

AGENDA NILMA MEETING

JULY 9, 2015

2:00 PM

GREAT MEADOW HALL

Call to Order	Len Green
Approval of June 11, 2015 Meeting Minutes	
Finance Committee Report	Jay Fialkow
NBOC Policies on Utilization of Staff Members	
for extra, paid services for IL residents	Steve Colwell
New Reservation System for Centro Dining	Len Green
CITS Committee Update	John Averell
Old Business	
New Business	
Adjourn	

Call to Order

Len Green

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

Present: NILMA council members Len Green, Betty Taymor, John Averell, Jay Berkson, Arnie Heiger, Murray Staub, Howard Cohen, Gloria Lerner, Sue Waxman, Bob Sandman;

with Steve Colwell, Jay Fialkow.

Absent: Betty Rosencranz

Approval of June 11, 2015 Meeting Minutes

The minutes of the June 11, 2015 NILMA meeting were approved unanimously as published.

Finance Committee Report

Jay Fialkow

Jay noted that this is his last report as Chairman of the Finance Committee. He expressed his joy at his opportunities to meet with his fellow members and with Steve. He took time to remember three members of the committee who have passed away this year: Mike Hefron, Ken Fradin, and Harold Parritz, all of whom will be greatly missed.

"I will take a minute to tell you of the mission of this committee, e.g. to monitor finances against the budget, and to have shared the info with members at NILMA and floor meetings. With Management we discuss how NBOC is doing with respect to their operational business, as opposed to the budget. We reviewed the history of NBOC from its onset until now. To dispel the rumors of money to HSL for anything other than services rendered, I am telling you about their service relative to refinancing and loan to assist the reduction in interest rate. They provide management services and insurance. There is no subsidy to Orchard Cove or to Long Term Care. In fact the profits from Long Term Care and Assisted Living contribute substantial moneys to help pay our mortgage. We respect management that must live within the budget and also a desire to accommodate needs of members. I turn over the chair to Paul Hardiman with confidence I have in him.

We do not have the final figures for fiscal 2015 yet, and we hope we can have a good result. There was major unexpected expense due to snow removal this winter.

Paul has asked me to advise NILMA of the members of his new Finance Committee for the upcoming term: Charles Blauer, Barbara Rosenfield, Shirley Rubinstein, Alan Goodman, Gene Mittelman, Dick Winneg, Paul Fruitt, Peter Shapiro, Raya Dreben as legal consultant, Julian Bussgang as real estate and real estate tax consultant. Len Green and Jay Fialkow will serve *ex officio* and as former chairman.

Lastly the new budget has been reviewed it appears to be reasonable and fair. I am delighted to report that we have convinced management and HSL to limit the rent increase to 2.9% instead of the 4% that we were promised when we moved in. Thank you for the privilege of serving as chairman these past two years."

Len formally announced the appointment of Paul Hardiman as Chairman of the Finance Committee, to take place immediately. He also commended Jay for single-handedly dispelling misinformation and misunderstanding of financial conditions at NBOC and HSL. "You have done it through reports to NILMA and appearances at many floor meetings." A round of applause from all present was given to Jay.

John expressed concern about the loss of highly qualified and valued staff members who have left NBOC because of better job opportunities elsewhere, but no path to improved pay or job responsibilities at NBOC. He noted Kelly, for one, and concern that other valuable staff like Brendan should have opportunity for pay increases commensurate with their value rather than limited to a particular pay pegged to job title. He suggested that having a greater monthly fee increase would be worth it if good service staff are assured continuity.

Steve noted that HSL is cognizant of some positions that are not up to market pay rates, and have initiated an audit across all HSL to rectify inequities, start with the lowest pay grades. The budget impact of \$200,000 increase is included in the 2016 budget proposal.

NBOC Policies on Utilization of Staff Members
for extra, paid services for IL residents

Steve Colwell

Len said that a number of people have asked for a restatement or update of policies for paying for extra services from staff. Len asked Steve to elaborate.

Steve replied that this question came up [Feb 13, 2014] in a NILMA meeting. The major concern is that if a resident pays an employee directly (s)he is required to pay for insurance, unemployment, reporting to the IRS etc. Secondly, an employee can then claim that they worked at NBOC but were not paid by them, leading to suit for double payment. It was decided then that you can request work to be done for you by contacting one-stop shopping, and the relevant department will schedule an employee for your needs. This makes NBOC responsible for everything; the employee punches in and out, and is paid for hours worked.

You will not be able to request a specific person for the task. One problem is that it would create a virtual (pseudo) tip, leading to possible staff friction. The other aspect is that scheduling allows more efficiency, leading possibly to less cost, since overtime hours can be avoided by careful assignment.

Charge for hours that are not overtime would be \$20/hour. If the hours fall into overtime for the employee, you will be charged \$25/hour.

Len asked if charges can be made for fractions of an hour. Steve cited problems if someone is brought in from outside, in which case there is a four hour minimum. He indicated that charging by the hour is normally made.

Sue asked about simple tasks involving minor but heavy moving of furniture, like rotating a mattress. Can we just ask for help from a willing houseman? Steve suggested scheduling this as part of deep-cleaning.

Len asked about liability issues. Steve said loss or damage of your property is covered by your home owner/renter policy or automobile insurance. Personal liability for the employee is covered by NBOC insurance.

Finally, call one-stop shopping for request for work to be done.

New Reservation System for Centro Dining

Len Green

This item was requested by Sal Filetti, who is on vacation currently. He wishes to make council members aware that he or his staff would like to attend floor meetings to explain and answer questions about the reservation system for food services. Steve also volunteered to address reservation issues now.

