

CADBURY AT LEWES
AFTERNOON EXCHANGE
September 4, 2012

Carol Holzman, Associate Executive Director, welcomed residents to the Afternoon Exchange and said she appreciated everyone's flexibility in changing the meeting to the afternoon so she could attend classes.

Carol turned the microphone over to Paula Schatz, Director of Marketing, to review some marketing items. Paula thanked residents for their help with the resident referral program. She apologized for the date and said they will do a better job with a follow-up meeting. She said they have received lots of good feedback. She advised that once per quarter, Happy Hour will be combined with a Marketing event. It has proven to be a good thing even with limited seating. So many people have commented how friendly everyone is and that they go home with good information.

On September 21, Marketing will hold an information session for adult children that may be interested in learning more about Cadbury for their parents in Independent Living. We currently have only 3 apartments and 9 cottages that are available. This means that no one has put a deposit on or signed a contract on them. There is a wait list for every style apartment and cottage and there are some closings occurring in September. She reminded everyone that she has an open door policy and appreciates when someone shares a mailing they have received from another community.

Carol handed the microphone to Chuck Rendulic, Director of Support Services, for an update on Maintenance/Security issues.

Chuck reported that 137 work orders were received and completed during the month of June. In July, 194 work orders were received and only 2 are still outstanding. They had to do with porches leaking

Chuck reminded residents to be careful what they put down garbage disposals. They are only made to handle food scraps. He also suggested not using the microwaves as a timer. Many people turn on the power not just the timer and this could easily cause a fire or equipment failure. No metal or aluminum foil should be used in the microwave either.

Chuck reported that many residents' flag holders are breaking and asked them to take the flags down when it is extremely windy.

He said that fall cleanup is coming and that the tall ornamental grasses will be cut around February. They will be fertilizing between now and the end of September. There has been a problem with the ornamental grasses seeding into the lawns and will be tough to get rid of.

Chuck asked if anyone had any questions or issues. One resident asked if there was anything we could do to get rid of crickets. Chuck replied this is an endless battle. Another resident asked what the procedure is for repainting their residence after five years. He deferred the question to Carol Holzman who said she would address later in the meeting. Someone said that there were some plantings that were dead. Chuck said he was aware of the dead tree in the East Wing, which will be replaced. He added that they will be planting more items to hide the recycling bins.

Becky Goldstein said she hurt her ankle going out the porch step. Chuck suggested that she not use that door as an entrance/exit and that we will discuss her issue at another time.

Don Burgess asked that the grounds crew not use a chain saw to trim branches. Chuck advised that they use a gas powered trimmer and that we don't have a chain saw.

Jim Bazzoli pointed out that the elm trees are shedding their bark. Lois Nickerson said that they did the same thing last year and they appear to be very healthy. Chuck will ask Phil about it.

Another resident asked about the policy to hire someone for dead heading. Chuck said residents can still hire people for additional work and he has the list of approved contractors. He added that residents can hire their own contractor as long as they provide the required documentation (business license, liability insurance, and workers comp insurance).

Carol Bishop asked about an automatic door opener for the back door from the dining room to the patio. Chuck advised that he is hesitant as the automatic openers are on a timer and would allow for cold air to come in. He is getting some pricing on automatic door openers for both bathrooms in the Bistro. It was suggested that a vestibule or air curtain may help. Chuck will look into those options.

Chuck advised that all power washing should be done.

Carol brought up the subject again about painting. She told residents that if they look at their contract it states that we "may" paint after five years. Carol said that some residents are tidy and some are not and we won't automatically repaint. We'll look at each residence and will repaint only if necessary. Joe DeMul said that he can't understand why we used flat paint in the kitchen and bathrooms when semi-gloss should have been used. Carol said we will take a look at using semi-gloss in the future.

