



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

West Wing Forum March 28, 2018

Carol Holzman, Executive Director, opened the meeting by welcoming everyone and thanking them for coming. She then reviewed a few items on her agenda:

- Introduced Jenn Silvestri, her new Administrative Assistant. She explained that Jenn works Tuesday, Wednesday and Thursday and shared her contact information. She explained that if residents had an issue on a day that Jenn was not in the office, they could contact Carol Cascone.
- Grounds crew is working diligently to get ready for spring. They are cutting the grass and laying mulch.
- The auto-doors have been installed in both the east and west wings. The doors can be opened by the concierge assistant. Please note that they open out.
- There is no update on child-care to report. A survey was sent out to all employees with the last paycheck, but only 10 responses have been received to date.

Carol then opened the floor for questions and comments.

Question/Concern – the golf cart parks too close to the handicapped parking space out front. Residents think it is a hazard because there is not enough room to board the bus or a car.

Answer – Carol agreed that this was a concern and would look into whether the cart can park somewhere else.

Question/Concern – the hairdresser was away for 6 weeks with no replacement. Can a replacement be available for vacation periods?

Answer – Salon services are contracted out to Generation Salon Services. Carol said that their hours are posted on the door. She also said she would speak with Diane about vacation coverage.

Question/Concern – The bus does not have a microphone for the driver. On the recent Mystery Ride, no one in the back of the bus could hear the driver's narration.

Answer – Carol explained that the bus was not equipped with speakers, so a microphone would not solve the problem. She said they need to look at whether the bus could be wired for speakers so that a microphone would work.

Question/Concern – The bus stairs are very steep and it is difficult to board. Can the bus have some kind of ramp to ease boarding?

Answer – Carol said they would keep that in mind when they are looking for a new bus.

Question/Concern – What is the hold up with the shuffleboard?

Answer – Carol said she spoke with Lauri last week about this and believes that it is ordered. Lauri would be able to share more details about this.

Question/Concern – A resident volunteers for the Sing-A-Long in Skilled nursing. He works with Assisted Living to bring the piano up for the session, but when the session ends, they are

gone so he has been bringing the piano back downstairs by himself. Can someone assist with the piano?

Answer – Carol stressed that residents should not be moving pianos by themselves. Security should be contacted to handle it.

Question/Concern – Do all residents need to have white miniblinds?

Answer – No, they do not. Residents can order whatever color or style they want.

Question/Concern – A resident has an issue with the cement walkway from their porch to the sidewalk. How can you find out how much it costs to fix it?

Answer – Call Alan at 644-6388 and he can get a price.

Question/Concern – A resident has a severe crack in the cement at the end of the walkway. How can you get it fixed?

Answer – Call Alan at 644-6388 and he will take care of it.

Question/Concern – A resident has an issue with the toilet seat. At move in, the seat was stained and it wiggles. Despite several repair attempts, it is not fixed. How can a new one be obtained?

Answer – Call Alan at 644-6388 and he can have it replaced. The resident should not be billed because the seat was not new at move-in.

Question/Concern – A resident has spoken with Chuck about how loud the AC unit is. The standard answer was to switch to Emergency and the noise would stop. But the noise in the unit was so extreme that Don, the AC person, came up to look at it. He said it needed some insulation and tape and fixed the problem. Is it possible for him to fix the unit upstairs since that is noisy also? Isn't it a better solution to have Don insulate and tape the units so the residents do not have to switch to Emergency?

Answer – Carol said she would speak with Chuck and Don about this.

Question/Concern – A resident has an issue with the smell of cigarette smoke. There are 2 air fresheners on the wall which do help, but can 2 more air fresheners be installed in the stairwell? When residents open their doors, the smoke blows out into the hallway and stairwell.

Answer – Carol acknowledged that when smokers open their doors and windows, the smell does spread. She said the extra air fresheners made sense and that she would also send out a reminder to residents to keep their doors closed when smoking.

Question/Concern – A resident sent an e-mail to Lauri about the AARP Senior Driving course, but she has not heard back.

Answer – Carol will touch base with Lauri on this issue. She is sure she has contact information in her files that she can share with Lauri.

Question/Concern – How often should rugs be shampooed?

Answer – This is done during the semi-annual cleaning. If residents have a question about this, they should contact Shar.

Question/Concern – The windows in the sunroom have cracked seals and look dirty. Last spring, Alan came and measured for new windows, but nothing happened.

Answer – Carol suggested that the resident e-mail Alan. She said that e-mail was the best way to communicate with staff about a problem. She shared Alan's e-mail address.

Question/Concern – Residents requested that they be provided with an e-mail listing for staff so that they might more easily contact the right person.

Answer – Carol agreed that this was a good idea and would look into it.

Question/Concern – A resident complained that the door in the sunroom is not very well insulated. Another resident shared that Charlie and Mike came up and fixed their door with some white plastic that worked well.

Answer – Carol agreed that Maintenance was the best resource for this.

Question/Concern – A resident complained that the downspout by the apartment caused water to flood into the sunroom. Can the downspout be extended?

Answer – Carol will get someone to look at this.

Carol thanked everyone for their questions and feedback and the meeting was ended.

Jennifer Silvestri, Recorder
3/28/18