

The Mutual 19 BEE



Published By and For Mutual 19-B

THE HILLTOP

February, 2025

Message From the President

As Always—
Communication Is Vital
For All of Us To Help
Make Mutual 19B Better

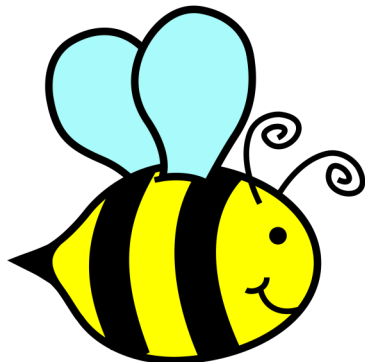
Please Let The Board
Know When You Spot a
Problem or Need More
Information About
Happenings Within
Your Community

We Can't Address
Issues That We Aren't
Aware Of

The February
Board Meeting
for Mutual 19B
will be

February 19, 2025
in Room B of the
Administration
Building

Notices Will Be
Posted In Your
Building Lobby



To Owners and Residents:

The Votes Are In—You Decided On A New Name For Mutual 19B

Welcome To

The Hilltop

100 People Voted—Thanks To All

ELKRIDGE WAY PARKING LOT STORM WATER DRAINAGE

I have just discovered that there is a Storm Water Drainage problem on the Elkridge Way parking lot. Storm Water from the property above Elkridge Way (not part of Leisure World) flows down and inundates the lot with water. During the recent cold snap, the parking lot became an ice rink and Residents slipped and fell.

I am attempting to gather information necessary to correct this problem. It is possible that Montgomery County and/or the Owners of the adjacent property may need to address this safety issue.

It turns out that this problem may have been identified many years ago, but nothing was done by the County or by Mutual 19B Boards since then to remediate the problem. I am not willing to ignore this situation. My goal is to clearly identify the problem and find a viable solution to eliminate the safety hazard and other collateral impacts. I hope to solve this at no cost to the Unit Owners of Mutual 19B.

For this to happen, we need to investigate and try to negotiate a solution without having to involve attorneys. If we aren't able to resolve it by dealing directly with the County and the other land owners, we may have to involve an attorney. This will be costly, time consuming, and possibly counter-productive. The County is likely to dig in their heels if we try to force them to spend large sums of our tax \$\$ to reconstruct the storm water management system. Typically the bureaucrats that we deal with don't react positive to "bullying" or use of "legal clout". They have much deeper pockets (our tax dollars) to fight us than we have or should use to fix this. If necessary, I will enlist our County Council to intercede on our behalf. The County Council passes the laws. The bureaucrats in the various County Agencies then interpret and enact the laws.

I will keep you informed of progress and, hopefully, a good resolution when I have more information.

Don Bonn—President Mutual 19B

Elkridge Way Parking Lot Storm Drain Problem



Drain Pipe
On
Adjacent
Property



Grass Area Flooded



Parking Lot View From Grass Area



Curb From Bldg 91 to Bldg 94



View From Bldg 93 + 94 Towards
Grassy Area





buzz (🐝) From The Board buzz (🐝)

We Have Had Several Recent Emergency Calls Which Required the Montgomery County Fire Department to Break Into Units to Gain Access—Because the Resident Didn't Have Their Key Kept at The Main Gate Security Office, Resulting in Significant Damage to the Door/Frame and Costly Repairs - Don't Let This Happen To You !!!!!

➡ DOES THE MAIN GATE (SECURITY) HAVE KEYS TO YOUR UNIT ? ⬅
We suggest that Residents provide keys for your unit to the Main Gate Security
The keys will be used in case of an emergency so that your door will not have to be damaged to gain access. The cost to repair / replace a door is substantial.
Examples of these emergencies include concerns about your physical well being or potential damage inside from a water leak , either in your unit or from another unit that may cause damage to your unit.

