
Resident Town Hall Recap 1/22/26

Thank you to everyone who attended our recent Town Hall meeting. Below is a summary of the key updates and announcements.

1. Welcome & 2025 Wrap-Up

- **Employee of the Year:** Congratulations to *Margarita (Concierge)* for receiving last year's award.
 - **Christmas Funds:** Holiday funds were sent to corporate and distributed evenly to teams based on tenure.
 - **Security Updates:**
 - Ongoing review of the recent security incident.
 - We are exploring additional security enhancements, including expanded camera coverage.
-

2. Weather Preparation — Presented by Walter

- Residents are encouraged to stay indoors during severe weather events. Please be prepared with necessities and stay attentive to updates.
-

3. Maintenance & Safety Reminders

- **A/C Setting:** Do not set thermostats below **68°F** to avoid damaging the condenser.
- **Door Propping:** Please stop propping open doors. Management is closing them nightly for safety.
- **Trash Rules:**
 - No trash outside **before 5 PM** and only on designated pickup days.
 - **No furniture** may be left at the dumpster. Removal costs will be billed back to the resident.
- **Gate Issues:** If the gate is down, inform management immediately. Do *not* attempt to open or move gates yourself.

4. 2026 Updates & New Business

Transfer Policy (Effective Immediately)

- Must reside in current unit **at least 6 months**.
- Transfer Fees:
 - **\$1,200** — if transferring to a lower rent amount or smaller unit.
 - **\$1,000** — if transferring to a higher rent amount.
- Requirements:
 - No late payments in the past **3 months**.
 - No lease violations.
 - Account balance must be **\$0**.
- A physical unit inspection will be required (BOM, ED, or Plant Ops Director).
- All fees must be paid before approval.

Staffing Update

- Please welcome **Alissa**, our newest Housekeeping team member.

Dining Updates

- Menu upgrades curated with the Regional Director of Dining:
 - **Good news:** More variety, diverse entrées, and improved options.
 - **Trade-off:** Breakfast will rotate and may be less predictable.
- New dining system begins **1/26/2026** — we encourage residents to use the **\$75 meal credit** to try new items and give feedback.
- **Theme Dinners:** Every **TUESDAY beginning in February**.
- **More Grab-and-Go Options:** Coming in February.
- **Dining Room:**
 - No scooters permitted.
 - Seating now starts at **11:15 AM**.
- **Dining Director Update:** Unfortunate staffing change shared during meeting.

Painting Schedule

- Dining Room painting planned for **late May / early June**.
-

5. Financial Reminders

- Meal overages due **no later than the 15th** each month.
 - Rent due on the **1st**; late on the **8th**.
-

6. Community Updates

- Garden area improvements planned.
 - New signage coming:
 - No furniture dumping.
 - Reserved parking near carports.
 - Concrete repairs scheduled over the next few weeks.
 - Community Wi-Fi upgrade planned for **April**.
 - Gate reminder: If it is broken or malfunctioning, do not attempt to use it. Please let staff know.
-

7. Pets

- Pets are not allowed in the courtyard or lawn areas. Please use the designated **dog park**.
-

8. Communication Improvements

- For residents who do not use elevators, updates will be placed in boxes **only if you opted in**.
-

Q\&A Highlights

- **Where is the suggestion box?**
Located near the TV in the Café.
- **What if movers/vendors block garages?**
Cones will be placed on scheduled move-days to prevent garage access issues.
- **Amazon package drop-box after hours?**
ED is researching an after-hours solution.