

Friends of the Village Newsletter

Volume 3, Issue 6



July 2011

EVENTS CALENDAR

AUGUST 25, CLUBHOUSE 1, 6:30 p.m.
MEET-THE-CANDIDATES

Hear all board candidates introduce themselves, state why they should be elected and answer questions about important Village issues.

OCTOBER 6, CLUBHOUSE 5, 6:30 p.m.
Program to be Announced

DECEMBER 1, CLUBHOUSE 5, 6:30 p.m.
HOLIDAY PARTY! PUT THIS DATE ON YOUR CALENDAR –
DETAILS WILL FOLLOW

New Owner of PCM Speaks to Village

by Mary Robertson

Friends of the Village hosted a presentation by Associa, the new owner of PCM, to over 400 residents on June 2 in Clubhouse 5. Three executives from Associa, Executive Vice President Lana Reynolds, Regional Vice President Rob Rosenberg and Vice President of Corporate Communications Carol Piering, as well as PCM General Manager Jerry Storage and prior PCM of CA owner Russ Disbro, fielded questions from the audience and explained the roles Associa and PCM will play in managing our Village.

The following are the responses provided by the companies at the meeting.

- **What if any influence does Associa have on Professional Community Management (PCM)?**

Associa appreciates the hard work, professionalism and dedication it takes to grow a small business into a larger, thriving one where customers and employees are treated like family and long-term loyalty is a two-way street. These attributes that describe Associa are similar to those of PCM, and so when we were looking for growth opportunities in Southern California, working with PCM quickly became a logical choice.

That being said, Associa and PCM influence one another like all good professionals in every industry; we welcome the collegial interaction, knowledge and problem solving of other highly regarded professionals. Beyond that, Associa brings many national resources and programs to PCM and its clients.

- **Has a new management agreement between LWV and PCM been signed yet?**

New management agreements with GRF, Third Mutual, United Mutual and Mutual 50 are due for consideration at year-end 2011. New management agreements have not yet been signed.

- **Texas is far from us ... is Laguna Woods Village a priority or an investment?**

Laguna Woods Village continues to be of the highest priority to PCM and Associa. It is Associa's desire to bring even more resources and valuable national cost savings programs to LWV and its residents.

- **What part of the lawsuit was settled and for how much?**

Third Laguna Hills Mutual and PCM have completely resolved the matter to the mutual satisfaction of both parties. Both Third Laguna Hills Mutual and PCM are committed to moving forward and working together for the betterment of the Community.

- **Have you ever managed cooperatives as large as United?**

United is a unique community not only due to its size but also its surroundings. We have worked with a variety of other unique communities across the country whose experiences are similar to United. The laws that govern cooperatives are applicable without regard to the size of the cooperative, and beyond that aspect - physical plant maintenance, communications, customer service and the like are not different than condominiums or HOAs.

- **Plumbing problems have hit a critical mass – what is the status?**

The Mutuals have engaged consultants to study plumbing problems and to recommend appropriate means to address the problems. There are cases where reactive repair of pipe segments is most appropriate; there are cases where pipe replacement is appropriate; and there are cases where pipe lining by epoxy treatment is most appropriate. The Mutuals are utilizing all of these options.

- **Seems as though John Carona utilizes his position for his business and HOAs but not for the homeowners.**

John Carona has been serving people wholeheartedly for more than 30 years both as a business owner and a public servant. His experience in the community management industry allows him to be a thought leader who propels the community management industry forward for the benefit of homeowners, board members and communities.

- **Can the pools be warmed to a higher temperature?**

Over the years, there has been controversy as to what pool temperatures should be. The Golden Rain Foundation (GRF) has established the following policy related to pool temperature:

Pool and hot pool temperatures are maintained as closely as possible to the following temperatures; however, during the summer months the water may be warmer due to sun load:

- a. Pools One, Five and Six, large pools, between 82 and 84 degrees.
- b. Pool Two, large pool, between 80 and 82 degrees.
- c. Pool Four, large pool, between 84 and 86 degrees.
- d. All hot pools, between 102 and 104 degrees.

GRF has established this policy in an attempt to meet the expectations of the majority of pool users.

