



July 2020

Roland Park Place  
METROPOLITAN SENIOR LIVING

# THE METROPOLITAN

At the Intersection of Who You Are and What You Love







## MONTHLY NEWS FROM THE TEAM

Stately homes, majestic trees, delightful neighbors.

Greetings Charter Members,

We hope your summer is off to a pleasant start. While the past few months have been a challenging time in the world in ways we might not have imagined just a short time ago, we are grateful for your continued support of Roland Park Place and The Grand Expansion. We are looking hopefully toward a brighter, healthier, and more peaceful season ahead.

As always, the protection and wellbeing of our residents and staff remains our highest priority at Roland Park Place. We are pleased to report that, currently, there are no active cases of COVID-19 at any level of care across campus, and we still have found no positive cases to date within independent living. For the latest updates, see *Prioritizing the Safety of Our Community*.

Thanks to your enthusiasm and your bold vision for your future, our Roland Park Place family continues to grow as construction of The Grand Expansion progresses according to schedule. With move-ins just a year away now, we are thrilled to report reaching new milestones, including approaching the completion of work at the front entrance and entryway paving. See the *Community Updates* section of the newsletter for the latest updates.

Speaking of move-ins fast approaching, in this month's *All the Buzz About Moving* column, meet Kathi Fredendall, Moving Station's Vice President of Client Relations. Kathi shares some of the highlights of Moving Station's signature program, Moving Made Easy®, which is designed to alleviate your concerns and answer your questions related to your future move.

See the *In the News* section for some inspirational photos and video about Roland Park Place's own special graduation ceremony held for our dedicated young dining employees who graduated from high school during this challenging time. We want to recognize them for their hard work and devotion!

Finally, we encourage you again this month to reach out to your future neighbors and friends! If you haven't already, please fill out the survey in *The RPP Social Scene* section to share your contact information with your future neighbors. We'll add it to the growing Charter Member directory. And while you are in *The RPP Social Scene* section, enjoy a couple of photo highlights of our July 1 Coffee & Conversation event with Sam Guedouar.



Warmly,  
**THE ROLAND PARK PLACE TEAM**

*Clockwise from top-left: Anthony Cinotti, Sandy Stafford, Darren McDonnell, Becki Bees, and Liz Friedman*



"Power at its best is love implementing the demands of justice. Justice at its best is love correcting everything that stands against love."

- Martin Luther King, Jr.



# Prioritizing the Safety of Our Community

Roland Park Place Continues to Protect Against COVID-19



We are pleased to report that, at this stage, we are not experiencing any outbreaks and there are no active cases of COVID-19 at any level of care on the Roland Park Place campus. Thankfully, we have found no positive cases to date within independent living.

As always, we continue to monitor the situation and adapt accordingly in order to maintain the highest level of health and wellness for our residents and caregivers. For the most current information, visit [rolandparkplace.org](http://rolandparkplace.org).

If you would like to receive daily updates providing information about how RPP is responding to and managing developments around COVID-19, email Heather Young, RPP's administrative assistant, at [hyoung@rpplace.org](mailto:hyoung@rpplace.org) and ask her to add your email address to the distribution list.

Please remember that we are in this together, and your safety remains our highest priority, both now and in the future.

Warmly,

The Roland Park Place Team



# Community Updates

What's New at Roland Park Place?

The Grand Expansion



*Front Entrance and Entryway Paving Near Completion*

Again this month, we're pleased to report that The Grand Expansion continues to progress according to schedule, and the projected completion date for the new independent living residences is July 2021. So, this time next year, we'll be starting move-ins! In late June and early July, we completed first- and second-floor concrete pours, with third-floor pours underway! And work at the front entrance, including the entryway paving, is almost wrapped up.



# All the Buzz about Moving

Brought to You by Becki Bees

## Meet Kathi Fredendall, Moving Station's VP of Client Relations

With a background in corporate relocation, Kathi Fredendall knows a thing or two about moving. So, when she joined the Moving Station team as Vice President of Client Relations in October of 2018, she brought a wealth of knowledge and experience with her. As VP of Client Relations, she serves in an account management role. Above all else, Kathi is a relationship builder, making sure that communities like Roland Park Place have their needs met, and ensuring that all of RPP's future residents receive services to move them seamlessly through the moving process.



Since 1995 when Moving Station was founded, the company's team of national relocation experts has worked for more than 500 senior living community developments or expansions and has helped 90,000-plus future residents and their families with the moving process.

### Moving Station's Rules-of-Thumb for Downsizing Your Kitchen

1. Get rid of multiples; keep the one that is your favorite and/or has the highest quality.
2. Take photos of sentimental items that you will be donating or gifting.
3. Start using your "good" china and crystal as your "everyday" dishes and glasses.

