

WATERMAN VILLAGE

Mount Dora, Florida

RESIDENT COUNCIL MEETING

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

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

MEMBERS ABSENT: Jack Crawford, Alayne Lacy

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

MANAGEMENT ABSENT: David Nwogu VP&COO

VISITORS PRESENT: George Rand, Jim Metzgar, Charleene Sharp, Werner Sharp, Mary Green, Carol Gaumer, Jackie Williamson, Judie Betz, Michele Meropol

CALL TO ORDER

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

APPROVAL OF AGENDA

A motion was made by Barbara Cogley and seconded by Nancy Purnell to approve the Agenda for Monday, April 15, 2024. Motion carried.

APPROVAL OF MINUTES

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

MANAGEMENT REPORTS

Andrew Dujon President/CEO

Andrew gave the following report:

- We have worked out a plan with Zellwood and the Country Club of Mount Dora in regard to golf. There are two options for residents to choose from. Neither one at this point has Waterman Village contributing to either course, we have just negotiated rates for folks to go play. Our two events per year used to be covered under our agreement with the Country Club of Mount Dora, these now come out

of the coffers of Waterman so that we do not have to contribute something monthly that helps cover that. We remain budget neutral.

- Coming up on April 26th, we have an employee and resident event, and you should start seeing some information on this. These events are always a good time, and it's great to be able to have interaction between residents and staff.
- Therese Kirlew the Director of Home Health, recently retired after being with us for about 11 years. We have an interim administrator, but she has also turned in her notice. We are actively hiring for an administrator and have hired a third-party home health expert that is giving us guidance and assistance with not only managing the operation, but also looking at finding a good candidate to be the new administrator. We have narrowed down to three candidates, and we are setting up follow-up interviews this week. We hope to have someone by the end of the week.
- We got the follow up drawings for the Lodge renovation and there is a follow up conversation with the architect tomorrow afternoon. I anticipate by the end of this week; we will be able to think about starting to move toward construction documents and I want to get with the Culinary Committee and talk to them about what we are looking at doing.
- I want to give a plug to the WVCC folks; they are trying to get some programming and informational stuff out there; we appreciate all they are doing. We are missing David Nwogu today because he is assisting in a drill with Alert Lake County which is part of the emergency management system. It is a big deal to be a part of that system.

David Larson- VP & CFO

David gave the following report:

- Last week we had our annual bond call with bondholders where we went over last year's audit and discussed how we compare so far year to date. We talked about covenants, our occupancy operations and cash flow. Last year we ended the audit, and we were at 138 debt service coverage ratio, which means the free-flowing cash flow that the company generated with entrance fees, life lease fees and operations and how many years of debt can recover with that. This did exclude the Lakeside project, which was a \$17 million expense. Now that we have reached a stable occupancy almost a year ago, those expenses are included in the calculation. February we are at 1.28. Cash on hand, we ended the year at 152. As of the end of February we are at 142. Occupancy remained flat campus wide we are at 90% at the end of February. We are still working on March numbers. Although we are missing budget, the true test is seeing how we compared with what we did last year. Comparatively revenue overall for the campus is up 10% compared to last year, our expenses are down 2%. Cash flow operations are running about the same as last year, there was a cash flow deficit last year of \$3.2 million, and in February \$3.3 million but we make it up in life lease fees; which we are keeping a lot more of. Just this year we have kept \$1.4 million as a net of the refunds. Last year we spent \$9 million in capital expenditure, which was a lot of catch up for Lakeside, so I wasn't able to carve out how much of that was maintenance and capital refurb. This year we spent \$1

million in refurbishes and other areas. All in all, we are doing phenomenal as we are filling Lakeside, it was projected we would be at these numbers until 2026, and we are already there. This is a tribute to the team for doing what they are able to do in a short amount of time. It is just a matter of building up the cash again.

Question: About a year ago when we had a Town Hall meeting, you mentioned then that overall, the construction costs were around \$1 million dollars under what was projected. At least you had that money in your back pocket, is that still the case? Or how much is left?

Andrew's Answer: We used some of that. The million dollars worth of capital expenditure that we have spent in the first five months of this year, if we take directly out of that bucket, then we would have depleted those sources right out of the gate. There were funds left, as we had reserve funds available. As David indicated, we have 140 or so days cash on hand that remains at this time. \$400,000 is going to the Bridgewater roof, the renovations to interiors for new folks moving in, lawsuits we have had to deal with, it all must come from somewhere.

Question: Is the roof estimate still \$400,000?

