



PCM's progress one month later

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Since Professional Community Management took over the Aliso Viejo Community Association account exactly one month ago, the company secured a new location for its offices at City Hall, started working on outstanding issues brought forth by AVCA members and plans to develop new programs, mostly recreational, for the association.

PCM previously held the AVCA account from its inception in 1982 through 2005, a process General Manager Marilyn Walczak said will help the company utilize its historical knowledge of Aliso Viejo to manage as the city continues to grow.

Q: What projects are you tackling first?

A: The lingering restrooms, but the board has to give direction to staff. One thing I see on the horizon really soon is updating the parks' entry monument signs. They appear to be lacking in maintenance somewhat and they're a bit dated. So we're hoping to bring those up to speed and give them a more efficient look that aesthetically blends more with the community. The city has taken on one look and we're hoping we can tie into that as well.

Q: Is being in a city with many

parks a challenge?

A: I think we have a great hold on that. We were here when those parks were turned over to us, so we have a lot of history and knowledge on the parks' little intricacies.

Q: What's happening with the dog park?

A: There's some investigative stuff to tackle and we know there were some road blocks before. We're hoping we can overcome those road blocks, meet the needs of the community and follow through with the direction that the board gives us.

Q: Any other significant changes to the association?

A: We're hoping to expand our recreational programs and events at some point in the future. We need a little bit of time obviously. We have not had time to put together a formal plan yet, but we're hoping to increase the amount of activities that we can bring into our parks.

Q: When will the actual changes happen?

A: A lot will be dependent on the direction we get from the board. There are reserve funds available for updating those signs. Once the board gives us some clear and concise direction, we'll have an architect go out and develop

some plans. From then on, it's a matter of timing and getting it done. But there are funds set aside for that

Q: Whose idea was it to put your offices in City Hall?

A: The board had brought on the concept, PCM investigated and it all seemed to work out well. As a large masterplanned community, we need to work closely with the city. It's very convenient actually being in the same location.

Q: Tell me about your new Web site.

A: PCM has an online system where residents can send in requests at any time. They can e-mail the staff or the board members at any time with questions, requests and things about the community or their bills at their convenience. We get them the next day during business hours. Some of us check that night so we have access quite frequently to that through the Web site.