Moving Station's signature program, Moving Made Easy®, provides a number of services, starting with the assignment of a complimentary Personal Relocation Manager (PRM) to provide support, education, and advocacy throughout. A future resident's PRM, who serves as their day-to-day contact, helps with all the key aspects of a move, including providing real estate expertise, tips and tools for "rightsizing," and organization during the actual move.

"When it comes to real estate expertise," says Kathi, "our PRMs are focused on helping select the right real estate agent to ensure that a future resident's property is listed and sold for the right price and more quickly—within the timeframe required for that future resident." After researching the



property in depth, the PRM selects two of the most qualified real estate agents between which the future resident may choose. Agents are selected based on their home-sale performance in that neighborhood and for that type of home.

“Our data shows that the homes for which we support the home-sale process sell more quickly and for the right price,” says Kathi. If a future resident opts to go with one of Moving Station’s suggested agents, the PRM then discusses the company’s three innovative home-sale solutions, including the immediate offer program, QuickBuy®, QuickBuy® Lock, or the Home Sale Program™, which provide an additional layer of oversight while a property is listed. The home seller is then presented with a bimonthly report from their real estate agent, is given the opportunity to discuss any comparative listings and sales that might impact the value of the property, and is made aware of any buyer comments received.

“The PRM is an unbiased advocate throughout the whole process,” says Kathi, “and somebody to bounce ideas off of. They don’t tell you what you want to hear. They tell you what you need to hear.” And while the advocacy, education, and expertise are complimentary, paying the real estate agent’s commission is still the responsibility of the future resident/home seller—just as it would be if the future resident had hired the agent independently of Moving Station’s guidance.

Moving Made Easy’s PRMs are also equipped to assist future residents in preparing for their upcoming move to Roland Park Place by helping ready their home for the market, providing tips, tools, and advice for depersonalizing and “rightsizing” the home. Moving Made Easy provides “rightsizing” activities and checklists to help future residents create order. They also partner with professional organizers, those specialists in the local market with whom Roland Park Place already has relationships, to go into future residents’ current homes, sift through belongings, and help plan their future space.

Finally, Moving Made Easy’s PRMs are key leading up to and on moving day, providing tremendous stress relief for community sales teams and future residents alike by scheduling and managing the move-in process. “We know from experience,” says Kathi, “that future residents can be really excited to move in. And with so many moving parts, it’s helpful to have a PRM who is overseeing timely scheduling and logistics, ensuring the move goes smoothly.”

In the end, by partnering with a Personal Relocation Manager, compliments of Roland Park Place, future residents will save time, money, and unnecessary stress, allowing them to get a jump start on focusing on the good things in life.



# In the News

Have you heard the Latest?

## Honoring RPP's Dining Employee 2020 High School Grads

Some of Roland Park Place's favorite dining employees graduated from high school this year. Since many of their schools weren't able to provide a ceremony for them, Roland Park Place decided to honor them here at RPP with our own special graduation ceremony. Congratulations to Tyler, Xenaiya, JuVontae and Shaeniyah! We're so proud of you!! Watch the inspirational video highlights here <https://www.youtube.com/watch?v=LZKUyPjWruw>, and go to our Facebook page <https://www.facebook.com/rolandparkplace/> to see more photos of the graduates being honored by RPP's leadership and celebrating with residents.







# The RPP Social Scene

## July 1 Coffee & Conversation with Sam Guedouar

Thanks for joining us on July 1 for a cozy online conversation over coffee with our new president, Sam Guedouar. It was heartwarming, as always, to see your familiar faces and to make that connection. We hope you feel that you got to know Sam a bit better and that you got your future-neighbor social fix. Can't wait till next time!



*RPP Charter Members are doing a great job of staying connected and keeping one another company.*



*We hope you enjoyed your Coffee-chat Gift Box and that it made the conversation richer and yummier!*



## Make New Friends! Share Your Contact Information



We are looking forward to the near future when we can schedule in-person social get togethers as usual. In the meantime, as we continue in our social-distancing efforts, it is more important than ever to reach out—by phone or email—and stay connected with friends and future neighbors!

To help nurture that effort, the Roland Park Place Team will continue to provide this convenient contact form for those of you who would like to share your contact information with other Charter Members. Visit the link below and fill out the form.



### SHARE YOUR CONTACT INFORMATION

<https://www.surveymonkey.com/r/BNTPP2Q>

#### Charter Member Directory to date:

Charter Member's Name	Email Address	Phone Number
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*Pending final approval from the Maryland Department of Aging*



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