

February 16, 2026

Dear Priority Member,

As we begin a new year, I want to express my sincere appreciation for your continued commitment to Waverly Heights. Our community thrives because of the remarkable engagement of our residents, trustees, employees, and Priority Members. In this letter, I'm pleased to share with you several exciting updates regarding our community.

EXPANSION PROJECT: NEW APARTMENTS AND ENHANCED AMENITIES

Waverly Heights is advancing plans to enrich our campus with several significant improvements. This project represents our ongoing commitment to serving both current and future residents and to supporting the long-term growth and success of our community.

Two new apartment buildings, Glenmoor and Stonehaven, will each feature twelve apartments ranging from 1,733 to 2,081 square feet. The Blair building addition will provide twelve additional residences, ranging from 1,833 to 1,931 square feet. The project also includes enhancements to several community areas, such as a new outdoor terrace with fire pits and seating, corridor updates in Blair and Andrews, and spaces for new amenities such as a golf simulator and an expanded salon and spa.

We are currently in the planning and approval phase with Lower Merion Township. If all goes according to plan, we hope to begin construction in fall of 2026 with the project finished in 2028. **All 36 apartments have now been reserved.** Materials regarding the project can be found via the On-Campus Expansion icon on the MyWaverly App.

RESIDENT SATISFACTION & ENGAGEMENT

Waverly Heights is proud member of Novare, a group of high-performing single-site and small multi-site life plan communities in non-competing markets across the country. This group collaborates on best practices, innovative thinking, and benchmarking in areas such as resident and employee satisfaction and engagement. This past year, Waverly Heights was honored as the recipient of the Novare Pre-Eminent Community Award based on the results of the 2025 Resident Satisfaction & Engagement Survey. This award is given to the community with the highest scores among the sixteen Novare communities who participated in the survey. A celebration was held to recognize the residents and employees who make Waverly Heights such an excellent place to live and to work.

WAVERLY HEIGHTS 40TH ANNIVERSARY

This year marks the 40th anniversary of Waverly Heights, a milestone that reflects four decades of growth, excellence, and commitment to quality service. Throughout 2026, a series of celebrations and events will honor our community's rich history, continued progress, and the legacy built by residents, trustees, and employees.

HOME & COMMUNITY-BASED SERVICES

As part of the Waverly Senior Services family of companies, Waverly Care and Waverly Connect were founded to support current and future residents, including Priority Members and the greater community. You and your loved ones can engage these resources as needs arise, even before moving to campus.

Waverly Care (Private-Duty Home Care)

Waverly Care provides individualized, non-medical in-home support delivered by trained caregivers. Services include assistance with activities of daily living such as bathing, dressing, grooming, and medication reminders, along with companionship, transportation, and more. Licensed by the Pennsylvania Department of Health and serving Greater Philadelphia and the Main Line, Waverly Care helps adults remain safe, independent, and engaged at home or in care settings. Call 610-645-8627 for more information.

Waverly Connect (Care Management Services)

Waverly Connect offers professional care management services to help individuals and families navigate changing health and life-care needs. Certified care managers provide holistic assessments, personalized care plans, family consultations, placement assistance, and ongoing coordination, serving adults across Philadelphia, Montgomery, Delaware, and Chester counties. To learn more, call 610-645-8809.

MYWAVERLY APP

To keep you informed and engaged, we encourage you to explore the MyWaverly App. The app offers quick access to program and event schedules, dining menus and hours, and marketing updates, including the latest developments on our construction project. For assistance with the MyWaverly App, call our Communications Coordinator, Maggie Larkin, at 610-645-8605.

FINANCIAL STRENGTH

Waverly Heights continues to maintain a very strong and stable financial position. Thanks to the guidance of our Board of Trustees and the steady leadership of our management team, we remain well-positioned to fulfill our commitment to delivering exceptional programs, services, and amenities as a premier life plan community. Enclosed is a summary outlining our current financial standing and quality measures.

PRIORITY MEMBERSHIP BENEFITS & UPDATE

As a Priority Member, you are invited to experience the Waverly Heights lifestyle even prior to residency. Priority Membership offers exclusive opportunities to engage with our community, meet residents and employees, and enjoy select amenities. Members are welcome to dine on campus in our various restaurants, attend designated lectures, performances, and cultural programs, and stay connected through access to the MyWaverly App. In addition, Priority Members may purchase a fitness membership and have priority access to the Health Care Center, including rehabilitation services, subject to availability and insurance compatibility. These benefits provide a meaningful way to get involved with the Waverly Heights community and gain a true sense of the welcoming environment that awaits.

We strive to keep our records as accurate and up to date as possible as your plans and preferences evolve. To assist us in this effort, enclosed you will find a form to update your

preferred floor plan styles and desired move year. **Please complete and return the form by March 16, 2026.**

On behalf of Waverly Senior Services, I wish you a year of happiness and good health and look forward to the opportunity to welcome you as a resident of Waverly Heights.

Sincerely,

A handwritten signature in black ink that reads "Thomas P. Garvin". The script is cursive and fluid, with the first letter of each word being capitalized and prominent.

