



AFTERNOON EXCHANGE

May 5, 2026

Annette Moore, Executive Director, opened the meeting at 3:30 pm

Annette shared a report from Ingrid Dellatorre, Director of Dining Services; she is busy preparing for this evening's Cinco de Mayo dinner. The new menu cycle begins on Monday. The deadline for Mother's Day reservations is noon on 5/7/2026. Annette encouraged residents to use the dining comment cards. While we appreciate the positive comments, additional feedback and suggestions are just as valuable and help us continue improving the dining experience.

Old PMIs

- Damaged elevator wrap: elevator repairs have been completed. In addition, the doors in and out of Safe Harbor were wrapped and the wrap has been effective in reducing exit-seeking behaviors. The bookcase design blends naturally, helping maintain residents' dignity while also enhancing the overall culture of Safe Harbor.
- Shingle debris around pond: ongoing cleaning. A member of the maintenance team is assigned to survey the grounds weekly to identify and address any cleanup needs.
- Ruts in lawn related to the shingle project: Repairs have been completed.
- Bistro Door: kickplates are in place. Doors are scheduled for scraping and repainting.
- Trash Room maintenance was temporarily delayed in order to address higher priority items (including assembly and placement of new furniture for healthcare).
- Porch screen repairs: 40% have been replaced or repaired so far.
- A resident of an apartment shared a concern about outdoor lighting at night. The resident was offered blackout curtains or blinds to address the concern. The lighting cannot be changed as it is important for safety reasons.

New PMIs

A comment was received regarding the buses having a rough ride. The suspension and shock system are based on vehicle capacity specifications and cannot be modified.

A comment was received regarding the appearance and outdoor décor of a neighboring cottage. If there is a safety concern, it will be addressed. Personal aesthetic preferences, however, are more appropriate for discussion through TMALRA.

There were 34 trees on the property that were damaged during the snowstorms. Seventeen were removed and the other seventeen were saved. No trees will be replaced in areas where construction is pending.

The Holleran satisfaction survey closed with IL participation at 90.1%, meeting the goal. Five \$100 gift cards will be raffled off as planned. There will be 2 for 1776 and 3 for the newly opened restaurant, RARE. The raffle will be done at an upcoming happy hour.

Announcements

Annette asked residents to be mindful of excessive HVAC use. Utility costs have increased, so if you notice a unit running continuously or not functioning properly, please let us know so we can investigate.

Facilities

Bud reported that the West elevator will be out of service on Thursday, May 7th for repairs. It is expected to be down for approximately three hours starting at 9am.

The irrigation system is up and running as of today. If there are any directional issues regarding the sprinklers, please contact Maintenance. Bud will follow up regarding the schedule of the irrigation system.

The mini-split system in the ping pong area is up and running.

Automatic doors on the east and west sides are operational, with final adjustments taking place.

Cottage roof replacement will begin on May 11th. In response to a question regarding siding replacement, Bud explained that once the final look of the new cottages is established, plans will be developed to update the existing cottages to create a more consistent appearance throughout the community.

A resident commented that trash bags have been placed next to a dumpster and asked if they were put there by contractors on site. There was discussion about the possibility of people from neighboring properties dropping the bags here. It was suggested that a trail cam be placed nearby. Annette asked that if anyone sees trash being dumped on the property, please take a picture and send to her.

In response to a question regarding plants, outdoor furniture, or décor, Bud suggested that such things be moved if in the way prior to cottage roof replacement work; please contact Maintenance if you need assistance.

A resident asked about the frequency of a capital needs assessment. Annette explained that it is done by an outside agency, engaged by Springpoint, every 5 years. It was last done two years ago.

A resident commented that she needs a splash pan and Bud asked that she follow up with Andy.

Housekeeping

Tammy reminded residents that all electric heaters must be plugged into the wall outlet with no kind of extension cord or power strip. This is a fire safety issue. For other items, only use a safety-rated electrical power strip, not the small plug-in multi-outlet adapters.

If we must cancel scheduled cleaning because of staff challenges or a holiday, we make sure that it is rescheduled if the resident would like it rescheduled. If you cancel because of a conflict and would like to reschedule, we try to accommodate. Cleaning schedules are typically full with few openings.

