

CHARLESTOWN'S THINGS IN GENERAL

Volume 2, Issue 1

2012

A WORD FROM THE DIRECTOR

As we spring into this new year I would like to take a moment to reflect on the accomplishments of 2011. We refurbished the elevators in Buildings 1, 2, 4, & 5. There was a total of four brand new elevators added, one in the Building 8/9 Link, one in the Chapel Court/Parkview Link, one at the Herbert's Run main entrance and one at the Brookside main entrance. We also held five General Services Town Hall meetings. Thank you to those who attended. Please join us again this year for our Town Halls as we continue to communicate General Services news to you.

2012 is well underway and it is going to be another great year for both General Services and the campus as a whole.

Construction has begun on projects that we have been eagerly anticipating from the strategic planning office. Demolition is underway in Building 3 (Edgewood) and Charlestown Square. The pool has been removed and the construction company is continuing to form the extension of the foundation footprint. A larger pool and expanded Charlestown Square will fill in that space with many enhancements and improvements. We greatly appreciate your patience during this process. We were also very lucky with the weather over this past winter; little or no snow and warmer than usual temperatures; both of which helped keep construction pretty much on schedule.

Moving forward, please check your cubbies daily for General Services news and information regarding water shut-downs, upcoming Town Hall meetings and events, and community project updates.

Sincerely,
Joe Neault

General Services Director



General Services Leadership Team

Victor DiPaola—
Sr. Services Manager
Communications, Security,
EMS, and Transportation
x 88 14

Kevin Crawford—
Sr. Maintenance & Engineering
Supervisor
x 8394

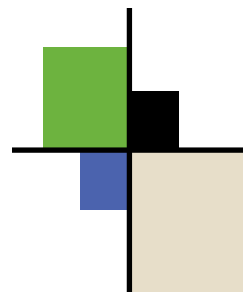
Michelle Fenn—
Housekeeping Supervisor
x 8559

Rose Suter—
Project Manager
Apartment Modernizations &
Combinations
x 8337

Joe Lenox—
Project Manager
Campus Renovations and
Special Projects
x 8475

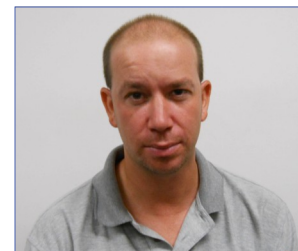
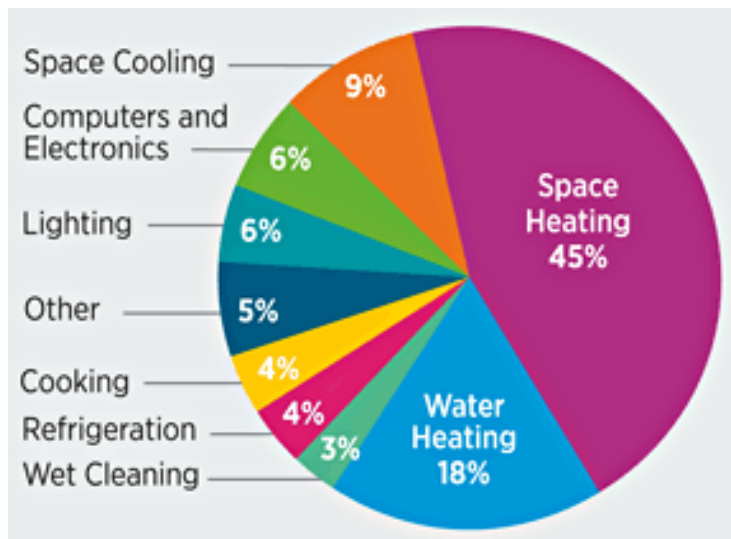
Pat Watsic—
Grounds Supervisor
x 8600

David Schuch—
Transportation Supervisor
x 8254



MAINTENANCE—ENERGY SAVING TIPS

1. Compact fluorescents can use 75 percent less energy.
2. Set thermostats back at night or when you leave the apartment.
3. When using washers and dryers try to use full loads.
4. Air dry clothes.
5. Try to turn the A/C up a degree or two in the summer.
6. Set the thermostat in the refrigerator to low or medium. The more food that you have in the refrigerator and freezer the less it will potentially run. The frozen and chilled food actually helps keep the compartments cool.
7. Keep incandescent lights and electric equipment turned off when not in use. Especially in the summer this will cause added heat load to the air conditioning.
8. Try not to run exhaust fans any more than needed.
9. Air dry dishes instead of using your dishwasher's drying cycle.
10. Plug home electronics, such as TVs and DVD players, into power strips; turn the power strips off when the equipment is not in use—TVs and DVDs in standby mode still use several watts of power.
11. Take short showers instead of baths and use low-flow showerheads for additional energy savings.
12. Check to see that windows and doors are closed when heating or cooling your home.



