CALL-IN INFORMATION
Via computer or smart device: .................  https://global.gotomeeting.com/join/557815069
Dial in using a phone: ................................. 616.749.3122  Access code 557.815.069

MEETING MATERIALS
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Consent Agenda
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2. Committee minutes:
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   c. Marketing & Development Committee minutes (12/16/20) ......................... p 13
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SUPPLEMENTAL MATERIALS (separate attachment)
Unapproved Minutes:
1. Joint Executive/Governance Committee minutes (03/09/21) ......................... p 3
2. Succession Planning Committee minutes (03/25/21) ..................................... p 5
2020 Resident Engagement Survey ............................................................... p 7
CLT Operating Budget (Excel file) ................................................................. Separate attachment
The meeting was convened via video conference at 8:02 AM.

Minutes of the joint Executive/Governance Committee meeting of January 12, 2021 were approved by motion of Annamarie Buller, seconded by Francine Gaston and carried unanimously.

To ensure that all board committees get the information they need without overburdening staff, the chairs and staff of the Real Estate Development & Asset Management and Finance committees recently met to clarify the purview of each group. The joint Governance/Executive Committee also distinguished their roles. Proposed changes include:

- Governance Committee will maintain the responsibility for recruiting and vetting board candidates for the board and standing board committees subject to formal board approval.
- RED-Asset Management Committee will maintain primary responsibility for monitoring real estate development and ongoing asset management performance within the organization while the Finance Committee will maintain primary responsibility for monitoring investments, insurance and financial performance overall related to the parent corporation, organizational programs and affiliate entities.
- An annual joint Finance/RED-Asset Management Committee meeting shall be held annually in April to review year end annual property performance against established asset management metrics.

The joint meeting will be added to the board annual planning calendar; these changes and the edited committee descriptions will be included in the April board packet. Motion to recommend these changes was made by Sadie Erickson, seconded by Annamarie Buller, and carried unanimously.

After reviewing the mission, vision, and values statement per the annual board calendar, the committee considered several edits proposed by Mr. Sturtevant to reflect the organization’s recent work toward diversity, equity, and inclusion. Having discussed some surface edits, the revised mission, vision, and values statement was recommended to the
board for approval by motion of Rick Stevens, supported by Lee Nelson Weber, and carried unanimously.

**UPDATE FROM MENTORS OF NEW BOARD MEMBERS**
Ms. Gaston, Ms. Erickson, and Ms. Weber have all met with their respective mentees. The committee discussed the value of adding committee members already familiar with some aspects of Dwelling Place to the board. Ms. Post will provide a list of committee members who are not already part of the board at the next meeting.

**KOGELSCHATZ RECOMMENDATION FOR CONSULTANT-LED CARVER MODEL WORKSHOP**
As the organization faces executive transition in the coming months, it is an appropriate time to review the governance policies. The current policies were based on the Carver model and altered over time. As Rich Kogelschatz has recent experience with this model, he will join the next committee meeting to discuss a possible workshop with the full board to update and familiarize itself with its governance policies.

**APRIL BOARD MEETING AGENDA**
- Mission Moment
- Consent agenda
- Approval of committee descriptions
- Resident survey - major findings
- Vision statement revisions

Mr. Sturtevant anticipates 2 special board meetings, one in May, to discuss results of the employee survey, and a second meeting in June.

**OTHER BUSINESS**
Affiliate entities Sawkaw Inc and Dwelling Place Regional CLT are in need of additional board members.

**ADJOURNMENT**
The Executive Committee adjourned at 9:44 AM.
MEMBERS PRESENT  Annamarie Buller, Juan Daniel Castro, Rich Kogelschatz, Rick Stevens

MEMBERS ABSENT  Gil Segovia, Renee Williams

GUESTS PRESENT  Zoe Post

Jan Glick and Heyward Watson, Third Sector Company (TSC)

The meeting convened via video conference at 11:03 AM.

APPROVAL OF MINUTES  Minutes of the February 25, 2021 meeting were approved by motion of Juan Daniel Castro, supported by Rick Stevens, and carried unanimously.

