



LIVING YOUR BEST LIFE™

MEMORANDUM

To: ALL RESIDENTS & STAFF
From: ANDREW DUJON, President/Chief Executive Officer
RE: Displaced Residents, Lodge Renovation, & More
Date: April 2, 2026

Good afternoon,

I hope this finds you all doing well. Another person moved back into their home this week, so we are now down to only a few folks left until we have everyone home. The goal right now is for everyone to be back in their homes by the end of April.

The new Joyous menu rollout did not start very well; however, it appears folks are starting to enjoy the new menu options. We are still working on several kinks with the service, and we will continue to make improvements. A new executive chef has been hired, and we expect that individual to start in the very near future. We are still looking for a new general manager.

Alejandro Mercedes joins our team with over seven years of experience in Environmental Services and healthcare support operations. He brings strong leadership experience from organizations including Sodexo, Aramark, and Healthcare Services Group. Please join us in welcoming Alejandro to the community. He began full-time with us on March 21, 2026.

February was a strong month financially for the organization, as we began to see numerous expenses from the October rain event taper. The expectation is that we will continue to get stronger as these expenses disappear and we progress through the remaining half of FY2026. So far, we have not had to use the line of credit we established at the beginning of this endeavor to help offset any of these expenses.

I was informed by the City today that they will begin working on Donnelly St. 24/7 next week. Please be aware that there will be more noise than usual at unusual hours, but they will try to reduce this inconvenience as quickly as possible. Please also try not to disturb them while they are working.

It was shared with me today that my attitude toward the delays in completing the Lodge renovation project may have come across as cavalier. Please know that I have been quite disheartened throughout this process over how long it has taken. My goal for every resident at Waterman Village is to ensure you live your best life, and not having the opportunity to engage in one of our dining venues for this extended period truly disappoints and frustrates me. My focus is to get the Lodge back open as quickly as possible for your enjoyment.

I hope you all have a blessed Easter weekend.

A handwritten signature in black ink, appearing to read "Andrew Dujon".