Kevin Crawford

SECURITY—FIRE ALARMS

Recently Charlestown has experienced a higher incidence of false fire alarms in various buildings on campus. Some of the alarms can be attributed directly to the construction work and a few incidents were caused by a malfunctioning system. We always strive to have any malfunction repaired immediately. When BFPE (our contracted fire company) indicates their response may be delayed our security department will begin immediate fire watch rounds in an effort to be proactive. With the recent construction several of our older fire panels are being replaced with new mod-

ern systems. Due to the new fire panels being installed we anticipate having fewer false alarms at the conclusion of current construction than we experienced prior to the commencement of construction.

We are fully aware of the annoyance, disturbance and fear a fire alarm can cause and we thank you for your patience and continued support. If there were an actual emergency you would be immediately instructed over our public address system, alert line, Channel 970 and if time permits by reverse 911 system. Although we know an

alarm can cause anxiety we must ask that you refrain from calling the Building 1 front desk when an alarm is sounding unless you have an emergency. Desk personnel must answer every phone call to ensure no one is calling with an emergency. Therefore, when people call to inquire as to the alarm this prohibits the desk specialist from putting out a timely public address announcement, alert line announcement and Channel 970 announcement.

GATEHOUSE UPDATE

Recently we have hired Anthony Wright to work at our gatehouse Monday-Friday 7AM-3PM. Anthony's welcoming smile and genuine caring disposition has added a whole new dimension to the first impression visitors, family members and perspective residents experience from the moment they enter Charlestown. We feel that having someone like Anthony at the gatehouse on a consistent basis adds continuity, familiarity and a feeling of ownership and pride in the efficient functioning of the gatehouse.

COMMUNICATIONS

Your Charlestown Communications Department would like to welcome the following new employees: Grace Berrie, April Larry, Joanne Yeager.

We would also like to congratulate the following employees who have graduated from college and have found jobs in their respective fields of study: Aramide Ajayi, Brittany Hall.

By the way, Aramide and Brittany will continue to work here at Charlestown in a flex/PRN capacity.

EMS

We would like to remind residents how important it is to update your vial of life forms. Updates should occur in the spring, fall or with any changes in your medicine or health. Forms are available at all front desk locations or by contacting EMS@ 410-737-8838 x8089



Vic DiPoala

HOUSEKEEPING—RECYCLE

APRIL IS RECYCLE MONTH

On April 22 we will be celebrating Earth Day, the day we remember that the earth is our home and we need to give it all the love and care that we can. This is why we have designated it as Recycle month.

Please watch for Recycle Skits on TV channel 972 and be sure to watch the Recycle Call In program 10 AM on April 10.

Michelle Fenn (Housekeeping) has placed Recycle displays in all the lobbies; be sure to check them for the latest information on recycling.

The Conservation Committee is keeping close watch on the Recycle tonnage that we send to the Recycle Center. Charlestown is doing well; but with the help of each resident we can do better.

Let's go green this April and make this the greatest recycle month ever.

Beyond recycling there is much that each of us can do to help make our planet green.

Instead of throwing that unwanted mail in the trash can, we can place in our recycle bin.

We can run the washing machine or dishwasher with a full load and at

night (after 10 PM--just before we go to bed) and Saturdays and Sundays when the electricity rates are lower.

We can make certain that all the lights are turned off when we leave our apartment and unplug appliances that are not being used.

We can keep the thermostat one degree lower in winter (wear a sweater) and a little higher in the summer (wear light clothing).

When we are going to be away for a few days, we can adjust the thermostat; it only takes a few minutes to get your apartment back to the temperature we enjoy;

Many of us waste water by letting it run too long; The United States has an adequate supply of water but we are very wasteful. We encourage you to think of ways that you can save water.

