

AGENDA for NILMA MEETING

March 9, 2017, 2:00 PM

GREAT MEADOW HALL

Call to Order	John Averell
Approval of January 12, 2017 Meeting Minutes and cancellation of February 16 Meeting	
Seating of temporary Representatives	John Averell
Report from the Photography Club	Jerry Zimmerman
Year End Report of Finance Committee	Paul Hardiman
Update on Food & Beverage Issues	Sal Filetti
Old Business	
New Business	
Adjourn	

The meeting was called to order at 2:01 pm by President John Averell.

Present: Mike Atlas, Suzanne Waxman, David Goldman, John Averell, Len Green, Jodi Berkowitz, Sharon Gouveia, Sam Lehrer (substitute for Murray Staub), Barbara Rosenfield (substitute for Lorraine Gordon)

Absent: Lorraine Gordon, Murray Staub

Guests: Steve Colwell, Jerry Zimmerman, Paul Hardiman, Sal Filetti

Minutes of the January meeting were accepted as published. The cancellation of the February meeting because of bad weather was noted.

The chair explained the Bylaws provision for appointing temporary representatives when a voting unit rep is unable to be present at a meeting. He then appointed and seated Sam Lehrer (North-4), temporarily for Murray Staub, and Barbara Rosenfield (Villa), temporarily for Lorraine Gordon.

The chair announced that he has appointed Edie Luskin chairperson of the Nominating Committee. She will appoint at least two others and will announce this at the April meeting, at which time the nominating process will start. The Council terms of Len Green (North-3), Howard Cohen, and Suzanne Waxman (both cottages) end in June 2017; Nancy Kummer (South-3) and Murray Staub (North-4) will be up for re-election.

Jerry Zimmerman presented information on the history and activities of the photo club which now meets monthly. He noted that many of us now have smart phones to make our photos. In the club members are taught how to take good photos, and to process them with photo editors.

Paul Hardiman, chairman of the Finance Committee, presented the NBOC IL financial results for the quarter ending December 2016. Copies of the three slides presented are attached to these minutes.

For IL, total cash available from operations and net entrance fees was 2.6 Million\$. Payments on mortgage and maintenance totaled 1.6 Million\$, leaving cash after payments of about 1.1 Million\$, a very good quarter.

A second slide for the NBOC Campus (AL, IL, HCC) first quarter showed about 2.1 Million\$ cash after payments.

A third slide showed interesting statistics for IL. Refer to attached slides for details.

Steve was asked about the \$400,000 tax rebate from Dedham to NBOC, and why this is not being given back to us. Steve explained that this was used to offset a \$400,000 shortfall, due to unexpected circumstances such as snowstorms. He is treating unexpected windfalls like unexpected shortfalls. This will result in much better bond ratings and lower interest in a few years when NBOC refinances the bonds.

Sal Filetti presented the results of the dining survey that was recently completed. The complete slides for the dining survey are attached to the minutes.

There were 109 responses to the survey, out of about 330 IL residents. The first slide is a summary presentation of 6 questions over 15 surveys, starting in Dec

2009. Each trend of the 5 particular questions stayed within a range of about 1 point, in the area of 5 to 7 of a maximum 10. Conversely, the "Overall Experience" question stayed in the 8 to 9 range. The conclusions from this summary slide were:

- 1) There is room for improvement in Overall Experience.
- 2) The responses on all of the particular issues in the remaining slides show that there is substantial spread of evaluations, with mean and median indicating that considerable improvement would bring scores up to satisfactory levels.

Sal pointed out a number of hires in staff which are bringing new expertise in training and better performance of waitstaff.

A discussion of complaints about take-out rules ensued. Much of the problems were in the restriction of call-in times for takeout, especially from cottages. Sal is instituting a dedicated phone line for takeout requests, either to a person or on a voice message. Callback to confirm the request will be made. The number to call is 4-9207. Delivery/pickup times for takeout remain restricted to 5-5:30 or 7-8, as confirmed in Steve's Letter.

Sal will review the issue of whether Copper Beech Buffet can be taken out, either by staff or by residents.

Old Business

Sam Lehrer requested information on the status of Solar panels at NBOC. Steve Colwell repeated his concerns regarding the major changes and costs in some areas necessary to install the panels and equipment. He is awaiting study results to give a complete report to residents.

Steve Colwell discussed the proposed signage for the entrance to IL from the Main Desk area. Two signs with appropriate notification of IL privacy have been designed and are in process of construction and installation.

New Business

David Goldman observed that the Main Desk is not a welcoming or helpful experience for incoming visitors. Steve took note of this and promised to look into improving this issue.

Signage in the Villa Circle will be reviewed to make sure that adequate notice of location of the three buildings are present, and whether other signs may need repainting to make them more legible.

John reported receiving many complaints that we do not have full time coverage at the Concierge desk. He asked if a full-time staff should be hired that would be responsible to be present at the desk.

Steve asked that residents detail what duties they expect from a Concierge, and whether stated coverage times during the day would. John asked all reps to poll their floors to help Steve balance the questions of a full-time concierge.

John asked that temperatures in the corridors during cold weather be monitored. A number of residents in North have complained that the heating system in the first-floor corridor is not working. Steve will have maintenance check this.

The meeting was adjourned at 3:47 pm by unanimous vote.

Respectively submitted, John Averell, Recording Secretary *pro tem*