

Malibu East Dialogue

March 2014

Your Communication and Information Resource

Customer service with a smile

By Lori Ziesmer

Malibu East administrative assistant Caitlin Gilman and I had never met until our scheduled interview for this article. I walked into her office one evening, after a freezing-cold walk home from the train, and was immediately met with a warm handshake and a huge smile. She had been at the office since 9 a.m. that morning and would be closing out her day at 7 p.m. after we chatted. At 6 p.m. she was still full of energy. I knew right away that Caitlin was perfect to be “the director of first impressions” in our Management Office.

Caitlin celebrated her one-year anniversary with Malibu East in February. She enjoys working in the building assisting property manager Violette Deschamps, whom she considers a mentor with her vast experience in the property management industry.

Within six months of being hired,



Malibu East sent Caitlin to a three-day class where she took the M-100 exam. The course must be completed and the exam passed before moving on to the CMCA exam, which Caitlin hopes to complete this spring. The Certified Manager of Community Associations (CMCA) is the only national certification program designed exclusively for managers of homeowner and condominium associations and cooperatives. To obtain the CMCA certification, a candidate must demonstrate basic knowledge in many areas of community



management, including governance and legal matters; budgets, reserves, investments and assessments; risk management and insurance; maintenance; contracting; meetings management; and human resource management. It is a difficult exam, and Caitlin is studying to understand the areas of community management that she normally is not involved with on a day-to-day basis working in her current position.

Caitlin was born and raised in Birmingham, Mich., a suburb of Detroit, where she lived with her parents and brother. When it came time to choose a college, Caitlin applied to only one school, Denison University, a private liberal-arts college in Granville, Ohio,

which her brother also attended. At Denison Caitlin majored in communications, played on the golf team one year and was a starter in field hockey all four years.

After graduation Caitlin went home to contemplate her future and then moved to Chicago in 2009, where she accepted a position at Francis Parker School in Lincoln Park as the assistant junior varsity and varsity field hockey coach. Caitlin’s next work position was with NCSA, a sports recruiting and management company. NCSA helps athletes and families navigate the competitive and confusing world of college sports recruiting. Caitlin worked as a recruiting coach for all NCAA sports while at NCSA, enjoying the relationships she built with the students and their families. Unfortunately she did not see a long-term career path for herself, so she left to pursue other opportunities.

Knowing that she enjoyed customer service and working with people, a friend of hers working in property management in D.C. suggested she consider moving her career to residential property management. Caitlin enjoys that no two days are ever the same and that she gets to wear many hats throughout the day. She may be working on organizing invoices for payment, reviewing daily security and doorman logs, tallying time cards for payroll, working with vendors, answering calls and emails from residents, communicating with Malibu East employees or speaking with Board

(Continued on page 3)

Malibu East events and meetings

Dialogue staff meeting

Wednesday, March 5

7:30 p.m. - Community Room

Chocolate Feast

Sunday, March 9

1:00 p.m. - Windjammer Room

Thursday afternoon discussion

Thursday, March 20

(every 3rd Thursday of the month)

2:00 p.m. - Community Room

Fire Department speaker

Saturday, March 22

10:00 a.m. - Windjammer Room

Board meeting

Tuesday, March 25

7:30 p.m. - Windjammer Room

Leave event and meeting notices at the desk for the *Dialogue*.

Our condolences to the family and friends of
Ron Dorfman



Board meeting notes

By Neil Warner

Tuesday, Feb. 25, 2014

Attendance: Twelve Board members, one management representative and nine residents

Presiding: President Marcel Molins

REVISIONS TO AGENDA

- 1) "33L repair work" was added under Items Requiring Board Action
- 2) "Status of Association-owned units" was added under New Business.

TREASURER'S REPORT – Joan Scholl

1) Financial statement

Operating and reserve cash
\$3,330,310

2) Delinquencies

Approx. \$310,000

3) Audit

Work on the 2013 audit has begun.

COMMITTEE REPORTS

1) Commercial unit – Marcel Molins

The Board has hired a broker to market the vacant spaces for lease.

2) Garage – Martina Molins

Some tandem and self-parkers may have to be moved to new spaces.

