Waterman Village

**Town Hall Meeting**

Garden of Life Fellowship Hall

Wednesday, April 23, 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**

* What resulted from the recent question concerning the current Lodge dining menu?

***Ans.*** We will be switching back to one menu for lunch and dinner.

* It would benefit those with vision issues if there could be some marking on the edge of the steps at the Lakeside mail station.

***Ans.*** We will make sure this is done.

* Many trees have died at Lakeside since we moved in. What plans are there to replace and add to those trees?

***Ans.*** Right now, we are looking at new Cypress to replace the ones that have died and putting some of those back in because a lot of those Cypress that were rooted and did okay are doing very well, so we are looking at that right now, and putting some new trees in. We have planted some already.

* What is the status of outpatient therapy being able to work on Lakeside?

***Ans.*** Right now, we are still waiting on final approval from Medicare. They have received everything associated with our request, so we are waiting to hear back from them.

* How will we accommodate this traffic leaving and returning to the Lakeside campus?

***Ans.*** The biggest issue with this question is if you are approaching the service entry gate at Lakeside and coming from the far side of Fiddler, not from the Donnelly side. You would have to make a left turn into that service entrance. The proximity reader is not in a position to allow it to scan your vehicle. It's set up perfectly if you're coming in from the right-hand side; on the Donnelly side, it's not from the other. We will look at a different proximity reader, or RFID.

* Will there ever be a light or a stop signal for cars to pass directly over Donnelly Street and onto the Oaks campus?

***Ans.*** I do not see that happening. There has been no talk of that, and getting the City or the County to figure out how to make that happen has been a continuous challenge.

* Shuffleboard courts: We have lost half the people who used to enjoy playing mainly because of the strain required to push the pucks across a wrong and poor surface; a game of skill tactics has probably been lost because of the contractor.

***Ans.*** We have met with the people who play shuffleboard. We gave them silicone. We have held off on providing them with the new pucks that we purchased. We will give the new pucks to the shuffleboard folks, let them try those, and see if they help make the game work better.

* In the past, at town hall meetings, it was discussed that the inside entrance speed bumps across the main gate should be extended.

***Ans.*** I honestly do not know what this is referring to. We will presume that it means speed bumps at the entrance to Lakeside because we have some speed bumps as they enter the Oaks. If that is something that we need to do, we can put some speed bumps at the entrance.

* Stop signs: I believe many golf carts from residents and employees still do not adhere to the fact that stop means stop. This is dangerous for people walking across the street.

***Ans.*** I agree. I am not driving the golf cart, so I can only govern myself when I am behind the wheel, and I make sure I stop. The onus is on you in this room, your neighbors, our employees, and those who come here. If we could police that by having somebody sit there and watch every one of the stop signs that we have here, we could probably control it, but that is not realistic. We can only ask that people do their best to adhere to what are, frankly, common-sense rules.

* I find it difficult to reach the management staff; my calls are usually directed to voicemail. I leave a message, but when I do not receive a response, I often find out days later that the person was out of the office or on vacation. It would be helpful for staff to indicate in their greeting that they are out of the office and, if possible, to direct inquiries to someone else while they are away.

***Ans.*** I have requested that my management team follow the guidance listed here. I have also asked that if you reach out to my management team and they do not respond, you contact me and let me know, and I will reprimand those individuals accordingly for not following up.

* Money could be saved as the thermostats were turned up a couple of degrees in the Chapel and Lodge overnight. In addition, the gazebo by the entrance has Christmas lights on 24/7.

***Ans.*** We will look at the gazebo and get that squared away. But we've investigated the HVAC several times, and quite frankly, it's more cost-effective to maintain the thermostat at one level because the room sizes that we have when you have to try to either heat them or cool them down after some time, it puts a significant amount of strain on the system itself. You're better off just leaving at a set time.

**Plant Ops**

* Thank you for mowing the area inside the fence between Donnelly Street and Springwater. It would be even better to keep it raked and regularly mowed.

