

All Council Members present: Chair Bobbie Jennings, Dottie Matting, Pauline Namiki, Ruth Tsukayama, Linda Iwamoto.

Guests: Betty Furumoto, Bernie Wong, Takaka Sueda, Miriam Agcaoli, Stanley Hioki, Hilda Remedios, Lou Best, Margaret Wolf, Georgiana Koplin, Rose Tanimoto, Anne Sakamoto.

Chair Bobbie reported that Regional Manager Randy Perras and Council Chair Bobbie had a very long and satisfying phone conversation. Bobbie presented 18 safety, security, and maintenance problems which have been on our Agenda, some for many months. Each one was discussed in full. Randy passed along some of those items to the Area Maintenance Director, and when he arrived at HKRC, he, Leslee, and Bobbie walked the property, where Bobbie pointed out the exterior maintenance problems.

Leslee was called away for an emergency during the first few minutes of our meeting, so several of the items listed below will have no comment next to them.

#### Old Business

1. Night lights in public bathrooms: Leslee will look into it.
2. Additional security guard. Residents from both PH1 and PH2 feel there is not enough security at night/early morning, and various scenarios were presented. Both Randy and Leslee said 2 were enough; there will be no new hire.
3. Exercise equipment repair and supervision:
  - a. The new bicycle needs instructions. Leslee will provide.
  - b. Randy will contact KEISER to see if there is a local Rep. who can look at the equipment and also provide instructions to Nathaniel, who can then help residents to use the equipment safely.
4. Metal strip for safety on east wing staircase: Not yet done.
5. Dining room windows – broken, cracked, and dirty: Leslee said they are to be cleaned once a month. She will check those that need repair.
6. Laundry room sign: Low priority right now.
7. Dining room:
  - a. Menu cards for each resident: Randy suggested we try, for one month, using individual menu cards, which each resident fills out. This, to save wait staff time in verbally asking each person their choice of food.
  - b. Shortage of wait staff: A major complaint by the resident, saying 2 waiters to serve the entire dining room is unacceptable. Despite Management advertising, few applicants. Comments by residents: Without tips, an incentive of a higher salary is the only answer.
  - c. Training of wait staff: Insufficient, according to residents' comments in both PH1 and PH2. (returning to kitchen with empty hands instead of bussing, touching their face and hair). To their credit, they are all a nice bunch of servers, dealing with our cranky residents well.
  - d. Broken chairs: Too many not being repaired (back dining room also and MPR)

(Continued on back)