

# Friends of the Village Newsletter

Volume 2, Issue 3

 Laguna Woods Village

March 2010



**Thursday, April 1, 2010  
6:30 p.m. at Clubhouse 5**

## **MEET THE GRF BOARD AND ASK QUESTIONS ABOUT...**

- GRF's responsibility to the community;
- what the Board can and cannot do;
- its role in relating to the management company;
- the functions of the committees;
- why there are closed meetings;
- plans for the future;
- how the budget is put together;
- how the budget is monitored;
- why the Land Use (entitlements) Committee been formed;
- why the new golf building is being constructed; and
- what the plans are for gate renovation?

### **Volunteers Needed**

Can you make ten telephone calls a month to remind members of the upcoming general meeting? If so, contact Lynn Hamm at 206-0322.

### **Census Forms are in the Mail**

According to Rich Dixon, Partnership Assistant, Los Angeles Regional Census Center, Orange County Partnership –

- The 2010 Census form contains ten simple questions;
- Respond from your April 1 residence, whether or not it is your permanent home;

- Return the form in the self-addressed, stamped envelope provided;
- The cost for a person to ring your doorbell is \$65 as compared to the cost of the self-addressed, stamped envelope.
- Only 67 percent of the contacted residences returned the forms during the 2000 Census;
- It costs the government \$75 million dollars to ring the doorbells of every 1 percent of the contacted residences that do not return the form;
- Do the math!

Everything you ever wanted to know about the Census can be found at [www.census2010.gov](http://www.census2010.gov).



*Left to right: Mike Straziuso and Mary Robertson, Third Mutual Directors; Lynn Hamm, Friends of the Village President; Jerry Storage, LWV General Manager  
Front: Barbara Marsh, Friends of the Village Program Chairman*

## **General Manager Jerry Storage Guest Speaker**

**by Mary Robertson**

Recently appointed General Manager Jerry Storage was the speaker at our March meeting. He came to speak about his previous assignment as head of the Maintenance Division but also provided his vision, as GM, for the community.

Storage, who has worked for PCM for 12 years, has both a BS in civil engineering and an MBA. He said his focus is on quality service, improving resident satisfaction, cost control and safety.

He then provided an overview of the activities that fall under the Maintenance Division.

### ***Property Services***

Storage began with Property Services. A very important point he wanted everyone to remember was that the most expedient way to get a service request handled is to visit Property Services directly, call them at 597-4600 or email to [propertyservices@pcm-inc.org](mailto:propertyservices@pcm-inc.org). Asking an employee outside of Property Services or a resident director will not guarantee that the request gets logged into the computer system for proper tracking of the service request and may even lengthen the response time to the request.

He also encouraged all residents to use the voluntary Key Access service by presenting a copy of manor keys to the Community Access Department in the Community Center. This will allow access to the manor in the event of an emergency without having to break the door or window to get in. The service is beneficial for those residents who may lock their keys inside their manor or

lose their keys. If emergency access is required to address ongoing property damage (plumbing leaks, for example) by using the keys on file, PCM technicians are escorted by Security.

### ***Permits and Inspections***

The Permits and Inspections Department issues over 2,500 permits for manor alterations and does an average of 1,500 resale inspections yearly. The department works closely with the mutuals on architecture review procedures. Many requests for alterations will fall within the standard alterations approved by the Mutual – those that fall outside of the standards require the resident to submit a variance request which will be reviewed by Permits and Inspections staff and will then be submitted to the mutual's board of directors for a decision.

### ***Maintenance Administrative Services***

Maintenance Administrative Services provides the research staff for the Village. Staff prepares subject and funding reports for the mutuals to aid in decisions on maintenance issues. They also identify management efficiency improvements for maintenance.

### ***Maintenance Operations***

This department has responsibility for carpentry services, painting, interior component services, insurance-related repairs, and damage restoration services. They deal with dry rot and other building repairs, mold remediation, interior component repairs in the United manors, the mutuals' paint programs, moisture intrusion inspection and repairs, and restoration services from fire, flood damage, vehicle accidents and other mishaps.

### ***Maintenance Services***

The Maintenance Services department has responsibility for appliance repairs and replacements in United Mutual and Third Mutual laundry rooms, in Third Mutual's recreation rooms, in United manors, and in GRF facilities. This department also provides electrical services, plumbing services, facility services, and custodial services for United and Third Mutuals and GRF facilities, as well as interior preventive maintenance inspections throughout United Mutual.

