

**MINUTES OF THE
RIVER PLACE NORTH HOUSING CORPORATION
BOARD MEETING
September 24, 2024
ZOOM MEETING**

I. **CALL TO ORDER:** Ms. Saghafi began the meeting at 1:40 p.m.

Directors Present: Ms. Kelly Saghafi, President
 Ms. Rudaina Mitman, Vice President
 Mr. Olivier Lombard, OA Representative
 Ms. Valeria Voelkl, Secretary
 Mr. Hugo Silva, Director
 Mr. Samir Hamdan, Director

Directors Absent: Mr. Albert Cruz resigned.

Management: Mr. T.J. Adams, General Manager

Residents: Ms. Andrealee Negroni.

II. **APPROVAL OF MINUTES:**

MOTION: **Ms. Mitman moved, Mr. Hamdan seconded, to approve the minutes of August 27, 2024 as amended. The motion passed (6-0-0).**

III. **RESIDENT PARTICIPATION:**

- Ms. Negroni asked if Ms. Saghafi was a shareholder at RPN. Ms. Saghafi replied that she was not. Ms. Negroni then said that according to the bylaws, Ms. Saghafi was not eligible for to be on the Board. Ms. Saghafi said that, according to legal counsel, she was eligible and said she will ask legal counsel to send out the legal opinion. Ms. Negroni then said that according to the bylaws, a meeting should be held within 30 days of the Annual Meeting and none was held until 54 days after. She added that she wanted RPN to observe the bylaws and to operate effectively. Ms. Saghafi said she will ask for and send out the legal opinion.

IV. **NEW BUSINESS:**

New Board Member: Ms. Saghafi said that a shareholder has expressed interest in joining the Board and that other Board members also have recommendations. She then said that the matter will be left to next month after candidates have been vetted.

Illegal Move-out Fee: Mr. Adams said that tying up the elevator is inconvenient to residents especially when someone uses the passenger

elevator instead of the freight elevator. He added that the Association must pay for repairs when the elevator goes out. He suggested a \$375 fine for violators of the move in/out rules. Mr. Silva then suggested \$250 fine for illegal use of the elevator for moving out. Mr. Adams added that RPN has cameras to prove the violation and that shareholders can be informed of the fee within 7 days of the violation. Mr. Hamdan said that the weight or number of items or size of items should be specified. Ms. Mitman said that a form for moving out is currently processed through the concierge. She suggested having it available digitally. Mr. Adams said it can be emailed. Ms. Saghafi then suggested getting more information and a description of a violation. Mr. Adams said he will also review the language used by the other buildings.

Corporate Transparency Act: Mr. Adams cited the Corporate Transparency Act and said that CAI has filed a lawsuit to exempt coops. He said that the information is provided in keeping with the Board's fiduciary responsibility and transparency. He also said that he is in touch with legal counsel and Cardinal on the matter. He added that he will get more information and inform the Board of their responsibilities related to the issue.

V. **OLD BUSINESS:**

Storage Room 1B: Mr. Adams said that he followed up on the work order submitted on June 6 and showed pictures of the sharp edges that were covered and duct taped. He also said that safety was important. He added that the area was inspected by the fire department and that the building has passed County safety inspections and insurance inspections. He said that caution signs were added. Mr. Lombard said that passing audits does not prevent improving issues when a safety problem has been detected. Mr. Adams then asked if the improvements were acceptable. Mr. Lombard replied that Mr. Adams should make sure similar safety issues do not exist in other storage rooms. Mr. Adams said that to his knowledge there are no similar issues in other RPN storage areas. Mr. Lombard then said that Mr. Adams should use a risk evaluation tool to assess whether the improvements have reduced the safety risk.

Shareholder Insurance Requirement: Mr. Adams said that when he contacted legal counsel about requiring shareholders to have homeowner's insurance, he was told that shareholders had the right to purchase insurance but that to require insurance the bylaws would have to be amended by a shareholder vote at the Annual Meeting.

MOTION: Mr. Lombard moved, Mr. Silva seconded, to have shareholders vote at the Annual Meeting to change the bylaws to require homeowner's insurance and to show RPN management that they have it. The motion passed (3-1-2) with Ms. Saghafi opposing and Ms. Voelkl and Mr. Hamdan abstaining.

RPN Team Structure Benchmark: Mr. Lombard said the matter was covered in Executive Session.

