

Friends of the Village Newsletter

Volume 1, Issue 3

Laguna Woods Village

September 2009

October Meeting Will Focus on New Friendships

by Carol Cartwright

Our October 15 meeting will begin at 6:30 p.m. at Clubhouse 5 and will be a welcome respite from discussions of divisive issues. All negativity will be left at the door. This meeting will be a celebration of all the clubs and activities that are offered in Laguna Woods.



Dress representing a favorite sport or activity is encouraged! The person who does this best will win a special gift basket prepared by Program Director Betty Williams.

Tables of six will be set up and pie and coffee will be enjoyed in this intimate setting. When a bell rings, residents and guests will go to other tables. Hopefully by the end of the evening, a great deal of positive information will have been exchanged and new friendships established.

Donations of pies would be greatly appreciated. Please contact Aloha Saxon at either 770-7633 or basaxons@gmail.com if you are willing to donate a pie.

UPCOMING MEETING DATES	
October 15	6:30 p.m. – Clubhouse 5
December 6	5:00-10:00 p.m. – Clubhouse 5 HOLIDAY PARTY
January 7	6:30 p.m. – Clubhouse 5
February 4	6:30 p.m. – Clubhouse 5

Reminders –

- To receive your FOV newsletter by e-mail, please contact: maryrobertson@comline.com.
- Send Letters to the Editor to lvfriends@gmail.com or 5372-3H Punta Alta, Laguna Woods.

Make a Difference!

by Shari Horne

Saturday, October 24, is Earthworks 350 International Day of Climate Action. At 9:00 a.m. LWV residents will gather on the driving range near Clubhouse 7 to take a picture of our community's alternative fuel vehicles, in the shape of 350, on our beautiful and lush recycled golf course. Our LWV name will be prominently displayed when the picture is uploaded to the web and presented to world leaders before the Treaty on Climate Change in Copenhagen. **Join us** – let's stand together to stop climate change and for a fair treaty that meets the science. Please wear light-colored tops so we show up against the grass. This is also part of a Guinness Book World Record!

A Big Thank You...

...to Lee Hochberg for donating the beautiful painting for the recent Club Fair. It created a lot of interest and drew many people to our booth.

Newly Elected Third Directors Share Thoughts

by Mary Robertson

By now you know that Third Mutual residents elected Noel Hatch, Carol Moore, Lucy Shimon and Mike Straziuso to the Board of Directors. We thought it would be of interest to hear what they had to say during Friends of the Village's September meeting where all candidates were given the questions ahead of time in order to prepare their thoughts.

It should be noted that both Hatch and Moore have been directors in the past while Shimon and Straziuso are newcomers to the scene of community governance. Moore has just completed her first three-year term while Hatch has served as a Director of Third and GRF. Here are the responses to a few of the questions.

In answer to what their long-term goals are as Directors, Moore stated her main goals were to update the gates and landscaping - both are crucial to the first impressions people get when coming to LWV. Hatch pointed out that when he was on Third back in 2003, he helped prepare a 48-page report for the Long Range

Planning Committee that identified 23 issues Third needed to address. He sees that these issues are still with us today and still need to be addressed.

Both Shimon and Straziuso stated they know they have a lot to learn. Shimon said she has learned a lot in just the past few months from current directors who have been mentoring her; and Straziuso stated he was advised to remember, "You don't know what you don't know until you're on the Board."

In answer to what they would do to create a more effective relationship between the managing agent and the Board, Shimon pointed out the importance of knowing people on a personal as well as a business basis. She believes social networking is a good way to understand the people you have to work with. Hatch stated it is best for Directors to work through the committee and Board system instead of going to staff directly. He also stated he agrees with what the general manager has said in the past that the Board should set milestones for him from which to judge his performance. Straziuso said an atmosphere of mutual respect needs to be developed - a lack of it undermines all goals.

The candidates were asked how would they handle situations where they disagree with others. Straziuso said he grew up knowing the importance of respect; you need to focus on the issue and remove emotions. Hatch would "smother them with kindness and love."

Moore, in response to what action she would take with frustrated residents who are not getting their problems resolved, said first you need to acknowledge that sometimes things do fall through the cracks so you need to listen and identify if the issue truly did fall through the cracks (in which case handle it) or if it is a matter of a policy that the resident does not like. Sometimes just providing a clear explanation of why we have such a policy helps the resident.

It was candidate Patricia Feeney who set the trend for the answer on how to prevent directors from reinventing the wheel because they don't have all the background information. From her experience (as a research librarian in a large computer firm), she said we must computerize the storage and retrieval of information.