Alvin's answer: It is higher. Once they ripped it off, they found more damage, and it was like a prayer that the roof was still holding.

Alvin Smith- Director of Facilities Services

Alvin gave the following report:

- Everything is going well, we started preventative maintenance in April, so you should be getting a lot of knocks on the door or calls for scheduling your maintenances.
- They are finishing up the roof. They are just about finished; gutters will be going up next. Once that is completed, we are focusing on some of the landscaping around there.
- There is still focus on other projects, like the path around Lake Margaret, and the dog park. We are going to focus also on getting the shuffleboard court resurfaced. Good news also, we are going to be ramping up a bit more on irrigation to get that system back up and running as it should.

Question: Are monies for the Lodge already set aside?

Andrew's Answer: We already have those resources available.

Question: Several of my neighbors asked me to ask but why does the sprinkler have to come on at 4:00am on Waterford?

Alvin's Answer: We are working on time and adjustments. What we are finding out is we had grounds going around turning on all of mains and trying to get the valves opened, and as soon as he did, we found more and more main leaks. We will be adjusting as we go.

Question: What is the update on the manor gate?

Alvin's Answer: The parts have been ordered and we are still waiting for them to come in. They are not kept in stock with the company. We are grounding further to protect from lightning. Hopefully if it does get struck, it will bypass the board.

Resident comment: The sliding door at the Chapel is broken again, and it has been for a few weeks.

Alvin's Answer: We must get a different company. The company we called said they were going to come out and they didn't. They are no longer responding.

Rosa Lesperance- Resident Relations Administrator

Rosa gave the following report:

- Our census is 95% with one resident in the hospital. Eight residents are in Edgewater. There are two move ins at the Oaks as of today and one move out to long term care. Two couples are moving in to Lakeside for this month of April. One move out for Lakeside.
- As you are all aware we have had some glitches with the fall detection buttons. We had 20 residents return their buttons because they kept going off due to a sensitivity issue. Someone was on campus working with Brady programming and updating the system, which should help. We are also receiving a new batch of buttons.
- My team and I have been helping with Dwelling Live. If you have any issues please let me, my team, Emma or Brady know, and we will help you.
- I will be conducting a presentation about the Resident Relations department on April 23rd. I will be at the Card Room in the Oaks at 9:00am. This will be a question and answer, please email me your questions ahead of time so I can prepare. There will be another at Lakeside at the Social on the 25th also at 9:00am.

Question: Is security actively using Dwelling Live? How are they being trained; it seems to vary between guards how they use the system.

Alvin's Answer: The team is trained in multiple facets. What we found as we have worked more with the system, is if you miss inputting information ahead of time, like if you didn't put their address, or driver's license, they still must get it when they come to the gate. The system only shows exactly what you put in; they need to get information when they come to the gate.

Question: Do we have to notify for Amazon or deliveries?

Alvin's Answer: Originally, we did want this to happen, but they have a company policy with Amazon, that they only must show their badge. What we did is now that we have them in as a vendor, they must get something like a guest pass, and it is only for the day, and they don't get the real pass to reenter.

Question: If someone is coming in and going to both the Oaks and Lakeside, do they need to be put in the system if they are picking up different people?

Alvin's Answer: They will need to have the information on both sides. They will need two codes.

Question: Can we get a button for the Chapel? Some who come to service do not wear their buttons, and it would be good to have one.

Andrew's Answer: I think we should because we used to have public access ones such as by the pool and dining areas.

COMMITTEE REPORTS

Activities Committee – Ed Walsh

Ed gave the following report:

- The biggest thing we are working on is the Poker Run the Committee is hosting on April 27th. There is an entry fee of \$5 and you pay that at sign up. We are limiting the event to 80 people. The start time will be between 1:15pm and 2:00pm to check in at the Lakeside Grand Reading Room. To record the cards when you get your first card, we will have six stations throughout the community, and you will get eight cards at each station. We will pick the poker hand best five of six. The event ends in the Lodge Multipurpose room where there will be a party from 2:30pm to 4:30pm for participants only. There will be a wristband we will be giving out. There will be music, dancing and drinks available. Prizes will be announced at the band's last break, the prizes are \$100, \$50, \$25, \$10. There will also be a 50/50 raffle and the 50 kept will be going to the resident fund activity account which is an earmark for future events that the Activities Committee puts on.

