

Glen Oaks Village



Fall 2004

Community Newsletter

Bob Friedrich, President & Chief Financial Officer; Roseann Ciaccio, Vice President & Treasurer; Carol Carucci, Secretary;
 BOARD MEMBERS: Lee Feinman, Christine Bergen, Doug Vigo, Lisa Marulli, Leonard Motsinger, Wilbert Grace
 NEWSLETTER COMMITTEE MEMBERS: Mildred Marshburn, Editor,
 Roseann Ciaccio, Dorothy Hegmann & Bridget C. McCormick, Associate Editors



Photographs taken by Bob Friedrich

"Langston Ave courtyard sports a newly created sitting area with a sundial centerpiece"

INSIDE *this* ISSUE ...

On Board by Bob Friedrich	2-6	Featured Gardens by Mildred Marshburn	18-19
Dollars and "Sense" by Randy Gunther	7	Photos by Bob Friedrich and Frank Portella	
Talk Back	8-11	Glen Oaks Village Owners Inc. Ten-Year Anniversary Celebration by Mildred Marshburn	20
Profile of a Board Member by Mildred Marshburn	12-15	Around the Neighborhood by Drew Englot	21
Special Bulletin from the NYC Department of Finance	15	Neighborly Reminders by Bob Friedrich	21
Maintenance Department News by Mildred Marshburn	16-17	Advertisements	22-23
		Hows and Whys of Pet Ownership by Lee Feinman	24

Year To Date Sales History		
Unit	Highest YTD Sale	GOVO asking \$
A	\$175,000	\$179,900
B	\$190,000	\$209,900
C	\$194,900	\$229,900
D	\$259,900	\$291,900
E	\$229,900	\$249,900
F	\$185,000	\$194,900
G	\$225,000	\$249,900
H	\$284,900	\$299,900

By Bob Friedrich (GOVOnyc@aol.com)

Since our Annual Shareholders Meeting in May the Board and staff has been extremely busy dealing with many issues. The Annual Meeting was very successful with almost a full house in the auditorium of PS 186. In order for this meeting to be official under the corporation laws of NYS we need to have at least 1/3 of the outstanding votes in attendance or by proxy. Although we had to send out two reminder notices for proxies we were successful in getting approximately 40% of the shares. This is quite extraordinary given the size of our co-op. I think it is indicative of a shareholder population that is tuned in to the activities of the co-op and feels that they are being communicated to with facts and figures through our meetings, newsletters and other mailings.

The Board generally holds 2 to 3 shareholder meetings per year. May is always the Annual meeting where the prior year financials are reviewed and analyzed and all types of co-op issues are discussed. October is generally the month in which we have the budget meeting to discuss the upcoming budget and our spending plans and priorities. This is the meeting where the budget is presented with or without a maintenance increase.

Although we encourage shareholders to attend both meetings we also utilize this newsletter to disseminate loads of information. I truly believe there is no other co-op as open and as transparent as Glen Oaks Village is with information. I have always maintained a philosophy of full disclosure and dissemination of information. This philosophy of transparency is one I bring to the Board and encourage others to follow. Legal strategies and personnel issues are about the only areas that remain proprietary to the Board. Board Members should always be ready to defend their votes or positions on co-op issues if asked at shareholder meetings. I often tell my fellow Board Members that if decisions are thoughtful and fully debated with all pertinent facts disclosed, then your vote can easily be defended if questioned at a meeting by a shareholder who has every right to know why you voted one way or another.

There have been numerous articles recently in the co-op trade magazines about Boards and shareholder meetings where there is screaming, yelling and finger pointing. This type of adversarial relationship between boards and shareholders I believe is fomented when information is not readily available or accessible. It is quite destructive to any organization but especially a co-op that relies on unpaid volunteer Board Members who can easily decide the bickering, hollering and name-calling are simply not worth the trouble and walk away from their responsibilities. Finding good Board Members is about as hard as finding good help these days and anyone who has ever had to hire someone or who has had to find a good contractor knows how difficult this can be.

Some co-ops pay Board Members a nominal stipend for attending meetings or give Board Members a break on certain fees. These special perks do not exist here in Glen Oaks Village where all Board Members are subject to the same fines, fees and monthly maintenance as all shareholders. As a result, I feel this policy gives Board Members the freedom to freely discuss and engage shareholders on important issues and policy matters. Moral and ethical clarity shields Board Members from the feeling of intimidation by someone yelling or passing judgment on their actions or decisions, provided of course they were made in good faith in a fair and open debate. Carrying out one's fiduciary responsibility to the shareholders in an ethical manner with full disclosure and transparency is what drives trust, confidence and team spirit of the Board, staff and residents. These are just some insights into my management and work style. Now let's get into some of the co-op issues that I have come across recently.

BUILDING FOUNDATION PROGRAM

We are ahead of schedule on our Building Foundation Program. All new basement doors have now been installed. The more than five hundred, 50-year-old broken wood doors and broken locks have all been replaced with steel doors, steel frames and working locks. The basement window program, in which glass block "maintenance free" windows replace wood boards and chicken wire from 50 years ago is more than 75% complete. The basement window program is now moving into Glen Oaks Village Section 1. As the windows are completed the next part of the program is the treatment and painting of the foundation wall below the bottommost brick. The left hand picture on the next page shows a building in which the windows, doors and foundation walls have been done. The basement railing still awaits replacement. Following behind the basement window installations is the crew that cleans and trenches the window wells and adds crushed stone to help



with drainage. This aspect of the program lags a few months behind the window installations. Next is the basement railings and concrete coping holding the railings in place. These structures are in a state of disrepair in many parts of the back areas of the co-op and are also part of our Building Foundation Program. We are well underway with their replacements and are about 50% completed. We hope for 100% completion by 2005 or 2006. Once this is done, the final part of the Building Foundation Program is to replace the basement crawlspace access walls that are currently made of concrete and crumbling in many parts of the co-op. The picture to the right which was taken in Section 1 shows how these basement crawlspace walls will look once completed. This part of the program will probably commence in 2005 and take two years to complete. Some have already been done and can be seen on various parts of the property.

CAPITAL IMPROVEMENT PROGRAM

Window Shutters

Over the years many of the white shutters on our buildings have yellowed. We have started an aggressive program of replacing these yellow shutters with new white ones in which the colors won't streak, run or yellow. We are about 50% complete with this project and hopefully will have it completed by 2005.

New Stoops & Pointing

Our newest program which started up this year is a stoop pointing program. Since some of our first brick and limestone steps are now 10 years old, the Maintenance Committee has initiated this program of preventative maintenance to increase the longevity of the stoops. We have inspected all new brick and limestone stoops and those in which some of the mortar has loosened or where the limestone has cracked will be replaced. This will now become a regular part of our annual preventative maintenance program. If your stoop falls into this category and has not been done, please call the office and put in a work order for "stoop pointing". We have allocated \$30,000 this year to repair the 130 stoops that have made the list. Our regular concrete stoop replacement program is ongoing and in 2004 we spent \$50,000 on stoop replacements. Since this program started in 1994 we have spent more than \$995,000 on brick and limestone stoops. The concrete stoops are being replaced on an as needed basis as we move forward.

Tree Pruning

The Maintenance Committee has instituted a new procedure when we do tree pruning. This procedure is simple and was instituted as a result of some confusion with the tree pruning company that we have been using to prune our large trees. Whenever a tree is put on the list to be pruned, it will be marked by maintenance with green plastic tape tied around its trunk. The tree pruner and nearby residents will then know what trees are being pruned. When the work has been done, maintenance will inspect and then remove the green tape. Maintenance will be able to inspect the tree for proper pruning and cleanup and will be able to count the number of trees pruned to be matched against the vendor invoice.

Front Sidewalks

One of the largest numbers of complaints we get about landscaping year after year are the tire ruts that are created by our garbage collecting golf carts. This problem is very difficult to fix. The golf carts simply have too wide a turning radius to clear our 5' walkways. Even when we try to seed and restore these bare lawn areas they often do not do well. As a result we are finally instituting a long term solution to this problem. Whenever new front sidewalk replacement work is done the sidewalk will be widened from 5' to 6' with large concrete flares placed wherever there is a 90-degree turn on a sidewalk used by our carts. This will increase our concrete costs by 20% but the Board feels that over time this will finally resolve the problem.

Gutters & Leaders

This program started in 2000 and it moves building to building replacing most of the gutters and leaders, unless they were new or in good condition. There are 134 buildings in our development and this year we should get up to building 105. In 2004 we allocated \$98,000 for this program. Our plans are to do the same in 2005 and complete the program. However, if a gutter or leader needs to be replaced or repaired immediately it will be done.