3) Security and Life Safety – Sandy Chaet

The Management Office will have information about door hinges with an adjustable closing speed for use by handicapped residents.

4) Sports & Entertainment – Neil Warner

A new yoga class begins the first Monday of each month, at 7 p.m. in the Windjammer Room.

5) Social – Sandy Chaet

A free Zumba class will be held Sundays March 9, 16 and 23 at 7 p.m. in the Racquetball Court (no class March 30). See page 4 for Chocolate Feast information and other Social Committee news.

6) ASCO/Community Affairs – Sandy Chaet

March 24 is the deadline to be in compliance with the City's ordinance regarding bed bugs. An ASCO general meeting will be held March 12 at Malibu Condominium, 6007 N. Sheridan Road, with 14th District state Rep. Kelly Cassidy speaking about pending legislation in the General Assembly.

MANAGEMENT REPORT – Violette Deschamps

Items requiring immediate Board action

1) Garage drawings

The Board approved a proposal for architectural drawings of the garage.

2) 9L list of work

Directors will inspect the Association-owned unit and devise a renovation plan.

3) Adoption of bed bug policy

Having distributed the new policy to owners for comment in January, the Board adopted it after clarifying an issue.

4) 22.1 disclosure form

Approved.

5) 33L repair work

The Board approved a vendor's proposal to renovate this Association-owned unit.

Old business

1) TV and Internet services survey

See the article on page 5.

2) Voice communication system

Testing is under way, to be followed by punch-list fixes and then the City inspection.

3) Penthouse repairs

After evaluating the consultant's assessment of the rooftop penthouses and the repairs that will be required, the Board hired the consultant to develop a request for proposal that will be distributed to potential bidders and then to evaluate the repairs done by the winning bidder.

4) Garage lighting

Management is gathering pertinent facts.

5) Garage membrane repairs

The vendor will repair the membrane that is under warranty.

6) Garage drain maintenance

Management is seeking bids to repair the garage drain lines. It will test a recommended sweeper that could extend the useful life of the plumbing.

7) Plumbing lining/Captain's Walk

Management continues to work with the City to get a permit for lining a drainpipe.

8) 2014 façade work

See the property manager's report on page 3.

9) Caulking and balcony membrane

The engineering firm will obtain unit prices for this work from several vendors.

10) Boat dock stairway from Captain's Walk

The Board authorized a request for proposal from several vendors for the construction of interior stairs from the Captain's Walk to the boat dock.

11) Captain's Walk elevator maintenance

Management is seeking information from our elevator vendor.

12) Lobby/Captain's Walk doors and windows

Management is pursuing solutions to more effectively heat and weatherproof the Lobby and the Captain's Walk.

13) Painting of balconies

New procedures and a new cost structure are being considered.

Please keep in mind that the meeting notes are not the official record of the Malibu East Condominium Board of Directors meetings. The official minutes are generally approved during the next meeting and may be viewed or copied in the management office.

New business

1) Consultant for Captain's Walk and garage ventilation projects

The Board approved a proposal to assess the replacement of an air-cooled condensing unit servicing a portion of the Captain's Walk with a new unit to be placed in a different location, if feasible. A proposal to study the possible improvement of the ventilation in the garage was put on hold, pending more details.

2) Sheridan Road retaining wall

The Board approved a proposal by an engineering firm to make a recommendation for repairing the deteriorating concrete wall alongside the sidewalk outside the Captain's Walk.

3) Atrium landscaping

Referred to the Aesthetics & Building Services Committee.

4) Elevator cab design consultant

Management will solicit a proposal from another vendor before setting up interviews.

5) Garage sweeper and electrical

Management is investigating our needs.

6) Status of Association-owned units

The Association owns 16 units; 11 are currently rented, three are listed or soon will be, and two are undergoing renovations.

RATIFICATION OF ACTION TAKEN DURING CLOSED SESSION

1) The Board voted to enlist the services of a real-estate agent to market commercial spaces in the Captain's Walk.

2) The Board approved a salary increase and a performance bonus for administrative assistant Caitlin Gilman.

3) The Board approved a salary increase and a performance bonus for property manager Violette Deschamps.

4) The Board approved several bad-debt write-offs.

5) The Board approved a vendor's bid to repair fire hoses in the garage.