The plumbing work center staff performs repairs and replacement of leaking water lines and waste lines, as well as repairs or replacement of all standard plumbing fixtures (in United at no cost; in Third as a chargeable service). Storage pointed out that staff is available to handle plumbing emergencies all days. Full staff is available workdays from 7:30 a.m. to 4:00 p.m. with standby staff available up to 10:00 p.m., and on weekends and holidays from 7:00 a.m. to 3:30 p.m.

Facilities Services handles the servicing of over 1,000 pieces of commercial equipment and the computerized energy management system. It also services the GRF

heating and cooling systems and the swimming and hot pools equipment. Janitorial services GRF and two and three-story buildings common areas, including elevators, mailrooms, lobbies, recreation rooms, laundry rooms, and walkways.

**Projects**

This department handles major renovations for facilities such as the clubhouses and other amenities and new construction projects such as Clubhouse 7 and the golf building (currently in the planning stage). Projects managed the recent conversion of our fueling station to a state-of-the-art facility. It also handles paving repairs, repairs to block walls and wire fencing, signage around the Village, street storm drain cleaning and sidewalk repairs. Long term plumbing remediation and wastewater piping remediation is evaluated by this department.

**Vehicle Maintenance and Transportation**

There are 300 vehicles, ranging from automobiles to tractors to buses that are maintained by this department, and all vehicles are fueled in the evening to avoid disruption of services during the day. The department also manages the bus system for the Village.

Storage ended his presentation on the Maintenance Division with a discussion of the various committees that have oversight responsibility for Maintenance and its operations.

**As General Manager**

Storage took a few moments to address his promotion to General Manager. He emphasized that Milt Johns is a splendid gentleman who brought great innovation and savings to the community. Storage had mixed feelings on taking over as General Manager: “Milt is a close personal friend and mentor and my heart was touched to see the things he had to go through.”

Storage stated it is the boards that make policy, not PCM. “My goal is to work closely with the Boards and to foster open communication among all.”

He also said he hopes the negativity that has been prevalent in the Community for the past few years will be put behind us all, as it is very damaging to the community. “We are here to make your lives easier and more enjoyable.” He advised to not get stuck in the past; we “always need to be moving forward.” He cited Thomas Jefferson who said “I like the dreams of the future better than the history of the past.”

**Questions and Comments are Welcome**

To facilitate communication, questions and comments may be sent to the Friends of the Village email address: [lvvfriends@gmail.com](mailto:lvvfriends@gmail.com).



**Notes from the President**

**by Lynn Hamm**

Mr. Jerry Storage, the new PCM General Manager, spoke at our March 4th General Meeting. We already knew about the scope of Mr. Storage's prior responsibilities here in the Village; as Manager of Maintenance and

Construction, Security and Transportation. However, when our program Chairwoman, Barbara Marsh, read his resume, we learned of his VERY impressive education, technical training and work experience. Therefore, he brings a wealth of knowledge and experience to his new position.

Friends of the Village fully supports Mr. Storage and hopes that with his promotion to General Manager, the Boards can now concentrate on ensuring that our community continues to be the best over-55 community in the country. In addition, I hope the residents can now come together and make living here the most positive experience possible. A wise man recently said to me that everyone should take "two steps" back, look around at our beautiful Village and realize how lucky we are to live here. So, let's take "two steps" back and then all move forward together as we usher in a new era of cooperation, trust and civility.

UPCOMING MEETING DATES	
<b>May 6</b>	6:30 p.m. – Clubhouse 5
<b>June 3</b>	6:30 p.m. – Clubhouse 5
<b>July 1</b>	6:30 p.m. – Clubhouse 5

**BRAVO!**

**Larry Strauss and Rose Ting**

**by Jan Marshall**

Creative and supportive, Larry's newest kindness is driving Ms. Ting, that fabulous Tai Chi/Chi Gong teacher who takes the bus to all our classes. He suggests we donate our driving services to Rose Ting – a day or a week. If you can help, call Larry at 457-2220.

Let's help Rose and support talented Larry who also runs the "Parkinson's Can Do" club and produces the Entertainment News TV show for the rest of us.

