

FRANKLIN CO-OP GARDEN PARTY ON AUGUST 20<sup>TH</sup>, 2016

# the cooperator

Riverton   
community housing

## Fall 2016

### IN THIS ISSUE

## Welcome New Residents!

by Karyn Zwieg, Director of Property Management

It's hard to believe that the fall semester is already upon us! The changing of the seasons brings us cooler weather, falling leaves and many new residents who now call a Riverton community their home. I would like to thank all of you for choosing your apartment community to call home!

As you get settled into your new apartment, you'll find that Riverton communities are unique in many ways. You probably already noticed some of these ways when you were searching for apartments – things like more affordable rent, great location close to campus, community-oriented living, etc. However, throughout the year you will also be notified of many cool happenings at your building, such as cultural and holiday events and celebrations, community meetings

and orientations, movie and game nights, parties for big sporting events, community gardening, etc.! These events are planned and put on by the board of directors at your community and you will have the opportunity to be involved in any or all of these events if you choose! You will learn more about how student housing co-ops operate in the following pages of this newsletter, but I wanted to take the opportunity to encourage you to be as involved in your community as you can while you live here. It's a great way to meet new people, make new friends, and have a positive influence on your living environment!

Again, from all of us at Riverton, I would like to extend a warm welcome to all new residents!



### Meet Riverton Staff

Meet the hardworking folks who come to work every day with the goal of making your residency with us the best it can be!

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### What is a Co-op?

Learn about co-ops, how housing co-ops operate and why they are a great way to live near campus as a student!

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# Riverton Staff List

by Riverton Community Housing

Below is a list of Riverton staff and their roles. Don't be afraid to say hi when you see us in the office or around your building!

**Dana Amundson**, Accounting Manager  
**Ada Beh**, Asst. Property Manager  
**K.C. Bogdan**, Asst. Property Manager  
**Dennis Brann**, Maintenance Technician  
**Gustavo Cedillo**, Custodian  
**Brian Deppe**, Dir. of Facilities & Maintenance  
**Gary Ellis**, Executive Director  
**Gerry Garcia**, Maintenance Technician  
**Joe Goetzke**, Leasing/Marketing & Member Services Manager  
**Nola Howitz**, Asst. Property Manager  
**Wanda Lowe**, Administrative Asst.  
**Bahea Manasra**, Leasing and Member Services Coordinator  
**Andre McDonald**, Custodian  
**Billy Richards**, Maintenance Technician  
**Karyn Zwieg**, Dir. of Property Management



While we have different roles within the organization, we all come to work every day with the ultimate goal of providing a great experience to the residents we serve!

If you need to get in touch with a staff member, our main office line is 612-331-3911 or email [office@riverton.org](mailto:office@riverton.org).

For the Franklin office, call 612-338-4574 or email [franklin@riverton.org](mailto:franklin@riverton.org).

## OFFICE HOURS

Riverton has two offices in total – the main office is in the Chateau at 425 13<sup>th</sup> Ave SE. The other office is at the Franklin Co-op at 2300 E. Franklin Avenue. Hours for both offices are 9am-5pm, Monday through Friday. Both offices close at 1:30pm on the second and fourth Wednesdays of each month for admin staff meetings.



*Each Riverton building has a different heating and cooling system. Notices will be sent out prior to the start of the cold season to inform residents on how to be ready for the cold weather.*

## Get Ready for Winter

by K.C. Bogdan, Assistant Property Manager

Whether we like it or not, cold weather is on its way to Minnesota. The heating systems are different depending on which property you live in – however, here are some tips that are applicable to all buildings to keep warm during winter:

### DO:

- Make sure all your windows are shut and latched.
- Pull your blinds up during the daytime to let the sun in. At night, pull your blinds down.
- Make sure to open the heating registers, but do not block your heating registers. One foot of clearance is required for furniture and other items.

- Leave the kitchen sink cabinet doors open if you are planning to be gone for a week or more during the winter months.

### DON'T:

- The kitchen stove can't be used as a heating source.
- Using an electric space heater is not recommended, as it is a fire hazard.
- Don't set your thermostat lower than 60 degrees Fahrenheit during the winter months.

Following these tips will help your apartment stay warm during winter! Notices will be sent out soon at each building with more information related to winter heating.

## FACTOIDS



## History of the Chateau

The Chateau began in 1945 as The Chateau Dining Co-op and served inexpensive meals to students of the U of M. In 1973 the current Chateau building was constructed as housing.



## Newest Riverton Co-op

The Fourth Street Housing Co-op is the newest co-op managed by Riverton, with construction being finished in August of 2015.

