

Last updated: 8/16/2004

Year	Date	Excerpts from articles
1972	Founded	PCM, founded in 1972 by a group of businessmen that included Olsen's father.
1973		Nothing Reported During This Time
1974		Nothing Reported During This Time
1975		Nothing Reported During This Time
1976		Nothing Reported During This Time
1977		Nothing Reported During This Time
1978		Nothing Reported During This Time
1979		Nothing Reported During This Time
1980		Nothing Reported During This Time
1981		Nothing Reported During This Time
1982		Nothing Reported During This Time
1983		<u>Robert A. Hess is PCM's new Vice President of Operations, and also serves as controller.</u> Before that, he was an independent financial consultant for seven years and served as data-processing manager for <u>Signal Landmark Properties Inc.</u> of Irvine for six years.
1984		In 1984, PCM was purchased for \$1 million by <u>Johnstown American Cos.</u> , based in Atlanta. Under that company's ownership, PCM expanded nationally through acquisitions and then saw its newly acquired assets SOLD FOR CASH when Johnstown ran into financial difficulty.
1985	Jan 15	<u>Johnstown Asset Business Properties Brokerage Co.</u> for \$4.5 million in December, and paid \$2 million for PCM in July 1985. In addition, <u>Johnstown owns</u> the Los Angeles-based <u>Dunn Corp.</u> , a commercial and industrial real estate brokerage with a regional office in Newport Beach. MAR 10 CALIF.
1985	March 2	<u>Robert A. Hess</u> has been promoted to president of <u>Professional Management</u> of California, a subsidiary of El Toro-based <u>Professional Community Management Inc.</u> , and to vice president/treasurer of the company's international subsidiary, <u>Professional Community Management International Inc.</u> Hess, who previously served as PCM's vice president of operations, joined the company in 1983 and also served as controller. Before that, he was an independent financial consultant for seven years and served as data-processing manager for <u>Signal Landmark Properties Inc.</u> of Irvine for six years. PCM manages about 75,000 residential units in home owner associations in four states; it is a subsidiary of <u>Johnstown American Cos.</u> , a real estate services firm in Atlanta.
1985	May 26	<u>Robert A. Hess</u> has been promoted to president of the California subsidiary of <u>Professional Community Management Inc.</u> , El Toro, and to vice president/treasurer of PCM's international subsidiary.
1985	June 27	<u>Professional Community Management of California</u> has named <u>Sandy Meyer</u> property manager, where she will be responsible for services for seven community homeowner associations, and <u>Michael W. Vandor</u> was appointed general manager at <u>Leisure Village Ocean Hills</u> in Oceanside. PCM of California is an El Toro company that manages condominiums and planned communities.
1985	July 7	<u>Professional Community Management</u> , the El Toro firm that manages <u>Leisure World</u> , <u>Laguna Hills</u> , established a subsidiary called <u>Congregate Living Systems</u> earlier this year to help plan and eventually manage retirement complexes with support services. Currently, the firm says it is involved in planning 40 projects for private builders, most of them in California. * * * "I give it three years and it (senior housing) will be overstocked in the Sun Belt states," said <u>Rod Sherod</u> , president of PCM's <u>Congregate Living Systems</u> .
1985	Oct 10	<u>Steven Steele</u> has been promoted to chief executive officer of <u>Congregate Living Systems, Inc.</u> of El Toro. He had been executive vice president of the firm for six months before his appointment. Steele, 40, had been with <u>Autumn West</u> , a Utah-based community development firm, for ten years before joining CLS, a year-old unit of <u>Professional Community Management International</u> . PCM manages the <u>Leisure World</u> community development in Seal Beach. CLS specializes in the field of senior citizen housing and provides services related to the management of congregated care facilities.
1986	June 27	<u>Frank A. Conner</u> , attorney for <u>Professional Community Management</u> . PCM hushed up the burglaries.
1987		In 1987, before filing for Chapter 11 bankruptcy, <u>Johnstown sold PCM to Affiliates Group Inc.</u> for about \$2 million.
1988		Nothing Reported During This Time
1989		Nothing Reported During This Time

