

Arrowwood Hills Cooperative

November 2023 newsletter



Letter to the Community

Dear Arrowwood Community Members,

We hope this newsletter finds you well and enjoying all things pumpkin spice!

Audit Overview by Mr. Gwizdala

In October, we had the pleasure of welcoming Mr. Gwizdala from Gwizdala and Associates to our board meeting. He provided an overview of the auditing process, went over the 2023 audit numbers, and answered member questions. If you missed the presentation, feel free to stop by the office to review the final audit report.

Farewell to Jazmine Harrison

At the same meeting, we received news that Jazmine Harrison, who has been a valued member of our Community Center team, will be stepping down from her role with the after-school program. She will be greatly missed. We thank her for her dedication and wish her the very best in her future endeavors.

(cont. p2)

Next Board Meeting:

In-person ONLY

November 29, 2023

6:30 PM

Community Center

Board of Directors

Juan Montalvo

President

Frederique Laubepin

Vice President

Wanda Dawson

Treasurer

Dawn Richberg

Secretary

Gerald Cargile

Member-at-Large

NOVEMBER CALENDAR

- 1:** Carrying charges are due
- 5:** Daylight Savings Time fall back
- 6:** First late charge added
- 8:** Communications Committee meeting (6:30 PM)
- 10:** Food Gatherers (11 AM–12 PM)
- 10:** Senior Night (6-8 PM)
- 21:** Second late charge added
- 23-24:** Thanksgiving Holiday, office closed
- 27:** Bulk pickup day (9 AM-3 PM, call office to schedule)
- 29:** Board meeting (6:30 PM)

Letter to the Community (cont.)

Accounting Position Update

The Accounting Specialist position in the office is still open. We are actively reviewing applications and conducting interviews to find the right candidate who will help us maintain the financial stability and success of our cooperative. Your ongoing support and patience during this process are much appreciated.

New Addition: Absentee Voter Ballot Drop Box

In an exciting development, the city of Ann Arbor approached the Board of Directors with a proposal to install a permanent absentee voter ballot drop box on our property. We are pleased to announce that the Board approved this proposal. The city will install the drop box along the sidewalk by the office. This initiative aims to make it more convenient for our community members to participate in the electoral process, promoting civic engagement and accessibility.

Challenging Times

In recent weeks, many of us have been deeply affected by the distressing events unfolding in Palestine and Israel. The news of two mass shootings in Maine has only compounded our collective sense of grief. It's undeniably challenging to witness the horrors of this conflict unfold from thousands of miles away. For some of our community members, this feeling is further intensified by having friends and family directly impacted in the region. It's important to recognize that the repercussions of such events, as well as the troubling issues of Islamophobia and anti-Semitism, wherever they manifest, can reverberate within our immediate communities, causing additional distress and fear.

While acknowledging these painful realities may feel inadequate in the face of the crises we are witnessing, it is a step toward fostering a communal practice of care. It underscores our shared humanity and vulnerability when confronted with large-scale violence and death. Seek support, whether it's from friends, family, or community resources. Reach out to your neighbors. Let's take care of ourselves and each other.

Wishing you strength, resilience, and a sense of togetherness during this November,

Arrowwood Board of Directors

BOARD OF DIRECTORS MONTHLY MEETING

If you wish to address the board about an issue related to AHC policies and/or governance of the cooperative, email the board at

AHCmgr@arrowwoodhills.com

OR leave a written notice at the office.

Please include your name, address, phone or email, and the topic you would like to address the board about.

Requests to address the board at the September meeting must be made **in writing by November 22** (the Wednesday prior to the meeting).



Smoke detectors

All Arrowwood units must have smoke detectors which are properly mounted and working. If your smoke detector is defective please notify the office to make arrangements for it to be replaced. If you need assistance replacing your smoke detector batteries, please contact the office to make arrangements for maintenance to replace the batteries for a \$2 charge.

