

WATERMAN VILLAGE

Mount Dora, Florida

RESIDENT COUNCIL MEETING

The Resident Council Meeting was held Monday, March 18, 2024, in the Osborne Center.

MEMBERS PRESENT: Gene Bierbaum, Robert Bosnak, Barbara Cogley, Jack Crawford, David Franco, Betty Ann Huntsman, John Kosko, Alayne Lacy, Jim Peltzer, Jean Puckett, Nancy Purnell, Ed Walsh, Chuck Sundquist

MEMBERS ABSENT: None

Note: Bob Bainbridge has resigned. Chuck Sundquist has taken his place.

MANAGEMENT PRESENT: Andrew Dujon President & CEO, Alvin Smith Dir. Of Facility Services, Mary Ransom Multi-Service Managers, Rosa Lesperance Res. Relations Admin., Katie Cortez Admin. Assistant

MANAGEMENT ABSENT: David Larson VP & CFO, David Nwogu VP&COO

VISITORS PRESENT: Joyce Knapp, Frank Purnell, George Rand, Carol Gaumer, Jim Metzgar, Ron Jerla, Michele Meropol, Jeff Gillam, Judie Betz, Skip Brown

CALL TO ORDER

Chairperson Jim Peltzer called the meeting to order at 10:05 a.m.

APPROVAL OF AGENDA

A motion was made by Jack Crawford and seconded by Betty Ann Huntsman to approve the Agenda for Monday, March 18, 2024. Motion carried.

APPROVAL OF MINUTES

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

A resident visitor asked Andrew the following:

At the end of the quarter, we have dining dollars left, where does the money go? Does it go back to the Culinary budget or does it go to Employee Appreciation Fund?

Ans: It goes back to the Culinary budget.

MANAGEMENT REPORTS

Andrew Dujon President/CEO

Andrew gave the following report:

- One of the top things we have been working on is finding a new golf course for the community. I have gotten a lot of feedback from residents playing other courses. Feedback is very helpful; it is different hearing how the course is from a resident perspective. We are having good feedback from Zellwood and Eagle Dunes, those are the front runners at this point. I am meeting with the Country Club of Mount Dora tomorrow at 10:00am.

Council member comment: The Country Club of Mount Dora's Pro Shop made a comment that the number of rounds in these last winter months has averaged 100 rounds per week. This is not year-round, but this is still a lot.

- We have been hit very hard recently by a significant amount of cash outflow. I cannot go into a lot of detail on this stuff, but we have folks out there that are wanting to have certain things done within their units, screens in windows, minor things, these kinds of things are not going to rise to the top of our priority level right now. Bridgewater, we talked about the \$400,000 but we have got other stuff that is more what is going out. I cannot go into much detail as this is regarding some legal proceedings. We are pushing forward with the Lodge renovation.
- We signed a new 10 year contract with Sodexo, they were going to inject a million dollars of capital back into our organization as part of that; that is where the Lodge renovation capital is coming from. There are rumors floating around that Sodexo was buying Waterman Village. This is not true. We have a partnership with them, they are a multi-billion-dollar organization, if they wanted to buy us, they could have done so numerous times.
- We have around 13 units empty now; there is no income there, a lost revenue report. One of the things we have been looking at specifically is on Waterford. We have Key West Garden apartments that are sometimes difficult to lease. We are looking into major renovations to try to make them more enticing, sometimes those are a little less desirable because your back view is a wall. We are looking to see if we can change the perspective. One of those units has been empty for a year, and that is roughly \$50,000 in lost revenue. Either 9 or 10 of them are reserved and are waiting for people to move in. All that are empty at Lakeside are spoken for as well. We will probably never reach a point where we are 100% occupied because we have a lot of people, and it fluctuates frequently. Renovation is ready for units at 8 weeks, if someone decides to move in at 10 weeks, they began being charged at the 8 weeks.
- You will be getting a mass email regarding Dwelling Live. This is a new security system that we are going to be using for guest access in the community. If you have questions there will be some residents helping us with setup, Resident Relations and Security are trained as well. This is a simple software to use, you plug in people who are frequent flyers coming in to see you, they pull up, show their license, and will be allowed in. If you are not on the list, you are not getting in. Our security is being very stringent and if a group of people show up in a car and if everyone doesn't have a form of ID and you are not a minor, you are not coming on the property. This will make life more convenient.

Recorder comment: Andrew handed out copies of a future survey to gain council members' feedback and edits to any questions. There was discussion about term limits on committees, which will be discussed by the Council in some time.

