

FLOOR FORUM FOR COTTAGE RESIDENTS
APRIL 28, 2010

Vic Amey, President & CEO, welcomed new residents, Gil and Ruth Kaufman (cottage 9), to the Cadbury at Lewes cottage floor forum. It was noted that the floor forums are semi-annual exchanges tailored to focus on topics of interest to similar geographic areas (cottages, east and west wing apartments).

Vic thanked Lois Nickerson for sending him the recap of the meeting cottage residents held on April 23. He stated that he would address each issue on the report that Lois had supplied but first wanted to explain that there was a new fee-for-service contract available for new Cadbury residents which had a smaller monthly fee and offered no services. Any service, such as housekeeping, would cost the resident extra.

Vic reminded residents that, for insurance purposes, only outside vendors that had been approved by Cadbury could perform services such as housekeeping, landscaping, etc.

The irrigation system is almost complete and Vic noted that the timing and direction of the sprinklers will be reviewed.

Extensions are being provided for the window wells of the cottages and pop-up rain gutter drains will be installed on cottages as they are on the apartment buildings.

If there are any trees along the west parking lot that need to be replaced, this will be done by the company that supplied and guaranteed them.

Unfortunately mowing, weed whacking, etc. will begin at 8:00 a.m. and there should be no noise after 9:00 p.m. Please let us know if there is.

There was an extensive discussion about mulching around the campus and residents questioned why certain areas were not receiving mulch. More specifically, Vic stated that it was Cadbury's intention to not provide mulch for beds that residents had created on their own. However, in the final analysis, Vic stated that all bedded mulch areas will be attended to by Cadbury at Lewes this season.

Although it was stated that Cadbury would not do this in the future, a final decision on this matter is deferred to a later date.

The maintenance department will add additional staff to assist with grounds keeping during high maintenance times.

Weather now permits Cadbury maintenance to repair cement walkways, especially the walkway from the cottage to the dining room.

Vic stated that he has had numerous discussions with the builder of Breakwater regarding the removal of the trash and the trailers on the Breakwater property adjacent to Cadbury. He will be continuing these discussions until the situation is resolved.

Residents reported that there is broken glass around the recycling bins and Vic stated that this will be taken care of.

Vic noted that there is no maintenance contract on the cottage garage doors and if a door needs repair, please place a work order.

Carpet stretching requests will be honored after enough requests have been received to make it worthwhile to have the repair person come to Cadbury.

Work orders have different priorities and safety issues always come first.

Vic noted that there are specific guidelines that must be followed when planning and providing housekeeping services. The cost to Cadbury at Lewes per housekeeping session is \$35. There is no up charge for the semi-annual housekeeping sessions. Chuck Rendulic will be talking with other Quaker guided CCRCs to find out about their basic housekeeping services. Our housekeeping services packet needs to be competitive with similar communities. If a resident wishes to engage an outside housekeeper, this person/company must be approved by Cadbury at Lewes because of insurance liability issues. Any outside vendor working on the Cadbury campus must be properly insured.

Residents requested that Cadbury reinstate the sign-off sheet that was previously provided to enable residents to check-off housekeeping services. Residents asked if there would be any flexibility in requesting what they could ask to have cleaned during their regularly scheduled housekeeping appointments and Vic will ask Chuck about this.

It is very difficult to reschedule a housekeeping appointment that a resident cancels on short notice and every effort will be made to reschedule an appointment that must be canceled due to an illness of a housekeeper.

Vic stated that he most definitely wants to hear about the quality of housekeeping services as this is something that can be addressed if he is made aware of it.

A resident stated that the housekeepers should be performing the tasks that residents can't do and not those tasks residents are capable of handling themselves.

A resident noted that the vinyl floors in the kitchen and bathrooms are tacky after they have been cleaned due to the chemical that is sprayed on the pad housekeepers use to clean the floors. In a situation such as this, please make management aware so the dissatisfaction can be addressed. Vic will speak with Chuck about this issue.

It was noted that storm doors do not get cleaned nor the side windows of the front cottage doors.

A resident stated that the Marketing Department made many promises that did not come to fruition when they were first investigating the possibility of moving to Cadbury. Vic apologized for this and noted that this has been rectified and that to help to clarify what a new resident can expect, a "Frequently Asked Questions" booklet has been prepared by the Marketing Department and the Resident Services Director.

A resident noted that the power washing of her cottage last year was not satisfactory.

Residents were encouraged to use the Please Mention It (PMI) forms to communicate complaints and suggestions and that a PMI does not need to be signed. These forms can be found on the counter in the residents' mail room. Please call Michael Marcinek, 302-644-6388 to place a work order. If a resident needs to place an emergency request, please call the front desk at 302-644-6370. If you have a question that you are not sure to whom to address it to, please call Susan Smith at 302-644-6370 or Carol Holzman at 302-644-6374. To request an appointment with Vic, please call Susan at the number listed above.

It was noted that when someone new moves into Cadbury, a resident provides an orientation to answer questions regarding his/her new home and to give an overview of CALRA (Cadbury at Lewes Resident Association). In addition, the staff are each responsible to introduce themselves to each new resident and explain their function here at Cadbury.

Recorder:
Susan W. Smith
Administrative Assistant