6) The Board voted not to waive a resident's work order charge.

7) The Board denied a resident's request regarding package deliveries.

8) The Board voted to reimburse a resident for a missing item.

9) The Board denied a claim related to vehicle damage in our garage.

10) The Board voted to reverse a charge to a commercial tenant.

The meeting ended at 10:13 p.m. and went into closed session.

Customer service with a smile (Continued from page 1)

members. With 499 units in the building there is always something going on that needs her attention. Caitlin considers her organizational skills to be one of her strengths, and thrives on being able to juggle many balls at the same time, prioritizing what projects need to be finished first.

In her spare time, Caitlin likes to explore Chicago and local restaurants with friends. She has done a lot of the normal tourist things Chicago has to offer (boat rides, visiting "the Bean," shopping on Michigan Avenue) and had a membership at the Field Museum. She enjoys reading all types of books, including mysteries, romantic novels and science fiction. However, her eyes light up when you mention movies. She has seen eight of the nine films nominated for the 2013 best picture Oscar, and with several weeks left to go before the Academy Awards are announced, I am sure she will end up seeing all nine. She has not seen "Nebraska" yet, and her current favorite to win the Oscar is "Philomena."

Caitlin has a passion for travel. She has traveled throughout the United States and has collected many stamps on her passport traveling abroad. Her parents currently live in Charleston, S.C., and she enjoys the climate and outdoor activities when she visits them. International travel has taken her to Japan, Paris, London, Rome, Venice and Barcelona. One of her favorite trips was in 2012 when Caitlin, with four cousins, her older brother and her 90-year-old grandfather, who is Norwegian, went to Norway together. The memories made on that trip will be with her forever. Caitlin's next travel adventure begins in April when she and some friends will be traveling to Shanghai and Beijing, China, for 11 days. Having spent two weeks in China myself, I know she is headed on another amazing journey.

Caitlin wants the residents of the building to know that she is very approachable and here to assist them with their needs within the guidelines established by the Board and the rules of the Association. To make all of our lives easier as residents, we are



What's happening around the building

By Violette Deschamps, Malibu East Manager

With the long-expected arrival of good weather on the horizon (we hope), it is time for us to work on the maintenance of the exterior of our building and fulfilling the obligations imposed upon us by the City's ordinances and our commitment to continue to maintain the building in a good condition.

It is anticipated that Golf Construction will begin the repair work on the exterior walls and balconies of the E tier in March, undoubtedly closer to the end of March, given the weather thus far. We are expecting completion of the work on the E tier in six to eight weeks once it is begun, but the work schedule depends on the weather and the amount of repairs to be done, as well as other factors. Once the work is completed on the E tier, Golf Construction will proceed this year with the repairs to the H tier, and possibly the B tier, if the budget and the weather permit it.

We will need to have the balconies of the designated tiers (E, H and possibly B) free of objects, to allow Klein and Hoffman Engineering to investigate the amount of repairs needed, if any, and for Golf to do the repair work.

As you will all understand, this type of project is affected by numerous unexpected conditions that are either related to the weather (too rainy/too windy/too hot) or to the quantity of repairs (more or less than anticipated) or to delays resulting from obstacles, such as furniture or flower pots, left on the balconies.

Klein and Hoffman may not be able to investigate the scope of work needed on your walls and balconies if there are

articles left on the balcony. The same issue will be encountered if Golf Construction has to repair your balcony and it is still cluttered with objects. Klein and Hoffman, Golf Construction or our maintenance staff cannot move things around on your balcony. However, maintenance can assist you if you contact the Management Office ahead of time.

Golf Construction was requested to provide a graphic illustration of the work in progress to help residents determine if and when they can use their air conditioner and/or balcony. This chart will be placed on a pedestal in the Lobby and will be updated regularly by Golf.

Please remember that all repair work on the facades and balconies involves cutting, chipping and grinding concrete, which produces lots of dust. The dust is the main reason we request that you cover and disable your air conditioner during Golf's repair work. Regardless, some residents living in the affected tiers may elect not to cover their air conditioners and may use them at times during the construction period. However, the Association assumes no liability if a resident chooses to take such actions despite the warnings.