We need to remember to put recyclables outside our door on recycle day; before we throw something in the trash we need to ask ourselves, "Can it be recycled?" When in doubt, put it in the recycle bin.

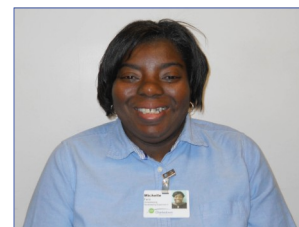
This, of course, is only an introductory list. Undoubtedly, you can think of other ways to save. If each of us will THINK about our natural

resources and how we can help conserve them, we will make a significant impact on Mother Earth.

We congratulate Charlestown's administration for its efforts to "Go Green." Some changes take time simply because we have "never done it that way" before, but our continuing efforts will bring significant changes in years to come.

Charlestown, keep all your conservation efforts strong!

The Conservation Committee



Michelle Fenn



HOUSEKEEPING REMINDERS!

1. We now accept select charge cards: Visa, Mastercard, Diner's Club, and Discover as a form of payment for Housekeeping services and Guestrooms rentals.
2. Gift Certificates are available for purchase in the Housekeeping Department
3. Please give us 24hr notice in advance for cancellation of any Housekeeping services.
4. You can call the office to give permission for Housekeeping staff to enter your residence while you are not home for your scheduled appointment.
5. Housekeeping Staff is only allowed to use Charlestown approved chemicals for cleaning.
6. Housekeeping can clean your blinds or iron your clothes. Contact Housekeeping for pricing.
7. There is a charge for small/large package and furniture delivery.
8. We do not shampoo/clean scatter and oriental rugs
9. **Pets are not allowed** in the Guestrooms.
10. Please do not put your trash out on non-scheduled trash days including recycling day.
11. Do not put **plastic bags** in recycling or **put your recycling items** in **plastic bags**.
12. **Plastic bags are accepted at your local grocery stores.**



GROUNDS

The grounds department garage is located along the loop road just before the Herbert's run residential building. The building is surrounded by a wooden stockade fence; where transportation parks all the campus shuttles and the trash compactor is located for housekeeping to dump all of the communities' trash.

Throughout the year, the grounds department performs many different jobs, and helps with special events that take place on campus, however, our primary goal is to enhance and maintain the beauty of this campus.

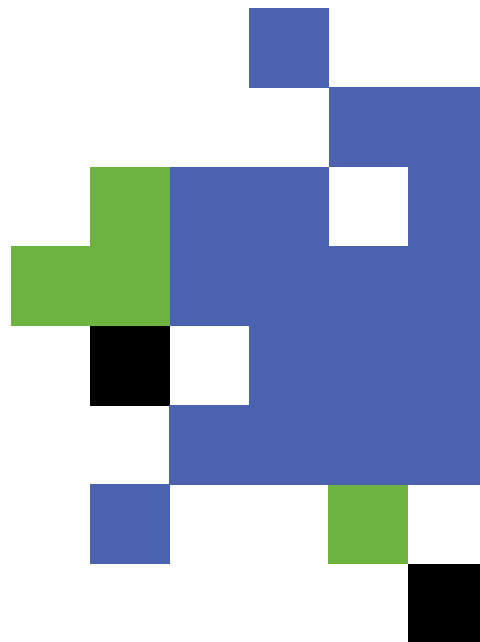
Maintaining all common flower beds with rotating seasonal flower plantings, plus maintaining the ball field, the resident gardens, Memorial woods area & Nature trail in the spring and summer, leaf removal and cleanup in the fall and snow removal in the winter. Seasonally, we maintain all patio furniture, benches, pond maintenance, and exterior curb painting and stripping of parking lots. We maintain the interior houseplants in many of the dining rooms and lobbies and whenever a resident needs assistance with their inside plants. Also, offering convenient spring and holi-

day plant sales for the residents, lawn care (aerating & renovating), and decorating the entire campus inside and out for the holidays. We also are responsible for trash pickup of all exterior trash receptacles, 6 days a week.

In addition, we coordinate and maintain the reserve parking records and update the signage, also, keeping record of monthly fuel usage, and monthly financial reports. Grounds receives all pest control calls and creates a work order for the contracted pest company to handle.

