

Waterman Village
Town Hall Meeting
Garden of Life Fellowship Hall
Wednesday, January 24, 2023

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

- What Waterman financials are available for resident review?

Ans. The best thing I can tell you is to reach out to David Larson our CFO at extension 224. Set up a time to go over and talk to him whenever you want. We try to be as transparent as possible.

- What capital improvement projects are in the 2024 budget?

Ans. We have the Lodge improvements; we have unit exterior improvements, the walkway around the Lake, and stairs that lead up to the mailboxes. We also have transportation vehicles, HVAC systems, and a litany of things. I have shared in some of my memos that many different things are in the budget for capital improvements.

Culinary

- When can we order pick-up or delivery meals online? It would be much easier and more efficient than calling.

Ans. We are still working out some kinks with the Visual Touch System. It has the ability for you to do online ordering in there, and so we will continue to push forward to make that happen.

- Why is the salad and sandwich display case in the Lodge Café still broken after several days? When is it expected to be fixed?

Ans. As of Monday it is up and running. A breaker that is tripping is causing the issue. A vendor is coming out to look at that to see if we can figure out why this keeps happening.

- Maybe it is time to do something about cleaning the vegetable towers outside of the Lodge Café. It seems the strawberry growth was a fiasco. Please remove the strawberry sign.

Ans. I 100% agree, I just went by there and I can assure you, that by the end of this week, the area will be cleaned up.

Resident Relations

No questions asked

Plant Ops

- Why does Lake Margaret have to have the grass mowed down to the lakeshore where there are no buildings? The gradient is such that the view of the lake is not impeded by anyone who walks on the sidewalk in that area. Cutting down the grass to the lake takes away the opportunity for ducks and other wildlife to find cover, build nests, etc.

Ans. Alvin and his team will be working with TNT; our final landscaping contract goes into effect on February 1st. He will be working with those folks to make sure we identify the specific areas that we want cut. I was at a luncheon earlier today, and a resident who is an avid bird watcher mentioned they have noticed more wildlife activity in that lake since we cut that grass down.

- What will the contractor do to correct the turf damage caused by heavy machinery?

Ans. I have not seen this damage. We will drive around that area and look at the damage. I know someone had shared with me about sidewalks being cracked and broken, so we need to look at those areas.

- We need to repair the shuffleboard court

Ans. I have been in conversation with Ben Gray, the Chairman of the Home and Grounds Committee, and he has some ideas about what we can do moving forward. We can work on getting that task accomplished in 2024.

- Could you put to rest rumors about the property behind the Garden Homes at Lakeside? Some construction has already begun; rumors are running rampant regarding what is going on there. In addition, when will the chain link fence be replaced with a privacy fence?

Ans. Alvin and I drove this earlier this week. The City of Mount Dora is building right behind the Garden Homes, adjacent to the water treatment facility at Lakeside, a new facilities building. We are looking to use the privacy fence left from the construction project ~~and put a fence around the area plus across the street~~. We will close that off as quickly as we can and we will look to get the remaining privacy fence added to encase the community in privacy fence.

- What is the status of a dog park for Lakeside?

Ans. We are going to be taking down some good chain link fence from behind those Garden Homes and will repurpose it into an area at Lakeside for a dog park.

- Our four lawn bowling courts just do not get used. At a maximum, only two are used at any time. Why can't we replace one side and create a Bocce court, which is more amenable to our age group than pickleball?

Ans. That is something we can explore, we have just put out a survey in regards to the pickleball court and the fishing dock at Lakeside. We could look at how many would be interested in Bocce. We also have three shuffleboard courts and I do not think they are all used at the same time. Maybe we can look at one of those as a potential also. We want to find the amenities that are best suited for the residents we serve. We are trying to utilize this survey process a bit more to get feedback from residents so we can make those kinds of decisions.

- Is there any progress on opening the gate near Springwater on Lakeside?

Ans. The walk-through gate is working and it does have a bit of a glitch in it where it wants to work, and then it will shut down, and then restart and work again. ~~Alvin has been in and out of it~~

~~numerous times and it works, and then suddenly it stops.~~ We do not know why, so we have our gate company here trying to look at that.