➡ WHEN IN DOUBT—CALL THE MAIN GATE— 301-598-1044 ⬅
If you discover a safety or potential property damage issue in your Unit, or a neighbor's Unit, or anywhere in the Mutual and you are not sure what to do
***** CALL THE MAIN GATE—301-598-1044 *** 24 hrs / 7 Days a Week**
They are trained to handle these circumstances

If You Are Going To Be Away From Home
***** Turn Off the Main Water Valve to your Unit*****
The valve is usually located in the utility closet in the kitchen
IF YOU NEED HELP LOCATING or OPERATING THE MAIN WATER VALVE – Let Us Know ASAP

Reminder
 **All Board Members and Building Reps Are Volunteers**
We Hope You Appreciate Their Efforts and
Will Consider Stepping Up To Help Improve Our Mutual 



buzz () More BUZZ From The Board buzz ()

ROBOCALLS From Mutual 19B and From Leisure World

Both Mutual 19B and Leisure World send Robocalls to alert Owners/ Residents about time sensitive issues or activities that may affect you. These Robocalls can be sent to everyone in our Mutual who has signed up to receive them. They are often sent to selected recipients (ie—just one Building if applicable). The Robocalls can be sent to up to two phone numbers for each unit.

In order to receive the Robocalls, :

**YOU MUST SIGN UP SEPARATELY FOR
MUTUAL 19B and for LEISURE WORLD ROBOCALLS
Please Contact Danesca Pineda—dpineda@lwmc.com
If You Have NOT Been Receiving Both
M19B and Leisure World Robocalls**

BOARD of DIRECTORS ELECTION 2025

All Owners will be receiving a Notice of our Annual Meeting and a “Call For Candidates” for filling three vacancies that will be open this year. Please consider running for the Board.

Requirements and Responsibilities / Duties could include :

- Complete mandatory Training Course (online) (3 hrs within 1st 90 days of election) provided by Montgomery County Commission on Common Ownership Communities. This helps you understand what the Board responsibilities and restrictions are.
- Preparing For and Attending Meetings and Workshops to help plan and manage the business of the Mutual. We are a multi-million \$\$ business.
- Occasionally attend meetings or workshops with Leisure World staff when your expertise or interest would be beneficial to the Mutual
- Help identify what can/ needs to be done to improve the Mutual and help implement plans that are created by the Board

Qualifications / Background That Could Be Useful (Not Required)as a Board Member :

- * Prior Board Experience
- * Property Management , Construction, Home Maintenance
- * Public or Community Relations
- * Communications: Written, Oral, Text Messaging
- * Computer Literacy (Email, Spreadsheets, Word Processing)
- * Accounting, Financial Mgmt.
- * Property Mgmt.
- * Ability To Be a Team Player
- * Desire To Help Make Mutual 19B - THE HILLTOP - The Best Place To Live in Leisure World



Building Reps Needed - Bldg 90 and Bldg 94

The Board of Directors Needs Your Help

The Building Representative Positions in Bldg 90 and Bldg 94 are Currently Open

We Need Residents To Step Up and Volunteer To Help Their Neighbors

An Ideal Solution Would Be For Two (or More) Residents in Each Building To Work As a Team To Fill the Void

The Ability To Communicate With Residents, our Mutual Assistant , Property Manager and The Board via Phone, Text and Email are Important Tools For This Role

Please Contact Any Board Member If You Are Willing and Able To Help Out in Making Mutual 19B a Better Place To Live

The Board Will Provide Training, Guidance and Materials That Are Needed To Be A Successful Building Representative

The Lighter Side

I Just Sold My Homing Pigeon on Ebay for the 22nd Time

Didn't Realize That I Should Know Everything By My 2nd Rodeo Seems Like A Very Low Amount of Rodeos

How To Clean A Mini-Blind
Step 1: Throw It Away
Step 2: Buy A New One

Every Morning I Tell My Wife That I'm Going Jogging - But Then I Don't Go - It's A Running Joke

Ever Notice How Many Towns Are Named After The Water Tower?

