. I have completed the planting in the courtyard. And a special thanks for having the Gazebo floor repainted this year. The painting was done this morning and what a difference it makes. The gentlemen that always smoked in there has not been occupying it for the most part. I enjoy taking care of the courtyard and appreciate your support. Have a good summer!

Hi GD:

Thank you for taking the initiative to plant around the gazebo and to keep an eye on it. You have done a great job and the co-op also appreciates your work and support.

R.S. (9/22/16) writes:

Dear Officers,

Request:

1. Please place sitting benches close to my apartment and all other places where they are not placed already.
2. Please construct Road Bumps at all road intersections in Glen Oaks Village. Cars and traffic run fast and drivers do not keep speed control. Road Bumpers would save lives and prevent accidents.

Hi R.S:

We place benches around the community on an as-needed basis and also upon request, provided the location is appropriate for a bench. We will review the address you suggested for a future bench location. As to Speed Bumps, that is a Department of Transportation (DOT) issue. We have requested All-Way Stop signs at various locations in the community. The DOT will not place speed bumps on streets that are a bus or ambulance route. Other civics have told us that speed bumps often cause unsuspecting vehicles to hit them at normal traveling speeds, causing a loud noise all through the night.

We have been working with the DOT to make our streets safer. Recently at our request, the DOT removed recently-painted lines on 263rd Street and 73rd Avenue, that were painted in such a way that traffic flow came much too close to parked vehicles. They have now been removed and new lines with bicycle lanes have been painted on both sides to act as a buffer between moving traffic and parked vehicles. In addition, new bike lanes were painted on 74th Avenue and around the Oval, which we believe will have a traffic calming effect. Board President, Bob Friedrich and Board member Justin Conklin met with the DOT to design this plan that we feel is an improvement for the community and will NOT reduce the number of street parking spots. Thank you.

JM (6/16/16 writes:

You guys should check on your maintenance workers, I found a maintenance worker smoking weed in the maintenance garage on 255th street. Across the street from Rite Aid. He is riding a red law mower/4x4, black male around 6' tall with a goatee. This is not the first time that I personally see them smoking in that area. Sent from my iPhone.

Hi JM:

We take these allegations very seriously and have a zero-tolerance rule here in Glen Oaks Village. I had emailed you about this and asked you to call me to help me identify the alleged violation breaker. Unfortunately, you did not contact me. Nevertheless, we did a thorough investigation over a period of days on your allegation and could not corroborate it. What we did find was many kids from the local school--a few fitting your description and congregating in the immediate area you are referring to and smoking pot. We have put our Security Department on alert and will continue to monitor this area. Thank you.

PJ (10/3/16) writes:

Last week, we had two outside common hallway doors replaced. We wanted to give a shout out to Gary Sanchez, who did a great job putting in the doors and framework. He was courteous and fast. We also want to acknowledge Hillary who, as usual, also did a great job coordinating the work. Glad to see she's back. Also, the new stoop light fixtures are very nice.

DR (10/10/16) writes:

I would like to commend Alex Garcia for always doing an excellent job. He is attentive and competent. Alex goes above and beyond and goes the extra mile. He stops his cart to pick up debris on the sidewalk or grass. Glen Oaks Village has every reason to be proud of him and he is a credit to the company.

DD (2/22/17) writes:

Hi all,

Just wanted to let you know about an interaction I had with one of the Maintenance men, Eddie. I was going to have a very long day at work so I came home in the middle of the day to walk the dogs. I took one of them for a walk and when I returned, my key would not open the outer common door. It had always needed to be "jiggled" but now it wouldn't open at all. I went to Security and had them call Maintenance. Eddie came right away.

I had a meeting at work, to which I was now going to be late and asked Eddie to just change the lock and leave my key in my mailbox--or give it to my neighbor, as I really needed to get back to work right away. He left and was back with the new lock before I got the dog settled back in and was leaving. He was able to give me and my neighbor (who was on her way out to do errands) the new keys before we left. This just made everything much simpler and enabled me to stop at the store and get another key made for my daughter on my way home that evening, so she would have it too. I was initially agitated because I was going to be late getting back to work, but was very pleased with how it turned out. Yay Eddie!!!

LP (2/22/17) writes:

Hi Bob,

Love the new lighting and mailboxes. Some ideas: Could we have a non-smoking co-op? How about a ramp for the Management office? Steps are steep.

Hi LP:

I am glad you like the mailboxes and outdoor lights. I also think they are great and the mailboxes are a huge improvement over what we had.

The non-smoking co-op idea is one that the Board opposes because of the types of intractable problems and neighbor issues that will arise and will, ultimately, take an enormous amount of staff and Board time to resolve. A smoking ban would also contradict certain rent-stabilization rules that we must adhere to and subject the co-op to possible litigation. However, be assured that the Board treats smoke issues very seriously, when smoke and odors penetrate other apartments. We treat these types of penetrations as House Rule Violations of Odors and some of the actions that the Board has taken in the past against the offending resident are requiring window fans, smoke purifiers, smoking outside, etc. We have been relatively successfully in dealing with these problems that, to date, have been limited.

There is no ramp at the Management Office entrance at 70-33 260th Street, but there is a ramp at the Management Office courtyard entrances at 70-39 and 70-41 260th Street. Any business that needs to be conducted in the Management Office has full accessibility via that ramp. Because of the number of stairs and height needed to access the door at the 70-33 location, the Board chose to construct a ramp at the Management Office's courtyard entrances.

AMS (3/17/17) writes:

I have lived in Glen Oaks Village for many years and for those years, I've had excellent dealings with the Maintenance Porters--especially Jimmy, who is not only pleasant and a hard worker, he never leaves his job unfinished. I'm disabled and really appreciate Jimmy as a person and a worker. I feel it's important that you are aware of Jimmy's years of excellent service.

