The portebelo Voice an independent gazette accept constructive criticism August 11, 2016

Golden lining in the cloud by Mary Tjeerdsma

Residents need better responsiveness and accountability from management and Board of Directors

Note: The following letter was sent via email to the MCUOA Board of Directors, General Manager Liz Foltin, and Facilities Program Manager Peter Ng on July 29. At press time more than a week later on Aug 10, no reply was received.

By Ralph Johnson

any residents on the upper levels in Building 1 are very angry regarding the handling of the problem with Elevator 3. I would have loved to have heard Peter describing the problem to the BOD in executive session on July 26 how he was on top of it and how quickly he solved the problem. I can well imag-

ine, in his mind, that in no way was he responsible for three months of noise, 24/7, and our concern for safety while riding a faulty elevator. I am sure the blame was placed on Otis to deflect his responsibility. Peter had a voice in the executive session, as reported. Did any resident on the upper areas of Building 1 have a voice? I am sure the resident(s) would have presented a different side of the situation. Perhaps the members of the BOD would have had a clearer understanding of what took place. Who should the BOD be representing? As owners and residents, our quality of life suffered for around three months.

Outdoor pool season extended to Sept. 11

By Mikhailina Karina

In a 6 to 2 vote, the Board of Directors approved extending the outdoor pool season by a week beyond the traditional Labor Day closing. Director Jerry Stedge, a proponent of the extension, added the discussion to the Aug. 9 meeting.

Stedge said that based on past resident surveys, a large number of Montebello owners favor keeping the outdoor pool open longer. In addition, air temperature in early September stays above 80 degrees and the water temperature is still pleasant for swimmers.

However, director Bruce Shaw said that an extension several years ago amounted in "minimal attendance,"

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Responsiveness, continued from page 1

Multiple people communicated concerning the problem regarding this elevator, which started before May 18, 2016. This included housekeeping, surely security, and other residents. The lack of responses to calls and email was completely unacceptable. Let me suggest a solution for lack of returning calls or responding to emails. In my former professional life, it was an unwritten procedure that if a call from someone with a concern was missed, then that person would receive a response within 24 hours. If information was unavailable to solve the situation, that person would be told when they would receive a response. The response would be provided before or by the stated time. May I suggest that this procedure be part of Peter's job description. How else can the general manager make him aware, in documented form, of the need to return calls and answer emails? Imagine what would have taken place before May 18 if Peter were forced to follow this procedure.

So residents are to believe that Otis was called before May 18th. If called, they indicated that they could not fix the problem for around three months. Do you really believe this would be acceptable to any competent administrator? A competent administrator would have demanded action from Otis. If not an acceptable response, a call from the general manager to Otis should have followed. If not an acceptable response, then communication from the attorney taking a legal position on the Montebello contract with Otis. This could have been done in days, not months. It appears, when pressured, Otis changed their mind, moving up the repair one week as repair was scheduled on August 1. If Otis changed their mind in July, why not in May? Please don't respond that Otis, a major elevator company, had to wait about three months for a repair part. Sorry, but I am skeptical.

BOD members, many are angry that Peter is not held accountable. Please explain why the resurfacing of the tennis courts and other repairs were not successful the first time. He was the facility supervisor. Why was poor construction accepted by Peter? Was there any reference to poor construction as the result of the "walk through," before final payment? How much did this mismanagement cost owners with patching, attorney fees, correcting problems such as fence so high that balls rolled underneath, and a surface that separated and had to be resurfaced. Again, how much did owners pay for what should have been done correctly the first time?

