



**ALDERSGATE**

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# LEARNINGS & ACTIONS

- Residents must have a voice
- Resident Finance Committee updates with CFO
- Management's relations with Residents
- Board of Directors need to hear Residents
- Board of Directors need to balance strategic planning and oversight of operations
- The Residents' Association improved communications processes

# LEARNINGS & ACTIONS

- The Residents' Association recognition as stakeholders
- The Residents' Association improved its network of Area Representatives
- The Residents' Association improved efficiency of meetings
- The Residents' Association strengthened its Liaison roles to help create a more collaborative relationship
- The Residents' Association committed to developing a collaborative relationship with Management.

# LEARNINGS & ACTIONS

- The Residents' Association gave management and Board of Directors expectations
- The President of the Residents' Association spoke at Semi-Annual Meetings calling for change
- The Residents' Association created resident support groups dealing with uncertainty
- Persistence

# SUMMARY

- Residents have rights; we also have responsibilities
- Residents must pay attention
- Residents should be clear with management on expectations
- Strive for a collaborative relationship
- Be sure excursions in finances or expectations are addressed
- Use the NC Department of Insurance resources to help

# ALDRSGATE TODAY

- New Senior Management
- New Mission Statement
- New Board of Directors
- More robust Resident Leadership involvement in governance
- Organizational restructure and cost reductions without reductions in service
- Exploring whether affiliation will help
- We have a strong leadership team
- Confidence in positive outcome