

Waterman Village  
**Town Hall Meeting**  
Garden of Life Fellowship Hall  
Wednesday, April 24, 2024

**Present:** Andrew Dujon, President and CEO

After the Pledge of Allegiance recital, Andrew Dujon began the Question & Answer period in the order they were received.

**Activities**

No questions asked.

**Accounting**

- Per your memo on March 21<sup>st</sup>, you indicated that because of unexpected costs, you have had to reprioritize 2024 capital planned projects. Which projects have been delayed for 2024, and will delayed projects be added to the 2025 budget or dropped entirely?

*Ans.* Some will be added to the 2025 budget, some we may need to revisit think about whether or not we want to do them. I know we have talked about pickleball a lot, but when we took the survey and there was only a 13% response rate for people that would participate, that made it hard for me to look and say I am going to charge everyone in the community for pickleball when there is only a small portion that wants to participate. I need to see that threshold climb a little bit before we go down that path. Transportation vehicles have also been delayed.

- You have said that recent lawsuits have affected cash flow. Could you elaborate on the lawsuits and the amounts involved?

*Ans.* I cannot elaborate on the lawsuits. The amounts involved, approximately \$500,000.

**Culinary**

- What is the plan to feed residents during the upcoming Lodge renovation since it will be under construction?

*Ans.* We are still navigating what we will do exactly. In past renovations, we have set up makeshift buffet lines in another area. We will expand service at Lakeside's Brew Bar, Café, and Savor to take advantage of all the different resources available to us to continue service to the best of our ability. Is it going to be inconvenient for some? Yes, it is construction. We need to accept that now. We will do everything we can to make it as convenient as possible.

- What are the grand plans for the Bistro regarding any future upgrades?

*Ans.* Nothing has been finalized yet. We are still in the design phases, specifically looking at the bar inside. We will be taking the bar out, and adding some booth seating to try to keep the venue as intimate as possible.

- Can credit cards be used for payment with the Culinary Department?

*Ans.* Yes, credit cards are accepted anywhere at any of the dining venues.

- Can the Culinary staff develop a consistent method for the servers at both the Lodge and Savor to provide meal receipts without needing to wave them down to get your receipt?  
At present, there is no consistent process.

**Ans.** What we are going to work on is a new standard operating procedure to provide the receipts at the onset of your meal. This will not occur in the Bistro since it is a la carte, but it will at Savor and the Lodge. You will get a billfold like the one you do at a restaurant, where the receipt will be presented at the beginning of your meal. You can access your account at the kiosks and through the app as well.

- Will the Bistro return to its previous status of a special venue with high-quality food and consistent management by one professional manager? Some of us prefer Savor, which seems to have better food quality and service at half the price, and experienced managers run it. Many of us are concerned about how Bistro's top management has dropped the ball.

**Ans.** During the period of our remodeling, we will be looking at the overall service model of the Bistro. We will designate a specific team as recommended here. We will try to identify those individuals, but if we have to go outside the existing population of workers that we have, then that is what we will do. We hope to identify someone internally that can take over that role and make this their baby and take full ownership of it.

- How were you able to recruit such a great Culinary Management team?

**Ans.** They are awesome!

### **Resident Relations**

No questions asked

### **Plant Ops**

- There was mention of utilizing the old galvanized fencing behind the garden homes to create a Lakeside dog park

**Ans.** We will still get this done before year-end.

- Why are we not getting any irrigation support at Lakeside? Plants and trees will die from lack of water.

**Ans.** Due to the City of Mount Dora's restriction, we have no irrigation at Lakeside, we have drip lines, so it makes it extremely challenging. We are doing the best we can with the limited amount of water resources that we have available to us there.

- The covered parking, lighting, and railings around the pool at Lakeside are covered in spider webs and egg sacks. We are parking in non-covered areas to try to avoid damage to the vehicles. Why has this been brought up multiple times and not been addressed and maintained?

**Ans.** I cannot control Mother Nature or insects outside. We are on a quarterly process of cleaning those areas. The next cleaning is in May. Apparently, that may not be enough. We will address it and see if we may need to move to bi-monthly.

- Would it be possible to replace the speed bumps at the Lakeside Gatehouse with wider ones?  
The ones there now are tough to go over even slowly.

*Ans.* The team is going to look at this and see if we can install more of a speed table. We will research what we can come up with.

- In a memo from Andrew on March 21<sup>st</sup>, he referenced several legal matters that had come to fruition. Based on the number of severe construction issues we have had all over campus, is DeAngelis Diamond taking care of them, or will Waterman have to sue them? Despite all, it should be said this is the greatest place we could have ever chosen. If we all work together, things will be done right. The positives far outweigh the negatives.