Thank you for your kind letter and because of it, he will be nominated for "Employee of the Month"

Board Member Roseann Ciaccio (3/17/17) writes:

I have to totally agree with AMS comments about Jimmy. Everyone loves him in our section and he will go above and beyond to help someone. I am so glad someone else acknowledged his kindness.

KR (4-2-17) writes:

Who are the assholes at management who negotiated the new laundry room contract. If you seriously believe residents are going to put charges on their credit and debit cards just to get their clothes clean, you are goddamn idiots. The laundromats are going to get much more business. Who cares about rubber floors? Some people do not even have credit cards! Some people are going to "vote with their feet" and leave Glen Oaks to coin one of Friedrich's unfeeling sayings.

Hi KR:

What a juvenile email to send to the professional folks who worked very hard negotiating and installing a wonderful laundry room for the residents of Glen Oaks Village. Nevertheless, allow me to respond to your question, "Who are the assholes at management who negotiated the new laundry room contract. If you seriously believe residents are going to put charges on their credit and debit cards just to get their clothes clean, you are goddamn idiots"

It was the Board of Directors that negotiated this agreement and we have broken all records for laundry room usage since they have re-opened. I guess you need to look in the mirror to find the real answer to your question.

Also, FYI – a user can use a store-bought debit card and use it to transfer funds to the loyalty card. Alternatively, a user can send a check to the laundry room vendor to have those funds put on the loyalty card. Both of those options would resolve the issue you mentioned.

JR (5/8/17) writes:

Re: Switching Garages

Thank you for taking the time to speak with me yesterday about switching garages. I have been a shareholder for 17 years and currently have the following two garages: P 117, and P 93. I would like to switch one of my garages for one closer to my apartment as I am handicapped and aging, street and parking lot parking is getting tougher, and the winters are getting harder for me. I appreciate your consideration of this request. Thank you.

Hi Janet:

The Board has determined that individuals on the switch list take precedence over all other lists. The Board looks at all these issues and created a policy that works well. By giving those on the switch list precedence over other lists, we allow someone who has been on a wait list for a long time and accepts a garage that is a little further from their home to quickly exchange it for a much closer garage when one becomes available. I trust that Maria will contact you when a garage in the areas you request become available.

GOVO'S 2016

FALL FESTIVAL

A FUN-FILLED FAMILY DAY FOR ALL

By Dorothy Grace, Associate Editor

On Saturday, October 15th, under a beautiful, blue fall sky, over 1,750 Residents, Staff and Vendors filled the Glen Oaks Oval for our sixth Annual Fall Festival. As always, there was something for everyone--whether they were looking to decorate pumpkins, watch a puppet show, ride the Trackless Train, enjoy snacks, pet farm animals, sing along with the Shinbone Alley Stilt Band, ride the giant slide, husk corn, juggle, have their face painted, get a tattoo or climb the rock wall, it was all here for their enjoyment, free of charge. For those who just wanted to come hang out on a hay bale, "catch up" with neighbors and spend a great afternoon outdoors, the Glen Oaks Oval was, definitely, the place to be.



Walking around the Festival, it was nice to stop and chat with the Board Members that make this event possible. Along with volunteers from the Admissions Committee and Management Office Staff, everyone pitched in and reported to their assigned task--collecting tickets, announcing special events, serving pickles, apples, cotton candy and other snacks, helping to direct Residents--or a lost child, each of us did whatever necessary to keep the Festival on schedule.



As in past years, our Maintenance Department transformed the three ball fields into the Fall Festival, with everyone doing what they do best. There were P.A. systems to set up so that we have speakers (very important when it comes to announcing the winning raffle tickets), tables for vendors and snacks, haybales for easy seating, food lines to rope off, tents to set up, as well as, the yearly Photo Spot, port-a-pottys to keep clean, rides to help man and grounds that constantly need cleaning. We could not hold this event without our dedicated Maintenance Department. They even helped out, collecting snack tickets.

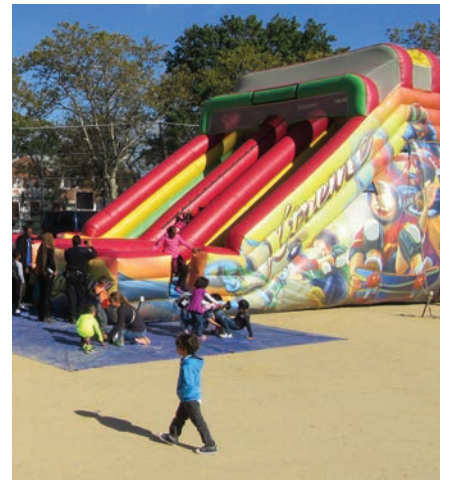
We would also like to take this opportunity to recognize the following contractors, restaurants and local establishments for their generous contributions to our Raffle prizes. Last year's donations were the most generous ever—with 43 exciting prizes raffled off to the Residents of Glen Oaks Village—their customers. Please show your appreciation by continuing to patronize these Vendors: Alpha Care Supply, Bargold Storage Systems, Centre Pizza, Dial-A-Bug Pest Control, Glen Oaks Little League, Golden Hammer Home Improvements, Inc., Gregg's Tire & Auto, Knockout Pest Control, Luigi's Restaurant & Bar, Lydon Quality Contracting Corp., Masonwerks LLC, Miller & Miller Real Estate, Minuteman Press of Bellerose, Mobil Service Station of Bellerose, Norman's Auto Service, Regional Management & Consulting Inc., Sue Sanchez/Exit Homestart Realty, Sunscapes Inc., Tavern 18 Restaurant & Bar and The Dime.

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We hope you enjoyed looking at our collage of photos and that it brought back great memories of your afternoon at the Glen Oaks Village 2016 Fall Festival.

