



COTTAGE FORUM
Friday, November 30, 2012

Carol Holzman opened the meeting by thanking everyone for coming. She said that the centerpieces on the tables in the Dining Room made from boxwood and cedar were put together by Jan Bendrick and Lois Nickerson. They are beautiful. Jan and Lois have done this for the past five years.

Carol said that many cottage residents met yesterday and put together a list of items that they would like to have addressed.

The first item had to do with painting after five years. Carol asked residents to submit a work order by calling Michael. We will come out and look at the condition of the walls and if it needs to be re-painted, it will be done. Residents have an option of having a specific color; however, it will be at the resident's expense. A resident asked if we use outside contractors. Carol replied that sometimes we do, but it depends on the work load at the time. Another resident wanted to know what type of paint will be used in the kitchen and bathrooms as flat paint is not suitable or washable. It was learned that the Showers' and Hein's recently had theirs painted and satin paint was used. Elaine Showers advised that they still need their ceiling done. Carol will follow-up with Chuck.

A resident asked if front doors could be painted a different color. Carol asked if anyone objected to this. She said we will take the idea to the Building and Property Committee for discussion and we will likely come up with three colors to choose from. Someone asked if one of the colors could be red. Another resident asked if we plan to paint all cottage doors. Carol said yes, but we need warm weather to do so.

Carol advised that we are still going through work orders to fix any items that were caused by Hurricane Sandy.

Mildew stains – it was reported that only certain parts of houses were power washed and there is mold/mildew in more than one area of the house and on the concrete. Many of the houses were only power washed on the north sides. If we get a few warm days, we will have Zach get to some of them. If we were to do them all it would be in May/June. Betty Caslake asked if we can start at the other end and go down.

Another resident asked if painting of the outside trim will be done as often times it comes off when power washing. Carol said that we'll have someone take a look. Someone suggested that the door frames need two coats of oil based primer and then a finish coat of paint.

Someone asked if we power wash inside the storm door. Carol said that we do not because there is a risk of water leaking into the cottage, but we can have the doors wiped down. Don Burgess said that the window cleaners are not allowed to touch screen or glass panels on the side of the front doors. Carol will ensure these are taken care of as part of the semi annual cleaning. She said that the window washers are contractors. Some of the residents said that the contractor we had a couple of years ago was better than the last one we used. Carol advised that we could add in having the side windows done if we have a new contract. Carol Bishop asked if the blinds were done by the window cleaners. Carol Holzman indicated that this should be part of the semi-annual cleaning as well. Betty Caslake said they just need to slow down a little and get in the corners.

Window wells are full of leaves and should be cleaned out regularly. Carol said that Chuck is having some wire mesh domes made that will keep out mulch, leaves, corn husks, frogs, etc. They will clean the wells out first. It was suggested that Maintenance be mindful not to cut screens with the weed wacker. Joe DeMul said that some of the window wells are pulling away from the house and that water gets in from the sides. Carol assured everyone that we will take a look and help to mitigate any water flow.

Joan Ellis said that she heard something about fans being installed under houses. Carol advised that this is a work in progress. A small fan will eventually be installed in all cottage crawl spaces to prevent mold/mildew. Carol will ask Chuck to make a list of those residents that already have fans so that residents know.

If you have a spider or bug problem, call the front desk to get on the list for the exterminator to come out and spray.

Betty Caslake asked if the sprinkler heads can be adjusted as they have too much pressure which hurts the flowers. We can have the sprinkler head turned if necessary.

Semi-annual cleaning should include cleaning of the base boards. This is done, however, it was noted that it's only being done with a feather duster and needs to be wiped with a damp cloth. Carol will ensure this is completed semi-annually.

Jane Lord said she would appreciate advance notice if someone is working outside her house or coming in, even if it's just a knock on the door. She wants to feel like it's her place. Carol will speak with Chuck about having his men call in advance. A note will be left on the door if someone did work inside while the resident was not home.