STATUS UPDATE  Mr. Glick and Mr. Watson gave an update on the search, reporting that they have identified a number of qualified candidates. A summary of these candidates will be provided to the committee by Mr. Glick prior to the resume review on April 16th. Two rounds of interviews (April 26-27 and May 18) will follow.

EMPLOYMENT AGREEMENT  The committee reviewed the employment agreement developed by Mr. Stevens, focusing attention on what terms might be reasonable for the length of contract and possible severance pay. Mr. Kogelschatz will draft a revised version for the committee to review. Once these comments have been submitted, Mr. Kogelschatz will provide a copy to Tony Comden to identify any necessary revisions.

OTHER BUSINESS  Ms. Buller will contact staff that are organizing a farewell event for Mr. Sturtevant for an update. The Executive Committee will also add this item to their next meeting agenda.

ADJOURNMENT  The CEO Succession Planning Committee adjourned at 12:08 PM.
November 1, 2020

Dear Resident,

Dwelling Place is committed to offering the highest quality housing and services to our residents. In order to maintain that commitment, we need your input.

Each year we conduct a resident survey to measure your impressions about how Dwelling Place manages the apartment community where you live. Completing this survey gives you an active voice in that effort. The results from these surveys will help Dwelling Place improve its services and help us to create the kind of living environment that you deserve.

Once a summary of all surveys from all properties is compiled, a general report is presented to the Dwelling Place Board of Directors and management staff. We value your feedback and pledge to use this information to make positive changes at Dwelling Place properties. Last year’s survey, for example, led to a number of physical improvements in several properties including the installation of artworks in several properties, improved laundry facilities in one property, expansion of community gardening and the addition of a playground on one property that will be installed before the end of this year. We also compare resident satisfaction levels across properties to learn from properties where residents are highly satisfied and to find ways to improve the ratings in properties where residents may be less satisfied with one or more aspects of their housing experience.

The survey responses are restricted, meaning that personally identifying information is kept confidential and will not be shared with Dwelling Place property management, resident services coordinators, maintenance, or community building and engagement staff. You may choose to include your contact information at the end of the survey to register for a drawing; this information will be used exclusively to notify you if your name is drawn and not to track your responses. Again, to ensure your privacy and confidentiality, no individual’s survey responses will be shared with Dwelling Place property management, support services, maintenance, or community building and engagement staff.

For your convenience, we have provided you with a self-addressed stamped envelope. Once you have completed the survey, please place your survey in the envelope, seal it shut, and drop it in the mail. Please complete and return this survey no later than November 25, 2020. This year, survey participants will have a one in 10 chance of winning a $10 Meijer Gift card.

Thank you for taking the time to provide this feedback to us. We look forward to improving how we work with you.

Sincerely,

Denny Sturtevant
Chief Executive Officer
Dwelling Place Annual Resident Survey 2020

Part 1: Apartment Management
1. Overall, considering everything, how satisfied would you say you are living in your apartment community? (Check one box)
   - Very satisfied
   - Somewhat satisfied
   - Somewhat dissatisfied
   - Very dissatisfied

2. How visually attractive do you feel this apartment community is? (Check one box)
   - Very attractive
   - Somewhat attractive
   - Somewhat unattractive
   - Very unattractive

3. How likely are you to recommend this apartment community to someone like yourself as a good place to live? (Check one box)
   - Very likely
   - Likely
   - Unlikely
   - Very Unlikely

4. To the best of your awareness, are housing policies and rules enforced in a fair and consistent manner? (Check one box)
   - Strongly Agree
   - Somewhat Agree
   - Somewhat Disagree
   - Strongly Disagree

5. All things considered, and to the best of your awareness, please indicate your agreement with the following statements. (Check one box for each statement)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am satisfied with the process of placing work orders.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff complete non-emergency work orders in a timely manner.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff complete emergency work orders in a timely manner.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Survey continues on back of page.)
6. Please indicate how satisfied you are with the cleanliness of each of the following places in this apartment community. (Check one box for each statement; choose “not applicable” only if the location is not available at your apartment community)

<table>
<thead>
<tr>
<th>Place</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Somewhat Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laundry Rooms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grounds</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Elevators</td>
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<tr>
<td>Stairwells</td>
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<td></td>
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<tr>
<td>Parking Areas</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trash Collection Areas</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Room</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Part 2: Resident Safety & Engagement**