This ad hoc committee was formed by club members at the request of then-tennis club president Jerry Stedge and the information it gathered after careful research about appropriate surfaces for Montebello courts and companies specialized in building and resurfacing tennis courts was conveyed by Mr. Stedge to Peter Ng, the board, and management. I was on the committee. Much effort was made regarding computer research, visiting tennis facilities, and talking with representatives of prospective surfacing companies. A solid documented presentation was made to the BOD. This was essentially ignored! A company, I understand, with little experience in tennis court resurfacing was hired, a company the committee did not recommend. Why? When a decision was made to do the second resurfacing, a company the committee recommended was hired. That is the surface we are now enjoying. Was anyone held accountable for extremely poor management? Of course not. Just another example previous to Elevator 3. I have more examples if you care to

During the recent BOD election, a person stated clearly that he/she would attempt to hold the administration accountable, if elected. This statement certainly caught my attention and probably others' as well. That person is now a member of the BOD with a very high number of votes. I would advise in the future that anyone who possesses a similar belief for accountability of employees should so state and run on that platform. I believe this person(s) would have an excellent chance of being elect-

ed based on this year's results. Owners are tired of any administrator not being held accountable as we pay the extra cost, facilities diminished as well as our way of life.

It bothers me greatly to see a request from Liz for additional personnel. Although the board has so far kept staffing matters away from owners' eyes, I believe they are legitimate issues for owners and other residents to raise when the level of professionalism, courtesy, service and communication skills of employees is questionable, as staff and performance issues come at a cost to residents. Maybe it is time for a review by an independent outside personnel organization to request job descriptions, interview personnel to determine what they do as compared to their job description, and then make recommendations for adequate staffing, not bloated staffing. Please don't play the game of some other condo has more personnel than Montebello, so Montebello needs to catch up. I observed, for many years, school systems playing this

I ask, and I am sure many others residents as well, that the BOD and the general manager make any administrative employee accountable for their professional responsibilities and defined procedures for quick communication with residents.

Alexandria, Virginia

an independent gazette

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Editor & Designer.......Mikhailina Karina Contributors.......Karen Barnes, Marie-Christine Bonzom, Ralph Johnson, John Powers, Daniela Rodriguez, Kim Santos, Lisa Stedge, Richard Titus, Mary Tjeerdsma Note: The following letter was sent via email to the main MCUOA email address and General Manager Liz Foltin on Aug. 2. At press time more than a week later on Aug. 10, no reply was received.

PLEASE TRANSMIT TO ALL BOARD MEMBERS:

Dear Directors,

Below is a notice [Montebello Condominium eMail Bulletin - Woodland Spraying August 5 MML, ed.] of spraying sent today that indicates the use of glyphosate (in the Rodeo product) and other potentially toxic herbicides such as those contained in the Momentum product is still continuing.

This notice appears to contradict announcements made by the Board and Management in April to all residents and to me as the organizer of the 104-resident-strong petition in favor of non-chemical maintenance of the woods and grounds.

Please clarify if and when the use of toxic chemicals such as glyphosate will cease in our community.

Best regards,

Marie-Christine Bonzom

48 hours

Association management has recently revised its time frame for responding to resident emails.

In the past, the autoreply said "Thank you for your input. If a response is required it may take up to 5 business days," which often ended up taking 5,000 days.

The new autoreply states, "Your concern/comment was received and is important to us. If a response is required, we will get back to you as soon as possible (usually within 24-48 hours)." – MK

Management considers hiring more staff

By Mikhailina Karina

The July 28 MML summary of Montebello Board Action Updates sent to all residents said, "GM Liz Foltin discussed the need for additional management staff" during the closed-door executive session.

According to the minutes in the August 9 board packet posted on the association website, "GM Foltin reviewed the need for additional management staff positions to handle contracts, increasing technology needs, and expanding maintenance needs," during the July 26 executive session.

When contacted for more information, Board President Greg Bender promptly responded to *The Voice* via email: "I can say that there is concern within the Management staff about their ability to consistently be responsive to all Residents in a timely manner. Exploring the possibility of additional staff might be one way to address this question."

Citing confidentiality restrictions of executive sessions, he did not provide details about how many positions or for which specific jobs additional staff were considered.

"Any further discussions would be undertaken as part of the budget deliberation process," Bender wrote. "All Owners are encouraged to participate in governance by attending meetings of Finance & Budget and the Board."

 $\textbf{Board}, \ \textit{continued from page 1}$

which did not justify the \$3,500 additional expense.

