

The Survey:

Thank you, hopeful this can make a difference, Good luck (12)

Why anonymous – open to stuffing the ballot box. (1)

Why anonymous – you are a negative person and the people you are surveying are old and their complaints are irrelevant. (1)

Why anonymous – you are a hoot – your survey will consist of all your own complaints.(1)

Hope the results will appear in the Globe (circulation 11,500). (3)

The Globe:

The Globe will not print anything detrimental to PCM. (2)

The Globe won't print my "Essay to Cat Lovers." Told me "only important letters are published." (1)

Milt Johns, Janet Price, PCM:

Do we need a new management company, or just to replace Milt Johns and Janet Price? (1)

Milt Johns has conflicts of interest with outside companies that have benefited from his decisions including, but not limited to, the "50+ Housing Council" and Mary Watson (previously hired then fired to do the LWV survey for \$100,000). (2)

Who paid capital gains tax when the old administration building was sold?

That is, on \$17 million. (1)

Who holds title to the Administration Building, the Library, and Clubhouse 6?

Does PCM own the Admin Building? If so, does LWV pay rent to PCM? (1)

All the staff and equipment goes if we lose PCM. (1)

Good reports:

Brick wall repaired immediately after your letter to Globe appeared. (1)

Weeding of slope done immediately after your letter to the Globe appeared. (1)

Prompt response to repair requests. (1)

Burnt out bulbs in carports and along sidewalks are replaced immediately. (2)

Bird droppings removed from steps timely. (1)

Fitness center employees Beverly, Rachel, Betty, Rich and Peter are wonderful. (5)

Been here 6 years: repairs done timely, never paid under the table, never been refused a request. (1)

Plumbing leak handled promptly. (1)

Leaking water heater turned off within 15 minutes; replaced the next day. (1)

Not unhappy about anything but the complainers. (1)

Things We Should All Know – Just the Way It Is....

Monthly assessment:

Promised fees would go down after 8 years, instead up \$25 each year. (1)

Stock certificate: Owners need to be reminded that stock certificate replacement may cost up to \$6,000. Put it in a safe place. (1)

Rules not enforced:

Cluttered balconies and enclosed patios (including firewood, dead trees, more than 3 large plants.) (1)

Carports are storage areas for many residents – flowerpots with dead things seem to be the favorite. (1)

Battered vehicles with expired registrations are parked throughout the community. (2)

Co-ops are being rented for longer than the 6-month rule. (2)

Employees are not to accept gratuities and tips. (2) But they do. (4)

Those with garages should use them for vehicles first, then storage. (3)

Rules over-enforced:

Current resident, well-known, regular user of CH 1 fitness center treated rudely for forgetting ID. (1)

Confusion about newborns (under 3 months) in baby carriers being allowed on the deck at CH 2 pool during kid hours. (1)

Suggested Improvements:

Need an ombudsman. (2)

Bus service:

Need the bus, but some schedules take 4-1/2 hours to complete round trip, used to take 2-1/2. (1)

Change of bus routine from front to back of mall pick-up unsatisfactory. (25)

Shorten outbound bus schedule to end at 5 pm, especially with the Fall time change when it's dark by 5 pm. (1)

Parking:

There should be a way to identify unit that visitors' cars are visiting. (1)

Since visitors are pre-called in, a pass could be ready at the appropriate gate. (1)

Renting out co-op:

Too much turnover in rentals, makes neighborhood unstable. (1)

Please change co-op rental rule to remove 6-month restriction for residents who have lived in LWV over 3 years. (2)

PCM Staff Access:

There should be a directory of PCM staff email addresses on the website. (1)

Broadband, Please bring back the music:

Loss of the Oldies & Goodies music on cable. (3)

Energy:

PCM should assume the cost of replacing existing heating/cooling units with centralize units at no cost to residents. (1)

PCM should place solar panels on roofs of flat-topped buildings, at the very least, immediately. We could actually make money by selling electricity back to Edison. (2)

PCM should supply stickers for residents to put on trash bags that contain only recyclables making it easier for WARE to sort our trash. The stickers could be paid for with monies made from recycling paper, metal, and glass. (1)

Resident/PCM Employee Relations:**Tipping:**

Believes workers are not allowed to accept money. (1)