A formal notice will be distributed soon to the residents of the affected tiers to provide more details on the façade work that will take place at the end of March. We are putting a lot of effort into starting the work earlier this year. We appreciate your cooperation despite the unpleasantness and inconvenience imposed on our residents as a result of this type of work.

reminded to keep Caitlin and Violette in the loop on any construction plans for our units so that the proper paperwork can be completed, and to notify their office of any resident telephone number or email changes so they can communicate with us in case of an emergency. If you have questions, do not hesitate to call her at 773-271-1732 or email her at

mecaoffice@sudlerchicago.com.

If you have not had a chance to meet Caitlin in person, I encourage you to stop by the office during business hours and introduce yourself. Her warm and charming personality will brighten up your day, and you might be able to offer a suggestion for her next travel destination.



Community Calendar

By Betty Mayian

COMMUNITY AFFAIRS

BROADWAY ARMORY

Indoor park, six gym floors, trapeze classes, senior activities, athletic equipment, meeting room, computer center, dancing floor, shuffleboard, weights, arts and crafts, aerobics, ping pong, after-school activities and more.

5917 N. Broadway
312-742-7502

tinyurl.com/27YYYN

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Now open for business at
6000 N. Broadway
Mon. and Wed.: 10 a.m. - 6 p.m.
Tue. and Thu.: noon - 8 p.m.
Fri. and Sat.: 9 a.m. - 5 p.m.
(closed on Sundays)

tinyurl.com/5L55TL

EDGEWATER HISTORICAL SOCIETY

Current exhibit: "Gems from Our Collection" (thru June).
Regular museum hours:
Saturday and Sunday 1-4 p.m.
5358 N. Ashland Ave.
773-506-4849

www.EdgewaterHistory.org

48TH WARD SUMMER RESOURCE FAIR

Edgewater Branch Library, 6000 N. Broadway
Sat., March 29, 10 a.m. - noon
Learn about summer opportunities for kids in our community.

SENIOR FAIR (14TH ANNUAL)

Broadway Armory, 5917 Broadway
Mon., March 17, 10 a.m. - 1 p.m.
Free event with health screening and information, government and nonprofit resources, entertainment and refreshments.

WHITE CRANE WELLNESS CENTER

Adult day wellness programs for persons 60 and over. Gentle yoga, tai chi, music, exercise, lunch and snacks. Transportation provided within boundary area.

1355 W. Foster Ave.
773-271-9001

www.whitecranewellness.org

THEATER / SHOWINGS

CITYLIT THEATRE

"The Tempest" by William Shakespeare

We are such stuff as dreams are made on. Shakespeare's final play.

Thru March 16
1020 W. Bryn Mawr
773-293-3682
citylit.org

NEWHART FAMILY THEATRE - LOYOLA

"From the Delta" by Dr. Endesha Ida Mae Holland

The civil-rights movement acts as a catalyst for this memoir. Harrowing episodes are tempered with humor and tenderness.

Thru March 2
1020 W. Sheridan Road
773-508-3847
blogs.luc.edu/artsalive/newhart-family-theatre/

RAVEN THEATRE

"Playboy of the Western World" by John M. Synge

What happens when a handsome young stranger saunters into a Dublin pub telling grand tales and boasting of dark deeds?

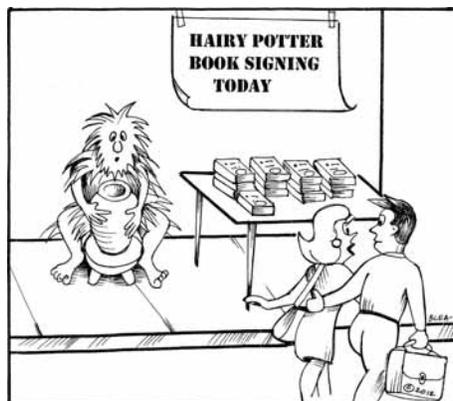
Thru April 5
6157 N. Clark St.
773-338-2177
raventheatre.com

REDTWIST THEATRE

"Happy" by Robert Caisley

An offbeat comedy/drama about the life choices we make - and whether they make us happy ... or not.

