

AGENDA NILMA MEETING

AUGUST 13, 2015

2:00 PM

GREAT MEADOW HALL

Call to Order	Len Green
Approval of July 9, 2015 Meeting Minutes	
NewBridge Policy on Refreshing of Residences	Steve Colwell
Report by Centro Acoustics Committee	Julian Bussgang
Information Technology Support	John Averell for CITS
Old Business	
Parking	Betty Rosencranz
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 Rosencranz, John Averell, Arnie Heiger, Murray Staub, Howard Cohen, Gloria Lerner, Sue Waxman, Bob Sandman; with Steve Colwell, Julian Busgang

Absent: Jay Berkson and Betty Taymor

Approval of July 9, 2015 Meeting Minutes

The minutes of the July 9, 2015 NILMA meeting were approved unanimously as published.

NewBridge Policy on Refreshing of Residences

Steve Colwell

Len asked Steve to bring us up to date on the policy of refreshing apartments, rugs and painting. Steve noted that we haven't had a stated policy on the subject. In his research since the Community meeting he studied the Orchard Cove policy on restoring rugs and wall paint. His feeling is that NBOC should consider doing exactly the same thing as OC.

Basically they have a timeline during which a resident's liability is pro-rated over a period of expected life of a carpet or of paint, after which time NBOC would have full liability for restoring the apartment. He did not have the lifetime figures in hand, but promised to bring together the data in time for full discussion at the next meeting.

Steve stated that no one has yet requested NBOC to refresh walls, paint, or carpet while they were actually living in the apartment. He stated that the resident would pay for moving furniture during the installation process, which provoked much discussion (noted below).

Sue said that Tom West, in a Cottage meeting, gave 8 years as lifetime for refreshing. Steve suggested that there are different lifetimes for carpet than for wall or paint refreshing. This will be part of future discussions.

Because there is no policy in place, Steve offered to prepare a schedule of costs for refurbishment of residences.

John asked to have a proposal to discuss at floor meetings before the next NILMA meeting. Steve agreed to submit a proposed policy by September 1 to Council members for discussion.

Len asked if the Orchard Cove policy, modified as necessary for NBOC, would be the model? Steve agreed substantially. Some leeway on replacements can be arranged.

Both Murray and Arnie objected to requiring a resident to pay for moving furniture around when a tradesman is painting or installing carpet. They feel that this is not the resident's responsibility. Steve pointed out that much of the time it may involve draping clothes over furniture, or moving things away from the wall.

Steve added that he is quoting the policy for Orchard Cove. Len expected further discussion when the September 1 draft is submitted for floor and council meetings.

Report by Centro Acoustics Committee

Julian Bussgang

1. Committee Mission

NILMA formed the Acoustics Committee to explore how to improve the acoustics in the Centro dining room and in Copper Beech. Both rooms have no acoustical treatment and often a high density of persons eating meals.

2. Committee Members

At this time, the members of the Committee are: Julian Bussgang, chair; Jay Berkson, Jack Goldberg, Helene Oppenheimer and Jerry Zimmerman; and representing the Food Committee: Dorrit Senior.

3. Cooperation

The Committee has communicated with and received cooperation from Steve Colwell, NBOC Executive Director of Operations; Tom West, NBOC Facilities Manager; Sal Filetti, NBOC Director of Food and Beverage; and Jeff Feldman, NBOC Restaurant Manager.

4. Measurements of Noise

Measurements taken by the committee member Jack Goldberg confirmed that noise levels in Centro and in Copper Beech are very troublesome. The discomfort affects particularly those who have hearing problems, which is a growing percentage of the NBOC population. The quality of life at NewBridge will greatly improve after steps are taken to provide proper acoustical treatment to these important dining facilities.

5. Comparison to Orchard Cove

Committee members visited the HSL Orchard Cove facility. We found that the main dining room there has acoustical treatment of walls and ceilings through the use of sound absorbing panels. In addition the kitchen is separated from the dining room by swinging doors, which reduce the transmission of noise from the kitchen to the dining room.

