

## Court Tower Resident Meeting Minutes

**DATE & TIME:** Monday January 19, 2026 at 1:30pm

**ATTENDANCE:** 24 tenants along with Emma Boushele, Katie Reichenberger & Erin Reismann CSW

### ERIN'S ANNOUNCEMENTS

- **Homestead Tax Credit** ~ Erin is working with the other SSCs in the agency to get the AARP tax people to coordinate a time for them to come to Court Tower as well as our other buildings so they can help tenants complete their homestead tax credit. Discussed what Homestead Tax Credit is and who can file. Encouraged everyone to watch for signs on when they will be coming to Court Tower.
- **Volunteer Needed** ~ Erin is seeking a volunteer to help hand out newsletters each month to those that elect to get paper newsletters. Phyllis Havens volunteered.
- If anyone would like to get a newsletter delivered to their door or get each month by email, please talk to Erin.
- **Tenants Ambulance Calls** ~ If you go in by ambulance or in the hospital for a couple days or if you see your neighbor go out by ambulance if you can please let the office know so that Erin can follow up with them and help with the discharge process but also so we know if they are not in the building as Katie and Erin have had to do a couple welfare checks when caregivers show up or tenants are concerned in not seeing someone around for several days.
- Erin will be giving out letters to meet with tenants once a year to update her file which is separate from your tenant file with Katie. Please respond to those letters and set up a time to meet.
- **Fire Safety Presentation** ~ will be held in the dining room on January 26<sup>th</sup> at 1:00pm so all were encouraged to come

### EMMA'S ANNOUNCEMENTS

- With Josh being out for health reasons at this time, she is looking for a volunteer to help clean out the recycling bins on each floor. Jill Johnson volunteered to do this task.

### KATIE'S ANNOUNCEMENTS

- Katie wanted to extend a thanks to all who came to the holiday party.
- Indoor Farmer's Market – she brought in pamphlets letting people know about the indoor farmers market
- She is working on getting her garage waiting list up to date. You do not need to have a vehicle to have a garage so if you want to be on the waiting list please let her know.

- **Smoking in garages ~ she is looking into the rules to see if there is something in writing indicating that you can not smoke in your garage.**
- **Please pick up after your dogs**
- **Reserving Common Areas ~ she is making up a list of what extra common area rooms we have in the building and on which floor they are located. These rooms can be reserved by a tenant at no cost by letting the office know.**
- **Please use the complaint forms located outside of the office to report a lease violation or complaint. If Katie is not aware something is happening she cant correct it.**
- **With the cold weather coming, there might be more unhoused individuals that might be seeking refuge out of the weather in the common areas of Court Tower. If you find someone sleeping in the common areas, please call the non-emergency police number. People might walk in behind tenants and she asks that you do not create a confrontation with the person for the tenant's safety. You can not pull the door shut behind you due to the automatic door opener.**
- **Key Keeper ~ Nancy S is our key keeper for Court Tower but please be respectful of her time. She is not allowed to let in caregivers. She does not have access to any garages. She does not have any set hours so if she is gone and can not let you in, you will need to call after hours maintenance if it is after office hours and staff are gone for the day. This might result in a charge.**
- **Reasonable Accommodations~ Staff can consider accommodations if you put in writing along with a doctor's note. There is a difference verses need and want that will be considered.**
- **Falls on Property ~ she refreshed the tenants that if you do have a fall while on property (besides your apartment) (aka common areas, parking lot, etc.) that you make sure you report to the office right away as an incident report needs to be completed and sent to the main office.**
- **Bed Bugs ~ We have no cases of bed bugs in the building at this time.**
- **Josh is out of work at this time so Emma and other maintenance will be completing work orders.**
- **Mel retired from the building so she is no longer on the 4<sup>th</sup> floor.**
- **Snow Removal ~ It was discussed that the plow will only plow if we get 2 inches or more of snow. On the weekend they will only plow down the middle and then do a full removal of snow if still have snow on Monday. It is posted and staff will be announcing on the intercom to make sure everyone is moving their vehicles.**
- **First floor office will be open all the time now when staff are present. It was expressed by tenants that they liked the office is open now.**
- **If the heat is out in your apartment, please reach out to staff right away so this can be fixed. Katie gave permission to people to put plastic on your windows as this will help with the drafts as well.**
- **Promoted the ADVOCAP meal site**