Thru March 16
1044 W. Bryn Mawr
773-728-7529
redtwist.org



These events are always so disappointing

Social Committee news

By Sandy Chaet

On Sunday, March 9 at 1 p.m., the Social Committee is hosting a Chocolate Feast. It has been a LONG winter, so let us chase away winter with chocolate! We had this feast before, and many asked for it again. Please bring a chocolate dish to share. It can be candy, cookie, cake, fudge, brownie or any other chocolate dish you like. We will supply coffee and some chocolate items.

There will be a residential high-rise fire safety and voice communication program on Saturday, March 22, starting promptly at 10 a.m. in the Windjammer Room and lasting approximately one hour. A speaker from the Chicago Fire Department will discuss what to do in case of a fire, and how our new voice communication system will be used in case of an emergency. The presentation will be informative and you will learn many safety tips, including what to do in case of a high rise fire. Those who attended the last presentation found it very useful. Mark your calendar for March 22.

The following month, we'll have a presentation, "Bed Bugs 101," at 7:30 p.m. on Wednesday, April 9. The presentation will deal with the detection and remediation of bed bugs.

We'll hold our annual Easter egg hunt on Saturday, April 12 at 10 a.m. More information will follow.

"Town Crier" announcements by Caitlin Gilman

We welcome all new residents to our building, including:

If you have information concerning talented or famous Malibu East residents, please contact the *Dialogue*.

Residents respond to survey

By Thomas C. Vaughan

The two-page survey about television and Internet that was distributed to Malibu East owners and renters in February evoked a higher-than-expected 176 responses. The 35.4% response rate is higher than most buildings experience. The questionnaire was developed by Malibu East's cable TV consultant, Bryan Rader of Bandwidth Consulting LLC, in conjunction with the Communications/Dialogue/Cable standing committee. The committee is comprised of Board members and five residents who have volunteered to participate in helping us comprehend our future needs. We wished to understand our community's attitudes and opinions about our current service, as well as the level of interest in new services.

This article will share the conclusions from the collected data, which was remarkably consistent between owners and renters.

Profile of responders

- 87.5% were owners
- 12.5% were renters
- 42% had high-definition (HD) service
- 58% had standard-definition (SD) service

Internet service

- 89% had high-speed Internet
- 11% did not subscribe

Of those with Internet service

- 37% AT&T U-verse
- 34% American Wireless Broadband
- 24% AT&T DSL
- 5% Other (mostly wireless)

Satisfaction with current provider

- 42% satisfied on "offers great pricing"
- 48% satisfied on "offers great customer service"
- 48% satisfied on "provides reliable TV service"
- 59% satisfied on "is very responsive"
- 63% satisfied on "providing optional TV channels"
- 55% satisfied on "provides the right TV channels"

Only 27% considered the current DirecTV solution from USA Wireless as "better than" other TV services they have experienced, while 40% said it was "worse than" other TV services they have used. One-third (33%) said the service was the "same as" other providers. Interestingly, these scores were similar among owners and renters.

Although the scores were low on almost all attributes regarding USA Wireless/

DirecTV, 52% of respondents would still prefer that Malibu East renew with USA Wireless, while 48% would prefer another provider.

On the positive side were comments about the personal service, and several comments about the product. On the negative front were comments related to the old DVR, poor satellite reception and reliability. The split vote is rather telling, as there appears to be greater complaints about the product and technology, rather than the provider.

Upgrade

An impressive 82.4% of respondents supported a building-wide upgrade to the current cable-wiring infrastructure, which would require re-wiring the entire building on the exterior, with new interior wiring, too. Just 17.6% did not support the re-wiring.

Reasons for interest in an upgrade included comments such as "our building is not keeping up with technology, thereby reducing the value of our units," "snowy picture now," and "would like to have better and faster Internet." In fact, many of the comments supporting an upgrade addressed the need for faster Internet speed.

One very interesting comment summed up several residents' attitudes toward an upgrade: "The next generation of condo buyers will not consider Malibu East a viable option with limited connectivity. We need them (young people) living here if we are to survive long term."

Comments not supporting an upgrade centered on "don't want to pay additional cost," and "like things the way they are."

Interestingly, 100% of the renters supported the infrastructure upgrade (80% of the owners did).