- 1990 June 6** Jeffrey Olsen, longtime Chief Executive Officer of PCM, said he was pleased about the *buyout by IHS. This is the third time in the last seven years that PCM*, founded in 1972 by a group of businessmen that included Olsen's father, *has changed ownership*.
- ✓✓✓ Professional Community Management Inc., the firm that oversees the 12,736-home Leisure World of Laguna Hills, has been purchased by a Baltimore-based company that plans to provide it with expansion capital. Robert Elkins, chairman and chief executive officer of Integrated Health Services Inc., said Tuesday that El Toro-based PCM was "*the most important part*" of a package of business assets it has acquired from Affiliates Group of Nashville, Tenn. for \$12.4 million. Elkins said PCM, which generated revenue of \$6 million last year by providing property management services for numerous retirement and other communities in Southern California, fits well into IHS's business plans. Four-year-old Integrated Health Services Inc., owns and operates 25 specialized nursing homes and assisted-living facilities for the elderly in 15 states. Integrated Health Services Inc., is also eager to expand, and officials said PCM will give the company, whose holding are now concentrated in the East and Midwest, its first West Coast presence. At Leisure World in Laguna Hills, PCM performs all the community's security, maintenance, administration and landscaping. It manages the clubhouses, hires the recreation staff and operates the community's private bus line. Jeffrey Olsen, longtime chief executive officer of PCM, said he was pleased about the buyout by IHS. *This is the third time in the last seven years that PCM, founded in 1972 by a group of businessmen that included Olsen's father, has changed ownership*.
- 1991 July 14** The incident two weeks ago was small, but some residents say it was far from isolated. They concur with a recent study that contends waste is rampant in PCM, which spends more than \$35 million in resident fees annually to provide security and maintain homes, streets, landscaping and recreational facilities to this retirement community of 22,000. * * * Community leaders who want a change believe it could be done with a minimum of stress to residents; many of PCM's 1,050 employees in Leisure World belong to a union and simply would go to work for the new company. However, it would be a crushing blow to PCM, an industry stalwart whose roots go back to the founding of Leisure World in 1966. Executives of the community's original maintenance company, the Leisure World Foundation, formed PCM in 1972 when the older company was dissolving. PCM has grown to manage about 39,000 houses and condominiums in four states, putting it, by president Jeff Olsen's estimate, in the top 10 property-management companies in the United States. Leisure World's 12,736 homes account for nearly one-third of that total. PCM also manages Aliso Viejo's master association and many smaller homeowners associations in Orange County. Perks greatly enhance the value of the Leisure World contract, Olsen said. The current contract gives PCM's REAL ESTATE ARM the exclusive right to an office near the Leisure World administration office, within the community. Olsen said its location is a significant factor in PCM capturing commissions on about 22 percent of the 800 to 1,000 Leisure World homes resold each year. The Leisure World account also brings incalculable value as an advertisement when PCM seeks more profitable contracts. "*It's like, 'Hey, if they can handle (a community) that big, they can handle ours,' "* senior vice president Russell Disbro said. "*There is no question this is a very prestigious account.*"
- 1992** Nothing Reported During This Time
- 1993** Nothing Reported During This Time
- 1994 June 27** Leisure World-Laguna Hills' Professional Community Management Inc. won top business honors in the American Lung Association's Clean Air Week at a special awards ceremony last week at the Bowers Museum in Santa Ana. The recognition, bestowed on the many was PCM employees; demonstrated their concern about air quality by car-pooling, using public transportation, posting and distributing informational literature, and participating in Clean Air Week special events.
- 1994 Nov 24** The lawsuit of a former employee who accused Leisure World General Manager Russell Disbro and others of sexual harassment, sexual discrimination and breach of contract has been settled. Also settled was Disbro's defamation-of-character countersuit against former financial-services director Roberta McNeil of Santa Ana. As part of the settlements, a judgment was filed Oct. 13 in the Superior Court in Santa Ana in favor of Professional Community Management Inc. and Disbro, and against McNeil with regard to her alleged charges of sex discrimination and sexual harassment against the defendants. Under the terms of the settlement, employees of PCM are forbidden to talk about details of the settlement or risk a hefty fine.
- 1995** Nothing Reported During This Time
- 1996** Nothing Reported During This Time
- 1997** Nothing Reported During This Time
- 1998 Jan 7** Professional Community Management Inc., a community-management firm based in Lake Forest, has been ranked the second-largest senior-housing management firm in the nation, according to a recent survey by the American Seniors Housing Association. Some of PCM's larger communities include Leisure World-Laguna Hills and Casa del Sol in Mission Viejo.
- 1998 Jul 16** Professional Community Management, which oversees Leisure World's 18,000-resident community, says management is not liable because it was the residents' personal property _ namely a tin pan and a tarp _ that clogged the drains.

