

AGENDA for NILMA MEETING

June 21, 2018 2:00 PM

GREAT MEADOW HALL

Call to Order	David Goldman
Approval of May 10, 2018 Meeting Minutes	
Annual Report of Activities of NILMA Council	President Goldman
Recognition of Retiring Council Representatives	
Seating of Newly elected Council Representatives	
Election of 2018 President of NILMA	David Goldman
Election of 2018 Vice-President and Secretary	new president
Old Business	
Report of Food Credits Committee	Peter Halfon
Discussion of ByLaws requirement for Floor Meeting frequency	
New Business	
Report of Appreciation Committee	Peter Shapiro
Signage for Entry into IL space	
Outside Signage Status	Steve Colwell
Status of Courtyard Renovation	
Adjourn	

CALL TO ORDER

David Goldman, President, called the meeting to order at 2 02 p.m.

Representatives present: Mike Atlas, Norman Berkowitz, David Goldman, Lorraine Gordon, Nancy Kummer, Michael Ross, Dorrit Senior, Frances Shaer, Murray Staub, Jerry Sands, substituting for Sharon Gouveia.

Representatives absent: John Averell, Sharon Gouveia.

Representatives retiring: Mike Atlas, John Averell, Lorraine Gordon, Nancy Kummer.

Newly-elected representatives: Jay Berkson, Shoshanah Garshick, Ernest Greenberg, Judy Stavis.

Guests: Steve Colwell, Executive Director; Peter Halfon, Chairman, Ad Hoc Food Credits Committee; Peter Shapiro, Chairman, Appreciation Committee.

Approval of May 10, 2018 Meeting Minutes

President Goldman welcomed the NILMA Representatives, guests and audience and called for approval of the May 10 minutes. The minutes of May 10, 2018, were moved, seconded, and approved by acclamation.

Annual Report of Activities of NILMA Council

As retiring president, David presented the annual report of NILMA Council.

**JUNE 2018 NILMA ANNUAL SUMMARY**

**"The NILMA year started with a major controversy about the organization of the programming functions. A series of miscommunications left the members and staff confused about the changes that management wanted to implement. In order to resolve this problem, the NILMA president set an ad hoc committee. The group met a number of times with management and affected staff and was able to organize a solution that was satisfactory to all parties.**

**"The former Trust and Transparency Committee was reorganized and renamed the Administration Residents Liaison Committee after it was discovered that the group had not been set up properly as a NILMA committee.**

**"The NewBridge telephone system needed a major overhaul because the system was old and replacement parts would not be available. The upgrade to a new system took much longer than anticipated, and the installation was completed after the first of the year. We are fortunate that we only need to dial 5 digits for any calls within NewBridge.**

**"The Recycling Committee was active in promoting the transition away from plastic bags to paper bags. Plastic bags last for years in the landfills, and the committee continues to look for additional improvements in recycling.**

**"The landscaping at NewBridge was discussed a number of times, and a major change in the landscaping is now in process. This will require replacement of a number of trees that have outgrown the buckets that contain them. This work will continue throughout this summer and next year.**

**"Changes were made to the seating layout in Centro to relieve crowding and to accommodate the increasing number of walkers needed by our residents. Centro Lunch is now open on Saturday and closed on Monday. This change was well received by residents. A community table with signage was added at the entrance to Centro.**

**"The lobby furniture and furnishings are being updated as items become available. A committee chaired by Peter Halfon has been working with a commercial decorator.**

**"The employee Appreciation Fund has had two successful drives with high resident participation exceeding our goals.**

**"The mural project to decorate the garage was recently completed and has been appreciated by the residents.**

**"A major change to the debt restructuring at NBOC was completed in December with the issuance of 40-year bonds through outside underwriters. This new bond program provides stability in the financing for our future needs.**

**"The concierge function and staffing has been improved during the year with increased access to the concierge services. The paper shredder was replaced with a convenient lockbox service located at the concierge desk.**

**"I want to thank all the NILMA volunteers who contribute so much time to supporting the projects that improve our life here at NewBridge.**

**"A special thank-you goes to John Averell for his help and support to me and to the committees to which he has supplied so much help throughout his tenure in NILMA."**

#### Recognition Of Retiring Council Representatives

David recognized the four retiring representatives, John Averell, past president and longtime secretary; Mike Atlas, Lorraine Gordon past secretary; and Nancy Kummer for their hard work and dedicated service to the community during their tenure on

the Council. Nancy thanked her floor members and encouraged them to participate. David also thanked Jodi Berkowitz who had been a representative for part of the past year. Steve Colwell added his praise for the hard work, the dedication and spirit the representatives brought to their job. He stated that unless you have sat at this table and engaged in the conversation, you have no idea of how hard they work. Steve presented gifts in appreciation.