Door Painting

We have started up our door painting program this year which has been dormant since the end of 2001. Some of our doors have not been painted since 2000. We are using a new more expensive paint product which should last 7 to 10 years or more according to the manufacturer. This should significantly reduce our long term painting costs as we are anticipating getting 2 extra paint cycles from this one treatment. Kick plates will be removed when the doors are painted. For purposes of this program we have divided the property into 4 parts.

1. **LNP section** will cover all blocks that touch Little Neck Parkway - 2004.
2. **Oval section** will cover all blocks surrounding Tenney Park or the Oval - 2005
3. **Langston Avenue section**, to be done in 2006.
4. **Section 1** to be done in 2007.

We have divided the property in this manner to maintain contiguous areas of newly painted doors sharing the same future painting time frame. We felt this would not only be easier to manage but look better. The proposed painting schedule above is subject to change and probably will change once the 2005 budget is established.

The remainder of the capital program has been completed for the year and includes but is not limited to the following.

- **4 building roof replacements and one garage roof replacement, \$160,000.**
- **10 brick wall replacements and 4 chimney replacements, \$150,000**
- **1 Clothesline was replaced.**
- **Many new concrete walkways were constructed, many of which have been re-aligned to better match walking patterns. \$100,000**
- **Building Pointing continues on an as needed basis.**
- **2 driveways were re-built adding additional parking, new garage aprons, catch basins, curbs, etc. \$225,000**

There was a lot more work done, such as enlargement of our first dumpster beautification site but I have only enough room to highlight some of the more interesting and significant projects.

BOILER ROOM PROJECT

Back before my time at Glen Oaks Village the co-op had taken out a \$15,000,000 loan to make certain improvements to the property. One of those improvements was to replace the 47 boilers with dual (oil & gas) capacity boilers. The cost of these boilers was about \$10,000,000 and still remains as the most costly component of our infrastructure. For most of these years the boilers ran on gas. This was probably because gas was cheaper during most of this time and also because the crew did not have the expertise to run the boilers in oil mode — which is much more labor-intensive and takes a team of boiler professionals to do it correctly. When we established our Maintenance Departmentalization program, whereby we created various specialized departments in maintenance, one of those was the boiler/plumbing department. By doing this we created departments that became knowledgeable and proficient in their specific type of work. Rather than having maintenance men doing everything and becoming experts at nothing, we created various specialized departments. As a result we are now one of the few co-ops that not only have the capacity to run on oil or gas but CAN run on oil or gas. This has given us a great advantage in the marketplace with ever changing oil and gas prices.

However, let me get back to my original point of costly infrastructure. In order to extend the life of our boilers we have embarked on a comprehensive Boiler Improvement Program. This program was conceived by the Maintenance Committee and has been well underway during the last 3 years. Our boilers currently run 12 months a year creating hot water for heating, cooking and bathing. The third tier of our Boiler Improvement Program was to install hot water heaters in all boiler rooms. We have done this in only 2 rooms so far as a test project. The test results are in and it has been incredibly successful. The hot water heaters have not only saved us money by burning fuel more efficiently but it has allowed us to completely TURN OFF our boilers for at least 5 months out of the year. During this time, the hot water heaters are providing the hot water for cooking and cleaning. By reducing our boiler workload 42% we believe we will significantly increase the life span on these huge and costly machines. Installing hot water heaters in the remaining 45 boiler rooms will cost us about \$850,000. This long-term capital investment will save us millions in the future by significantly increasing the

life span of our boilers. The finance/budget committee will be working on a plan to implement this program in the near future. I suspect this type of funding will come from our reserve account amortized over a multi-year period and should not impact our monthly maintenance.

This is one of the huge benefits we derive from a fiscally prudent Board that has carefully nurtured, invested and saved. A reserve account of \$10,000,000 gives us flexibility and options other co-ops do not have.

TENNIS COURTS

You may have noticed that we have installed a new locking device on our tennis courts. The old system was often broken and never seemed to work properly. The new card system has been installed and new tennis cards are being issued by management. The old cards are no longer valid and do not work. The new GOVO Tennis Club cards are available free of charge and are necessary to gain access to the courts. Our night lighted tennis courts which were built many years ago have held up very well over time and will be inspected next year to see if they need to be resurfaced.

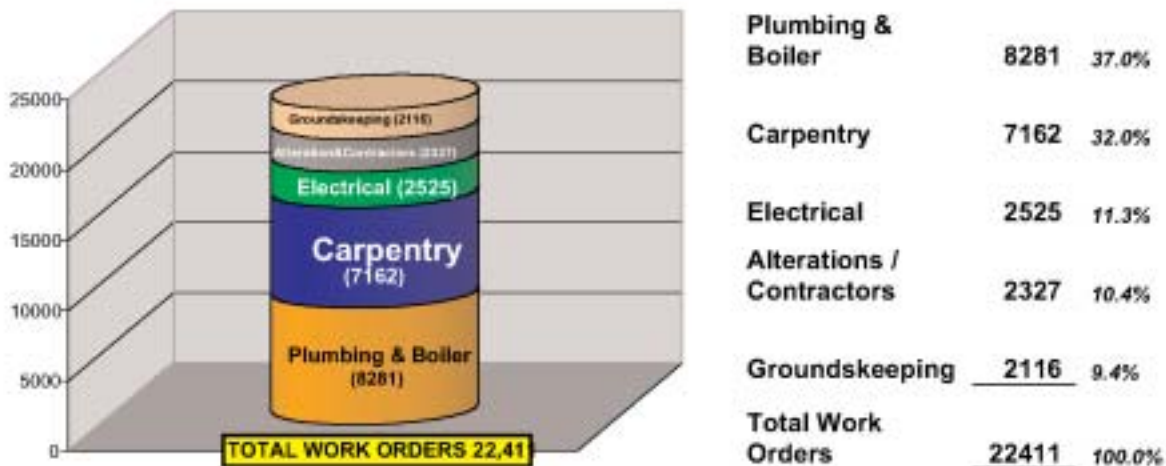
LAUNDRY ROOMS

We are still planning to relocate all the laundry rooms in section 2 to above ground facilities. This is taking longer than expected because we are in negotiations with various laundry room service providers. We are looking to negotiate a long term contract whereby the relocation costs of the new rooms are borne by the vendor and not GOVO. I am hopeful we will have them up and running by the spring of 2005. All of our laundry rooms will be renovated with new and larger machines and new furniture. The relocated rooms will look great with big open windows and indoor and outdoor seating. Once this project is completed we will send out notices and have a grand opening. We believe that we can double the number of people using the GOVO Laundry rooms and therefore increase one of our revenue sources.

MAINTENANCE DEPT.

At our Annual Shareholders Meeting we looked at the activity of each of the departments that comprise maintenance. Year after year the numbers are incredibly consistent. For the entire year of 2003 the Maintenance Department worked on 22,411 work orders. Wow! And most of the work was done without a problem. There are bound to be some problems with work or customer satisfaction when you are doing over 20,000 jobs. Most of these issues are resolved in the Maintenance Department or by management in the normal course of business. The ones that are more difficult to resolve eventually make their way to the boardroom. The Board of Directors affords every shareholder or resident an opportunity to come to the Board to help resolve an issue that cannot otherwise be resolved. The Board always maintains an open door policy to fellow residents and shareholders — and this is also part of our transparency. The only requirement is that guests be scheduled in advance so that they can be put on the Board agenda.

The chart below shows a breakdown of maintenance work orders in 2003.



INSURANCE

There has been tremendous pressure on our budget the past two years due to increased costs beyond our control. Taxes, Water and Insurance are three culprits that seem to spiral out of control. A memo I recently received from our controller started off with the following sentence, "It's difficult to claim success when you've negotiated a 19% increase in costs". After months of negotiating our insurance premiums and putting our policies out to bid we ended up with only a 19% increase instead of a whopping 46.3% increase as originally proposed. This came about after months of work and negotiation by Mildred Marshburn, General Manager and Randy Gunther, Controller. Our insurance costs now exceed \$1,000,000 a year. This is a staggering number. The most costly portion of our insurance package is our property liability insurance. Although the overall number of liability "slip and fall" lawsuits have decreased in the last few years and are not out of line in comparison with similar types of co-ops, many shareholders continue to sue the co-op for amounts far in excess of what their actual damages have been. These lawsuits are continually monitored by me, our financial staff and our insurance companies. The mistaken belief by shareholders and residents alike that suing the co-op has no negative ramifications to themselves or the community is simply false. These lawsuits have had a direct impact on our insurance rates, and we all share the burden of paying the increased costs.