***Ans.*** We will get that on the mowing schedule.

* How can we get TNT to aggressively trim the bushes around the Lodge grill area so the residents can use the walkways and maintain them accordingly? The walkways have lost over a foot of width due to growth. It is difficult for residents to traverse, particularly those with walkers.

***Ans.*** We know the areas that you are talking about. Alvin and I had a conversation about this. We will chop those bushes back; I agree they have entered the sidewalk areas. We will butcher them back. They will look bad; just be prepared. If it goes according to plan, they should come back stronger and start blossoming from below and fill in. If that works, great. If not, we'll rip them out and put new bushes in, but we'll give it a try because I think it impedes people's ability to walk through there, which is the most important thing. We want things to look beautiful, but we also want people to be able to navigate safely.

* Lake Margaret Fountain has been out of commission for a few weeks. Are there any updates on when it will be running again?

***Ans.*** Unfortunately, the company we have been using regularly says we are on their schedule, but they will not give us a time. Now we are actively looking for a new company. It is not working with the company that we have been using.

* What is the status of the irrigation at Lakeside?

***Ans.*** There is no irrigation at Lakeside. We were not allowed to put irrigation in when we went to the City for permitting. We were only allowed to put in drip lines around the community in certain areas. We will do what we can to ensure that those drip lines work for the areas they serve.

* Why is the water sprinkler on in various locations during mid-afternoon, the hottest time?

***Ans.*** I will tell you that David and I were walking before this. We saw the sprinklers on; I will recommend the same thing I did, to you. I just jotted down the area where the sprinklers were running at this time of day because I agree they should not be running now. I will submit a work order for Grounds, and then they can adjust the sprinklers' timers. If you see that occurring, send in a work order that says the sprinklers at the corner of Essex and Waterford were running at two o'clock this afternoon. That way, they know they should not be doing that; they can find the control box and adjust the timers accordingly.

* Will the outsides of the Villas be pressure-washed anytime soon?

***Ans.*** We have a person whose focus is on pressure washing. I am not certain where they are in the community at this time. Still, they are continuously moving through the community, pressure washing different areas, so I would presume they would get to your area quickly.

* Is there any recycling available on campus?

***Ans.*** Lake County does not recycle; they incinerate everything. That is why you do not separate. There is a recycling container in the parking lot of the Outpatient Rehab. It only accepts tin, aluminum, and metal cans, which volunteers from Lake Cares Food Pantry pick up. Then, they take them to the recycling plant and donate them back to Lake Cares. You can bag your cans, bring them to that location, and throw them inside that blue dumpster sitting over by outpatient rehab in the parking lot.

* There are a bunch of gazebo lights remaining on. Can we either have them off or fix them?

***Ans.*** I discussed this again with Alvin, and we will ensure those are adjusted and taken care of.

* There are old water heaters in independent homes; some are over 30 years old. Others are over 20. This has led to expensive leaks due to insufficient repairs or replacements.

***Ans.*** We have identified several of the older water heaters we have inside the Villas in the community here and are replacing them as soon as possible. We will also begin asset tagging, which means we will go around and identify all the various assets. We will mark how old they are and get them into the work order system; that way, we can track them for replacement purposes. In the future, we will do that with HVAC, water heaters, and various other equipment that are typically costly in the homeowner world.

* Many jobs are left incomplete despite work order requests.

***Ans.*** We will continue looking at ways to have residents confirm their work order has been completed. If you request a light bulb change, and a maintenance person comes to change it, I would like them to have you sign off on something so you can validate that it was done. Our folks are on one side saying, I went in and did everything they asked me to do. Residents are saying they did not complete everything I asked them to do. The only way to confirm that and validate it is to have you sign off on something. Our folks are taking pictures of the completed work when they do it. If you believe things have not been completed accordingly, you can reach out to Alvin Smith and ask him to verify that it was done accordingly.

* The trees attracted us to Waterman Village. They are trimmed often, but are they fertilized?

***Ans.*** No, I do not think they are because I do not know of anybody who fertilizes established trees.

**Culinary**

* I realize it is a long shot, but is it possible to suspend the dining plan for May and June?