Nothing Reported During This Time

1999

2001 Jan 11

At Tuesday's United Mutual Board meeting, *President John Lathrop* told his board one of their tasks this year would be to "look long and hard" at its management agent agreement with Professional Community Management. *The agreement expires Dec. 31, 2001.* Several areas he contended needed looking into were: ✓PCM's real estate firms and escrow companies which "give the appearance if not the reality of self-dealing and conflict of interest." ✓Separating PCM's role as property manager from its other roles in construction management and as negotiator in real estate sales and acquisitions for Leisure World. ✓Clauses in the management contract which make the contracting party (the corporations) rather than their agent (PCM) responsible for certain losses, liabilities and costs incurred when the agent is acting in good faith on behalf of the contracting party. *Lathrop called on all Leisure Worlds' corporation to begin review of their management contracts this month.* But *Russ Disbro, former Leisure World general manager and PCM senior vice president,* said that since 1972 PCM has always been upfront with the directors and boards about its real estate and escrow companies, and "the leadership has always supported us." *PCM President Jeff Olsen* added that the company has been very careful not to give preference to its own and the proof of that is there has never been a charge of conflict of interest. *Disbro added* that if Lathrop was aware of any problems "we'd like him to bring them to our attention." With regard to *construction projects, Disbro* agreed PCM is not expert in all areas "that's why it's been our *policy to bring in outside professionals* for construction management and major projects. *In real estate dealings, Disbro said PCM has brought in outside negotiators, lawyers and commercial (not PCM) real estate brokers.* And, he added, whatever was negotiated was brought back to the boards for review and the final word. *Disbro also said* with regard to the management contract indemnification clauses, if Lathrop has a proposed language fair to all parties "we'd be willing to listen." Besides the management contract, *Lathrop also called for another revision of the Golden Rain bylaws this year (they were revised last year) "so that that board is held accountable for its actions."*

2001 March 1

Breaking with tradition, the United Mutual Board last week in special session discussed the terms of its management contract with Professional Community Management, Inc. of Lake Forest in open session. Although Director Burton Taubman was uncomfortable with the exercise, calling it "negotiating" in public but his view was in the minority. Director Rich Haskell reflected the majority view that discussion could occur if it remained "in general terms." *President John Lathrop commended the document for being very well written* and clear before the balance of the board launched into particulars. He also said that no matter what the outcome of the discussion, he would *like the law firm of Fiore, Racobs & Powers* to review the completed project. Points that Lathrop said needed more clarification and perhaps revamping were the relationship between PCM's real estate firms and escrow company with the community; PCM's division of tasks (management, construction, etc.) and the hold harmless clause where Leisure World rather than PCM is held liable "against any and all claims, suits, damages (including attorneys' fees) arising out of the performance of this (the management) agreement." To determine who should pay for the *fidelity bond* which covers the agent and employees who handle money. Currently, Leisure World pays for the bond and receives a discount on the management fee for doing so. * * * *include language about the mutual's placement of discretionary funds with a general investment manager.* To determine if the long-standing method of *banking corporation money* is in compliance with Federal Housing and Urban Development standards. HUD guaranteed the mutual's mortgage loans.

Sep 11

REAL ESTATE/CONSTRUCTION: Marc Offit was named senior vice president of business development for Struxicon, Newport Beach. . . Gary Wier joined Irvine-based construction management firm GKK Works as project manager. . . *Marilyn Walczak of Professional Community Management Inc., Lake Forest, was awarded the Community Associations Institute* professional designation of "professional community association manager." *Walczak is general manager of PCM-managed Aliso Viejo Community Association.*

Sept 20

United Mutual President *John Lathrop said Monday he was "very pleased" with the new 5-year management contract his mutual signed with Professional Community Management, Inc.* on Sept. 11. *According to Lathrop his four objectives were written into the contract:* a condition calling for an annual review of management by the presidents of Leisure World's four mutuals; the condition that United, rather than Professional Community Management, control construction management and real estate transactions (unless the mutual asks PCM to do so); the condition that *United will direct the general manager, rather than PCM as agent,* regarding business and operational policy "according to common business practices"; and a revamping of the hold harmless clause that has been a bone of contention between United and PCM. The text now says that *United will hold harmless PCM for actions arising out of the performance of the management "for those acts performed within the scope of its authority."* *The deleted text said the agent (PCM) would "not be liable for any errors of judgement or for any mistake of fact or law or for anything which it may do or refrain from doing hereunder."* The contract also stated that PCM, which has real estate sales and escrow firms must maintain an "arms length" relationship with those firms while conducting business on behalf of United. The five year contract will begin on Jan. 1, 2002 and end Dec. 31, 2006, although either party to the contract could terminate the arrangement with 180 days notice.

