

Waterman Village
Town Hall Meeting
Garden of Life Fellowship Hall
Wednesday, January 22, 2025

Present: Andrew Dujon, President and CEO

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

General Waterman Village

- Please have Andrew address the questionnaire regarding the housekeeping schedule. I remember seeing a questionnaire regarding this issue being sent out. I don't think anyone likes the every-other-week plan, including the staff.

Ans. I have heard several comments and concerns about the current housekeeping schedule. Still, I believe the statement is somewhat exaggerated, that no one likes the situation the way it is. We know that there are some issues. That's why we are sending out a survey next week. We encourage you to participate because it allows you to give feedback, which ultimately helps us help you. We will take that information and do our best to make accommodations that suit you and the organization.

- Would it be possible for residents to be notified who is employee of the month? It would be nice to celebrate them.

Ans. I'll ensure they are acknowledged in one of my weekly memos each month. I think that's wonderful that someone thought of that, and we need to do that.

- I noticed the new phone dial system for which the switchboard has changed, and we were given no warning about this change. It seems valid for outside callers and not resident-friendly, when placed on hold. Can we advertise one number to the public and have a different number so that residents can access our switchboard without all the promos?

Ans. We're doing everything we can to improve the overall appearance and professionalism of our organization, and we felt that the first message a person would receive when they contact our organization must also be addressed. The reality of that situation is that I tested it myself. For instance, if you needed to call my office phone, you would dial 352-383-0051, and my extension number is 296. You do not have to listen to the whole message. Just dial 296, and it will automatically take you to the extension you're trying to reach. A list of all the extensions and several other numbers is embedded in a form on the resident portal under the Directories section. Ashley or Deborah can print this form for you as well if needed. Additionally, if you need assistance, you can dial 0, and it take you to one of the operators or the security team, and they'll be able to direct you to where you need to go. I don't believe we need to create another number for you to try to remember that as well. Just remember, you do not have to listen to all the prompts, you can dial the extension you wish to reach or 0 right away.

Plant Ops

- What are the current plans for replacing the soffits that were blown off the townhouses on Stone Ridge Avenue during Milton?

Ans. Soffits are currently being replaced around campus. If you see an area where there is a need for replacement, please submit a work order.

- Could we arrange to have the Manners Gate fully painted with repairs to the two-bit metal rods on the exit gate? Only a small portion of the exit gate was painted.

Ans. Yes, we will get a work order put in to get that done.

- Could we add to someone's job description to maintain the golf cart bridge and ramps? Such as replacing the lighting that does not work in the early morning, securing the white fence caps on the ramp that seems to blow away, and ensuring the lights under the side of the bridge illuminate and are free from vegetation growth.

Ans. Yes, these are all things that have been brought to the attention of Facilities, and they are in the works.

- Before the holidays, it was announced that the carport areas of the Oaks would be pressure washed, and this would start in Essex. This has not happened. Is there a plan to finish this?

Ans. We have already begun the pressure washing, but the weather has prohibited our ability to continue the past few days. We will restart when the weather gets a little warmer.

Culinary

- Can we have clear info about the remodel, including the planned duration and alternative catering arrangements?

Ans. The Lodge construction is expected to begin in April. We would expect that it's going to take anywhere from three to four months for that remodel. We will divide the project in half so that when we're working in the main dining room, the multi-purpose room will be available for limited seating and takeout. When that area is done, we'll flip it; the main dining room will be opened back up, and the multi-purpose room will be worked on. We don't know which direction we may decide to start, in the multi-purpose room or the main dining room. We'll also look at opening up the other dining venues on campus for additional hours to help offset the downtime we will see.

Additional Questions

- About the hurricane, I put in the work order for 214 Stoneridge because it appears the roof lifted, which is what Juan said. The nails are all coming down. The ceiling needs repair, and it keeps dropping paint plaster. It needs to be taken care of.

Ans. We'll ensure the work order gets in for that, and have them check it out.

- I had a broken window three months ago; I believe I reported it. About three weeks ago, a lady came to my door and said they would replace the window. I still have the broken window, and the problem here again is communication. When they came to replace the window, for whatever reason, it wasn't replaced; no one came back and said this was the wrong window.

Ans. I have this written down. We're going to address that, and someone's going to reach out to you.

- With the traffic building on Donnelly, does the city plan to put in a stop light?

Ans. Not at this time, not to my knowledge. We had to redo the PUD for Lakeside because Lakeside's original construction plan called for additional units to be back in that northeast corner where all that mound of dirt is. That PUD was about to expire; we had to re-register for that as part of that process. The city brought up whether we needed to do an additional traffic study for that at this time. Based on our units, the traffic study done three or four years ago is still relevant. We discussed that if an additional traffic study is needed, it might have to be done by one of the other construction organizations building around us. I can talk to the city and see if anything is being done, but I have not heard anything about additional lights.