CUSTOM INTERIORS

Great News! The Custom Interiors Department is offering great savings on walk-in tubs and blinds. For more information please call Custom Interiors @ 410-737-8838 ext.8392. Don't miss out on these huge savings!!



PROJECT MANAGEMENT

The Project Management Team is comprised of two Project Managers, Rose Suter and Joe Lenox. Rose serves as the immediate supervisor of the team responsible for the Apartment Modernization, Apartment Combination and Apartment Reoccupancy activities along with any contractors needed. She schedules all work, oversees current activity and interfaces with prospective residents related to this mission. Joe is responsible for the Life Cycle Renovations and Special Pro-

jects that occur throughout the community. He is responsible for the contractual arrangement with necessary trades related to renovations/special projects. Joe also serves as the liaison to residents and staff as part of the Strategic Construction that occurs. Rose and Joe also serve as backup to each other and assist with tasks required in the planning of projects.



Rose Suter



Joe Lenox

FACILITIES COORDINATORS

As we enter into the Spring months we would like to spread the word with a couple friendly reminders regarding Birdfeeders / Bird Baths, and Garbage Disposals.

Birdfeeders / Bird Baths

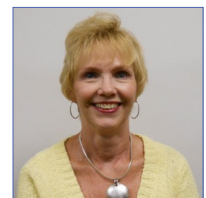
Birdfeeders are permitted, as long as they are 30 feet from the building as they tend to attract mice and other rodents. Bird baths are permitted as long as they are kept clean to avoid mosquito problems.

Garbage Disposals

Please make sure to run your disposal with a moderate to strong flow of cold water and avoid pouring grease or fat into your disposal or drain. The only things that should go into your garbage disposal are things that are left over after you scrap your plate into the garbage can. *“When in doubt, throw it out.”*



Jason Dennis handles Buildings 1, 2, 4, 5, 7, 8, & 9, Chapel Court, Parkview, Caton Ridge, and Harborview. (x8437)



Julie Colburn handles St. Charles, Herbert's Run, and Brookside. (x8345)



Steve Hall handles Renaissance Gardens North, South, and Terrace. (x8924)

TRANSPORTATION—EMPLOYEE SPOTLIGHT

BY DAVE SCHUCH



Meet your Transportation Dispatcher.: Renee Jones

Renee started working at Charlestown as a driver in October of 1999. I met Renee while I was working part time at The Store on Frederick Rd. in Catonsville. She was a cashier and I could tell right away that she excelled at customer service. I knew that she was looking for more stable work so I talked with our manager Jim McClure and told him I thought she would fit in well with our department. After interviewing Renee, Jim agreed and the rest.... well is history. Renee was an exceptional shuttle driver and was quickly promoted to evening team leader. When the dispatcher position opened up in May 2005 she expressed an interest and we knew that she was perfect to take over this important function within the department.

Renee is the mother of Warren, William, Robert & Shanee and answers to the name Mom-Mom to her beautiful grandchildren Tyler, Destinee & Morgan. As you can see by the picture, Renee looks way to young to be a grandmother. Renee lives in Brooklyn and spends her free time taking long walks, spending time with her family and listening to music. She also tells me all the time that she loves coming to work!! Renee loves to hear from her residents and she can be reached Monday thru Friday 7:30 am until 4:00pm at ext. 8448.

