



MEMORANDUM

To: ALL RESIDENTS & STAFF
From: ANDREW DUJON, President/Chief Executive Officer
RE: Waterman Village Services, Town Hall, Lodge Update, & More
Date: July 23, 2026

Good afternoon,

I hope this finds everyone doing well and staying hydrated!

At the recent Resident Council meeting, we discussed new residents and even current residents who don't know about all the services offered at Waterman Village. Sometimes it is hard for folks to get acclimated to the community because moving to a new place can be overwhelming. Here are several resources available to help:

- For all new residents, Rosa Lesperance and the Resident Relations team hold a New Resident Orientation meeting numerous times throughout the year to introduce you to the various departments on campus and services offered.
- The Hospitality Committee is a volunteer resident committee that comes to your home and gives you information about the community.
- The community is divided into 13 Districts, and there is a Resident Council representative for each one. These folks are there to help answer questions and guide you to who can help answer the questions they cannot.
- A new Neighbor to Neighbor program is also being developed to help acclimate folks to the community.

At the end of the day, the Resident Relations team is available to you for anything you may have a question about and can be reached at extensions 294 and 387.

A resident shared a rumor with me this morning that some people are thinking we are investing in the community so we can sell it. This is completely false. We are investing in the community because we want it to be the senior living community all others strive to be and the place where seniors go to live their best lives!

Another rumor I also heard is that people are moving out because Waterman is going to issue a huge rate increase. I have said this numerous times before, and I will say it again. There will not be a double-digit rate increase for FY2027.

Please use the Waterman Village website's chat feature and information request form only if you are inquiring about living at WV. Current residents should continue submitting maintenance requests through the work order system.

Parking spaces are for vehicles only. Please do not store wheelchairs, scooters, walkers, boxes, trailer hitches, or other items in parking spaces. Notices will be issued to residents who do not comply. Thank you for your cooperation.

We had a nice Town Hall meeting yesterday. One question referred back to a previous memo about the Wire 3 flyers that were placed within the community, so I wanted to share an update. This company accessed the community by tailgating someone at the Manors gate. When they tried to gain access to Lakeside, our Security team found them and had them leave the property. The company has been banned from the property. The minutes and recording of the meeting will be released shortly.

The Lodge passed all requested inspections yesterday, and all that remains is Fire Safety. The plan is to have that by the end of the week. Unfortunately, the new chairs for the dining room have been delayed. We wanted to have everything in place before opening. However, we are still going to proceed with a Taste and Tour event on July 30 from 11 am to 2 pm and open for regular service on July 31. The Bistro will open for regular service on August 4.

Have a wonderful day!

A handwritten signature in dark ink, appearing to read "Aur 28", is centered below the text. The signature is written in a cursive, flowing style.