One shareholder was installing an appliance when he mistakenly separated the hot water hose and burned himself. His lawsuit claims that our water was "too hot" and therefore the co-op should be responsible for the injury sustained and his "pain and suffering". Another shareholder sues the co-op for falling on ice in a driveway on a cold wintry day after a snowstorm. Guess what? New York has cold snowy winters with lots of ice. People need to take precautions, wear the right type of footwear and walk carefully. It is humanly impossible to simultaneously remove every bit of ice and snow from every inch of sidewalk and driveway. People need to take precau-

tions, wear the right type of footwear and walk carefully to minimize risks. A young teenager who doesn't even live in Glen Oaks Village was riding and jumping his bicycle illegally on the hill behind the tennis court and was seriously injured when he fell off it. Although, we have had security up on the hill many times kicking the kids out, teenagers continued to use the hill as a daredevil bike track. Although the bike rider was there illegally and engaged in clearly unsafe behavior we are still being sued for millions.

These lawsuits do have an impact on our insurance rates! In fact, on a number of occasions during our negotiations, these lawsuits were cited by insurance companies as reasons for the huge rate increases. It is simply too easy and tempting to sue the "deep pockets" of the co-op and the insurance company in hopes for the big payout. Listen, don't get me wrong, we have insurance and if someone has sustained injury and needs medical care even as a result of their own negligence I can be as sympathetic as the next person. But when they don't stop there and continue to sue for "pain & suffering" —something impossible to quantify — in hopes of hitting the jackpot, then that is where I draw the line and object. And believe me we are all paying the price. These types of lawsuits by shareholders, your neighbors, initiated perhaps with the best of intentions to recover their medical expenses are soon convinced to expand the lawsuit by contingency-fee lawyers who don't live here, have nothing to lose and never suffer the consequences of their actions. These overreaching lawsuits are creating real cost nightmares for our co-op and others throughout the city and country.

Shareholders please wake up and understand that when you sue the co-op you are simply suing yourselves and your neighbors. Increased insurance costs resulting from cost inflated damage lawsuits are real and the costs come out of the pockets of your neighbors, their families, and our community.

LOOKING AHEAD

With 2005 budget planning underway we are doing everything we can to minimize any maintenance increase. In 2003 we had a modest 4% increase in maintenance. In 2004 we held the line and did not increase maintenance although operating costs continued to soar even as we instituted cost saving procedures and reduced expenses in certain areas. In order to minimize any maintenance increases that may be necessary in 2005 and keep our maintenance base as low as possible which always remains our goal, we will probably continue to recapture the NYC real estate tax abatement and \$400 tax rebate as we did in prior years through a special assessment and use those funds to shore up our budget. The fall shareholders meeting is the place where we discuss the upcoming budget plans and lay it all out for anyone that wishes to take the time to come, listen and participate.

We are developing our new website which will have an incredible amount of information and even our newsletters. Doing the website correctly is a long process and the committee that is dealing with this issue is chaired by Board Member Doug Vigo. Until such time that our website is up and running you can continue to email me at GOVOnyc@aol.com.

Thanks for reading.



RANDY GUNTHER, Controller

HEATING FUEL

In the month of August, heating fuel prices hit record highs, which is quite unusual for the summer months. We begin requesting bids for heating fuel in August, which allows us the necessary time to watch the oil and gas markets. When the time is right, we sign a contract to purchase fuel for the upcoming winter season. By contracting pre-season fuel we saved the company over \$600,000.00 last year alone. Today, if we were to enter into a third party contract, as in the past years, our heating fuel cost would be 1/3 higher than the winter season of 2003. We are monitoring the fuel markets closely for a dip in prices to lock in this coming winter's heating fuel rates.

INSURANCE COSTS

Corporate insurance continues to be a difficult expense line to control. Our insurance requirements were placed out to bid in April of this year. Our overall insurance premiums will increase 17% for the 2004/2005 year. However, without the numerous hours spent on placing our insurance out to bid and negotiating each step of the process, we could likely have seen a 46% increase. In years past, insurance premiums were offset by the high returns received from insurance company investments in the stock market. Since 9/11 and the fall of the stock market, insurance premiums have continued to rise, due to the low interest rates and ongoing concerns of terrorism. We are optimistic that insurance rates will drop next year.

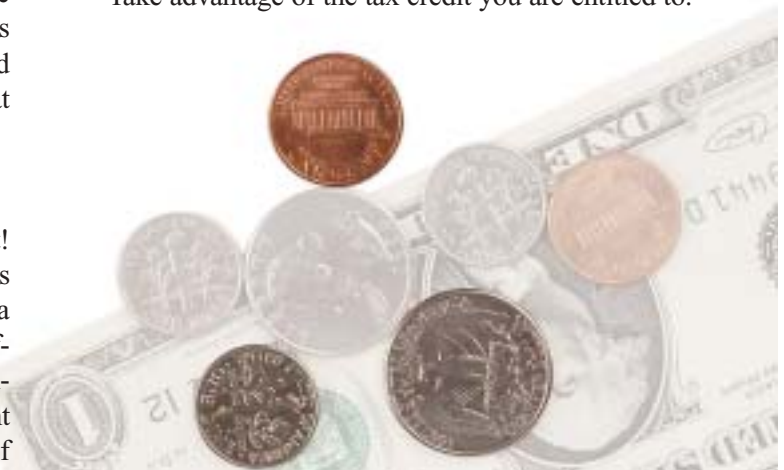
MORTGAGE INCOME

Yes, believe it or not, I am talking about income, not cost! Glen Oaks Village has begun a program to take mortgages on some of the units we own and sell. While providing a needed service to new homeowners, this is a safe and profitable investment since it is backed by the units that comprise our cooperative. By offering mortgages at the current interest rates, the co-op is insuring a steady stream of

income, which will help offset future operational costs. Through the first eight months of 2004, the cooperative has taken \$998,000 worth of mortgages at current market rates.

REAL ESTATE TAX EXEMPTIONS

In March 2004, shareholders were assessed an amount equal to the Cooperative Tax Abatement plus their STAR exemption in lieu of a maintenance increase. This assessment applied to all Shareholders, whether they applied for and received their \$226 STAR exemption or not. With this in mind, it is more important than ever to apply for the STAR exemption, if you have not already. A STAR Exemption is available for everyone who owns and occupies their unit. Senior Citizen Exemptions are available to property owners, aged 65 years or older with income below \$27,900 (including Social Security). The Veteran Tax Exemption provides credits to veterans or their spouses, if they have served in a war or combat zone. All exemptions are passed on to the Shareholders, dollar for dollar, with a credit on their monthly maintenance bill. Applications and information are available in the Arnold Krause Building. Take advantage of the tax credit you are entitled to.



TALK

Letters & Emails to the Board
(govonyc@aol.com)

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

BACK

Dear Mr. Friedrich:

I just received the latest community newsletter and found on pages 14-15 a beautifully renovated apartment. My husband and I were planning to re-do the kitchen sometime this summer, but after seeing these pictures we are contemplating on doing the whole apt as was done here...

PS: I love getting the newsletter! There is always helpful and informative information for Glen Oaks residents. Keep up the good work. We appreciate all the hard work that the Glen Oaks staff does throughout the year.

Sincerely,
Gissela 5/1/04

Congratulations!

The following people won a month of free maintenance at the 2004 Annual Shareholders Meeting:

Mildred Flores
Ramon and Patricia Lopez
Troy Jellerette

As a Glen Oaks owner and dweller I am disgusted when I see a Glen Oaks dweller coming home from the supermarket with a Waldbaums shopping cart. We all know full well where that shopping cart is going to end up! I see them now and then abandoned throughout the area. I also notice that it usually is the same people doing it. I propose that this should be a fine just like the dog pick up fine that works so well. You cannot tell me, that these people can't afford a shopping wagon! I work nights and cannot attend meetings whereas I would propose this. Tell me what you think. Maybe first a flyer of warning would do!!!!

Thanks again for the good job you are doing!
Shelly 4/5/04

Hi Shelly:

We have already begun to address this problem. When residents who leave shopping carts on our property are identified, they are fined.

However, the long-term solution will require that Waldbaums on a daily basis drive through the community and pick up the carts. They have not fully cooperated in this effort. Therefore, the Board at its last meeting, instituted a new procedure whereby Maintenance will pick up all carts and store them. When Waldbaums wishes to retrieve them, they will be charged a storage and pickup fee. This fee, we believe, will encourage them to pick up the carts themselves on a daily basis. We have also notified Waldbaums that we will only hold the carts for a short period of time and then dispose of them. We believe that once the bean counters at Waldbaums realize how expensive this is for them, they will begin to pick up carts on a daily basis.