*Ans.* God bless the person that wrote this because I really appreciate that, this is very well-written. To the primary question, we will not be suing DeAngelis Diamond, because quite frankly, the things that have had to come to the plate have been at their cost, and not ours. Various things like the shower pans were on their dime.

- Are there any current plans to complete the paved walkway trail around Lake Margaret?

*Ans.* Yes, that will be done by year's end.

- What is the status regarding funds for the trail? What steps will be taken to ensure it will be more durable this time?

*Ans.* We are not seeking funds from the Foundation regarding this particular project. We are figuring out what to do. We put a product down that we thought would be best served for being able to navigate that trail with a walker or a wheelchair, well Mother Nature helped us realize that did not work. We need to come up with a different design altogether. This is not going to be something that we can just figure out overnight because we want to make the best decision we possibly can, and not hopefully have to repeat it. One quote we received was \$400,000. We would almost be better served to leave it as dirt, but then it would not be accessible to all residents which is a priority.

- For security, the arm is designed to be raised and lowered. Most times, the arm is raised. Why should any resident spend time using the resident lane when the visitor's arm is raised? If there is a line of visitors, the arm stays up until the last vehicle is through. Why doesn't it go down after each vehicle departs? If anyone wants to enter the community, the arm will not stop them, but perhaps they will think twice.

*Ans.* This goes back to training and education of the people working there. This is human error. We will continue to educate these folks to the best of our ability. There was a comment made also about an experience where a resident was coming home using a driver, and came to the gate, and simply said "I am a resident" and was let in. ID was never asked for. Again, this is human error. We are looking into security measures we are using to try to keep the community as safe as possible. There are so many different scenarios that keep coming up and it is hard for our security team to make some of the decisions on their own. We have to fine tune some of our security measures using Dwelling Live for people coming and going, and we are trying to simplify it to the best of our ability.

- What is the plan for fall detection to start reliably working? I have had multiple instances of my device sending a false alarm and security responded, or a false alarm was sent and security did not respond for an hour because they did not get a signal.

*Ans.* I believe some of this has been faulty devices that we received. We are working on getting a brand new batch of those devices so we can swap those out with residents who have had issues with theirs. The reason we say this is this is not a systemic problem all over the community. Some folks have fall detection that is working totally fine, others have it where they set it on the table and it goes off. We will keep digging until we get it stabilized. (Follow up since the meeting, we have been told the fall pendant is designed to be worn around the neck at chest level in order to work correctly. We are still discussing this with the vendor for additional clarification.)

- If a golf cart has a handicap sticker, can it park in a handicap parking spot for cars?

*Ans.* Yes, it can. But, this does not mean that those painted lines in between spots are an acceptable spot to park. According to Florida statutes, a person can be fined up to \$100 or what the county requires, which can go up to \$250 in fines if you were in a public area and park in those lines. The golf cart needs to have a handicap placard just as a car would.

### **Transportation**

No questions asked.

### **Wellness**

No questions asked.

### **General Waterman Village**

No questions asked.

### **Outpatient Therapy/ Home Health**

- What is the status of the search for a new director?

*Ans.* We had someone who we thought was the perfect candidate, offered them the job, and they turned down the offer, wanting to stay with their current job. That was the only qualified candidate we have received so far. There are many people with healthcare backgrounds, but home health requires a certain skill set. We have recently started advertising with Leading Age National, which is an advocacy group for communities like ours, and through Leading Age Southeast. We are trying to capture someone from the industry that works in communities like ours and will come with experience. Our current Director of Nursing for Home Health has done a wonderful job filling the roles there, but she is also leaving. Our goal is we keep moving forward with Home Healthcare.

### **Additional Questions**

- Since Lakeside residents have no mailbox slots to receive flyers and other forms of communication outside of email, would management consider putting bulletin boards in the trash rooms on all Grand and Lake House floors? That way, residents with wants, needs, barbers, skills to offer or announcements etc. could put up flyers.

*Ans.* We think that is a great idea. The plant ops team will look into this.

- Do we have a schedule for trimming the weeds around the lake?

**Ans.** I am not sure about the specifics of the schedule but I am sure we are trying to be cautious of how we trim around the lake as we are also trying to grow some things out at the same time.

- I have looked at all the information regarding the Staff and Resident party on Friday, and nowhere can I find if the Bistro is closed.

**Ans.** The Bistro is closed.

- If a resident passes away, does anyone from Waterman Village contact the surviving spouse?

**Ans.** I send a letter to every deceased resident's next of kin. Robert and his team reach out to do what they can on their end, and Rosa and her team also reach out so they can support their transition with final belongings, etc.

- There are weeds in the entryway at Lakeside East and it is awful looking. The concrete is also cracking and the paint is coming off.

