

# Silverbrook Elderly Housing Liaison Committee Town of Orange

Meeting Minutes January 9, 2025

ORANGE, CONN.  
TOWN CLERK'S OFFICE  
2025 JAN 23 AM 9:34

Meeting called to Order at 12:23pm.

**Attendees:** Fred Palmer, Sharon Ewen, Stacey Johnson, Judi Wright Williams, Skip Clark, Jennifer Hudson, James Vincent and Tim Borer. EHM: Lynn Griffis, Senior Property Manager, Tayla Morris, Griffis's Assistant, Jamie Fields, Supervising Residential Services Coordinator.

The staff now consists of: Lynn Griffis, Senior Property Manager (1 day a week), Tayla Morris, Assistant Property Manager (scheduled for 2 days a week but has been there 5 days a week), Lamischa Dunston, Residential Services Coordinator (5 days a week), Lauren, Assistant Property Manager (2 days a week).

**Review of December's Minutes:** Motion to approve (Ewen/Johnson) approved

## **Administrators Report:**

- Judi Wright Williams stated that everything should be run self sufficiently based on residents, town pays for emergencies i.e. burst pipes, etc. AC and lighting in parking lot need to be fixed immediately.
- Lynn Griffis ordered coils for the AC in October – coils are on back order. Reserve request included covering cost of coils – 3 HVAC companies coming out to do complete evaluation of HVAC system. If recommendation is to replace system, request will be made to prepare and submit quotes for review by committee.
- Lynn Griffis clarified Replacement Reserve is a savings account where monthly deposits are made based on residential units. Use of this money has to be voted on by Board and included in the minutes.

## **Lunch Break: 12:34 pm – Meeting Resumed: 12:58pm**

- Lynn Griffis asked Board for \$23,198 from Reserve into Operation account to sustain operating expenses. **Motion to move \$23,198 from Reserve into Operation approved (Williams/Johnson).** Additional request for \$18,000 to cover the cost of the coils on hold.
- Bi-weekly resident meetings have been put into place – Positive and negative feedback.
- Stacey stated that resident trust is lacking due to staff turnover and addressing resident concerns promptly is the best option to gain trust.
- In resident meeting the residents complained about lack of holiday decorations – Lynn Griffis is creating a "Culture Committee" to help with different celebrations – applications are already coming in.
- Sharon Ewen suggested reaching out to town committees such as Lions Club and Rotary to help with entertainment resources.
- Stacey started discussion on Capital Needs Assessment Report – asked what EHM does for funds – do they apply for grants?
- Lynn Griffis - referred to Kelly McDermot (CEO) who was not in attendance. Suggested that Kelly McDermot outline a plan and present it to Board at next meeting.
- Fred Palmer stated that the previous Property Manager applied for a grant about five years ago that was used to update building – suggested EHM investigating grant availability.

- Motion for client satisfaction surveys will be sent out and returned to Stacey Johnson, c/o Community Services – Motion approved (Turner/Williams). Surveys to go out February 1<sup>st</sup> to be returned within two weeks.
- Heavenly House Cleaners require a 30-day notice – were given notice and did not return.
- Tayla discussed that EHM has utilized a new cleaning company to clean apartments weekly and common areas daily. New company came in with no lapse in cleaning schedule.
- Stacey asked about the status of the cable for residents. Lynn Griffis stated that an invoice was overlooked, now has been paid and cable service has been restored.
- Judi Williams asked on behalf of First Selectman, James Zeoli, about repairing lighting outside for a safe entrance – Lynn Griffis said it will be repaired as soon as possible.
- Elevators have been repaired.
- Discussed hiring status of Property Manager position – no current candidate, but advertisement is still listed, and a few virtual interviews have been held. Currently Lynn Griffis is at Silverbrook location twice a week, Jaime is at location once a week and Tayla is at location five times a week – Tayla's attendance will be 2.5 days a week when new Property Manager is hired.
- Sharon asked about staffing and security on holidays and asked what the cost differential would be to have staff and security on holidays. Lynn Griffis will get pricing by next meeting.

#### **Resident Services Coordinator Report:**

- EHM stated that they will be implementing robocalls to inform residents about special events and announcements. Residents will receive information on how to sign up or opt out.
- Jamie Fields of EHM introduced the prospect of receiving a kiosk as a 'test site' that would be used to sign up for activities, make appointments with staff, show lunch menus, etc. Board members expressed concern that it would replace human contact and unanimously decided that this would not be a good fit for Silverbrook residents.
- Discussion on Lamischa Dunston, Residential Services Coordinator made it through 30-day probationary period.
- Discussion about the Silverbrook Newsletter. EHM plans on continuing to create a monthly newsletter and will distribute to the Board members.

#### **Other Business:**

- James Vincent, Fire Marshall, and Timothy Borer, Assistant Fire Marshall, attended the meeting at the request of Sharon Ewen.
- Jamie explained that the "Protect in Place" method for evacuation procedure is most effective because it takes less time and keeps control of situation more effectively to contain fire.
- Sharon suggested evacuation maps in each resident apartment; Board decided that these would be confusing with "Protect in Place" procedure.
- Lynn Griffis and James Vincent discussed Fire Marshall's attendance at next fire drill to reinforce "Protect in Place" procedure.

**Committee Report:** No report

**New Business:** No report

Meeting adjourned at 2:13pm. (Wright-Williams/Johnson) approved

The next meeting will be held on February 13, 2025.

Submitted by: Jennifer Hudson – filling in for Dennis Marsh, Recording Secretary