

# Presidential Ponderings - June 2024

I have had some interesting responses from residents and staff resulting from my retirement announcement a few months ago. Most have been congratulatory in nature, which I truly appreciate. One resident thanked me for all that I have done, and then concluded with “if I don’t see you around, again, best of luck!” That sort of surprised me, since I will still be around for another 7 months or so!

As I have noted previously, I still love this job and I still love coming to work every day, because I still find it so interesting. However, when I do walk out the door for the last time (next January), there will be a few things that I won’t miss. In no particular order of importance, this includes:

1. *Being “on call” all the time.* I rarely get called outside of normal work hours, but if I do, it usually is because something bad happened. Like when an escaped herd of cows invaded our campus one night! Londonderry Village is a business that never closes... not for any Holidays, not for any weather emergencies, and not for any pandemics. I have not taken a vacation in the last twenty years without taking along my smartphone and my laptop computer...just in case. That I won’t miss!
2. *Junk e-mails.* Every day I literally receive between 100 and 200 e-mails, most of them from folks who want to sell their products to Londonderry Village. Folks who want to lend us money, sell us their software, provide consulting services, be our next insurance carrier, etc. My favorite is the company that wants LV to rent their private jets (about \$3,000 per hour) for our corporate trips to Florida! I hate to tell them that most of my “business trips” are to Lancaster County and back!
3. *Early morning meetings.* Never liked them...never will. However, on my days off, I somehow make it to the pickleball courts by 7 am. That’s different!
4. *Annual resident rate increases!* Nobody likes to have their rates raised, and Henry and Jeff don’t like being the bearers of bad news. Sadly, it does need to happen. When I used to do accreditation reviews (across the USA) for retirement communities, those organizations that did not have annual rate increases were downgraded because they were seen as being financially vulnerable.
5. *Trash and landscaping issues.* This does seem to be a Londonderry Village thing. At the communities that I previously led, the resident complaints were mostly about service issues in dining and nursing care. Here at LV, I mostly field concerns about weeds, recycling rules, and garden plot rules and etiquette. I guess the food and the nursing care must be fine!



*Thanks for Listening,  
Jeff Shireman, President*