

# The Voice



## What Happened ?

About 3 weeks ago, Professional Community Management (PCM) replaced M. Johns, our General Manager (GM) for the past 10 years. Residents who heard of this action fell into three categories:

- Those to whom it was a complete surprise,
- Those who thought that this was totally un-called for, and
- Those who said, "It was about time."

Even today there are many people who do not fully understand what this was all about and how it came to pass. A short history of the past 7 years might provide some insight into what happened. The year 2003 was selected only because it was the beginning of the writer's firsthand knowledge.

In 2003, there were a number of individuals who had issues with both the Boards and PCM. You could find occasional articles of discontent in the Globe that were voiced by both Directors and residents. In general, the ever increasing assessments were the *symptoms* and the lack of identifying the cause of the increases was the *problem*. An effort by the United Treasurer to limit the 2004 budget increase to 0% in the 2004 budget year was answered with jeering and derision. "No company could think of NOT increasing their budget," they said, without understanding that this is a common approach by many large corporations when they create their budgets.

A number of small groups came and disappeared prior to 2005. Longevity was not one of their

strong suits, especially when the organizational effort is such a demanding task. Communication was almost nonexistent outside of the Globe and it was frustrating to dissenters who saw only bias on the part of that news media.

In 2005 a group of 5 individuals met with the intent to organize support for some of the issues that were prevalent in the Security Division. Their first weekly meeting, in a 3 story recreation room, had 36 attendees. The second meeting in excess of 70, and the third could not contain the crowd. An alternative site, the CH #3 rehearsal room brought out several hundred people and was quickly shifted to the auditorium, which it nearly filled. At that meeting they chose the name "Residents Voice" for the organization and it was to evolve into one of the longest lasting and most influential groups of residents that ever existed in Leisure World/Laguna Woods Village.

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**Residents Voice**  
**Meetings**

**Thursday, April 22**  
**Thursday, May 27**

**CH #5 6:30 pm**

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