Hippos Can Run Faster and Swim Faster Than Humans
That Means The Bicycle Is Your Only Chance to Beat a Hippo in a Triathlon





ELEVATOR MODERNIZATION

There have been questions and misunderstanding about the status of modernizing our elevators. Here is a brief history:

- When Bldg 91 was rebuilt after the fire in 2020, the Board decided to modernize that elevator while the Residents were displaced. Schindler Elevator was contracted to do the modernization. No competitive bids were solicited and no outside consultant was employed to provide guidance and oversight.
- The Board then decided to start renovating the other elevators. Bldg 90 was the next one that was modernized. Once again, Schindler was contracted to do the modernization. No competitive bids were solicited and no outside consultant was employed to provide guidance and oversight. After this was completed the Board planned to move on to Bldg 88 and 89.
- In January, 2023 ,Leisure World hired Bob Brunelle to be the Property Manager for our Mutual. When he was informed of the plans to modernize elevators, he strongly urged the Board to stop and to hire an expert to provide guidance and oversight. Bob indicated that it was his experience that Schindler typically did many things that didn't need to be done and often didn't do some of the most important things when they proposed modernization. Fortunately, the Board took Bob's advice.
- The Board hired Dave Mirch, an elevator consultant with decades of experience in elevator servicing. He did an extensive inspection of all 7 elevators. It turned out that Bob Brunelle was right. Schindler did things that didn't need to be done. In addition—they did not modernize the most critical item—called the piston and jack. This is the long hydraulic rod that the elevator sits on. It isn't a safety issue, but if this apparatus failed, the elevator would be out of service for approximately 6–8 months because the parts have to be custom made and the supply chain is backed up. Mr. Mirch indicated that the piston and jack replacement should be the first phase of modernization.
- During this time frame, we discovered that Schindler Elevator wasn't fulfilling their contractual service obligations throughout Leisure World. At the end of 2023, LW hired Rajita Andrews as Legal Counsel. (She is now Interim GM). Her first assignment was to tackle the Schindler situation and make sure that Schindler was performing to their Contract. Shortly after she was hired , our Mutual President, Mike Benefiel set up a meeting with GM Kimble and Ms. Andrews to express our concerns with Schindler. Mike asked Board Member, Don Bonn (current President) to do appropriate research and to attend the meeting and present our concerns.
- We were assured that our concerns would be addressed and that Schindler would be held accountable.
- Subsequently, we had Dave Mirch prepare an extensive punch list of Schindler's deficiencies in servicing our elevators. The Board required Schindler to make the corrections at no cost to our Mutual. The Board then had Dave Mirch go back and make sure that Schindler made the corrections appropriately.
- After May, 2024 , the current Board decided to move forward with modernizations. All 7 elevators need to have new pistons and jacks installed. Dave Mirch had to do a detailed inspection and measuring of all 7 elevators. Dave Mirch has prepared comprehensive bid requirements that any bidder has to meet to be considered.
- Dave Mirch contacted several companies who are experienced in this work. He has also recently overseen this work in other Mutuels in LW. On January 28,2025, 4 companies sent representatives to take a look at all 7 elevators in order to prepare Proposals to replace the pistons and jacks. Dave Mirch, Don Bonn, Nancy Sprinkle (Senior Property Manager) and Danesca Pineda (Mutual Assistant) all attended the tour of the 7 buildings. We expect to have the Proposals shortly.
- The Board will have to make a decision, with guidance from Dave Mirch and Nancy Sprinkle on which company will be contracted with to do this project.

PLEASE READ THE NEXT PAGE TO LEARN WHAT THE IMPACT WILL BE ON OUR RESIDENTS



ELEVATOR MODERNIZATION IMPACT

The current plan is to have the piston and jacks replaced in all 7 buildings—one at a time—one right after another. The estimated time that each elevator will be out of service is approximately 3-4 wks. The order of work will be determined in consultation with Dave Mirch, based on the current condition based on a visual inspection.

