

AGENDA NILMA MEETING

SEPTEMBER 10, 2015

2:00 PM

GREAT MEADOW HALL

Call to Order

Len Green

Approval of August 13, 2015 Meeting Minutes

Report by Committee for Information Technology

John Averell

NewBridge Policy on Refreshing of Residences

NILMA Reps

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 Rosencranz, John Averell, Arnie Heiger, Murray Staub, Howard Cohen, Gloria Lerner, Sue Waxman, Bob Sandman, Jay Berkson, Betty Taymor;
with Steve Colwell
Absent: none

Approval of August 13, 2015 Meeting Minutes

The minutes of the August 13, 2015 NILMA meeting were approved unanimously as published.

Report by Committee for Information Technology

John Averell

John reported that there has as yet been no evaluation of the less expensive line of routers that were suggested as alternative to the present \$80 routers that IT is providing. Although a router was purchased by Bob Pierce, Terry Finnegan stated that he has not had time yet to try it. Steve said that he expects a report on it next week.

John reminded everyone of the upcoming program with the WizeGuides on September 29, Tuesday, from 2 to 4 PM. There are 8 slots of 30 minute training sessions on an individual basis. You must sign up for a slot by calling 4-9218. Please see the poster at the Concierge desk. This is a trial by David Raider that NBOC is sponsoring to get feedback on whether this may work out for future sessions.

You may contact the WizeGuides for personal help and instruction at phone number 617-527-8081. They have worked with a number of people at NewBridge for several years. Their hourly rates are \$50/hour, special for NBOC residents.

There are other outside groups that will work with people both by phone, and as walk-in, and sometimes apartment visits. For example, the Geek Squad, whose local office is in the Best Buy store in Dedham. Reports of their help have been mostly positive, with a few somewhat negative.

Arnie asked how instruction would be carried out at the WizeGuides program on desktops. Would they have to be carried to the Administrative Boardroom?

John agreed that this is a good question that he meant to ask about. He promised to find out. [Subsequent information is that each person signed up will be contacted individually beforehand by a WizeGuide to work out what help is needed and on what devices.] Just about every type of computer and system, laptop, tablet, smart phone, can be helped, as well as specific program needs.

Len displayed the following summary of the proposed NBOC Replacement Schedule

NewBridge on the Charles
Independent Living units
Finishes Replacement Schedule

	Age Years	Member Contribution	NBOC Contribution
Wall Painting	<7	100%	0%
	>7	0%	100%
Ceiling Painting	<12	100%	0%
	>12	0%	100%
Carpeting	0-5	100%	0%
	5-8	75%	25%
	8-10	50%	50%
	10+	0%	100%
Kitchen/Bathroom Floors	0-5	100%	0%
	5-10	75%	25%
	10-15	50%	50%
	15+	0%	100%

Appliances, Fixtures, and Hardware

These will be repaired or replaced as determined by the NBOC Administration

Notes:

1. Age is determined by the date last replaced
2. Cost is based on the actual cost for labor and materials
3. Costs are based on standard finishes only. Customized finishes additional costs will be covered by the resident
4. With approved insurance, a resident may use their own contractor for improvements at his/her own expense
5. The resident is responsible for the packing and moving of personal items as necessary. NewBridge is not responsible for any damages to these items.

Len summarized the discussion in the August NILMA meeting. The above proposed schedule was submitted by Steve on September 1 to all floor reps, with the request for distribution and discussion in floor meetings before today's meeting.

Betty Rosencranz held a floor meeting with 12 attendees. Comments on the proposed schedule: If an outside contractor is hired, will NBOC rebate the portion that would have been covered already by NBOC in the schedule? Steve replied that two factors would be considered; the quality of the contracted work has to be at least as good as NBOC work, and the contractor has to have insurance of one million dollars. If these are met, then you can be rebated for that portion that NBOC would normally cover. The schedule "clock" would restart at this point for the work that was performed.

Can a resident request that painting be done in some other color provided by the resident, than the standard off-white? Steve said yes, but when the residence has to be resold, it has to be shown in neutral color. The cost of repainting for marketing would be borne by the estate of the previous resident.

Can a resident request painting of only partial parts in the apartment, for example, baseboards only? Steve answered yes. The clock for those portions would restart only for those parts. The records are kept for every apartment or cottage of refreshing work, so this information will be kept accurately as part of the apartment/cottage schedule.

On furniture moving. Do we have to hire a mover for moving our furniture? Steve replied that moving around couches and chairs is not a problem for NBOC. The concern is for items that are valuable and/or breakable. Residents should be aware that they are liable for damage to such items, and may want special movers to handle them. This includes pictures on the wall. Arnie asked if pictures that were put up by maintenance would be taken down and put back by NBOC? Steve said yes, they would do it, but it is up to the resident to assess value and take liability for any loss of value and protect it accordingly. To John's question, Steve said NBOC would do any work taking down and restoring what is required, e.g., removing nails and spackling holes, and then putting back again.