**Ans.** Our contract with TNT includes pulling weeds. We will make sure to press them for that, as far as concrete goes, Alvin is looking at a new way to manage this, as a lot of it is peeling up. We will need to look at the cracks to make sure they are not a hazard. (Follow up since the meeting – Alvin and I looked at the painted concrete areas and aside from the paint peeling up, the areas were in need of pressure washing. We will be scheduling the pressure washing, but please be aware, this will likely peel up more paint. The areas may look unsightly for a time from the peeled paint, however, they will be clean and we will continue to seek a solution to getting the rest of the paint up and either keep the concrete as is or stain it.)

- Cushions that have been placed around the community were not designed for the weather. They are moldy and smelly and absorb water.

**Ans.** This is the first I have heard of this issue so I will look into this. (Follow up since the meeting – Alvin and I looked at this as well and we will look at cleaning the existing cushions or replacing them as needed.)

- I read in the minutes of the Culinary Committee, that Sodexo is paying for the Lodge renovation, why are they paying for it?

**Ans.** In our contract negotiations with them, we made that one of the stipulations for signing the contract and entering the new agreement.

- There are still some doors that we need to get on automatic openers and closers

**Ans.** That is jumping to the top of the priority list as far as capital projects go

- What happened with Mount Dora Podiatry?

**Ans.** They did not comply with the terms of the lease agreement, so we had to evict them.

- There were a couple questions that Rosa was unable to answer at her Socials, she mentioned she may have the answers now, can we learn what she found out about the Dwelling Live question asked at the Social?

**Rosa's response.** The original question was about vendors, like Amazon, who is coming in every day. Anyone entering campus has to show identification. Whatever company that comes in,

whether it be Publix, Instacart, etc. the driver needs to show identification. The other thing was Mother's Day is coming up and gifts and flowers will be coming in as gifts. We can't put these as a vendor as they are a surprise. They just need to show identification.

- In the past you mentioned you are looking for a new fencing contractor. Are you going to continue the vinyl fencing all the way down?

**Ans.** At some point, we will continue to run the vinyl fencing and we will fully encase Lakeside community.

- Could you explain the reason that the speed bump was put in for the residential entrance because it is very rough on cars.

**Ans.** I think we are going to be looking at trying to soften it up a bit. It was due to people making U-Turns consistently and we are trying to deter that from happening. People are still going to do it but we are looking at different ways to get people to slow down.

- I do not play pickleball and have no intention, but I know some residents were promised that one of the things that was coming was a pickleball court. In terms of attracting residents, maybe you shouldn't just consider what people want now but what future residents may want.

**Ans.** That is a great comment. We absolutely try to take that into consideration.

- There has been a lot of discussion about the reserves and where money is coming from. I think a lot of people are still not clear on how things get financed. How much comes from the substantial deposits we put down that go into the day-to-day working of the facility?

**Ans.** Waterman Village is not a manufacturer. All money comes from you. You come, and you pay fees, we use those fees to run the business. This is like any other hospitality industry. The large deposits we receive are typically used to pay down debt. We have already retired almost \$40 million in debt from the initial construction of Lakeside.

- Around the entrances to both homes and Lakeside East, outside there is stucco and foam that was used. I can assume, that when the yard people come in they weed-whack into this.

**Ans.** This is something worth investigating; Alvin is looking into the best solution in maybe sealing and resealing. Our contract with TNT is that they are to pull weeds by hand. Our team has to do a better job of enforcing this. We do not reject the use of weed killers in certain areas, but I do not want to wait around for them to die when they can bend over and pull them out of the ground.

- I know you have been opposed to mailboxes for Lakeside, but a lot of residents feel they work. I know when I moved in I was given a key to my mailbox. There is no slot for anyone to put mail in. Could a tool be used to cut slots so we could use those mailboxes?

**Ans.** I am happy to meet with Alvin on this issue and see about finding a solution for this. (Follow up since the meeting – Alvin and I looked at the mailboxes and we are going to try and find someone to cut the slots as suggested so cards, fliers, etc. can be slid in.)

- Can you go over what happens in a blackout from something like a hurricane?

*Ans.* In the event of a hurricane, we have several buildings on campus that are supported by generator power. There are generators at the Lakeside Grand, each of the Lake Houses, the Lodge, the Executive Office Center, Bridgewater, and Edgewater. We will accommodate you in the event there is an extended period of lack of power if you require oxygen or have other medical concerns. If you are in regular Independent Living, you can go to any of those locations to charge your phone, get coffee or just relax. We will still push to produce hot meals out of our dining venues to serve everybody. If this isn't something we can do, what we have done in the past is deliver hot meals to every home in an extended outage. We will come around and check on you and if you need extra help all you have to do is ask.

Respectfully submitted,  
Katherine Cortez, Admin Assistant/ Recorder