Alvin Smith- Director of Facility Services

Alvin gave the following report:

- Everything is still in motion as Andrew mentioned. Please bear with me. A lot is in motion, we are prioritizing and making some changes.
- Irrigation is still being addressed, we took it from the outside and brought it on the inside. So, it is now Waterman that is controlling it. We are going around per zone and will start addressing each individual zone one by one. I heard the irrigation came on at 11:00am which is prime time at the Lodge, we are addressing this to get that fixed. The time needs to move further in the day.

Mary Ransom- Multi-Service Manager

Mary gave the following report:

- We are working on a lot of training with our staff and each huddle we are talking about a different topic. We are trying to do training with each department to get them ahead of the game. Also, the pro data key for the walk-through gate by fitness, we are still getting people calling to gain access, I am still putting in names for this.

Rosa Lesperance- Resident Relations Administrator

Rosa gave the following report:

- Our census is 94% with one resident in the hospital, four residents are in Edgewater. We have two scheduled move ins for the Oaks this month, none for Lakeside as of today.
- The fall detection buttons have arrived. Keep in mind these buttons were on backorder, so we apologize for the inconvenience. Thursday from 1:30 pm to 3:30 pm we are handing them out at the Reading Room at Lakeside for Lakeside residents. Friday for the Oaks. If you cannot make either day, Ubi and James work on the weekends and will have the buttons.
 - **Resident comment:** A resident fell over a week ago at Lakeside and their button did not work, there was nobody around and they didn't have their phone with them. An employee helped her get up, which they probably should not have done.
 - **Rosa's Response:** We are still having issues with the buttons. Some are oversensitive as well. We have had RFT come twice, and they have gone over it and checked everything. I am doing everything I can. We are a no lift facility. The employee should have called security.

COMMITTEE REPORTS

Activities Committee – Ed Walsh

Ed gave the following report:

- The weekly calendars being put in the mailboxes will discontinue starting April 1. Copies will be available at the end caps of the mailboxes.
- The Committee is planning a Poker Run and some activities versus the Activities Department. We are trying to have more activities available and not put strain on the Activities Department. There will be a Poker Run on April 27th. Residents and employees are invited to this Saturday event. There will be six stations, three at Lakeside and three at the Oaks. There will be entertainment of some type for about two hours starting at 2:30 when the run ends. This is a social gathering, and the cost is \$5 per person and the proceeds are split between the prizes and paying for entertainment.
- Cornerstone Hospice is providing a free golf cart drive in movie for us on Monday April 15th.
- Sue introduced the new Activities Assistant Lisa Anders.

Dining Committee – David Franco

David gave the following report:

- A major highlight was the Bistro, as we all know we are in a transition period. The chef is introducing new menu items. Not a complete redo of the menu but introducing new individual items. The chef wants feedback, good and bad, on how you feel about the items.
- Savor is still addressing temperature issues, like side dishes coming out cold. Another issue is running out of popular entrees early in the evening. The number of people eating in the Lodge has increased. They are working through making sure there is enough food. The quality of food in the Lodge is up substantially. A new menu rollout which was slated for early March is now coming the end of March

Home and Ground Committee- Gene Bierbaum

Gene gave the following report:

- The Committee is continuing to reconfigure itself a bit, the Council Chairman and Council adopted a resolution to support their request to change your titles to District Advocates. They are specifically when they use that term District Advocates they mean advocate for the District to which they are assigned. Historically they have been reporting for their district and reporting things that were wrong in their district, and they become effective advocates whether they hold that title or not to get the changes made within that district. I think that there might be a difference between this committee and other committees of the Resident Council. I don't know if there are any other Council or any other Committee where people think of themselves as representing one small portion of the apartment building. I think they see themselves as representing the village. To me that is a very significant difference. There is a difference in how they function, because they do see themselves as advocates for the District which they are assigned. They are using the title of Advocate now, and that means advocate for the district they represent. Because of this, they are trying to get Facility Services to come along with it, listen and report to them. Not just what needs to be done with different work orders. They want it all done by the district and this imposes an

additional workload on the Administration and is still in transition of being worked on. There have been several comments made about the additional workload that this imposes on facilities.

- A highlight from the minutes: The advocates meeting all the members, the advocates, were consistent and expressing frustration with Facilities and ability to often provide timely, clear, concise responses to Advocates inquiries concerning their constituents work order status, and it doesn't mention by district there, but I think that is kind of implied in the statement that they want all of this reporting. In fact, my district which has a significant workload to deal with. So that is where it is right now, it is all still in progress.