2002 Apr 11

The Monticello Townhouses are managed by Professional Community Management. "I understand that (the insurance company has obtained the appropriate release) and that the work should be completed within the next 24-48 hours," *PCM spokesperson Debbie Evans* said on Monday.

- 2003 May 22** After only four months on the job, Broadband Director Dan Davis abruptly ended his employment at Leisure World last Thursday during the grand opening and ribbon cutting ceremony of the new head end building on Campo Verde. Davis offered no explanation as he handed a brief letter of resignation to Russ Disbro, Professional Community Management Inc. PARTNER, and drove off in his waiting vehicle. Janet Price, Leisure World's Administrative and Financial Director, quoted Davis as saying he wanted to "step aside and let someone else take over from here." She said PCM did not have a contract with Davis. "We are an 'at will' employer." * * * Friday, at the annual meeting for broadband services, LW Communications President Charles Hellmann said that the relocation of head end equipment from the Rossmoor Electric, Inc. building on the corner of Campo Verde and Moulton Parkway to the refurbished Maintenance Building was complete. Last year, LWC decided to terminate Leisure World's contract with REI for the maintenance and operation of the Leisure World's fiber optic cable TV system. The broadband services division was created to handle the system in REI's stead. * * * Hellmann said the LWC Board would assist Broadband Services Chairman Walter Fertig in any way possible but foresaw no real difficulties because of the strength of the team already in place handling broadband services both at Channel 6 and in the technical staff at the head-end building.
- 2003 June 8** * After missing the April due date for a \$93,000 property-tax payment, Leisure World's property management company was hit with a \$9,300 late-payment penalty. Residents pay taxes through their assessments, and Professional Community Management makes the payment. PCM financial services director Janet Price, who acknowledges one of her staff failed to get the bill paid on time, said last week that she and her staff would pay the penalty out of their own pockets.
- 2003 Jul 10** Marilyn Walczak is General Manager of AVCA, working directly for PCM (Professional Community Management), and her assistant is Deborah Baker. Patti Abrecht is Director of Landscape and Maintenance; Cynthia Alexander is Director of Recreation Services; and Paul Young is Recreation Coordinator. AVCA owns and operates all but one park in Aliso Viejo. AVCA also develops and maintains slopes and commons areas.
- 2003 Jul 17** Patti Abrecht, Director of Landscape and Parks Maintenance, said there is a consensus plan for the development of Wood Canyon, but there's no budget for it at this time.
- 2003 Jul 31** Management Information Services Director Rich Lee has a new position. The 12-year Professional Community Management employee has been named as broadband services director, a position vacated by Dan Davis, who quit. Russ Ridgeway, broadband consultant, said an administrator knowledgeable about the workings of the community and PCM, was what would be needed in the long run once the immediate technical issues are resolved. Ridgeway is expected to provide that technical expertise for the next six months. The announcement was made at the July 25 Golden Rain broadband services meeting. The ads provide of revenue for the provider, in this case Golden Rain, which can be used to offset expenses . . .
- 2003 Aug 21** PCM General Manager Milton Johns countered the suggestion by noted that the proposed 2004 service levels were higher and could not be accomplished by existing staff. Johns said that in his 17 years with Professional Community Management he has been responsible for dozens of staff reductions and other cost savings for the community. He said if current staff could absorb the work it would, but that was not the case.
- 2003 Sept 4** In a Sept. 2 letter to Maintenance Director Jerry Storage, city Building Official Jon Traw added "it is imperative that the necessary corrections be accomplished in a diligent manner and timeframe." * * * Traw said that while the city would expedite such a request for modification, compliance is the responsibility of the Golden Rain Foundation and Professional Community Management (as stated in the city's letter to both Aug. 15). Thus, Traw requested a schedule of actions which PCM and GRF intend to take.
- 2003 Sept 25** Miller said that every few years there's a groundswell of interest in looking at new management companies. But, after the dust settles, directors usually return to PCM.
- 2003 Nov 13** "Our residents voted in record numbers this year, to accomplish change in our community. ✓ Five new directors were elected to join our returning board members. These new members come to the board with experience and talents they are anxious to share. Their business backgrounds are important assets they bring to the board. ✓ Together our members will work diligently with fellow board members of Third and the Towers, GRF (Golden Rain Foundation), residents and PCM (Professional Community Management, Inc.) and staff. * * * "It is our plan to keep residents informed so that you will know our occupancy agreement content and how you can be part of the planning process. If you are considering changing your manor in any way, it is important you check out your plans with both the city of Laguna Woods and PCM maintenance and construction before you invest either your time or money.
- 2003 Nov 13** "There would be no need to assess homeowners for any building at Aliso Ranch if PCM would provide meeting space for AVCA board meetings," said Elnaccash.

