



FORUM FOR EAST WING RESIDENTS
May 28, 2019

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

Carol then asked if any of the residents had bicycles they were interested in storing. Three people raised their hands. Carol said she was happy to inform everyone that Chuck had ordered a large shed that will be placed by where the buses park. This way, residents have the option of driving over and parking to get their bike. The door opens on the long wall, so there should be plenty of room, but if not, Carol said they could look at ordering another one. A resident asked if it would be locked and Carol replied that it would, but they were still working out how to best accomplish that. She said she would announce this at next week's Afternoon Exchange.

Carol said that Dave Wean, the newly promoted Senior Vice President of Operations and Facilities, will be at Afternoon Exchange next week. He wants to see what it is all about and say a few words. *She has confirmed with Dave that his schedule has changed and he will not be at Afternoon Exchange.* Carol now reports to Dave.

Carol said that Daryl Weiss and Sean Smith had resigned, but that two new grounds people had been hired to replace them. She was hopeful that the grass cutting would get back to normal.

Carol then opened the floor for questions and comments.

Question/comment - Jim McMullen reported that the carpeting on the second floor by the elevators was very dirty all weekend. He said it looked like construction debris and dust and he was unhappy because there were family members visiting over the long weekend. Carol asked if anyone had called concierge and Jim said that he did not think so. Carol explained that if anyone sees something out of the ordinary over the weekends, they should

call concierge. Concierge will then notify the appropriate staff to take care of it. She thought that probably no one knew the debris was there.

Question/comment - Carol asked the residents about the condition of the carpet and the puckers and buckles that had been reported. Several residents said that the carpet looked worn, especially in the elevator on the East Wing.

Question/comment - Lois Wills said that someone had come and stretched her carpet out but the padding underneath was still bunched up. Carol suggested that she call Alan at 302-644-6388 and he will take care of it.

Question/comment - Pat Bock said as you exit her apartment, there are stains that look like oil on the carpeting all the way to the Bistro. Carol will ask Shar to take a look at it.

Question/comment - Bunny Guerrin said that in the corner by the outside door, there is a dilapidated fake tree that is dusty, faded and has a candy wrapper in it. Can someone get rid of it? Carol said she would speak with Chuck about that.

Question/comment - Bunny Guerrin said that the bench at the end of the walkway has bird droppings all over it from the birds that sit in the tree above it. Carol said she would speak with Chuck about getting the bench cleaned.

Question/comment - Bill Gehron said that Ruth Macintyre and Pat O'Hanlon's apartments look over an area that used to have grass but looks very bare now. Can it be fixed up? Carol said she would bring this to Chuck's attention.

Question/comment - Sandy Spence said she was confused about what is and is not recyclable. She wondered about styrofoam, plastics marked 1 or 2 and water bottles with caps on or off. Carol said she knew that plastics marked either 1 or 2 were recyclable, as were glass, cardboard and bottles with the caps on. She did not believe that styrofoam was recyclable. She would speak with Chuck about putting a comprehensive list in the residents' cubbies.

Question/comment - Mike Bair expressed a concern about the menu change. He said he had looked forward to the occasional \$15 lamb chops and steak. Carol said that the problem was that an entire case of lamb chops would be ordered, and only about three would be sold. She said that Dining Services is working with the Residents' Dining Committee to try and improve the dining experience.

Question/comment - Jack Chapin said that the "Always Available" menus were supposed to be on the tables and they weren't. Carol said she would speak with Jeff about this.

Question/comment - Did we solve the problem of waiting in the Bistro before dinner? Someone said they were seated right away but it took two hours to finish dinner. Bunny added that she was lunching with prospects and it took a very long time to get the order from the Bistro. Sandy Spence volunteered that she calls ahead in the Bistro for lunch on an off hour and has no problem. She has also gone for dinner at 5:45 and not had to wait at all.

Question/comment - Bill Gehron mentioned that he did not receive his newspaper yesterday or today. Carol said that she was aware there had been a delivery issue and that Lauri was speaking with the manager.

Question/comment - Jack Chapin asked for an explanation of the new wine policy. Carol said that dining is running a trial of serving glasses of wine or beer for \$5 each. She thought it was successful so far as fourteen glasses of wine and six beers were sold. Any alcohol will appear on the monthly bill on the incline balance; not dining dollars. Dining dollars is only for food.

Question/comment - Lib MacNab asked how to get someone to look at her porch, #232, since it was filthy. Carol suggested that she send Chuck or Alan an e-mail.

Question/comment - Diane Bair said that she has had three different housekeepers lately and finds this to be disruptive. Carol empathized and said that three new housekeepers have recently been hired and it takes a little time to re-work the schedule. She was confident it would settle down.

Question/comment - Paul Kehrer asked when the porches are cleaned. He said that his screens are very dusty from the construction. Carol explained that they are cleaned twice a year, but did little good with the construction. As soon as they are cleaned, they will get dirty again. She said that Chuck has the cleaning schedule and she will ask him to mention it at Afternoon Exchange. Lois added that if you lived on a corner, both sides got dusty.

Question/comment - Bunny Guerrin said she was asked by someone else to mention that repeated calls to Chuck about enclosing the porch with glass have gone unanswered. Carol suggested that Bunny ask the person to call her directly.

Question/comment - Pat Gehron mentioned that she has been trying unsuccessfully to get her oven cleaned. She knows she will have to pay for it but Shar has not answered her. Carol said she will ask Shar to get back to her right away.

Question/comment - Dean Hoover wanted to thank Carol for getting the extra keys to the Wood Shop made. He is very appreciative. Carol thanked him for his comment.

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.

Jennifer Silvestri, Recorder
5/28/19