

*Country Club Manor*  
April 2015 Newsletter  
Special Survey Results Addition!

*Edited by Lee Bakewell*

SAY "HELLO" TO YOUR NEW NEIGHBOR!



**Cindy Moran, #215**

Hi my name is Cindy Moran #215. I have lived in South MPLS my whole life and I have worked at Fairview Riverside as a Dietary Aide for over 40 yrs. My brother and his family live in West St Paul so I have come to know the area. My Niece Kerri was Miss West St Paul in 2012 and I have really come to enjoy the activities surrounding WSP days and I really like Robert St for the shopping and food, food, food! I chose Country Club Manor because of Margie, my cats and the beautiful pool!

## FROM MARGIE'S DESK



Recently we have made some small changes to the common areas for the residents. These changes will continue as we strive to update and make our community better each year. We do realize that change is sometimes hard and that is taken into consideration before any changes are made. Sometimes this quote is actually quite accurate *“The needs of the many outweigh the needs of the few or the one.”* Please know that I value all input and we are making many changes because of the feedback from our recent survey. Below are some general updates and reminders:

- Tai Chi has been changed to

every other Thursday please consult calendar for dates.

- Computers have now been moved to the library area.
- We have added a new table in the lobbies for larger outgoing mail packages.
- The Pool area will be closed for a week sometime in April or May for repairs.
- We have set aside a budget for new landscaping in the front of the buildings and entryways.
- Handicap access door openers for the garage doors entries have been ordered and plans are in place for installation.
- To all of my secret smokers please remember that we are a smoke-free building. That includes decks and bathrooms (even with the fan on) or just standing by the window. We have many residents with serious health conditions who should not have to be exposed to secondhand smoke in their own homes. Not only is this breaking the rules it is a total lack of respect for your neighbors wellbeing. We hope the new “smokers-only” patio (see next item) will make coexistence easier.
- There will be a new ramp and patio installed on the west side of the clubroom, out the emergency exit to the north. This will allow for additional handicap access and a place for our residents—or their guests—who smoke.
- New thermal pane doors will be installed on both sides of the clubroom.
- New flooring and furniture will be installed in the clubroom this week.
- New carpeting and upgrades will be made to elevators.
- Carpet in lobbies and stairs will be shampooed.
- To all bird lovers please be mindful of your neighbors by not sweeping the seeds off your deck
- We have clearly posted signs of the 10 mph speed limit in the parking lot. While most try to obey the posted speed we have several residents who do not, as well as many family and friends. Please be a good neighbor and be mindful of our many residents who walk by reminding your friends and family to SLOW down.

I would like to thank everyone who continually shows a kind and giving spirit of cooperation in helping Kevin & Kathy at all of our activities and functions it is greatly appreciated! I hope you all have a wonderful month enjoying all the beauty of spring.

*Margie*

## NOTES FROM OUR "SOCIAL DIRECTORS"



- "Monthly Birthday/Anniversary Potluck" is Mon. the **27th** at 5:30pm (Club Room).
- Movies every **Fri.** at 7pm (Club Room).

My article has to be short this month so "Happy Easter

Love,

*Kevin + Kathy E.*

Hello everyone. Happy Spring! Kevin & I extend our deepest sympathy to Betty Zontelli & family on the loss of our good friend & neighbor Bob. He will be greatly missed.

Thanks to all who helped with the Easter/Spring decorating. A special shout out to Henry C. & Carl S. for doing all our climbing & hanging. Great job everyone!

Please see signs posted throughout the buildings for more info on activities.

- "Casino Trip" for this month is Thurs. the **9th** (Sign-up in lobbies)
- "Easter/Spring Brunch" is Sat. the **11th** at 11:30am (Club Room)



## SURVEY REPORT, BY LEE BAKEWELL:



Last December, many of you willingly gave your time to fill out a survey form to give us an idea of how we were doing, etc. Here are a few random results, some quite surprising:

1. 61 residents returned filled out surveys
2. 7% said they were smokers.
3. 100% said they liked Chuck and the work he does.
4. 94.9% said their maintenance issues were handled promptly.
5. 98.3% said when they report a maintenance issue, the problem gets corrected in a workmanship-like manner:
6. 98.3 said the laundry machines were well maintained and the laundry rooms kept clean.
7. 99.0%, on average, said the liked the cleaning/on-call staff people and the quality of the work they did.
8. 98.8% thought the hallways, stairwells, pool, hot tub, exercise area, and Club Room were kept clean.
9. 60.0% welcomed going coinless by replacing the laundry machines with new ones equipped with card readers. The “somewhat agrees” equalled the “somewhat disagrees” at 9 persons each. But the strongly agreed (to updating the machines with new ones) went 2:1 in favor at 18 strongly agrees in favor to 9 strongly against.
10. The Summer BBQ and Jared Fuller’s Aerobics

classes were the most liked activities at 100.0% each followed by the Annual Holiday Party at 98.1% and Saturday Morning Coffee and Donuts at 96.2%. 88.2% were in favor of adding Team Trivia to our list of activities. However, a few words of explanation are needed: Both the Annual Holiday Party and Coffee and Donuts had only one person say he or she “somewhat disagreed” with liking them (possibly because they didn’t usually attend). But many more people answered the question for the Annual Party than did for Coffee and Donuts 52 vs. 25 to be exact. Hence Coffee and Donuts got a somewhat smaller percentage simply because that activity doesn’t fill the room like the Annual Holiday Party does. In short, we are only looking at the percentage of people who answered the questions.

11. 100.0% liked the On-Call concept and the fact the phones are answered 24/7 and the same percentage (100.0) agreed that building security was important and much appreciated.
12. Another close one—and somewhat controversial—was the popularity of the sconce hallway light fixtures. 65.4% liked them. But look at the raw data: 24 strongly agreed (with liking them), 10 somewhat agreed, 8 had no opinion, 9 somewhat disagreed and 9 strongly disagreed! So that gives a “pro” percentage of 34/(34+18) or 65.4%.
13. 96. 2% (just 25 persons) liked having a pop machine in the pool area, although one person strongly disagreed for some reason.
14. 73.2% said if satellite TV were made available to everyone, they would consider subscribing to it.
15. 98.3% said they like Margie and the job she is doing as Resident Manager. Every person answered the question. 58 of them agreed with the statement, 2 had no opinion, and 1 person said he or she somewhat disagreed. Not on the survey was this month’s New Neighbor who said her experience with Margie was a major reason she decided to move into CCM! Chuck had 61 people grade him and he scored 100.0% I

can't tell you how proud I am, as owner, that Margie (and Chuck) chose CCM as their home and workplace. Good work Chuck and Margie!

Many of you made comments, too many by far to list here but we read—and were influenced—by them all! Next month, we will include a sampling of the comments.

*Lee*