GLEN OAKS VILLAGE INVITES YOU TO USE OUR NEWLY-RENOVATED LAUNDRY ROOMS

We have recently renovated our Laundry Rooms and invite you to stop by one of our 4 rear locations:

Laundry Room #1	247-74 77th Crescent
Laundry Room #2	74-12 255th Street
Laundry Room #3	73-68 260th Street
Laundry Room #4	260-44 Langston Avenue

Our new Vendor, ACES LAUNDRY SERVICE, LLC, has totally renovated each facility, which they will now manage. These Laundry Rooms are cleaner, have an increased number of larger-sized machines. All machines are now coinless and use debit, credit and "loyalty" cards (that can be replenished with a credit card). Each room also has free Wi-Fi.

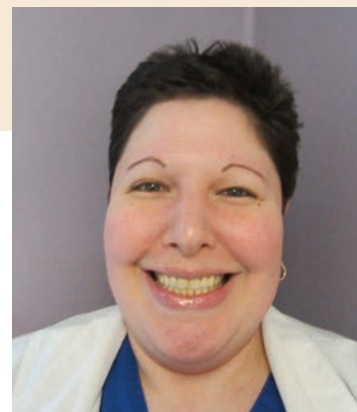
Are you new in the area? It's a great way to meet your Neighbors.
Come by and do a wash today!!!

All Laundry Rooms are open 7 days a week, from 6 AM to 10 PM.

THE IMPORTANCE OF QUALITY VETERINARY CARE

By Aliza G. Fisse, DVM

The human-animal bond is an amazing phenomenon. The tacit connection we have with our pets, the unspoken language that is heard so clearly and so loudly, is a connection like no other. Our pets provide us companionship and unconditional love, while asking for so little in return. Just give them some food, water, a warm bed and some toys and your dog or cat will think you are heaven sent. But there is one other essential element that is needed in order to protect this bond--good veterinary care. Your pet may not be grateful in the moment, but access to preventative medicine is the cornerstone of a long and healthy life. I built Turnpike Veterinary Clinic two (2) years ago with grand aspirations of serving our local community. Ours is a 2,400 square foot facility with comfortable exam rooms, a surgical and dental suite, a digital radiology suite and a grooming room. We offer half hour appointment times, so nobody feels rushed. Our motto is that "an ounce of prevention beats a pound of cure."



Aliza G. Fisse, DVM

Glen Oaks Village is a close knit community with people and pets living in close quarters. For this reason, it is imperative that our pets be properly vaccinated. Vaccines are like insurance. You hope to never come in contact with a deadly disease, but if you do, you want your body's defenses to be ready. All of our dogs and cats need to be vaccinated for rabies, according to New York City law. In addition, our canine companions should be vaccinated for distemper/adenovirus/parvovirus (the DAP vaccine), kennel cough, and leptospirosis. For those who travel into tick-borne areas with their pets, the Lyme vaccine is also important, as the disease is spread by the bite of infected ticks. We now also have a bivalent flu vaccine available for dogs that require it for boarding. For our feline companions, the FVRCP vaccine is considered core. This is a 3-in-1 vaccine that helps to mitigate the effects of herpes viral infections that many cats have, as well as, protecting them from calicivirus and panleukopenia. Young kittens and indoor/outdoor adult cats should receive the leukemia virus vaccine, as well.

In addition to being properly vaccinated, all dogs and cats in New York City should be on year-round flea and parasitic worm preventative. Parasites such as roundworms and hookworms are zoonotic, which means they can be transmitted to people. Be aware that these parasites are not accustomed to living in the human body and that they can migrate to areas you would never want them to go to, such as the eye--a phenomenon known as ocular larval migrans. (Turnpike Veterinary Clinic has the products you need to keep your pets and human family members safe.)

Another aspect of good veterinary medical care that people overlook all too often is good oral hygiene. A healthy mouth is the gateway to a healthy body! Dental disease is painful and contributes to infections in other organs. Annual, professional cleanings are recommended and must be done under general anesthesia. During this procedure, your pet receives a full scaling, polishing, fluoride treatment and periodontal evaluation. We have digital radiographs to detect problems beneath the gum line. In between professional cleanings, a pet's teeth should be brushed once daily with a special toothpaste that is safe for them to swallow. You can then receive those wet kisses with confidence.

It's often said that knowledge is power. We, at Turnpike Veterinary Clinic (718-749-5911), are here to help you understand your pet's unique needs and health concerns. Our staff is dedicated to enhancing the human-animal bond through the practice of high quality medicine and attention to detail. Whether in the office or in your home, whether the first puppy visit or the last visit, we understand and respect that your pet is a member of your family.



Featured HOMES

By Jennifer Rickenbaugh, General Manager & Editor



In this issue, Eric Scuccimarra and his family have been gracious enough to share with us the results of the total renovation of their first floor “A” unit, which he has owned since 2004. In addition to entirely modernizing the apartment—which now includes a second bedroom, they also Reclaimed their Cellar for a Basement Conversion and plan to install a paver patio this summer.

When Eric Scuccimarra purchased this apartment over 10 years ago, it was his primary residence; however, since 2010, after work required him to relocate, his unit has been sublet. Through the years, Eric and his wife have watched Glen Oaks Village further transform into the modern, well-maintained, progressive community it is today and believe they just might like to retire here. A General Contractor by trade, when his tenant vacated last year, Eric decided he wanted to have some fun, not only bringing the outdated unit into the 21st century, but reclaiming the basement, as well. After submitting an Alteration Agreement and receiving “Concept Approval” from the Board, he began working with Architect, Thomas J. Curro to develop the plans. Once the Board and the NYC Buildings Department approved the plans, Work Permits were issued and Eric’s Build To Fit Corp. crew began their next project. We hope you will enjoy your Tour!!!



