

AGENDA NILMA MEETING

AUGUST 14, 2014

2:00 PM

GREAT MEADOW HALL

Call to Order	Len Green
Approval of July 10, 2014 Meeting Minutes	
Clean-up of Patio following Outdoor Barbecues	Steve Colwell
Shredding of Documents	Steve Colwell
Women's Rest-room Facilities	Steve Colwell
Rubbish Problems	John Averell
Questions on FY 2015 Financial Projections	Jay Fialkow and Michael Hefron
Landscape Committee	Len Green
Change of Date, Oct. NILMA Meeting	Len Green
Courtesy	All
Old Business	
New Business	
Adjourn	

Call to Order

Len Green

Meeting was called to order at 2 PM by Len Green, President.

Present: NILMA members Len Green, John Averell, Jerry Sands, Jay Berkson, Arnie Heiger, Bob Sandman, Howard Cohen, Sue Waxman;
with Steve Colwell, Marilyn Stone, and guest Jay Fialkow.

Absent were: Raya Dreben, Gloria Learner, Betty Rosencranz

Approval of July 10, 2014 Meeting Minutes

Motion was made and seconded to approve the minutes of July 10 without change. The motion passed unanimously.

Clean-up of Patio following Outdoor Barbecues

Steve Colwell

Steve, Sal Filetti and Sara Grondell viewed the patio. They all agreed that cleanup should be more thorough and timely. Remaining grease stains will be removed by power wash soon.

John commended Steve for the work that has already been done to cleanup, and agrees that power wash should finish cleanup.

Jay suggested using sealant in the area in question to make cleanup easier. Steve will look into this.

Shredding of Documents

Steve Colwell

Raya had suggested to Steve that we could have a regular shredding day for residents with private papers.

Steve studied costs, and first recommendation is to have a quarterly shredding day, in which each resident could have 1 pound shredded free, with an added cost of \$2 per pound for additional weight. John had suggested bringing documents for shredding on the annual free shredding day in Dedham, by truck so that all such documents could be done free.

Bob recommended individuals buy personal shredders, which are relatively cheap. John suggested that a small van could transport documents to a local store (like Office Max or Staples) who shred more cheaply. Howard suggested buying a large, heavy duty shredder for NBOC to use. Then the shredded paper could be recycled without cost.

Steve will look into these suggestions. He will also see if Iron Mountain would accept documents from residents for shredding on their monthly visits. A box could be available that is secure for residents to put their paper in. Steve suggests a one-time trial where anyone can have 1 lb free and \$2/lb above. We will see what the volume is. Steve will include this proposal in his newsletter for feedback comments.

Women's Rest-room Facilities

Steve Colwell

Steve stated that a raised seat was installed in one of the women's rest rooms. He has only received compliments about it. It is an extender seat that sits on the bowl. No negatives have been received, but not all women have tried them. Steve will make sure that for heavier users, the extended seats will remain stable. If all seems OK, he will initiate installation for all the short bowls. This will presumably be only in women's rooms.

Rubbish Problems

John Averell

John has received continuing reports from his floor, as well as comments from a number of others, that indicate problems in the trash room in depositing garbage. Many have problems opening the trash door because of the design, and many find that they are locked out because a chute door is not completely closed. They are then faced with what to do about garbage they are carrying. They are not strong; they cannot run around to another floor. One suggestion is to add a garbage receptacle where bagged garbage could be placed, temporarily until put into the chute.

Len stated that some people report that the door does not always close by itself unless it is pushed hard to seat it. Also it is a two-handed operation that is hard for some. Can the design be changed? Steve points out that regulations require that the chutes be lockable so that they are not accidentally opened. Steve suggested that an alternative would be to make the doors lock, requiring a valid card to open. This would satisfy regulations. This has its own problems.

John pointed out that doors should lock automatically. Steve will check on this. Marilyn has difficulty pushing the button because of health issue.

Bob asked that people be asked to distinguish between trash (i.e. garbage) and recyclable items (which are posted).

Steve will check on the chute closure problems. He will see about the button design to see if any change could be made to make it easier.

Questions on FY 2015 Financial Projections

Jay Fialkow

In answer to Len's question whether Jay has received any questions from NILMA members, Jay stated that he has received one question and has answered it.

Jay presented a summary and analysis of the amended FY2015 (Oct 2014 start) budget. The best estimate of the current 2014 year (projected to Oct 1) is: Total Revenue, 14 Million\$; EBITA (Earnings Before Interest, Taxes, Amortization) is 570 Thousand\$. That is operating profit, for the first time positive. Debt Service will be 5.4 Million\$. Next year will be about same Revenue. EBITA estimate is 760 Thousand\$, with an increase of 2.9% on your rent. Debt Service will be about 7 Million\$. A new mortgage, term 5 years, will be closed in October with principal and interest less than 4%. The mortgage obligation is divided among IL, AL, and Health Care as 47%, 16%, and 36%. We will have a comfortable cash fund to be used for paying mortgage and other good things. We have a waiting list of 2 years for occupation, with sale price and monthly fees higher that we have been paying, making us financially comfortably solvent.

