



WEST WING FORUM
Monday, May 16, 2011

Vic welcomed everyone and thanked them for coming. He told everyone that due to his schedule, the Evening Exchange was going to be held on May 17th, and that they might hear a lot of the same information at tomorrow's meeting. He said the main focus at Evening Exchange will be a presentation and review of the satisfaction survey results.

Vic continued the meeting by addressing some PMIs (Please Mention It):

- Hoses out front for watering. Any place there was a hose placed last year, we will put back. If you don't see one yet where there was one, please let Chuck know and Maintenance will take care of it.
- Fencing along the West Parking Lot – The reason the fence was installed was to block headlights from shining in the cottages. The Building & Property Committee met and agreed on the fence. We may explore putting some plantings along the fence line, but cedars we had previously did not work.
- Parking – we continue to experience issues with visitors and residents parking out front. Maintenance is re-stenciling the concrete stoppers and we may look into getting some additional, more prominent signage. The only other alternative would be putting a security guard out there which would call for additional staff and not send the right message to the community.
- Carts – they are not being returned to the cart area. Vic suggested bringing the issue to the Resident's Association meeting to help remind their neighbors. Vic will also address at the Evening Exchange.
- A family member commented about having family members and/or good friends having access cards for the side doors. Vic responded that we want to minimize the number of people having access and that for emergency purposes, we need to have family and visitors sign in at the front desk and obtain a visitor tag.

Vic addressed some other items that were brought up:

- Smoke – a filtration system has been installed, at the resident's expense. Maintenance has also put in some tight weather stripping around the door. A question was posed about Marketing not accepting smokers. Vic responded that due to the vacancy rate, we don't feel it warrants turning them away. Legally, we may not be able to refuse an individual entrance to the community because they smoke.

- A resident asked about getting a sandwich in the Bistro in the afternoon. Vic responded that depending upon the demand, we may be able to get a vending machine with cold sandwiches, however, we believe the Bistro has reasonable hours of operating. It was added that Ingrid does a marvelous job.
- Another resident commented that she knows were trying hard to get rid of her “friends” (silverfish).

Vic thanked everyone again for coming and urged them to attend the Evening Exchange. He reminded them to submit PMI's and if they sign them, he will send a response. If the PMI is unsigned, he will address at the next Evening Exchange.

5/16/11

Barbara White, Recorder