Thomas P. Garvin
President and CEO

Waverly Heights is classified as a 501(c)(3) organization and is registered in Pennsylvania as a purely public charity. When measuring Waverly against other communities, you will find comfort in knowing our thriving leadership position and strengths in the following criteria:



OCCUPANCY

OUR INDEPENDENT LIVING OCCUPANCY HAS AVERAGED OVER 95% FOR FIVE YEARS.



5-STAR RATING

WAVERLY'S HEALTHCARE IS RATED BY THE CENTERS FOR MEDICARE AND MEDICAID NURSING HOME COMPARE. WE CONSISTENTLY ACHIEVE THE HIGHEST RATING FOR OVERALL QUALITY, HEALTH INSPECTION, QUALITY MEASURES, AND STAFFING.



RATE INCREASES

OVER THE PAST FIVE YEARS, OUR RATE INCREASES HAVE AVERAGED UNDER 4.0%, REMAINING BELOW THE NATIONAL AVERAGE OF MORE THAN 4.0%.



FINANCIAL STRENGTH

WAVERLY'S PUBLIC BONDS ARE RATED AN 'A-' THROUGH FITCH RATINGS, INDICATING OUR STRONG FINANCIAL POSITION.



CAPITAL IMPROVEMENTS

WAVERLY REINVESTS IN THE COMMUNITY OVER \$6 MILLION DOLLARS IN ROUTINE CAPITAL EXPENDITURES ON AN ANNUAL BASIS.



HOSPITALITY

WAVERLY ENHANCES THE RESIDENT EXPERIENCE BY PROVIDING DISTINCTIVE HOSPITALITY AND QUALITY SERVICES IN A WELCOMING, HOME-LIKE ENVIRONMENT.



RESIDENTS

WAVERLY RESIDENTS SERVE ON OUR BOARD OF TRUSTEES. ALL TRUSTEES ARE INVOLVED IN MAKING MAJOR STRATEGIC DECISIONS THAT IMPACT THE FUTURE OF OUR COMMUNITY. WAVERLY ALSO HAS SEVERAL RESIDENT ADVISORY COMMITTEES THAT PROVIDE VALUABLE INPUT TO MANAGEMENT ON A REGULAR BASIS. OUR RESIDENTS' ASSOCIATION FOSTERS AN ENGAGING AND ACTIVE LIFESTYLE.



STAFF

THE LONGEVITY OF WAVERLY STAFF ENHANCES THE CONSISTENCY AND QUALITY OF THE SERVICES PROVIDED TO RESIDENTS. THE 2025 TURNOVER RATE OF FULL-TIME STAFF WAS LESS THAN 13% VERSUS AN INDUSTRY AVERAGE OF OVER 30%.



SATISFACTION

RESIDENT AND STAFF SATISFACTION SURVEYS CONDUCTED BY THIRD PARTIES INDICATE A HIGH LEVEL OF SATISFACTION WITH WAVERLY HEIGHTS. BASED ON THE MOST RECENT RESIDENT SURVEY IN 2025, RESIDENTS SCORED OVERALL SATISFACTION AT A RATING OF 4.8 OUT OF A POSSIBLE RATING OF 5.0. IN THE MOST RECENT EMPLOYEE SURVEY IN 2024, EMPLOYEES SCORED OVERALL SATISFACTION AT A RATING OF 4.49 OUT OF A POSSIBLE RATING OF 5.0.



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PRIORITY MEMBERSHIP UPDATE FORM

We would like to confirm your current residential preferences, projected move-in year, and contact information. Please complete this form and return it to the Waverly Heights Marketing Department by March 16, 2026.

- Please return only one form per household. –

Name:

Prefix First Middle Last

Name:

Prefix First Middle Last

It is important that you indicate your move-in year so that we know when to call you.
If you are not sure when you want to move in, please just give us your best estimate.

YES: Ready to move to Waverly in 2026.

NO: Not ready in 2026. Desired year of residency is 20_____.

Residential Preferences: Check the apartment and villa styles you would consider.

APARTMENTS

☐ One Bedroom (E)
☐ One Bedroom (B)
☐ One Bedroom (A)
☐ One Bedroom-Den (I)
☐ One Bedroom-Great Room (H-1)

☐ Two Bedroom (G)
☐ Two Bedroom (H-2)
☐ Two Bedroom-Den (F)
☐ Two Bedroom-Den (J)
☐ Deluxe (D)
☐ Turnberry (T)

ONE LEVEL VILLAS

☐ One car garage (V1)
☐ Two car garage (V2)

TWO LEVEL VILLAS

☐ Two car garage (V3)
☐ Two car garage w/ Loft (V5)

My/our health status has changed. I/We are no longer interested in pursuing Independent Living but would like more information regarding the care services available through Waverly Heights, Waverly Care, and Waverly Connect.

You may change your preferences at any time by calling the Marketing Department at 610-645-8764.

If your address, phone number, or email has changed, please note below:

Address: _____

Phone number: _____

Email address: _____

Please return your completed form via U.S. Mail:

Marketing Department, Waverly Heights, 1400 Waverly Road, Gladwyne, PA 19035