In order to totally renovate his unit, Eric first had crews gut the walls, floors and ceilings to the studs. This enabled him to run all new plumbing and upgrade electrical lines, before reinsulating the walls. He also felt that the finished unit would be nicer for a family and decided to add a second bedroom. In order to do this, Eric relocated the kitchen to what was the living room area. Dividing walls between the former kitchen (now second bedroom), bathroom and master bedroom were each moved 14” to the left--with the master closet now located behind the upstairs’ stairway.



Next, the walls and ceiling sheetrock were replaced and new domestic, white oak hardwood flooring was installed throughout apartment. Their stunning light grey Shaker cabinets, Quartz countertops and stainless steel appliances immediately grab your attention as you enter the apartment. High-hat lighting and white walls in this area create a more spacious appearance. By electing to install the stairway to the lower level in the kitchen instead of inside the living room closet, it enabled them to build side-by-side custom storage closets. The entry wall now has a generous kitchen pantry and coat closet with extra shelves for miscellaneous storage. The stairway wall provides a great place for a dining table or couch. Additional space for comfortable seating makes this area an ideal gathering place for family or friends.

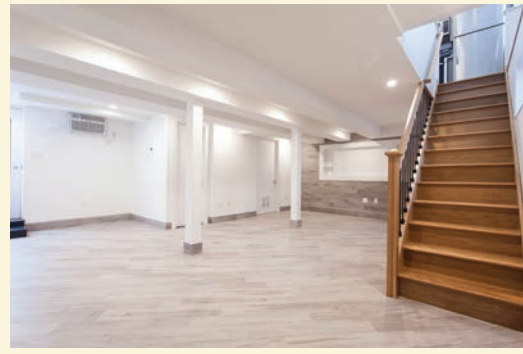


Neutral tones were continued in the new low-maintenance, subway-tiled bathroom. The back wall features mink Marmara Equator marble 3" x 6" subway tiles, set in a herringbone pattern. Contrasting black, 6"x 24" plank porcelain tiles, also set in a herringbone pattern, finish the heated floor. The built-in, tiled tub shelves keep the shower area neat. European-style Duravit fixtures, mirrored cabinet and a new light fixture totally transformed the old Glen Oaks' bathroom.



The new second bedroom and master bedroom were painted in a neutral tone with recessed and covered radiators. The custom, master closet is located in the space behind the upstairs stairway.





Before beginning construction to transform the old cellar to the wonderful basement space they have now, Eric elected to have DeBenedittis Masonry excavate and lower the floor. By doing this, it raises the ceiling, enables existing piping to be neatly hidden and gives a nicer, more spacious appearance to the area. The custom, white oak staircase that ties into the wood flooring upstairs, sports updated wrought iron balusters. The large, lower level floor is finished with 6" x 36" Oceanside oak grey plank porcelain tiles, installed on a 45 degree angle. There are built-in shelves on the rear, tiled accent wall, along with a custom closet.



The new, subway-tiled laundry room has built in, energy-efficient appliances, a Quartz countertop and light grey Shaker wall cabinets. An angled, porcelain floor completes this space.

Next, the bathroom, walls fully finished with white, 3" x 6" subway-tiles with light grey grout, coordinates with the 4" x 12" white Carrara herringbone feature wall in the shower. The stationary glass partition of the shower gives a more open concept to the bathroom. Sleek fixtures and recessed lighting just sparkle--while the heated porcelain floors warm your feet.



Back in the main room, a glass-windowed entrance door and new hopper-style basement windows fill this level with lots of natural light. The convenient coat closet completes the amenities.

By installing energy-efficient LED light fixtures and bulbs throughout the apartment, every room enjoys that crisp, daylight appearance. Two (2) 12,000 BTU, through-the-wall air conditioners quietly keep both levels cool and comfortable. Even the common hallway had a facelift with new hardwood flooring and a paint job. With some imagination and lots of skills, what was once a 518 square foot apartment, became a 1,036 square foot duplex-style home. We hope you enjoyed the tour as much as the Scuccimarra's enjoyed the transformation.

If you would like your home featured in our next Community Newsletter, please contact the Newsletter Office at 718-347-2337.

2016 Holiday Lights Contest

By Christine Bergen & Sandra Draves, Board Members,
and Julie Sajeve, Admissions Committee Member



1st Prize Winner: 254-33B 74th Avenue

Over the last couple of years, we have witnessed an increasing number of really beautiful holiday light displays throughout the Village--not only for Christmas, but in celebration of Hanukkah, Eid-UI-Fitr and Kwanza, too. In December, 2016, we sent out flyers informing Residents that there would be Judges selecting the nicest decorated homes, with prizes given out for the top displays. Winners were announced on the Glen Oaks Village's Facebook page.

We were not disappointed. There was clearly a great deal of planning and decorating going on in Glen Oaks Village. In late December, we spent hours touring all the sections in GOV West and GOV East, in order to narrow their decision down to the top three (3) candidates. In the end, Leo and Cynthia Tschudi's totally decorated corner at 254-33B 74th Avenue won them 1st Place and a \$100 gift card. Second Place winners Danielle Kittenplan, Denise Meyer and R. Hack of 255-35A 75th Avenue split a \$75 gift card for their colorful blow-up character display. The Beautiful Angel display on 74th Avenue, earned a \$50 gift card for that Shareholder.



2nd Prize Winner: 255-35A 75th Avenue



3rd Prize Winner: 74th Avenue

There were seven (7) other sites also deserving honorable mention, which we would like to share with the Community.



Please join us in congratulating not only our winners, but all of the Residents who took the time and effort to decorate their homes and share their holiday celebrations with the Glen Oaks Village community.