Dining Committee – David Franco

David gave the following report:

- The biggest announcement that was this past weekend was the new schedule that Savor will not be open for brunch. In its place, the Brew Bar has food between 8:00am and 10:00am and we are talking about expanding that a bit more. There will be things like an omelet station, sausage, pastries, and fruit for breakfast. Another change is the Brew Bar will be open on Saturday mornings for a bit with breakfast sandwiches and such. The Sports Bar will be open on Sunday, but the kitchen will not be open. They will just be serving food they can make at the bar like pizzas and certain sandwiches. A new menu is still coming, they are saying the middle of April, but the committee has not yet seen it.

Andrew's comment: There is a possibility of running a statistic on the hours to see what happens with the service with the current opening times to see if we need to shift. They will be looking at data to see how this plays out.

Home and Ground Committee- Gene Bierbaum

Gene gave the following report:

- The committee is continuing to work to define its role and to find new ways to communicate with management. There is some friction between old and new members. Our chairman Ben Gray is doing a great job trying to acclimate these newer members. When the group meets it is a pretty large group. We

have two new positions on the committee, one of which is an advocate for the common areas at the Oaks and one for Lakeside. When this committee meets, we have 18 people obligated to be there, and we usually have several guests. Management makes final decisions when it comes to construction, renovations and improvements. We want a seamless flow with the committee and management, and it is all still in progress and we are headed in a good direction.

Hospitality Committee – Jean Puckett

Jean Puckett gave the following report:

- There were three visits in March, one from the Oaks and two at Lakeside. There are eight assignments for April. Marketing has ordered magnets to be put on the fridge for new residents with introductory information so that people notice them. Someone suggested a list of activities that men may be interested in which will be turned into the Activities Committee. Packets are being updated for focus points.

Library Committee – Jack Crawford

Jim Peltzer gave the following report for Jack:

- 10 new books were purchased last month, three of them in large print. 11 books donated were accepted.

Marketing Committee – Robert Bosnak

Robert Bosnak gave the following:

- Lakeside is completely occupied with a couple of reservations. Five are available in the Oaks. There are seven depositors that are moving in April and May. The Marketing Department has agreed to notify a designated member of the Committee to get new move ins acquainted and settled.
- The In the Wings Club is now \$1,500 with \$1,000 back if they cancel. The club can use Savor for lunch for the first two months of each quarter.

Spiritual Advisory Committee – Betty Ann Huntsman

Betty Ann Huntsman gave the following report:

- Dr. Brooks will start the World Religions classes on June the 18th. The classes will continue for six weeks from 3:30pm to 4:30pm in the Chapel.
- A gift of \$5,000 was presented to Boggy Creek on March 7th at the Chapel service and a gift of \$6,000 will be presented to Lake Cares Food Pantry on April 28th. Our attendance on Sunday mornings has been fantastic, and on Easter Sunday the Love Offering was \$1,920 and a new record for the month of Love Offering is \$6,485. We have a new piano player, and her name is Jan Meredith and she is a paid player. Chaplain Robert is working on the Memorial Day service.

Sunshine Committee – Barbara Cogley

Barbara Cogley gave the following report:

- We continued to send cards; we sent two sympathy cards and 15 get well cards. We are still pretty busy with cards this month, a little slower but still pretty high.

Wellness Committee – Chuck Sundquist

Chuck Sundquist gave the following report:

- Michell had a fundraiser for Parkinson's month, and they had 126 participants with both residents and staff. They raised \$3,500. The total amount the fundraiser wanted to raise was 10 million between 196 communities.
- There seems to have been a problem with the Springwater fundraiser. There were loose change boxes distributed and no one knew about it. If our committee had known about it, there would have been more publicity.
- May 29th is national fitness day

District Reports

D1 – No report

D2 – No report

D3 – Absent

D4 – Our luncheon is April 24th

D5 – Our luncheon is May 22nd, and we have a surprise speaker.

D6 – No report

D7 – We are a busy street, TNT has done a lot of work on our street, and they are really trying to enhance the Key West places. They are trying to enhance the view from the Key West homes because of the brick wall.

D8 – No report

D9 – A compliment for the room done on Greenfield, the people were very friendly excellent people.

D10 – No report

D11 – No report

D12 – There is an automatic door going out into the park, door #19 that does not lock.

Alvin's comment: we are aware and working on this issue. What we may have to end up doing is grinding down a piece of the top to see if this helps.

D13 – Absent

OLD BUSINESS

None discussed.

NEW BUSINESS

None Discussed.

ADJOURNMENT

The meeting adjourned at 10:56 am.

The next meeting of the Resident Council will be held Monday, May 20th, at 10:00 a.m. in the Osborne Center.

Respectfully submitted,
Katherine Cortez, Recorder