

This showed the need for a larger meeting place and the varied scope of unrest that was identified by the attendees. Much of the dissent originated from the lack of public information on the actions of the Boards and PCM. The resulting Residents Voice Manifesto and Mission Statements were written to make the dissemination of information the primary objective of the organization. It was evident that until the residents knew what was happening, they were blind in addressing issues with their Mutual Boards.

During the initial years of Residents Voice, it became clear that, "The Residents had NO power." If information was requested, PCM or the Boards could suppress it and the residents had no recourse. For example, in 2005 a resident requested the bank statements for some rumored GRF credit cards that were being used by PCM staff. Both PCM and the GRF Board denied the request and even failed to recognize the existence of these cards. GRF went so far as to suppress this information from the other boards and would not release it to other Directors. They stated, "It was GRF's business and they would handle it."

With the lack of power and influence of the individual residents, it became obvious that nothing would change until a majority of a Board of Directors could be established, to override those who were reluctant to impose any changes. Individual Directors who had a differing view than the majority of a Board were also unable to make any headway. Electing Directors with a common interest to support the residents became a critical point in the evolution of our relationship with PCM.

The walls began to crumble when the state mandated what information could be withheld from Home Owner Association members. Credit Card Statements MUST be made available to any owner who asks for it. In 2007 the statements were given to the requesting resident and they were made public by Residents Voice both in their newsletters, meeting presentations and on their website. Many GRF Board members rushed to the support of PCM

by stating that the charges were OK'd by them and they considered the charges were ethical and legal on the part of PCM. A listing of these charges can be seen on the website [www.rvoice.org](http://www.rvoice.org), or by purchasing "The Yellow Book" (\$8.00 – order by phone 949-683-7317) which has a printed compilation of these expenses.

Prior to the credit card statements being made public and published for all to see, the General Manager assured both the Boards of Directors, and the residents during an interview on channel 6, that the cards were for, "Emergency Use Only." With this type of assurance by the GM and a comparison to the actual charges, it was evident that the GRF Board did not understand the scope of the problem and immediately created a breakdown of trust between the residents and PCM and the Boards.

Subsequent rumors of a PCM Employee Incentive Bonus Plan raised the issue of trust and transparency even higher. Once again a number of GRF Directors came to the support of PCM by stating that they were aware of the plan and were content with it. However, doubt was raised on the issue of transparency when some GRF Directors publicly stated that they had no knowledge of any such PCM employee plan while they were on the GRF Board. Subsequent public information highlights that if these knowledgeable Directors knew of the plan and did not make it public to their Board, they could be considered complicit in keeping a potentially illegal operation from their Board. There has never been any Board Documented Resolution that would allow PCM to spend our assessments in this manner.

So with the unsuccessful effort by individuals to bring about any resolution to such problems, how did we get to where we are today? It was through the effort of those Directors who began to question PCM on their actions. Was Residents Voice instrumental in having an impact on these Directors? We would like to think so since the donations for Residents Voice resulted in generating hundreds of thousands of copies of information and newsletters

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