

PARKVIEW RESIDENTS' COUNCIL COMMUNICATOR

News and Announcements For and By Parkview Residents COUNCIL NEWS – February 16, 2018 Council Meeting

COUNCIL MEETING:

Howard Matson opened the meeting.

COMPLIMENTS & COMMENTS:

- ★ Everyone has an opinion on the new first floor carpet, lighting, paint and artwork. One resident had glowing words about the new lighting fixtures and with their silver finish and the updated slightly contemporary style. Our building is getting a well-deserved face-lift.
- ★ The new carpet is nice, but the patchwork at the apartment doors, not so nice.
- ★ One resident complimented the new alternative menu in the Dining Room especially the new Turkey Melt sandwich

NEW ITEMS (NEW BUSINESS):

- Where was it mentioned there would be a Pizza Party for the Super Bowl? **It was on the calendar as Super Bowl Party in the Bistro – Pizza was just the bonus we wanted to add.**
- Why are the walkers, scooters and wheelchairs not moved away from the tables during mealtime as it is a danger to others getting up from their tables and for the servers who service the tables? **We discussed this at our department heads meeting last week and they should all be moved away from the tables – moving forward we will all do a better job of keeping the dining area clear of trip hazards.**
- I know the Fire Station personnel come to check our units. Will we still get the batteries changed when the time changes as we have in other years? **Yes, the batteries will be changed and I'm working diligently with the fire department and fire inspector to begin putting together a solid evacuation plan for us all. Stay tuned as the year progresses.**
- A resident stated that she did not have nearly enough notification about the garage being sprayed for bugs and rodents. Since she didn't get time to move boxes and her car and they were saturated with spray. **I apologize for the lack of notice. Our new pest control partner will be out the second Friday of each month to treat the garages and other areas. For garages are to be sprayed, the resident will**

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receive a notice on their door . They are also available for emergencies. With the new change of partners, I forgot to put out an announcement.

- **Can we do something to stop the banging of the door between the dining room and the kitchen when the servers open it? Yes – let me have Jose take a look at it to remedy the problem.**
- **What is the status of new carpet and light fixtures for the dining room? If the carpet is not to be replaced in the near future, can we at least get it cleaned? New carpet will be going down in the dining room at the same time as second floor – March timeframe. There are no plans for new fixtures in dining room at the current time.**
- **Can we designate one of the two handicap parking spots (right side of the lobby entrance) as “Future New Residents”? Both should be temporary spots not permanent parking. We are going to keep those spots as handicap spots and Diane will be posting in Week at a Glance for all Parkview Residents to only use those as needed, temporarily, and they should be primarily for visitors who are handicapped and need access.**

OUTSTANDING ITEMS (OLD BUSINESS):

- **The overhead vents in the dining room, theater, and game room need to be cleaned, repaired or replaced. I don't have a timeframe on when we will get these cleaned again.**
- **What is the status of the direction signs in the building that needed to be checked for accuracy and to make sure they are all encompassing now that Ed Morrison and Richard Keyser reviewed them and submitted the recommended new signage to David? The signs just arrived and I will be working with maintenance and Richard to install them.**
- **What happened to the second TV in the Lounge that was mentioned in the Town Hall meeting? After consideration, there will not be a second television going up in the bistro. With the size of the room, the one television seems to work well.**
- **There are pencil marks on the second floor wall between the fire doors that separate building 1 & 5 and storage area S62. Can these be cleaned off or painted over? These will disappear when the painting begins on second floor.**
- **We need to repair the door lock on the lobby men's public bathroom door. Howard and I discussed this one and I felt like a lock on the main door would create a problem with individuals going into the restroom and locking the door and only occupying one stall.**

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- The intake vent above the current entrance to the dining room needs to be cleaned and reversed. **I don't have a timeframe on when we will get these cleaned again.**
- What is the status of hiring a third maintenance technician? **At this point, we don't have any immediate plans to bring on a fourth maintenance person.**
- What is the status of the cappuccino machine replacement? **We hope to have a cappuccino machine in place soon.**
- What is the status of the purchase of the chairs to replace the old ones in the lobby? **I believe Jackie Johnson, Sales Director, has 2 chairs picked out locally that we just need to pay for and pickup. David will follow up on the delivery.**

COMPLETED & CLOSED ITEMS:

- ✓ Completed painting, new carpet and new lighting on the first floor.
- ✓ New artwork has been installed in the halls of the first floor and above the fireplace in the dining room.
- ✓ Resolved trash pickup schedule.
- ✓ Restated the policy for pet owners to pickup "dog poop".
- ✓ Molding installed around the dining room alcove.
- ✓ Effort complete in the collection of resident's license numbers.
- ✓ Trashcans have been installed on the second floor.
- ✓ Response to work orders has improved since the new maintenance director has come onboard.
- ✓ A document has been drafted by Geree Streun and Howard Matson for the implementation of "Guardian Angel" program and forwarded to Sara Clapp.