Gave a landscaper a \$5 tip he did not refuse. (1)

Landscaper asked for tip when asked to move a plant. Complied because no alternative. (1)

Two paint crew members refused a tip. (1)

When offering a tip I have been told, "We cannot accept tips" but at the same time the hand goes to open the top pocket so that a bill can be placed, "very often." (1)

My neighbor is doing custom landscaping and irrigation. He had 2-6 PCM employees in his yard everyday for 2 straight weeks, while buildings inside Gate 1 were stripped of landscaping for 4 months after painting. When I asked him how he was getting all that attention, he told me "You wouldn't believe the hundred dollar bills, cases of wine and beer this has cost me!" I said, "Are you kidding?!" He said, "No, unfortunately that's how things get done around here." (1)

From the Towers: "the housekeepers here are like beggars....we are not all wealthy enough to tip them. I made the mistake of tipping \$5 once and have never been left alone after that...." (1)

Insulted by workers:

PCM Help Desk – male shouted at me after many calls about a rat in a container on my patio that I needed to have removed. It had been 2 days since my first call. (1)

Owner told she has a "bad memory" when asking maintenance to restore former conditions. (1)

Owner told her safety concern "hasn't killed anybody yet. If someone dies, we'll do something." (1)

Hassled by fitness assistant Romo, because of previous complaint resident had made against him – after he received counsel regarding his behavior, he now swipes her card and throws it at her. Gives names of others in her letter with similar experiences. (5)

I accompanied the daughter of a friend who passed away suddenly to the Membership Office at the Community Center. The female employee there was the *only* person in 3 days of going to 15 banks and other businesses with regard to her mother's estate that did not offer a simple. "I am sorry for your loss." PCM workers need some public relations training. (1)

Gave up calling Help Desk:

Have to go to the Community Center Desk to get help – phone calls are ignored. (2)

Regarding broken roof tile. (1)

Because an outside handyman does a better job for less and faster. (1)

Regarding landscaping issues. (1)

Community Center Desk gave me wrong number for a supervisor to complain to. (1)

Deterioration in service over past 11 years:

 Didn't used to have to wait for Help Desk to answer phone. (2)

 Leaving message doesn't work - don't get a call back (4)

Regarding missing deposit to PCM/escrow ordered painting work never done. (1)

Rats, Termites and Bees:

Clean the trunks of the palm trees to keep rats from nesting in them. (2)

Rats causing resident incurred expenses:

 To phone lines (1)

 To car wires (1)

Rat removal took two days after my call. Still waiting for bait/traps. (1)

Showed a maintenance worker a dead rat on the sidewalk. He refused to remove it.

 When I went to my car and got a plastic grocery bag and picked the rat up, he got embarrassed and took the bag and put it in the back of his truck. (1)

Termite fumigation causing residents incurred expenses (labor, replacing plants, 5 meals in restaurants) (100)

Isn't there a newer technology for eradicating termites? (100)

Isn't there a way to remove bee swarms without chemical warfare? (1)

Maintenance:

Clubhouse 3 new speaker system is overkill and malfunctioning. (3)

Plumbing:

Plumbing repair caused carpet damage PCM refuses to turn into insurance. (1)
Water heater leak caused carpet damage. Do-Rite (contracted by PCM) has missed appointments and is non-responsive to phone calls after 5 weeks. (1)
PCM did not paint walls and ceilings that had to be removed and replaced because of plumbing leaks. We had just painted them before the leaks happened. (1)
Plumbing repair caused carpet damage PCM refuses to hold its outside contractor responsible. (1)

Carpentry:

Took a carpenter two hours to cut 2" off the cabinets above my refrigerator space. (1)
Work order showed six hours to re-size two kitchen cabinet doors. (1)
Three sets of windows to be replaced because of corrosion. PCM installed 2 and never returned to finish the job. Many unreturned calls. Finally gave up and 4 years later have just put out \$970.00 to finish the job. Was told "Your kids should buy it for you for Christmas!" (1)
Resident incurred expenses from two flat tires as a result of sloppy employee who left screws and drill bits on the ground in the carport area. (1)
Dry rot repairs to our unit took four months – primarily because there is only one draftsman to draw up the plans the city requires. Please hire another one. Neighbor now at five months and waiting, living with scaffolding holding up her front door area. Looks like a slum. (2)

