

November 17, 2020

Communiqué

New Safety and Security Manager, Neile Hicks

I am pleased to announce that Neile Hicks has accepted the position of Safety and Security Manager for Willow Valley Communities effective Thursday, November 12, 2020.

Neile is an accomplished leader and team builder with more than 25 years of experience in Public Safety and Law Enforcement. In his most recent position as Director of Security at Frederick Community College (FCC), Neile successfully managed all safety, security, crime prevention, reporting, emergency response, communications, and customer service efforts for the college. Among his many achievements, he oversaw safety and security training for all campus personnel, mitigated various campus threats, and improved the overall emergency preparedness for the college community. Prior to his position at FCC, Neile held various positions with the Maryland Transit Administration Police Force in Baltimore, MD, during which he made many significant contributions.

Neile possesses a Bachelor of Arts in Labor Safety and Health from National Labor College and a Master's Degree in Public Policy and Administration from Northwestern University. Neile also holds several professional certifications in various areas including emergency management, transportation safety, and occupational safety and health.

Neile is happily married and is the proud father of two sons and one grandson. He enjoys cooking and exercising. He can be reached at 717.464.6427. Please join me in congratulating Neile and welcoming him to Willow Valley Communities.

Jim— Jim Tracy, Senior Director, Property Management & Services

Resident Nametag Reminder

As a reminder to the April 1 Communique, we are once again asking Residents to please wear their name tags and ensure it is visible, so that we can easily identify you. This is helpful in recognizing Residents and being able to assist, especially in an emergency. This will also assist us in the management of individuals who should not be on campus and in the buildings.

Danielle— Danielle Geyer, Senior Director, Manor Campus

Glennnda— Glennnda Hart, Senior Director, Lakes Campus

(over please)

Grocery Delivery Service

Please note, there will be NO Grocery delivery service the week of Thanksgiving, on November 24 and November 26.

Tracy — Tracy Long, Transportation Supervisor

In-house Channels Broadcast on Comcast

On October 6, 2020, Willow Valley Communities held a meeting with several Comcast officials to resolve the issues with the broadcast of Willow Valley's in house channels.

On November 5, after repeated requests for updates regarding the needed equipment to resolve the issue, Comcast responded with an update. Due to Covid-19 the manufacturer was shut down and the equipment is on back order. The manufacturer is now operational however, have a limited supply of equipment. Comcast is working with the manufacturer to expedite the order, but they are unsure of the time frame at this point.

On November 11, Jim Tracy, Senior Director of Property Management and Services, received an updated agreement from Comcast that includes verbiage regarding the in-house channels. This agreement gives Comcast authorization to purchase the equipment needed to restore the broadcast of the in-house channels.

We recognize that getting the in-house channel back on for Comcast customers is important and will continue to work towards that goal. Thank you for your patience while we work to restore the broadcast of the channels.

Bob — Bob Davis, Senior Director of Information Technology