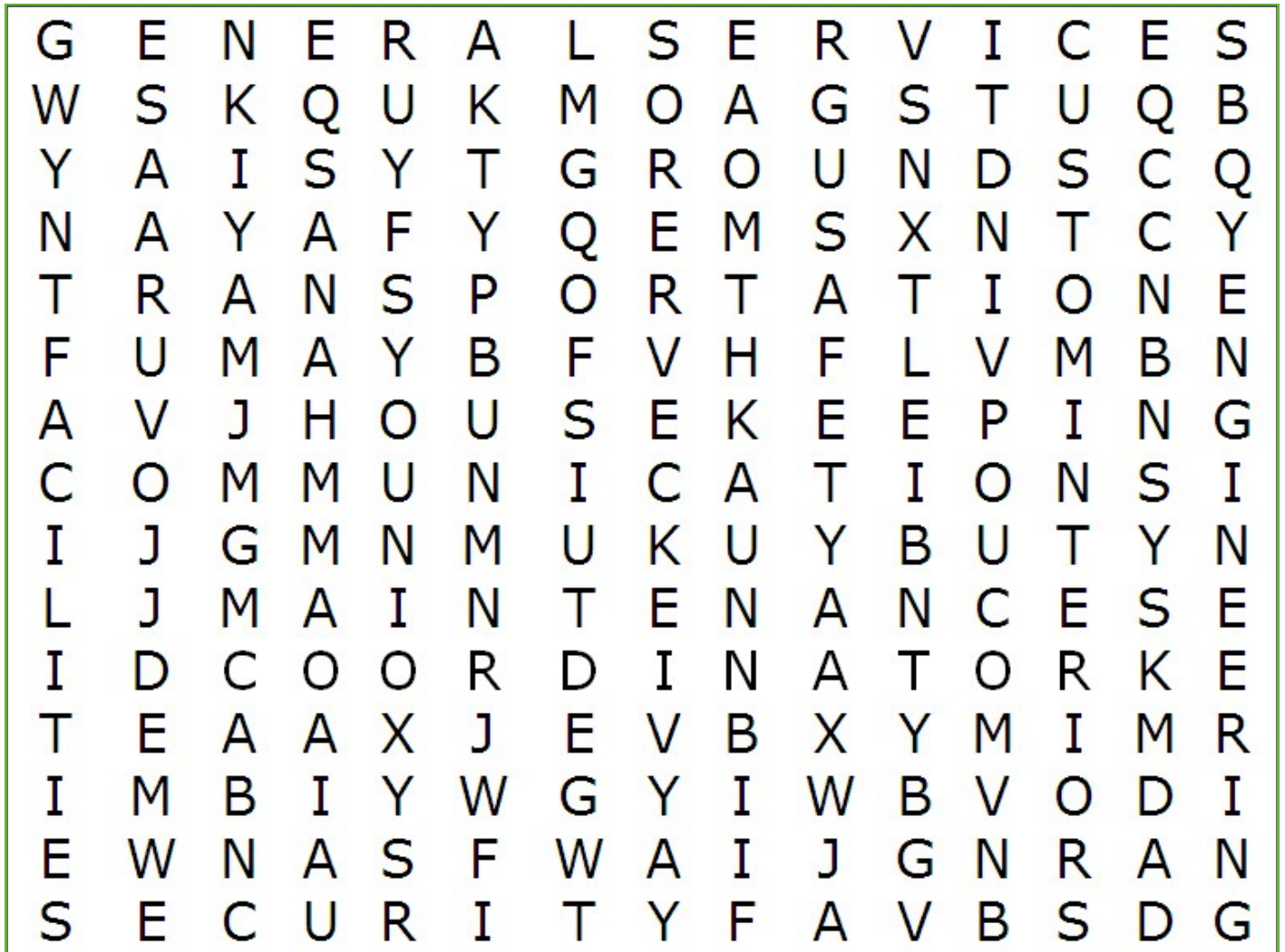
TRANSPORTATION—IN THE HEADLIGHTS



We have been getting a lot of feedback from our residents concerned about the time it takes the campus shuttle to complete its loop of the campus. When we started the service in 1995 it took about 20 minutes to complete the loop, we now find this same service is taking 10-15 minutes longer. We gathered our team, department management, supervision, team leaders and drivers to see if we could ascertain the reason this has happened. Our consensus is we are spending more time loading and unloading large walkers with baskets filled with all sorts of different items and they do not fold easily to be stowed properly. We understand many of our residents are dependant on walkers to get around campus and we are extremely sensitive to this fact. We are asking those of you who are able, to use smaller, easily folded walkers that also do not support baskets. We are looking into making a few of these walkers available at each of our lobbies for those of you who do not have this smaller, simpler walker. Below are examples of the two types of walkers referenced above. The one on the left is a deluxe walker with a basket; it does not fold easily and takes up a lot of space on the campus shuttle. The walker on the right is a simple walker that folds easily and is also stowed with ease; we can also carry many more of these on the campus shuttle. With the cooperation of our residents we feel that together we will be able to decrease the time it takes our campus shuttle to complete it's loop.



GENERAL SERVICES WORD SEARCH



Housekeeping

Maintenance

Safety

EMS

Custom Interiors

Engineering

Transportation

Communications

General Services

Security

Grounds

Facilities

Coordinator