Directors Guido Zanni and Bonnie Daniel supported the extension, saying even small groups of people deserve to use amenities that matter to them. "It bothers me to base an amenity on its use," said Daniel regarding lack of large crowds on the tennis courts, the fitness center, and the bowling alley.

The newly created Committee on Landscape Renewal (COLR) has chosen four residents: Ellen Orlando, Donald Barnes, Sarah Newcomb, and Virginia Hudgkinson, who will serve in an advisory capacity to the board. They were selected from seven applicants for the four slots. Stedge said he hoped that more residents would attend COLR meetings held in buildings' party rooms.

After consulting with association counsel, Board President Greg Bender said a renter, Don Hinman, could be approved to head the Communications Committee. On most committees, with the exception of Covenants and Elections, both owners and renters could have the same voting privileges "because in the end, the board the has final say," Bender said.

Agenda items regarding purchas-

ing the lower back and ab machine for the fitness center and automatic door openers were tabled until next year.

The (still chair-less) Activities Committee plans to bring in two student interns from George Washington University's Event Planning Certificate Program, said committee liaison and director Lauren Pierce in a follow-up email. "We are asking them to help us with potentially two proposed events. The Clubs & Committees Expo [in September] and the New Year's Eve Party thus far," she wrote.

The Montebello Voice wants to hear from you: musings, travels, announcements, photos, book reviews, commentary, memoirs, essays, analysis, poems, suggestions, club news, and free ads

A twice-monthly publication for the residents, by the residents









Building 4 party on July 22 Photos by Kim Santos



By Richard Titus

or those who didn't grow up with soccer, the ending of Copa America 2016 was a strange sight to behold. The Chilean players were celebrating madly while the Argentineans could not have looked more glum. But, with

four exceptions (two goaltenders, two kickers) none of these men were even on

the field when the match was won. This was not a rare event: World Cup soccer matches have also ended in a 0-0 tie with the entire outcome up to two players per team.

First however, let us acknowledge that soccer players can do almost as much with their feet and heads as the rest of us can do with our hands. Also, one has to stipulate that these soccer players are real men. Our football players spend most of their time standing around waiting for the next play to start, substitution is very common, and the football field is much smaller than a soccer field. Soccer players run nonstop for 45 minutes and, after a short break, do another 45 minutes. If the match is

Chile 1, Argentina 0

undecided they run some more until the total time approaches two hours. All this with limited substitution.

Where soccer is hopelessly behind the times is when it comes to officiating. One referee is supposed to cover the entire field. He cannot, of course; the TV viewer sees all the grabbing, shoving, and tripping that the referee didn't. Along with the acting performances in which a player writhing in agony is a minute later back on the field playing as vigorously as before. Players are ejected from games on no more evidence than what the official thinks he saw, and, his appreciation of the acting performance. With so few officials and no instant replay there's no hope for proper

officiating and all of this will continue.

Fighting in the stands is common in soccer matches. One explanation, that we don't often hear, is that the fans are simply bored out of their minds. They can sit there for close to two hours during which time nothing happens. So, if there's no action on the field, they'll provide some in the stands!

A totally uninformed view, for what it's worth.

We need to invest more crime prevention dollars on juveniles

By John Powers

commend Hugh Schwartz for his concern about the well-being of incarcerated adults. It has been my experience that we, as a society, are divided as to the function of our prisons with one block advocating punishment and the other rehabilitation – with the result that neither is accomplished.