- **Associa is protected by what state law?**

Associa adheres to the laws of every state in which one of its respective companies resides.

- **What is status of better lighting in the Village?**

The United Mutual Board approved the Maintenance and Construction (M&C) Committee's recommendation to install LED lights using a light fixture sample as a Pilot Program in a designated cul-de-sac. The M&C Committee has been provided with a detailed plan for installation of walkway lighting and related infrastructure in one United cul-de-sac. The cul-de-sac selected will be representative of an average United cul-de-sac having elevation and directional changes. This will enable the M&C committee to evaluate the value of lighting, engineering required, and financial impact prior to any additional installations.

The locations of lights will be determined by a lighting consultant based on various factors, including locations of existing lights, elevation and directional changes in the walkways, and ambient lighting provided by other sources, such as on buildings and carports. The purpose of the pilot program is to evaluate the long-term lighting plan and better estimate associated costs with the goal of updating the walkway lighting in the most cost effective way possible.

- **If no increases are anticipated, how does Associa make money?**

Associa acquired a very well-run and efficient company in PCM. In addition, Associa is an international organization that benefits from an economy of scale for expenses, which in turn, benefits our clients. We also make extensive use of technology to reduce our overhead and costs.

- **Has PCM increased the costs of permits for alterations made by residents to their manors?**

The Mutuals have historically established the cost residents must pay when pulling Mutual permits for alterations to their manors. These permit costs have remained unchanged for a number of years.

In addition to Mutual permits, residents performing alterations to their manors may be required to obtain City permits. It is possible that the cost of City permits may have been adjusted to better reflect the City's cost associated with permit issuance.

- **What if we want to go it alone and become self-managed?**

There are communities that are self-managed, but very few are as complex as Laguna Woods Village with its myriad of services and facilities. With the innumerable laws governing homeowner associations and the absolute need for the Community to comply with ever-changing laws in a timely manner in order to avoid significant consequences of non-compliance, it is imperative that a community as complex as the Village be supported by experts in the field of community management.

PCM has served the Community for many years, and as a leader in the industry, has provided the knowledge, resources, expertise and care necessary to assist the Village with the day-to-day requirements of the four associations, GRF, United Mutual, Third Mutual and Mutual 50. With boards that constantly change, PCM provides the consistency, institutional knowledge of Village operations, and personal care that residents of the Village expect.

As is often the case with communities that are self-managed, there is the danger of a self-managed community becoming isolated from the community association industry, thus missing out on advancements, innovation, networking, relevance, and prominence that could affect marketability.

Managing the affairs of a community the size and complexity of the Village is no easy task. It requires an array of experts in operations, financial matters, human resources and personnel administration, budgeting, compliance (city, state and federal), etc. This expertise is provided to the Community by way of PCM, with the oversight of the Boards of Directors. As a self-managed community, the responsibility for all these matters would rest solely with the volunteer boards whose membership changes frequently. Improper execution of these responsibilities could have dire consequences for the Community.

- **Why don't you offer a flat rate contract versus a cost plus contract?**

PCM could bid a flat rate contract where we lump all the costs to run the organization into one contract and include a margin as a business, however, we would dictate the staffing plan and suggest the entire organizational structure. It is most cost effective to pay as you go for the staffing, equipment and services demanded and rendered to the residents as approved by the boards of directors, by way of a "pass-through" contract.

- **Why did PCM sell the company?**

The former owners of PCM (Russ Disbro and Jeff Olsen) have known John Carona for many years as a result of their involvement in nationwide trade associations and conferences. Their efforts in developing a succession planning model for PCM led them to discussions with Mr. Carona about his acquiring PCM and all its subsidiary companies. They believed Mr. Carona's organizational and operational philosophies mirrored their beliefs to be successful in this business now and into the future. After 38 plus years, Jeff and Russ felt it was in the best interest of the companies to join Associa so that they would continue to be able to provide the services necessary for the continued success of PCM's managed communities and customers. Last, but not least, they believed Associa would provide the atmosphere necessary for employees to continue to grow and improve and be part of the exciting future of this industry.