#### Seating of Newly-elected Council Representatives by President Goldman

The four incoming representatives, Jay Berkson representing the villas, Shoshanah Garshick representing South 1, Ernest Greenberg representing South 3 and Judy Stavis representing North 1 were asked to take their seats at the table. The continuing members are Sharon Gouveia representing the Community Center, Norman Berkowitz representing South 2, David Goldman representing North 2, Frances Shaer representing North 3, Murray Staub representing North 4, Dorrit Senior and Michael Ross representing the Cottages.

#### Election of 2018 President of NILMA

David requested nominations for president of NILMA. There being one nominee, it was seconded and voted by acclamation that Michael Ross be elected president of NILMA 2018.

#### Election of Vice-President and Secretary

The new president thanked the retiring representatives and those continuing. He gave his personal thanks to the past president for yeoman duty as president over the past year and to John Averell for his exceptional service as secretary. He called for nominations for vice-president. There was one nominee, Sharon Gouveia, seconded and voted by acclamation for the position of vice-president of NILMA. Michael called for nominations for secretary. There was one nomination, Shoshanah Garshick, seconded and voted unanimously for secretary. The new officers were congratulated.

Michael has been studying the NILMA bylaws and highlighted the section setting the agenda ten days prior to the meeting. Article VI, Section 1b reads "**Any member may request to have an item put on the agenda and to speak to that item. Such requests must be submitted in writing and received by the President at least ten (10) days prior to the meeting.**" Adhering to these regulations, would give all members time to think about the issues a week ahead, speak to the residents to get feedback and have an intelligent discussion.

#### OLD BUSINESS

## 1. Report of Food Credits Committee

Peter Halfon, chairman of the Ad Hoc Food Credits Committee, explained the Committee's findings. He congratulated the new officers, thanked David, the retiring president. As a past president of NILMA, he reinforced Michael's request for setting the agenda early enough for thoughtful consideration and discussion.

### NOTES FOR FOOD CREDIT-NILMA-6.21.18

#### Report of the ad hoc committee

A motion was made at the March NILMA meeting to allow residents to carry over food credits month over month until December. At the end of the year remaining credit would be forfeited.

The Finance Committee subsequently met and voted to recommend to NILMA that this motion be defeated. Paul Hardiman, chair, went to floor meetings to explain why.

The motion was defeated at the May meeting, 10-1.

A new motion was introduced and seconded to allow residents to carry over monthly credits till the end of a quarter after which any unused credits would be forfeited.

Moved by Lorraine Gordon and seconded by Mike Atlas: **I move that the Dining Credit provision of Section 4 of the Member Handbook be amended by deleting the third paragraph and substituting in its place the following: "If any Member of the Apartments, Villas or the Cottages shall have any unused dining credits remaining in his/her account from the previous month, the remaining credits shall be carried over and added to the dining credits for the following month, and such credit carryovers shall continue from month to month to the end of a quarter. Any unused credits remaining in a member's account at the end of a quarter shall not be carried over to the next quarter. This Dining Credit provision shall take place on a trial basis for two quarters. During the trial, should a Member's dining expenses exceed his/her dining credit, the account shall be charged for any overages."**

NILMA voted to instruct the President to appoint an ad hoc committee to study this motion.

David Goldman called me the next day to chair that committee. I accepted. The following residents agreed to serve: Paul Hardiman, chair of Finance; Judi Goldman, Chair of the Food Committee; Shirley Rubinstein, member of Finance Committee; Richard Medverd, villa resident; David Goldman, ex officio. The following administration members met with us: Steve Colwell, Executive Director; Carole Johnson, Director of Finance; Sal Filetti, Director of Food and Beverages; Joel Jones, Administrator of Nosh and Centro Restaurants; Sheila Waxman, Director of

Sales. I also had several subsequent emails with Carole, Sal and Joel to clarify certain numbers.

The committee reviewed the motion and Dining Credits, page 25 of the Member Handbook, 2018 edition, 2<sup>nd</sup> paragraph:

**“Food purchases through catering and special events may also be charged against your credit, as well as any food items purchased in the Community Center convenience for others store, *The Market*. Food credits are non-transferable, although you may purchase items for others. Your access card is used for your debit card to make purchases, and you must be present to charge purchases to your account (it is also your Membership photo ID). For your own security, only you can use your Membership card. Should your dining expenses exceed your credit, your account will be charged for any overages. There will be no carryover credits with the exception of absences from the Community of 8 or more consecutive days as outlined below.**

**“With advance written notice, using the Member Away Form available at the Front Reception Desk, absence dining credit can be issued equal to 50%(66%) for Cottage Residents)of the daily dining credit for the number of days away. For ‘short’ absences of 8-30 consecutive days, the credit must be used in the following calendar Month. For ‘long’ absences of more than 30 consecutive days, the absence dining credit issued may be carried and used by December 15<sup>th</sup>. Should a long-term absence end in November or December, additional time may be granted for use of the credit.**

**“You will be able to check your balance at the register. When you’ve used up your credits, you can charge to your Residence, and you will be billed at the end of the month.”**

After several points of discussion, which follow, the Committee, with one abstention, **voted to recommend to NILMA that they vote against this motion**. It further felt that a trial basis could place undue stress on the culinary team, finance department and, particularly, residents.

