



Resident Association Council Meeting Minutes

9:00 a.m. February 24, 2023

Freedom Plaza Clubroom

President Sweet called the meeting to order at 9:00 a.m.

Members present: Tim Broad, Veanna Cape, Carolyn Clark, Pam Cummings, Letha Jones, Jeanne Nenarella, Carol O'Brien, Al Roberts, Chuck Roth, Ron Sweet, Kathy Vore, Janet Warren,

New RAC Representatives: Alice Aragon, Ron Carter

Absences: Janis Harris, Carolyn O'Neill, Helen McAninch, Sue Schuldt

Attending: Don Vore

The roll call confirmed a quorum.

The January 13, 2023 Council Meeting Minutes were previously approved via email distribution and response by a majority of Council members confirmed by Secretary Warren.

Tim Broad suggested the addition of "Reports from Council Members" to the Agenda. Veanna Cape moved and Jeanne Nenarella seconded to adopt the amended agenda. The motion was carried unanimously.

New Business:

President Sweet invited all current RAC Representatives to recite the RAC Oath of Office along with new RAC Representatives Alice Aragon and Ron Carter. Alice fills the 2BC vacancy left by Penny Boyne. Ron fills the 6BC vacancy left by Carol Croll. There is a need to fill the 3BC vacancy left by Helen Halm. He expressed his appreciation to all the RAC Representatives who have been outstanding in their commitment.

President Sweet reported that Executive Director Angie Roher's "positivity" committee has been meeting to discuss strategies for changing the Freedom Plaza environment to one that is responsive to the current requests of the residents and discontent is addressed. Cookies and popcorn, two items that were discontinued during COVID, have been restored, with the acknowledgement that little things mean a lot to some of the residents. During the meeting, which included Mary Mackey from corporate management, suggestions were well-received. Floor meetings with residents have been scheduled to hear voiced concerns.

Tim Broad and Al Roberts stated that one persistent issue is the wait time for meals in the dining room. Due to ongoing staffing challenges, residents sometimes wait for meals to be served. Kathy Vore stated that staffing shortages continue across the hospitality industry, not just at Freedom Plaza. She encouraged Council members to attend the monthly Dining Services Committee meetings to hear updates from Dining Management.

Although the Council agreed that the employed staff is working very hard and there are similar problems for area restaurants, the inordinate wait time for meals to be served needs a solution. President Sweet suggested one strategy for getting noticed for service would be to have a system to notify waiters when a table becomes occupied and come to the table more quickly than at present.

Other problems were discussed such as a persistent problem with bats in the attic on the seventh floor, not utilizing the AV resources available that would enhance performances for shows in the auditorium, and concerns with security following several reported instances of thefts. With regard to resident security, at the February Town Hall meeting Angie Roher and Deputy Merry recommended residents take precautions such as keeping their apartment doors closed, purchasing personal property insurance and purchasing a key unique to their personal golf cart. The meeting was posted for residents on RACRep.org. President Sweet stated that Executive Director Roher's establishing a Security Task Force for ninety days is for the purpose of making recommendations to management, not as a watch dog committee.

Tim Broad reported another instance when tram service from GVT to the Plaza Building was not provided for an evening event. He requested this be addressed with the Transportation Department.

President Sweet will be discussing all the above reported concerns with Director Roher.

Secretary Warren suggested that RAC Reps check the accuracy of the floor directory sent to them via email and report any changes that need to be made to Corena Fristad. ROC COO who provides the directory. The ROC office would welcome assistance with updates.

Secretary Warren updated lists in the RAC Committee and RAC Council Handbooks. The Committee Handbook was sent to all Committee Chairs and Secretaries along with a schedule for RAC General Meeting Annual Committee Reports. She distributed the RAC Council Handbook to all those present and described any changes that had been made. She asked Council members to read the section that details the RAC Rep responsibilities and to offer feedback. No changes were made to the existing narrative, but she provided a Summary of Responsibilities in bullet form that she has used for RAC Rep Orientations and provided lists of possible orientation and hospitality activities for welcoming new residents to their floor or building. At present, RAC Reps will continue to provide an orientation and hospitality to any new residents to their floor as they have been. Since September information from marketing has been sent as soon as received by the RAC Secretary and updated as more new information is available. RAC Reps were given a list of Freedom Plaza handbooks and handouts provided by Stephanie O'Fallon that they distribute to new residents.

President Sweet stated that residents who volunteer to work with Marketing's Ambassador Program meet with prospective residents. Persons who are prospective residents are contacted by persons working with marketing in the Ambassador Program. Once a contract is signed, hosting transfers from Marketing to RAC as stated in the State of Florida statutes.

The RAC Council will be asked to form a new RAC "Orientation" Committee to ensure that new residents have a positive move-in experience. The new RAC Committee will make recommendations for the process of orienting new residents to provide the best possible move-in experience for them. and to recommend procedures for RAC Council members as floor leaders. Volunteers for the formative committee are Tim Broad, Jeanne Nenarella, Al Roberts, Kathy Vore and Janet Warren. Council members have reported very positive experiences with new residents and shared information about their work in this area at several Council meetings.

At the January RAC General Meeting, President Sweet presented Sarah and Larry Chambers with an engraved plaque expressing the Council's appreciation for their many years of volunteerism benefitting Freedom Plaza residents. He read a thank you note from them to the Council.

VP Veanna Cape reported that the process of soliciting volunteers for committees and election of chairs will be starting soon. She will keep the Council informed.

President Sweet asked for volunteers to be a liaison for the RAC Community Activities Committee. Sue Schuldt will be the liaison for this committee.

There being no further business and with a one-hour limit, the meeting was adjourned.

The next Council meeting will be Friday, March 24, 9:00 a.m. in the third floor Clubroom. This will be followed by a RAC General Meeting at 10:00 a.m. in the Auditorium.

Respectfully submitted,

Janet Warren, RAC Secretary