

Waite Rug Resident Meeting Minutes

DATE

September 17, 2025

TIME

10:30am

RESIDENTS IN ATTENDANCE

14 residents & 3 caregivers/family

STAFF IN ATTENDANCE

Brittany James (Property Manager), Erin Reismann, CSW (Social Service Coordinator), Lori Duclon RN (Housing Nurse)

BRITTANY REPORT

- **Parking Lot:** Brittany is in the process of reorganizing the parking lot to assigned parking for tenants only for better monitoring. There was a lot of questions and concerns brought up regarding caregiver parking, handicap parking stalls and how parking spaces will be assigned
- **Cigarette Butts:** She asked if they please be placed in the appropriate receptacles and not just thrown on the ground. Tenants brought up that they need a new receptacle at the entrance on the West side of the building. It is maintenances responsibility to clean the butt cans.
- **Picnic Tables:** She asked that tenants please do not move the picnic tables from there designated spots
- **Recertifications:** Brittany discussed that the recertifications have been moved to a month earlier because of changes in the rules on rent calculations. She reminded everyone when you have your recertification you must make sure that the documents are for the month of your recertification. She also reminded everyone that when the new SSI and SSA letters come out at the end of this year to make sure you bring them to the office right away so a copy can be made before it is possibly lost.

RESIDENT CONCERNS

- **Teenagers bullying tenants:** It was brought up about a group of teenagers bullying tenants on the east side of the building as well as throwing cigarette butts on our property. Brittany encouraged the tenants to call the police
- **Cameras in the parking lot:** Due to issues happening in the parking lot, it was asked about cameras in the parking lots. Brittany informed them it was in the 5-year plan.
- **Maintenance:** It was asked if a new maintenance person has been hired since Scott's departure. Brittany informed everyone that no one has been specifically hired for Waite Rug at this time but that we have current maintenance staff covering the building. It was encouraged to put in a work order if anything needs fixing and maintenance will be dispatched as needed to address issues.
- **Dusting/Cleaning the High Ceilings:** Several tenants voiced that it is very hard for them to appropriately clean and dust the high ceilings, windows, beams and ceiling fans. Brittany stated that she will reach out to the Executive Director on this issue.
- **Paint Coming Off Walls:** A tenant brought up that paint was chipping off their walls due to the brick underneath. Brittany encouraged tenants to make sure to put a work order in right away for chipping paint.
- **Winter Weather:** Several tenants brought up about issues that occurred last winter season in regard to plowing, ice building up and shoveling. Brittany will coordinate with maintenance on snow removal for this upcoming winter, make sure salt buckets are out and reassured residents that ice issues have been addressed in the 5-year plan
- **Dead Trees:** A tenant brought up concern with 2 dead trees in the west parking lot area. Brittany will consult with maintenance on how to proceed.
- **Meeting Minutes:** It was reported that the resident meeting minutes were not on the Oshkosh Housing Authority website from the last meeting. Erin will contact Dylan and reassured everyone she will ensure moving forward they are placed on the website.

- **Television in the Theater:** A family member brought up that at another building they have a theater room with a working TV where Waite Rug has a TV but it does not work. There is also no WIFI in the theater as well for possibly streaming TV. Staff will investigate this more.
- **Vending Machines:** It was asked if Waite Rug could get a snack and soda machine. Staff will explore more.
- **Theater Room Lights being Kept On:** Tenants asked one another if use the theater to please make sure they turn the lights off when they are done
- **Fire Department:** It was asked for fire protocol at Waite Rug so Erin will explore having the fire department to come in at the next meeting to provide education.
- **Outside Windows:** The outside windows are dirty, and the tenants would like to have them cleaned

LORI DUCLOM REPORT

- Lori explained her role as a Housing Nurse at Waite Rug to include but not limited to: pill set up, check in with the resident when not feeling well and checking blood pressures. She is also here once a month for a nurse open hour in the office.

ERIN REISMANN REPORT

- **Role as SSC:** Erin gave out a handout of examples of what she can help tenants with as the new Social Service Coordinator. She encouraged anyone needing assistance to come see her during open office hours or call her to set up an appointment.
- **Medicare Open Enrollment:** She discussed what open enrollment is and when it is. She encouraged anyone who wishes to review their plans to come see her.
- **Flu/COVID Shot Clinic:** She is working with Hometown Pharmacy on Murdock to coordinate a clinic at Waite Rug hopefully in October so encouraged tenants to watch for a sign-up sheet
- **Activities:** Erin let tenants know that she cannot be an activity director but can help tenants set up activities in the building. Discussed possible activities and gatherings and encouraged anyone interested in facilitating an activity to talk to her

NEXT MEETING

Wednesday October 19th at 10:30am in the Theater Room