MAINTENANCE DEPARTMENT NEWS

By Jennifer Rickenbaugh
General Manager and Editor

MAINTENANCE SERVICES (718-343-8400)

If you have stopped by our Maintenance Services Department recently, you know just how busy our Dispatchers are come summer. In addition to all the regular Work Orders, Residents also come in to request hoses and sprinklers, landscaping mulch, garden attention, screen repairs or air conditioner brackets. With everything included, the team processes over 1,600 work orders each month—both for regular plumbing and plastering issues, as well as, the more seasonal-related requests.

With the warmer weather, our Maintenance Handymen, Landscapers and Porters will each be doing their part to ensure the Village looks its best—especially during the summer planting season. If you notice a dripping hose connection, hanging gutter or open crawlspace door, please do your part and contact Maintenance Services so that they can schedule the repair.

On Tuesday, May 9th, we began distributing Green Thumb Program vouchers. (Residents must bring photo and address identification.) These vouchers entitle Residents to a one-time purchase of up to \$20 worth of outdoor plants, bushes, shrubs or trees at one of three (3) local Garden Centers (Garden World, Eagle Nurseries and Queens Garden Nursery, Inc.) and expire September 30, 2017. If you would like to pick up a voucher(s) for a neighbor(s), there is a Neighbor Voucher Release Form that must be signed by a Resident from the unit before their voucher can be released for pick-up.



GREEN THUMB PROGRAM VOUCHERS DISTRIBUTED

Management Office	70-39 260th Street	Monday - Friday, 9 AM to 4 PM
Maintenance Services Office	70-41 260th Street	Saturday, 10 AM to 3 PM

Remember, our Maintenance Services Dispatchers are always ready to serve you with a smile. Their Office is open six (6) days a week, Monday through Friday, 8 AM to 5 PM; and Saturday, 8 AM to 4 PM. For those of you who are computer savvy, you can also access our Maintenance Services Department online, through our website at www.glenoaksvillage.com and follow the Maintenance Department links to schedule, change or cancel a Maintenance repair.

FOR AFTER-HOURS MAINTENANCE EMERGENCIES Only, PLEASE CALL OUR SECURITY DEPARTMENT AT: 718-347-6660

BOILER AND PLUMBING DEPARTMENTS

Our Boiler and Plumbing Departments, under the direction of **Frank Portella, Maintenance Manager** and Boiler **Supervisor, Danny Babbino**, kept our large boilers primed and in great shape so that our 10,000+ Residents were warm and comfortable last winter. Our Boiler men will continue to maintain their assigned Boiler Rooms this summer, in preparation for whatever Mother Nature has in store for us next winter.

Last winter, as an experiment, we had heat sensors installed in select apartments in two GOV West buildings. These sensors monitored the apartment temperatures and relayed the information to a computer connected to the boiler. When a unit's temperature dropped below a certain level, the heat automatically went on—no matter what the outside temperature was. If an apartment was too warm, the boiler was signaled and the heat automatically decreased. After a few months, we noticed a decrease in the amount of gas used and the experiment was deemed a success. At this time, we will not be ordering sensors for all of our other buildings, as the cost is somewhat prohibitive; however, we may add a few more buildings each year.

CARPENTRY, ELECTRICAL, PLASTERING, PAINTING AND MASONRY DEPARTMENTS

Frank Portella's Maintenance Mechanics continue to be busy year-round, ensuring our buildings are well-maintained both inside and out. This spring and summer, our Electrical Handymen will be replacing the exterior building light fixtures with new fixtures, using energy-saving LED bulbs. This will better illuminate our buildings, while at the same time, save us a considerable amount on our common electrical bills. The Carpentry Department will be busy with our Mailbox Replacement Program, as they continue installing new mailboxes in GOV West. Private Entrance Residents will also be getting new mailboxes in GOV East.



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 gutters and leaders), cleaning dryer vents to prevent fires; replacement of burnt out exterior lights that help to keep our property lit and our Residents safe; and the replacement of broken or yellowed shutters so that our buildings continue to look their best.

CAPTIAL IMPROVEMENT & LANDSCAPING DEPARTMENTS

Drew Englot the **Director of the Maintenance Departments**, reports that this year, we will begin painting front doors and trim in GOVO West (GOV East is scheduled for Painting next year.)--to go with the newly-installed stoop light fixtures. Garage doors will also be painted throughout the property, where needed, starting in GOV West.

Jorge Echeverria and his Landscaping Department have cleaned up the property and restored any winter lawn damage. With the help of our Seasonal employees, both the front and rear lawns continue to have that manicured look we all enjoy. Gardens have been cleaned and Residents are using their Green Thumb Program vouchers to purchase the perennials that make our Village so beautiful each summer. Scheduled power sweeping of the driveways and parking lots will also clear these areas of debris. 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 great.

ALTERATION SERVICES UNIT

Maria Fundus, who handles interior Level I and II renovations, as well as, garage rentals says “in addition to the many kitchens and baths that are renovated each year, quite a few units are finishing their attics for “clean storage”. Attics are no longer dark and dusty, but finished with insulation sheetrock, flooring, lighting, fans and skylights. Eave storage is closed with cabinet-like doors, enabling seasonal items to be stored neatly away. **While the attics are great for storage, GOVO, the FDNY and NYC Building Codes prohibit attics to be used as bedrooms,** due to the danger of Residents being trapped in case of fire. Kitchens, baths and wall removals have modernized many units. If you are interested in renovating your kitchen, bathroom, adding a laundry area, or upgrading your electrical lines, etc., stop in and speak with **Maria Fundus (718-347-2337, Extension 114)** to learn about the process. (House Rules require an Alteration Agreement be filed for any type of work done inside an apartment, except painting and carpeting.)