- **Will Associa try to influence California legislation?**

Several of the states within which Associa operates have active legislation that impact associations, and it is smart to be as involved as possible to educate legislators and lobbyists so we may operate efficiently and represent our homeowners' best interests. Associa established the Associa Political Action Committee (Associa PAC) to positively influence government rules and regulations, and serve as the leading participant for our industry's ongoing evolution.

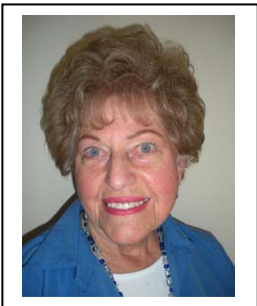
For example, we are currently working with Community Associations Institute's California Legislative Action Committee and the California Association of REALTORS (CAR) around the disclosure practices in the industry ensuring that all fees charged by associations and management companies in conjunction with the transfer of title process is fully disclosed, a practice to which Associa and PCM have always adhered.

Controversial Lawsuits Settled for Third Mutual and GRF

by Mary Robertson

Past PCM General Manager Milt Johns withdrew his lawsuit against Third Mutual for interference with contractual relations on June 23, adding to earlier actions by Third Mutual withdrawing its lawsuit against Johns, PCM Inc. and past PCM Inc. Financial Director Janet Price and the court's dismissal of Johns' lawsuit against GRF.

This ends the involvement of the Village. Johns' lawsuit against PCM for wrongful termination continues but is now limited to an internal PCM employer-employee matter.



Message from the President

by Maxine McIntosh

With Board elections approaching, I asked a few residents to consider running. They stated that they didn't want to take the punishment that they felt loomed large on the horizon for all board members.

I decided that I would call some Board Members and ex-Board Members relative to all four Boards of Directors serving in this community. I asked each of them, "Why would a Village resident want to run for a position on a board of directors?" Here are their candid responses:

"If, as a responsible member of the community, you want to give back, you can enjoy entering into governance. Helping resolve issues is personally satisfying." Carol Skydell

"A board member has the opportunity to set policies-to make the rules that can improve the quality of life for fellow residents. There is real joy in serving your community." Ron Beldner

"It's a terrific opportunity to serve your community. Service is what it's all about – serving your fellow man." Lloyd Foster

"It is an opportunity to contribute time and talent to benefit yourself and your neighbors. You will meet some of the most engaging and interesting people in the community. Many of them will become your friends." Marty Rubin

"Serving on a board is a chance to preserve what is best about our Village. This is an opportunity to play an active role in seeing that it continues to be well-maintained. If you've been active in other organizations in the Village, you're possibly equipped with broader perspectives and knowledge that lead to good decisions for all." Denise Welch

"Complaining at home does no good. If you feel something is wrong – join a board. You can make a

difference in problem solving. It's very satisfying. Cynthia Chyba

"You can enjoy the experience of democracy in action. It works nearly all the time, allowing you to contribute your best towards protecting the rights of all members. If I had better health I'd like to run again." Richard Wurzel

"For most of us this is a considerable investment. Joining a board is an opportunity to protect our investment. Every board member can contribute in working toward the goal of a constantly well-maintained community." Kathryn Freshley

"Consider the personal satisfaction of sharing your leadership skills. If we don't have good leadership, poor decisions will be made. This is an opportunity to help make positive changes. It's an opportunity to serve the best interests of the members. There is joy in this experience." Mary Stone

"You will be accepting the responsibility for addressing challenges. You will be able to protect the rights and the integrity of the community. You will want to make sure people are treated correctly. You will enjoy it." Ray Gros

"I'd been absent from various board commitments for five years and felt it was time to give back again. You can give back for some of the goodness in your life. Your background may bring a useful perspective to a board's decisions. Your lifetime of experiences may assist you in assisting others." Dick Palmer

"You will receive deep, deep satisfaction from proving that you can listen with an open mind, that you are dedicated to keeping all costs at a reasonable level and that you can truly enjoy the total experience." Maxine McIntosh

NOW! Why don't you call the Community Center at 597-4369 and submit your name as a board candidate?

IS YOUR MEMBERSHIP CURRENT?