**DOUBLE BRAVO!**

# The Felon and the Fuzz

by Jan Marshall

[www.authorhumoristjanmarshall.com](http://www.authorhumoristjanmarshall.com)

This is Jan, felon # 949. Here is my version of the notorious incident.

**THE CRIME:** Gorgeous Officer Krupke claimed, according to *his* toy ray gun that I was zooming more than 30 mph in the 25 mile zone.

It only appeared that I was racing. There is a tricky unexpected hill heading down to the Laguna Woods post office; an obvious speed trap. My speedometer showed a tad less than 30 mph. Perhaps the icy, snowy roads accounted for the excess? (Hey, it could happen!)

Being innocent, I decided to fight this injustice. I pleaded my case at our Traffic Dispute Court, headed by two friends. They claimed they had no power to sentence me but felt free to utter Tsk, Tsk repeatedly.

**ASSISTING CALIFORNIA'S ECONOMY:** To save the state money for my possible incarceration, I arrived at my hearing with tattoos (*Barney Bakes Brownies*) in place and in stripes; (*jumpsuit from Armani*). Though I hadn't received a traffic ticket *outside* of this cell block in over 45 years, it mattered not to *this* tough jury.

I warned my grandkids that I could be sent to the *big house*. Initially, they thought it was swell, imagining it would be larger than my own manor, thus better for playing hide and seek. They agreed finally that I was only guilty...of loving them too much.....

**PULEEZ ,...FREE GRANNY JANNY**

My attorney was absent. He is in jail for money and underwear laundering, both not belonging to him. I brought a ladder instead in case I needed to take this matter to a higher court, since there is an obvious scam here. Handsome Officer Krupke issues tickets and then pitches his *very own lucrative* traffic class. I smell corruption. What is GRF's policy on this?

**THE VERDICT:** I was found guilty of *wonton eating and not offering the copper any* and *wanton* speeding. My sentence: either pay an enormous fine (possibly leading to a *real* crime of robbing banks) or attend his class for delinquents. I chose the traffic school, a sleep inducing two hours. To keep awake, one guy bounced on a pogo stick while another shaved his legs and his wife's back. After the longest morning of my life, I vowed to go straight.

Though, who can actually predict the future? Since getting my newest tattoo, "Born to Be *sorta* Wild," it is possible some day I may go crazy and drive 32 mph. NASCAR, call me!

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## NEWS FLASH

### CLOSED CAPTIONING ON GRF AGENDA

At its March meeting, the Broadband Committee recommended GRF continue the closed captioning of our board meetings.

The issue should be voted on at the Tuesday, April 6, GRF Board meeting at 9:30 in the Community Center Board Room. Plan to attend if you want to have a say in making closed captioning permanent.



The Golf Starter Building at Gate 12 has served the community well.

## Nooks and Crannies

by Norm Salzberg

A well known spot for non-golfers, as well as golfers, is the Golf Starter Building at Gate 12. This Village amenity has served the community well for many years. Its 2,340 square foot open deck has commanding views of Saddleback Mountain and, on a clear day, Mount Baldy 50 miles from here. You can watch players teeing off from the first hole and putting out at the ninth and 18<sup>th</sup> holes. A snack bar serves the deck with limited breakfast and lunch menus. It is famous for its inexpensive all-beef Super Hotdogs. The open deck has radiant heaters and lots of tables and chairs but can be a busy place on Wednesdays, when the Mens Golf Club players use it as the 19<sup>th</sup> hole for beer, bull and bickering. The same goes for Tuesdays when the Woman's Golf Club players enjoy post game replay, wine and socializing.

Age has taken its toll on the old starter building and its 6,000 square feet of indoor space is limited for golf cart and Pro Shop operations. A year ago the GRF Board authorized planning, architectural services and construction of a new Golf Building and associated

improvements, using dedicated reserve funds accumulated for that purpose. Project planning and architectural design work began in July 2009. The new Golf Building will consist of 14,000 square feet of interior space and 3,500 square feet of outdoor decking that



will take maximum advantage of the spectacular views. Expanded kitchen and indoor and outdoor eating areas will allow more food choices and provide a cafe atmosphere. Three Meeting rooms are also on the upper level. An elevator will provide easy access to the lower level for golf activities. To see the floor plans, visit [www.lagunawoodsvillage.com/article.cfm?id=2889](http://www.lagunawoodsvillage.com/article.cfm?id=2889) or visit the existing building.