Sewer back-ups

There are times when sewer backups occur due to circumstances out of our control. There are things, however, that we can do to help prevent back-ups in our homes:

Don't flush down the toilet or sink

Grease (meat fats, lard, cooking oil, shortening), wipes of any type (even "flushable"), diapers, menstrual products, dental floss, or Q-tips

Use a plunger for small clogs

Back-ups develop over time so using a plunger for small clogs to the toilet, sink, or tub drain can help avoid a larger back-up over time.

Sewer back-ups need to be reported to the office right away so that maintenance can get a contractor out to clear the blockage and address any related issues. **Arrowwood is not responsible for damage to members' personal property/belongings. It is the responsibility of members to have insurance to cover those losses. Members are also responsible for any clean-up after the contractor has completed the work.**

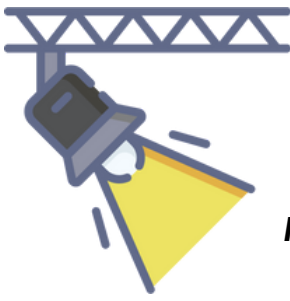
Furnace inspections

Furnace inspections started on October 30, 2023. You will be notified of your inspection date in advance.

Pest control

Most household insects are not a concern and cannot harm you but there are some that are of concern and, in those cases, pest control is critical. Arguably the most dangerous pest to a home is the termite. The following are some of the indicators of the presence of termites. Please contact the office if you notice any of the following in your unit:

- Discolored or drooping drywall
- Small, pinpoint holes in drywall
- Crumbling, damaged wood
- Maze-like patterns in furniture, floor boards or walls
- Mounds of drywood termite pellets, often resembling small piles of salt or pepper
- Mud tubes climbing the foundation
- Flying termite swarms



Policy Spotlight

*Please consult your Member Handbook for pol
(734) 665-3116, [REDACTED]*

Carrying Charge Payments

Please submit all carrying charge payments using black or blue ink. This ensures that all writing is legible and can be accurately recorded.

Leash Your Dogs for Safety

Per Arrowwood policy, all dog owners must ensure their furry friends are kept on leashes while enjoying our communal spaces. Leashes help prevent unexpected confrontations with other dogs and residents, protecting everyone involved. Additionally, it aids in keeping our areas clean and free from any potential mess, as owners can quickly and efficiently pick up after their pets.

A Note on Yard Waste Disposal

As the seasons change, many of us are taking the time to clean up our gardens and outdoor spaces. We kindly ask that you refrain from disposing of tree limbs, bush trimmings, or any other yard waste along the tree line or in common areas.

Towing Policy Enforcement

Our Vehicles and Parking policy stipulates that each household “shall not keep, nor allow, more than two (2) vehicles on the property of AHC at any one time.” Several members are in violation of the policy. In addition, there cars that appear to not be moving or are being parked for long-term storage.

Please be advised that our towing policy will be strictly enforced. If you keep more than two (2) vehicles on the property and/or you have a vehicle that has been left to stand in a parking space, we urge you to take appropriate action to avoid towing and associated fees. **Any vehicle parked on Co-op property in violation of Co-op rules is subject to towing at the vehicle’s owner’ expense.**



By Ralph & Kim Marcus

When are my monthly carrying charges actually due? The Occupancy Agreement signed by each member states that each monthly payment is due on or before the first of each month. There is a grace period of 5 days, and if not paid by then, a \$10.00 late fee is added to your account. If not paid by the 20th of the month, an additional \$20.00 late fee (a total of \$30.00 in late fees) is assessed.

When does Arrowwood Hills engage the lawyer to collect past due amounts? Members who are two months behind in their monthly carrying charges go to legal collection. Legal fees and court costs are then added to the delinquent Member's account.

If I wish to make changes to the inside or outside of my unit, do I need permission to do so? Yes, any physical changes to a member's unit must be approved by the Board BEFORE any of the work is started. There is a standard form to do so, called an Installation/Alteration Permit.