6. Summary of Prior Findings

In February 2012 the consulting firm Acentech measured sound levels in the Centro restaurant and made recommendations as to what needs to be done to lower the noise levels and improve speech intelligibility. The Acentech study was followed by a study of the DHG Discenza Healthcare Group in June 2012. DHG submitted a report called "Construction Budget Drawings." The professional recommendations can be summarized as follows:

1. Work with a mechanical engineer to determine how the exhaust system in the kitchen can be adjusted to reduce the fan noise, or change the fan installation.
2. Install swinging doors at both the openings between the kitchen and the dining room, or at least one of them. If not installing doors, then close up the tops of the two openings between the kitchen and Centro.
3. Replace the metal ceiling tiles in the kitchen with acoustically absorptive tiles, which might require approval by the local health inspector.
4. Move as much noisy work as possible to the room behind the kitchen.

5. Reduce plate banging by training the kitchen staff to handle plates in smaller piles.
6. Instruct the staff to work quietly and not talk loudly.
7. Add sound absorbing ceiling treatment, in both Centro and Copper Beech.
8. Install wall and column sound absorbing panels.
9. Use window drapes more effectively to help control the noise.

The Construction Budget Drawings by DHG show how some of the Acentech recommendations might be handled, but no budget numbers were submitted.

It appears that the glass wall separating the kitchen from the dining room and floor carpeting were the only measures recommended by Acentech that were carried out. Now, the additional steps are needed. Obtaining cost estimates and a budget allocation are necessary to proceed.

Plan to Check the Kitchen Fans

As a first step, Tom West is proceeding with a plan to check out the hood fans in the kitchen and, if possible, replace pulleys and belts to reduce the noise. He indicated that after that, Engineering will look at what next steps to take and get cost estimates for the recommended suggestions.

Committee Recommendations

The Committee recommends that cost proposals be obtained from some of the companies that do sound reducing installations. There are several such companies in the area. The Committee does not make a specific recommendation which company to engage. Competitive bids are certainly in order. The bidders should be asked to list prospective benefits of the different parts of the installation so as to help determine the priorities.

The Committee recommends that the NewBridge 2016 budget be revised to include a significant budget provision in order to proceed promptly in 2016 with at least some of the acoustical improvement measures needed in Centro and in Copper Beech.

The Committee recommends that NILMA take a vote to affirm that proceeding with sound reducing installations in Centro and in Copper Beech is an important action.

Len pointed out they the council does not need to make a motion at this time as the establishment of the Acoustics Committee last June affirmed this commitment.

Betty recalled that NBOC offered 25K\$, which was used for the glass panel at the kitchen, offering some muffling. She asked if NBOC should not offer more to make Centro a place where people, especially those with hearing problems, could enjoy a proper environment. Len asked Julian if his report is that Tom West is evaluating kitchen fan noise, and then getting cost proposals from companies to get some reduction of noise. Julian said Tom has not yet started financial proposals, but is expected to later. He added that this is a long term issue that would impact diners in future.

Sue asked if would not be better to do decorative steps, like wall panels and drapes, cheaper and faster, and wait on larger construction projects? Julian agreed that these cheaper measures may be desirable, but cost estimates for larger projects should also be obtained.

Steve does not have cost estimates in hand from previous studies. Steve expressed a desire to have quantitative estimates of reduction in noise by the

various schemes. He stated that again there is 25K\$ at present held for resident-choice projects for such remediation. However, if a project were much more than this expense, tradeoffs would be necessary in the available budget.

Information Technology Support

John Averell for CITS

This is the report of the Committee for I.T. Study. I will review what our goals have been, and what we have accomplished toward those ends.

Our primary goal is to do whatever we can to improve the experience of I/L residents with their computers and associated hardware and software. Our intent has been to support the NBOC Information Technology Department by evaluating the ongoing needs of residents, and making recommendations that will help IT improve service.

As to substantive accomplishments, I reported last month that we have determined that connecting computers and tablets to the internet is a basic need throughout the campus. We have asked that all apartments and cottages have access to the internet both through cable and with wireless, everywhere that a resident needs such connections within a residence. I.T. has been outfitting residences with appropriate hardware and wireless routers, as requested by residents.

To that end a meeting with Len, myself, Steve, Bob Pierce (manager of IT), and Terry Finnegan was held to further discuss technical issues and process for completing the connectivity needs. The current policy is to install and setup a router, where required, with instructions to residents for use and verifying that an appropriate signal is available throughout. The current fee for router and installation is about \$100. Terry has agreed to study alternative lower cost routers suitable for general use.

