

TOWERS RECEPTION REVISITED

The services provided at the Towers Reception Desk have expanded in the last 37 years but the desk itself was not designed to provide for the expanded services. The Board voted to refurbish the Reception Desk at the Towers. The results of that action will be unveiled Thursday, May 5, at 1:30 p.m. when the black plastic sheet comes down and the new reception area is revealed.

The Towers' Reception Desk remained virtually unchanged for 37 years while technology exploded around it. Approximately 20 services were added to the Reception Desk and all of these services required additional equipment. The Board approved funds from Reserves for this project and the Towers Maintenance Staff drew inspiration from the Board's decision.

A temporary desk was established in the Towers lobby for weeks and everyone adjusted to the nuisance. A new work-station was purchased allowing for two people to staff the desk in an emergency. Additional emergency lighting and power were added which will give additional options when the Towers emergency generator is needed. Ed Presley, Building Engineering Supervisor, who designed the area stated that electrical capacity was added to the desk area so that if the main generator for the Towers fails, a portable generator can be brought in so this hub of the Towers activity remains effective.

Refinished existing cabinets and a new laminate work station provide the storage and work space for staff. Residents will approach a new granite counter for service. Staff is excited to reveal the new refurbished Reception Desk. All of the various design changes are coming together and Staff is truly excited to show it off. The end result will be both professional and efficient.

The black plastic will come down and the desk will be revealed Thursday afternoon, May 5 at 1:30 p.m.!

The labor for this project was done in-house by our Maintenance Staff. The design, painting, refinishing, and custom work were all done by Towers Maintenance Staff. They are happy to achieve this level of service and I hope you take an opportunity to congratulate them.

Friday, May 6 all of the electronics will be transferred to the new desk so please have patience with us on May 6. We will be moving from the temporary desk into the new desk. Staff's goal was to have the desk complete by the Open House on May 7! We made it!

The Towers at Laguna Woods Village is the premier active adult community in Orange County, California for those 55+ that offers the security of a private suite, the amenities of a fine hotel and the lifestyle of a California resort.

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