

Opinion

Communication – Will GRF Ever See It Our Way?

A few years ago, several manor owners were elected to the Boards on a platform that included **improved communication** between the Board and the residents. One suggested improvement was a rearrangement of the agenda to move the “Member Comments” from the end of the agenda to the beginning. The objective was to get more active input from the owners by allowing them to speak before the directors started voting on issues.

It worked! The owners responded with increased interest in the activities of the Boards. Given the opportunity, the owners began to communicate their concerns over some of the questionable activities of the Boards and Managing Agent. They were looking for answers to their questions, but none were forthcoming. In time the residents felt that they were being patronized and ignored, while the GRF Board felt that they were being unjustly browbeaten.

Directors began calling the owners names, and the owners reciprocated in kind. The frustration of the owners elicited heated discussions at the Board Meetings and both sides felt that they were the victims. What the Directors failed to realize was THE BOARD was the only one who could control the dissention.

The residents were asking legitimate questions and the Directors failed to answer them. The questions would not go away and the residents could not ignore them. If the GRF Directors would have answered the questions in the beginning, all would have calmed down. But the Board failed to understand the concerns of the owners, and GRF had to

find another way to solve *their* problem.

At the GRF board meeting of 8/5/8, the agenda was revised to require the owners to **again** wait until the end of the meeting before the “Member Comments” were allowed. If an owner is forced to sit for 4 hours to speak for 3 minutes on a subject that he feels should have been addressed by the Board during the previous 4 hours, then he/she has built up a full head of steam. Civility will be long forgotten and working together will be a long-lost objective.

Included in this wait time at the August 5th meeting was a total put-down of the residents who spoke on other agenda items. The President constantly interrupted the meeting to force residents waiting to speak to step back at least 6 feet from the dais and microphone. This is “kindergarten” vengeance! It was a show of dominance when a handshake was needed.

To the audience, it was apparent that the GM was directing the President in these actions. Because of the actions of the GRF and the GM we now have an even wider breach between the Board and the manor owners.

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Residents Voice

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