- 2003 Dec 25** Members of the GRF Select Audit Committee spent the Dec., 12 meeting questioning **KPMG representatives Chris Ray and Mark Tillotson about various aspects of the audit of the four Leisure World corporations, the pension plan for Professional Community Management employees and the PCM employee savings plan.** *Ray and Tillotson said they also look at four business processes: revenue generation, financial management, procurement/facilities management and human resources along with observing the physical inventory, warehouse, vehicle maintenance and golf pro shop.* * * * To a question from *Golden Rain Foundation Director Dick Sharp* regarding Leisure World's liability with regard to the union pension plans, *Finance and Administration Director Janet Price* said, as of the last time the issue was checked, the community had "no unfunded liability." A resident questioned what the community paid KPMG for its services and *Price replied about \$80,000.* *Third Treasurer Harold Korman* added that the firm's contract expires in 2005. * * * The group elected *GRF Treasurer Richard Moos to act as chairman of the committee and Director Mark Stein as Vice Chairman.* The group also elected to meet again with a tentative date of March 23.
- 2004 Jan 8** Professional Community Management (PCM) manages the property, and *they've given the police chief two parking places for law-enforcement vehicles right in front of the theater.* But Paddock wants to do more. * * * PCM manages the property at Town Center. They have been actively involved, said Paddock, in attempting to resolve the problem with teenagers on Friday nights. "It's just normal teenage activity -- hanging out, harassing people," said *PCM spokeswoman Vinnie Davis.* "We're moving forward to figure out what we can do. We've talked about the substation, and it would probably be agreed to by theater managers. Our only thing is that *we haven't budgeted to do that.*
- 2004 Jan 22** Directors and management (Professional Community Management, or PCM) did not deal with the request directly. Adamich's letter was forwarded to the association's lawyers. ✓
- 2004 Feb 5** In principle, the elected members of the board have authority over *the AVCA staff, who are employees of the management company, Professional Community Management.* In reality, it sometimes doesn't seem to work that way. "*The board refers all decisions to Professional Community Management (PCM),*" Leen Elnaccash said. "That leads to the whole issue of the contract with PCM. Has it ever been out for bid?"
- 2004 Feb 19** "We expect that PCM (Professional Community Management) will need to examine each line item to realize the expected reductions," the text further explained. * * * *Former PCM Landscape Director Fred Ridge, committee advisor,* said, though, "I'm glad it's him not me ... I'm highly impressed at what he's done here . . . they're all striving to keep costs down and I have a lot of respect for Kurt and his crew."
- 2004 Feb 26** *Director Barbara Parker explained at the Feb. 23 meeting, that her task force which included Directors Kay Margason and Charlene Sydow and resident June Todd,* had agreed that the election could and should be outsourced. * * * Staff Officer Trudy Bigelow said PCM already contracted out printing, counting and collating of the ballots. * * * Marks said she would like to have a comparison with PCM's cost.
- 2004 Feb** *Director Barbara Parke* explained at the Feb. 23 meeting, that her task force which included *Directors Kay Margason and Charlene Sydow and resident June Todd,* had agreed that the election could and should be outsourced.
- 2004 Mar 4** *Finance Director Janet Price warned that the mutual already had dipped about \$500,000 into that required amount and would need to put money back into that fund as soon as possible.* * * * *She recommended using up the unappropriated expenditure fund. A mortgage insurance premium could possibly make up the difference.*
- 2004 Mar 11** *Homeowner Carolyn Adamich again requested that the board release the formula for establishing AVCA assessments.* An AVCA attorney said he'd sent her the tables, and that he spent eight hours researching the information. * * * "*It's not the attorney's responsibility but the financial people from PCM (Professional Community Management). You guys have already done the work.*"
- 2004 Mar 18** *A charitable foundation has proposed building a \$14 million community center at Aliso Ranch,* across the street from Aliso Viejo Middle School. The City Council heard the proposal at their meeting Wednesday.
- 2004 Mar 25** *Leslie Krone is former Mayor. She is the Mayor. Even when the state's fiscal crisis this year threatened the city's continued existence, she played a key role in getting Sacramento, not to just pay attention to little Laguna Woods' plight, but to cough up the withheld vehicle license fee funding that comprises more than half of the city's general fund.* * * * said she saw an ad from Professional Community Management, Inc. for a job working in the Community Relations office. * * * *She notes that in Laguna Woods she's been able to personally hire every member of the staff, put in place all the administrative policies and procedures . . .*