- Is there a plan to have dryer ducts in Lakeside residences cleaned soon?

Ans. Alvin and I will talk about that and work on putting that on a preventative maintenance plan. ~~We are going to assign an employee to start focusing on that moving forward.~~

- Why is the automatic paper towel dispenser in the Men's toilet in the Lodge still broken? When is it expected to be fixed?

Ans. I went by there and it works.

- Many residents of Lakeside are still making improvements to their homes and apartments. We used to have guides through that process and explain what we could and could not do. Now, it seems people do not know who to turn to and are doing whatever they please. Would you explain the proper procedure for making changes to things like floors, blinds, counters, appliances, etc. and who is the contact person for this?

Ans. You would contact Philip if you were interested in any kind of change. That goes for both Lakeside and the Oaks.

- Work orders ignored with no response as to why they are not executed.

Ans. I do not believe this to be true. I know Alvin and his team are working feverishly to get caught up. He is new, and he is pushing forth and making progress. While this may have been more prevalent ~~be a feeling of this happening~~ in the past, I am not going to say that this is a systemic problem that we are enduring now. Alvin is making great strides and I expect to see further improvement as he continues to train his team.

- I put in a work order over a week ago to get 5 minutes of help with Christmas decorations. I am still waiting for a response. This was submitted on the 10th. What do we do about work orders that are not addressed?

Ans. I suggest that if you put in a work order and it is not completed in a reasonable amount of time, resubmit. If you still have no response you can always call the office and talk to Wendy, and let her know what you need done. You may contact Alvin or me also.

Transportation

No questions asked.

Wellness

No questions asked.

General Waterman Village

- When I came here in July 2022, I got a Waterman Village directory. Since so many names and positions have changed, no one knows who to call or for what. Can someone put out a new Waterman Village Directory?

Ans. A directory has been added to the portal. We are trying to put as much information in the portal as possible for you to access at your leisure. There is one out there right now. If you are challenged with technology, you can always reach out directly to Emma about this subject and she can print one out for you.

- When people are hired, they need training. If someone comes to your unit, they should first identify themselves and explain why they are there. To knock at your door in the middle of the night to say they want to see your fob is not acceptable.

Ans. I do not disagree with this comment; we will work on training our folks to make sure that they are identifying themselves when they come to see you.

- The new Organizational Chart shows little change from the old dysfunctional organization except for personnel changes. Please explain how this new organization cures the problems of the 2022 version and better supports the WV missions/functions.

Ans. I do not fully understand this. If whoever wrote this question would like to come and see me separately, we can talk about the chart. I am happy to sit down with you but I do not fully understand how to answer this question.

- The holiday lights at Lakeside were pitiful. We pay for our monthly fees and this was the second year going through the holidays using leftover lights with bulbs burned out.

Ans. We had Lakeside residents who did not like the exterior decorations and Oaks residents who did not like the interior decorations. The reality is that ~~I think~~ we need to continuously improve. We went with another company that we had not used in the past to help us. We do a lot of the exterior work ourselves. I will be honest, I feel that the exterior decorations across campus were minimalistic and I think we need to do a better job on both sides.

- Phone calls are made and never returned, I called a department and left a message on a Monday, and today is Friday and the call was never returned. Who do we turn to for answers when this happens?

Ans. ~~I can say this may be a continuous~~ This problem ~~has been brought up before,~~ ~~but~~ and it is something we continuously work on. We will reiterate to the team that they need to respond to folks promptly. I usually like to say 24 hours, even if you do not have an answer, at least let the resident know you got the message. I will continue to push this and I will stress this to all team members to not leave people in limbo.

- Parking in front of the Grand has a couple of issues. People in cars park in golf cart parking, we could put up signs that say specific areas are for golf carts. There are few available parking spaces for cars, and residents in the Grand use these for their parking spots. Employees also park there, which makes it difficult for people who come to dine.

Ans. We are working on making a designated employee parking area to try to shift employees from there.

- The parking around the Lodge is worse than ever. I tend to believe the employee parking area must be so crowded that they have no choice but to park in “resident-only” parking. No executive says anything. I do not blame the employees since no one says anything, I blame those in charge.

