

## Leadership Update Meeting MINUTES

### July 9, 2025

#### Response to Residents' Council Questions:

1. Michelle asked that the non-negotiables for affiliation include that the flats never be sold for 30 years.
  - This has been discussed at prior meetings. The Board of Directors has been made aware of this request. We will honor the contracts that are in place with each of you to provide you. Your contracts are legally protected.
2. A question about billing for guest meals asked why it takes two months to receive the bill, long after one has forgotten who and when.
  - We receive this information from dining. Unfortunately, the timing can be off to when we do billing for these ancillary charges.
  - Please note that this delay is no different than the previous billing process, as there has been this issue previously with timing of the billing of these charges.
  - Our eventual solution is that we are working on a Point Of Sale system that will allow Dining to enter the charge when the service is used which will be much timelier.

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#### Mary Linde, CEO

- **Resident Appreciation Day!** The Heritage staff wanted to say THANK YOU for making our jobs a joy and for being residents who are part of our family. We truly love you. Thank you for making our work a joy. Please remember to bring your plant home (on the windowsill).
- **June 17 CEQA (California Environmental Quality Act) Appeal Hearing:**
  - History: Some of our neighbors appealed the Planning Commission's decision to approve our EIR (Environmental Impact

Review) and our requested changes to our Conditional Use Authorization on April 17<sup>th</sup>. We also appealed on one specific condition of the approval that would allow the Architectural Review Committee to have oversight of our plans.

- On June 17, we won our appeal, and our neighbors lost their appeal by a vote of the Board of Supervisors of 10-1.

- **Employee Satisfaction and Engagement Survey:**

- Completed last two weeks of June by Vital Research<sup>®</sup>
- 100% of employees completed the survey
- 92% Satisfaction overall (↑ from 89% in 2023)
- Net Promoter Score (NPS) =35 (↑ from 30 in 2023)
  - This measures the loyalty of customers (staff) to an organization, and the likelihood that someone would recommend a company, product, or service to someone else.



- Opportunities for improvement: communication, lunch with managers, encourage staff to voice opinions, regularly acknowledge staff for doing a good job.
- **New Continuing Care Contract Statutes issued (January 1, 2025)** just arrived. This replaces the January 1, 2018 version. A copy is in the Stucky Library.
- **Scam Alert!** Phone caller pretends to be a Heritage finance staff member asking for monthly fee payment. Do not give any financial

information over the phone. Get off the phone ASAP with any scam/fishing calls.

## **Jon Casey, CFO**

### **Financial Report Status**

The Finance Team has just released the May 2025 draft financials and those are in review by the Directors.

Our next FSG meeting is in August the day after the next Semi Annual.

We are working on getting to a 10 day close for the previous month. This means, for example, we would close the accounting for June by July 10 (10 days) and have draft reports out to the Directors. We are improving but not quite there yet.

### **Semi-Annual August 13 at 10 AM**

This is our second meeting of the year, and it will include a community update, a summary review of the 2024 audited financials, investment portfolio position (presented by Charlie Dicke our Finance Committee Chair and Investment Committee Member), and June 2025 Financial Review.

More information will be forthcoming as we get closer to the meeting date.

### **Resident Billing**

Some Residents are asking if 100% of their charges can be pulled from the bank accounts so they do not have to write a separate check. The answer is Yes. If you want that set up please contact Vivien and she can add all ancillary charges (guest meals, beverage service, medical supplies and services, etc.) to the monthly draw (ACH) from your account.

If you find an error on your statement, please contact Vivien so we can research. If we have pulled an amount in error, we can either credit your Heritage account or credit your bank account.

### **Actuarial Study 2024**

The Actuarial study is done every 5 years.

Last month we noted that we were looking to change the reporting period to 2024. We have now agreed to change the report to 2024 data.

We are working on the update to the reports required by the actuarial provider.

This is due toward the end of 2025 to the California Department of Social Services (“DSS”).

### **2023/2024 401k Audits**

No updates on 2023 and 2024, we just continue to try and get the work done and submitted to the IRS.

### **Yardi**

The Electronic Health Record (EHR) is in production. Continue to work on WIFI access in the building so the iPads work everywhere. We are also working on a system called Kno4 which will allow doctor orders and notes to be put into your record directly rather than by hand entry.

The RentCafe portal is up for Residents. If you need more information, please reach out and we can set up a time with you in the business office to get you connected.

We have been told that there are others that wish to join. Please reach out to the finance office and we can help set you up. You do need a log in and password to access your information.

We have offered an overall training but have not heard back if that is something residents want at this point.

Our new Web-Page, developed through Yardi RentCaffiene, is up and running. This week the old website will come down and all links will direct to the new website. The look and feel of the new website is very similar but integrates with our Yardi system especially the Customer Relationship Manager (CRM or marketing) and Rent Café.

Question: Will Yardi be compatible with a potential affiliate partner's financial platform?

