

# **WATERMAN VILLAGE**

## Mount Dora, Florida

### **RESIDENT COUNCIL MEETING**

The Resident Council Meeting was held Monday, January 15, 2024, in the Osborne Center.

**MEMBERS PRESENT:** Bob Bainbridge, Robert Bosnak, Jack Crawford, Gene Bierbaum, John Kosko, Alayne Lacy, Barbara Cogley, Jim Peltzer, Jean Puckett, Nancy Purnell, David Franco, Ed Walsh

**MEMBERS ABSENT:** Betty Ann Huntsman

**MANAGEMENT PRESENT:** Andrew Dujon CEO, David Larson VP/CFO, David Nwogu VP/COO, Mary Ransom Multi-Service Manager, Rosa Lesperance Resident Relations Administrator, Katie Cortez Administrative Assistant, Alvin Smith Director of Facility Services

**MANAGEMENT ABSENT:** None

**VISITORS PRESENT:** Jeff Gilliam, Michele Meropol, Carol Gaumer, Jim Metzgar, Pat Gill, Dan Gill, Jackie Williamson, Ron Jerla, Frank Purnell, Carol Crawford, Sue Watson, John Watson, Judie Betz

#### **CALL TO ORDER**

Chairperson Jim Peltzer called the meeting to order at 10:00 a.m.

#### **APPROVAL OF AGENDA**

A motion was made by Jean Puckett and seconded by Ed Walsh to approve with an addition to New Business. The Agenda for Monday, January 15 2024. Motion carried.

#### **APPROVAL OF MINUTES**

A motion was made by Barbara Cogley and seconded by Robert Bosnak to approve the minutes as read. Motion carried.

#### **MANAGEMENT REPORTS**

##### **Andrew Dujon President/CEO**

Andrew gave the following report:

- There is work on some focus groups to help us with the design ideas for what the residents perspective will be for the remodel of the Lodge, main dining room, and Bistro. We have already done a focus group with the Culinary Committee, which went very well. We want to do one with the

Marketing Committee, and one with the Council as well. I am hoping that this group can reconvene Thursday at 11:00am. You will have a few days to take the questions back and look them over. Other residents will also be reached out to. We wanted to hit specific committees but there will be others in the conversation as well, so we have a good sampling of different people. The whole resident population will not be surveyed. The architects and designers will get here towards the end of the month.

- A survey will be sent to the whole resident population about the pickleball court and the fishing dock at Lakeside. We have gotten feedback from some residents saying they have been managing to play at the Country Club or downtown; so, we will get some feedback on whether residents want our own court. Emma will be sending a Google survey. There will be printed surveys at both Concierge desks.
- Our contract with TNT has been signed. It will go into effect February 1<sup>st</sup>. We are excited about them and what they have done for us and what we anticipate they will do. There will not be a change overnight; it takes time to fix many things in place. The focus will be getting things cleaned up as much as possible and as quickly as possible.

#### **David Larson- VP/Chief Financial Officer**

David gave the following report:

- There have been copiers coming in around campus. There is one in the Bridgewater mailroom and the Chapel mailroom. We found that nine of our copiers were near end of life. Well over 700,000 to one million and a half on the top used. We negotiated a contract with Ricoh to replace nine copiers. This was a 75% reduction in maintenance. There are two companies on campus, DEX Imaging and now Ricoh.
- There is still some work with efficiencies in the accounting department. There was a redesign of the chart of accounts, which drives everything else. We are in the process of converting all the software for the new chart. There are four or five projects in the works now. I keep reminding staff it is all for the better. One thing that I haven't yet cued up I may be doing survey for, is our software program came out with its latest release. We could add on a resident portal to make payments online. You could log in and see your statements. It would be interesting to see the response from residents before we roll it out.
- Working through financials for this first quarter, census is slamming at Springwater. Bridgewater is a little challenged so we are working on tactics there. We budgeted a loss, and we are at a loss, but it is less than is budgeted.