***Ans.*** At this time, we are not planning to make any changes to the dining plan, but we are also not ruling it out. The biggest concern is that allowing an opt-out during this period may lead to a wave of similar requests moving forward—people asking to stay off the plan altogether, which is not something we can accommodate long term. That said, we understand the renovation brings unique challenges, and depending on how things go, we may need to adjust. We have done a lot of planning to minimize disruption, including expanding service at Lakeside and offering alternatives here. This is a dynamic process. We will continue to assess and make adjustments as needed, doing our best to serve everyone as smoothly as possible.

* After eight months of eating at Savor on practically a daily basis, we anxiously waited for the new menu that was promised to us back in March. We have all been tired of the same food items and are looking forward to a significant change. They went a long way to update a shortened version of the same tired-out menu we have had all along, with the only addition being three healthy choices. This is a great disappointment. Can something be done?

***Ans.*** I know that the menu at Savor was changed less than eight months ago when we went to a more Cheesecake Factory-style menu. I understand that this new menu we put out is a condensed version of the existing one because of the changes we're making with the renovation. When the renovation is done, a new menu will be coming out at Savor, and there will be new menus in the Lodge as well. Addressing this question, we have condensed it to help the operation flow as smoothly as possible. We have looked at the items that have been ordered the most frequently, and those are regular-standing items that will be on the menu. Then, action buffet stations will be available in different ways to gain access to food. There will still be a buffet over here that you can grab and go, order, and have food delivered. All those things are available.

**Additional Questions**

* Is there any plan to install a traffic light north of the community on Highway 44 near Publix, where residents have to make a dangerous U-turn due to high-speed traffic?

***Ans.*** A light is being installed at Waycross Rd. Concerns about traffic flow and safety have been noted regarding the Hwy 441 and Donnelly St. intersection. My understanding is the City has been working with the County on plans to make modifications since the County manages that intersection. However, these improvements have not yet been budgeted. Realistically, any major project to revamp the entire intersection is likely a two- to four-year endeavor before any significant action is taken to slow down traffic.

* Could they slow the traffic down as people are approaching from the other side?

***Ans.*** We were successful, working with the City of Mount Dora to get a 25-mile-per-hour speed limit sign put up from Limit Ave. through the entire Waterman Village frontage. Several residents and I met with the City of Mount Dora, and they put those in at our request, whether they are willing to do that across the street, I don’t know but I can ask.

* Can we put an actual, long speed bump inside the gate?

***Ans.*** We will have to take a look at it.

* Most people I see running the stop signs are not the cars but the golf carts; they just go.

***Ans.*** I agree; this is why I must keep reiterating it in my memos.

* I want to address the water heater issue. I was involved in a significant situation concerning the date on the water heater that was removed—it appeared to be 30 years old. I understand the Manors were built in 2001, but the date on the water heater suggested it was much older.

Another concern is that, during my time here, I have never seen the water heaters flushed. That's not something I will do myself, but it should be done regularly. The bottom of the unit was full of solid gunk, a clear maintenance issue that needs attention. This highlights why routine maintenance is so essential.

***Ans.*** I agree routine maintenance is very important and we will move toward this being a part of the preventative maintenance program.

* Are there any plans to get new buses?

***Ans.*** We don't have a specific plan to replace them. We have plans to add to the fleet and have been talking about that recently. From an activity standpoint, the feedback was that they prefer to see two medium-sized buses added to the fleet rather than one huge bus to accommodate many people simultaneously.

* This is involved with the Essence Club, and I was surprised during our session when the nurses there brought out all their materials for the project. I asked them where they got their supplies, and they said they had to pay for them out of pocket. That does not seem right to me. Could you clarify why that is the case?"

***Ans.*** I can't answer that question today because I didn't know anything about that.

***Kendra:*** I chose to purchase the items; it is not that we could not get them paid for; I just decided to pay for them.

* You mentioned the service gate near that area we discussed, where cars and golf carts are considered. Are we working on a solution, like adding a device or access feature, to allow golf carts to pass through that gate?

