

Standardization Outline:

How we communicate and interact with others

- First impression (gate officer, concierge)
- Email and texting
 - Uniformity/Branding
 - Font
- Constant Contact
- Informacast Emergency Communication
- Telephone
- Website neighborhood
- Resident Handbooks
- Memos and letters
- Inter-personal skills

How we serve others

- Compassionate service
- Body language (warmth and with a smile)
- Etiquette/politeness
- Responsiveness and follow-up
- Resolving disappointment
- Exceptional listening

- Going the extra mile
- Problem solving mindset
- Measuring engagement through Qualtrics
- Treat residents as most important people in the world

How our partners look/appear

- Professional attire and appearance
- Dressing for success
- Uniformity of departmental partners
- Attire for supervisors and executives
- General grooming standards
- Tattoos and hair color
- Name badges/Identification

How our campuses appear and function

- Individual community planning and layout
- First impressions
- Community access
- Grounds maintenance
- Lakes and ponds
- Security and emergency response services
- Professional attire and appearance
- Dressing for success

How our buildings appear and are maintained

- Exterior and interior cleaning
- Beautifully décor'd
- Manicured landscape
- Warm and inviting appearance
- Uninhibited access and ADA compliant
- Blueprinted furnishings
- Appropriate signage
- Common space signatures
- Resource allocation and utilization
- Utilities
- Asset management (PM Worx)

How our buildings function

- Everything works philosophy
- Standardized inspection process
- Uniform benchmarking of Facilities
- Preventative maintenance
- Capital improvements
- General organization
- Life safety
- Regulatory requirements
- Qualifications and training

How our partners operate

- Policies and Standards
- With Compassion in Action techniques

How dining services work

How Assisted Living functions

How we procure/purchase

How we ensure consistency

How we ensure uniqueness

SAMPLE

Building Appearance and Operation

Our Philosophy.....Everything works!

BUILDING EXTERIORS:

Building exteriors are always maintained in a clean state. Finishes, whether stucco, STO, hardy board, or other material shall be free of cracks and other penetrations that may permit water intrusion. Painting or surface refinishing is conducted on a 7-year cycle due to the extreme environmental elements in southwest Florida. Primary paint colors are documented in the as-built drawings and readily available in Worx Hub. Only quality paint with an elastomeric base is appropriate to help withstand the elements. Facility Directors are expected to maintain accurate records of exterior coating systems, including dates of application. Color changes are not permissible without prior authorization from the corporate office.

ROOFING:

Building roofing materials vary by building type and age. Most Moorings Park buildings are outfitted with clay roofing tiles that are affixed to a plywood base. This type of roofing system, when properly applied, has an average life expectancy of 20-years. Tile application on newer roofs most often include a foam adhesive combined with roofing screws or nails. Tiles are applied directly over the roofing membrane which provides the actual watertight envelope. Tiles are very susceptible to moss and mildew growth resulting from heavy seasonal rains in southwest Florida. Facility Directors should plan for annual soft washing of roofing tiles or application of anti-fungal growth solution. Roofing tiles are expected to be clean, free of discoloration and fully functional. Commercial roofing inspection shall be conducted on a five-year cycle commencing the date of warranty expiration. Color changes are not permissible without prior authorization from the corporate office.

SAMPLE

DOORS and WINDOWS:

Maintaining highly functional and properly fitted exterior doors and windows is critical, particularly in the high humidity climate of southwest Florida. Failure to maintain proper air conditioning zones can result in condensation and fungal growth. Functionality of doors and windows should be inspected on a recurring basis to avoid interior damage. All buildings are expected to possess either slightly positive or neutral pressurization. Essentially, this means that more air is exhausted from building access points than air introduced to the building. The reverse effect presents a negative air pressure scenario where warm, moist air enters a building via primary access points. When this occurs, outside air is met with conditioned cool environment, resulting in condensation. Buildings found with “negative” pressurization must be addressed with a sense of urgency.

Most windows and doors on Moorings Park buildings are hurricane rated. This means that the glass has been evaluated to sustain either a large or small “missile” strike from flying objects. Routine expectations should focus on glass being free of damage, proper and effective weathertight gasket fit, and unobstructed drain holes. Hurricane glass rating varies based on building age. The newest Moorings Park structures constructed in 2019 or later are outfitted with category five glass windows and sliders, while older structures are hurricane rated but to less wind velocity.

Windows, interior and exterior, are cleaned annually for all residential and clubhouse buildings. This process involves the contracted services of a specialized company possessing high-lift equipment. Facility Directors must plan for annual cleaning events and prepare residents for the anticipated disruption. The period in which windows undergo annual cleaning is determined by the Executive Director.

SIGNAGE:

Every building has an interior and exterior signage plan. For newer construction, this plan is part of the construction drawings and should be readily available for

SAMPLE

review in CAD drawings or on architectural drawings. Signage not only provides labeling for doors and spaces, but also plays a key role in life safety. For example, the details and specificity of certain interior signs provide Egress direction during time of emergency. Other signs identify important electrical and mechanical engineering spaces, while others contribute to apartment home door aesthetics for individual residents. Signage should be always in good working order. Missing or fallen signs shall be replaced as soon as possible and shall be manufactured to the exact same appearance and specification. Exterior signage is style and color coordinated by community. Like interior signage, replacement of exterior signage shall match to the same appearance and specifications.

FLOORING, WALLS, CEILING:

Building interiors shall always present a clean and crisp appearance; one that invites pride for the resident and staff. Maintaining common spaces in top condition require the involvement of every partner who enter these spaces. If cleaning discrepancies are noted, they should be brought to the attention of the assigned housekeeper. Such discrepancies may include but are not limited to wall marks, soiled ceiling tiles, dirty air vents, burnt out light bulbs, door handprints, or spotted carpet. If discrepancies cannot be addressed immediately with the attending housekeeper, then a work order must be completed to mobilize appropriate resources for addressing the matter.

Interior common spaces are repainted on a seven-year cycle but receive continuous touch-up painting as needed. Similarly, hallway carpeting is replaced on a seven-year cycle based on normal wear and tear. Occasionally, these refurbishment cycles allow for longer service life or shorter. Regardless, Facility Directors should budget for replacements or refurbishment based on defined lifecycles in Worx Hub.

Moorings Park is committed to using the services of highly skilled interior designers to décor our buildings.