Maintenance

Todd reported that window washing started on 4/21/26. Approximately 100 screens were repaired, not including porches. Porch screens in need of repair will be started the week of 5/11/2026.

A member of the maintenance team is assigned to assess and clean the grounds weekly.

East/West wing courtyard trash cans are a convenience can, not a household trash can. Please refrain from using them in this way.

The rundown fence near the bike shed was removed and the area has been seeded.

Resident Services

TK shared that the Farmers' Market at Crooked Hammock will open in June. A weekly bus run to the Lewes Library will start and run on the same day as the beach bus.

TK reviewed some of the upcoming programs and events. Please see the May calendar for details.

TK thanked the Augusts for the pots at the front entrance. The Planting Committee will start planting on Thursday.

A resident commented on the great Derby Day party and another resident thanked TK for the transportation to Longwood Gardens. A number of residents went and had a terrific day.

TK said that the new Resident Services Coordinator starts on June 1st. She is excited to introduce him. His name is Kash and may be familiar to some residents as he has worked here in the Activities department in healthcare.

Marketing

Karen reported that there are now 126 total homes with 121 occupied. Of the five vacant units, three are sold.

There were no new residents in April. There will be two new residents moving in in May and one in June.

Karen shared that the Marketing team recently attended the annual Springpoint Sales Summit where attendees receive training and have the opportunity to share best practices with their peers. Each year, the Chairman's Award is presented to the team that achieved the highest occupancy level in the preceding year. The Moorings team has received this award three times and this year shared it with another Springpoint community.

Karen shared that the Marketing team is very busy, seeing a surge in activity over the past month or so. She attributes this to the warmer weather and the fact that a new mailing list was recently purchased. Many new inquiries come by word of mouth, with much interest in the expansion project.

Karen said that there are many marketing events planned in the coming weeks, with one scheduled for tomorrow at the Lewes Yacht Club. There are 88 people registered for this event. The team hosted a few small-scale workshops in April which were very successful in terms of the number of deposits received.

Karen reminded residents of the resident referral rewards which provide incentives for resident referrals. Please see Karen for details.

In response to a question regarding the status of The Moorings request for County Council approval of the expansion project, Annette shared that the Council has deferred making a decision, with no explanation provided. Annette talked about other projects in the area, specifically an IL and AL community being developed on Plantation Road currently under construction. There was a

comment that one Council member in particular has delayed The Moorings application being placed on the Council's agenda. It is unknown how long it can be delayed. A resident suggested that this Council member be invited to The Moorings and Annette said that she will follow up with our attorney about inviting her.

Annette said that in the next month or two, Linda Wilmot will be added to report at the Afternoon Exchange meetings. She explained that Linda was recently promoted to the position of Wellness/LivWell Manager. Linda is a licensed nursing home administrator with many years' experience in senior living. At the time that Sandy was leaving her position, it was decided to expand the wellness role and restructure the position. As a result, Linda is now serving in the new wellness role, working with TK, Wilma, and Shirley. Going forward, Linda will provide insight into wellness programming and related initiatives. A resident asked if Sandy would be replaced by a nurse, Annette answered no and clarified that it is the Safe Harbor nurses that respond to pull cord alerts. Linda is available to answer questions, provide resources, and has competency in taking vital signs, if needed. You may contact Linda by calling her office at 302-644-6372 or the wellness office at 302-360-4060.

Annette shared that starting Monday, May 11th, The Moorings will be celebrating Spirit Week. This is a weeklong celebration held in conjunction with National Nursing Home Week to celebrate all staff. This year's theme is "Through the Years: Celebrating our Legacy of Care". Each day next week will have a theme (the 60's, 70's, 80's, and 90's) culminating with an All-American Picnic for employees on Friday, 5/15 to celebrate 250 years of America. It will be a fun week and a great way to honor our dedicated team! Residents are encouraged to complete a personal note to staff that they have engaged with that have made a difference in their lives. Cards will be available at the table by Concierge. Completed cards can be dropped at Concierge and will be posted outside of the staff breakroom (next to the wellness office) next week.

The meeting was adjourned at 4:30 pm

Next meeting: June 2, 2026