

that were distributed to anyone interested, including Directors. The tipping point came when a majority of Directors raised questions that PCM could not, or would not, fully answer. The GM lost our trust and no one really knows of the full extent of the actions of PCM.

It is with great thanks that Residents Voice addresses these Directors and we will support them in their continued effort in managing our corporations.

For those individuals who thought that the prior GM was replaced with “No Cause,” as is a Boards right if they should so choose. **“Total Lack of Trust”** is sufficient cause to justify the removal of any employee.

So! What’s Next?

A new General Manager, Jerry Storage, was selected from the current staff to replace the old GM. Residents Voice would have preferred an outsider who was not directly involved in Laguna Woods Village and had no bones to hide. However, the Boards accepted PCM’s recommendation for the new GM and Residents Voice will provide whatever support they can, to both the Boards and Jerry Storage, to resolve any issues.

The success of this arrangement will be based on the oversight that the Boards provide. The old mantra, “PCM only does what the Boards tell them to do” must be adhered to and the fiduciary responsibility of the Boards should be the driving factor.

Residents Voice has invited Jerry Storage to speak at one of our future meetings and once we agree on a date, we will look forward to meeting him. Before then, we will provide him with some

questions that will give us some insight into his plans for LWV.

As a “police dog,” Residents Voice will continue to look for areas of concern both in the past and in the future. Since history has such a record of repeating itself, we will try to monitor the areas we currently are aware of and any new areas that may be questionable in the future. We will continue to try to collect and disseminate information to keep residents and Directors aware of our concerns.

Establishing confidence between Residents Voice and the Directors will help us to continue our efforts to reduce our assessments. We don’t think that we will always see eye-to-eye with everyone, but we hope that this experience will make the Boards feel a bit more comfortable in listening to Residents Voice when we bring up issues.

The Yellow Book will continue to be a basis for tracking future areas of financial concern. Tightening our expense control should also be a major factor and built into our future plans.

When other corporations make a similar transition at the top level of management, it is incumbent that the new manager can accept his position without any residual issues. Residents Voice feels even stronger today that this should be done via an Audit. This will protect both our Mutuals and the new GM.

An audit will ensure us that we have an established base from which to begin our new “marriage” with Jerry Storage and should minimize his transition from Staff to GM.

As was stated by a former U.S. president, **“TRUST but VERIFY.”**