*Q. Has there been thought to electronically sending out bills? Sending physical copies must be costly.*

*A. We can send out a form for people that want to go electronic. Getting feedback from residents would be great.*

*Q. My spouse gets massages 2 times a month. Right now that is not part of the statements, I may not get a bill until a month and a half after the appointments.*

A. We are integrating spa services to the Visual Touch System which should come over at the end of the month.

### **David Nwoqu- Vice President/COO**

David gave the following report:

- COVID has gone around the community, Bridgewater was hit the hardest. At our peak, there were 26 cases. They are testing today to see how many cases remain. Typically COVID is a five to seven day period, but it can last up to 10 days. The good thing is most of the residents were asymptomatic, so they weren't suffering through it. Edgewater had a mild impact, there were two staff members and one resident. They are also in the final testing. Hopefully by end of morning both buildings will be cleared.
- The renovation of Edgewater has started. We are cleaning, doing drywall, recessing electrical, mounting televisions, changing curtain dividers, flooring if needed. There will be a huge change in the building aesthetically in the next coming weeks. We are scheduling that project to be about 10 weeks. There are three rooms every three days being completed; about six rooms per week. They are pushing through the 66 rooms in that building. It will be a lot more comfortable for those who stay there. The initial projected cost for this project was \$200,000. We managed to get it down to \$40,000 for this project. We were getting multiple bids and we got it down to that number, which is significant. There is a local man with a smaller crew of about four people. He was looking for something consistent and we were looking for something of quality. Lowe's connected us together. David Larson negotiated with Lowe's to give us their vendor list.
- For Lifelines, Rosa will speak some more on this. We projected Friday was a busy day. Folks trickled in the first two days and then Wednesday and Thursday. We are excited to get this project started and feedback is always helpful.
- I was asked to speak about the pet policy. What we have discovered, is some people circumvent our pet policy due to service animal criteria, which may be how some get around a weight and breed restriction. Key takeaways from our policy, no pet is to weigh more than 25 pounds. Pets may not be left alone on the grounds. Pet owners must pick up deposits left by pets. Owners must be in control of their pets as not to interfere with the safety of others. Retractable leashes are to be kept short. The idea is you must be always accountable for your pets. What we are seeing a lot of is people are allowing their dogs to roam freely. We also had a discrepancy with certain kind large animals, like poodles, who are not aggressive per se, but can greatly exceed 25 pounds. I looked at requirements from Disability Rights Florida. It reads, "a service animal is any dog that is individually trained to work or perform tasks for the benefit of an individual with a disability, including physical, sensory, psychiatric, intellectual or mental disabilities." this opens to anyone with a disability. The expectations are similar to what we already have in place, it continues. "Service animals should not pose a direct threat to the health or safety of others. If your animal is out of control and you do not take effective action, or any animal poses a direct threat to the health and safety of others, you may be asked to remove your animal from the premises. You are responsible for the care or supervision of your animal including food and removing of animal feces." The question remains, do we

need to have the restrictions we currently have in place? Do we maintain our policy or adapt based on the American with Disabilities guideline?

**Comment: Andrew stated: The reality of this situation may offend some, however this comes back to the realization by you as residents that you can not control your animal anymore. That is usually where the problem lies, and your inability to accept that. We deal with that all the time, we go to a resident that cannot keep up with their pet, they love their pet. We love that you have a companion you love, but the reality is if you can not take control of your animal, it is a detriment to those around you. This has to do with overall safety and wellbeing for the people within the community. What is going to end up happening is that we must take a stronger stance and tell you to get rid of your pet, or move out. People must accept responsibility for their actions that they take throughout the course of their lives, and as you progress in age you may become weaker or have more challenges. Sometimes you just must accept the fact it may not work for you to have a pet anymore. I believe the policy if it matches to the ADA, it is probably the best path for us to take. That is my suggestion to keep the policy now and adapt to walk in line with what the ADA says.**

**Recorder Comment: David Nwogu is working on making changes to the policy and will present it to the council at the next meeting for official vote.**

