



**CADBURY AT LEWES
AFTERNOON EXCHANGE
April 5, 2016**

Carol Holzman, Executive Director, opened the meeting by welcoming everyone and thanking them for coming.

She said that we have a presentation on Fire Safety, something that keeps Chuck up at night. She then gave the microphone to Chuck Rendulic, Director of Support Services. Chuck said 142 work order requests were received in February and only 1 is outstanding and has to do with water damage. He said that 73% of the requests were handled in 1 day.

Chuck reminded residents that dishwasher detergent is not the same as the liquid soap that is used to wash dishes in the sink. If residents use the wrong detergent, it can cause problems.

With respect to recycling in the apartments, Chuck said that it's difficult for the guys to get small jars/cans and asked if residents would please put small items in a bag. The same goes for newspapers. Cottage residents should be reminded that recyclable items are picked up on Mondays and should be in clear bags. Regular trash is picked up on Thursdays.

If cottage residents have more than 1 vehicle that won't fit in the driveway, they must use the East or West Wing parking lots as overflow.

Maintenance continues cleaning up of the grounds, cutting grass and trying to finish the mulching.

Chuck then provided his presentation on Fire Safety. Some of the highlights included:

- the entire building is covered by an alarm system
- there are 6 alarm panels with the main one located at the front desk
- the building is fully equipped with sprinklers
- the system is checked multiple times a year
- the smoke detector system monitors all detectors in the apartments, cottages and throughout the building
- bathrooms are equipped with sprinklers, but not smoke detectors
- we get a signal/alarm when the batteries are low
- the building is separated in sections by fire doors and the doors automatically close when an alarm goes off so we can evacuate from one section to another and don't have to go outside
- in the event of a fire, the elevators come down to the first floor and emergency lights will come on

Chuck advised the following steps if there is a fire:

- remain calm
- if the fire is in your apartment, get out
- if the fire is NOT in your apartment, stay put until you receive direction from us as we need to keep the hallways clear
- if you are in a common area, stay there until we direct you

Chuck asked if anyone had questions. Ron Trupp said that when the battery beeps Maintenance doesn't come. Chuck explained that there are two systems. We have wired smoke detectors that are alarmed if we have power. A device is connected to that that also has a battery that notifies us. If your detector starts to beep, let us and we'll change the battery.

Chris Dwyer, Director of Sales & Marketing spoke about the Resident Referral Program. She said that five residents have taken advantage of it. She explained that if a resident provides a contact name and phone number that we don't currently have in the database and they move in, after 60 days, both the new resident and the resident providing the referral will receive a \$2000 discount in monthly service fees. Chris said that she will put a notice in resident mailboxes.

Carol then provided some brief updates:

The sale of Cherry Hill is still in progress. We expect the closing by the end of May, if not sooner. We are waiting for approvals from the State of New Jersey.

Carol said that some time ago, she had promised an office for Deb Hamilton. Deb's office is located on the other side of Carol's, where Alice Lux used to be. Alice has moved to Nan Steiman's old office, next to Carol Cascone. Nan moved her office to the front entrance where Paula Schatz used to be. She will be there two days/week and will spend 3 days/week in Cottage 2 to meet new prospects. So far this process has been successful. On the first day Nan was there, we had 3 walk-ins and 1 is coming back.

There have been some changes in fundraising for the Lights of Love and Butterfly events. We're working on growing our own butterflies. We need to solidify, but we want to pursue placing containers with butterfly larvae in various locations around the community to watch, hatch and release. The Lights of Love event will be similar to what we've done in the past with music, cocktails, and food. The events were not profitable in the past, so we're looking at different ways to raise money for the community. We will do fundraising throughout the year to benefit the Resident Reserve Fund. Carol said that Cherry Hill used to host a mini-golf tournament and we have the greens in storage. We're not sure when we'll have it, but we think either Spring or Fall and it will be at least partially outside as it takes up a lot of space. We will have a party afterwards. The event will be a fundraiser soliciting contributions from our vendors. Cherry Hill raised in excess of \$10,000.