## FAST FACTS

# 40,000

Over 40,000 cooperative businesses operate in every sector of the U.S. economy.

# 1 in 3

1 in 3 Americans are co-op members holding 350 million co-op memberships worldwide.

# 1,200,000

1.2 million U.S. families of all income levels live in homes owned and operated through co-ops.

## FOR MORE INFORMATION

For more facts about co-ops, visit <http://strongertogether.coop/food-coops/co-op-faqs-and-facts>



*Cooperatives offer their residents a voice in how their living environment is managed. Working together with Riverton, our co-ops do great things for their members and community!*

# What is a Co-op?

excerpts from "Student Cooperatives: Affordable Student Housing" by NASCO

Cooperatives are widespread throughout North America and throughout the world, which is a surprising fact for many who are unfamiliar with the movement. The variety of co-ops that exist to serve their members is astonishing. People familiar with housing cooperatives often see housing co-ops as defining what a co-op is; however, cooperatives are actually a general form of economic organization that manifest in every form imaginable.

Cooperatives exist in every economic sector of our society and consist of many different kinds of people: rural farmers, urban activists, working families, students, etc.

## Housing

In both student and non-student communities, housing cooperatives create ownership and participation at home. Even in the housing co-op sector, difference ranges from collective households to apartment buildings occupied by tenant unions.

## Definition

A cooperative is an autonomous association of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations through a jointly-owned and democratically-controlled enterprise.

## Values

Cooperatives are based on the values of self-help, self-responsibility, democracy, equality, equity, and solidarity. In the tradition of their founders, cooperative members believe in the ethical values of honesty, openness,

social responsibility, and caring for others.

## History

Student cooperatives have a rich history that dates back to the previous century. Beginning in the 1930s, student cooperatives began to see themselves as part of a movement that was spreading to college campuses throughout the continent. As the movement developed, it intersected with other movements and social trends.

Because cooperatives are democratic organizations that are defined by their members, they will continue to address issues that relate to contemporary students.

Probably the aspect of cooperatives that makes them most relevant to the concerns of today's students is that they make education more economically-accessible. In recent years, one of the most important issues in student communities has been the accessibility of higher education... by lowering the cost of housing, cooperatives can be a vital part of a strategy to make college more affordable.

- To read this article in its entirety and to learn more about North American Students of Cooperation, please visit [www.nasco.coop](http://www.nasco.coop).

- For more information on the 7 Cooperative Principles, please visit <http://ica.coop/en/whats-co-op/co-operative-identity-values-principles>

- For more information on the history of Riverton Community Housing, please visit [www.riverton.org/about](http://www.riverton.org/about).

## THE COOPERATIVE PRINCIPLES

**1 VOLUNTARY AND OPEN MEMBERSHIP**

Cooperatives are voluntary organizations open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

1

**2 DEMOCRATIC MEMBER CONTROL**

Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. The elected representatives are accountable to the membership. In primary cooperatives, members have equal voting rights (one member, one vote) and cooperatives at other levels are organized in a democratic manner.

2

**3 MEMBERS' ECONOMIC PARTICIPATION**

Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. Members usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the cooperative, possibly by setting up reserves, part of which at least would be indivisible; benefitting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.

3

**4 AUTONOMY AND INDEPENDENCE**

Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

4

**5 EDUCATION, TRAINING AND INFORMATION**

Cooperatives provide education and training for their members, elected representatives, managers, and employees so that they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation.

5

**6 COOPERATION AMONG COOPERATIVES**

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.

6

**7 CONCERN FOR COMMUNITY**

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

7

## Meet Bahea Manasra

Riverton's newest employee!

I joined Riverton Community Housing to gain more experience working with non-profit businesses in relation to community housing and development. Part of this is continuing my education in a relative field. I am currently a graduate student at Hamline University in the Masters of Public Administration program at the School of Business. I want to work in government agencies that implement public policies on agriculture, housing, health, defense, education and social justice.

I love that I get to work with students in the heart of Dinkytown and can relate to the stresses of being a student at the U and trying to find affordable housing that is convenient and comfortable. I am a 2015 graduate of the University of Minnesota and am very familiar with the big boom of major housing agencies in and around campus and how that has shifted the rental market



targeted towards students.

Before coming to work for RCH, I held a few different positions that were relative to my current position. I worked in a homeless shelter as a Housing Case Manager assisting homeless clients in finding stable, safe and affordable housing. I also worked as a Mental Health Counselor in conjunction with case management. Prior to graduating with the University of Minnesota, I worked as a Member Services Advisor for 3 ½ years for the University

Recreation & Wellness Center on campus. I strive to make sure every person I work with is receiving the best service in relation to customer service and making sure they know their voices are heard by everyone.