- I wondered if anything was being done to look at units with flooding issues on the Oaks side. My whole back unit (213 Woodbury) flooded during the hurricane. As far as I know, no one has looked at that.

Ans. I will have to investigate that. I know various areas received water intrusion. We have been looking at all those, even to the tune of a huge retaining wall project that's going on, and we are trying to clean that up. We've added French drains and other things to divert water. I don't have an answer for your particular unit, but we will find out, and someone will look at it.

- What is the plan from Waterman to put a security fence between us and those 300-plus homes that are going in behind us? Their road is higher than our chain link fence.

Ans. I think that's in for permitting right now, so as soon as we get the permit, we will be putting the fence up. It's a six-foot fence most of the way around and eight feet in one area. There's no way we can get much higher than that. We will plant some trees along the passageway to shield that view. But we can't put up a 20-foot fence or anything like that.

- Can we request help from the state that helps with noise pollution? Everything will come down to us, and they're above us.

Ans. The answer is always no unless you ask. We can ask if they can do that, but they may have to do a study because that is based on noise and things. I'll see if I can find a resource to contact and ask.

- Do you know why housekeeping will not use our vacuum if we have one? I haven't gotten a decent answer from anybody. I prefer to have my house vacuumed with my vacuum rather than having it come from someone else's house.

Ans. That's the first I have heard of this, and I will find out soon.

- Is the gate that you can go to Walgreens by Springwater functional? Because you could get out, but you could never get back in.

Ans. I'm told it's working again. The only gate down right now is the entry side of the service entrance.

- I'm wondering because last year, I asked about getting some lighting at Christmas time over on Lakeside. Well, anybody living over there must know that half the lights fall. Some of the lights were out, and one of the two Christmas signs was lying down half the time.

Ans. I have a quick question: Did you fill out the holiday survey?

- Yes, you should be ashamed.

Ans. We will evaluate that for next year as we continuously improve our work. When we put the lights up, it would be helpful if they worked; I'm not going to disagree.

- The traffic heading across Donnelly is dangerous. Can you speak to somebody about that situation?

Ans. We have a resident here who, someone she knows, works for the Department of Transportation in another area; I don't remember if it was in this or some other state; they did an analysis themselves, which we've shared with the city. We had a group of residents that met with some of the folks from the city to discuss that. It's getting them to act on that, but I don't know how to push that forward. I know there are plans in their budget to work the 441 to Donnelly Street area, but it's very convoluted because 441 is split between the county and another part of the city. So it's just very challenging for them to navigate how that whole process can work. They know it's a problem, but I don't think they have any solutions. There are also rules in the state that you can't put a light within a certain distance of another light.

- There would have to be one light at the entrance for the Oaks and one at the entrance of Lakeside. They can split a light and have it work at the Oaks at the same time. So you have a red light on both sides, and then you have your green light.

Ans. Honestly, the entrances don't line up because they wouldn't allow a light to go there. That was the best way to manage the traffic flow from both communities. That was the recommendation, was to put them in that fashion. I'm no traffic expert, so we try to navigate the rules they throw at us and make the best of them. The folks that live at Lakeside will have a much easier time navigating because they'll be able to jump on Fiddler and out to JW Simpson Way, and they'll be able to access Limit or 441 without even having to touch Donnelly. So you're going to be very fortunate in that regard. Folks at the Oaks are going to have a much more difficult time.

- You've already addressed this, but your favorite subject is mailboxes. Is there any progress on it in terms of activating the existing mailboxes?

Ans. I was meeting with one of the residents at Lakeside, and he was investigating some options for us. I thought that was nice of him to do that. He came back to me with the idea that the best solution would be to have everyone at Lakeside put their keys in the keyholes of the internal mailboxes (not the USPS mailboxes) and leave them in there. If you think about it and go, "Oh, I can't do that," remember that all the mailboxes in the Lodge are wide open. So if somebody was going to steal something from you, it doesn't matter whether it's open or closed, they're going to take it anyway. But if you had your key on that other side, someone turns the key, opens it, puts whatever it is, a flyer, birthday card, whatever, in it, and moves on. I was going to send an email,

and since Emma is here, she could remind me to do it. We'll send out an email asking for feedback from the group. Because the alternative to that could be replacing the key itself with a knob where you can turn it and open it, but there is an additional expense with that. If you just stuck the key in and opened it up, you'd have a functioning internal mailbox.

- After two years, I'll have to see if I can find my key.

Ans. Well, we can probably help you with that. Still, it would be more cost-effective than trying to do some of the other things we've discussed.

Respectfully submitted,
Ashley Morris, Admin Assistant/ Recorder