“Overall financial model of NBOC. Rent covers cost of residence, associated services, e.g. housekeeping, engineering. Also, if you avail yourself, fitness center+, pool+, 365 movies/yr, lectures, musical events. At end of month left-over credits are forfeited. If one has, consistently, more than 100 food credits, you can reduce your credits by 100 and save \$50. Conversely, you can increase your rent by \$50 and receive 100 additional food credits, for a \$600 monthly food credit.

“Menu prices are increasing due to higher food prices (seafood, lamb, etc.). However, current average cost per meal is about \$19. This average cost is arrived at by using the following figures from the Administrators: Per Carole Johnson, residents use about \$1,650,000 in food allowances per year; per Sal, covers (individual meals) in Centro and Nosh total 85,969.  $\$1,650,000/85,969=\$19.19$

"As previously noted, unused food credit is about \$150,000/year. About 1/3 is due to 'long' absences. As also previously noted, the effect of this (motion) could be about an additional \$25/mo. Rent increases would be annual and raise the anticipated increase of about 3.5% to 4% carried over year to year.

"A demand of up to approximately 8000 meals/yr. (150,000/19) or approximately 2000 meals could be created at the end of the quarter. This is more than the approximately 1700 meals/week served in all venues. Besides not being able to physically accommodate all the additional diners, the cost of additional servers, cooks, etc. could add to be paid by residents.

"Currently, culinary absorbs the additional manpower (costs) of approximately \$700 to process the month end pre-order menu items. Possible costs of up to \$2000 at the end of each quarter would require additional cooks or overtime cost to process these orders.

"Food credit increases or decreases would no longer be available."

Discussion of the report by the members ensued. Various points were reinforced by Steve Colwell, noting the \$300 allowances for the cottages and the \$500 for the apartments and villas. There are options: reducing the over 100 credits a resident may have to receive \$50, paying an extra \$50 per month to receive \$600 food credits. At the moment labor and other costs are 40% of the price of the meal, but they could rise to 70% with the increased activity and orders at the end of each quarter. In answer to a query, we were told that the \$150,000 collected yearly in unused credits goes back to NewBridge. The extra charge to residents for carryover of credits would be \$25 per month. Michael clarified that there are no recommendations for changes to the process of donations to the Food Pantry. Jay Berkson said that he did not agree with committee figures. Murray and his son have been in the food business for a long time. His son, now in charge, states that his costs can't exceed 25%. Labor costs also continue to rise each year. Gerry Sands agreed with the committee's decision and recommended compliance with the report.

Vote: It was moved, seconded and voted to comply with the recommendation of the Food Credits Committee to defeat the motion to carry-over food credits quarterly. The vote was 10 "Yes", 1 "No." Jay Berkson voted in the negative, in accord with his villa constituency.

## 2. Discussion of bylaw requirement for Floor Meeting frequency

President Michael Ross quoted the NILMA bylaws which cover the duties of the Representatives:

**"Section 3: Duties of Council Representatives  
(Second Sentence) The Representatives shall call a meeting of the Voting Unit at least once every three (3) months to review the minutes and hear concerns of common interest of their constituents. NBOC department heads or their designees may be invited to these meetings to address common issues or make presentations...."**

There are variations amongst the Voting Units. Some hold a meeting every month; others convene every other month or as necessary. The President asked if a change in the bylaws was warranted. In the discussion that followed, members agreed to leave the bylaw "as is."

Vote: No change in the NILMA bylaw regarding frequency of meetings. The vote was 10 "Yes," 1 Abstention. Jay Berkson abstained, stating that this was the wish of his constituents.

## NEW BUSINESS

### 1. Report of Appreciation Committee

Peter Shapiro, chairman, thanked the 231 IL donors, the 25 AL donors, the 13 MU donors for their contribution total of \$101,463 and his committee for its work. Committee Members are: Dick Winnig, Jack Berenholtz, Estelle Schwedock, Harriet Unger, Sheila Klein, Jack Goldberg, Raya Dreben, Murray Staub, Karen Cohen, Fran Shaer, John Averell.