Additional modernization of controls, motors, and other parts will be done after this phase is completed. The time frame will depend on recommendations from Dave Mirch, budget constraints and trying to limit the length of time that the elevator will be out of service. This may happen over an extended period of time. Our elevators are safe. The modernization is intended to extend the life of the elevators and avoid a breakdown that could disable the elevators for many months.

WHAT SHOULD YOU EXPECT WHEN YOUR ELEVATOR IS OUT OF SERVICE ?

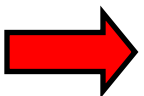
We are fortunate to have the experience of Bldg 90 being out of service for 8 wks during the previous modernization. Maureen McCleary (Bldg Rep then) did an incredible job in organizing the Residents to find out who was going to stay in the Building and who would be forced to relocate. In addition, our neighbors in Mutual 19A have shared their experiences and documents on how they organized to accommodate everyone as best they could.

Our Board is going to have to make decisions on what support the Mutual will provide. The Residents in each Building will need to work with each other to help everyone get through the burden together. The Building Rep , if they are willing and able, can be a key figure in this effort. Unfortunately, we current have 2 buildings (90 and 94) without Bldg Reps. We hope that Residents will step forward and offer to take on the responsibilities of Building Rep.

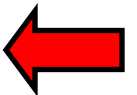
You will shortly be receiving a Survey from the Board asking which Residents on the 2nd and 3rd floors will be staying and who will have to relocate. It will also ask what help will be needed by those who are staying. The survey will also ask Residents of all 3 floors what tasks they could assist with for Residents who will need help. (Mail, Groceries, Shopping, etc)

For those Residents who will have to relocate because they are unable to use the stairs, their first choice needs to be to relocate to live with relatives or friends during the disruption. If there are any Residents who are not able to locate a place to relocate to, the Board will contact them and try to help them find a suitable place to go at a reasonable cost. This should be a last resort, if no other remedy can be can be found. The Board will have to decide if the Mutual can/ should offer any financial assistance.

Planning this project is a time consuming task and the Board needs cooperation from everyone. The Board and Building Reps are volunteers. Some may not be able/ willing to devote time to this. The rest of us will have to pick up the slack. We know that many of our neighbors are going to go above and beyond to make this work.



PLEASE RESPOND PROMPTLY AND IN DETAIL WHEN YOU ARE ASKED TO PROVIDE INFORMATION CONCERNING THE ELEVATOR DOWN TIME



The Board will make every effort to keep everyone informed of schedules, details of the work and what we need from each of you. We can utilize The BEE , Notices on your Bulletin Boards, Robocalls , and Notices distributed Door-to-Door .

We will learn as we go. If we find that something happens that wasn't anticipated, we will use that to try to avoid it on the next buildings. The entire project is expected to take 6-7 months beginning within the next few months. It should be completed by the end of 2025.



ELEVATOR Maintenance Procedures and Concerns

The Board was approached by Residents of Building 93 with concerns about the performance of their elevator and how the maintenance and service calls are being handled. This article is included in The BEE to explain to those Residents and also everyone in the Mutual how reports of malfunctions are handled and to try to make sure that everyone helps us resolve issues with elevator performance. The Board addressed these concerns at an Agenda Planning Workshop a week prior to our January Board Meeting.

UNFORTUNATELY—two Board Members left the Workshop because they didn't want to hear the details of the complaints from Bldg 93. One of them indicated that he 'hoped we wouldn't have a quorum for the January Board meeting' where the representatives from Bldg 93 would be presenting a petition to have a new elevator.

The Board welcomed the Bldg 93 representatives as the first topic addressed at the January Board meeting. We spent considerable time listening and take their concerns seriously. Don Bonn, President, has followed up with these representatives to make sure that they understand what is detailed in this article. Don has offered to hold a meeting with Residents from Bldg 93 to listen and answer questions. The representatives don't want that at this time.