I don't know the statistics on the rates of recidivism of persons leaving our adult prisons, but I do have some comparison data from the past on juvenile incarceration. I spent a year as a clinical trainee at the Boys Industrial School (BIS) in Topeka, Ks., and then two years as the chaplain at the Pennsylvania Youth Development Center (YDC) in Philadelphia at 2nd and Lucerne. The contrast between the two programs was as startling as the results were divergent. The rate of recidivism at YDC was in excess of 75% but no one knew for sure. Part of the problem is that the staff there had little hope that they could accomplish anything useful even though most of them wanted to

In contrast, the rate of recidivism at BIS was 8% during the two years fol-The Montebello Voice lowing release. The main differences between the Topeka and Philadelphia programs were: a) once admitted, BIS had control of timing of the releases and b) the school, psychologists, social services, and custodial staff had the resources needed to do a quality job. The clinical director at BIS would not release the boys until the treatment team agreed that he was ready. In contrast, at the YDC, the boys were released mainly when the courts needed their beds. In the '90's, the courts in Kansas took back control of the release dates and the rate of recidivism soared to 28%, as I learned from a private communication with the superintendent in August

The reason release control is so critical is that it takes time for any investment to show a return; in this case, it takes time for fundamental changes to occur. On entry at BIS, the boys were thoroughly screened and placed in classes at exactly their performance level. If a 16-year-old boy was reading on a second-grade level, he was put is a class reading at that level and not in a tenth grade class where he fails. This was one of the single most decisive

factors in the Topeka model and the enthusiasm on the part of the kids for learning was awesome (school boards everywhere, listen up!)

The second most critical factor was retooling their life skills, especially those behaviors learned in mainly but not exclusively in low-income neighborhoods. Many of the boys had no sense of self or hope for their future. The process of helping them work through their past traumas and develop new ways of dealing with their environment was not easy but it was done – and can be done anywhere.

It might be argued that comparing Kansas and urban Philadelphia is like comparing apples and oranges; yet, a sufficient number of the Kansas kids were from equivalent urban low-income neighborhoods. The 8% rate of recidivism in Topeka would probably track to the 10's to low 20's in Philadelphia or other urban communities with the same issues.

The length of stays may give us a ball park estimate of the cost of a similar program elsewhere. In Topeka it averaged from 12 to 16 months

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He said, she said

Note: Building 1 resident Ralph Johnson is an original owner at Montebello. He has asked The Voice to print the following email exchange between him and General Manger Liz Foltin. Each email appears in its entirety without any editorial changes.

From: Ralph Johnson [mailto:tisrj@me.com]
Sent: Sunday, July 17, 2016 9:41 PM
To: Peter; MCUOA@vacoxmail.com;
Jerry Stedge

Subject: Lack of response and action

Peter Ng, Facilities Manager Liz Foltin, General Manager, Jerry Stedge, BoD

I am asking you to shut down Elevator 3 in Building 1. My wife is kept awake at night by the noise from the elevator. During the days we both must endure the noise throughout our unit. Others on the upper floor, middle area, endure the noise. The elevator shakes when used. Logic seems to dictate that defective bearings in the upper pulley caring great weight can seize, trapping users? The noise seems to increase weekly, probably safety as well.

Apparently the bearings in this elevator became defective sometime in early spring. The housekeeper said she reported the problem. We returned from Florida May 18 and heard the noise. Our neighbor said he already called the Montebello Office with no response or correction of the problem. He ask that we call the office. We called and received no response, just like our neighbor. We called the second time with no response. The neighbor called the second time. I wrote an email to you with no response. I then emailed, Ms. Foltin. Within an hour, you called and left a message as we were unavailable to answer the phone. It was nice to receive a response, but no correction of the problem, a week later. My question to you. Why was Otis not notified when it was reported by house keeping? Why was Otis not notified when the

neighbor called, or when we called the office twice and emailed you, almost two months ago? Surely security would have noticed that something was wrong with Elevator 3, therefore reporting the problem. You failed again and again to take timely appropriate action.

When a resident reports a problem having to do with Montebello facilities, why can't that person have a call from you within the day, similar to what you did when I involved the General Manager. If you don't have an answer, advise the person when they can expect an answer or correction. I have learned from this experience. To receive a timely response from you, I will go through the General Manager. All residents who are frustrated by slow responses from you should do likewise.

To illustrate the above. Montebello recently held the annual election for open BoD positions. One person who was elected, stated clearly his perception of similar problems and solutions. I and many others must totally agree as he was elected to the BoD. I will not copy his whole paragraph, but suggest you go to the May issue of the Times; Board Candidates Questions and Answers, page 4, second paragraph of BoD member for Mr. Stedge's comment. I suggest that the last sentence be read several times.