Steve acknowledged several bad nights recently. The present reservation policy was quickly put in place to alleviate the root causes of the problems. He pointed out that if you have a large number of people coming in at the same time, you are switching from a stand-alone restaurant to a banquet-hall model. Banquet meals are limited menus, pre-plated, and served quickly in bulk. In Centro, one night 92 people arrived in a 15-minute period. The server staff was adequate, but meal preparation in the kitchen was impossible to meet the expectations for expeditious timing that are the aim at Centro. Steve gave numbers to back this up.

The purpose of reservations is to spread out the pace of orders to the kitchen. Questions were asked, why people could not be seated and just not served? Steve said that staff can hardly be expected to ignore one table for 25 minutes while they take care of another table. It is a burden on servers that we cannot expect them to face from discontented customers. Although there is more discontent at the front desk right now, the flow of service when seated seems already improved.

Another suggestion is to allow people to come later to spread it out. Steve noted that seating can be made until 7:30. There is some concern about cleaning the eating area up as later customers are seated.

Another suggestion is to move the evening programs back to 7:45. This would provide another 15 minutes of arrival seating for residents planning to attend evening programs. This is being studied now. The tradeoff of an earlier program versus improved service is the issue for residents.

Sue noted that sometimes there is no one at the desk to seat arrivals. Steve agreed, and there is staff training on this issue going on.

Len reported that there are people arriving before reservation time who wish to be seated, and see no reason why they should not. He asked if they could be seated earlier but not serviced until reservation time. Steve pointed out that this is the same issue he addressed above. Servers cannot be expected to ignore

customers completely until the time of their reservation. It is not practical to try to train staff for this practice. The solution is to come at the time you reserved for.

Murray brought up the issue of being seated only when the party is complete. Steve confirmed that this is the case in "all restaurants". Steve agreed that in some cases ask Jeff (or manager present) to handle this issue.

[Note by Secretary: The current Centro Times states that "For the most part, we like to seat the reservation when 50% of the party arrives.]

Murray also complained about the noise level of the staff at times when late diners are seated. An inordinate amount of personal chatting is disruptive to customer's experience. Steve agreed to address this issue.

Sue asked about the rule that reservations cannot be made before the previous day for regular meals by residents. Steve noted that the reason was to prevent repetitious and continual reservations made for consecutive nights. Steve asked Sal to figure out a way to allow occasional group reservations ahead of time.

John stated that this has already been printed, and can be read in the current Centro Times, the statement that special events of this sort can be made by calling Jeff at his number (4-9137) to request such a reservation. Jeff will review and confirm the request.

CITS Committee Update

John Averell

The Committee for IT Study met on June 23 with Bob Pierce, Terry Milligan, and John Matulis of HSL I.T. Group, and Steve Colwell. There was a wide-ranging discussion both on problems encountered by fellow residents, some possible solutions, and how CITS may be helpful to the IT department.

We found that connectivity, especially WiFi coverage, was the most common problem. IT can fix it quite easily by installing routers in the problem areas; in fact, they have begun to do this. The objective is to provide strong, reliable WiFi coverage throughout every resident's unit.

We distributed a survey to all residents to record whether they are having internet connection problems, and what associated computers are involved. Of the 50 returned, half were reporting no problems. No clear-cut distinctions in building locations were indicated, with exception of the South Villas. No clear distinctions between Apple/Mac and Windows systems were found. In fairness there is some concern that terms in the survey may not have been understood by respondents not computer savvy.

It seemed apparent from this survey that the connectivity problems can be solved through IT, and that a number of units have been connected fairly recently.

We are in process of developing instruction opportunities for residents. We are in touch with IT about gathering a list of recommended computer hardware and software that are supported most easily by IT.

As to telephone and TV support, it is recommended that:

for telephones, call IT;

for TV, first call Comcast at the special number 1-855-638-2855. For additional help, call IT.

Finally, all the problems about computers in the news currently shows that we are not alone at NBOC with software and hardware difficulties. Past experience is not sufficient to meet current and future needs, everywhere in the I.T. field.

Arnie offered several comments. Since many residents do not understand computer terminology, the survey will not answer directly what we want. He suggested that I.T. come to each apartment that is having internet problems, and survey the best way for the resident to connect, i.e. plugged into wall, or wireless with router, to be installed if necessary. He suggested that this should not be charged for.

Steve stated that in his understanding, wireless signal may be sufficient for laptops, for instance, but not always for tablets as they move around an apartment. He said that IT will come up and survey, and may recommend installing an additional booster in the case of some tablets to cover the whole apartment.

John stated that in his and the CITS committee, the understanding of the obligation for internet connectivity meant that IT should ensure by whatever means necessary that connectivity should be available for all computer types from whatever location is desired throughout the residence. IT knows how to boost signals to meet all needs.

John stated that the issue of cost is two-part. The cost of buying a router and the installation cost. He believes the installation should be free initially at least. This is a matter for further discussion. Steve agreed this is an open item.

Old Business

Howard noted that when NBOC first opened, street signs for the cottages were hard to find and read. Since then, Tom West has been working for many months, so that now all new signs are put up, with reflective numbers, and readable by all. Howard commended Tom for the good work on this.

Arnie re-raised the issue of cleanliness in the Theater. In the past number of weeks he entered the theater and found newspapers, coffee cups, and tissues on the floor. He recommended that it should be cleaned either every night after use, or every morning before it is used; done on a daily basis. Steve agreed to take care of this.

New Business: None was offered.

Adjourn

A motion was made and seconded to adjourn the meeting. The motion was carried. The meeting adjourned at 2:57 PM.

Respectfully submitted,



John Averell, Recording Secretary