New bulk agreement

Malibu East residents said that the most important benefits of the next bulk agreement would be:

- adding high-speed Internet to our bulk package at a discounted rate (63% said "very important")
- improving the Internet speed is a top priority (61% said "very important")
- addressing the TV outages is a top priority (54% said "very important")

Two benefits not found to be important were "keeping the same services" (51% said "not at all important") and "offering Internet phone service (VoIP) at a highly discounted rate" (47% said "not at all important").

Respondents were also asked what additional services they would like to include in the bulk package at a significantly reduced rate. The services listed in

order of greatest interest were:

- High-speed Internet (64%)
- HD service (51%)
- DVR (44%)
- Premium movie channels such as HBO or Showtime (38%).

Renters heavily supported adding all of these features in the bulk package with the exception of premium movie channels.

Other features recommended were specific channels such as Logo, Ovation, Oxygen, and The Weather Channel, international channels, faster Internet speeds and building-wide Wi-Fi.

Conclusions

After an extensive analysis of our responses, our outside consultant concluded:

"The selection of the next bulk cable provider is important to Malibu East Condominium residents, as the survey generated a very high response rate (over 35%). It appears that the current product solution is not satisfying the majority of residents. In addition, this platform will no longer be available later this year, according to DirecTV.

"This is a community with a fairly low level of advanced TV subscribership (just 42% with HD based on the survey results), but with a very high level of Internet penetration (almost 90%). Residents are not satisfied with the pricing, customer service, or reliability of the current product. Yet, slightly more than half of the community would like the Board to renew with USA Wireless.

"There is very strong support for an infrastructure upgrade (82% support it), in an effort to address reliability, improve TV service, and dramatically increase Internet speeds. Further, there is a strong belief that this will improve the "competitiveness" of the building among future buyers/renters.

"Finally, the majority of respondents would like high-speed Internet included in the next bulk package; barely one-half want HD service."

The next step

By the time you read this article, Malibu East's request for proposal will have been completed and sent to the major players in our marketplace. Our current contract with USA Wireless to provide DirecTV television services expires in December. Your Board and Cable Committee are committed to negotiating suitable services for our premium building.

Thomas C. Vaughan is a Board liaison to the Communications/Dialogue/Cable standing committee.

Bryan Rader contributed extensively to this article.

911 call for ambulance

By Betty Mayian



This article is supposed to be an informative one on what MAY happen when you call 911 to get an ambulance for a medical need, if you call from this part of Edgewater. I have almost always written my articles in a personal manner. Relating the story in the first person gives a more immediate and human touch to a very anxious time in everyone's lives. At least, that is what I hope to do.

As we age, we are reminded that there may be a medical need that cannot be handled without calling 911. For my husband, Ara, and me, we had not had to call 911 for any reason until Feb. 2. For prior medical needs we wound up going to our hospital of choice by driving. Either Ara took me or I drove him to Northwestern Memorial Hospital.

This time, Ara injured his hip on Friday and was still in great pain Sunday. He tried to slowly walk, using a cane, a walker or with my help. After a couple of days the pain became too great to even move a step. He reluctantly asked me to call 911 at about 7 p.m., because it was impossible for me to take him downstairs to our car.

When I called, the operator asked me questions concerning his health to determine needs and then said she would transfer me to the Ambulance Center. That person asked more questions – namely, about how this might have happened and his current state of health. This all took about 90 seconds before I hung up and called the

doorman to tell him that an ambulance was on its way and to let the emergency medical technicians upstairs. I did not register the time, but we estimate that the ambulance took about six minutes, including the elevator ride to our floor! The EMTs were able to take him to the hallway by pulling his chair. From there they lifted him onto an ambulatory stretcher/cart on wheels for the elevator ride. Before they left, they explained where they were going and my options for going along.

The law requires that the ambulance destination for our area is Weiss Hospital on Marine Drive near Wilson Avenue. My choice would be to go with them and cab it back – or to drive to the Weiss parking structure west of the hospital on Clarendon and meet Ara in the emergency room. I chose to drive so I could bring Ara back with me that night, I hoped.

I might add that if you don't want to go to Weiss, the option would be to call a private ambulance service and have it take you to whatever hospital you want – for a price.