-bob friedrich-

Dear Bob,

I wanted to take this opportunity to thank you for all you do for our Co-op. Your tireless effort reflects itself in so many ways. The grounds are absolutely beautiful with the many wonderful Board approved alterations that have been done by resident shareholders. Upon reading of the pending Dormers, nothing could be more special than being given the opportunity to turn a house into a home.

As a resident shareholder here in Glen Oaks, I have enjoyed the enormous value of being a committee member on Admissions, Budget, and Maintenance. During my years of participation, you and I have shared numerous e-mails with regard to mutual committees we have been on, and I have always been extremely impressed by your courteous, kind, and thoughtful response to every reply - there were so many.

With deepest thanks.
Cheryl 5/04

Dear Bob Friedrich,

I would like to tell you that my family came to GOVO in 1968 before GOVO co-op was even an issue here. I was seven years old and have grown up in Glen Oaks. This is home to me and I now have two children of my own who are growing up here and attending the same schools I did. So community and roots are important to me also. I have been a shareholder, who recently sold my 3 and a half room sublet apartment and am in the process of purchasing the 4-room apartment in which I now live in as a renter. However, I must tell you in my heart I do not want to leave GOVO but I realize that in a few more years I will need more bedroom space for my children and although half heartedly I felt like I would have no choice but to eventually leave GOVO to become a homeowner. But, as I read the article about the dormers in the GOVO community newsletter it was like a dream come true and a prayer being answered... Of course, I have lots of questions and thoughts. I am truly excited about this, GOVO has come a long way in all these years and by adding to the property value will encourage more people to stay and have a positive impact on the community.

I am truly interested in this and awaiting hearing from you. I hope you speak of this in more detail at the shareholders meeting and I hope that many shareholders have an interest in this as well.

And finally, I would like to thank you for the wonderful work you do for GOVO.

**Sincerely,
Donna 5/3/04**

Hi Donna:

This issue was discussed at the Annual Shareholders meeting. The dormer process is a long and expensive one. But it will provide families with the space they need to stay in Glen Oaks. Building a dormer is very expensive, but certainly a lot less than buying a new house. There are currently 8 people who have indicated an interest and 7 have been given a concept approval. One shareholder in which there has been an on-going neighbor-to-neighbor feud has not been given concept approval by the Board. The first shareholder to plow through the cumbersome process will help us create a roadmap so that those that follow will have an easier time. We have such a "Pioneer Shareholder" who is ready, willing and able and is further along the process than anyone else. We believe we will be able to get approval from the Department of Buildings at the appropriate time. There are many other issues, which need to be worked out such as construction, disruption, timeliness, additional maintenance charges, etc. The Board is currently addressing all these issues and many more to insure that dormers are done right with minimal disruption to neighbors. As soon as additional information is available, the Board will share it with the community.

-bob friedrich-

HI,

Ok this is the story in my courtyard. I have neighbors across the way from me all the way in the back corner, this guy waters the flowers and grass all the time. I don't care if it's on his side but why does he have to come all the way around to my side and do the same. He put a really long hose on so he can travel around the whole yard! It's my side, my yard I don't go in his yard we don't need anymore water! It's always raining, and with all the snow my god it's enough. I don't want other people in my stuff. I'm gonna tell him, hopefully it will stop. But this is a good point to put in newsletter stay on your own side! This is my home I don't want my neighbors in my yard. Is that so much to ask?

THANK YOU.

HI Desiree:

First of all if you are taking care of the garden area in front of your apartment it seems to me all you need to do is tell your neighbor that you appreciate his thoughtfulness and thanks for his help and concern but you have a handle on it and enjoy doing your own gardening. This should probably resolve your problem. However, if you are not taking care of your area, then what he is doing is fully appreciated by the Board and groundskeeping staff.

Not only will we not put in our newsletter an admonishment for people to only tend to their own gardens but just the opposite. We encourage people to take care of the grounds of Glen Oaks Village, the more the better. Just in case you are not aware of it, the grass and garden areas are common property and we encourage people to do all they can to insure that it is well taken care of. Obviously, we would prefer that those who live in the unit adjacent to their garden area take care of it themselves, but this is not always possible. Between busy work schedules, disabilities or simply that they are not into gardening, many individuals cannot tend to their own garden area. If a neighbor waters, lends a hand and cultivates more than one garden area, all I can say is right on and I wish we had more of them.

Thanks for writing.

Dear Bob,

I think that it is really great that people water the lawns in front of their apartments. It keeps Glen Oaks looking green. However, some of the people place their sprinklers in such a position that the public sidewalks get watered, too, along with anyone who walks past. Some people want to water both the lawn in front of their apartments and the grass by the cars with one sprinkler. The sidewalks don't need water, and although it is hot in the summer, most people don't want to get a bath when they are walking on the sidewalks. If there's anything that you can do to get these well-meaning people to turn down their sprinklers a little bit or reposition them so that people can walk past without getting soaked, I would greatly appreciate it. Also, if a person wants to water both the lawn and the grass by the cars, they can put a separate small sprinkler on the grass by the cars so people (and cars) don't get wet.

Thanks. Keep up the good work.

A Shareholder Who Wants to be Safe and Dry

Consider it Said.

-bob friedrich-

Dear Bob,

We're soon to depart Glen Oaks for a new home & sincerely appreciate all the good things you, the Board, and other GOVO personnel have done over the last 9+ years that we've lived here.

Edward 6-1-04

Hello Mr. Friedrich

I am a Glen Oaks co-op owner. I would like to run an extra electrical line in my apt. I don't understand why I have to put \$250 in deposit just to have some work done. Who came up with this idea? I would like to change this if I can. Also I don't think its fair that it is going to cost an owner \$50 every time he wants some alterations done! I over looked this detail before moving into Glen Oaks, if I knew beforehand I would have never moved here.

Very frustrated here.

Joe L. 05/21/04

HI Joe:

The reason this charge was instituted was because we needed a way to encourage people to get back to us with timely information as to when we could inspect the work that was done and notification of its completion. Prior to the introduction of this fee, a lot of work had been done before we had an opportunity to inspect it. The Board debated this issue at length and felt that this was an amount of money that would help us achieve compliance with our Alteration Agreement house rules. During the discussions at the Board various amounts were floated. We agreed unanimously if I remember correctly that the current fee was both reasonable and would substantially help with compliance. In addition, since we were now actively reviewing all Alteration Agreements we realized this would take a lot of time of our Maintenance supervisors. The Board felt that the \$50 inspection fee charge was reasonable, in light of the fact that it would insure a safe and proper job.

This issue was fully debated and discussed. Hundreds of Alteration Agreements have been filed with this fee. And you know what? people now comply with our request for notifications.

I agree with your statement that it is not fair that a shareholder be charged \$50 each time he wants to do an alteration. And that is why a shareholder is not charged \$50 each time he wants to do an alteration. In fact there are two types of alterations and only major alterations requiring multiple inspections require a fee. Smaller alterations, which constitute the majority of alterations continue to be done without any fee or deposit.

Finally, I will assume that your statement, "that you would not have moved to Glen Oaks had you known about the \$50 charge for limited major alterations" was simply "venting" on your part because it is simply incredulous that such a major decision of buying a cooperative apartment for hundreds of thousands of dollars would be based on a co-op charging \$50 for an inspection fee on a major alteration.

Thanks for writing.

-bob friedrich-

Dear Bob,

I want to thank you and your fellow Board Members for the hard work that all of you put in, day in and day out, to keep this co-op running. You all do a great job. I just have one comment to make. You said that you do everything possible to avoid raising the monthly maintenance payments. I want you to know that I appreciate this very, very much. My husband works in the computer field and has been downsized out of his job several times. Because of the economy these days, it took him quite a while to find work after each downsizing, and this put a very big drain on our finances. I work as a substitute school aide, which is an as-needed job. I also have an 82-year-old mother who cannot handle her own affairs, so I have to visit her every day and pay all of her bills and help get her to any appointments that she has. It means so much to my family and I that you are trying to avoid raising the maintenance. I am sure that I am not the only shareholder who has to struggle to keep the bills paid. For all of us, thank you greatly, and keep up the good work!

A Very Grateful Shareholder 05/28/04

Thank you for your kind comments and be assured that the Board will always try to keep maintenance as low as possible. In 2003 and 2004, we have seen significant insurance and real estate tax increases, among others, that has put tremendous pressure on our budget. I think we have an excellent track record and will continue to do what we can to keep maintenance low for all the residents in Glen Oaks Village.