OUR CLUB YEAR ENDED MAY 31, AND RENEWAL FEES WERE DUE JUNE 1

Starting January 1, 2012, memberships will be on an annual basis and will cover the entire calendar year.

Therefore, you can either pay a half year's dues of \$7.50 single or \$10 double to cover the period June 1 – December 31, 2011 or you can pay \$22.50 single or \$30 double to carry your membership through December 31, 2012.

IS THIS CONFUSING?

If you're not sure if your membership is current, contact Myra Norman, 949-588-0758.

If this is not confusing, send your check to Myra Norman at 3312 San Amadeo, Unit #C and mark it: "FOV Membership Renewal."

A form for new members may be found at www.friendsofthevillage.com.

Smoke Free Buildings for United Mutual

by Lynn Hamm

In March of this year, the City of Laguna Woods updated its Smoking Ordinance to include prohibiting residents from smoking on patios and balconies. Now owners in Laguna Woods Village can take this issue one step further. Residents of various buildings have approached the United Board requesting that their buildings be designated as “non smoking.” Therefore, at the June 14 United Mutual Board Meeting, the Directors approved a resolution to allow residents the opportunity to declare their buildings as “smoke free.”

This new opportunity is a means for United residents to enhance their environment and to make their buildings more attractive to prospective buyers who are looking for a smoke-free environment. At the same time, it is likely to decrease maintenance and repair costs over time.

In order for a building to receive a “smoke free” designation, there has to be 100 percent agreement between the respective owners on prohibiting smoking in their entire building. Once they are **all** in agreement, they need to submit a fully signed petition to the United Board. When the building is officially designated as “smoke free,” this designation will stand in perpetuity, and Realtors will be continually updated on which buildings receive this new designation.

What Makes Our Village Unique? Clubhouse 3 Auditorium Averages Four Shows a Month

by Eleanor Nelson

Not many retirement communities have a venue where residents can see professional performances by orchestras, choral groups, actors and lecturers. Laguna Woods Clubhouse 3 auditorium, with its 35 by 60 foot stage and seating for 814 persons, is one of the amenities that makes Laguna Woods Village unique.

Averaging four shows a month, the theater offers a Celebrity Series, where local talent, like local weatherman Fritz Coleman, can perform. It also offers a Champagne Series, to showcase events like “A Tribute to Kenny Rogers and Dolly Parton.” Bobbie and Elaine, popular dancers in the seventies and eighties on the Lawrence Welk show, recently delighted audiences, as did former Welk tap dancer Arthur Duncan.

The Laguna Woods Theater Guild and the Old Pros from the Village also perform there.

The stage has a modern sound system, refurbished seating, and a modern lighting system, according to Jesse Cripps, who has been Clubhouse 3 supervisor for the past three months.

“The theater is excellently maintained,” he said.

It’s going to get even better. In June, the Golden Rain Foundation Board approved spending up to \$78,100 to

make structural improvements to the theater. The improvements would restore access to the theater’s catwalks system. That system was closed off after a 2008 report recommending it be shut down. The lighting systems will also be improved. The renovations are set to begin in August.

But there is more than the theater in the Clubhouse 3 building. There are two dressing rooms, a rehearsal room, two kitchens, a billiard room and two dining rooms, often used for club meetings. Rooms can also be booked for private parties. About twelve events a month take place at Clubhouse 3, including theatrical and club activities, according to Cripps.

There is also a U.S. Post Office substation in the Clubhouse 3 parking lot that offers all the services of the post office in Laguna Hills.

The Foundation of Laguna Woods Village

by Pat Wilkinson

The Foundation of Laguna Woods Village would like you to know that we’ve had an excellent response to our recent mailing. It’s heart warming to know that so many in our community are becoming more aware of the work of the Foundation and how much we do to give temporary aid to our neighbors. Typical of the type of help we give is this story: Recently, the Foundation helped a 91 year old widow, a LWV resident for 20 years, who relies on \$881 per month. This woman has no living relatives and had a number of respiratory problems. When the social worker met her to do an assessment the house was cold and the client was wearing two sweaters, a woolen scarf and gloves in her living room. She was reluctant to use the heat for fear she couldn’t pay the bill. The Foundation helped this woman with her electric bill giving her the freedom to heat her manor. Our present economy has created hardship for many Village residents and we are the only organization that exclusively helps residents of the Village.