Communication, collaboration and a strong sense of community are all vital components in making a team work and I am very proud to bring forth my ideas to share with the cooperative members!

### BAHEA'S CONTACT INFO

To get in touch with Bahea regarding leasing at any of our buildings, or to inquire about getting involved with your co-op, you can call or email her at:

CELL:  
612-919-4357

EMAIL:  
[bahea.manasra@riverton.org](mailto:bahea.manasra@riverton.org)

# All About the Resident Portal

by Nola Howitz, Assistant Property Manager

The Resident Portal allows real-time access to information about your lease via the internet. From the Resident Portal, you can:

- Review and edit your contact information.
- Create and manage work order requests.
- View details about your lease, including rent owed, move-in date, etc.
- Communicate with the Riverton's property management team.
- Review documents shared with you by Riverton.

## Logging into the Tenant Portal

You need an email address to access your personalized portal. Your email address is your username for logging into your account. Riverton sends an email with login instructions.

## Resident Portal Navigation Tabs

The Tenant Portal has navigation tabs on the top as shown below. Click a tab to select it. The selected tab changes to white.

**Profile** — provides an overview of your account including contact information and lets you make service requests and conversations.

**Apartment** — shows lease details for rentals.

**Maintenance** — lists all your maintenance requests in a chronological order regardless of status.

**Documents** — provides links to shared building, lease, or any other document posted by the management company.

## Additional things you can do within the Resident Portal:

### Make a One-Time Payment

In order to make any online payments, you first need to setup your payment account. The Resident Portal is set to accept one-time payments via your checking account. From the **Profile** screen, click the **Setup Payment Account** button to enter your E-Check information.

### Set up Auto Payments

Auto payments allow you to set up an automatic monthly debit from your checking account. You can choose a start date for recurring payments. You can cancel the auto payment at any time. To set up auto payments: From the **Profile** or **My Rental** screen, click the **Make Payment** button. Next, click the **Schedule Auto Payment** button and complete all the require fields. Finally, confirm the total amount to be paid each month and click the **Save** button.

### Create a New Service Request

Creating a service request is an easy way to inform the management team that maintenance is required. You can use this feature to report a maintenance request and attach any document that may be relevant to the process.

To create a new service request: From the **Profile** or **Maintenance** screen, click the **New Service Request** button. Fill in all relevant fields. When finished, Click the **Save** button to save and notify the management company via email.

## RECENT CO-OP HAPPENINGS



### Franklin Co-op Garden Party

On August 20<sup>th</sup> the Franklin Co-op held their annual Garden Party in the courtyard. Despite unpredictable weather, upwards of 100 residents attended and enjoyed catering from Davanni's as well as entertainment for all ages.



### Marcy Park Co-op State Fair Trip

The Marcy Park Co-op board of directors recently hosted a co-op trip to the Minnesota State Fair! They ate good food, played fun games and enjoyed the beautiful summer weather.



### Marshall Co-op Community Garden

The Marshall Co-op community garden had another fruitful harvest season! Residents enjoyed tomatoes, peppers and herbs from their very own front lawn. The garden was also mentioned in an article by the MN Daily!

# Need Maintenance in Your Apartment?

by Brian Deppe, Director of Facilities and Maintenance

On behalf of the Maintenance Department I would like to welcome all our new and returning residents!

Thanks for choosing to stay with us!

We would also like to take this opportunity to go over a few things about the maintenance services we provide to you as a member of our community.

Our main goal is to provide you with a safe and comfortable place to live. With that in mind, we need your help. As hard as we try, we cannot always be aware of needed repairs. We need you to inform us of issues needing attention. We have a couple different ways to submit maintenance requests. You can use the resident portal at any time of the day or contact the office directly by phone. If you reach the office outside normal business hours you may even leave a message regarding the request and we will create a work order.

Our hours of normal operation are 8 am to 5 pm Monday thru Friday. If you have an emergency maintenance issue outside of these hours we also provide an on-call service free of charge. To submit an emergency maintenance request, you should call the main office phone number and follow the voicemail instructions. You will be directed to an answering service that will determine if the event qualifies as an emergency and then dispatch the call to one of our friendly Maintenance Technicians. You will be contacted by the Technician within a half-hour.

**Call 612-331-3911 or use the resident portal to report maintenance issues.**

Maintenance staff will respond to normal work orders during business hours as soon as possible dependent upon level of urgency and work load. Most issues will be resolved within 1 business day (24 hours).



*Even though Riverton's maintenance team works hard year-round to make sure your apartment and building are in tip-top shape, sometimes things will need fixing while you live here.*

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Riverton Community  
Housing