Ans. This is no mystery to any of us; we are working on this as well. I believe the comment is because employees park there, there must be no parking anywhere else for them. Frankly, there are parking spaces over by ~~the EOC my building~~ but the employees ~~don't want~~ ~~are too lazy~~ to walk from that location to where they need to go. ~~That is the reality. The reality is also I will take full responsibility for it, I can tell you right now I cannot go to every single employee and tell~~

~~them where they are supposed to park.~~ We are working on having security have access to the barcodes on vehicles. Should you be parked in an area you are not supposed to, we can find that person and have them move their vehicle. If you are parked, somewhere like a golf cart in a car spot or vice versa, you have to take responsibility for that when we come to tell you, you cannot park there. Responsibility goes both ways. We are looking at trying to create additional parking for both golf carts and cars, but let us be honest, you can see the area and there is not a lot of geography for us to capture to create this. We are trying to be as creative as possible. To make parking spaces without affecting the lifestyle and amenities that we have available.

- Can we talk about the results of the Resident Survey? I know Andrew made some comments in one of his recent memos; more information on how residents responded would be helpful. To newer residents, some information on who reviews the completed surveys, how results are tabulated, and the process of deciding how to respond to survey comments might help get a greater response. A 50% response in my mind is very low.

Ans. I agree, I wish people would speak up more when we put out these surveys, I know the typical excuse is that we will not do anything anyway. Historically for those that have been here and working with me over the time, I think we have tried to address as many of these as quickly as we possibly can. How it works, we try to put the survey out using Survey Monkey, which is an anonymous way to provide feedback, and then we take the information and review it. Perhaps we need to look at the questions that are being asked ~~and do a better job of questions.~~ Before we submit another survey, I will meet with the Resident Council to get some feedback from them. It would also be nice to hear when things are going good as well. Digital surveys may be more difficult for some but we had 260 responses on the survey about pickleball and the fishing dock. 13% play pickleball, 63% would have no issue with noise, 10% play touch tennis, 35% like fishing, 25% would use a dock, 7% have fished in the lake, and 39% would use a dock for enjoyment.

- This is a retirement community, most everyone here is of advanced age, and many of us may not have computers or any other means of getting vital information. If we stop or continue to reduce the use of print paper, how are certain residents getting this vital information?

Ans. We will probably never stop using paper, but we will not mass-produce it. If someone needs some assistance with printing something, we will do what we can to help, but we want to move to a digital form of information distribution. A better job should be done utilizing our in-house TV station for producing information. Making sure we keep educating people about the portal. If there are those out there that are struggling, try to be a good neighbor. See if you can help them or let Rosa and her team know that someone is having a difficult time and could you get information to them. It is a big community, there are about 600 Independent Living residents. I stress the first word, “independent”. That is where you have chosen to live. If you need more assistance, you may need to be in Assisted Living, or using our Home Health to help you. ~~There has to be times when we have to take responsibility for what happens in our own lives.~~ We want to ~~help as best as we can be here and make all that happen,~~ but we cannot see everything, so we do need to rely on you. In Resident Council one of the residents brought up, we have to help look out for one another because we are a big family; I agree with this.

Outpatient Therapy

- I am now again receiving physical therapy at our Outpatient clinic. To my discouragement, I realized the situation was worse than when I previously attended. For starters, there is no place to park. The inside area continues to be crowded and lacks privacy. Are we killing a GOLD mine of income to WV?

Ans. It would be nice if we could just all of a sudden make these areas perfectly sized for the businesses that we have ~~now~~. I can tell you that when we put these businesses in the locations they are in, they were in the right-sized space. Growth and opportunity has shown us that certain areas are doing better than others. We ~~would~~did not ~~have~~ expected as fast as of growth as what we have seen. We are blessed to have that problem, and frustrated to have that problem because now we have to figure out how we create space for these businesses to thrive and flourish. We believe that by the end of January, we may have a solution.

