

## 2018 July Cottage Forum

Carol commented on large turnout

- PMI presentation – from an employee, a bus provided on Sunday to bring residents up on the bus on Sundays for brunch ... follow up with Chuck to find out about the brunch bus
- Open to the floor:
  - Tony Manyak– have the porches been power-washed? – It was started on Saturday, and they will come around.
  - Have crawl spaces ever been examined for mold – Yes, they have and we have records. Call Alan if you would like the crawl space check. Jane Lord has to have the floor replaced because of the water under the house 6 years ago, and needs to have them cleaned again.
  - There is an infestation of bagworms, some on private trees and some on Community trees. Bagworms are also appearing on some of the screens. Carol will speak to Chuck about treating trees.
  - Maintenance will come and look at dry rot on Jane Hood's door.
  - Tom Reed – living room water problem, replaced door jamb and part of door.
  - Many people need their shrubbery cut back from below their windows. Carol stated the schedule for trimming is in the fall. Residents stated they would like it done more often. Residents are very upset about the fact that this continues to go on. Residents stated staff needs more direction and training for proper pruning technique. Holly trees should not be manicured in the fall because of the red berries.
  - Resident stated cottage framing needs scraping and painting for the front of houses where paint is coming off the houses. Carol will look into the schedule for painting.
  - Gil sent pictures of cottages, and under the light for the new numbers, look at Sumereau's cottage to see if you like this location ... Burgesses as well – put the numbers under the light.
  - Lois Nickerson – the art of pruning is important, but the maintenance group is learning but are not in the know ... they need someone in charge of the process. Carol asked if residents would like an outside company to come in and do the pruning of plants. There was a concern over cost. Lois offered her expertise to the maintenance staff if they would like these issues answered.
  - A resident asked if grounds could they edge every other week instead of each week.
  - Tom Reed – would like to know the general schedule of when major outside projects will be done – porch cleaning, pruning, power washing, window washing.

- Carol Bishop – why is window washing happening now? She would like the windows washed in the fall – Carol responded that there is no good time to do the windows and it is hard to please everyone with this schedule.
- Hunt companion – fewer people are dining in the dining room because of:
  - Quality of food
  - Ease of taking food to their cottages from the Bistro
  - College concept is the direction of the industry
  - Elsie – would like to continue with gracious living
  - Service needs to improve – getting food out of the kitchen, hot and attractive. New employees, don't have enough training, and lacking customer service. The new system is slowing things down. Why do we need to order separately instead of together? It was suggested to order two dinners under one name. The employees need to understand that as well, they wish to always get a second name
- George Sumereau – why do we do power-washing after the porches are set up, why not before?
- Tom Reed – mud moat outside of their screened in porch – can that be sodded, or seeded because when it rains, the mud splashes up on the porches. Because of weed wacking, the grass next to the porches is disappearing. The weed wacking is too close to the dirt.
- It was stated the sidewalks are soaking wet and deep water at cottage 8, after a big rain, our soil does not drain well and it appears the sidewalks are settling and collecting more and more water. Behind Showers, water can be up to an inch (+) deep ...need a permanent fix. Swamp between Lois and Gil's house .. the sidewalk is underwater. The irrigation cycle has been changed and it has improved, but is still there.
- Jane Lord – resident meetings have been switched to late afternoon, could this meeting be moved to late afternoon? Carol said we would move to 3:30 in the afternoon.
- Tom Lord – happy hour has been removed, he thought it was continuing ... Carol said that Wednesday events will continue but happy hour will only be on Fridays.
- The bus is available for brunch but the weekend staff need to be trained on how to use the lift. Also, instead of the set times, they would like to call in for pickups. Lauri Weeks explained the process .
- It was requested to look at cracks in driveways and sidewalks. Caro stated that this is on the facility master plan.
- It was requested that dryer vents be cleaned. This is a big project that needs to be planned. Carol will speak to Chuck and the Home Office.
- Jim – marketing golf cart needs to be moved – it is now being parked in the marketing spot. Carol stated that it will be parked in an available parking space as residents didn't want it parked at the entrance.
- It was stated that staff are responding very quickly to the requests for assistance.
- Sumereaus are have difficulty with the garage door opener – it won't go down all the way. Carol suggested they report that to Alan to create a work order.

- ly was commented that there was a full house at concert. Wheelchairs were parked by the doors blocking the way to get out. There was a safety concern in the event everyone needed to leave for an emergency. Carol stated we will pay attention to that in the future.