Dorothy Grace reports that “Sunrooms continue to be the top Level III renovation. To date, we have approved 17 applications for both first and second floor/rear, side or front Sunrooms--which each add approximately 200 square feet to the unit. These structures are constructed on new or existing decks and terraces, with most having split 220 HVAC systems for heat and air conditioning. While Building Department regulations prohibit using a sunroom as a bedroom, they definitely add some excitement to an apartment. Please be advised that sunrooms, like decks or terraces, do not increase your monthly Maintenance.” If you are interested in adding a Terrace, Deck, Private Entrance, Sunroom, Basement Conversion or Dormer to your unit, why not come in and speak with **Dorothy Grace, (718-343-8400, Extension 115)** for information and assistance. All Level III Alterations (except first floor decks and patios) require Architect legalization with the NYC Buildings Department. Start the process soon, so you may be able to enjoy your renovation this summer.

MAINTENANCE DEPARTMENT NEWS

For those considering doing a Basement Conversion, a change in the NYC Buildings Department code, allows basements to have full or 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, split, in-wall systems on the market today. Another luxury is the installation of gas fireplaces that, up until now, have only been installed by Shareholders reclaiming their Cellars for Basement Conversions.

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 will be 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** (Contractors doing dormers are required to submit either a \$25,000 Construction Bond or a \$10,000 Escrow check prior to the commencement of the project. This helps ensure any 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 Cost Recovery Fee**, which helps GOVO re-coup some of the original cost of removing visible asbestos from that basement.)
- **Level I Renovation (Single inspection required): No Charge.**
- **Level II Renovation (Multiple inspections required): \$150.**

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.

Licensed Plumber

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

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 a Maintenance Manager or Supervisor**. 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 or Supervisor must inspect all alterations until the job passes the final inspection(s)**. 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 work 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 reviews and approves the application. In addition, all Level III alterations require legalization by an Architect (including a NYC Building Department Work Permit) and specified fees.

MAINTENANCE DEPARTMENT NEWS

Once a proposed renovation project is approved, the Shareholder is issued a copy of the signed Alteration Agreement and a bright green **GOVO permit, and/or NYC Work Permit(s), which are to be posted in their front** window until the Final Inspection by a Maintenance Manager or Supervisor. Both Management staff and Security personnel closely monitor all work, especially 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 and NYC Sign-Off documentation, if applicable.

Shareholders doing full renovations of kitchens and bathrooms or other Level II and III jobs, are issued **Dumpster Permits**, which enable their Contractor to use the GLEN OAKS VILLAGE dumpster behind the Management Office 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.

Besides being available in the Maintenance Services Department (70-41 260th Street) or Arnold Krause Receptionist Office (70-33 260th Street), Alteration Agreement application forms (and others) can be accessed by visiting our website at www.glenoaksvillage.com and following the links to “Resident Information and Forms”.

Gerardo Vasquez, Maintenance Porter, Passes Away at Age 57

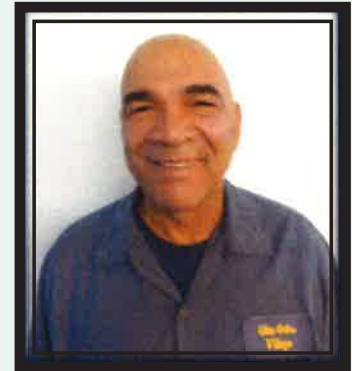
By Dorothy Grace

Gerardo Vasquez, a Maintenance Porter, passed away suddenly on May 25th, 2017. He was 57 years old.

A devoted husband to his wife Denise, they worked together to ensure their four sons, Brian, Derrick, Gerard and Joan were raised properly and lived a decent life. Gerardo was also a good friend to many and loved to spend time with everyone.

Although originally hired as a Maintenance Landscaper in 2000, Gerardo soon became a Porter—a position he thoroughly enjoyed through the years. An avid Mets fan, he loved to relax in front of the TV and watch a good game of baseball. Gerardo also loved listening to his “oldies” music.

Our heartfelt condolences to the Vasquez family. Our friend, Gerardo, will be sorely missed by all.



MANAGEMENT OFFICE NEWS

New Personnel Introductions

By Gina Catania, Property Manager

In this issue, we would like to congratulate Mandi Baksh on her promotion and better acquaint you with some new members of our Management Office staff, who you may already have had the pleasure of speaking to.



Mandi Baksh

In June, 2016, Mandi Baksh was promoted from her former Shareholder Representative position to Executive Administrative Assistant to General Manager, Jennifer Rickenbaugh. Professional, detail-oriented and extremely organized, Mandi quickly assumed her duties, working diligently to ensure our Executive Office runs smoothly. In addition, Mandi assists our Controller with Employee health and life insurance matters, as well as, GOVO'S Purchasing Department. She was also very involved with last year's Fall Festival and works closely with the advertisers for our Community Newsletter. On weekends, Mandi and her husband enjoy going to a good movie and traveling.

Congratulations, again, Mandi on your well-deserved promotion!!!

Amanda Levy

Amanda Levy, joined our Management Office staff in July 2016, as the Shareholder Representative who assists Shareholders in Buildings 45 through 90 with their purchases, sales and problems. Previously an Administrative Assistant in Human Resources, she arrived with a bubbly personality, valuable customer service and personnel experience. "My past training helps me to better understand and resolve our Resident's issues. It's also great being part of a Buyer's excitement—especially when someone is purchasing their first home. GOVO's fast-paced work environment, pleasant offices and friendly staff make the weeks fly by so quickly. Working here has really been such a nice experience. After work, I enjoy yoga, dining out and traveling. I look forward to working here for years to come."