Jay Berkson reported on the Villas meeting, about half present. He first pointed out that no mention of these questions was part of the contract that we all signed. The consensus was that both painting and carpeting should be refurbished at seven years. He deemed that carpets are more important than painting since wear on them is more visible. Steve asked if most people replace carpeting in less than 10 years. Jay felt that because the carpeting installed is of lower quality than he would normally install, that the 7 year figure is realistic. He also felt that ceilings could be set at 10 years. Jay added that for Marketing purposes, the wear and tear of our carpets after 7 years would make a bad impression when first shown at the entrance door, a point of greater wear. Steve and Jay agreed that working with the resident on reasonable wear and tear on carpeting could result in decisions on replacement cost. John asked what the warranty is on our carpets, since this should be considered in NBOC replacement schedule. Steve does not know, and will check on this.

Arnie reported on his meeting. The major discussion was on Note 5, the moving and packing of personal items. (Questions and response by Steve are covered above in Betty's report on furniture moving.) Steve will clarify Note 5 in the schedule.

Betty Taymor reported the discussion at the Community Center meeting. Several people wanted to know what the arrangements are in other CCRCs and retirement communities. Steve first responded to how NBOC bids out to contractors to get best price, and this is then shared with residents according to schedule. Len (who attended Betty's meeting) clarified by asking for an actual comparison of costs, and more important, the time schedule of splitting costs with residents. Steve will look into this question.

Betty then questioned what happens if damage is done by staff, particularly housekeepers, and what is "extra costs". Steve said that damage should be covered by the renter's insurance for the unit. Extra costs applies to, for example, higher quality and expensive paint than normally used. The cost difference would be paid by the resident.

Betty asked if carpeting applies to a limited area, or to the whole apartment? Steve said the whole apartment.

Murray reported for his unit. No meeting was held. An email poll had few responses, mostly concerning moving furniture. He asked how all this refurbishing is kept track of. Steve repeated that all work is kept track of for each apartment/cottage as work is performed. Murray reiterated that there was no mention of this schedule when we signed our purchase contract. Yet we are required to maintain something that we do not own. Steve said that we do not ask you to maintain it; just be respectful of it. If it is just normal wear and tear, that is ours. In the case of spills, cuts, etc. some cost may be shared with the resident for repair or refurbishing. Murray asked that more clarification on this subject be included in the resident contract in future.

Bob Sandman had no meeting and no report.

Gloria reported on her meeting. Attendees were uncertain of time schedules. Steve clarified that (for example) 0-5 years meant "less than five years", and 5-10 meant "from five and less than 10".

Gloria asked, under a different subject, if a telephone could be installed at each elevator lobby to call security in cases where a resident has misplaced his/her entrance card. Steve pointed out that the cost to rewire and install them now is prohibitive. There is a call button for security which can be pushed in these cases.

Howard and Susan reported for the cottages. Howard said that they had no problems with the schedule submitted. One question has been answered above in a previous report. Sue asked about moving furniture. Steve said that for painting, they can pull furniture from the wall, or throw coverings, as needed. For carpeting, furniture has to be moved to a different room or location, in which case you might have to be responsible for the cost of extensive moving. Sue pointed out that normally this is part of the carpeting company's contract. Steve suggested putting this into the bid request to contractors.

John reported on his meeting, attended by most of the floor residents. He said that people newly occupying a "used" apartment expect it to be refurbished. This seems inconsistent with the schedule presented. Steve clarified by stating that new residents do have fully restored painting, which may have been done at the partial expense of the previous owner. However, carpeting is not replaced, unless some stain or damage is present, in which case the previous owner will share cost.

John asked why the schedule of replacement could not be based simply on a smooth depreciation from the start to the expected lifetime of the carpet (for example, 10 years). If a replacement is requested at nine years, then the member contributes 10%, or a replacement requested at 3 years, the member contributes

70%. Brief discussion centered on the unlikely possibility of this being an issue. Steve pointed out that even if replacement was every year, the community as a whole would be responsible for the 10% cost that NBOC would be covering.

Len deferred further detailed discussion for another meeting. He asked Steve if a revised schedule would be issued. Steve said that he has not heard any reason to change the schedule yet. He will poll competitors for further discussion.

Gloria registered a complaint about housekeeping carpet cleaning being badly insufficient. Steve noted the complaint.

Len reported on his meeting. He asked what the NBOC policy is on restoration of the apartment to original condition. For example, instead of shower and tub, they want two showers. Steve said that this is part of the arrangement with sales at purchasing, on whether requested changes are convertible. In this case they would have to pay for that change, and be informed that they may be liable for cost to return the changes to a standard configuration. Howard asked about a major change made at purchase, like a loft put in. Would this have to be restored? Steve said that this would be an improvement, and would not be required to be restored by estate.

John asked about major changes that had been made in his apartment, which he was happy to accept. Will he be asked to return anything to standard when he leaves? Steve said no, as long as he had not made major further changes himself.

