THE MOORINGS AT LEWES
A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

November 3, 2026

Annette Moore, Executive Director, opened the meeting by welcoming attendees.

Announcements:

- With the help of five residents, today we started the gift wrapping for the Breakfast with Santa to be held on December 12th from 10a-noon. This is a great event open to children up to 10 years old. There will be additional gift-wrapping sessions scheduled soon. We appreciate your help and the donations of wrapping paper.
- Annette shared that last week while attending the Leading Age conference in Philadelphia seven state surveyors arrived on campus, stating that they were here to conduct the unannounced annual surveys for both skilled nursing and assisted living. It is highly unusual for the two surveys to be done at the same time. In addition, since The Moorings at Lewes received Risk Based Survey (RBS) status from CMS (Medicare), we questioned why the full skilled nursing survey was being conducted. In September, CMS announced the top 12% of facilities nationwide that achieved the RBS designation and explained that facilities that qualify may expect a more streamlined survey, based on performance history. After several conversations with the surveyors on site and communication with others at the Delaware Division of Health Care Quality (DHCQ), an email was received from the State apologizing and deleting the skilled nursing survey. It will be conducted at another time. The survey team completed the assisted living survey and, for the third year in a row, there were no deficiencies. Annette congratulated the team.
- Annette shared that there are connections made with the Cape Henlopen school district to bring programs and opportunities for students here at The Moorings at Lewes. We are working with the school's music and theater departments regarding programs. Please look for postings for upcoming events; due to the school's scheduling, there may be short notice provided. The Dining team is also working with the school's culinary program to identify internship opportunities for students.

Open PMIs

- Regarding a suggestion to re-upholster the library's wingback chairs, Annette said that both re-upholstery and slipcovers are very costly. Sandy Spence suggested that we hold off on replacing the chairs due to the expansion project. In addition, she said that there is a possibility that chairs are being donated. Annette said that the timeline of construction is not set in stone, as that is subject to permitting. Chairs will be moved from other areas of the building to replace the chairs. Sandy Spence voiced concern about where the books

might be relocated during the construction phase and Annette said that it is important to consider fire safety codes when considering options for temporarily housing the books.

New PMIs

- Working on a solution to remove the broom that is on the roof.
- Email was sent to Brightview to have their team sharpen blades more frequently.

MARKETING – Karen

- Occupancy: 121 of 126 existing homes are occupied. 99% sold.
- Welcomed new residents, Norman and Judy Moore, who recently moved to apartment 104.
- Regarding the expansion project, Karen reported that 52 of the 62 available new residences have been reserved.
- Additional marketing events are scheduled for November and December, including a holiday social on December 16th. Any marketing ambassadors interested in assisting at the social, please contact Karen or Kathleen.
- Remember the resident referral incentive. For details regarding the program, please contact a member of the marketing team.

HOUSEKEEPING – Tammy

- Porch cleanings are completed and will resume in the spring.
- Reminder about spills or accidents from pets. Please notify Tammy so that carpets can be cleaned right away.
- In response to a question regarding cleaning chemicals, Tammy said that new chemicals for the bistro area have been received and will be used starting in the next few weeks.

MAINTENANCE – Todd

- Pond cleanup is complete. Staff working on retention areas as described by Sussex County.
- Backyard Works will be on site on 11-4-26 to repair damaged fence along Gills Neck Road.
- Delaware Co-op has been notified about a few lighting issues on campus and work orders have been generated.
- Cottage hoses have been disconnected except for ones that residents will handle themselves.
- Scheduling to remove shuffleboard court and equipment within the next two weeks.
- Marker stakes for snow removal will be put in place later this.
- During snow removal, please give workers ample room to operate plows, snow blowers, and other equipment needed for snow removal.
- There were comments from residents complimenting Curtis and Mike for work done at the pond area.

- In response to a question regarding solar lighting, Todd noted that streetlights are affecting solar lighting.
- Todd will address a concern about a bush outside the pool area.
- There was a question about widening the road at the entrance. Annette said that she is not aware of any DelDot plan regarding the entrance and will follow up to see if there is such a plan.

RESIDENT SERVICES - TK

- Concerns were raised about dog waste being found in the hallways. TK asked residents to please clean up after their pets. If they are unable to do so, they should notify staff so the area can be cleaned promptly.
- Concerns were raised regarding the volume of televisions in neighboring apartments, especially early in the morning and late at night. Please be considerate of neighbors and keep television volume at a reasonable level. There was a suggestion for residents to use the closed captioning option. Kash suggested the "vocal boost" setting and offered to assist residents who need help setting up either closed captioning or vocal boost on their televisions.
- There was a question regarding a bundled contract with Comcast (internet). TK will follow up with Bud. Some residents have received a reduced fee from Comcast and Kash stated he is available to assist residents in reviewing their Comcast internet service and setup.
- A resident thanked Kash for the technical assistance he provides as well as the expanded use of the communication apps.
- In response to a question regarding the flip check process, TK explained that follow-up calls are done every day by 10:30 am.

There being no further business, the meeting was adjourned at 4:15 pm

Next meeting: December 1 at 3:30 pm.