- 2004 Apr 8** *General Manager Milton Johns told the United Mutual finance committee, Monday that the mutual would be in the market for a new management company if the board passed a controversial resolution.* Last month, United filed a resolution that "directed" PCM (Professional Community Management) to build a 2005 budget no higher than 2004's yet not lower service levels. It also "directed" Golden Rain Foundation to do the same. *United also changed its directive to GRF to a "request."* Johns said the only way he could achieve the resolution's directive would be a "sweeping" reduction in salaries which would result in mass employee flight. * * * *"We will cancel the management agreement (with United) first because of our (PCM's) obligations to the other corporations, and to maintain Leisure World as the premier retirement community.* * * * He said he would not be able to hire qualified staff since the construction and administrative services industry job market was booming in Orange County. * * * Johns said the bottom line was trust: "United has had trouble with trusting the managing agent and if you don't trust, you shouldn't have a working relationship with us." Director Barbara Parker said trust was a "real flaky" word in business. *"There has to be accountability with trust."*
- 2004 Apr 28** Laguna Woods Refund: After more than three years of effort by Leisure World staffers and Professional Community Management Inc., the Golden Rain Foundation received a federal tax refund of nearly \$300,000 Friday. *GRF has received about \$600,000 in refunds because of a change in its filing status from homeowners association to social-welfare organization, which is taxed similarly to a charity.*
- 2004 Apr 29** The United States Treasury refunded GRF \$294,468.49. The amount was a refund of all the federal income taxes paid for 1998 plus interest of \$58,204.49. * * * To date, the Golden Rain Foundation has received \$600,000 in tax refunds due to a change in its filing status to a 501 (c)(4) Social Welfare Organization, which is taxed similarly to a charity. The new designation does not change the way GRF operates. * * * *Before 2001, GRF filed as a homeowners association (Internal Revenue Code No. 528).* * * * *GRF then filed its 2001 and 2002 tax returns as a Social Welfare Organization and paid no federal income taxes, thus saving GRF almost \$500,000.* * * * The IRS wanted to audit 1998 before sending the refund.
- 2004 May 27** Donny Disbro of Dana Point was made Vice President of marketing and business development with Professional Community Management, one of the nation's largest managers of common-interest developments.
- 2004 Jun 17** *The ad hoc Communications Committee will be dissolved on June 21 and AVCA's new board of directors will decide whether or not to appoint a new committee. Director Todd Gillespie said the committee is still focusing on AVCA's Web site.* Currently the Web site is administered by Professional Community Management, AVCA's management company, but Gillespie said they are seeking input from other Web masters.
- 2004 Jul 8** Lack of accountability. *Elnaccash said he ran for the board out of concern for AVCA's "secrecy and lack of accountability." "We're paying too high a price for what we get in return." * * * He also criticized AVCA's decision to tear down the slides at Acorn Park because of liability concerns, and its consideration of playground equipment that might include a pirate ship and caves. "AVCA is a corporation, and every swing, slide or bench, as a matter of fact, the mere existence of the parks and slopes represents unlimited liabilities," he said.*
- 2004 Jul 8** *Michelle Bolton* from Professional Community Management (the company that manages the Aliso Viejo Community Association) received a Leadership Award from the California Association of Community Managers (CACM) for her work in physical management. *Karen Conlon, statewide president of CACM, said that community association management is one of the fastest growing industries in California.* * * * *"Association managers must become as knowledgeable and professional as possible in order to properly serve the communities they represent," she said.*
- 2004 Jul 26** Lake Forest-based Professional Community Management appointed Rene Decker to Vice President, Lake Forest Management Services, and promoted Donny Disbro to Vice President of Marketing and Business Development.
- 2004 Aug** Nothing Reported During This Time