If I wish to move out, do I need to give the office notice and what other responsibilities do I have? Yes, there are standard forms that need to be completed to properly transfer a membership share from the withdrawing/move-out member to the new member. When moving out, members must complete the move-out package paperwork, put their unit into move-in ready condition (everything fixed, painted, etc.), and schedule their anticipated move-out date with the date that the new member will take occupancy. By doing so, members who are moving out will reduce the amount of charges against their refund.

If a member runs into financial troubles, what can be done to help? From time to time, the Board of Directors may agree to an interim payment plan which allows a delinquent member to make up shortages/delinquencies in their membership account. While payment plans are not automatically approved, the Board may consider a payment plan once for members with a verifiable good reason.

If I wish to move out, can I "sell" my unit to whomever I wish? Yes, members have the first right and responsibility to find a successor member, even if one of the member's family members. The cooperative also utilizes a waiting list to assist members located a successor member. In either case, all of the paperwork, money, and processing MUST go through the main office. Members are not permitted to give their unit to others and collect money themselves.

When should I take the utilities out of my name? When moving out members are responsible for the utilities for the time that the member is responsible for the monthly carrying charges. The best time to have the utilities taken out of your name is when the move-in has a closing date. This way, we don't have to wait for your final utility bills in order to process your move-out refund.

How long should it take for me to get my returned equity check? Our processing, if all of the bills and utilities have been properly handled, is scheduled to have refunds mailed out within 30 to 45 days once the new member signs for and takes possession of the unit.

COMMUNICATIONS COMMITTEE

Survey Report

Thank you to all the members who filled out the Communications Committee survey! This was a way for members to share ideas and observations, and we appreciate the seventeen members who responded. We like hearing the praise, as well as the concerns and suggestions for improvement!

One theme that came through loud and clear is that people want to feel like they belong by being informed, involved, and heard. We will work with the Board, management and members at large to formulate the most effective strategies for addressing our members' feedback. This collaborative approach ensures that we are not only acknowledging the input received but also actively seeking the best possible solutions to enhance our community and meet our members' expectations.



Languages spoken in Arrowwood households

Arabic, ASL, Chinese, English, Korean, and Spanish

And that's just among the 17 members who filled out the survey!!



Newsletter

Many people said they appreciate the information in the newsletter and find it informative, and they like knowing what's going on in the community.

Members would like to continue to see:

Updates and announcements: Staffing, construction, events, opportunities to engage with the community (for work or fun), and management

Informational: Bylaws bulletin; Arrowwood history; reminders about co-op rules, obligations, and rights; board members' names; recycling how-to; and maintenance tips

News: Positive affirmations and news about what's good in our community, things we are doing right, leadership, and member accomplishments

Suggestions for new or expanded content:

More member input: Member letters and comments; information about member businesses (e.g., tax services, landscaping, light housekeeping); member introductions and pictures "as a way to get to know our neighbors"; and items to donate

Informational: Maintenance tips and charges; rules about upgrades and yards; what the management company does and why it's necessary; how Arrowwood fits into the broader co-op movement; and more about bylaws

Board of Directors: Meeting minutes and highlights; future plans; and board member goals and achievements

Community involvement: More consistent and explicit invitations for community involvement



Communication

Newsletter: Many respondents said they would like to receive the newsletter by email instead of print, a few said they would like both, and a few said they would like to continue the print version. This is something the Communications Committee and Board are working on, with the goal of ensuring that all members can receive information in formats that work best for them. Stay tuned!

Emergency notifications: Most respondents said they would be interested in signing up for some sort of emergency notification system, with one person making the caveat, "As long as it is for emergencies only." We hear you!

Communication between the board, staff, management, and members: Transparency was mentioned, and there were calls for town halls, board minutes on the co-op website, and for everyone to be understanding, honest, and kind in consideration of the fact that everyone will not always get along.

Community-building events: More opportunities and events to bring us together at the Community Center, and bring back block parties!