***Ans.*** I understand we have the capability, but it has not been promoted. Currently, golf carts aren't supposed to be in those areas due to city regulations on where they're allowed. We don't want to put anyone at unnecessary risk, but I've heard that more streets may soon open to allow golf carts.

* I'm wondering why the automatic door opener to the Chapel hasn't been fixed. I've been here for three years and don't recall it ever working. I asked someone on Sunday if a work order had ever been submitted, and they said yes, but no one has ever come to repair it. Could you provide an update on its status or let us know what's preventing it from being addressed?

***Ans.*** Are you referring to this door right here? I've heard it's very temperamental, which likely makes it difficult to repair. Sometimes it seems to work fine, and other times it acts up. I'm unsure if the issue is consistent, but maybe we can look at the sensor to see if that's where the problem comes from.

* If you're considering adding to the fleet of buses, would these be new buses or refurbished?

***Ans***. New.

* Is anyone thinking about managing the rising costs we will likely face? This includes the potential impact of upcoming tariff changes, lower interest rates, and other related factors. Are there any plans or strategies being developed to address this?

***Ans.*** We've had numerous discussions about how tariff increases could impact us. However, things change so rapidly from the government. For example, today, talks are coming out of the White House about potentially backing down on the tariffs related to China. They're looking to agree to reduce the tariffs slightly, though they may remain elevated. This area has a lot of volatility, and we're doing our best to adapt. Fortunately, we haven't seen any significant changes in the prices of the products we currently purchase. While we buy a lot of different products for our organization, costs such as medical supplies and items manufactured elsewhere that could be affected, are not that significant. However, it's important to note that over 50% of our expenses are labor-related. Dave, can you comment on that for me, please?

**David L.:** As Andrew mentioned, I'm Dave Larson, Chief Financial Officer. Approximately 50-55% of our expenses are related to wages. After that, we have utilities, insurance, etc. and then, when it comes to actual supplies—like what we buy from McKesson—it's probably in the 10-15% range. So, even if tariffs were to double, it wouldn't have a massive impact. It would still affect costs, of course, but it won't double our total expense. We spend significant money on food, but that's all local. The overseas supplies, equipment, or potentially bus-related expenses might be more affected by tariffs. Regarding expenses, I'd estimate that tariffs could impact 10-15% of our supply costs.

**Andrew:** Being partnered with Sodexo also benefits us in this regard, as they are a global company with access to buying power and commodities that we don't have. They track a wide range of commodities and inform us how they anticipate inflation may affect prices. This helps us stay ahead of any potential shifts in the market.

* Do you know if D&D has confirmed that the leaks have finally been fixed? And do we have an update on when they'll return to address the interior damage in the apartments?

***Ans.*** This question is related explicitly to residents at Lakeside who have experienced water intrusion in their homes. It's not a widespread issue, but it is essential for those individuals who have faced these challenges. We don't have a definitive timeline at this point, but Alvin will follow up with them. He mentioned that additional testing is still needed on the supposedly fixed units."

* We've outlined two points for Alvin to address when speaking with Deangelis Diamond. First, there's no good reason to delay fixing the interior issues in Lake House East. They've completed all the water testing, so there's no need to wait for them to do the Grand and Lake House West before proceeding with repairs in the East. I agree with this point. The second point concerns the last time DD claimed the issue was fixed. I received a call from Deborah at the front desk, informing me that a painter was waiting to meet me for the painting in my apartment. That's not acceptable. We need at least 24 hours' notice, as required by law. We've had enough disruptions to our schedules, and DD should show us some respect by scheduling these tasks with adequate notice.

***Ans.*** Alvin heard that, and he can relay that message to him.

* I want to revisit the issue with the Lakeside fountain. I don't have a record of how often it's been out of order, but I hope you have a record of how many times it's been non-functional. Someone needs to assess the situation, identify the problem, and repair or replace it. It shouldn't be turned off as frequently as it has been.

***Ans.*** This is why we're looking for a new company to work with—it appears that the current company cannot properly maintain the fountain or address the issues for the future."