Don is willing to hold a meeting in any of the buildings if the Residents request it.

All reports of problems with elevators need to be reported ASAP to Danesca Pineda , our Mutual Assistant , dpineda@lwmc.com, 301-598-1316, and provide as much detail as possible (sounds, erratic behavior, speed issues, etc). Schindler Elevator has a full time technician who is assigned to Leisure World. Nancy Sprinkle, our Senior Property Manager will contact Schindler and determine what urgency is needed for their response. An incident where the elevator is not working or there appears to be a safety issue will be escalated to a high priority, including having it addressed on weekends and holidays. If the problem is reported that is not as urgent (ie- a light being out or the speed seems to be too slow , etc) will typically be addressed during normal business hours.

Many times , when Schindler arrives to correct a problem, the elevator is working properly. They can't fix something if it is no longer malfunctioning. This has happened in all buildings and ,most likely, will continue. It is the nature of mechanical systems. Sometimes there is a malfunction that self corrects. It is like taking your car to your mechanic to investigate a noise and the noise can't be replicated when you get there.

Regarding Building 93 and their current concerns- many of the recent reports of malfunction were that the doors were opening or closing erratically . The door would open or close very slowly, or start to open or close and then stop briefly before finally completing the cycle. When Schindler would arrive later that day or the next morning, the doors worked correctly. The technician couldn't fix something that wasn't broken.

It turns out that a very likely cause of the erratic door opening and closing might actually be "operator error". The control mechanisms are set up to detect obstructions that are keeping the door from closing. If someone holds the door open manually rather than using the button on the control panel, it puts the door into a **safety mode**, sometimes called a **nudge mode**. The door will try to close but will stop and start depending on whether it senses an obstruction. The door eventually opens or closes. When this happens, the controls don't immediately reset to normal function. It can take more than one cycle for the system to return to normal. By the time that Schindler responds to our Service Request, everything is back to normal. This is very similar to when your "Low Tire Pressure" light shows up on your car. After you correct the air pressure, you have to drive for several miles before the light goes out.

Unfortunately, the Residents of Bldg 93 were so frustrated with the numerous "malfunctions" , they indicated that **they were no longer willing to report the problems** because of their perception that they were ignored. **NOTHING COULD BE FURTHER FROM THE TRUTH.** If you don't report malfunctions to us, we can't address them and have them corrected. The Residents of Bldg 93 demanded a new elevator because of the perceived and actual problems. As detailed in this edition of The BEE , the current Board is addressing modernization of all elevators. After modernizations are finally completed, these same types of malfunction will continue to occur, We know this because both Bldg 90 and Bldg 91 elevators have had extensive and expensive modernization and continue to require Service Calls to Schindler to make adjustments and/or repairs.

THERE ARE NO KNOWN SAFETY ISSUES IN ANY OF OUR ELEVATORS. THE ELEVATOR WOULD BE SHUT DOWN IF THAT WAS THE CASE.

The fear of being trapped in an elevator is understandable. It is uncomfortable and inconvenient . It is not a safety issue. All of our elevators have emergency phones or call buttons to contact the Main Gate Security if you are trapped. Montgomery County EMS will respond in a short time. We check every phone/button monthly.

If you have further questions or concerns , **feel free to contact me -Don Bonn, President** -to address your concerns. Everything in this newsletter concerning our elevators was researched and written by Don.



M19B ONLINE

Website : lwm19b.com

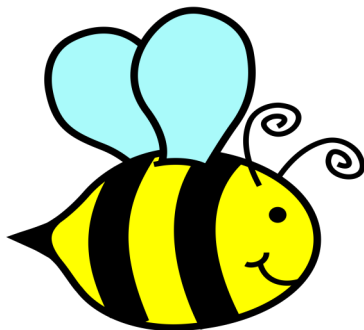
M19B is also on the
LW Residents website at:
[mutual19b.lwmc.com/
homepage/38020/home](http://mutual19b.lwmc.com/homepage/38020/home)

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