It was reported that Dave is doing well as Jose's replacement.

Is there a pruning schedule? Carol said that some shrubs are still blooming so they are not pruned until they've stopped. Carol added that it's not productive to prune one bush/tree at a time and that we will prune several times a year. There will always be something that needs to be pruned. Rosalie Mitchell said she can't see out her one window as a bush is so overgrown and that it scrapes against the window when the wind blows. Binky Tompkins asked if she can request to have some pruning done. Carol advised that she should call Michael to be put on the list. Carol said she realizes this is touchy subject and that we do the best we can with the resources we have. Please don't expect everything to be perfect. Dottie Seyfried said she resents the fact that Marketing made promises that things would be done on a timely basis, but they're not being done. She said she had to pay someone to come in and do pruning. Edee Hogan said the pruners came at 8:00 am and that it would have been nice to know that they were coming. He was a nice guy but didn't know what he was doing and could cause damage to the landscaping if it's not done right. Carol said that we work with Barton Landscaping and Phil Barton has offered to work with our staff on how to manage the plantings, probably in the Spring. Joe DeMul said that he's had a dead bush in his yard for two years. He said it had been pointed out but not taken care of. Carol said she will ask Chuck to remove it and then replace it in the Spring. Dick Cleaveland said there is no management review of the work being done. The residents should have to sign-off on work orders. Diantha Pack said that she needs some painting done that was due to leaks and Chuck said he would come through but it's been about a year ago. Carol Bishop added that it would help if someone was able to work with Zach. Carol Holzman said now that we're filling up the cottages, and as we grow our income grows, we can add some resources and anticipate adding some in the Summer.

The bus service is questionable. This may have resulted from an issue that occurred over Thanksgiving and is now worked out. We will have service to the Community Building for holidays.

Parking for wheelchairs - should not be in the cloak room, they should be parked in the cart area. We need to look at the area and figure something out. We will watch to make sure the cloak room is not used for storing decorations, phone books, etc. Carol will put a note in resident mail boxes about the coat closet and the increasing number of wheel chairs.

Original washing machines are not very good. Can they be replaced at the resident's cost? Yes. Carol asked that residents get a GE brand and Chuck can order for them.

Recycle bins – there will be one large bin located by the loading dock. We will increase the number of pick ups to 3 times a week from 2 times a week. If necessary we will increase to 4 times per week. All recyclables go in the same bin, even corrugated cardboard. Edee Hogan asked if they could get an independent contractor and all residents would have their own bin. Carol said we may evolve to that, but it was discussed at a meeting yesterday and determined that big trucks would have to come through the neighborhood. We will see how things go.

People are driving too fast through the community – both residents and staff. Carol said let's try to think about others in the community.

Carol advised that Chuck met with TruGreen to look at the Quack Grass. We will blast, re-seed and get rid of it. We will dig it up if necessary. It doesn't seem to be beach grass seeds.

Health care – fee for service. Residents asked about being able to write off a portion of their monthly fees on their taxes. Carol advised that this is a Federal government thing. Residents have refundable contracts, so they are not eligible because they will get money back if they leave. Talk to your accountant and see what he advises.

For Medicare to cover most of your costs when you go to the hospital, make sure that you're admitted for at least 3 days and not under observation.

Jim Bazzoli reported that air return ducts are not being cleaned as part of the semi-annual cleaning. Carol said she spoke with Maintenance about this yesterday for both apartments and cottages. We are paying attention as it could result in health issues.

Rosalie Mitchell asked if there was a timeframe that housekeepers are allocated for cleaning. Carol responded that it depends on the size of the residence, but it's usually 1-1/2 to 2 hours.

Curt Christensen suggested using dishes versus plastic for people eating in the Bistro and only using paper/disposable for take-out items in an effort to be "green." Carol will mention it to Ingrid but it should be addressed at the next Dining Committee Meeting.

Carol thanked everyone again for coming and the meeting was ended.