Appliances:

3 weeks to replace a stove part, then it didn't solve the problem. (1)
Sloppy stove installation left yellow gunk on floor until the floor was replaced years later. (1)
Had to buy my own refrigerator because a bad seal on the PCM one had caused rust damage (that I had to paint white because it was so embarrassing). I only had a selection of 2. (1)
My stove hood is an embarrassment. (1)

Housekeeping Crew:

They refused to replace a light bulb for me in my bathroom and one in my hallway because if they broke my bulbs they would be responsible to replace them because I had them on hand. And also because the fixtures were after market. (1)
Are housekeeping crews full or part time? Checking wardrobe runners was like watching little boys playing with a toy. (1)
Washhouse 251 broken light took 2 weeks to replace. (1)
Unsupervised workers spent 2 hours in my home watching the Angel game while one worker did his part of the job. (1)

Landscaping concerns:

Noise:

Blower, edger and mower noise at 7:45 am – Please do quiet work early on, then “noise” work after 9 am. (6)

Please grind tree limbs back at the maintenance yard. (5)

Green Things:

Four months without plants & shrubs after painting. (1)

Plants & shrubs removed AFTER painting. (1)

Gates 9 & 14 overkill with planting. (2)

Gate 6 and CDS 212 dead bushes, dead flowers – embarrassing. (6)

Where are the new drought tolerant plants & bushes? (2)

Hibiscus white fly out of control for years. (11)

Unattractive under-watered plants, but PCM doesn't care because owner not on a view-way. (1)

How about coming to the 21st century with some drip watering of plants? (1)

CDS 224 ground cover was replaced with flowers that require more water. (1)

No landscape improvement in 7 years. (1)

Bushes are chopped, not shaped. (1)

Landscape Crew and Supervision:

Lack of supervision of crews – talking instead of working. (1)

Landscape crews leaving lunch trash on grass. (1)

Morning crew break is up to 30 minutes from 15. (1)

Lunch break is up to 45 minutes from 30. (1)

Someone higher than the crew supervisor needs to make random crew check. (1)

Workers acting like they don't understand English. (1)

Crew did not return to replace large plant they moved – plant dying. (1)

Administrative/Scheduling/Scope of Work Decisions:

Combine edger and blower to one employee. (1)

Nearly 3 years to get a tree removed that was damaging neighbor's property. (2)

Workers refused to trim PCM bushes. (1)

Had to hire outside gardener to trim PCM bushes after 10 years asking crew to do it! (1)

I had to buy my own leaf blower because they won't blow the common area leaves into my flowerbed because it is marked with a yellow stake (indicates owner will cultivate). (1)

Too many landscaping vehicles. (1)

Landscaping vehicles too large. (1)

Safety:

Many walk paths are covered with hard tree droppings that make it dangerous to walk with secure footing. (2)

Have observed many workers not wearing breathing protection as they spray chemicals. (1)

Painting concerns:

Sloppy work practices resulting in walking on plants, breaking Malibu lights, paint on tile patios requiring call-backs and insurance claims. (2)

All stucco should be painted when painting the "building" This includes interior atriums and patios. Who ever hired a painter to paint their house and didn't get all the stucco painted? (6)

Health & Safety:

PCM poured driveway 2' short of old one, causing my passengers to have to walk in flowerbeds and possibly trip. (1)

Orthopedic doctor visits required by elderly as a result of body strain required to prepare for and recover from termite fumigation packing and unpacking process. (100)

Crosswalk at Majorca & Estrada (near Gate 2) needs new paint and a "Watch for Pedestrians" sign. (20)

December 2007 permission granted for a walkway from unit to carport (presently a slightly sloping muddy path). Engineers came out last week of September 2008. No word since then. 11 months! (1)

Security policy should be changed to accept complaints from anonymous callers. (1)

If not already a policy, there should be a "disposition time" for responding to calls – 10 minutes? (1)

Neighborhood Watch should be encouraged. (1)

Breezeways are common access areas and should not be cluttered with tables, plants, chairs and walkers. (1)

My smoke alarm has only been checked once in 7 years. (1)

Respectfully submitted:

Judy Williams
341-F