* The food allowance is essentially a quarterly amount of about $10 per day. How will this be impacted during the construction period, especially with the menu changes and the shift to takeout instead of sit-down meals? Could you provide more details on how this will work?

**Ans.** Like before the renovation, your food allowance and dining dollars are still available. There are six venues where you can access food, and once the renovation begins, you'll still have three options at Lakeside and takeout or delivery on the Oak side will be at no additional cost. If you'd like to choose your food in person, you can go through the buffet and pick up your meal at the Card Room and Café. All venues at Lakeside remain open, and we are adding additional seating there.

We're also providing transportation to Lakeside to make it easier for you. One common concern was parking—yes, parking may be challenging, especially if many people are dining simultaneously. But instead of dealing with parking frustrations, we encourage you to take advantage of the transportation service. You can be dropped off right at the front door, dine, and then leave hassle-free. We are repurposing some of our culinary staff to help with transportation and have ordered more golf carts. We also have marketing carts available to assist.

Your dining dollars will still work at all venues, but we understand that the shift to takeout or delivery can be inconvenient. We encourage you not to rely solely on delivery, as that could lead to less engagement and potential isolation. There are still plenty of opportunities to dine with friends—you'll need to make the short trip across the bridge to do so.

* Can you provide an update on the East Side vinyl fencing near the corner by 441? I noticed a large section of the stock fence instead of the vinyl fence, and I'm wondering when the remaining vinyl fencing at Lakeside will be completed."

***Ans.*** Alvin will be checking on the fencing and looking into when it will be finished. Regarding the corner near the generators, they replaced the vinyl fence with stock fencing, but he will go back down there to confirm. We'll make sure to get an update on the completion timeline soon.

* I want to revisit the issue we discussed regarding the golf cart. When you leave the main gate to head to outpatient therapy, you're driving on a city street, which could pose a liability if an accident were to occur, regardless of fault. We discussed creating an access point from the Manor side to the parking lot so golf cart users could stay on campus and avoid the city street. This would allow them to travel from private property to private property without going through the main gate and avoiding the speed bumps there. Is this still under consideration, perhaps by creating a golf cart access like the one at the back of the villas to the doctor's office so people can get outpatient therapy more safely?

***Ans.*** That issue just slipped off my radar, but I'll make sure to put it back on the list. You're right; we've discussed it for a while, and I agree that creating that access is a good idea. There's a lot of activity with Marketing, Home Health, and Outpatient services, and it will only continue to grow.

* What's the status of the contract renewals for both Comcast and Sentrics? I know the Comcast contract expires in August, so I'm wondering what steps are being taken regarding those renewals.

***Ans.*** We've requested a shift to a month-to-month agreement with Comcast, but I don't believe we've received a response yet. As for the Sentrics contract, which covers Lakeside, it expires in March of next year. When the time comes, we'll submit the termination request, as there's a 90-day notice clause, if I'm not mistaken. Regarding future services, we've sent out Requests for Proposals to multiple organizations and have narrowed it down to two: Summit Broadband and Spectrum. Both present excellent packages for Waterman Village, offering a combined system that will be the same on both sides of the property, ensuring everyone has access to the same services. They plan to run fiber into the community and provide symmetrical one-gig up-and-down speeds to every home and a robust TV package. It will be up to the individual homes for phones, as they will either use voice-over IP (VOIP) at Lakeside or traditional landlines or VOIP over here.

We estimate that the infrastructure work will take six to eight months due to the digging, trenching, and piping required to get the fiber throughout the community. We haven't finalized which contractor will be selected yet, as I'm still waiting for some updated pricing from Summit. Once we have that, we'll meet again as a group. We've had input from several residents, our staff, and our IT company, and we'll sit down one last time to make the final decision. When all is said and done, I believe both sides of the community will have services that meet today's needs and are future-proof for several years to come.

* I have had Comcast as my email address for years. Can I still use that?

**Ans.** If you have a Comcast email address, you can continue using it if you log into your account periodically. According to information shared by another resident and pulled directly from Comcast's website, you will retain access to your email as long as you log in at least once every nine months. You can continue using your address, such as **yourname@comcast.com** or similar, without issue, provided you meet the login requirement.