Len asked Steve when he has finished with any changes and clarifications to the Schedule of Restorations, will he include this in future in the Residents' Handbook? Steve had not previously considered it, but thought it was a reasonable idea, and will look into it.

Old Business:

Betty Taymor noted that carts are still not being returned to the elevator vestibule, leaving people with many packages unable to get them home. Steve said that there are two wire and one large cart at each vestibule. Residents have been reminded that they must return them after use for the next person.

Betty also asked that furniture in the common areas, couches and chairs, be refurbished or reupholstered. Some have become quite worn. Len suggested that she make an appointment with Tom West to meet and show him the areas that need refurbishing. Steve added that he (Steve) and Tom frequently walk the halls looking for items needing refurbishing.

Len reported that in the public restrooms, the doors are frequently left open, and the lights are on. He suspects that the housekeeping staff are responsible for this. He asked Steve to send a notice to all staff to keep an eye on this to ensure that doors are kept closed. Sue noted that soap dispensers are frequently empty and asked that housekeeping be alerted to keep them filled.

John stated that aids are still parking illegally. It was suggested at his meeting that security use heavy scotch tape over the driver's window with a warning notice. Steve noted that they have towed 3 or 4 cars in the last 3 months. Len also noted 8 cars parked in the Villa circle at 11:30 pm. Steve explained that strong enforcement is from 8 AM till 6:30 PM. After that, more leeway is granted.

As to overnight parking in the Villa circle, the Dedham Fire Department has posted a sign forbidding overnight parking for unauthorized vehicles. Steve said that since they are not enforcing it, that he is not enforcing it. Murray stated that although the sign says no unauthorized parking overnight, there is no definition of who is authorized, i.e. residents or security only. This needs to be clarified. Steve stated [after the meeting] that residents and their guests are authorized, although they are strongly encouraged to use other parking areas.

Sue complained that parking in the Main Entrance area reserved for residents is usually filled up, many with cars from out of state and no tags. Steve said to call Security if you see that situation. In answer to Betty Rosencrantz's question, Steve said that not all residents have an underground parking space. Some have to park outside.

New Business:

Betty Rosencrantz reported from her meeting that there was an accident in the garage caused by a Villa car speeding and hitting another car, causing considerable damage. There was a suggestion to erect a speed bump in the garage between the Villa spaces and the turn into the exit from the main parking area. Steve noted that this would be a major change, and should either be voted on or put on an agenda for further discussion. Len asked for comments.

Jay felt that speed bumps are not the answer. Fining the speeder would be more effective, and easier.

Betty Rosencrantz moved that a speed bump be installed in the garage between the Villa parking spots and the exit from the Main parking area. There was no second to the motion. **The motion failed for lack of a second.**

Betty also asked if the paper thrown away in the mail room is recycled? Steve will find out.

Jay reported from his meeting that they would like to revisit the time set for evening performances, from the current 7:30 to 7:45. Service seems slower now, and in order to make evening performances it is sometimes necessary to enter Centro by 5:15 pm. Jay requested a resident-wide poll to determine what the majority preference is between a 7:30 and a 7:45 start. Sue noted the same request from cottage members. Len also reported the same request from his floor. Steve agreed to ask David Raider to take such a poll, and report to Len on the result for presentation to the next NILMA council meeting.

Murray noted that two rooms, the Art room and the Shop/Tool room, are seldom used by the residents. He suggested that some sponsored programs be planned for residents, using these rooms. Len suggested contacting Glo Wittes and Ruth Saris, who head up a committee for Arts at NewBridge. Steve added that some new programs are currently being planned. Jay offered to work with anyone interested in woodworking training in the shop.

Arnie reported traffic problem on Route 135 where two traffic lights were recently removed at the entrance and exit ramps from I-95 to and from Rte 135, particularly in morning and evening rush hours. These were installed by the state to aid during

construction phase on 135 and I-95. They were then removed, the work deemed sufficiently done.

Arnie moved that the NILMA Board request that the Management of NBOC or HSL look into the problem of replacing the traffic lights that have recently been removed from Rte 135 at the Northbound entrance to I-95 and at Lyons Road.

Betty Rosencranz seconded the motion.

Betty commented that the traffic to and from Rashi School should warrant replacing the lights. John commented that the NewBridge entrance still has lights installed, the most critical point for us. However, the other two lights have nothing to do with NewBridge. They only affect road traffic during rush hours, which will always be heavy. He saw no reason why our traffic problems are greater or less with the lights. Jay felt that it would only congest traffic on 135 to restore the lights.

Betty Rosencranz withdrew her seconding of the motion. No one else seconded the motion. **The motion fails for lack of a second.**

Murray asked that the white lines at the NewBridge entrance from 135 have so faded that they are not visible. Steve will look into this for correction, and by whom.

Adjourn

A motion was made and seconded to adjourn the meeting. The motion was carried. The meeting adjourned at 3:30 PM.

Respectfully submitted,

A handwritten signature in cursive script that reads "John P. Averell".

John Averell
Recording Secretary