



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

September 12, 2023

Annette Moore, Executive Director, opened the meeting by thanking everyone for attending. She said that most of the managers were present except for Karen Kerstetter. She said that Karen was filling in for a vacationing Kristie Harris and was distributing the statements. Annette said that she would give Karen's report. Annette said that Lauri Weeks wanted to start by making an announcement.

Lauri Weeks:

Lauri was happy to announce that the winner of the Springpoint Spirit Award for August was Pam Dunay. She said Pam always does a good job in her concierge position, but she went above and beyond the day the ice cream truck was distributing ice cream to IL residents. The truck parked in the front, slightly after the canopy and it began to rain very heavily. Pam did not think it appropriate that residents needed to navigate outside in the rain and up and down the curb, so she spent about an hour and a half walking back and forth taking orders and delivering ice cream to IL residents. On behalf of Springpoint, Lauri wanted to say thank you and that her excellent job performance was recognized.

Annette:

Annette reported that there were no new PMI's in the box.

Status of open PMI's:

- There is a pot hole on Cadbury Circle. *{Update – the pothole has been repaired.}*
- Can we have a stop sign placed by the West parking lot? Annette said that two stop signs have been ordered. *{Update – the signs have been ordered and are due to be delivered shortly. Maintenance will install them.}*
- The sidewalks by the back gazebo needs repair. *{Update – a vendor is scheduled to come and repair them.}*
- Complaints about the temperature in the Auditorium for the 9am exercise class. *{Update – Don installed a programmable thermostat and the residents agreed*

that it was more comfortable in the room. Annette said to contact Concierge if there were any additional issues with the temperature for programmed events and Don could proactively adjust the thermostat so residents would not have to wait.}

- *The sprinklers are not working in certain areas. {Update – Annette reported that Terry dug up several areas to replace the pumps. For one of the pumps, we need permission from DNREC in order to access it since it is their water supply. Bud and Terry have been trying multiple times to contact DNREC but have not yet been able to speak with them. This item will remain open.}*
- *Complaints about the landscapers. {Update – Terry was successful in having Brightview replace the entire crew. There seems to be a small improvement in their work. Annette said that Home Office is now involved in the negotiation of Brightview's contract.}*

Annette reported that there was a conference call with Garrett Midgett, Sr. Vice President and CFO, and senior management in regard to the Strategic Plan. Garrett set a target for the group of two weeks to develop a timeline detailing specific due dates for submission of various plans to Sussex County. Once the timeline is established, then Annette would be able to schedule an update to residents on the Plan, providing details on issues including: the total number of apartments, their configurations and square footage, how tall the buildings will be, the status of whether existing homes will be impacted by the footprint, and is the existing community building being expanded or upgraded and renovated.

Jane Lord, C43, asked if solar panels were incorporated into the Plan. Annette said that solar power had definitely been included in the charette where residents, prospective residents and staff had been surveyed about items of interest. She could not recall if solar was of interest to a substantial number of respondents in the presentation she had conducted in July, but senior management was aware of the interest.

Don Smith, A107, asked if the plans had been submitted to Sussex County Planning and Zoning or City Council yet. Annette did not believe so but reported that a number of studies have been sent to City Council, such as soil studies. A previous civil engineering report indicated an alternative land usage report that is null and void because of non-usage by the previous company. She said she should have more details in the meeting in two weeks.

Annette introduced James Hockenberry, the new Director of Resident Services, who was hired about five weeks ago. There was a delay in James' ability to communicate with the residents via e-mail, but that has been straightened out. On behalf of Annette, James recently communicated with TMALRA about the proposed series of scheduled power losses by Delmarva Power. Annette cautioned any resident who use medical

equipment that require power to be on alert about the scheduled blackouts. The last time The Moorings lost power unexpectedly, the fire alarm was triggered, and we lost two air conditioner compressors and some kitchen equipment, so she is concerned. She said if anyone uses oxygen, or other equipment that does not have a back-up battery supply to e-mail Annette privately so that she will have an accurate back-up supply, should it be needed. Sherry Chappelle, C46, and James Hockenberry confirmed that Delmarva Power is now reporting that the outage will now be confined to one day – October 5th. Elsie Gould, C10, added that she uses a power recliner with a battery back-up. She reminded residents to check their equipment.

Bill Richardson, A123, asked if Springpoint was taking this into account in planning an expansion. Annette replied that the entire campus would need to be placed on generator back-up, and that is not feasible, especially for the cottages. Annette did state that she believed expansion of the generator would be included in the Strategic Plan and then added that Healthcare is already completely on generator back-up.

Annette presented Karen's report and said that IL census was currently at 129 occupied homes out of 132, for an occupancy rate of 98%. She said that The Moorings remained 100% sold. There were two residents new to the community in the last month; Dr. Anand Panwalker in Cottage 9, and Chris Vissering in Cottage 3. There is still a two year waiting list.

Bud Hirschmann:

Bud said that he has been working on getting an e-mail address for work order submissions that would streamline the process. If a resident submitted a work order via e-mail, they would get a reply confirmation that the order was received and routed to Terry, Tammy or Andy.

Bud reported that the carpeting in the hallway between IL and AL would be replaced in the next few weeks.

Bud stated that he had added budget requests for replanting new trees where the dead ones had been removed. He also added a request for an insurance policy to cover any termite damage in any of the cottages.

Bud had met with a vendor for re-stripping the parking lot, but the bid came in \$4,000 higher than expected. He is still working through this issue.

