

Heritage Heights Resident Association Minutes
June 10, 2026 2:00 TAD'S

Welcome: Rick Woollett, Chairman, welcomed all to our meeting.

Invocation: Rev. Kimberly Wootan read "I Happen To Be Standing" by Mary Oliver. Michelle DeCosta announced her planned retirement in August and invited residents wishing for a visit from her to call.

Introductions: Rick introduced Carolann Wais, Vice Chairman; Gail DiMaggio, Assistant Vice Chairman; Betsey Patten, Secretary; Marty Graves (absent) Treasurer.

Secretary's Report: There were no corrections received for the April 8, 2026 meeting. Betsey thanked Nan Kaplan and Carolann Wais for proofing her minutes. Dianna Maffucci moved to approve the minutes. Drinelle Michaud seconded. Motion carried.

Treasurer's Report: Rick read Marty's report. The beginning balance for May, 2026 was \$4161.53. Total expenditures were \$388.94. The remaining balance is \$3772.59 The complete report is posted in the display case located in the south corridor in Barrows. Report accepted.

Introduction of New Residents: Gail introduced the following residents:

Christine Riley from Manchester, moved into unit 9A in April. Her sponsor is Val MacLean.

Gail Blanchard from Hooksett, moved into 32E in April. Her sponsor is Maria Ashton.

Standing Committee Reports:

Dining: Judi Waldert reported that year 2025-2026 was a very successful year. The number of meals continues to increase each month. Immediate feedback to dining staff is helpful. You can return any food that you dislike to the serving line and it can be replaced. The upcoming Dining Events are: **Night at the Four Seasons** on June 19 and the **Hawaiian Theme Dinner** on June 26. The menus are posted on the Dining Bulletin and the Portal.

Programs: Pat Woollett noted that the summer entertainment and socials are listed in the News & Previews which will include the Strawberry Festival, HHH Celebrates America 250 (which will replace the community wide birthday party this year) and the Annual Ice Cream Social. Also the Hopkinton Town Band Concert will be held on Saturday, June 20 at 2:00 with Ice Cream novelties served at 1:30 at TAD'S. The Sunflower Festival information may be found in the Summer Programs brochure.

Library: Janet Zeller stated that any resident may request buying a book by filling out a form located in the library. Orientation to learn about what is happening at the library will take place June 8 at 1:00 and at 2:00 there will be information about the Concord Library's Talking Books program. Another program on June 24 at 2:00 will be featuring Laura Kroy's "Shopkeeper of Alsace". Laura will be available for signing her book. Mike Byrne talked about "BARD" which means Blind And Reading Disabled. Jane added that BARD is part of the Talking Books program for those residents who need help with reading books. Mike can listen to books and also have the books connected to his hearing aids.

Grounds: Carol Knieriem read Wayne Martin's report. The Grounds committee meets the second Monday of each month March through October at 2:00 pm in the Barrows Dining Extension. There were requests for 6 in ground plots for the south end and 1 request for the north end. There were 40 raised beds requests for the south end and 10 requests for the north end. All were set up and labeled. There are 2 gardens carts, 1 wagon and 2 wheelbarrows. They are stored inside the white plastic fence just outside the south entrance to Barrows. Please use them and return at the end of each day for others to use. Members of the Grounds Committee tend, water, and weed the circular garden between Garden Suites 50 and 51, the garden by the croquet court, and the garden by the Peace Pole. The large flower pots by the front, west, and south entrances to Barrow and by the main entrance to TAD'S place are also watered and tended by members of the Grounds Committee.

Out of Sight: Carol Knieriem reported that the Out of Sight group meets every second Tuesday at 1:30 in the Dining Extension. The NH Blind Association will be helping with magnifiers for seeing and

reading. It has been decided to break up into smaller groups so that training on the phones and computers can be taught.

Recycling: Nan Nutt is co-chair of the Recycling Committee. Information is regularly printed in the N&P and there is a recycling quiz posted on the Recycling bulletin section located in the south wing of Barrows. There have been over ½ ton of household batteries collected and delivered to Staples, who started to charge for the battery returns. We decided that the cost of \$12-\$15 a month was the best cost in the area. Please save the large 6V batteries for the small electronic collection scheduled for September 9 and 12. The first textile collection was successful as we collected 770 pounds that won't go into a landfill. Please continue to recycle your textiles at the Apparel impact bin located by the Community Center on Canterbury Drive here in Concord. The Committee is sorry to report that the recycling of plastic pots is no longer available. We have not found a nursery or grower that wants them. The information in the HHH Handbook has been updated. There is a map showing where to recycle on our campuses that is also located on our section of the Bulletin Board in the south wing of Barrows. The committee also is helping with "move-outs" needing to dispose of items no longer needed. There is also a business called "Slowly General Store" downtown on North Main Street that provide refills for regular-use home products. Contact Nan for more information. The committee thanks all the residents who REDUCE, REUSE AND RECYCLE.