Robert Hammond

Robert Hammond joined Controller, Randy Gunther's Finance Department staff in August, 2015, coming to Glen Oaks Village with 15 years of Accounts Receivable background. Robert says that "Glen Oaks Village is a really nice place to work. I especially like speaking to all the Shareholders and answering their Maintenance Account questions. I also assist them with their Star Credit applications. In addition, I prepare charges for repairs completed and ensure everyone's Maintenance Account is properly posted. I'm also involved with processing our Employee payroll, running Finance Department reports and mailing out the monthly Maintenance bills. I look forward to working at our Fall Festival again this year. It is really such a nice event." When not working, Robert likes to go for a jog, watch sports or read.



Chris Gill

Formerly a New York State Fire Underwriter Inspector, Chris joined the Maintenance Services Dispatching staff in February, 2017. With over 25 years of electrical and construction experience, Chris was a great fit for the position from day one. His past experience enables him to grasp the problems that surface daily and quickly get them resolved. He understands the follow-up process and is also good speaking with Maintenance employees on the radio. "After spending years working outside in the weather and, often, long days on the road, I totally enjoy working inside at a desk. I not only get to interact with callers and resolve their daily problems, there are also the Residents we meet, who just prefer to stop by and speak with us in person. My fellow employees, have all been great during my training process and each, in their own way, made me quickly feel like a member of the Maintenance Services team." Now that Chris has moved to the Long Island area, he is looking forward to spending his free time fishing.



Please join us on welcoming these new members of our Glen Oaks Village Management Office family.

LIVING HEALTHY...FEELING FINE

WHY DO I NEED TO GO TO THE DENTIST, I AM NOT IN PAIN?

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

Many times, we would call a patient who has not been in the office for more than six months, in an attempt to have them come in for a routine check-up and prophylaxis. On many occasions, the patient comes back and says "I am not in any pain, so I do not need to come, but I will call for an appointment when I have a problem". Inevitably, several months may pass and the emergency phone will ring in the middle of the night and who is on the other end, the same patient that stated "they had no pain or problems and did not need to come into the office". Now this emergency call could have been avoided if the patient had adhered to our advice and presented regularly every six months for regular check-ups.

The Dental Check-up and Prophylaxis

The dental check-up is a very thorough exam which will detect pathology in the oral cavity, as well as, give us an idea of any medical issues that a patient may suffer from. Major problems do not arise overnight, but they take time so what would have been a small issue if the patient had presented to the office for regular check-ups and routine prophylaxis, now turns into major problems. These problems could include the need for root canal therapy along with a post and crown. This may have been taken care of with a small filling, if it had been detected earlier, but now is an expensive repair.

Sometimes a patient waits so long to come in, the tooth may no longer be restorable and requires extraction. In this situation, the patient now has a very expensive procedure in order to replace the now missing tooth. The options in this situation include an implant restoration, which would be the ideal way to replace a missing tooth, but it is not cheap. Fixed bridgework, which also would be an option, requires cutting down good healthy tooth structure in order to fabricate crowns on the adjacent teeth to support a bridge. This option is not only expensive, but is also helping to destroy the dentition as when a patient has a bridge, it is much more difficult to clean the area. This leaves the patient at risk for recurrent decay and possibly, periodontal disease and if this occurs, the patient may lose additional teeth. The last option the patient would have in the situation of losing a tooth would be to do nothing and leave an open space. This option will cause major issues with the entire dentition.



The teeth in our mouths have a buddy system, just like when you go swimming as a child in camp, you never go in the water without your buddy. Each tooth, except for the ones at the end of the arches, have three buddy teeth. All of the other teeth are in contact with three other teeth, one on each side of it as well as one in the opposite arch. When a tooth is lost, the buddy teeth start looking for their buddy. This means that the adjacent teeth will start moving into the space vacated by the lost tooth and the tooth in the opposing arch will start to hyper erupt into the vacated space. What does that mean? Well, it means the teeth are moving around, changing the contacts so that there will be food impaction. This can cause carious lesions, as well as, a possible periodontal condition.

Dental X-rays "Why do I need to have x-rays?"

In today's dental world, the radiation from dental x-rays is approximately 20% of what it was fifteen years ago. Even with this information, many patients are afraid to take x-rays when they do present to the office for check-up and prophylaxis. The bottom line is that dental x-rays are still radiation but are basically safe due to the low dose of radiation used by digital x-rays. In my opinion, no Dentist today should be using x-ray film as you need a much higher dose of radiation to obtain the image using film, and if your Dentist is still using film, you should ask him why he is not using digital x-rays. You should also ask why they are using film and exposing you to a much higher dose of radiation than you need to be exposed to?

Dental x-rays are used to diagnose many conditions in the mouth, as well as, throughout the whole body. Yes, Dentists mostly obtain information from the x-rays to diagnose carious lesions, as well as, periodontal disease. However, there are many types of medical issues which may be diagnosed by reviewing dental x-rays. There are many cancerous lesions which metastasize to the jaw. A patient may be feeling well and have no symptoms--but they may have a cancerous lesion which has spread to the jaw, so by the Dentist reviewing these x-rays, the patient is now aware that he needs to contact his physician for further evaluation. Without this patient going to the

The teeth in our mouths have a buddy system, just like when you go swimming as a child in camp, you never go in the water without your buddy.

Dentist they would never know they had a problem.

I am getting old "Why do I need to replace my missing teeth?"

As a patient continues to lose teeth, they lose certain functions of life that they have enjoyed for many years. First of all, they now lose the ability to smile proudly, as they do not want to open their mouths so their friends do not see they are missing teeth. Second, it becomes more difficult to eat the foods that they have loved for so many years. As a result, they do not chew their food properly and it could lead to digestive problems. Many times a patient does not want to restore their dentition as they say they are old and do not want to spend the money to fix their dentition.

Remember, old is just a state of mind; we can all do

things to keep ourselves young. In my considered opinion, it is much more important to restore the dentition than to let it deteriorate so as those golden years come about, the patient is able to enjoy them the way they have enjoyed life for so many years.