***Q. What about feral cats in the area?***

**A. Andrew's Answer: ask your neighbors to stop feeding them. It comes back to responsibility. There is probably someone in Lake County that will take care of them.**

***Q. Are there any plans to make the semi-private rooms private?***

**A. There is not a plan currently. We have seen huge growth in that area, and we needed the rooms, so we are keeping them semiprivate.**

### **Alvin Smith- Director of Facility Services**

Alvin gave the following report:

- Last Friday AIS came to check the gate at Springwater. We thought there may have been a programming issue. The problem was the gate is not automatic. If you walk up to it or go out of it, the little button you see that says "wait" if you get close to it, you may have to touch it with your finger. The light will turn green when the gate is unlocked, you just have to pull and walk through. The gate is supposed to close right behind you because of a tension swing. The gate is functioning but is not automatic.
- Duke Energy is on site, we have had a few issues with power outages. They did say that they are doing test holes today and they should have been pulling wire to reconnect starting tomorrow. That will be going on from in front of Elmwood across Waterman Avenue all the way through passed plant operations where they can reconnect.
- We are instilling a new program for preventative maintenance to be a little more proactive instead of reactive throughout the community. I am working on finalizing

that and it will be done quarterly, semiannually and annually in the villas and apartments. Once that is finished, they are going to start off hopefully by the end of the month. That is a subject that has been brought up is our follow ups, so you are probably getting emails or calls from Wendy during the process of work orders. That is our new method to make sure we are following up a little closer when closing out work orders. We are working on door tags as well that we can leave on the door to say what we worked on. I am pushing harder to get work orders done faster.

- The process with the doors has been horrible, we have come to a remedy to the door issue, the company prior is no longer working with us. We found out the fixes were not done properly. We have called a secondary company who will be working on getting the doors functional. I spoke with him Friday when he was working on the gates, they should be starting tomorrow through East and West.

*Q. Where are we with the fire extinguishers?*

A. Lakeside's fire extinguishers were just inspected last year. Those have been pushed back. For the Oaks side, he started last week starting at the Manors and was working his way backwards. Bridgewater and Edgewater are completed. He is here today to continue. This was communicated to me that there would be two separate people taking care of this, but only one is going through himself. A strong discussion has taken place about the miscommunication.

*Q. Is it possible for a number on the label we receive on cars for gates to be accessible to security should there be a need to move a car, identify a car etc.?*

A. **Andrew's answer:** We will investigate this and see how we can do this; I would think that there should be a database for this that can be available at security stations

### **Mary Ransom- Multi-Service Manager**

Mary gave the following report:

- Oscar is out taking down Christmas lights.
- Edgewater's emergency manual was sent in on Friday, I am waiting for the approval letter, or request for edits. The Fire Department should be doing their inspection at the end of this month, so we have had our team do some extra checks in preparation. Making sure emergency lights are functional, the fire extinguisher checks and exit lights. There is padding going on to the Lakeside garages, so hopefully this helps residents bumping into columns. It is working really well and should hold well. This should be done today.

### **Rosa Lesperance- Resident Relations Administrator**

Rosa gave the following report:

- The census is at 94%, we have four residents in the hospital and four at Edgewater. At the Oaks we have four move ins, and two move outs, one was a passing, and one was internal. Unfortunately, we had two residents pass away this month.
- As you all are aware, last week RFT was here on campus Monday through Friday. We have 444 residents registered with the new system. There was a lot of confusion about the emails, but I also sent out a phone broadcast. 155 residents are

not connected because they did not come to the activation. I am waiting for buttons; they are on backorder. My goal is as soon as I get the buttons, to send another email and broadcast so we can get everyone in the system. Old buttons, if you did not come, are not going to work. If you came Monday to Friday, your button is working; if you did not, your button is not working. Existing pendants will work on the new system if they are reprogrammed.