SQDSC-Safety/Quality/Delivery/Service/Cost: Mr. Lombard said that this was covered in Executive Session and that it is a matter of classifying different issues.

Customer Satisfaction Survey: Mr. Silva said he recommended doing a survey to assess how services can be improved. He also said that Mr. Lombard composed questions to address in the survey and that it was very important in improving reviews of the River Place complex.

MOTION: Mr. Lombard moved, Mr. Silva seconded, to conduct a customer satisfaction survey with questions on RPN amenities and send it out by the end of October to shareholders and tenants so that improvements can be made based on the responses. The motion passed unanimously (6-0-0).

Mr. Adams recommended keeping the questions short since surveys ordinarily do not get many replies. He also recommended sending out both email and hard copies. Mr. Lombard said that the paper surveys can be left on doors and collected at the front desk. Ms. Mitman said that the first question should be whether the respondent is a shareholder or resident along with the unit number. Ms. Saghafi said that the respondent's name can be optional. She also asked that Mr. Silva and Mr. Lombard work on the draft and send their edits to Mr. Adams.

Website Refresh: Mr. Silva proposed paying an outside expert to revise the website rather than spend money on a holiday dinner or party. He said that in the past Mr. Spell worked on the website for free. Ms. Mitman said that Cardinal can do it for RPN. Mr. Adams said that Cardinal will not be doing the portal in the future. He added that he can get 3 quotes for web design. Mr. Silva agreed and said it should be professionally done so that shareholders can view it easily. Mr. Hamdan asked how likely it was that shareholders will view it and whether the money can be better spent. Mr. Adams said that the website is antiquated and the matter can be postponed, but it was voted into the budget last year.

Meeting Changes: Mr. Silva proposed holding hybrid monthly meetings on the 3rd Tuesday of the month. Ms. Saghafi said that the Annual Meeting was held as a hybrid meeting and had lots of issues. Mr. Adams added that he needed a computer or laptop to be able to do a hybrid meeting. Ms. Mitman suggested that Mr. Adams research costs for holding hybrid meetings and present them at the next meeting.

VI. REPORTS:

General Manager:

- NEIS Audit completed as required by the insurance company.
- Storage bin audit in progress in the basement and the 1st level.
- Bank transition in progress
- Audit in progress with auditors.
- Tax returns in progress.

- East entrance/exit camera installed and operating.
- Main water line scoping requests for proposals to be emailed to the Board.
- Trip hazards to be addressed the 1st or 2nd week in October
- Metal posts to be repaired the 1st or 2nd week in October depending on the weather.
- Financials:
- First Citizens Operating balance-85,637.61
- Eagle Bank Operating balance-\$7,830.23

Mr. Adams said that delinquencies have decreased significantly and that the process for addressing them is working.

[Mr. Hamdan left the meeting at 3:31 p.m.]

RPOA: Mr. Lombard cited his report:

- Insurance will be renewed on November 1 and the water damage deductible will increase to \$50,000. It was not clear whether the rate will stay the same for other claims.
- OA has sold 5 parking spaces and will be selling others.
- Towing and booting rules will be clarified.
- A/C was approved for the gym and new equipment is in place.
- OA would like all entities to join and get a better rate with FSR or Cardinal.
- RPN is delinquent on OA payment and the general manager should discuss the missed payment with the OA manager.

President: Ms. Saghafi said that her topics were discussed in Executive Session.

VII. ADJOURNMENT:

MOTION: Mr. Silva moved, Ms. Mitman seconded, to adjourn the meeting at 3:39 p.m. The motion passed (5-0-0).

SUBMISSION OF MINUTES

, Secretary

**River Place North
Housing Corporation**

ACTION ITEMS:

- Further research on a bylaw change to require homeowner's insurance that can be voted on at the Annual Meeting - Mr. Silva Ms. Saghafi and Mr. Adams/~~date~~ FY 2026 Annual Shareholder's Meeting

- Complete customer survey and send out by email and hard copy by the end of October-Mr. Silva and Mr. Lombard and Mr. Adams.
- Request proposals for website refresh from 3 companies - Mr. Adams
- Draft unauthorized move in/out policy-Board and Mr. Adams
- Present costs for laptop and for conducting hybrid meetings - Mr. Adams at October meeting
- Follow up with OA manager about RPN missed payment-Mr. Adams/date