

**CADBURY AT LEWES**  
**AFTERNOON EXCHANGE**  
**November 5, 2012**

Carol Holzman, Associate Executive Director, welcomed residents to the Afternoon Exchange. She then welcomed and introduced our newest resident, Llywella Stuchlik.

Carol turned the microphone over to Paula Schatz, Director of Marketing, to provide an update on Marketing efforts. Paula reviewed a flyer that was recently distributed that says good friends make good neighbors. This new program allows residents to bring guests to Happy Hour and stay for dinner on us. Residents simply need to complete the form and return it to Marketing as seats are limited and reservations are required. This program was a suggestion that resulted from the Resident Referral Meeting. The first date is this Friday for November and she will also offer one time in both December and January.

Paula said that only 4 apartments are available that don't have deposits and only 7 cottages remain.

Chuck Rendulic, Director of Support Services, said that as a result of Hurricane Sandy, there was some minor damage outside and most items have already been taken care of. There were some small leaks inside and ceiling tiles that needed to be replaced, but otherwise we fared really well. He reported that some of the glass enclosed porches had some leaks. If any resident has that problem, please call Michael and provide him with your unit number. Chuck added that the new company installing enclosures is taking care of repairs even though they didn't do the original install.

Chuck reported that 180 work orders were received in August and all have been completed. For September, 167 work orders were received and there are 2 outstanding that have to be done in the cottages and still need to be scheduled.

Trimming needs to be finished and we may cut the grass once more before Thanksgiving for the season. Things that are still blooming, such as the roses, will not be cut yet. In February they will take care of cutting the ornamental grasses. We will be using Horsey & Sons again this year for snow removal. The fountains will be removed soon, before it freezes.

The recycling bins are being removed out back as, unfortunately, recycling is no longer free. There will be one bin back near the loading dock starting January. They are picking up twice a week now and we will add additional pickups if necessary. For apartment residents, the procedure remains the same; bring recyclable to the trash rooms.

Chuck said that he's been told that many people are cold. Residents need to change their thermostats to heat mode if they haven't yet. If they need assistance, please call Michael.

Chuck asked that cottage residents please tie their trash bags. He also asked residents to try and hold onto their screen/storm doors on windy days, as they have replaced 6 storm door pumps.

After Chuck was finished, Lois Nickerson said that Dottie Seyfried couldn't attend the meeting today, but wanted to compliment the staff on being prepared for the hurricane and making residents feel safe.

Chuck said that it was a team effort across the board by ordering extra food, etc. and that we will always be here to take care of the residents.

A resident asked when Maintenance was going to close foundation vents. Chuck advised that circulation fans have been installed on the inside of foundation vents for some residences. The unit is equipped with a humidistat that goes on/off automatically and measures the humidity level. Units will continue to be installed as available. We will wait closer to December to close the remaining vents. We don't need to worry about anything freezing as they are well insulated.

Another resident indicated that there is a tree by the Bazzoli's cottage that needs to be replaced. Chuck said this is already on the list to be taken care of.

Don Burgess asked how new cottage owners can get a new screen door. Chuck said to call Michael and we'll get a price and have it installed. Chuck asked residents to please put in work orders so we can track in the system and it won't get overlooked.

Jim Bazzoli asked if there was any solution for the sea grass growing in the lawns. Chuck said he knows it's a problem, mostly in the cottage areas, but the only way is to dig it out or use Round Up to kill it.

Carol Holzman commended the staff for their special attention during the Hurricane, as many employees stayed overnight in case there was a power outage.

Carol advised that the Building and Grounds Committee met and agreed to make concrete sidewalks available to connect the main sidewalk to resident porches. Residents that already have stepping stones or pavers and that want a sidewalk will receive a 10% rebate. Stepping stones will no longer be an option for new residents.

A new Chief Financial Officer has been hired and he will be visiting from Cherry Hill this week. Please let Carol know if you're interested in meeting him. Carol added that he will be driving our budgets and she is happy to have him on our team.

Carol offered a big apology for an event the League of Women Voter event that took place on October 23<sup>rd</sup> when many staff members were in Denver. She said that it appeared by the Cape Gazette article that there were lots of people here. She said we will keep better tabs on outside events. Many residents said that it was fine and they helped get people registered to vote, they brought in politicians, that the event was non-partisan and educational. The said the event was fair in that both sides spoke. Mildred Wiedmann said we need a bigger place to assemble.

Some PMI's have been received regarding automatic door openers. Carol advised that the ones in the front of the Community Building cost \$12,000. The ones for the bathrooms are not that expensive and we will start installing there first as it affects many people. We will do a little bit at a time and work our way around the community.

New signs have been posted in the pool area to indicate No Diving.

Carol received some PMI's regarding the sprinklers, but they were shut off on 10/8/12. Let us know of any problems you encounter in the Spring.

A PMI was received today from someone who was really angry and Carol said she encourages that person to come and see her. The complaint was that when cottage residents come to the Community Building and when an apartment resident may be out, they return to no parking space. People from the University of Delaware are here on Mondays and apartment residents can't get a space. Carol advised that we are looking into marking some spots for apartment residents in the West Wing and wants to know if there are any problems in the East Wing. Carol asked that we put ourselves in others' shoes. We cannot force people to park in certain areas. She recalled a resident that had their car parked in a handicapped spot for some time. When Carol asked her to move it, the resident refused. Carol wants all residents to know that she hears them and she will approach a resident that's bothering others. We have talked about adding spaces around the flag pole.

Fran Baker said that we don't have individual designated parking spots and we should not expect to. She asked residents to be kind and courteous to others. She said a new resident took the spot she had been using for years and that that new resident has every right to park there.

Bob Hein suggested that we don't schedule this meeting when the opera group is here. Carol advised that the meeting was changed so we could attend a senior leadership meeting that occurs every other month, and Afternoon Exchange would normally be scheduled on a Tuesday. In the future, we will plan differently.

Joan Ellis asked if we could provide a consistent policy of the bus picking up for trips. She said that many cottage residents drive to the Community Building for a trip and the car sits there for 3-4 hours. Carol advised that we will work to have buses available for larger events like Afternoon Exchange. She will pursue with Deb Hamilton. Lois Nickerson added that she and Jan par in the Health Care parking lot and walk through the building.

The last PMI Carol received was about the Bistro tables being dirty and wondered if it has gotten any better. Residents said sometimes yes, sometimes not. Carol said that when we replace them we will keep the design in mind as the current tables seem to be crumb collectors.

Carol then opened the floor for questions. Jack Chapin asked if we were providing transportation for voting tomorrow. Carol answered yes but learned that both runs were full. She said we will create another run. Jim Bazzoli asked if residents are supposed to vote at the high school or the fire house. Carol advised that the bus will be going to the fire house.

Carol asked residents to please come to her office and see her if you have something to share. She wants residents to be heard and we all care about the well being of our residents.

Carol thanked everyone for coming to the meeting.

The next Afternoon Exchange will be held on January 8, 2012 at 3:30 p.m. in the Auditorium.