For residents living at The Oaks, please be aware that your internet service is part of an individual contract. The same applies if you've added services to your TV package—these are also individually contracted. It's important to review your contracts to understand their expiration dates.

We are not advising anyone to cancel their current internet service right now. Still, we want to point out that residents at The Oaks are paying significantly more for internet than Lakeside residents, who already receive internet at no additional cost. As part of the upcoming transition, the internet will also be provided to Oaks residents at no extra charge. We want to ensure fairness and equity across all residences. If you're under contract, termination fees may be involved. Try to time your cancellation strategically. Do not hesitate to contact Rosa and her team if you have questions or need help navigating your options. They will assist you in making the transition as simple and cost-effective as possible.

**One other note:** I received a question about the walking trail, specifically when the entire trail will be resurfaced. David and I walked the trail from The Manors to Essex just before this meeting. While there are a few spots that could use additional maintenance, the trail overall remains safe to use. Please keep in mind that this was initially designed as a nature trail. We do our best to maintain it safely, but it might not be your best option if you are unsteady. Still, we encourage everyone to get outside and stay active. We will address and repair the areas that need attention, just as we have done on other parts of the trail.

* The Foundation is looking for money for some nature trail or something. Could you explain that a little more, and how would it fit in with what we have?

***Ans.*** I do not think the Foundation is asking for anything specific about the nature trail. It is something that they have sponsored in the past. What will happen soon is that you will see a lot more literature coming out from our Foundation. We have had many residents volunteer to serve on the Foundation board. They are very excited and energetic about trying to raise money for the betterment of Waterman Village. I think it is an excellent opportunity for people to give to a cause that will benefit them in the future. We've utilized some of the donations we've received to help fund English-speaking classes for our employees, helping them learn to speak English. I think that is a fantastic effort the Foundation has supported. Soon, you will see more signs and additional literature about the Foundation's efforts. They're focused on raising money and building an endowment that would allow us to use the earnings to reinvest into the community, whether for the nature trail, a bus, a building, or other projects.

There will be a lot more focus on these efforts and a lot more information coming soon. From what I have seen, the folks working on the Foundation are doing a great job and putting forth a lot of energy to raise money to bring back into the community.

* We just put a new roof on one of the buildings. Are there any other age roads that you may need?

***Ans.*** Frankly, with a 30-year-old community, we are cycling through the need for yearly roof replacements. Whether it is Villa roofs, Manors, or wherever the need arises, we replace them. I do not believe any of the major structures are in need at this point — nothing on the magnitude of Edgewater or Bridgewater, where replacements fall into the $200,000 to $400,000 range. We currently have areas more in the $30,000 to $50,000 range regarding roof work. On average, we are replacing 10 to 15 roofs each year, but we are prepared for it.

* At Lakeside, there are lockers with digital locks in the men's and women's restrooms, but there are no instructions for using them. Could we get permanent instructions posted so people know how to operate the locks?

***Ans.*** We'll have to research that and see if we can find it because I don't have an answer to it sitting here today, but we can research to find it.

* The ladies' rooms have instructions on the door, but I am unsure about the men's.

***Ans.*** Can we get with Deborah and have a copy of the instructions posted inside the locker room to see if that solves the issue?

* The Foundation could be an excellent option for individuals who do not have heirs, children, or grandchildren to direct their resources. From an estate-planning standpoint, it might be very beneficial for our Foundation to have conversations with these individuals to explore the possibility of them contributing some of their resources to a charitable organization like ours.

***Ans.*** That is a great point. I'll be honest — one of the most frustrating things I see within our organization is when people move to Waterman Village, enjoy life here for 5, 10, or even 15 years, and then, in the final months of their lives, they go on hospice. Hospice comes in, takes care of them for a few weeks, and then, after all those years spent here, they donate to hospice. After everything Waterman Village provided during their time here, the support and care we gave, it would be great to see those contributions directed back to the place that helped them live their best lives.

Respectfully submitted,

Ashley Morris, Admin Assistant/ Recorder