I arrived at Weiss about a minute or so after the ambulance did; a hiker had retrieved our car quickly from the garage. When I got to the hospital, I parked the car and walked across the street and into the entrance for the emergency room waiting area. The woman at the desk told me to rest a minute – when she saw I was flustered. Then she asked me to follow her and showed me the room Ara was in. By that time, he was on a bed and in a hospital gown. I sat and waited with him for a doctor to arrive. A nurse came and asked about the pain and gave Ara a painkilling injection. The doctor

showed up within a half hour (I'm estimating) and was so nice. Everyone we saw was kind and professional, including the Fire Department EMTs, who came from the new firehouse at Clark and Peterson.

Ara was examined and told he would get an X-ray of his hip to determine the extent of damage. They took him to X-ray awhile later and when he came back, we waited to hear the news. The doctor was pretty confident that there was no fracture and told Ara he could start to dress while we waited. This took about an hour to hear what the X-ray specialist found – no fracture at all.

By now it was 11 p.m. or so. I was anxious to get out of there and get home before midnight. We waited to get a couple of prescriptions – one for pain and a second one was a muscle relaxant. They told me to get the car and Ara would be wheeled to the driveway. I asked about how to use the parking ticket and was told I could get a free pass this time. Don't expect this every time, but they were so nice. I guess I looked such a mess because of worry that they felt sorry for me.

We arrived home around 11:45 that night, so the whole time frame was just under five hours. We consider ourselves very lucky and found that our experience was great at Weiss.

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Plumbing Repairs, Faucets Installed

Contact Curtis At:

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Email: curtisjacobson@sbcglobal.net

No Job Is Too Small
 References Available



Restaurant review:**Turkish Cuisine and Bakery**By *Betty Mayian*

According to my records, I reviewed this restaurant 12 years ago. I think it's about time to rediscover it and update my findings.



This was the second time we tried going to Turkish Cuisine and Bakery in a couple of weeks. The first time, we went there on a Monday for lunch and they were closed. But I looked them up and the Internet says they are open every day. Do me a favor and call before you go, it helps - no matter what the weather.

What brought this about was Groupon. Groupon reminds me, once in a while, that I haven't been to a place for a long time - and this time I can get a discount when I go. So, despite the really bad weather, Ara and I ventured out, paid for Clark Street parking in the extreme cold, and had a great time - again!

The owner's son, Steve, met us at the door and offered tea to warm us. Very nice! Later on he brought over his father and we had a lovely chat. We explained that it had been some time since we had visited and how much we enjoyed his food - especially the warm bread that accompanied our meal. I said it then, and I tell the truth; it was close to the best bread we had ever had. It was warm, soft, buttery, tasty and replenished! Not gluten-free, though. He said that he owned a bakery in Turkey and when he came to America, this was a no-brainer for him.

Since Ara is of Armenian descent, we knew what we wanted to do - order humus (for that lovely bread) and split a main course of the Turkish version of a gyros plate, called doner kebab. We brought a lot home for another meal. We also ordered another memory dish for Ara, which he calls Armenian pizza. This restaurant knows it by lahmacun - or Turkish pizza. They are made with soft, thin dough that can be rolled up to eat or eaten with knife and fork. On it are spices, red and green peppers and ground meat. It is suggested that you eat it with onions, tomato and lemon.

This time we asked for some to take home instead of eating it there. It is freezable and goes a long way.

Next time Ara and I will order different dishes - especially their piyaz appetizer, which is a cold bean salad that evokes special memories for him. I would like to try their kofte, barbequed meatballs with Turkish spices. Their baked pide are in a class by themselves, closely resembling potpies. There are all styles of pide: feta, ground beef, chicken, sausage, cheese and eggs, spinach, etc. Yummy.

After a pot of tea, all that great bread and humus, and our main course and salad, we did not have room for any baklava or other sweet. But, next time... and we won't forget the Turkish (Armenian) coffee.

Hours: Daily 11 a.m. to 11 p.m.
5605 N. Clark St., Chicago IL 60660
773-878-8930
www.turkishcuisine.net

Self-parkers: Be sure to close the interior garage doors behind you, as a failure to do so will allow a great deal of cold air to infiltrate the residential tower.

The Dialogue

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