Hatch agreed it is time for Third to step into that venue and Moore pointed out that the Board has been talking about having a committee on this for a number of years. Shimon said it needs to be done even though there is an expense involved because it is costing us to do the same reports over and over again.

Hummmm - seems we may see some action in this area in the coming year. And if a committee is formed, I wouldn't be surprised if Feeney was asked to be an advisor on it.

And finally the candidates were asked to answer in one minute or less, "What makes a good Director?" Moore said, "Getting things done." Shimon said, "Keeping your head when others are losing theirs." Straziuso said "Keeping people laughing, building relationships, working behind the scenes, and enjoying what you are

doing - it will show." Hatch, who showed he had done his homework, listed ten points for a good Director but he gave them so quickly no one knows what they were. But he concluded with the thought that a good Director should have "a tempered passion for the community."

CLUB OFFICERS	
President	Barbara Marsh
Vice President	Lynne Dvorak
2 nd Vice President, Programs	Betty Williams
Treasurer	Nancy O'Dell
Secretary	Joan Milliman
Membership	Myra Norman
Publicity	Carol Cartwright
Newsletter	Mary Robertson
Refreshments	Mary Melgun, Aloha Saxon
Hospitality	Jan MacKenzie

BRAVO!

To acknowledge small kindnesses by a resident, submit the information to lvvfriends@gmail.com

When resident Patrick D. Murphy learns of a Village resident's stay in a local hospital or nursing facility, he arises at 6:00 a.m. to deliver a newspaper (he purchases) to the patient. This big *Irishman* says it is a *Mitzvah* for him (a *Yiddish* word for "Worthy Deed" from the Torah) which brings joy to him as well as to the recipient.
...Jan Marshall

"It's nice to be important, but it's more important to be nice."

...John Cassis

In Our Thoughts and Prayers

We want to remember both Phyllis and James Fish at this tragic time. They were very active members of our village and committed years to bettering our community.

All are welcome at a memorial service on Saturday, October 24, at 9:30 a.m. at Clubhouse 7.

Laguna Woods Village Voted Best of the Best

Laguna Woods Village has been voted "Best Retirement Community" in Orange County for the fifth year in a row! [Read the article](#) from the OC Register.

Notes from the President

By Barbara Marsh

The Third Mutual election is over and we begin a new phase of our boards. If you are a new resident to our community, you may not understand the significance of all this and how it all works. The Friends of the Village hope to help you have a better understanding of how our governance works. It is a lot more complicated than most people realize, and it does take a while to begin to understand it all; but it is important that you understand, because it will help you make more educated decisions for our future.

If you don't know which Mutual you live in, a good place to start would be to find out which board manages your manor and how the Home Owners Association (HOA) influences the services you receive from our management company. You probably know by now we are fortunate to have a management company that takes care of most of the things that go wrong in our manors. They are there for you in all kinds of emergencies, such as flooding and fires; they are even there if you have called an ambulance and also provide many other services for you.

We are putting together a Welcome Wagon that will help you with questions you might have about where you live and situations you might encounter. We hope to help you feel more connected to the community.

We have invited many new residents to come to our October 15 meeting to get acquainted with residents of our Village and make new friends. We live in a wonderful place, with lots of interesting and exciting things to do to keep us healthy and happy. We hope you will join us to learn more about our club, Friends of the Village.

Because November and December are busy months for us all, we have decided to skip our November meeting, but we will have a Holiday Dinner Party on Sunday, December 5, at 5:30 at Clubhouse 5. We hope all our members will join us in celebrating the first six months of our Club. Watch for information about how to make reservations.

We are just beginning to find our way, but we have been able to establish a club that has a good future and one that we hope will bring a more positive attitude and understanding to our Village.

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What Do You Think?

by Mary Robertson

In a recent, widely-distributed e-mail, United Director Mike Curtis stated:

During their July meeting, the GRF Board authorized \$6,745 of our assessment money for PCM Inc. to have a premium booth at the California Senior Expo (<http://caseniorexpo.com/>) on Sunday, August 16th. Yep, nearly 7-grand for a 1-day event. The purpose was to "publicize Laguna Woods Village to potential residents." GRF's formal resolution was "to authorize staff and resident volunteers to participate", and "that the officers and agents of this corporation are hereby authorized, on behalf of the corporation, to carry out the purpose of this resolution."

*Turns out; what got publicized was **Laguna Wood Properties - PCM's real estate company. That is, each booth visitor was offered information about Laguna Woods Properties.***

Laguna Woods Properties would not even had the chance to advertise at this event without us kicking in money to buy the booth.