Construction will start later this year and should be finished in 2011. During construction, the old starter building will be in operation. The new building will be above and in front of the old one.

## BEWARE!

### ***“No Right Turn on Red” on El Toro Road***

There are new “No Right Turn on Red” signs for west-bound traffic on El Toro Road at the following intersections:

- Avenida Sevilla (Entrance to Gate 5)
- Town Centre Drive (Driveway to the Community Center)
- Calle Sonora (Entrance to Gate 7)

## “People”

by Lucy Parker

—from an Orange County Register article,  
February 13, 2010

When I read reporter Claire Webb's sensitive and well-written Orange County Register article, headlined "Bullet hits neighbor in suspected suicide," on February 13, it went to the heart of what, to me, Friends of the Village is all about. While we residents treasure our privacy and independence, we also tout our myriad activities -- our seemingly endless opportunities for the social contact experts tell us is vital in retirement. Yet, ironically, we know that some residents still feel lonely and left out. Politics and property values aside, this is really why I joined FOV and why I have worked to help make it a success. Crossing this unseen, unspoken barrier is not easy. Joan Bergman, the subject of the article, said it all when she told Claire Webb, "I have people. I don't know who he had." I couldn't help turning her observation into a poem.

## “People”

She thought it was a light bulb popping  
when she heard the sound.

It was daytime in her retirement apartment,  
and she had just re-shelved a book.  
An ordinary task which, at this ordinary moment,  
took her to this exact position in the room.

And when she saw blood on her pant leg,  
she looked for a shard of glass.  
But when the flow continued,  
she phoned her sister in her own retirement  
apartment.

*Twelve thousand apartments  
("manors," they are called)  
march across these manicured green hills.  
All separate. Apart.  
Proud bulwarks of privacy and independence.  
Yet at the same time — approachable,  
with potted plants and welcome mats —  
an ambiguity bewildering to some.*

And when the blood kept flowing,  
she and her sister called the paramedics.  
A gunshot wound. Not serious.  
The hospital treated and released her.

*A gunshot wound? But how?*  
She learned a bullet had passed through her wall,  
then ricocheted, when — in a moment not ordinary  
after all —  
her neighbor had killed himself.

Stunned recollections tumbled — of a man —  
a man she hardly knew — waving outside his  
separate apartment.  
What could have brought him to a moment  
so incomprehensible?

*I should have had him in for pizza. Why didn't I?*  
Then: *"I'm lucky. I could have been badly injured.*

Then: *What if I were lonely, maybe ill?  
What would I do?*

“I have people,” she told a reporter in an interview.  
“I don't know who he had.”

## Membership Renewals Due by May 31

Our first club year will end May 31, and membership renewals are due at that time.

Dues are \$15 per year single and \$20 per year double.

Please send your check to Myra Norman, 3312 San Amadeo, Unit #C and mark it:

**“FOV Membership Renewal.”**

A form for new members may be found at [www.friendsofthevillage.com](http://www.friendsofthevillage.com).

Volunteers are always welcome, and one of the following committees may be of interest: Programs, Publicity, Telephone, Newsletters, Fund Raising, Greeters, Set Up and Clean Up, Refreshments, Membership.

## FOV Seeks Your Input

- Send ideas for articles in future editions of the FOV newsletter to [maryrobertson@comline.com](mailto:maryrobertson@comline.com).
- To receive your FOV newsletter by e-mail, please contact: [maryrobertson@comline.com](mailto:maryrobertson@comline.com).
- Send Letters to the Editor to [lvvfriends@gmail.com](mailto:lvvfriends@gmail.com).
- Send ideas for items of interest to be included in the FOV website to [pjwcrafts@comline.com](mailto:pjwcrafts@comline.com).
- **BRAVO!** To acknowledge accomplishments and small kindnesses by a resident, submit the information to [lvvfriends@gmail.com](mailto:lvvfriends@gmail.com)

## JUST A THOUGHT . . .

*You may not think you can reach it. Climb anyway. You may not think you'll be heard. Speak anyway. You may not think you can change things. Try anyway.*

Maya Angelou

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### Friends of the Village Newsletter

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