In conclusion, it is very important to take care of your teeth properly through the years as it may be a matter of life and death. Through years of research, we have developed many techniques to preserve the dentition and keep it intact longer than ever. I am fortunate to have many patients who are in their middle to late 90's--with their natural dentitions still intact.

If you would like answers to any questions regarding dental care today please feel free to check out my website @ davidbkannerdds.com

REMINDER

PLEASE REMOVE THOSE WINDOW STICKERS

If you still have not removed the **CRYSTAL WINDOWS** sticker from your new windows, please do so today.

Unable to remove them yourself? Maybe you can ask a family member to help you?

Thank you!!!



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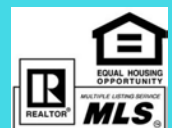
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(The Management Office and Maintenance Services Department are closed.)

January 2	Day after New Year's Day
January 16	Martin Luther King, Jr. Day
February 20	Presidents' Day
May 29	Memorial Day
July 4	Independence Day
September 4	Labor Day
October 9.	Columbus Day <i>(Management Office is Open)</i>
November 23.	Thanksgiving Day
November 24.	Day after Thanksgiving
December 25.	Christmas Day

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.



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FOR THE RECORD

Int. No.

By Council Members Williams and Lander

A Local Law to amend the administrative code of the city of New York, in relation to the timing of decision for sales of cooperative apartments

Be it enacted by the Council as follows:

Section 1. Title 8 of the administrative code of the city of New York is amended by adding a new chapter 12, to read as follows:

Chapter 12

COOPERATIVE CORPORATIONS: TIMING OF DECISIONS

§ 8-1201 Definitions

§ 8-1202 Requirements for determination

§ 8-1203 Acknowledgment of receipt of materials

§ 8-1204 Time for decision

§ 8-1205 Extensions of time

§ 8-1206 Construction

§ 8-1201 Definitions. When used in this chapter:

Application. The term "application means the set of documents utilized by a cooperative corporation to facilitate a prospective purchaser's acquisition of certificates of stock, a proprietary lease, or other evidence of an ownership interest in such cooperative corporation.

Cooperative corporation. The term "cooperative corporation" means any corporation governed by the requirements of the state cooperative corporation law or general business law that, among other things, grants persons the right to reside in a cooperative apartment, that right existing by such person's ownership of certificates of stock, proprietary lease, or other evidence of ownership of an interest in such entity.

Proprietary lease. The term "proprietary lease" means the lease or occupancy agreement by which a cooperative corporation permits a person to occupy an apartment in the premises owned by the cooperative corporation.

Prospective purchaser. The term "prospective purchaser" means a person who has entered into a contract of sale to purchase the proprietary lease and the ownership interest in a cooperative corporation from a prospective seller.

Prospective seller. The term "prospective seller" means a person who has a proprietary lease and an ownership interest in a cooperative corporation and who has entered into a contract of sale to sell the

person's proprietary lease and ownership interest in a cooperative corporation to a prospective purchaser.

Sale. The term "sale" means the transfer of a person's ownership interest in a cooperative corporation and that person's proprietary lease to another person.

§ 8-1202 Requirements for determination. a. The board of directors or managing agent of each cooperative corporation shall maintain a standardized application and list of requirements for all cooperative apartments subject to the by-laws or proprietary lease of such corporation.

b. The board of directors or managing agent of any cooperative corporation shall provide the corporation's standardized application and list of requirements to any prospective purchasers and prospective sellers, promptly upon request, and shall include instructions as to where and how to submit the required materials.

§ 8-1203 Acknowledgement of receipt of materials. a. Within ten days of receiving materials from a prospective purchaser, a cooperative corporation shall provide to a prospective purchaser a written acknowledgement of materials received. The requirements of this paragraph apply both to a prospective purchaser's initial submission and to any subsequent submissions the prospective purchaser may make.

b. An acknowledgment shall set forth with specificity whether the materials submitted fully satisfy the requirements set forth in the application and list of requirements provided for in §8-1202, the way or ways submitted materials failed to comply with either the cooperative corporation's list of requirements maintained and provided by the cooperative corporation pursuant to section 8-1202 of this chapter, and if additional materials are requested for clarification of previously submitted materials, what materials are desired. .

c. Failure by the cooperative corporation to provide a written notice pursuant to this section within ten business days from the date of receipt of such submission shall result in an application being deemed to be complete.

§ 8-1204 Time for determination. a. Within 45 days after the cooperative corporation receives a completed application containing the information and documents contained in the list required to be maintained and provided pursuant to section 8-1202 of this chapter and any additional materials requested for clarification, or within 45 days of an application being deemed complete, a cooperative corporation shall inform a prospective purchaser whether its consent to a sale is granted or whether its consent to a sale is denied.

b. The time period in paragraph a of this section may be extended with the consent of the prospective purchaser and the cooperative corporation.

c. A prospective purchaser may treat a failure to comply with paragraph a of this section as consent by the cooperative corporation.

d. Nothing in this section shall be construed to prohibit a cooperative corporation from lawfully denying its consent to a sale at any time.

§ 8-1205 Tolling of time For any complete application received on or after July 1 but before September 10 of any calendar year, provided the cooperative corporation's board of directors has placed a memorandum or other writing in its files stating that such board does not ordinarily meet in the months of July and August, such board of directors or managing agent shall have forty-five calendar days, or until September 10, whichever is longer, to make its determination.

§ 8-1206 Construction. Nothing in this chapter shall be construed or interpreted to limit or restrict the rights and remedies granted by any other chapter of this title or by any other civil rights or human rights law.

§ 2. This local law takes effect 120 days after it becomes law; provided that the commissioner of the commission on human rights may take any actions necessary prior to such effective date for the implementation of this local law including, but not limited to, establishing guidelines and promulgating rules.

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Name: Robert Friedrich

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