-bob friedrich-

Dear Mr. Friedrich:

I am writing this e-mail to you to express my disappointment with the security in Glen Oaks. My car was stolen on June 1st. While I realize there are only one or two security vehicles on the property (a woefully low number to be of any real value) I have subsequently found out that security already knew there was a problem here. My question is why wasn't a note put out to the property owners? It would not have taken much to put a flyer in the mail slot (there doesn't seem to be a problem putting them in for other inconsequential items). Had I have known about it I would not have parked my car in the street. This is already the 2nd car within three years that has been stolen from me. It was also the 2nd car on this block within one week to be stolen while a number of other cars were broken into. As a shareholder I am deeply disappointed that security did nothing to inform people about this situation. I work extremely hard for my money and cannot afford another car. The insurance money will hardly suffice. I realize there is nothing you can do about this, but after listening to the annual meeting about how wonderful security is here I had to express my opinion.

**Sincerely,
Gail 6-7-04**

Hi Gail:

I am sorry to hear about your stolen vehicle, I have had a vehicle stolen twice myself. Security is provided here at Glen Oaks not as a replacement for the NYPD but as a way to keep an eye on the community, to insure that our house rules are being reasonably adhered to, that people pick up after their dogs and to provide eyes and ears for the police department. A community like Glen Oaks Village cannot support the expense of hiring a security force to replace the services of the police dept.

When security tells you that they already know there is a problem with stolen vehicles they are not telling you anything anyone doesn't already know. It is a well-known fact, one that is written about much in the local newspapers, that vehicle theft is particularly troublesome in northeast Queens. This has been an ongoing problem for many, many years. It is said that this problem is due primarily to the ease and quick access to major highways from our area.

No matter how many security officers you have, they cannot be everywhere at all times. A smart thief simply waits for security to make their rounds and then does his deed. A vigilant community that looks out their windows and reports suspicious activities is the key to fighting this type of crime.

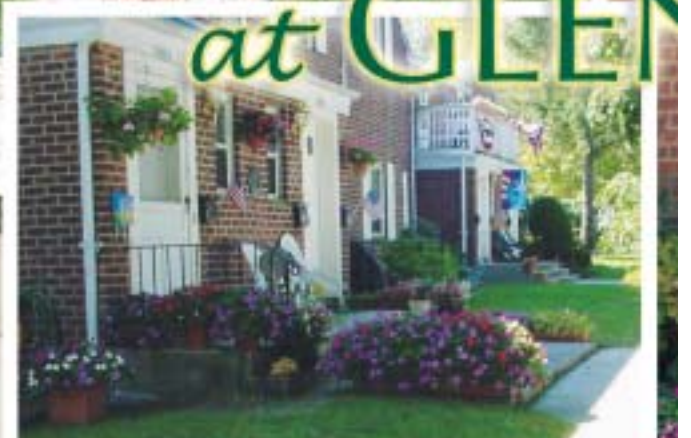
Security meets with the NYPD on a regular basis and patrols with greater awareness areas where criminal activity has taken place.

I understand you may be disappointed in security but to suggest that security is inadequate or not doing the job that they were hired to do because your car was stolen is simply not true. In fact, the Board of directors on at least three occasions in the past has issued specific warnings through flyers when there has been an unusual spike in certain criminal activity. The last one if my memory serves me correctly was about 2 years ago when car tires were being vandalized in the community. There has been no recent spike in criminal activity in our neighborhood and therefore no flyers have needed to be distributed. The Board takes security and dissemination of information very seriously. Our community continues to be one of the safest if not the safest in the city.

Finally, I am sad to inform you that vehicles have also been stolen from rear parking areas although not as frequently as from the front. So parking in a rear area is also no guarantee that a vehicle won't be stolen. These are the times that we live in and I think your anger is better directed at those who perpetrated the crime rather than Glen Oaks Village or our unarmed security department which from the many letters I receive indicate that they do their job well and with friendly attention to the needs of our residents.

We have asked the police to patrol our streets a bit more vigorously, but as you should know the 105th Precinct is the largest precinct in the city and covers an area that stretches from Glen Oaks Village south to JFK Airport.

-bob friedrich-





Gardens OAKS



Profile of a Board Member,

By Mildred Marshburn, General Manager

Christine Bergen is a thoughtful and insightful individual who brings a Zen-like serenity to the deliberations of the Board of Directors. Her personality and character shines through, especially when the Board of Directors is having an intense debate about co-op issues of major importance to the shareholders. Christine always looks for the higher ground and for what is fair and equitable for all. Her concerns are for the shareholders who will be affected by the decisions of the Board. She never rushes to make a decision without carefully weighing things out in an effort to reach an equitable balance. Often referred to as the "Quiet Storm," Christine has called Glen Oaks Village her home for over twenty-five years. As a wife, mother, grandmother, a Board member and chairperson of the Admissions Committee, she has been a source of strength and inspiration to us all. It is my pleasure to introduce you to the Christine Bergen.



Christine, thanks for taking time out of your busy schedule, especially tonight when you still have to supervise the Admissions Committee. I wanted to start off by asking, how did you come to live in Glen Oaks Village and when did you move here?

I was living in another Gutterman development over on Springfield Blvd and they decided to become a co-operative. I was a single mother, living alone with my son and there was no way I could afford to purchase a co-op at that time. Gutterman offered to move me into Glen Oaks Village and even gave me an extra room for the same rent, which I gladly accepted. I believe it was 1979 and that is how I came to live in Glen Oaks Village almost 25 years ago!

Glen Oaks was not a co-op at that time?

No, but a few years after I moved in, Glen Oaks Village presented an offering plan to become a cooperative.

Did you purchase your unit at that time?

No, I was still a single mother.

When did you become a shareholder?

Fortunately, there was a second plan offered and by that time, I had met a wonderful man named Harry and become his wife. Harry and I decided to become shareholders, and so we bought a 3-bedroom unit in 1982.

You have been here for 25 years. Would you like to share some of the changes you wit-

nessed during this time?

Well, I remember years ago, there was always a lot of grumbling about the poor quality of service from maintenance and management.

What were some of the things they were grumbling about?

I guess they were concerned about the conditions of the buildings. There were run down stoops, missing shutters and old, drafty casement windows. The cold would come right through them. When the co-op changed all the windows, it made such a difference and we were warm in the winter.

What do you feel has been the most important change?

Well, the quality of the groundskeeping. The groundskeeping and curb appeal have really improved since we started the Green Thumb Voucher Program. There is a noticeable attitude change, with people taking pride in their community and contributing their time and effort in the beautification of their neighborhood. They take pride in it now because it is a reflection on them.

Tell me - how did you become involved with the Board of Directors?

I first became involved after receiving an invitation to join the Green Thumb Committee in my mailbox. I wanted to become involved in something and all of a sudden, this came to my door and I was like - this is it! So I got involved and did some clean-up work on Little Neck Parkway, removing cobblestones in order to make flower boxes on the medians. By working on this committee, I got to know people in the community not just my immediate neighbors.

That was a long time ago.

Yes - a long time.

You mean we had cobblestones on Little Neck Parkway?

Yes, the cobblestones covered the massive roots of the weeds that had been growing there for a very long time. The weeds were 4 to 5 feet tall. In order to get to the roots, we had to dig out the cobblestones. After that arduous project, we planted flowers. The only problem was that no one watered the plants because of the dangerous traffic speeding by.

What did you do?

Glen Oaks Village hired an outside contractor to maintain the medians.

How did you become involved with the other committees?

I was offered a spot on the Admissions Committee. When they invited me to come down and check it out, I felt that being a part of the Admissions Committee would really be contributing to the community. They meet on a

weekly basis, which was different from the Green Thumb Committee, which only met seasonally. I started coming every week as an interviewer. After attending for a few years, Diane Lulley, a former Board member, asked me to consider joining the Board of Directors. I agreed and have been a director on the Board ever since.

That's great!

I love being on the Board and I enjoy being a part of the whole dynamics of the decision making process. I feel that one of the attributes that I bring to the Board is my sense of fairness and balance. I feel that I play this role very well, especially now that I am chairperson of the Admissions Committee.

Do you enjoy being the chairperson?

Very much! It's been a learning process. The thing is, there are so many different personalities on this committee, and I have to stay balanced with them also. Since I am a Libra, I look for balance in all aspects of my life.

That is important.

Yes, because there have been times in the past, not recently, where there were disagreements.

You mean among the committee members?

Yes, but not so much anymore.

How do you handle prospective Committee members who do not want to follow established procedures?

I have to advise them that our committee may not be for them. I've had people who come in with an agenda of their own and it isn't the Board approved agenda.

How do they react to your explanation?

You know, they felt rejected, but then I explained that there are other committees that may be more suited to their particular talents.

How long have you been the Chairperson of the Admissions Committee?