There was further discussion of what should be first contact for assistance. It was agreed by all that I.T. should be contacted through one-stop shopping (4-9500), or through the NBOC website form "IT Problem Report". (Note you must login to the website to use the form). IT has agreed to callback within 24 hours to acknowledge, and to schedule a future appointment. The appointment time will be dependent on the volume of work already scheduled.

There has continued to be discussion about the use of volunteer residents to assist other residents with computer problems. In the past this has been treated as a first contact point, asking for help from others. This is not a sustainable model as a general policy. No individual should be considered for frequent general contact, for several reasons.

The possibility of making a list of volunteers with expertise in specific areas, who could be contacted directly, has been considered. To do this then exposes individuals to requests for time, effort, and visits to other apartments, which often may have to be turned down – an unwelcome task. There has not been enthusiasm for this option.

Always available is to put a request on the NBOC-Residents google-group email for help. This allows only willing volunteers to respond. This could introduce a delay in getting a positive response, possibly longer than a call to IT for an appointment. However any resident may wish to use this path for first contact

A problem with volunteers is that no one without experience with new hardware and software (for example: Windows 10, Apple of various flavors, printers, etc) can help without studying new innovations, and spending time either with the resident or at home looking at online manuals. This problem extends to IT technicians who are asked to help on systems they are not experienced with. This leads to extra time and/or multiple visits to study at the I.T. offices.

The recommended procedure is to call one-stop shopping for IT as first contact. If response is unsatisfactory, contact IT with your complaint.

In addition, Ed Goldstein and others have worked directly with the WizeGuides and with David Raider, to implement instructional programs at NBOC for small groups and individuals. This will help to train users in the use of their computers on different operating systems (Apple and Windows), as well as tablets, and how to run such basic programs as email, google searching, etc.

David has announced an initial program for September 29, Thursday, 2 to 4 PM at which Residents will be able to sign up for a complimentary 30 minute one-on one session with Marjorie or Carol, the WizeGuides.

They will provide help and support for computer, laptop or phone questions. Based on the participation and feedback, David will explore having them come back either for more one-on-one sessions or group workshops, with the topics to be based on feedback.

Beyond this, as further opportunities are seen, it is expected that similar outside sources of help can be recommended to our residents. We know we are venturing into unknown territory on this. But we are ready to make changes once we have some actual experience with these initiatives.

Len summarized and emphasized the conclusion that the recommended practice for residents with computer problems is to call one-stop shopping. They have promised a 24-hour response, at which time an appointment with IT will be set for such time as can be promised. Len added that currently I.T. has two technicians, available every weekday all day. Bob Pierce feels that this will be sufficient for support. John mentioned that he has had recent favorable reports of successful visits by I.T. technicians.

Before Old Business, Len announced that a video recording by Sam Lehrer of Steve's presentation of the budget at the last Community meeting is posted on the resident website under Presentations-Protected. You must login in order to view it.

Murray asked for a hard copy of the budget. He was referred to Paul Hardiman, Chairman of the Finance Committee, who will supply a copy.

Old Business:

Parking

Betty Rosencranz

Betty reported complaints from residents who have noted aides of residents have been parking at the Villa oval for long periods of time, filling parking spots intended for residents and guests. She questioned whether anything is being done to inform aides or employers that this is not acceptable

Steve said that resident employers of aides have been so informed to park in the upper employee lot and take the continuous shuttle. There is some leeway for dropoff and pickup parking for 15 or so minutes. Steve is happy to enforce rules. In fact 4 or 5 cars have been towed after a number of warnings of consequences. He asked that when a resident notices blatant illegal parking, that (s)he notify Security, who will keep track of parking by that particular car and take care of the problem. Steve will send a reminder to residents of this policy.

To Betty's question, Steve noted that actually no one is allowed to park overnight on the Villa circle, per order of the Dedham Fire Dept.

New Business:

John raised a question about a range of broken gutters along the roof of the bridge, at the corner of the mailroom face. It has been torn away, allowing rain to pour down at the Nosh level entrance, and formation of huge icicles in winter. He asked that this be fixed. It is very unsightly, especially when viewed from the Main entrance doors. Steve assured appropriate action.

Adjourn

A motion was made and seconded to adjourn the meeting. The motion was carried. The meeting adjourned at 2:54 PM.

Respectfully submitted,

A handwritten signature in cursive script that reads "John P. Averell". The signature is written in black ink and is positioned below the text "Respectfully submitted,".

John Averell
Recording Secretary