Hospitality Committee – Jean Puckett

Jean Puckett gave the following report:

- One new resident cancelled a visit, and one was visited at Lakeside. Three couples will be visited in March, one in the Oaks and two at Lakeside. The Oaks is reported to be 94.6% occupied, there are more move ins in March. Lakeside is at 97% occupancy. Four units are empty and are move in ready waiting to be leased, and some have holds on them.
- A committee was formed to update the focus points and welcome sheets that they give out when visiting new residents. They also have an introductory information sheet that is left in the home for quicker information they may need.

Library Committee – Jack Crawford

Jack Crawford gave the following report:

- Five new books were purchased, 23 were accepted from donation and put into circulation. A couple of our members are responsible for withdrawing books from inventory. We do this to make room for new books coming in. The general rule is if a book has not been checked out in over three years, it will come off the shelf. These books either go to the free bookshelf or to WT Bland Library. Last month there were 24 books checked out.

Marketing Committee – Robert Bosnak

Robert Bosnak gave the following report via email:

- Oaks Side: 9 with reservations. 4 Move In's for March
- Lakeside: All reserved, 3 in the Grand and 1 Garden Home

Spiritual Advisory Committee – Betty Ann Huntsman

Betty Ann Huntsman gave the following report:

- The committee is planning a tour to Boggy Creek for March 21st. There is also a discussion about Dr. Brooks coming again to talk about World Religion. This is planned sometime in June. A check for \$3,500 was presented to Forward Paths two weeks ago on a Sunday. There was a guest pianist named Jadyyn Murphy who is a senior in high school, he is a very talented young man and it was nice to have him play.

Sunshine Committee – Barbara Cogley

Barbara Cogley gave the following report:

- January and February unfortunately had many instances. So far, March is going well, and we hope this continues. We continue to send Get Well and Sympathy cards.

Wellness Committee – Bob Bainbridge

Jim Peltzer gave the following report on behalf of Bob:

- Michell reported that a seated flow class has been added to the calendar and that the pool heater is still not working. A calendar for events has been established. April's focus is Parkinson's, May is Senior Health and Fitness Day, June is Alzheimer's awareness, September is Breast Cancer Awareness, October is Active Aging Week

District Reports

D1 – No report

D2 – The luncheon on the 27th will have two guests. A resident on Oxford called me about a leak. Their outside screen was leaking but it was close to her home. I hope this is being taken care of. They are also concerned about their yard. Some back yards are not touched. Crepe Myrtles were cut back, but quite a bit of our front needs to be gone on the main road. A resident on Cambridge fell and their fall detection button did not work.

D3 – Our luncheon is scheduled on April 8th

D4 – Our luncheon is April 24th

D5 – No report

D6 – Six or seven crape myrtle trees are way overdue. I understand pruning is in the works, but I don't know when on Essex Avenue. They are supposed to be trimmed every fall, but they have not been trimmed for a couple years. New growth is where the flowers bloom, without pruning they will not bloom.

D7 – Workers are on our street working like busy beavers. They were there bright and early this morning painting. There sure is a lot of work going on in our area.

D8 – No report

D9 – Some roofs in our area have had leaks in the past. There have been setbacks on new roofs, but sooner or later there is going to be more damage to the homes, this should be addressed sooner or later.

D10 – We are grateful for the new privacy fencing.

D11 – We see work being performed by DeAngelis Diamond on the warranty items, which is appreciated. There seems to be issues where glue never hardened, and fixes have been a long time coming.

D12 – No report

D13 – Our luncheon was on the 28th and was well attended with 43 people. Lots of positive remarks afterwards. Management and culinary did an excellent job. The only thing is the back gate at Springwater, we just got it working now it is back to not working.

Alvin's Comment: There is a control board that is being struck by lightning, it is about \$9,000 for those control panels. That we must replace. We have tried to get this warrantied but are unable. We are looking at different methods to try to resolve

this issue. We may be able to do something different to hopefully decrease the chances of it happening.

OLD BUSINESS

None discussed.

NEW BUSINESS

None Discussed.

ADJOURNMENT

The meeting adjourned at 11:00 am.

The next meeting of the Resident Council will be held Monday, April 15th , at 10:00 a.m. in the Osborne Center.

Respectfully submitted,
Katherine Cortez, Recorder