**Comment: David's comment:** Your existing pendants will work on the new system if they are reprogrammed. So even if you do not have the fall detection and your new pendant, that means your old pendant will be reprogrammed. The Resident Relation team now has the reins. You need to see them to make sure your current button is on the new system. So, keep in mind we did a survey and we looked at who wanted fall detection and overwhelmingly folks said we don't want fall detection. So, we only have a limited number of pendants that we ordered based on the feedback from the initial survey. So that's why some folks may not have the fall detection pendant. If you like fall detection, it is a separate pendant. It is not the same one. We are waiting for the next shipment of buttons to come in for fall detection specifically. All the other devices will not work automatically, they need to be reprogrammed on the new system. However, you can keep your same button.

## COMMITTEE REPORTS

### Activities Committee – Ed Walsh

Ed gave the following report:

- There was a recap of the Bridgewater Gift Project. She said that Kathy of Bridgewater sent her a text saying how joyful the residents were about the gifts they received.
- A summary of karaoke night. About 60 people attended, about 20 from Lakeside. It was suggested that maybe around mid-year they do it again with another. Karaoke because the amount of work has been suggested that we hire someone to do it and it was suggested that if we do the next one at Lakeside, there is a problem with capacity. The Social limits the number of people so you can get more people at the lodge.
- There was a party at Lakeside for New Year's Eve that was attended by quite a few people. It was set up slightly different from Cabaret Night. Everything was in The Social. The entertainment was set up in the hall outside the social, so more people could be there. That is something that maybe worked out in the beginning.
- The sock hop that is on the 27th we are having music 6:30pm to 8:00pm with one short break for some 1950s trivia.
- There was discussion about a Mardi Gras celebration. This year Mardi Gras was early because Easter is early, and it is very close to when we're doing the sock hop. The activities department decided not to have something for Mardi Gras this year, but it is on the agenda for next year.
- The Activities committee has been stuffing the mailboxes each week with the weekly activity calendar and it was decided that we would rather have people

pick them up at the mailbox. Rather than have some of the activities committee go over there and do that work, which is kind of a pain. Having a stack of them sit by the mailboxes, people can pick them up, so we hope to eliminate this task.

- The food drive on the 27th is the Mount Dora Fire Department and a competition with Eustis. We are going to have cars available at the Oaks At the lodge for residents to bring food and we will transport them to the fire departments. That is on the 27th, Saturday. Collection will be between 10 and noon. Food needs to be there by 2:00 PM.

### **Dining Committee – David Franco**

David gave the following report:

- The Dining Committee met on January 4th. We were introduced to the management team. We started out with a whole bunch of questions. Until we were politely stopped and reminded that they just started, and we should give them some time to review the processes and procedures in place. Some of the bigger things that we did talk about, they will be looking more into the need for training. Not only setting up a table, but also how to serve. I had an incident myself where a server walked up with a handful of dirty silverware and placed it on the table next to me and started picking up the rest and then scooped up everything and walked away. You know those little things that will be addressed in training.
- Another thing mentioned was we used to have an app called Byte. This app provided you nutritional information on all the different foods that are on the menu. There's another app that is being worked on called the Everyday App and that is coming in the next month or so. They are getting closer and closer to putting that in place.
- There is now a salt free vegetable soup as an option at Savor.

### **Home and Ground Committee- Gene Bierbaum**

Gene gave the following report:

- I have a brief report based on the minutes as well as conversations, I was absent. The committee met on January 8th under the leadership of the new chairman, Ben Gray. Alvin Smith, Director of Facility Services, Operations Manager Phillip were in attendance
- Adding new parking spaces behind the Woodshop and pool area was mentioned. Missing sidewalk segments will be installed behind the Grand and areas leading up to the mailboxes at Lakeside. The committee voted in favor of two action items that will be presented to the Resident Council for review and decision. The first proposes a change in the functional title of committee members from district representative to district advocate. The second proposes extensive changes in how the committee receives and processes information related to the work request system, these will be forwarded to the Council at the appropriate time.

### **Hospitality Committee – Jean Puckett**

Jean Puckett gave the following report:

- Judie Betz is the Chairperson this year, and there are five new members on the committee. Louise Brown, Karen Goffinet, Jer Padgett, Marcia Padgett and Susan Sundquist. There were five visits for December and three for January, February will be reported at the next meeting.
- Louise Brown passed out some voter registration forms, they decided to let people instead of telling them to give it to them, and they could use what they have. They also decided to let people make their own decisions on whether they fill out those forms or not. The committee will start telling people that they vote here at the Lodge in case they are not aware.

