



FORUM FOR EAST WING RESIDENTS

November 26, 2019

Annette Moore, Executive Director, welcomed everyone, thanked them for coming and opened the floor for questions and comments.

Question/comment - A resident asked what was happening outside towards the circle. There has been a lot of noise. Annette explained that the concrete vendor is on-site evening out all of the trip hazards. They were supposed to come last week, but the rain delayed the work. They will be here all week.

Question/comment - When can we put bicycles in the new bike shed? Annette answered by the end of the first week of December. Chuck Palmer added that he is in the process of trying to see if the current bike racks will fit inside.

Question/comment - Is anyone aware that there are some evergreen trees out on the island between the property and Gils Neck Road that look like they are dying? Chuck said that his crew have been trimming the dead branches in hopes of saving the trees. If they can't be saved, they will be removed and replaced.

Question/comment - Is it possible to have someone sweep the room where we dump our trash? The floors have been messy for months. Annette apologized that no one has been taking care of this on a regular basis. She suspected that it simply had not been added to a routine task list and she will have Shar handle this as soon as possible. Annette said that Chuck would speak to Security to sweep the rooms tonight.

Question/comment - Kathy Holstrom, in Apartment 135, said that her fireplace does not work. She had replaced the batteries in the remote. Chuck said that Charlie needed to come by and re-program the remote to recognize the new batteries.

Question/comment - Is there any news about a new Dining Director? Annette said that she hopes an offer will be made by Monday, December 2nd. There were two internal candidates, one internal from a Springpoint community in NJ and an external.

Question/comment - There were several residents who commented that whoever is doing the job now is doing a good job. Annette agreed and said that Mary Hunt is doing a very good job. She added that Tim Wegemer was hired back and will be coordinating special events, like the Lights of Love. The residents were pleased with this news.

Question/comment - There was not a LivWell item on the menu the other night. Is something happening with LivWell? Annette said that LivWell did not come with a great deal of recipes and is currently being revamped across all of the communities. She will check with Liz Carpenter, the dietician, and put out a communication.

Question/comment - Dean Hoover said that he appreciated the fruit that is available on the breakfast bar in the Bistro. Annette said that there should be flavored creamers also; she will check on the status of that. She will also check on the schedule for sweets; she thought that Danish should be available. She added that a custom cabinet will be installed in early December, replacing the current set-up. She said it will be much more attractive and convenient. She warned that the installers will need to put plywood on the top for about two weeks while they laser measure for the custom granite counter-top. She will make sure the timing for the plywood is not over the Christmas holiday.

Question/comment - Ruth Morton, Apartment 227, complained that although her heater works well, it is very noisy and sometimes wakes her up at night. Lois Wills, Apartment 222, said the same thing. Annette said will have Chuck send Don up to check them out.

Question/comment - Bill Gehron asked for a better understanding of why the fees increased so much. He thought that local competitors are not charging as much. Annette answered that although the history of increases for this facility is still below the threshold of average increases, she would still like to see expenses cut where possible. She said that the margin, before uncontrollable expense, was very close to 7% and that more than 65% of the budget goes to labor. She said that the community is competing for

employees with all other types of businesses. She said that most employees do not live in the Lewes area and must commute for over thirty minutes.

She explained that she had to rely on history to prepare this budget, but in the last two months since she has been here, we are in the black. She said she is very conscientious about looking for ways to cut costs. She gave two examples of wasteful spending that she is working on. The first is the cost of copier rental. She said we pay \$6200 per month for copiers that are, in some cases, held together with duct tape. She recently spoke with the representative who promised to come and do an analysis. The second case involves an invoice from an Iron Mountain Storage Shed in New Jersey that she does not believe that we use. She questioned the bill and is now actively working to get out of the contract.

Question/comment - A resident commented that an awful lot of paper is wasted here. She said that communications put in residents cubbies could be printed on half sheets of paper, rather than full. Annette agreed and said that is on her list.

She thanked everyone again for coming.

Jennifer Silvestri, Recorder
11/26/19