Last month we talked about how some of the electric bills were more than \$500 or \$600. Carol said that she did a query on other communities similar to Cadbury to see how they handled high electric bills and found that others have a monthly cap. If you go over the cap amount, the overage is put on your monthly bill. We're not making any changes this year, but we may do

something similar in the future. Residents can call Chuck and he can provide an average monthly consumption. One bill was \$800+, but most are in the \$200-\$400 range. Bills that are above average could indicate a broken thermostat. Gil Kaufman said some residents would like to know their bill. Mildred Wiedmann asked how many cottage residents pay Fee for Service. There are a total of 8 residents. Elsie Gould said that resident's fuel consumption should be similar to where they lived before. Carol said that some had gas and some had electric. Converting cottages to gas would be extremely expensive. Ron Trupp asked if the apartment bills are under control. The usage for the apartments comes as one big bill. Don Burgess asked if the Fee for Service were under \$800. Most all the Fee for Service are very low.

Carol said that she wanted to clarify something that was mentioned at the last meeting with respect to Cadbury at Home. The minutes stated that Cadbury at Home makes a donation to the Resident Reserve Fund, but they donate to the Resident Association. They donate one time a year and Lewes donates two times a year.

Mildred had asked for some numbers with respect to Cadbury Consulting. Carol said that there are 5 active clients and there are 3 more proposals under consideration. There are also 3-4 other organizations that are interested in more information for Consulting and at Home.

Carol said that she and Chuck spoke with someone yesterday about retractable awnings to block the sun in the Bistro and the outside patio. She said that because of the size of the area, the patio would require 2 awnings. Carol asked for a show of hands to determine if residents would rather have something in the Bistro or on the patio. The majority of residents preferred to have something installed on the patio first. Bunny Guerrin suggested that we take the tablecloths off the Dining Room tables to allow more eating space for lunch. Ron Trupp asked what to do about the rain. Carol explained that the awnings are designed for the rain and the water will run off. She said we're still waiting on pricing.

There's a Memorial Service tomorrow at 3:00 pm. It is a meaningful event. We state the names and ring a bell and place a shell in honor of that person in some sand. Pictures of loved ones can be placed on a table. Refreshments will be available following the service.

PMI's:

- In the Quiet Room, there is a sectional folding screen that depicts various religious events. The room is not a religious based area and should remain non-religious. Carol confirmed that that is true as we don't want to offend anyone. Residents can bring items to a particular service but should take it back to their cottage or apartment following the service.
- Thank you to the Maintenance Department and Don for finding my antique hinge to my kitchen cabinet door.
- Because the cottages aren't selling and administrative offices are at a premium, consider taking Cottages 34 and 35 and turning them into offices. Carol explained that our budget is based on census and any change would require a change to our bond documents.
- Could we have a bench placed by the Living Room wall to be able to watch for people being picked up? Carol said that we will place a bench in the vestibule allowing people being picked up to watch for their ride.

- With all the information on TV about lead in drinking water, is our tested? Carol said that our water comes from Tidewater. It's the same as the City of Lewes water and water used at the high school. They test and treat if necessary. Bunny added that she looked it up and our water is good!
- When I sat on the terrace outside the AL Dining Room, I found it difficult to get back in unless you used a code. Carol explained that we lock the doors for the winter. It is locked with a keypad now and once the weather warms up we will keep the doors unlocked during the day so people can use it.
- A policy has been noted that if the HVAC filters need to be replaced outside the regular schedule it will be replaced for a charge. Carol explained that Cadbury replaces filters quarterly, but some may need it done more frequently. She said there is a nominal charge but most don't need it done more than that.

Carol then opened the floor for questions.

Sharon Hoover said that with respect to the Quiet Room, religious books are housed there and organized by denomination. There are some magazines from all different religions and some large print bibles, as there was not enough room in the Library, but they do circulate.

Ron Trupp said Housekeeping and Maintenance uses the golf carts, but what about the 6-seater that looks like a van? Carol explained that Marketing uses it to take 4 or 5 prospects to tour through the community.

She thanked everyone for coming and the meeting was ended.

Barbara White, Recorder
4/11/16