NEW FOOD RELATED ITEMS:

- There is no kitchen or dining room in the country that would allow Russell to sport that beard while being a chef. **There is no rule that applies. It is up to each restaurant to decide and then set their own standards. However, these standards must be in compliance with health department rules and regulations.**

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- Fish meals are thin, dry and flaky, just fish flavored crust. **I don't know that I fully understand that comment. I had the beer battered cod today for lunch and it was cooked perfectly. Last week the catfish was great also. Can the resident that raised this problem, contact David with more specifics?**
- The new servers need more training. They need to bring more than one item at a time from the kitchen. **Agreed. I met with Russell last week and he will be re-training existing staff along with Alex and new, incoming staff on service standards and excellent tableside dining.**
- A resident was concerned about the slow service in the dining room and the time it took from when the residents entered the dining room until they left. Is it a server or cook problem or both? **The cause varies. It is not always one particular problem. We are trying to resolve the issue.**
- Why don't all the servers wear nametags? **All associates, including myself, should wear name badges. I have asked Rhonda to re-order for anyone needing one. Also, with new servers, it takes a week or so to receive them.**
- What happened to the wonderful tall crusty outside, fluffy inside biscuits we used to get on Wednesday? More often than not, the biscuits we get now are almost flat and dry. **The biscuits haven't changed, will look into how they are prepared.**
- Can we see a return of grits to the breakfast menu on a regular basis, please? **We do grits one day a week.**
- Could Cream of Wheat be alternated with oatmeal during the week in the same way waffles, pancakes and French toast are? **For now we will just be serving oatmeal**
- How about adding English muffin to the bread rotation? **Not at this time.**
- Please put the fried shrimp back on the alternate menu. **It's only been gone two weeks. Be patient for those who want to see other favorites on the menu. We replaced it with Fried Catfish.**
- Someone needs to step in and take charge of the dining room servers. On a previous Saturday, only one server showed up for breakfast. Many times the servers repeatedly come in late. There should be consequences for this behavior, but it continues week after week. **I'm aware of the issue and am addressing the problem.**

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- Please purchase more silverware so the ones eating after 12:30 on Sunday do not have to wait for a server to wrap the silverware. **We ordered additional silverware which arrived Monday. We should be good moving forward.**

FOOD COMMITTEE REPORT:

- ★ See the “February Food Report for Residents Council – February 16, 2018” as prepared by Shirley Kastner.

ADDITION COMMENTS DURING THE MEETING

The following items were brought up during the meeting. Council in conjunction with David will address these item and report back at the next Residents Council meeting.

- ◆ The laminate looks like an office building, show dirt easier and if wet slippery.
- ◆ Need to remove nails from the wall where tapestries were (i.e. near rooms 1106,1110 & 4113).
- ◆ Straight mirror & wall light, 1st floor building 4.
- ◆ Paint ¼ round where the laminate was laid.
- ◆ Fraying carpet in front of elevator 6.
- ◆ Artwork has been left leaning against the wall by 1115.
- ◆ Trashcans for third floor.
- ◆ Ceiling vents in dining room need to be painted or replaced, not cleaned.
- ◆ Air return vents in the dining room needs to be turned 180 degrees so you cannot see up into the ducting. It does not need to be cleaned or painted.
- ◆ Dining Room
 - * Who in charge of supervising server’s day-to-day activities
 - * Noise from the kitchen (i.e. banging of pots & pads) can be heard in the dining room.
 - * The brown sugar in some of the containers still are hard.
 - * The appearance of servers needs to be continuously monitored.

COUNCIL MEETING:

Howard Matson closed the meeting and reminded that the next meeting will be April 20th.

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Council Representatives

Building One:

1st Floor – Faye Bergquist
2nd Floor – Don Mason
3rd Floor – Deanna Scott & Tim Scott

Building Two:

1st Floor – Sally Tiegs & Carol Hamner
2nd Floor – Barbara Young & Ed Morrison
3rd Floor – Sue Feathers & Virginia Love

Building Three:

1st Floor – Charlotte McKay
2nd Floor – Lorraine Darrow & Ginny Jordan
3rd Floor – Lenore Farber

Building Four:

1st Floor – Richard Keyser
2nd Floor – Judy Rucker
3rd Floor – Joy McAllister & Kitty Murray

Building Five:

1st Floor – Bill Drissel & Nita Drissel
2nd Floor – Jeff Evans
3rd Floor – Mary True & Faye Miller

Council Officers

Chairperson – Howard Matson
Vice-Chairperson – Richard Keyser
Secretary – Dick Hart

Food Committee

Chairperson – Shirley Kastner
Committee – Jim Constantino, Em Engibous,
Jack Fredieu, Robert Hamner, Annette Houston,
Joy McAllister, Beverly Steckman, Gerec Streun
and Barbara Young

Council Meetings

The next regularly scheduled meeting of the Council is Friday, April 20, 2018 at 10:00 a.m. in the Parkview Theater.

While the meeting is primarily for Council Representatives, all residents are invited to attend and monitor the proceedings

Please offer your comments and suggestions for this newsletter. . You can email Dick Hart at medhart@icloud.com or phone at (972) 527-2013.

Your Council Representatives

Each floor has its own Council Representative (see listing in left column). They want your recommendations to make Parkview an even more enjoyable home. Please help the Residents' Council by communicating your improvement ideas. Individual complaints should be made by way of one of the following venues.

Town Hall Meetings

Parkview's Executive Director is available to discuss resident concerns every other month at 10 a.m. in the Parkview Theater. Check Parkview's weekly publication, "Week at a Glance", for scheduled meetings.

Suggestions

You may always write your concern and turn them to Executive Director, David Gustafson. The concerns will be distributed to the appropriate Department Director. Please sign your name to your comments so that Management can address them with you.

Dining Comment Card

Residents wishing to make a suggestion or share a concern about their meal, may simply ask their server for the card, if none are one the table, and then return it to the Executive Director, David Gustafson. Remember these cards may be used for compliments as well as for complaints.

Food Committee

Residents wishing to give input concerning the Embers Dining Room are encouraged to pass their suggestions to the members of the Food Committee (see listing in left column).



Parkviews Website

The site has several items of interest to Parkview residents. You may view the weekly Embers Dining Room menus, a map showing the apartment locations, a listing of our staff members, management publications (Thrive & Week at a Glance), the Pictorial Directory, video and photos of recent events and much more (even a copy of this communicator). We suggest you bookmark the site and check it frequently by going to www.parkviews.com. If you want to be informed of new updates to this website, please forward your email address to Bob Maggard at bobmagg@gmail.com.