



FORUM FOR COTTAGE RESIDENTS

January 22, 2019

Carol Holzman, Executive Director, welcomed everyone and thanked them for coming.

Carol wanted to give an update on recycling, but her update is that she has no new information. The new company, Spectrum Group, is taking over on February 1st. Carol has reached out to them twice to inquire about recycling, but has not heard back yet. As soon as she hears something, she will have a notice put in the cubbies.

Jane Lord mentioned that she had e-mailed Carol the regulations about recycling. She noted that there is a \$100 per day penalty for failure to have a recycling program. Carol responded that we do have a program; residents can put recycling in the big bin as long as it is not in plastic bags. Jane replied that the issue became confusing when Chuck stated at the Afternoon Exchange that when the bin is full, then items in the recycling bin were put in the trash. Jane said the situation is frustrating and Carol agreed. Sally suggested that it would be helpful if a memo would go out informing residents when the bin was emptied. That way, residents could better time when they brought their recycling down. Carol said she would speak with Chuck and find out this information. {Note - Carol reports that the bin is emptied on Mondays, Wednesdays and Fridays.}

The next update that Carol wanted to discuss was the business model of what happens when a resident moves out of their cottage. If the resident vacates and leaves the community, then they or their estate is entitled to a refund of the entry fee, less 10% or 20%, after the cottage is re-occupied for 60 days. If the cottage resident moves through the continuum to Assisted Living, then there is no refund due on the cottage.

But there have been a few cases where an IL cottage resident wishes to move to an IL apartment. Whether or not a second entry fee is required depends on the apartment that the resident chooses. If the cottage resident

chooses an apartment that was vacated due to the resident moving through the continuum to either AL or Healthcare, then there is no second entry fee required. They would move and their monthly room and board charge would be reduced to reflect the square footage of the new apartment space. If they choose to move to an apartment that is vacant for any other reason, then a second fee is due. Their original cottage entry fee would be refunded after the cottage was re-occupied for sixty days.

Jane Brentall asked if that policy made cottages less desirable. Carol replied that most people choose to move to a cottage for reasons like autonomy and independence.

Bill Kennedy said that when he moved in, he was told that he could move to an apartment if he chose. He said he was led to believe that it was easy and part of the continuum of care.

There was then discussion that the concept of paying a second entry fee was not well presented. The residents were not aware that there was a management definition of “empty” apartment that would not require a second fee. Bill Kennedy said he had a problem having to wait for a management defined available apartment, as opposed to a vacant one.

Jane Lord suggested that the phrase “moving through the continuum” was not well understood and that may be the source of some confusion. Vivian Bedoya disputed this and said that she understood what the continuum was but she thought when she bought a cottage that they had the option to choose to move to an IL apartment at some point.

The last update that Carol had was that she is working on transportation from the cottages to the community building. She said it will be a process, but they are starting with an hourly trip on Mondays, Wednesdays and Fridays. She thought the bus would come on the half hour so that residents could get to exercise class on that started on the hour. Elsie asked if the bus could come on the 45 minute mark. She thought that would leave enough time to get here on the hour, but would lessen the time waiting for the bus. Carol agreed and said she would let Lauri Weeks know.

Carol asked about how icy the sidewalks were during the recent cold weather. Residents replied that the salt was distributed evenly and most had no issues. The sidewalk to the back of the dining room was mentioned as a trouble spot early on Monday, but apparently was taken care of later in the

day. There is also an issue around Cottage 29 that is still a problem. Carol will ask Chuck to keep an eye on it.

Question - Is it possible to move the forum back to 3:30? Yes, we can do that. Carol will speak with Lauri.

Question - Why is the entry door in the back to the work out room is locked? Another resident answered that it was security.

Question - Do all the crawl spaces under the cottages have fans? And has all the damaged siding been replaced? Carol said she would need to ask Chuck those questions. She will ask him for a list of those cottages that have fans. Jane Lord said that she had had quite a bit of damage from the moisture and her floor had to be replaced. She thinks all the cottages should have fans. Carol repeated that she will speak with Chuck.

Question - Will there be an auto-opening door to the Dining Room? No, there will not. When the door is open it stays open for a bit so the resident can get in safely. The Dining Room would be quite cold if that happened.

Question - Smoke alarms that need batteries replaced can go off unexpectedly. When maintenance comes, why don't they change all of the batteries at the same time instead of just the one chirping? Carol said she would speak with Chuck. Lois Nickerson said that she had bought her own batteries and just needed someone to come and change them, but no one has showed up and it's been about three years. Carol said she would definitely discuss with Chuck and report back at the next Afternoon Exchange. There was discussion that smoke detectors only last about ten years, and perhaps some should be replaced entirely.

Question - I have a crack in my driveway and part of it has risen up and is a safety hazard. Will it be fixed? Carol replied that this kind of repair is in the capital budget and to call Alan to report it. They can't fix it until spring though.

Question - The woodwork around my front door looks terrible. Is there a plan to repaint? Carol said there is not an overall plan, but if a resident calls Alan, the painting will be scheduled for the warmer weather.

Question - My master bathroom is always cold, around 55 degrees. Is this normal? Carol said it was not, and to call Maintenance and have them come out and look at it.

She thanked everyone again for coming and invited anyone to stop by her office or to see Lauri Weeks if there were any questions or concerns.

Recorded: Jennifer Silvestri
1-22-19