A total of \$105,000 was distributed. The spring appreciation checks were given to hourly employees with appropriate thanks for their service by committee members in the Nosh. Following the established procedure of more than seven years, he notified Steve Colwell, Executive Director, of the date and place of distribution. Steve then contacted Department Heads, who informed all hourly employees. If an employee for whatever reason did not pick up his gift, the check was returned to the department head who then gave it to the employee. There were 271 recipients of whom 180 were given their check in the Nosh, while 91 received theirs from the managers. The average gift received was \$387. The following is the full report:

Funds Distributed	\$105,000.00
Funds Collected	\$101,463
Gift Recipients	271
Received at Nosh	180
Received from Mgrs.	91
Average Gift Received	\$387.00

Total IL Units 259 donor units 231 or 89% Total Cash Donated \$88,688  
Average donation \$383.93

Total AL/ 77 donor units 25 or 32% Total Cash Donated \$8,450  
Community Ctr Average donation \$338.00

Total Memory Units 45 donor units 13 or 29% Total Cash Donated \$4,925  
Average donation \$378.85

Grand Total Cash Donated \$101,463  
or 71%

Smallest gift \$36.00  
Average gift \$387.00  
Largest gift \$2000.00

Michael thanked the Appreciation Committee for its hard work.

## 2. Signage for Entry into IL Space

The purpose of the mobile sign now in place in the Center lobby is to preserve the private area of IL space, while conserving access to the Nosh, Health Care and other facilities for the rest of the complex and visitors. Steve felt that it has been effective. Ernest Greenberg has spoken to the concierge on duty at the Center desk, and she sees no gathering of residents from areas other than IL. The sign must be working. A few thought not. Steve noted that the design of the buildings makes it difficult to preserve IL space. AL walkers stroll through the corridors, the library, the wooden bridge and sit on the bench near the windows to enjoy the area. People from Long-Term Care cross there. One suggestion was to put the sign at the entrance to IL, behind the main desk. Steve pointed out that this would keep people from accessing Nosh and other downstairs area. The signs will be left as they are now.

## 3. Outside Signage Status Steve Colwell

Steve has discussed the problem of poor signage with Victor Furtado, Head of Security, Tom West, Director of Environmental Services and Fay Bussgang, chair of the resident signage committee. It would cost \$50,000 to remove signs and redo them. A resident has had an incident which may help the whole process. His GPS directed the Uber driver to the 7000 area rather than the 5000 requested by Abbe Young for her grandson. Eventually, the Uber was hailed and guided to the correct destination. Abbe's daughter contacted Google GPS on line, correcting their data so that the 5000 entrance also was identified. Abbe tried her own GPS (not a Google system) and was led to the Medical Center. The incorrect data on the various GPS systems, appear to be one source of the location problem. Steve says that we have now contacted Google maps and have made requests to place address locations more accurately on their maps. Victor is creating a new directions list for residents to give to family and friends. Steve has given his own directions to his office for visitors with excellent results. In the discussion following, Judy Stavis, who has walked the complex twice a day with her dog for nine years, made the point that you cannot see the signs from the road. You have to cross the street to the

buildings. The main entrances are not numbered sequentially. Steve said that part of the problem was that the buildings had numbers in a circle before we built, and the post office gave us its own numbers. The change in Google with will help. President Michael Ross said that we should wait and see what works.

#### 4. Status of Courtyard Renovation      Steve Colwell

The process will start the end of July in the courtyard and aim for the Villa Circle ending in September. The effect of the plantings will not be noticed until they germinate next year. The big trees will have to be removed because there are three problems:

- a. They have overgrown their original buckets and have taken away all ground cover and shade.
- b. Their root systems have strangled the irrigation system.
- c. Pests are now boring into the trees, necessitating pest control.

This is a big project and one that will take time and patience.

#### Tribute to Retiring President

Steve paid tribute to retiring president David Goldman for his conscientiousness and his desire for a united community. He has been awesome. He expressed his personal gratitude to David for being president last year. David is committed to NewBridge. In discussing problems with him, David's comments were always "What will work? We have to figure out how to solve this." His concern was that as a community we stay united and support each other. Steve stated that unless you have been a president, no one knows how hard the job is, how much energy and how much pressure is involved. He also thanked past presidents John Averell and Marilyn Stone for their long-continued commitment and contributions to the NewBridge Community.

The audience applauded.

#### Reminder for agenda items

Incoming President Michael Ross reminded the Council and the audience that he was adhering to the bylaw requiring agenda articles to be submitted ten days before the meeting. Residents may contact their representative with agenda items. The next NILMA meeting is Thursday, July 12<sup>th</sup>, 2018. Because of the Fourth of July holiday, the Community meeting will be later, July 26<sup>th</sup>.

It was moved, seconded and voted by acclamation to adjourn at 3:05 pm.

Respectfully submitted,

Shoshanah Garshick,  
Recording Secretary