Special Issues/Presentations:

Audit Report: Tracy Judd – There were two audits this year 2026 – Trust Fund which is separate from HH and Havenwood. They take place every March. Good news – both audits were clean, no comments and no issues. This report is talking about 2025. There have been two years where there has been a two- million dollar operating loss. The strategy became to eliminate that loss by the end of 2026. The result was that the 2 million operating loss was eliminated in 2025. However one year is not a trend but this is good news for HHH and shows that what HHH has been doing has worked. How did that happen? Some more good news: The census was strong in 2025 in all levels of care. In the HSC (Health Service Center) Tracy budgeted 88 filled beds each day and the actual was 95 filled beds each day. That brought in \$1.3 million revenue that was not expected. The other boost to revenue was the Phase 2 project coming on line. Going into 2026 right now there are 346 independent living units with only 10 vacancies. The entrance fees and the rapid filling of vacancies helps to balance the budget and have funds to put back into the business. On the expense side it seems that the expenses go up about 3% each year without fail. The goal is to keep the rate increases for 2026 and 2027 to 6% or lower but inflation and cost of goods, fuel, food and services still keep going up. HHH is ahead of budget for the current five months but Tracey noted that we cannot count on this trend to outperform the budget. Tracy noted that expenses and occupancy revenue are moving targets. The hard work of cutting the budget was done in 2024 and 2025 by eliminating and realigning positions. When positions were vacated, the organization had to make difficult decisions on whether to eliminate or restructure those positions, which can impact the quality of life for our residents. The cost of staffing is 60-70% of each budget. Some more good news – In 2024 we had the bond refinancing with Citizens Bank. The Trust Fund was required to be a guarantor in the refinancing negotiations by Citizens. Now when Mike and Tracey go out for refinancing they can perhaps get the Trust Fund off the "hook" since it is designed to benefit the community and its residents. The refinancing agreement is good until 2029. The financial performance that has happened in 2025 is the starting point to be able to talk about the terms to change some of the requirements. Also this performance will allow HHH to talk with more than one bank when it is time to do so in 2027.

Questions: Bob Hegis asked if HHH was within the covenants on the outstanding loans that have been set up? Yes. The one covenant that was troublesome was the debt service ratio and HHH is now well in excess of the minimum. Eugene Shear asked if the high percentage of occupied units is based on demographics or another factor? The thought that the baby boomers would rush to CCRCs is not as

great as anticipated. HHH is very attractive to those who are looking to relocate to our CCRC and our upgraded inventory. The HSC is now being filled by HHH residents compared to patients that come from the outside who sometimes cannot pay for the services given. Barbara Lambert asked if HSC still needs to fill nursing position with agency employees that are more expensive? HHH still needs to use agency employees since it is a struggle to hire nursing staff and to keep the nurses. It still is a very tough market. Everyone is pulling from the same pool. Al Herschlag asked if there are any plans to create a capital fund to pay for the maintenance around the campus – paving, etc. Mike Palmier is looking at this issue. Right now the fire damper improvement project at the HSC will cost \$1.5 million and will be coming out of pocket for payment. Mike Byrne asked about the skilled nursing service at HSC. A person does not have to live here and be a resident of HHH to get into the HSC.

Administration: Jane Poitras give some updates about what is happening on campus. 1) A tree branch fell on the croquet field and Mark had a tree company come in and clean it up. It was also determined that some tree work needed to be done around campus, so that company will be back and use the truck that is currently parked at TAD'S. 2) HHH has advanced to the CAPPIES (Capital Area People Preference) reward. 3) Reception coverage for Saturday is now available from 10-2 to align with Saturday mail delivery. 4) Training for the Sunday church driver and that service will be available June 21. Question: Al Herschlag asked who was going to remove and replace the bushes and trees in Phase 2 on the East Side of the property and who will do hydro seeding on the slope? Jane will check with landscaping crew and Cobb Hill. There is a list that is being created for the project landscapers.

Closing Comments: Enjoy the afternoon. Diana Maffucci moved to adjourn at 3:00. Nan Kaplan seconded. All agreed.

Respectfully Submitted
Betsey Patten, Secretary