Curtis goes on to claim that PCM violated our Management Agreement and should be reprimanded. Further, he suggests that the GRF Board should also demand that all of the expenses for this event be paid back by PCM or Laguna Woods Properties. This conclusion is based on an excerpt from the current GRF agreement:

ARTICLE 2. Duties and Services. (h) (iv) "Agent has identity of interest companies such as real estate sales and escrow firms (sic). Agent will maintain a professional and "arms length" relationship with its identity of interest companies whenever Agent is conducting business on the behalf of Owner. Agent shall comply at all times with its fiduciary duties as agent of Owner when dealing with its Affiliates or other identity of interest companies."

In response, the following facts have been gathered from PCM staff: GRF directed staff to seek out opportunities to promote the Village to the greater Southern California community and beyond. PCM then recommended the purchase of a table at the Calif. Senior Expo for \$795 to publicize Laguna Woods Village. GRF Finance Committee recommended, and the GRF Board approved, that GRF purchase a premium booth for \$2,495 which also included an ad in the Senior Expo program and an ad in the Senior Source Book that is distributed throughout Southern California.

The GRF Board further authorized additional funds to cover expenses for the display, for a total of \$6,745. About \$2,700 total was actually spent on the booth and collateral materials. When the GRF Board asked staff to provide something to give away at the booth, staff advised that water bottles, left over from the Laguna Hills 5K, were available.

The presence of Laguna Woods Properties at the Village table was in the form of the free water bottles that were left over from the 5K in May of this year. Laguna Woods Properties sponsored (paid for) the water bottles this

year; other companies, such as Attentive Home Care, have sponsored the water bottles in the past. Our Laguna Woods Village logo is on the front of the bottles and the sponsor's information is on the reverse side. This is the "information about Laguna Woods Properties" referred to above.

Two PCM employees and three Village resident volunteers passed out candy and brochures about Laguna Woods Village along with the water bottles. They had posters on easels with large advertisements for the Village, and a 42" flat screen TV showing the Laguna Woods Village marketing video on a loop. There

were no representatives from LW Properties at the convention.

Laguna Woods Properties is not part of PCM, Inc. which manages our Village. However PCM, Inc. and Laguna Woods Properties are corporations under the PCM International umbrella.

YOU DECIDE: These are the facts we gathered; you be the judge. Was it was appropriate or inappropriate to have the water bottles at the Sr. Expo.? Send your comments to lvvfriends@gmail.com.

Nooks and Crannies

by Norm Salzberg

Legend has it that Ponce de Leon discovered Florida on his search for the Fountain of Youth. Unfortunately, he was 2,700 miles off course and 600 years too early in his quest to slow down the aging process. The closest one can get to a Fountain of Youth is right here in our Village. It's the Hot Pool in Clubhouse 5. While the pool's water may not have



restorative powers, its massaging water jets (at 103 degrees F) do have a therapeutic effect.

Any time Pool 5 is open, you can find one or more residents soaking in the Hot Pool. Residents from all over the world use the Hot Pool, some on a regular basis and others occasionally. They assume all kinds of positions to let the jets work on sore or achy spots or just mellow out. Some are quiet and meditative while others get involved in discussions on personal to worldly topics, often in foreign languages.

I have been partaking of the Hot Pool's beneficial effects for over 15 years, especially after golf, working out in a fitness center, or after swimming laps. The Hot Pool's maximum occupancy is 22 and a number of posted health considerations should be heeded. This article may cause me to lose the seat by my pet jet, if too many readers decide to visit all at once. Don't forget your bathing suit if you want to try it

Friends of the Village

Membership

Name _____

2nd Name _____

Address _____

Telephone _____

E-mail _____

\$15.00 Single \$20.00 Double

I would be willing to work on these committees:

- | | | |
|--|--|--|
| <input type="checkbox"/> Programs | <input type="checkbox"/> Newsletters | <input type="checkbox"/> Attend Board Meetings |
| <input type="checkbox"/> Publicity | <input type="checkbox"/> Fund Raising | <input type="checkbox"/> Refreshments |
| <input type="checkbox"/> Telephone | <input type="checkbox"/> Greeters | <input type="checkbox"/> Membership |
| <input type="checkbox"/> Delivering Flyers | <input type="checkbox"/> Set Up and Clean Up | <input type="checkbox"/> Welcome Wagon |

Mail your membership dues to: Myra Norman, 3312 San Amadeo, Unit #C