This email illustrates my frustration. I have had dealings with you a number of times over the years. I have been disappointed in your apparent lack of knowledge and professionalism. If you are unaware of my many concerns, I would be most happy to discuss. However, I am sure you do not want such a meeting. If you do, perhaps the first area to discuss would be the resurfacing of the tennis courts fiasco for which you were responsible as Facility Manager. How much did owners have to pay for the original resurfacing, the tennis consultant, patching that followed, attorney fees, and then owners paying again for resurfacing by a contractor previously recommended by the Tennis Resurfacing Committee but rejected for the original resurfacing? Surprise me for once with factual answers as well as owners who pay the bills.

Sincerely,

Ralph Johnson tisrj@me.com 1-1610

On Jul 19, 2016, at 10:06 AM, Association Management <mcuoa@vacox-mail.com> wrote:

Good morning Ralph,

The OTIS scheduling manger was called yesterday and asked to expedite the repairs. We are going above the scheduling person to request the matter be expedited.

The scheduler had responded back that they cannot install the bearing until the first week of August. OTIS was made aware of the problem in May.

In the event OTIS cannot accommodate an expedited repair, the elevator will be shut down at 8:00 p.m. daily and turned back on at 6:00 a.m. for individuals going to work.

I do apologize for the length of time this repair has taken and the annoyance the noise must be for your wife and others.

Peter/I will keep you updated with any changes.

Sincerely,

Elizabeth Foltin, CMCA, AMS, PCAM
General Manager
Montebello Condominium Unit
Owner's Association
5905 Mount Eagle Drive
Alexandria, VA 22303
mcuoa@vacoxmail.com
703-960-0410 Office
703-960-1906 Fax

From: Ralph Johnson <tisrj@ me.com>

Subject: Ms. Liz Foltin, General Manager

Date: August 7, 2016 at 9:34:06 PM EDT

To: "MCUOA@vacoxmail.com" <mcuoa@vacoxmail.com>

Liz, General Manager,

It came to my attention that information was provided to the BoD in Executive Session that the Administration has no records of calls regarding Elevator 3 until my email was sent to Peter, July 17. This email prompted a voice mail to us from Peter, I believe at your direction, and a follow up email from you, July 19. I am sure my information is accurate.

Please reconcile your statement from the email of July 19, "Otis was made aware of the problem in May." How can Otis be notified in May of Elevator 3 if there are no record of calls from residents, no return of calls to those residents, or no correcting of the problem until about 3 months later?

A reasonable person would conclude that Otis was first contacted on July 18 or 19. The problem was corrected by Otis on the morning of July 25. This seems a reasonable timeline.

As an owner and resident, I am confused and seeking truth. If accurate facts were not provided to the BoD, please correct the record.

Looking forward to your response,

Ralph Johnson tisrj@me.com 1-1610

Netflix "easily-missed-but-must-see" movies

By Lisa J. Stedge



The Big Short (R, 2015) – How did the U.S. reach the recent housing market-caused economic crash, and who figured it all out? The movie stars Christian Bale, Steve Car-

rell, Ryan Gosling, and Brad Pitt. (Director, Adam McKay)

Buck (PG, 2011)

A documentary movie showcasing Buck Brannaman, who was the main inspiration for the 1995 novel, *The Horse Whisperer* (by Chris Evans), as well as for the



subsequent 1998 movie starring and directed by Robert Redford. Even if you're not interested in horses or other animals, the movie is full of important life lessons for all of us, at all ages, although there are several moments in it where the volume might need to be turned down for very young ears due to its subject matter). Make sure to watch the film completely through most of its ending credits. (Director Cindy Meehl)



In the Valley of Elah (R, 2006) – A harsh look at the impact of war on our young soldiers. It's the Millennials' version of 1978's Best Picture award-winner The Deer Hunter (Director,