About 7 years.

The Admissions Committee is the only committee that meets weekly, which is a huge responsibility. How do you handle that responsibility and commitment?

I love it! Even when I am tired I come to the weekly meetings anyway because I know the committee and the co-op are depending on me.

How do you see the Admissions Committee fitting in with the overall operation of the property?

Each Board member has a committee that they head up but this Committee is responsible for interviewing "everyone" who moves into this development.

How do your interviewers instill the Glen

Oaks Village philosophy to prospective residents?

It is our primary objective, to stress the importance of the House Rules. It makes co-op living so much easier when you know what's expected of you, what to do and what not to do, and how to get along with your neighbors. Most of our rules are just common sense. Our second objective is to make people feel welcome. I think that for some people, we are the first contact that they have with Glen Oaks Village. As shareholders we share our own experiences. We are happy living here and we convey those feelings to the prospective residents, which gets them even more excited. They are already happy about moving here because of the other factors, such as our central location, beautiful neighborhood, schools, hospitals, and their ability to have pets. We also tell prospective residents about the community and things they need to know such as the location of bus stops, laundry rooms, playgrounds, garbage pickup schedule, etc. Our discussions help to familiarize the prospective residents with their new community.

Are there requirements and a training process to join the Admissions Committee?

Yes, each prospective member is required to be a shareholder. Prospective Committee members are trained by sitting in on four actual interviews, with four experienced interviewers. This is required because each interviewer handles an interview differently, even though we all follow the same format. This provides the prospective committee member with a broader view of how interviews are conducted. Two of the interviews observed are for people applying to sublet a unit and two are for units that are being resold. After that, I give them the opportunity to give an interview with one of the experienced interviewers observing them. If they stumble a little bit, which is normal, they know there is support. By their 6th interview, if they are ready, they go "solo". If not, it's ok and we wait until they are ready.

You mentioned resales and sublets. Is there a difference in the way the interviews are handled?

Just slightly, towards the end of the package. For prospective shareholders, we discuss their responsibilities to maintain their units and make necessary repairs. In addition, we tell them about the Annual Shareholders meetings, special rates for garage rentals, and free membership to our tennis club, etc. For a person subletting, it's a little different. They need to establish, prior to moving into their apartment, how repairs are to be handled. After speaking with the owner of the unit, they should know whether they can contact Maintenance Services directly, or call the owner of the apartment for repairs. In both cases, we stress the fact that major water leaks are considered an emergency and the resident or shareholder must contact Maintenance or Security immediately.

How many Shareholders make up the Admis-

sions Committee?

Currently, my committee membership has increased to more than 20 shareholders. Many are willing to volunteer their time on a weekly basis to maintain the character of our community.

How many interviews do you conduct in an average week?

Well in the summer, we average 9 to 11 interviews per week. During the winter months, it cuts down to approximately 6 or 7 each week.

What type of people do you find are moving into Glen Oaks Village?

People come in from all walks of life. There are empty nesters who are downsizing; there are young people purchasing their first starter home; and there are parents who are buying apartments for children; there are professionals who chose to live here because of our central location; the list goes on and on.

After listening to your comments, I realize what an important role the Admissions Committee plays in maintaining the quality of life here at Glen Oaks Village. How is the questionnaire format established and maintained?

The Board has an approved formal questionnaire for resale and sublet interviews which was created by Lee Feinman and Arnold Krause many years ago. Every year I give the interviewers an opportunity to suggest changes to our format in order to improve the interviews. Then Lee Feinman and Wilbert Grace (my co-chairpersons) and I review their suggestions before bringing them to the Board for approval.

You have been on the Board for a number of years. Let's talk about your background and what special experiences you bring to the Board?

I once owned my own retail business and I also sold real estate. I was in real estate in the late 1980's when interest rates were up around 17 and 18%. At that time it was difficult selling houses in Queens.

How long did you work in real estate?

About 10 years. To supplement my income, I accepted a second job as a receptionist at Fresh Meadow Country Club. I liked it so much that I have been working at the club for 14 years.

What is your position there now?

I am now the club secretary working for the Board of Governors and Management. I am also the supervisor of the reception area and manage a staff of five.

I see your managerial skills have come in handy on the Admissions Committee.

Yes, good management skills can be utilized in any type of business whether you are getting paid for it, or not.

We have discussed your involvement with the Admissions and Green Thumb Committees. What other committees are you involved in?

I am not involved with any other committees, as I really don't have enough time. I work full time and spend my days off with my 88-year old mother. I also have to save time for my husband, my son, and beautiful grandchildren, friends, etc.

What changes have you witnessed in your involvement with the Board members over the past 8 years?

Actually I came in at a good time. Before then, I heard how difficult it was for Board members to get along with each other. We get along wonderfully now. Although we do debate things, we agree that we are each entitled to our own opinions. There are times we debate a topic for a very long time and at the end of that period, we take a democratic vote. I may not always like the outcome of the vote, but the majority rules and that is the established process and I accept it.

What are some of the major issues you see the co-op facing today?

One of the major issues we are facing today is the legalization of Value-Added Improvements. Specifically, legalizing decks and terraces built before we required NYC Building Department work permits. It is a controversial concept because the Board is now asking shareholders to legalize the work at an additional cost of \$1,300.00. In some cases, the shareholder that originally made the improvement, has sold their unit leaving the new owner with the responsibility of legalization. Many feel that because the Board didn't require legalization prior to construction, it is unfair to expect shareholders to absorb this cost now. While the Board encourages Value-Added Improvements, they are not inclined to pay for projects that only benefit a specific family.

I hear that many residents are interested in installing electric garage door openers. Is it necessary to upgrade the electric service before allowing this to be done?

Yes, the electric has to be upgraded before we can allow the installation of electric garage doors. The Board has to determine how this major upgrade will be paid for. It will be interesting to see the community's reaction when the project is presented to them.

What are some of the changes you have been instrumental in making while on the Board of Directors during the past 8 years?

I would like to think that as a chairperson of the Admissions Committee, I have been instrumental in developing and implementing the Board's philosophy to maintain and improve the quality of life here at Glen Oaks Village. We do this by carefully soliciting Committee members who share the same values and who, in turn, screen prospective residents with this philosophy in mind.

What do you envision for Glen Oaks Village in the next 4 or 5 years?

I see a lot more people making Value-Added Improvements, such as decks and terraces, lofts, complete kitchen and bathroom renovations and even dormers in the not to distant future. I am really excited about exploring the dormer issue. When I meet residents they tell me how happy they are that the Board allows them to make these improvements to their homes.

I also envision that we, as a Board, will continue to make sound financial decisions. Our Capital Improvement Program continues to update the infrastructure of our 50+ year old buildings, with normal maintenance being handled daily on an "as needed" basis. As always, there will be new issues to address, such as installing hot water heaters in all 47 of our boiler rooms, or the continuation of our Basement Window Foundation and Limestone Stoop Mortar and Joint Repair programs.

Could you please explain more about what is involved in replacing the hot water heaters?

Yes, we have a Boiler Improvement Program. By installing separate hot water heaters, it allows us to shut down the boilers during the summer months. When the boilers are shut off, the heaters are used to supply hot water to our residents; thereby extending the normal life of the boilers and saving the co-op money.

As a Board member do maintenance increases affect you?

Of course they do! I am a shareholder, as well as a Board

member. Every maintenance increase affects all shareholders. As Board members, we work diligently to prevent increases for all of us.

If you were interviewing a perspective shareholder what would you tell them about Glen Oaks Village?

Well, I would tell them that this is a wonderful place to live and that our Board of Directors are very progressive in their thinking. Our Board is approachable and residents can contact them when problems arise via email, written letters, etc. The main thing is that this is a very safe, family-oriented community. It is a great place to raise children.

Have the prices increased since you became a shareholder?

Dramatically. We are up to \$280,000 for an "H" unit! It's amazing, especially when you compare it to 1981 prices, when a unit that size sold for less than \$20,000.00!

Why that's almost a 1000% increase!

Yes it is, and the value of our units continue to rise.

Christine I want to thank you for taking the time to share your ideas and experiences with me today. It has been a pleasure listening to a new perspective on Glen Oaks Village.

SPECIAL BULLETIN

FROM NYC DEPARTMENT OF FINANCE

If you purchased a co-op apartment after January 1, 2003 this applies to you. You are entitled to a refund of \$50 or more from NYC. The following comes directly from NYC's website. Go to www.nyc.gov/finance. Once you are there press the "Property Records-ACRIS" button and follow the instructions to apply for your refund. If you do not have a computer you can call 212-504-4080. It is simple, Bob Friedrich informed us that he applied and received a \$50 refund from NYC within three weeks. This is from the website:

*****Attention Cooperative Owners in New York City*****

If you purchased a cooperative unit or filed another non-deeded transaction with the City Register or the County Clerk in the City of New York after January 1st, 2003 and paid a real property transfer tax return filing fee to the Department of Finance, you may be entitled to a refund of that fee. Due to a technical error in that law that took effect on January 1st, 2003, Finance collected this fee in error.