Bud reported that there were 340 work orders for the month of August, of which 302 were completed. The remainder were either waiting for parts or were not a priority and were scheduled later.

Bud apologized for the glitches in the window cleaning process and thanked all of the residents for their patience and understanding. He promised that the process will be improved.

Donna Pfarrer, A129, asked if the screens were being cleaned. She said in the years she has lived here, she does not recall the screens ever being cleaned. Bud and Terry said that the screens in the cottages were cleaned because there was an easily accessible water source, but that was not the case for the apartments. A number of residents spoke up expressing concerns about the dirty screens. Annette authorized overtime for Bud's crew to handle the task of scrubbing all of the screens. Bud and Terry will schedule the work.

Elsie Gould, C10, asked about cleaning the inside windows. Tammy Abele answered that the inside windows were covered during the biannual cleaning.

Diane Bair, A240, asked who to talk to about a number of spots on the hallway carpeting and on the stairwells. Bud answered it would be Tammy and she will address that.

Jim McMullen, A237, said that the pond on the west side was becoming a swamp with algae and the fountain was inadequate. He said the borders of the pond were extremely overgrown with heavy grass and thistles. Was there a plan to take care of this? Bud answered that he and Terry have been discussing whether to clear out the entire area and start over. Annette suggested that Bud get a consult from DNREC to determine what can and what cannot be cleared and then make a plan.

Julie Piolunek, C6, said that the street sign at the entrance on Gils Neck Road and Cadbury Circle had turned white and no street names can be seen. Bud said he would contact the Streets Department.

Terry Webster:

Terry confirmed that he has been working on the ponds and the irrigation system. He has also been working with the landscaping company and trying to get them back on track. He expressed his appreciation for working here and asks for everyone's patience as they work through issues. He said that his primary concern are safety issues, but stressed that all issues are important.

Terry mentioned that he had dug up and replaced the drain by the sidewalk that had been flooding and it works much better. He is getting ready to dig up the center of the courtyard and replace that drain.

Mildred Wiedmann, C27, mentioned that there is mud in the area behind cottage 28. Terry said this was another area that he is planning on addressing. There are a total of four areas that he is planning on working on.

Fran Tobin, C21, asked if anyone is inspecting the cracks in the driveways. Bud answered that he is giving a list to a contractor to first address the driveways where there is a potential safety concern, and then to patch the driveways with cosmetic issues.

Jim McMullen, A237, mentioned that some of the lights in the Auditorium look dark. Terry thanked him for pointing it out and said he would inspect them and take care of it.

Carol Bishop, C40, commented that the benches around the pond are wonderful but residents have to step off the sidewalk and walk across the grass in order to reach them. She wondered if they could be moved to the other side of the walkway so that residents could simply sit down without leaving the walkway. Terry will look at them.

Tammy Abele:

Tammy reported that her staff had cleaned 56 IL apartments and 82 Healthcare apartments. She said there were a couple of cancellations and she apologized for that. She said that they are caught up on all biannual cleanings. She asked residents to contact her ahead of time if they have a special request for their biannual so that the staff is prepared.

Tammy announced that beginning on Thursday, she and Andy will be on vacation for 12 days, but leave messages on her voicemail and Bud and Terry will retrieve them.

Annette announced that a maintenance staff member had been collecting trash from the cottages and suffered a needle stick due to an improperly discarded sharp. He had to go the emergency room and undergo blood work and was understandably upset. Annette cautioned all residents to ensure that they and their guests properly dispose of all sharps to ensure everyone's safety. Sharps containers may be obtained from the pharmacy at no cost for anyone who has a prescription that requires the use of sharps.

Pam Barnette:

Pam stated that she has been making gradual revisions to the spring/summer menus to add items like salads. She believes that the changes have been well received.

She appreciates it when residents complete the Dining Comment cards but asks that if residents complete the back side with handwritten comments, that they also score the card on the front side with a numbered rating. She said she has been working with Morrison because she believes the design of the card leads to inconsistencies. She asks

that the number rating match the comment topic. For example, if the beans are cold and the resident rates the experience as a “4” Very Good, that seems inconsistent.

Pam then displayed a graphic of results from the Morrison resident survey in June in which 94 Moorings residents participated. Overall, the results at The Moorings exceeded the overall results. Annette said that copies of the results would be available at the front desk, but a copy of this page is also included with these minutes.

Joanne Nicols, A121, commented that the Sunday brunch was delicious. Pam reiterated that brunch is available every other Sunday.

Annette thanked everyone for attending.

Jennifer Silvestri, Recorder
9-12-2023



| Community | Courteous | Cleanliness of Dining Room | Response to Requests | Visibility of Management | Response of Management | Presentation | Overall Satisfaction | Overall Quality | Temp | * Specialty Diets | Choices |
|----------------------|-----------|----------------------------|----------------------|--------------------------|------------------------|--------------|----------------------|-----------------|-------|-------------------|---------|
| The Mooring at Lewes | 76.4% | 74.6% | 73% | 50.8% | 51% | 54.2% | 61% | 52.6% | 45.45 | 45.2% | 49.4% |
| Overall Average | 77.4% | 73.8% | 72.0% | 63.6% | 63.2% | 58.2% | 55.0% | 51.0% | 48.4% | 48.0% | 46.4% |

Strengths:

1. Courteous
2. Response to Requests
3. Cleanliness of Dining Room

Opportunities:

1. Temperature
2. Menu Choice
3. Overall Quality

- Specialty Diets will be addressed in menu choices

The Mooring at Lewes – 94 Total Responses

Survey Results by Category