7. From your perspective, how active are you in programs and events in your apartment community? (Check one box)

- Very active
- Somewhat active
- Not that active
- Not active at all

8a. The following is a list of activities in which neighbors in this apartment community are sometimes involved. (Check a box for each activity you participated in, or select no activities in 2020)

- Resident meeting or neighbor gathering in this apartment community
- Resident committee in this apartment community
- Gardening activity
- Apartment community improvement projects, such as clean-up or holiday decorating
- Apartment community social gathering such as a cook-out
- Neighborhood association meeting or event
- Neighborhood clean-up event
- Organized community social event, such as a festival, block party, National Night Out or other celebration
- Other
- No activities in 2020

8b. If you checked any of the activities in question 8a, please rate overall how they contributed to your quality of life (Check one box):

- A great deal
- A fair amount
- Some
- Little or none

8c. If you checked “No activities in 2020,” in question 8a, please describe why you did not participate in resident activities in 2020. Please be specific:

__________________________________________________________________________
9. What future activities would participate in if they were hosted in your apartment community?

___________________________________________________________________________
___________________________________________________________________________

10a. Some apartment communities have an on-site Resident Services Coordinator. In the past year, have you interacted with a Resident Services Coordinator? (Check one box)
   [ ] Yes
   [ ] No

10b. If you answered “yes” to question 10a, how helpful was your interaction with the Resident Services Coordinator? (Check one box)
   [ ] A great deal
   [ ] A fair amount
   [ ] Some
   [ ] Little or none

11. In the past year have you personally taken action to improve this apartment community such as contacting management with a suggestion or to report a problem? (Check one box)
   [ ] Yes
   [ ] No

12. How much positive difference do you feel you can make in this apartment community? (Check one box)
   [ ] A great deal
   [ ] A fair amount
   [ ] Some
   [ ] Little or none

13. Please indicate how safe you feel in each of the following places. (Check one box for each statement)

<table>
<thead>
<tr>
<th></th>
<th>Very Safe</th>
<th>Somewhat Safe</th>
<th>Somewhat Unsafe</th>
<th>Very Unsafe</th>
</tr>
</thead>
<tbody>
<tr>
<td>In your apartment during the day</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>In your apartment at night</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walking outside in the neighborhood where the apartment community is located during the daytime</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walking outside in the neighborhood where the apartment community is located during the nighttime</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Part 3: Demographics & Access
To help us track how experiences may differ based on age, race, ethnicity, or access to information, please answer the following questions. This portion of the survey is optional.

14. How do you access the internet? (Check all that apply)
   [ ] Computer in my home
   [ ] Computer in a shared computer lab
   [ ] Phone
   [ ] Other device in my home
   [ ] No access
   [ ] Other (Please describe): ___________________________
15. How long have you lived in your apartment community? (Check one box)
   - Less than 1 year
   - 1 - 2 years
   - 3 - 5 years
   - 6 - 9 years
   - 10 years or more
   - Prefer not to say

16. What is your age group? (Check one box)
   - 18-24
   - 25-44
   - 45-65
   - 65+
   - Prefer not to say

17. What is your gender? (Check one box)
   - Male
   - Female
   - Prefer to self-describe: _________________________
   - Prefer not to say

18. Do you consider yourself to be Hispanic, Latino, Latina, or Latinx (regardless of race)?
   (Check one box)
   - Yes
   - No
   - Prefer not to say

19. What race group best describes you? (Check one box)
   - African American/ Black
   - Asian American
   - Caucasian American/ White
   - Native American/ Alaskan Native
   - Pacific Islander/ Native Hawaiian
   - Multi-racial
   - Prefer not to say

--------------------------------------------------------------------------------------------------------
Register to enter a drawing for a $10 Meijer gift card!

Thank you for completing the survey! To register for the drawing, please include your contact information below. Your individual survey responses will not be shared with property management, resident services coordinators, maintenance, or community building and engagement staff. Your contact information will only be used to notify you if your name is drawn for a gift card.

Name: ________________________________________________
Phone number: ______________________________________
Email address: ______________________________________
Address: ____________________________________________

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