

## Residents' Concerns

Residents' apartments not ready for occupancy by their move in date: things don't work, not cleaned, etc. At least one resident ended up paying her own handyman and house cleaner to make the apartment livable. Another resident is moving out as soon as she finds another place. How many others are planning to move out due to neglect? Negative publicity from disappointed residents may deter folks from even considering moving here. There are already over 20 vacant units in Makai, not even counting vacancies in Mauka. How much longer will HKRC be able to survive when people feel forced to leave, compounded by not enough new people moving in?

### Maintenance:

Priorities and backlogs. Paul was the only one who addressed and signed off on requests.

What will happen to residents' repair requests now that he's retired?

There is an apparent need for training of maintenance staff to gain required knowledge and skills to properly do their work.

### Dining room:

- Understaffed. Sometimes food not served until 1 to 1 and one half hours into mealtimes.
- Louvers broken and missing for over a year, and particles on plates, mugs, glasses, etc. makes this place feel like a dump. How many potential residents view these conditions as a reflection of the overall mismanagement of this place and choose to go elsewhere?
- Meals need to be balanced for good health; meals often contain too many carbohydrates. DASH and other diets for good health divide portions on a plate to  $\frac{1}{2}$  vegetables,  $\frac{1}{4}$  protein, and  $\frac{1}{4}$  carbohydrates. The meals currently served fall far short of this healthful guideline.
- Too many servings of fish are mercury-laden marlin, especially bad for this age group of weakened and declining health. The fish being offered needs to be specific, e.g. ahi instead of fish of the day. Currently, we must walk up to the kitchen to ask what kind of fish is being served. A waste of residents' time and irritating to kitchen staff.
- Bird poop a big problem. Poop has landed on people, poop is on tables and chairs and sometimes people unknowingly sit on moist poop that sticks onto their clothes. Why aren't tables and chairs cleaned between meals?
- Meal samples sometimes not available or are displayed too late. Not knowing what the meals are causes delays in ordering as servers are asked to describe them.
- Meals need to be printed in plain language. The recent fancy names, without samples to see, make it difficult to know what to order. We don't need to be impressed with fancy names, just make it plain, simple, and understandable.

### Wasted water:

- From fountain in driveway and on nearby sidewalk.
- Toilet near dining room either runs continuously or does not fully flush (reported numerous times over many months)
- Residents' toilets not repaired after requests made.

### Atmosphere:

Office door locked and blinds drawn makes us feel unwelcome. The message seems to be, "don't bother us." We sorely miss the Aloha Spirit!

Folks who work here need to be trained to understand the needs of and in working with elderly folks.