Website: Improve the website with features such as the ability to sign up to address the board and submit maintenance requests; post board minutes; maintain a calendar of events; and provide information for non-members to learn about our co-op.

Online interactions: Improve response time to emails, and administer a moderated co-op Facebook page where members can interact with each other (swap items, brag on each other, etc.). More opportunities for regular, ongoing feedback: Check in with each lot periodically to see how things are going; provide a suggestion box; have regular surveys (at least once a year); and give staff opportunities to provide feedback and be listened to as well.



Social events & activities

There is no shortage of ideas for community events and activities, and we have members who are willing to teach and share their talents and interests with others! Mostly people would like events that will bring people together and help them get to know each other, through both structured and unstructured activities. Ideas include:

Social: Potlucks, dances, "meet and greets," and yearly spring cleanups; events for families with young kids, seniors, and all members

Skills classes/workshops: Gardening and landscaping, budgeting/money management, bike maintenance, cooking, guided hikes (e.g., how to identify local edible plants), crafting, painting, knitting, sex ed (for teens)

Ongoing group activities: Yoga, movement, meditation, senior exercise, book club, bible study

Business opportunities: Small business fair for Arrowwood members to network and share about their businesses; opportunities for teens to staff summer camp as paid counselors; pay members to lead workshops, classes, and events

Skills and interests members are willing to teach: Guitar, flower arranging, genealogy, herbal medicine making, natural body care making, classes for youth (financial literacy, dance, sex ed), arts & crafts, rehab decor, exercise class

Thanksgiving

By Kalee Murphy

The Holiday season has arrived and we wish you and yours a happy holiday. Let's peel back the layers of history to unveil the hidden truths and complexities behind the USA holiday we know as Thanksgiving.

The story of Pilgrims and Native Americans sharing a peaceful feast in 1621 oversimplifies the tragic history of the colonization, conflict, and displacement that followed. This year, let's remember the Native communities that suffered, acknowledging the history that often goes untold. We invite you to explore the perspectives of Native Americans, who have their own rich traditions and cultures that predate the arrival of European settlers. Let's honor their heritage and contributions to our society.



While acknowledging the historical complexities, let's use this Thanksgiving as an opportunity to promote dialogue, healing, and reconciliation within our own lives and communities.



As we gather with loved ones, focus on gratitude for the good in our lives and the connections we cherish.



Let's make an effort to support causes and organizations that work towards justice, equality, and understanding in our society.



Celebrate the diversity of our neighborhood and work towards a more inclusive community where everyone feels welcome.

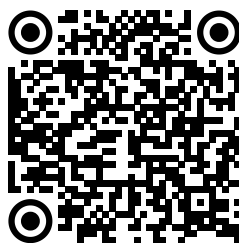
We encourage you to engage in thoughtful conversations with friends and family about the true history of Thanksgiving. Together, we can acknowledge the past while striving to build a better, more inclusive future.

Scan the QR codes to:

**Learn more about
Thanksgiving**



**Support Native
communities**



**Check out the
Native Land Map**



The people who make AHC work

Management

Site Manager: Mary Moyer

Managing Agent: Ralph and Kim Marcus

Administrative staff

Admin Assistant: Derrick Goodwill

Account Specialist: TBD

Compliance Specialist: Tammy Sanchez

Maintenance

Chris Richardson

Valentino Pardo

Wayde W. Baker

Victor Davis

Grounds

Kevin Anderson

Robert Bucklew

CONTACTS

Board of Directors

- Email: [REDACTED] Attn: Board of Directors
- Mail or drop off correspondence to the Arrowwood office marked Attn: Board of Directors

Arrowwood office

- Phone: [REDACTED]
- Email: [REDACTED]

Construction concerns: Marcus Management

- Phone: (248) 553-4700
- Email: [REDACTED]

This newsletter is brought to you by the Arrowwood Hills Cooperative Communications Committee (Dawn Richberg, Frederique Laubepin, Jeri Schneider, Kalee Murphy, Denise Anderson). We welcome content suggestions and member contributions.