If you believe you are entitled to a refund, please contact us with the following information:

- **Date of Purchase**
- **Exact Address of the Affected Property with Apartment Number**
- **Name of Person and Mailing Address of Entity Who Paid the Fee**

MAINTENANCE DEPARTMENT NEWS

By Mildred Marshburn

Maintenance Services Department

Jennifer Rickenbaugh reports that the Maintenance Services Department has distributed over 2000 Green Thumb Vouchers

so far this year. While walking or riding through our property, we are able to enjoy all the beautiful landscapes and flower gardens our Residents have taken the time and effort to plant. We all thank you!



Maintenance Services has also been coordinating the Vestibule Refurbishment Program, in which section by section, all of our common hallways are receiving new linoleum and fresh paint. This year, it is expected that we will refurbish 180 vestibules in Sections Q, P, K and R, with Sections M, L and F slated for 2005. Sections J, G, H and I are to be done in 2006, which will complete the Program. If you have a tripping hazard and your vestibule is not scheduled to be done in the near future, please contact Maintenance Services to request an inspection.

Due to the high volume of calls and walk-in requests between 8:00 and 9:00 AM, it is recommended that you contact the Maintenance Services office after 9:30 AM for non-emergency type requests. Our Maintenance Services office is open six days a week, Monday to Friday 8:00 AM to 5:00 PM and Saturdays 8:00 AM to 4:00 PM. When requesting non-emergency type repairs in your home, please allow our staff enough time to schedule an appointment. Remember Jean, Toni, Lois and Donna are there to assist you with your Maintenance needs and can be reached at 718-343-8400.

Landscaping Department

For Drew Englot, the Landscaping Supervisor, the summer of 2004 is fast coming to an end. Before you know it, autumn will be here and the trees will be sporting their fall colors. Our Landscaping Department, who is responsible for keeping the front and rear property areas clean of debris, fertilizing, mowing, edging lawns, trimming shrubs, and cultivating flower beds, was extremely busy during the Spring and Summer months. This is because they had to repair the damage to our property caused by last winter's severely cold weather. Unfortunately, many lawns and shrubs were either damaged or destroyed. Yes, we are aware that many requests for new and replacement shrubs have not been filled yet. We assure you that, weather permitting, we will work diligently until December to fill as many requests as possible. Please be patient.

We urge you to pitch in and do your part to maintain your area's lawns and shrubbery – especially those areas that have been reseeded or landscaped with new shrubbery. In order to promote healthy growth, grass and shrubs need to be watered every day, at least 30 minutes a day, until established. The Landscaping Department appreciates your help keeping Glen Oaks green. "Green Thumbers" who are interested in planting shrubs in their immediate areas, can contact the Landscaping Department, who will be happy to provide shrubs for you. Those requests that we are unable to fill this planting season will be given high priority next season.

If you feel Landscaping work is needed in your Section, please contact the Maintenance Department at 718-343-8400, to submit your request.

Carpentry, Electrical, Plastering, and Painting Departments

Frank Portella, the Supervisor of the Carpentry, Electrical, Plastering and Painting Departments, reports that his mechanics have kept busy this summer working on the Building Foundation and Shutter Replacement Programs. It is expected that all yellowing or damaged shutters in our Village will be replaced by November 2004. This program, which began in the fall of 2003, was instituted by assigning the entire Carpentry Department three (3) consecutive days per month, to work exclusively on replacing damaged and yellowing shutters. By redeploying our men, it has speeded up a much-needed project that would have taken months to complete otherwise.

The crews on the Building Foundation Program have already completed the replacement of all basement windows in Section II. During the next few months, they will be finishing up foundation renovations, including painting railings and refurbishing our building walls below the bottom most bricks. Weather permitting, it is expected that refurbishment of the basement areas in Section I will commence in November 2004.

Boiler and Plumbing Department

Jeff Postman and our Boiler Department mechanics, Danny Babbino, Kevin Whalen, Darren Nathen, Mike Valenza, Roberto Clemente, Mike Cagliano, Santos Vega, Octavio Jaure, and Jamal Smith, have been busy with the Boiler Improvement Program this summer. We are presently in Phase II of the program, which started in 2001. The purpose of the program is to update and provide preventative maintenance in order to keep our 96 boilers in "tip top" condition as well as save money. Keeping our Boiler System well-tuned is our largest single investment outside of our Capital

Improvement Program. Phase I entailed overhauling burners, replacing pumps, painting boiler rooms, installing pipe insulation and heat timers. Phase II upgraded boiler controls, and valves, and installed vent whistles to prevent overflowing of oil tanks during oil deliveries. Phase III involves the installation of separate hot water heaters in all 47 boiler rooms. The purpose of installing separate hot water heaters is primarily to stop wear and tear on our aging boilers. These new heaters will enable us to supply hot water to the residents, while the boilers are shut down from May 31st to October 1st. We have already installed one hot water heater in Boiler Room #1 and we are in the process of installing a second heater in Boiler Room #50. Due to the Boiler Improvement Program and the expertise of our mechanics, there were noticeably less heat calls during last year's severely cold winter.

Again this year we anticipate that oil will be our major source of heating fuel. Although oil is more labor intensive, our Boiler Department is up for the challenge.

Alteration Agreements

Dorothy Hegmann, of Maintenance Administrative Services, reports that the Value-Added Improvement "fever" continues to spread throughout Glen Oaks Village. The phrase, "a total unit renovation" no longer represents replacement cabinets and a fresh paint job. Residents are opting not just to replace their present kitchen cabinets and bathroom fixtures, but also to truly customize their units. Again and again, we see Shareholders installing granite countertops and ceramic flooring, with solid wood cabinetry, such as oak, maple and cherry. In many cases, kitchen and living room walls are being removed to create an airy "great room" appearance. Beautiful wood French doors are not only being used leading onto decks and terraces, but as interior replacement doors, as well. Many second floor residents are enjoying the spaciousness created by the installation of lofts, cathedral ceilings and skylights.

Presently, Shareholders are beginning to entertain the idea of dormering their upper units. The Board supports the concept of dormering and has already approved seven (7) "initial concept" applications. After receiving the Board's concept approval, the Shareholders must begin working with an architect and interviewing contractors, in order to design a plan that will meet with the approval of our Board of Directors and the New York City Building Department codes.

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 is required when constructing decks and terraces, lofts, cathedral ceilings, attic stairways, renovating kitchens and bathrooms, and for doing light plumbing or light electrical work. You may also want to consider using

a General Contractor when replacing woodwork or when plastering and painting your unit.

Licensed Plumber

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

Licensed Electrician

A licensed electrician is required when adding an electric line or receptacle, or upgrading your unit's service from 110 amps to 220 amps.

All work being done by a Contractor must be included on the Alteration Agreement application, be approved by the Board of Directors, and pass inspection by a Maintenance Department Supervisor. Work not on the original Alteration Agreement application must be filed as an addendum and approved prior to commencing the work. Residents discovered allowing work to be done without the necessary permits, will be subject to a 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 Supervisor must inspect all alterations. Alterations are divided into three (3) levels. Level I alterations, which are minor renovations, require one supervisory inspection. Level II and Level III alterations represent more extensive renovations, requiring Shareholders to submit detailed plans, including contractor licensing and insurance information, sketches, a description of proposed work and a \$250.00 deposit, before the Board of Directors review and approve the application. In addition, Level III alterations require a NYC Building Department Work Permit. Once approved, the Shareholder is issued a copy of the approved Alteration Agreement with a bright green GOVO permit, to be posted in their front window until final inspection. Both supervisory staff and Security personnel closely monitor Level II and III renovations, in order to protect the integrity of our buildings, the Shareholder and neighboring units. Upon finalization of work, Shareholders are issued their deposit refund of \$200.00, along with a Completion Certificate for their file. Fifty dollars (\$50.00) is retained to offset administrative costs.

Shareholders doing full renovations of kitchens and bathrooms are now being issued dumpster permits, which enables their contractor to use Glen Oaks Village dumpsters to dispose of construction debris. These bright yellow dumpster permits are included in the approved Alteration Agreement package. It is the Shareholder's responsibility to ensure that the approved Contractor places this permit on his vehicle's dashboard, making it visible to our Security Department and supervisory personnel. Alteration Agreement applications are available in the Maintenance Services office (70-41 260th Street) and at the Arnold Krause Management office lobby (70-33 260th Street).



