



## **FORUM FOR COTTAGE RESIDENTS**

### **July 24, 2019**

Lauri Weeks, Director of Resident Services, welcomed everyone and thanked them for coming.

Lauri wanted to share information about new staffing. She reported that Nicole Butler started on July 22<sup>nd</sup> as the new Director of Dining Services. She said that Nicole was in the dining room last night for dinner and that she hopes everyone gets a chance to meet her soon.

On Monday, July 29<sup>th</sup>, Chuck Palmer, the new Director of Support Services will be starting. He will be overseeing Shar, Alan and the whole crew. He has a background in health services and was most recently at Dover Downs. Also on July 29<sup>th</sup>, Lynn Bennett will be starting. She will be the Manager for Assisted Living. Lauri reported that they are still interviewing for an ADON.

Lauri said that she hopes everyone has gotten a chance to meet Michael Chamberland, the Fitness Coordinator who was hired recently. Michael can be found in the Fitness Center on Tuesday mornings and Thursday afternoons.

Judy Burgess asked if after the meeting, those who wished to discuss housekeeping issues could stay. Residents on a Fee-for-Service plan would not be affected by this. Lauri agreed.

Lauri then opened the floor for questions.

*Question - Who is responsible for the existing landscaping? Support Services takes care of it. They trim and weed on a regular basis. If you have a particular concern, please send Maintenance an e-mail.*

*Question - There is wild grass next to my driveway that has gotten very tall. How do I get someone to trim it? Contact Maintenance and let them know.*

*Question - How many cottages are vacant?* Lauri said she would need to check with Marketing, but Frances Mason replied that she is aware of the following:

Cottage 23 - has a deposit

Cottage 29 - has a prospect

Cottage 7 - a move-in is anticipated soon

Cottage 46 - a move-in is anticipated in September

Cottages 5, 6, 17, 28 and 36 are vacant

Cottage 22 - Larry Knapp is vacating at the end of the month.

*Question - Do other Springpoint communities have cottages?* Lauri said she believed that Winchester Gardens, Meadow Lakes and Stonebridge all have cottages.

*Question - How many cottages have fans in their crawl spaces?* Lauri said this would be an excellent question for Chuck and she will ask him when he starts.

*Question - Will the benches that were removed be returned?* Lauri said this would be another excellent question for Chuck and she will ask him when he starts.

*Question - Did we sign a new contract with Xfinity? My rates went up by about 33% and when I called they said my promotional period had ended.* Lauri asked if the resident could e-mail her the bill in question and the bill for the prior period and she would see if she could figure this out.

*Question - Is a roof antenna permitted?* Lauri wasn't sure and said she would have to check the contract.

*Question - My front storm door handle broke last week and I could not use the door. I called Shar three times but no one came out to look. I finally called Michael Tuccillo from the Home Office and he sent someone out immediately. You shouldn't have to call the Home Office.* Lauri agreed with the resident. She said she would speak with Shar about this.

*Question - In the winter time, I can't open the door because the frost lifts the cement.* Lauri said she would bring this to Chuck's attention when he starts.

*Question - I live next door to an empty cottage and there are no shrubs around it at all. I can't imagine it shows well.* Lauri said she would discuss this with Marketing.

*Question - Has the issue about the large recycling bins from Waste Management been resolved?* Lauri said the only bins that Waste Management will offer are the large ones.

*Question - Why does the Waste Management web site show bins in different sizes?* Lauri said that when she spoke with Waste Management, they explained that they are a national company and have a national site. It is possible there are geographical differences in what is available. However, in this area, only the one size bin is offered.

*Question - Do the other Springpoint communities with cottages have a problem with the big recycling bins?* Lauri said she would need to find this out.

*Question - Do we have an option to opt out of the Waste Management contract and make arrangements ourselves?* Lauri said she did not believe that The Moorings could opt out. It is a three year contract.

*Question - Is the Springpoint Board aware of how much these large bins are disliked?* Gil Kaufman said that he had made this point at the last Board meeting. They are definitely aware of the issue.

*Question - Can we get a petition to look at smaller recycling bins?* Lauri said residents could get a petition going, but she did not think it would change anything if The Moorings could not opt out of the contract.

*Question - Are we able to share containers?* Yes, residents may share containers and a few have done that.

*Question - Can we get a bypass to turn into the community from Gils Neck Road?* Lauri said she is not sure why there are no broken lines to be able to move around someone stopped to make a left. This would fall under the control of the Department of Transportation. She will need to look into this.

*Question - There are still sections of the grounds that flood when it rains.* Lauri said she would bring this to Chuck's attention when he starts.

*Question - I just wanted to comment that cottage residents are very pleased with the Monday-Wednesday-Friday bus service. Lauri thanked the resident for the feedback. She said her goal is to slowly expand this service.*

*Question - Have you considered using an SUV instead of the big bus? Lauri said that unfortunately, the bus is the only option because it has the ability to transport a wheelchair.*

*Question - I believe that the mulch that was laid down this spring was infected by violet seeds. Lauri said she would pass on this feedback to Joann.*

*Question - It is very difficult to hook up my hose in the spring. Would it be possible to arrange a "hose hook-up" day next spring? Maintenance could make the rounds and take care of hooking up the hoses and installing washers in case they couldn't get a firm fit. Lauri said she would discuss this with Chuck.*

*Question - Is it possible for Shar to send out e-mails with updates on when things will happen? For example, I moved all the furniture off the porch in anticipation of power washing, but the washing was delayed and no one informed me. Lauri said that this is something she can take care of. She asked if everyone with e-mail had signed up with TMALRA, and if not, to contact Vivian Bedoya to make sure TMALRA had their correct e-mail address.*

Lauri thanked everyone for coming and promised to distribute a supplement if she obtained answers that needed to be shared.

Recorded: Jennifer Silvestri  
7/24/19