David Nwoqu: VP&COO made the following statements during Town Hall:

Lifeline Update: *I want to start with the challenges we faced a couple of weeks ago with the distribution of the Lifeline buttons. There was a plan in place to have everyone stop by the EOC and get their pendant on two specific days for the traditional pendant; and if you wanted the fall detection or you were unable to make the two days, you would come Friday. Six months prior, we did a survey around fall detection regarding who would need them or if you were interested in using them. Unfortunately, many people elected not to respond to the survey. We used the information that we had in proportion to do our initial order. From there we had a limited number of pendants that were on backorder. Initially, we ordered 120 pendants and then we only received 77, with another order to come. The survey was anonymous, so we did not have the information and created a challenge. We are using a similar company to what we used before; the new company is called RFT. This company operates in the same space as Lifeline. To utilize the new company on the same hardware, we had to reprogram buttons which many of you experienced or we had to reprogram your button. ‘Another thing that has come up since the implementation is a lot of false alarms going on. There are some challenges in some areas of the community. This was all supposed to be done before the rollout. We had someone on-site check the repeaters to make sure the signal was strong. Seeing it now, we are dealing with the adjustment of our utilization. An overactive pendant is just as inaccurate as a pendant that does not go off if you fall. What we are doing right now is we are in conversation with the manufacturer because the vendor that did the installation cannot adjust the sensitivity. We have 10 additional repeaters scheduled to be installed on campus. We released a survey yesterday online and on paper at the concierge desks. We hope to capture accurately who and how many pendants to order so we will adjust the next order to include all who requested the device. Hopefully, by the time the devices arrive, we have worked out all the kinks in coverage. In the future, be wary that if you press your button and walk away, it does not go with you. The way the repeater system is set up around campus is a zig-zag pattern, at every other house. That way you can capture as much surface area as possible. What security has been doing, which is not their fault, is they are responding to the closest repeater. There are only two fields we can use, where in the prior system we were able to include address, where your name would pop up as an alert to say your first name last name, and address. Now it only says your first and last name. If you have a common name we are going to have to look for you. We are training security starting Thursday at 3:00 pm to educate on the new process of what additional steps are necessary to locate you when your button goes off.*

Pet Policy Update: *I have had some meetings including with the Resident Council recently where we discussed some of the challenges associated with folks abiding by the pet policy. Some folks who have large friendly dogs could be excluded from the campus because of the size or breed of*

their dog, not the temperament. Some folks with smaller dogs who meet the pet criteria may have dogs with temperament issues or are not being supervised by their owners. We have been made aware that certain dogs are not on leashes in the buildings and outside. Certain droppings are happening in and outside buildings. Certain incidents are also occurring because the owners do not have control. The larger dog owners do not want to be punished if their dog is kind. We were made aware folks were getting vests to accommodate the restriction of the breed and dog size. So we are going to look into the ADA requirements for those with disabilities. You will see this after the next Resident Council meeting, where they will be approving or making amendments to our policy. The goal here is to make sure that everyone has full control of their animal, and that others who are in fear of them, are safe. Again, we want to avoid any incidents.

Additional Questions

- If you opted out of fall detection, can you change your mind in the future?

Ans. Yes, you can.

- What is the status of the irrigation system?

Ans. It is getting better, it is better than it was yesterday. It is a work in progress. ~~Alvin is going through the company we have been using they have resubmitted a bid for us for wanting to take over and continue helping with the irrigation system.~~ We are looking at potentially doing more things in-house, so Alvin is analyzing that right now. We want to make sure we make the best financial decisions for the company.

- About the Grand, great efforts have been made to explain to us what we are supposed to do when there is a fire alarm. There seems to be some confusion still. Residents are complaining they cannot remain in their units because the noise is so loud from the alarms.

Ans. The fire department came out and did an in-service with a lot of residents and our team, and the response was you are to shelter in place in those buildings. Now the challenge is the noise is so obtrusive that it is unbearable. I do not know what to tell you about that, as it is safest for you to shelter in place. The fire department will come out to all of those units in the multistory buildings. There are firewalls, so unless the fire is in your unit, you should try to stay in place until further instruction from the fire department.

- We live on the lake and we thank you for cutting the weeds but I was wondering if there are any plans to dredge the lake as I see weeds growing on top of the water. You can see where the machines went and you can see we are losing our lakefront to the weeds.