We want you to know that your \$’s will ONLY go to your friends and neighbors. Donating is even easier now – use your credit card on our website – www.lagunawoodsvillagefoundation.com – and continue to help your community.

Questions? - please call 949-268-2246 or email us at: thefoundation@comline.com. Donor envelopes are available on the wall by the front desk in the Community Center. You may send your donations to P.O. BOX 3279, Laguna Woods Village, CA 92654-3279. Thank you very much.

EXTRA, EXTRA...GET YOUR NEWSLETTER

To receive your FOV newsletter by email, please contact maryrobertson@comline.com. Those without an email address can receive the newsletter by regular mail by joining the club.

WiFi Has Arrived in the Village!

In cooperation with Connexion, the Village's cable provider, GRF is adding WiFi capability to all clubhouses, the new golf building, the library and the Community Center. WiFi will allow residents to connect to the internet in these facilities using their laptop computers, iPads, etc. WiFi is up and running in most of the clubhouses now and will be operational in all the facilities next month.

THANK YOU

MARY ROBERTSON & MIKE STRAZIUSO

FOR YOUR GENEROUS CONTRIBUTIONS

TO FRIENDS OF THE VILLAGE.

TO HELP WITH THE CONTINUED COSTS OF THE FOV WEBSITE AND NEWSLETTER, PLEASE SEND YOUR DONATIONS TO CLUB TREASURER MIKE STRAZIUSO, 4006-2E CALLE SONORA, LAGUNA WOODS.

DEAR JUSTIN TIMBERLAKE

By Jan Marshall

www.authorhumoristjanmarshall.com

There are things you should know about granny and other sexy old broads. True, you are use to quick twitter messages but since I am twitter-less, I urge you to keep reading to the end where I guarantee, before the year is over, I will get to the point.

In the past when I shouted, "Is there a doctor in the house," in a crowded venue, it was usually to introduce him to my daughter. Since she does incredibly well on her own and in fact, has a restraining order against *me* for doing so, I choose now to shout that at an actual doctor's office where they frequently keep me waiting an hour and half beyond my actual scheduled appointment.

Though my days are fully occupied searching for keys and plucking the hairs on my face, to others sitting in a

doctor's office this might seem wasteful. In fact it is most enjoyable and is the only reality show I watch. The waiting areas are usually mobbed. My number (as in *take a number and sit down, lady!*) is 48 so there is time to observe.

I heard one woman mumble as she reviewed her multitude of medical forms to fill out in order to be seen by a specialist, "Left nostril, heart valve, ear, buttock, pinkie toe on right foot, pinkie toe on left foot;" then frustratingly stood up and burst out in song; "All of me; why can't they take all of me?"

We sympathized and hummed along. Another fellow in the room had been waiting so long that he called the receptionist from his cell phone while in *that* very room wanting to speak directly to the Urologist.

She asked if he could hold and he shouted "if I could hold I would not be asking for the Urologist, you, &*&%^".

He had a point. We applauded then washed his mouth out with a Gray Goose liquid and ours as well.

Go figure; when doctors were on strike, I stayed healthy. I had so much leisure time once that I went to a palmist for fun. She said I would meet a tall, dark stranger and...he would remove my gall bladder. I went to a palmist for a second opinion and she removed my diamond ring.

Now I visit actual healers. My primary doctor is a *Recommendologist*. Whenever I see him for *any* reason he says I have a *virus* which is Latin for *I don't know what the hell you have*. Then he recommends a specialist, usually one not covered by my plan.

With apologies to you, Mr. Timberlake, (*loved you on Saturday Night Live!*) there are differences in movie making. I know what yours is and I am all for *that*, though in addition my film would feature the added bonus which inserts a romantic rendezvous with a man who includes *me* on *his* health insurance plan; for me the best definition of "Friends with Benefits." See you at the Oscars!

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Friends of the Village Newsletter

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