### **Library Committee – Jack Crawford**

Jack Crawford gave the following report:

- Seven new books were purchased in January, three of which were large print books. There was quite an interest in large print books among the community, they are a bit expensive. Not as many get ordered for this reason. We accepted 14 books from donors. We do not accept books that are older than about five years. If they are older than that, usually they are not accepted. Books that are not accepted either go to the free bookshelf in the hallway or they are taken to the Bland Library. The committee is budgeted \$2,000 a year, which comes to about \$166 a month. We can usually purchase about 7 or 8 books a month at about \$20 a book. Selections are made based off the bestseller list. We prioritize books we think residents will read.

### **Marketing Committee – Robert Bosnak**

Robert Bosnak gave the following report on behalf of Ed:

- A major milestone is the memory care at Springwater. Not only is the building at 100% occupancy, but there are also four on the waiting list. This is cause for celebration. Marketing is having their lunch in the Villages this month; it is up in the air if they do have a breakfast. That is what they are hoping to do next month so they will not need to close down Savor.
- There was a question about a CCRC (continuing care retirement community), and why we are not one. We are a rental community as well, so it is best of both worlds that we do not lose all our deposit money.

**Comment: Andrew's Comment: a CCRC in the state of Florida is governed by chapter 651 of the Office of Insurance Regulations. The way Waterman Village was established was not a part of that system, and the primary design was initially a strict rental community. When we went to a life lease product, that put us in a position where we were emulating what a CCRC does, but we would not be subject to the OIR's regulations and rules. Number one difference between a true CCRC or a Type A CCRC and what we do, is usually when a life lease deposit comes in and amortizes down to zero, usually over a period of four years, it helps you maintain the same rate in independent living as it does throughout whether you go to assisted living or skilled nursing. That may sound wonderful in the grand scheme, but in reality, less than 20% of individuals ever ended up living in a skilled nursing facility. Where the benefit of a CCRC comes in, is if you were to actually transition through the whole spectrum of care and end up in the skilled**

nursing, and say your independent living rate when you moved in was \$4,000 a month, a typical skilled nursing facility costs about \$10,000 a month privately, you would still be at that \$4,000 now, again, less than 20% of people end up living there. This is usually covered by Medicare. Therefore, when CCRCs offer that product, it is basically an insurance product. When you buy into that, you are getting the insurance that covers at this rate at each stage of service. Waterman Village does not provide that, so if you move from independent living to assisted living, you would be refunded your life lease, or you would terminate your rental contract agreement and you would then start up with a new agreement at the assisted living or skilled nursing transition.

### **Spiritual Advisory Committee – Betty Ann Huntsman**

Alayne Lacy gave the following report on behalf of Betty Ann Huntsman:

- The meeting was short; we decided not to discuss anything relatively new due to an absence. We want to wait to let our new chairperson decide on those matters. The Dolly Parton Book Charity was mentioned but tabled for next month.

### **Sunshine Committee – Barbara Cogley**

Barbara Cogley gave the following report:

- There were 15 get well cards sent and two sympathy cards.

### **Wellness Committee – Bob Bainbridge**

Bob Bainbridge gave the following report:

