

General Residents Meeting Notes · Wednesday, August 6, 2025

President's Report:

- **Strategic Planning:**
 - A strategic planning update will be given at the September general residents meeting.
 - The strategic initiatives for the upcoming year are”
 - Governance Mode: Elections, how Laurelmead governs, and how to get more resident participation.
 - Balance Services Offered vs. Monthly Fees.
 - Use of Technology
 - Succession Planning Throughout the Organization
 - Aging in Place: How to manage Laurelmead's model
 - Green Initiatives
 - If you are interested in participating in a particular strategic goal, please contact C. Roberts.
- **Board Update:**
 - At the last meeting, a new pool dehumidification system was approved for a cost of \$117k. Prior to any purchase, a process is followed.
 - Approved the purchase of a new pool filter.
 - Accepted the recommendation from COE for two new members: Rena Abeles and Deb Mulcare.
 - Accepted Tony Stapleton as the new Chair of Building and Grounds.
 - A vote for vice chair will take place at the August meeting.
 - Accepted Linda Piedra's resignation from Building and Grounds.
 - Approved the governance model policy.
 - Residents are welcome to attend board meetings.
- **Retention Process Memo from CAR:**
 - It is important to understand the process for retention.
 - Our mission statement – welcoming, supportive, safe, and stimulating residential community.
 - Issues that are of substantial concern are brought to the CAR committee.
 - Sometimes there are misconceptions – if you hear anything of concern please bring it to the attention of any CAR member.
- The green dots have fallen off of many of the mailboxes. Please let Brianna know if you prefer to be paperless so your mail cubbies can reflect this.
- Butler Hospital Strike Update: Negotiating will continue today.

Executive Director's Report:

- **Sales and Marketing Report:**
 - There are 13 apartments available.
 - Inventory: 1 penthouse; 3 two-bedroom with den; 2 two-bedroom; 1 one-bedroom with den deluxe; 3 one-bedroom with den; 2 one-bedroom; and 1 studio.

- There are 2 apartments preparing to come on the market: 1 one-bedroom den deluxe and 1 one bedroom.
- We have a 90% occupancy rate.
- There are two closings scheduled for this month.
- Currently, there are five applicants pre-qualified, and many are going through the pre-qualification process.
- The new website was completely redesigned. The foundation for the website is the shareholder approved mission statement. Attract residents as independent as possible upon moving in. Link: www.laurelmead.com.
- The new commercial link will be emailed to the community.
- Redecorating Project:
 - 3rd Floor: Painters are now painting the hallways. Once the hallway walls are completed, they will be painting apartment doors.
 - 4th Floor: Painting is complete. They will be installing the carpet next.
 - 5th Floor: Completed.
- IT Upgrade Update: The entire Wi-Fi infrastructure throughout the building will be updated and then the micro system will be replaced.
- Re-piping Project Update: Request for Proposals (RFP) were sent out; however, due to very large projects in Providence, no responses were received. Once the two large jobs have been claimed, another set of RFPs will be sent out. The company we are working with on this project, Rowse Architects, expects a good response to the RFPs.
- Fire Safety:
 - The fire procedure memo, including updated fire safety information, was distributed to the community.
 - Fire safety was discussed at the Board level. After much discussion, the current smoking policy was deferred to the Health and Fitness committee for review.
- Facilities Director Search Update:
 - This position was posted both internally and externally as of July 2025.
 - Application screening: Beth Bowen, the HR Manager, conducts the initial screening of applications. We received over 100 applications.
 - A phone screening was held with 11 applicants.
 - Viable candidates will be brought in for a first interview with L. Dohanian, K. Kuhn, and B. Bowen. If any of those candidates are unanimously agreed upon, they will be brought in for a second interview with the search committee.
 - The search committee members are L. Dohanian, B. Bowen, K. Kuhn, G. Medeiros, the Board President, the Board Treasurer, and Chair of Building and Grounds.
 - Final interviews will be conducted by the Board of Directors before an official offer is made.

Committee Reports:

- **Activities (T. Sharpe):**
 - There are very few evening programs due to vacation and summer schedules.
 - Please see your monthly calendars and weekly bulletins for more information.
 - Many resident interest groups meet. A list of interest groups and their schedule is posted on the informational website and in the mail room.
 - All program and trips suggestions are welcome. Please submit your suggestions to T. Sharpe and S. Leclerc.
 - Thank you to K. Baker for landscaping the resident gardens.
- **Budget and Finance (R. Cookingham):**
 - M. Holland is very actively involved with our auditing firm to determine how to record financial information from transitioning from a ground lease to a mortgage.
 - The committee is working hard throughout the summer discussing the 2026 operating and capital budgets. There will be budget increases due to state minimum wage increases, energy costs, and large capital items. The 2026 budget will be presented at the October general residents meeting.
- **Building and Grounds (T. Stapleton):**
 - Suggestions for improving of the building and grounds should be sent to T. Stapleton.
 - The ivy on the café patio will be trimmed.
 - The plant and decorating ad hoc committees are working with J. Shockley to improve the main lobby aesthetic.
 - Safety concerns regarding the overlook area were discussed at the committee. Looking into legal liabilities and if a fence needs to be installed.
 - Due to increased energy costs, the community was reminded that they can help by turning off the lights in their apartments when they are not in use and adjusting cooling/heating temperatures appropriately.
- **Dining Services (C. Roberts for T. Gardner):**
 - The committee is working together to create a survey. A dining experience is currently being drafted. It will be distributed to the community electronically through an online program once approved by the Board of Directors. The program being used will help analyze the data in a statistical way.
 - Outside dining is now held on Tuesdays and Thursdays.
 - Comment cards are reviewed by management – statistically, an average positive comment rate of 75%.
- **Kitchen Report (P. Marcello):**
 - Two successful kitchen tours were held. More will be held in the future.
 - Javier Lin, after thirteen years as the café cook, has retired. If you are interested in getting in touch with him, his address will be available at the front desk.

- Eva Rosario, a server for 20 years, has been promoted as the café cook. She is doing a great job.
- Sandie Gibeau is now a full-time café server.
- The new cycle menu includes approximately 25 new items, which is about five new items a week.
- A lot of positive comments have been submitted but there is still room for improvement with small inconsistencies (i.e., sauces; vegetables; and takeout orders.)
- Compostable options for takeout containers continues to be researched.
- Sales and Marketing (J. Shapin):
 - The committee continues to discuss ways data can be analyzed to determine what information can be quantitative and qualitative.
 - What attracts residents to Laurelmead – collecting this information.
- Health and Fitness (J. Twelves):
 - The cardio boxing classes will return in mid-September.
 - Thank you to G. Medeiros for creating enough dehumidification to keep the pool area open.
 - The committee is focusing on mental health. A resources guide is posted in the mail room and hard copies are available.
 - The next newsletter will focus on foods that can ease anxiety and depression.

Old Business: None.

New Business:

- Helen Anthony, our district councilwoman, is resigning as of September 1. A special election will be held in December.
 - Laurelmead will be a polling place for both the special election and the primary election. More information will be made available.
- HVAC filters are replaced when the system is switched over twice a year.

The meeting adjourned at 11:07 a.m.