Three ongoing concerns will be studied by three new sub-committees: culinary, administration, and facilities. What problems in the future, what can we do about them, and how to reduce expense. Jay commended Steve Colwell and Mike Hefron for the job they are doing.

Arnie asked who will make up these committees. Jay replied members of the Finance Committee. Len thanked Jay for his comprehensive report.

Landscape Committee

Len Green

Len reported that Jay Berkson, present chairman of Landscape Committee, is planning an expansion of the committee. Jay will give a more comprehensive report in the September meeting.

Change of Date, Oct. NILMA Meeting

Len Green

The October NILMA is currently scheduled for Thursday, October 9. Because this falls on first day of Sukkot, and according to our rules, we will change the meeting date, to **Wednesday, October 8**. Please make a note of this date change.

Courtesy

All

Len reports the following:

The issue I refer to is the lack of respect a few of our residents show to members of our staff, as recently illustrated by Steve Colwell at our Community meeting when he spoke of some of our members who were vocally disrespectful to a staff member who was unable to show the movie for that evening on time because of a mechanical failure. That was not the first time for that kind of verbal abuse. Equally unacceptable, there have been several instances of disrespect for our dining room staff such as when the soup is not hot enough or there are not enough beans in the soup. But this is not only a matter of verbal abuse, but I also refer to instances of physical property abuse such as poking an elevator button with a cane or pulling on an outside door until it opens instead of using our passcard, thereby causing the door mechanism to break. A number of us believe there is no more appropriate forum for discussion of this disgraceful behavior than here at the NILMA Council where there are 12 of us representing approximately 350 IL residents. So the purpose here is to ask each of the NILMA council members to comment on how we can each reinforce to our neighbors that that kind of behavior is unacceptable and must be stopped. This is our home and these are the people who are here to service us and they deserve our respect and appreciation. So I open the discussion up to ask for your suggestions as to how best to stop this embarrassing behavior.

Jerry: Speak up if you see something that disturbs you. He related an incident in the Theater in which the staff was verbally abused. Similar incidents in Centro when servers were abused. Speak up right away to the person.

Arnie related an incident in Nosh when a man was verbally, with foul language, abusive to a server. He did not respond to Arnie's offer for bread from his table. Sometimes speaking up is not sufficient. He considers this a mental aberration.

Jay suggested that management send a letter of reprimand. Sue agreed. Some people are "entitled" and do not respond to reason. Marilyn feels that when this happens someone should speak to administration. She has found that the response is that no one wants to get involved in a confrontation. Other examples were given. Len felt that these have to be addressed at the moment, not later.

Bob noted that when he spoke to a resident about unhealthy practices at the salad bar, the reply was basically that (s)he was entitled, since a lot of money was paid to NBOC, and MYOB. No easy solution.

Len asked that each member address this question at the next floor meeting. It is our responsibility to address and correct this behavior.

Steve suggests direct talk in real time often surprises or embarrasses the person. Have an honest conversation and tell them why it bothers you.

Arnie feels that the person's name and actions should be referred to Steve. John pointed out that we have a good staff, including trained social workers like Janet Gottler. Steve agreed, and does in fact refer some cases to Janet.

Old Business

Jerry Sands reported that at his floor meetings, first floor residents expressed concern that the Main Desk is often uncovered between 8 and 10 P.M. Anyone could come from outside and enter hallways. Women living alone feel they could be at risk from intruders. In answer to Steve's question, this seemed not to be an isolated incident, but has occurred more than once. Steve agreed to look into this, since Security is supposed to cover except when an emergency calls them away. This should seldom happen.

New Business

Jerry Sands reported on behalf of the Men's Club that a major change in programming will occur effective in September. From 1 to 1:30 in the Synagogue there will be a men-only business meeting with wine and cheese reception. At 1:30 all are invited to Great Meadow Hall for a program with speaker. Men and women are welcome to these programs. The announcement was applauded by all.

John reported complaints from floor members of a smelly elevator and elevator lobby in the North-East garage. Marilyn clarified – some people are putting garbage in the recycling barrel instead of down the chute. Len asked Steve to put a request into his next letter to put garbage only in the chute. Steve will do it. John also reported that sometimes garbage is put into the tall silvered cans in front of elevators, a bad practice. Steve will make an appropriate notice in his letter.

Adjourn

A motion was made and seconded, and passed unanimously. The meeting was adjourned at 3:10 P.M.