- The Committee met on January 12<sup>th</sup>, prior to the meeting going forward, Ernie Zeli-Bove called motions to be made to install Ernie Zeli-Bove as Chairperson for 2024, Ellen Hart as Vice Chairperson and Diane Coleman as Recorder for 2024. Motions were made and seconded and the three people were voted in unanimously
- Michell reported on our fundraising event planned for World Cancer Awareness Day, which is February 4<sup>th</sup>. Pat Rand made a beautiful cancer awareness bear with Brooke suggested could be made part of a basket to be raffled off as our fundraiser. The basket could additionally be filled with health-related items. The committee accepted this suggestion overwhelmingly; Ernie Zeli-Bove and Carol Holec volunteered to work with Brooke and Michell to prepare the basket for the week of Cancer Awareness Day to be raffled off. Priscilla Pope offered to make a blanket for the basket. Elaine Lowry and Eileen Knecht volunteered to be the sellers of the tickets for the basket.
- The new Body Flow class will be beginning this upcoming Wednesday for a six-week trial to see if it will be added to the calendar.
- February is a big wellness month, particularly heart and wellness related. Michell wants to raise awareness in connection with the Higi machine. It is an expensive piece of equipment and is vastly underutilized.

### **District Reports**

D1 – Gravel replacement at the front of most of the houses on Woodbury is complete.

D2 – I sent out a letter to all district members letting them know I am the representative this year and gave the date for our Luncheon.

D3 – No report

D4 - No report

D5 – No report

D6 – Absent

D7 – There are six empty units on our street, and some have been open since May. That concerns me and the financial portion. That is very slow. I know they are working on the water issue; we have had people move out for that reason.

**Andrew's comment: I asked the marketing team if there is an issue with people not wanting to take Key West Garden plans and they said yes. For some reason they are not as favorable as units. I have tasked them with a way to make people want to move into those units. So, we are working on making them more desirable. Alvin and his team are working on the water issue.**

D8 – Last Wednesday there was a power outage and for what reason, I do not know. It happened around 7:00pm. I did not find out about it until I was in the cafe and one of the residents mentioned they did not have power. I visited everybody in district eight, I found one couple that was on oxygen, and they had a half hour left on their meter. I took them to Bridgewater. I would assume we should be checking on people with oxygen when there is a power outage, and I was concerned.

D9 – One side of Greenfield has irrigation, and one does not. I know they did some repair work, but it is still not working.

D10 – Our luncheon was successful.

D11 – Our district is Lakehouse East and Lakehouse West. We have had numerous issues, everything from the basic construction flaws, all the way up to water intrusion after the big storm last year. Rain again in this past year caused more water issues. I all the issues, but residents are frustrated due to a lack of follow up and communication on progress being made. Now that Alvin is on board, he has assured us that fixing the communication problem is his number one priority. He has been provided with all the open items remaining for both buildings and we look forward to working with him until all items have been resolved.

D12 – No report

D13 – No report

## **OLD BUSINESS**

None discussed.

## **NEW BUSINESS**

**Ed Walsh: A rumor I had heard assuming true, is that there was a person who fell and laid on the ground for two days before they were found. The question is, are we doing enough? Is there a way to prevent this? I know many counties, the**

Sheriff's Office has call in lists, where you are in contact with them and they require you to call them before a certain time each day and if you do not, they perform a wellness check.

Andrew's comment: Previously the Lifelines we had in the past had a wall mounted unit. There were 259 independent living units with these; they were used as a check in button. 200 residents would not use them on a daily basis. The reality is this is a massive burden on our security team to go and check because the resident did not perform the check in with the button. The biggest challenge is the person in question was not utilizing the Lifeline button. The responsibility cannot fall on Waterman Village, we are giving you tools to help you solve it, you have to be responsible and use these tools.

Rosa's Comment: I mention all this at New Resident Orientation. I do a status every day, if you go away you need to fill out a form, that way we know you are not here. Regarding this incident, no one saw anything out of the ordinary until their child called to tell me they had not heard from the resident that is when they were found. To mention, no one is upset from this family, it was an unfortunate event. However, you have to help us and work together, if you see something say something. If you notice someone has not gotten the mail, things of this nature are out of the ordinary. We have almost 600 residents.

#### **ADJOURNMENT**

*A motion was made by Jack Crawford and seconded by John Kosko to adjourn the meeting. Motion carried. The meeting adjourned at 11:35am.*

*The next meeting of the Resident Council will be held Monday, February 19<sup>th</sup> ,  
at  
10:00 a.m. in the Osborne Center.*

Respectfully submitted,  
Katherine Cortez, Recorder