



Issues and Concerns

08/14/2018

From our initial base of 40 Issues and concerns received since March 27th, only "ONE" is open for a response. Since July 24th we have received 13 additional issues & concerns, all which are assigned appropriately.

Victory Room - Resolved

- *Overhead monitors for performances #3 #12 - LWSC Staff*
 - ✓ *Encourage more use of stage during performances*
- *Music volume #20 #25 - LWSC Staff*
 - ✓ *Will be addressed by administration*
- *Rude card players (table domination) #17 - COE Announce*
 - ✓ *Respectful of others*

Facility - Resolved

- *Restrooms #2 - LWSC Staff*
 - ✓ *Adhere to "Restroom Closed" signs during maintenance*
- *Printer access #8 - LWSC Staff*
 - ✓ *Access in Member Services - See Gift Shop for details*
- *Automatic doors #11 #16 - LWSC Staff*
 - ✓ *Budget request submitted to county*
- *Pay registration at Front Desk #32 - LWSC Staff*
 - ✓ *Meet with Social Worker on Tuesday and Thursday*
- *Inconsistent heat and air #14 #18 #19 - LWSC Staff*
 - ✓ *Heaters are not allowed - please wear a light sweater for comfort*
- *Room 106 air does not function #4 #21 - LWSC Staff*
 - ✓ *Multiple request has been submitted - Center Director will contact Facilities Maintenance Management*
- *Open gym during registration #7 - LWSC Staff*
 - ✓ *Gym will be opened on Wednesday ONLY*

Parking - Resolved

- *Parking across the lines #23 - COE Announce*
 - ✓ *Security will post pictures of auto*
- *Waiting for parking spaces #26 - COE Announce*
 - ✓ *Common courtesy*
- *Orange cone parking #27 - COE Announce*
 - ✓ *Reserved for guest coming to the center*

New Classes - Resolved

- *Knitting #10 #39 - Program*
 - ✓ *Interested members must sign-up at front desk*
- *Bowling Club #13 - COE Announce*
 - ✓ *Adhere to LWSC guidelines for clubs*
- *Flower Arrangements #24 - Program*
 - ✓ *Interested members must sign-up at front desk*
- *Nurse Assistant #29 - LWSC Staff*
 - ✓ *Reviewing the start of a nurse's guild*

Pool Facility - OPEN

- *Observe water volleyball for quest #33 - LWSC Staff*
 - ✓ _____
- *Mole in ladies' shower, floor & walls #34 #35 #36 #37 #38 - COE Announce*
 - ✓ *NO Mole, bad tile installation-legal pursuit in process*

Additional Activities - Resolved

- *More events #1 - Special Events*
 - ✓ *July 19th An Evening of Elegance*
 - ✓ *July 27th Motown Review 60' 70' 80's*
 - ✓ *August 28th Country Western Round-Up*
- *White Party #5 #9 - Special Events*
 - ✓ *Bid Whist Club is planning an event*
- *Prom ticket quantity #6 - COE Announce*
 - ✓ *Event planner will be notified*
- *Record and provide media options for all events #15 #22 - LWSC Staff*
 - ✓ *Non-proprietary productions can be done by DeKalb for Seniors, Inc., and DVD's made available to members as a fund raiser*
- *Movie Mondays #28 - Program*
 - ✓ *Starting July 30th - Sept. 10th from 3PM - 5PM*
- *Military drill team #31 - COE Announce*
 - ✓ *Adhere to LWSC guidelines for clubs*
- *Wii Bowling #30 - DeKalb County/Program*
 - ✓ *Will engage Park & Recreation to establish criteria*

Other - Resolved

- *Too many good classes on Friday #40 - COE Announce*
 - ✓ *Personal choice flexibility*

July 24, 2018 Issues and Concerns (13)

Facility

- ATM machine #42 - LWSC Staff
✓ _____
- ATM, Mini-Post Office, FedEx, UPS, Fax, Copy Service #41 - LWSC Staff
✓ _____
- Fence and signs for Garden-DO NOT PICK VEGETABLES #46 - LWSC Staff
✓ _____
- Wi-Fi address change with no notice to members #47 - LWSC Staff
✓ _____
- Fire safety, facility drills & tip for home #48 - COE/LWSC

Parking

- Parking on lower level for LWSC staff & Security #44 - LWSC Staff
✓ _____

Pool Facility

- Mats in pool area stay wet #43 - LWSC Staff
✓ _____
- Roach in locker (#58) - #49 - LWSC Staff
✓ _____
- Pool & exercise rooms open during registration #50 - LWSC Staff
✓ _____
- Hair dryers in lady's locker room #52 - LWSC Staff
✓ _____

Additional Activities

- Bingo, Nerd Day & Karaoke class #53 - LWSC
✓ _____



#45 was a THANK YOU for recycling bins



#51 - Movies @ The Lou Survey