- Maybe, there are a few options if we have different software: 1) we keep Yardi and integrate it with their software, and 2) they come in and put their system in and we use that.

Question: Can we get our tax deduction letters quarterly (for those who prepay their taxes)?

- This not something we can do easily, and not something that we have ever done. It would take a lot of accounting hours to benefit very few people.

### **Yardi Future Phases**

Yardi Fixed Assets and JobCost work continues. We are working on our current lists of assets to clean them up before putting anything into the new system (some of this work may be done post implementation).

We are still looking at Yardi MaintenanceIQ with CoreWorks but schedules have been hard to align.

### **2024 Heritage 990 Tax Returns**

The annual 990 Tax Returns are being worked on. We are hoping to file without an extension this year.

### **Roxana Lara, Asst. Director Life Enrichment**

- French Happy Hour with a String Trio, Thursday , July 10th 3pm in FH

- French Wine & Cheese Pairing , Wednesday , July 16th 3pm in FH **this is a limited event, requiring residents to sign up for it.**
- Town Hall Meeting with Supervisor Stephen Sherill Marina **(District 2)**  
Supervisor

July 23rd 3pm in FH.

### **Angie Lam, Director Dining Services**

- This Friday July 11th is our July Birthday Night. Please come and celebrate with your fellow residents. Happy Hour in Morgan Parlor at 5:00pm, followed by dinner at 5:30pm.
- We will be celebrating France on Friday July 18th dinner. Reservations are needed for guests and tables of 5 or more. Bon Appétit
- We have received some feedback regarding the portion sizes of food items. We do follow a standard size, however if you would like a larger or smaller portion of food, we are more than happy to accommodate.

### **Hector Arrazola, Facilities & Operations Director**

#### **June Completed Projects**

- Morgan & Perry Building Transfer Switch require test
- Morgan Building Elevator / preparation for remodeling
- Room #423P Laundry Conversion
- Friendship Hall walls patch & paint
- Apartment #235M - Shower remodel

#### **Projects working on during the month of July:**

- Morgan Building Elevator / Construction, Remodel
- Francisco and Octavia emergency annunciator system
- Morgan Building Lobby, lights motion censor
- Morgan Building front, exterior lighting upgrade
- Kitchen loading dock automatic ramp
- Apartment #328M/329M remodel/combining

### **Cortez McFarland, EVS Director**

#### **Transportation:**

Please be advised that Monday August 25th through Wednesday August 27th the Van will be out of service.

**Laundry:**

The Perry 4<sup>th</sup> Floor Laundry Room opened Monday 06/30/2025 and is now available for use. If there are any questions or concerns feel free to reach out.

**Housekeeping:**

No updates

**Bob Connolly, Sr. Sales Manager**

**Marketing:**

June 22nd SF Chronicle ad provided 67 new lead call-ins **How many of these 67 new leads will turn into a sale? Maybe 2-3 at best.**

- Marina Times Ad
- St. Vincent De Paul Ad
- SF Giants Yearbook Ad-sold 97,000+copies in first 2 months with a 6-month run time
- **In quarter 3 an ad is coming out in the Nob Hill Gazette**

**Sales:**

- Contract signing and anticipated move in date for 305P July 11th
- 235M prospect is revitalized
- Application received for 327M , completing qualification process, health screening-anticipated move-in August.

**Martha Nkhoma, Executive Director Resident Health Services**

**Falls Risk Education:**

**Causes of fall:**

**Assistive Device**

Failure to use needed devices **that are prescribed for you** (e.g., cane, walker, wheelchair) increases fall risk.

**Dehydration**

Inadequate fluid intake can lead to weakness (causing falls) and urinary tract infections (UTIs).

### **Muscle Weakness and Balance Issues**

Age-related decline in strength and balance heightens fall risk during movement or transfers. **Get up slowly, rest between lying, sitting, and standing. If too weak, call for help.**

### **Medications**

Drugs like sedatives, antidepressants, or antihypertensives may cause dizziness or drowsiness, raising the risk of falls.

### **Environmental Hazards**

Dim lighting, wet floors, clutter, uneven surfaces, and lack of handrail use can lead to trips and falls.

### **Quick or sudden turns:**

As we age, making quick or sudden turns can lead to loss of balance, increasing the risk of falls.

### **Cognitive Impairment**

Memory loss and poor judgment may prevent residents from recognizing dangers or calling for help.

Let's all stay hydrated!

### **More questions:**

1. Is Chip able to give rides when he is working at the front desk or delivering mail.
  - Rides are scheduled 24 hours in advance. If Chip's schedule is open, he often fills in as needed throughout the community. If a ride is scheduled Chip would not be involved in those sorts of jobs. He uses his "down" time from driving to support operations anywhere he is able.
2. Can staff audit the residents' health files so residents know exactly what is missing, rather than filling out every form?
  - Yes! Vada is currently working on this and will be in touch with residents alerting them to exactly what is needed to complete your medical file.