

GVA GENERAL MEMBERSHI MEETING

JANUARY 12, 2023

The guest speakers were Bunnie Carpenter, President of the Golden Rain Foundation (GRF) and Yvonne Horton, Director of GRF. They did a slide presentation describing the functions of the GRF. Their slide presentation is available by sending a request to gvalwv@gmail.com

Members of Third Mutual Board were present at the meeting, including Mark Laws, President; Ralph Engdahl, M&C Chairman; and Donna-Rane Szostak, Treasurer.

Attendees asked many questions of the presenters and Third Borad Members who were present. The bulk of the concerns involved lack of response from requests to Resident Services and lack of communication to Building Captains when maintenance services were being performed, including status of projects and when projects have been completed.

Eileen Paulin, VMS Director of Media and Communications was also present and addressed changes that are in process to the Village communication systems, including Service Requests. These new systems should improve the areas of most complaint.

Mark Laws was asked whether the water in underground garages when it rains is being addressed and Mark said that it is being worked on.

In the meantime, here are GVA suggested procedures that we can use to improve response to service requests:

1. Email your request to ResidentServices@vmsinc.org . When you call in a service request the odds of the service rep transcribing it correctly and it going to the right department are much less than 100%. Also, without an email request, you do not have a record of what happened, which makes it more difficult for the GVA to effectively help.
2. If you do not receive a ticket # for your request, there is a high probability that it will not be done.
3. If you do not receive a useful response within 5 days, contact your Regional Rep for help. Here is the list of Regional Reps and the buildings in each Region:

REGION 1 REP: Gail Berra (949) 616-8315 gberra@comline.com

Buildings: 969, 2353, 2354, 2355, 2384, 2385, 2386, 2387, 2388

REGION 2 REPS: Ed McGill (949) 855-1747 edmcggl@gmail.com

Stuart Hack (949) 212-7028 hack.401k@gmail.com

Buildings: 2369, 2370, 2381, 2389, 2390, 2391, 2392, 2393, 2394, 2395

REGION 3 REP: Sharon Molineri (949) 770-7330 smolineri@comline.com Buildings: 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405

REGION 4 REP: Cindy Baker (714) 323-030 cindyb@comline.com

Buildings: 3335, 3336, 3337, 3338, 3364, 3371, 5368, 5369

REGION 5 REP: Marti Mangan (714) 501-4773 martinamangan@att.net

Buildings: 3363, 3365, 3366, 3367, 3486, 3498, 3500, 3501, 3510

REGION 6 REPS: Theresa Keegan (631) 379-0155 tkeegan1@yahoo.com
Jim Southworth (760) 709-0149 skierfromh@aol.com

Buildings: 3420, 3241, 3242, 3243, 3244, 3420, 3421, 3499, 5370, 5371, 5372

REGION 7 REP: Pam Murray (949) 235-7825 PamMurraySellsHomes@gmail.com

Buildings: 5499, 5500, 5510, 5511, 5515, 5517, 5518, 5519

REGION 8 REP: Lynn Jarrett (949) 310-9001 ljarrett@yahoo.com

Buildings: 4001, 4002, 4003, 4004, 4005, 4010, 4012, 4013, 4014, 4015, 4025, 4026

REGION 9 Rep: Lynn Jarrett (949) 310-9001 ljarrett@yahoo.com

Buildings: 4006, 4007, 4008, 4009, 4011