Carol then reviewed some PMI's that had been received:

- Bus service for cottage residents attending evening activities. Carol advised that the bus will pick up at 4:45, 5:15, 5:30, 5:45, 6:15 and 6:45. Normal transportation ends at 7:15. When an activity goes later than that, we will ask residents to gather together and staff will take you home all at once. If you walk to the community building and want to get a ride back, please let the receptionist know so they can notify Security.
- Why do our monthly bills come from Cherry Hill and not here? Carol replied that we combine our resources for billing and payroll in an effort for our business model to work and keep costs down.
- We need additional chairs in the Bistro/Auditorium for larger events. Residents said they prefer for events like Happy Hour to be held in the Bistro but many times there is not enough seating. They would like extra chairs to be there before the event and not have to scramble to get chairs after the event has started. Carol will ask Deb Hamilton to include in her activity plan request and we will have some smaller blue chairs added to the tables in the Bistro for events.

- Sprinklers – sometimes they get run over or bumped and need to be adjusted. We have taken care of this, but if you encounter a problem, please let us know. Carol advised that watering has been cut back to 3 times per week.
- Guests/family members staying in a residence – The resident must be home if they have a guest or family member staying in their apartment/cottage. If a resident is in the hospital or health care center, their family/friend may stay in their residence. If they are staying overnight, they need to display a Cadbury license plate in their vehicle. License plates can be picked up at the front desk.
- Regulate the temperature in the auditorium – We're leaving the automatic fan on at all times and it seems to have helped. Someone reported that the room is too hot for exercise classes on Monday – Thursday. Carol asked Chuck to have someone check the room at 8:00 am.
- Tables and chairs are not being cleaned regularly in the Bistro and Chart Room - Carol said she spoke with Ingrid who advised that the tables are wiped after every meal. Semi-annually they do a deep cleaning and remove the glass tops and clean the wicker. Going forward, we will not order wicker. Carol added that the chairs in the Chart Room will be disinfected on the arms and backs. It was suggested to use a detergent, not an anti-bacterial solution.
- Bistro bathroom doors – Chuck is looking into an automatic door.
- Envelopes with the monthly statements not being sealed – we will be sealing them from now on.
- Residents wearing overpowering perfume – some residents are allergic, so please be sensitive to others.
- E. Wing Pond – looks awful. This PMI was received back in June and we have taken care of it. Someone added that the big pond needs help. We will look into this.
- Stone walkways from the sidewalk to the porches – we will discuss this with the Building and Ground Committee next week.
- The tuna/shrimp/chicken salad has too much mayonnaise. If we hear more complaints, we will address.

Carol gave updates on some other issues. She said that the cost of continuing the fence along Gills Neck Road would cost over \$11,000 so we will look at adding some additional shrubbery first.

Parking is a regular issue to be addressed. Carol asked residents that don't use their car on a regular basis to please park in either the East or West Wing parking lot.

Fran Baker asked about the status of the bank. Carol said that she has already met with several banks and so far Community Bank has been the only one showing any interest. We are moving forward with them. The ATM is not included at this point, but we will wait and see.

Lois Wills said that the numbers on the mail cubbies need larger print and that a lot of people are having trouble. Carol said that we will address and it may help the problem of people taking the wrong mail.

Someone asked if the mailman has to deliver junk mail if they have a yellow sticker. Another resident said that they asked the mailman about it and he said the post office requires them to deliver it.

A resident asked if we had any inside information on where the entrance will be located for the new Senators development going in along Gills Neck Road. Chuck advised that it will be across from Breakwater, but they have a website that shows the site plan.

Jim Bazzoli said that Frances is on the Dining Committee and there is some concern that residents cannot spend their monthly allotment. They would like to know if that money goes back into the general fund or can Ingrid use it to get some high quality food. Carol advised that she will look into it. Another resident said that they would like to have the fee for service option, but Carol advised the residents that it would require a change to a different contract.

Sharon Hoover said she is not happy with Carol's answer about paint. There are better quality paints and they want to paint the kitchen themselves. Carol advised that she needs to get together with Chuck and develop a plan.

Jim Bazzoli reminded residents that the Academy of Life Long Learning will run for the next 10 weeks. The opera will be on Mondays and an educational lecture will be held on Tuesdays. All residents are invited to attend.

Carol thanked everyone for coming to the meeting.

The next Afternoon Exchange will be held on November 6, 2012 at 3:30 p.m. in the Auditorium.

Recorder
Barbara White, Executive Assistant
9/6/12