Ans. I have not heard of this being an issue. I know we are growing some things on the shoreline. We will have to get some guidance from experts in lake management to help us with that. ~~I can tell you that there is nothing that we would have the ability to decide on right now. However, we can do some research.~~

- Is there any thought to widening the entrance gate so that when cars are loading up and waiting to get in, if the residents can have a lane that they can go by?

Ans. That is a very difficult area to navigate because of all of the other infrastructure that is in place. A reminder, however, that the sticker on your car accesses all the gates on campus, ~~except currently the Springwater gate that is malfunctioning.~~ So you can use any of those other entry points.

- I have some objection to what was said about independent living. We came in here under conditions that led us to live here in Waterman. As we get older, some of us do have to move on, I agree, but being here in independent living does not include having to be computer savvy. Not all of us can do all this work.

Ans. I agree and this is why I have stated we will not move away from paper distribution altogether. But we have to continuously try. I will be honest with you, the resident that comes in tomorrow and the day after, are always more computer savvy. ~~as they come in~~. However, I understand we have to deal with accommodate the folks that are in place today as well. We are not taking all paper away. If you need help getting access to things, all you have to do is ask. Anything you need printed that you cannot get access to, you can just let us know and we will do our best to get it to you. We just do not want to mass-produce paper for it to be thrown in the garbage.

- We moved into Waterman because of pickleball. How will it be handled with the differences between pickleball and touch tennis? The courts are entirely different.

Ans. The survey wasn't saying that the courts would be together, the survey was to gain interest. There is not a final decision made yet as we were waiting on your feedback ~~to~~ determine how we implement going forward.

- I live fairly close to the front gate, and something I see is people going around the speed bump there at the gate. Sometimes I have had to dodge a bit, and it is residents doing it. Maybe a suggestion, make the speed bump longer so they cannot drive around it.

Ans. Thank you for pointing that out, we will certainly look into that. Our main goal is not to make driving annoying for everybody, at the end of the day our goal is safety. That is why we do this, it is not meant to be an annoyance.

- Do you have any idea how large the dock at Lakeside will be?

Ans. We do not have those details.

- I play shuffleboard, and the problem is the courts are in bad condition, which makes the puck jump. Speaking of Bocce, you would not be able to play on the shuffleboard court, it is too small. One of the lawn bowling courts would be better. Have you considered that area they have where there is grass that could be turned into sideways parking?

Ans. We are working on a quote for the parking right now. The site development contractor that we typically worked with over the years passed away. His company was working on getting those quotes to us. ~~but we are working to get back on pace~~. The parking will eat into some of the space, I will not know how much space will be taken from that area until they draw up the plans.

- I am in a unit that is being redone over here in the Oaks, and I wanted to say we love it, it is wonderful, so thank you.

Ans. Awesome!

- I know you had focus groups regarding the renovation, are you going to put out a survey asking other residents for their opinions?

Ans. I am open to anyone who wants to share information. There will not be a survey. I wanted to condense down into ~~a~~ groups to get a good sample size of our 600 residents. I am open if you want to email me or stop by my office to share your thoughts.

- I see a lot of people crossing Donnelly to get to Lakeside or the Oaks, it is unsafe. We have the bridge and I wanted some clarity on how we feel people should be crossing the community.

Ans. We spent approximately \$1.2 million on the bridge, we want you all to use it. There are a lot who fuss and complain about the perils of Donnelly and how fast people are traveling to get across. Why even think about taking your golf cart across Donnelly? Do not do it. It is a bad idea.

- Can you address who has responsibility for the keys to the elevator at Lakeside when there is a fire alarm? Last Saturday when they went off, there was some confusion.

Ans. (Alvin's response): ~~At first, the same keys we had originally, we found they~~ We discovered we did not have the correct key originally given to us. ~~We now have~~ the correct key, and is now given, Philip had it placed with security. If this happens again we have the correct key to get the elevator working. When it comes to the silencing of the alarm, that is not something we are allowed to do, that is through the city.

Respectfully submitted,
Katherine Cortez, Admin Assistant/ Recorder