Glen Oaks Village Celebrates Ten Years of Self-Management

On Friday, June 25, 2004 at the company picnic, Mildred Marshburn, General Manager presented the Board of Directors with a plaque on behalf of the employees of Glen Oaks Village to acknowledge them for their years of service and dedication. It reads as follows:

For 10 successful years of self-management with your foresight, perseverance and commitment of time, you have victoriously maintained and improved the quality of life here at Glen Oaks Village for both residents and employees alike.

We proudly march into the next decade guided by your innovative thinking and progressive changes with Glen Oaks Village continuing to lead the field of self-managed cooperatives.

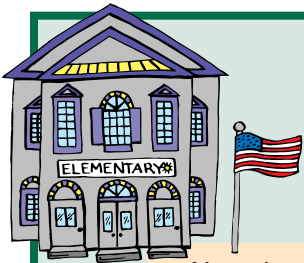
This plaque honors our past and current Board Members. The names and years of service of the current members are:

Bob Friedrich	13 years
Roseann Ciaccio	8 years
Carol Carucci	7 years
Lee Feinman	15 years
Wilbert Grace	5 years
Christine Bergen	7 years
Leonard Motsinger	5 years
Lisa Marulli	6 years
Doug Vigo	1 year



The plaque was accepted on behalf of the Board by: Bob Friedrich, President; Roseann Ciaccio, Vice President; Carol Carucci, Secretary; Lee Feinman and Wilbert Grace, Directors.

Please join us in congratulating our Board of Directors on their years of outstanding service to the residents and employees of Glen Oaks Village. The plaque honoring them can be viewed in the lobby of the Arnold Krause Management building.



Around the Neighborhood

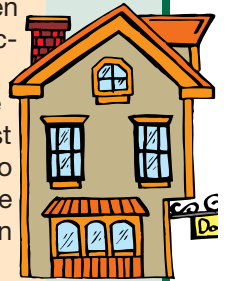
2004 Capital Improvement Projects – “HOW DID WE DO?”

by Drew Englot

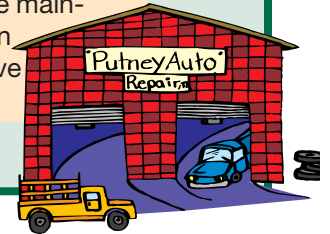
Now that our 2004 Capital Improvement projects are coming to a close, it is a good time to look back and see what we have accomplished. The first step in determining if this year's Program was a success is to look back to the beginning of the year to when the 2004 budget was developed. A large amount of money was set aside for the upkeep of our property's infrastructure. Many property inspections, Maintenance Committee meetings and Board of Director meetings are held to determine what type of work is considered the most important and necessary for that particular year. Based on the results of all that preliminary work, budget amounts are then dedicated to each individual project. Bids are obtained from contractors and purchase orders made before scheduling work to be completed throughout the summer and fall.



As we review the outcome of our program, it is important to remember that completing the work scheduled is only part of what determines if we were successful. The quality of the work and staying within our budget are both equally important issues that must be considered when determining the success of our program. I am happy to report that this year's program was successful in all those areas. We completed all the work that was originally scheduled, as well as, additional work that needed to be addressed after the original schedule was set. We were able to complete the work within acceptable limits to our budget amount and this included the cost of the extra work. Most important of all, we received quality work. We held the contractors to high standards and we believe those standards were regularly met. The few times there were issues in quality, our follow-up inspections caught the problems, brought them to the attention of the contractors, and corrections were made.



So the answer to the question, “how did we do in 2004?” is that we did very well and the continued success of our ongoing Capital Improvement Program will keep Glen Oaks Village in a sound structural condition for years to come. Not only will our buildings, stoops, sidewalks, driveways, etc., be safer and look better in the future, but with our continued preventive maintenance, we should be able to avoid unforeseen and unplanned, expensive repairs in the future. This will ensure that Glen Oaks Village remains an affordable place to live for our current residents and also a desired location for future purchasers.



Neighborly Reminders



When parking in a garage that is under an apartment, or in spots that are in close proximity to apartment windows, please do not back in or idle your car. The exhaust fumes are unhealthy and dangerous.

When walking your dog in the rear or alongside a building, please don't walk within a few feet of someone's window.

Be considerate and respect their privacy.



Your full-service on-site Realtor
OPEN 7 DAYS FOR YOUR CONVENIENCE



Miller & Miller Real Estate

"on-site at Glen Oaks Village"
70-43 260th St. 1st floor
(in courtyard next to Management Office)

(718) 343-3132

visit us on line at: **www.glenoaksvillage.com**

SCMC

SOUTH CENTRAL MORTGAGE CORP

44 SOUTH CENTRAL AVENUE • VALLEY STREAM, NY 11580

(516) 568-0545

Whether purchasing or refinancing, call today for free consultation.

We offer a wide variety of loan programs and have access
to many lenders and financing sources.

Appointments at Glen Oaks Village Available

LICENSED MORTGAGE BROKER, NYS BANKING DEPT.
ALL LOANS PLACED THROUGH THIRD PARTY PROVIDERS



**COLDWELL
BANKER**

Ann J. Russo Realty

Serving The Community For Over 36 Years



Marian T. Marino
Licensed Sales Assoc.

Buying or selling a Co-op?

Talk to someone with experience!

Marian T. Marino

Glen Oaks Co-op owner/Resident since 1981

Some Recent Sales

263-23 73rd Ave.
75-50 s55 St.
74-22 260 St.
246-09 Union Tpk.
75-28 263 St.

**Call Today For A
FREE Computerized
Market Analysis
No Obligation**



MULTIPLE LISTING SERVICE
MLS

(718) 347-2002 or (516) 352-4123

www.coldwellbanker.com

260-01 Hillside Ave. • Floral Park, NY 11004



BRIDGEVIEW MORTGAGE CORP.

1200 Hempstead Turnpike, Franklin Square, NY 11010

Christopher Sioukas - Vice President

516-328-6300 x203

BMC is a firm specializing in providing superior service to its clients in the New York Metropolitan area.

Whether in the market for purchasing or refinancing a home - please call for a free consultation

LICENSED MORTGAGE BROKER, NYS BANKING DEPT

The Hows and Whys of Pet Ownership

By Lee Feinman, Board member



As Autumn arrives, many of us are relieved to finally shut off our air conditioners and again take longer walks with our dogs. It is important to adhere to the Pet Policy that was incorporated into the 2002 House Rules. The House Rules booklets are updated and distributed annually to all Residents. Please see your current edition. Here, I offer you the background of just how this policy was established.

At the May, 2001 Annual Shareholders' Meeting, one of the more pressing issues discussed was that of residents who owned dogs. This has been a hotly debated item over the years. At that meeting, I promised shareholders that I would personally deal with the issue. I formed a committee for the purpose of developing an effective pet policy. That committee met on several occasions to draft a policy that would be fair and equitable for all resident pet owners. This pet policy was unanimously passed by The Board of Directors and was incorporated into the 2002 House Rules.

The Board of Directors is keenly aware that pets, dogs in particular, are a vital part of resident life in Glen Oaks. We recognize those residents who moved to Glen Oaks because they would be able to bring their pets into the community. It is our intention to preserve their privilege of dog ownership. However, we are also concerned with the rights of non-dog owners in the community. Although we recognize that the majority of dog owners are responsible and considerate of their neighbors, we have had to deal with those who are not so cooperative. As a long-time pet owner myself, I am appalled that those in the minority have so little respect for their neighbors. There has been much damage

caused by inconsiderate dog owners on the property. Bushes have been replaced and grassy areas have been resodded at significant shareholder expense. It is unfortunate that some residents do not pick up after their dogs, while others permit their pets to run free, urinate and defecate in the common areas. We are determined to prevent such abuses, and to also maintain goodwill between dog and non-dog owners.



Therefore, the Board of Directors has instructed the Security Department to strictly enforce the pet rules and to vigorously pursue those who violate them. There will be a policy of zero tolerance on this issue. Residents who choose to ignore the rules will receive a fine that will be attached to their maintenance bill. Co-op living by its very nature requires restrictions, self-imposed or otherwise, in many areas of life, from the volume of music to construction standards. Pet ownership is no exception. We must respect and accommodate one another. It is with this same spirit that our House Rules were originally developed. The pet rules will be no exception. The Board of Directors hope they are accepted in this spirit and that they will help us all live in harmony.

If you do not have an updated copy of our House Rules booklet, please stop by the Management Office to pick one up.