Michael Camino). Actors Tommy Lee Jones and Charlize Theron, lead us in this search for clarity. (Director Paul Haggis) The Montebello Voice
wants to hear from you:
musings, travels,
announcements,
photos, recommendations,
memoirs, critiques, and ads

Voter registration FAQs

By Karen Barnes

With fewer than 100 days until Election Day 2016 – are you properly registered and supplied with an appropriate ID card? The deadline to register for the Nov. 8 election is Oct. 17. You must register - or re-register – if you have changed your name or residence since the last time you registered. This applies even if you just moved down the hall or to a new building at Montebello. Registration forms are available at public libraries, the Fairfax County Office of Elections in Fairfax and online at elections.virginia.gov or www. fairfaxcounty.gov/elections.

Virginia also has new voter ID laws. Acceptable documents include a driver's license or passport that did not expired more than one year ago, or a half dozen other official IDs. The full list can be found at the above websites. Free voter ID cards can be obtained at the Fairfax County Office of Elections daily during normal business hours. Registration assistance and free IDs will also be available at the Sherwood Hall Library on Aug. 6 and Sept. 3 from 10 a.m. to 2 p.m.

Any questions? Call the County Elections Office at 703-222-0776.

Daniela and Derick get married



Ithough it took a little while for Daniela and Derick to finally meet, the timing couldn't have been more perfect.

Sean Dilley had been telling Derick for years that he had the perfect girl for him, but he didn't believe him. Especially because for years every time Derick went to a gathering at the Dilley household, this mystery woman would never be there. Of course when he didn't show up to a party, Sean would tell him that she had been there and that he should have come out.

On August 15, 2015, the stars finally aligned and both went to the same party for Amy Dilley's birthday. As Amy is one of Daniela's best friends, she was more concerned with making sure she was having a good time (and having a good time herself), than starting a new relationship with someone. Derick and Daniela chatted randomly throughout the evening, they learned they had the same last name while playing Cards Against Humanity, and had s'mores

together, but nothing blossomed that evening.

Daniela and Derick, along with a few other guests from the party, stayed the night. After having breakfast, Daniela declared that she was going to go into the living room and watch movies. As it was only 11 a.m., Derick was intrigued by this and decided to join in. It didn't take long for sparks to fly, and by the end of the first movie Derick had his arm around Daniela and knew he never would want to let go, which was just fine by Daniela.

Derick is a building engineer working for First Potomac. He is currently working on getting his engineering license and hopes to have it in less than a year. He is the youngest of two boys, and his brother, soon to be sister-in-law, and parents all live in Maryland. He fell in love with Northern Virginia almost as fast as he fell in love with Daniela, and has decided to become a transplant (especially since he didn't have much of a choice, as Daniela wanted to stay in Virginia).

Daniela is currently working at Vornado/Charles E. Smith as a property administrator, and is thrilled to have found a career in which she sees a future for herself. She couldn't be happier that Derick wants to live in Virginia and stay in Alexandria.

Both Daniela and Derick work in D.C. about five blocks away from each other, so they are even able to carpool into work together almost every day. They share of love of sci-fi, including Star Wars. Daniela is expanding Derick's horizons to share her love of Fire-Fly, while Daniela's limited interactions with anime is being broadened by Derick's extensive anime knowledge (and collection). They also share a fondness for baseball, which both of their abuelitos gave to them.

The wedding will take place at the Carlyle Club in Alexandria on August 19th.

Text and photo courtesy of www.weddingwire.com

Juveniles, continued from page 5

and in Philadelphia from three to four months. This suggests that we would have to increase the juvenile justice budget on the order of four times to have an equal impact. This is obviously a huge amount of money but trivial in comparison with maintaining the status quo and simply putting more police on the streets. The cincher in this discussion, however, was the fact that many, if not most, of the boys in Philadelphia went through the system three or four times incurring roughly the same lifetime costs as they would have spent in one tour in the Topeka program.

The plea here is that we can get real results from an effective juvenile program that would save huge amounts of money in social and judicial costs.

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to hear from you: musings,
travels, announcements,
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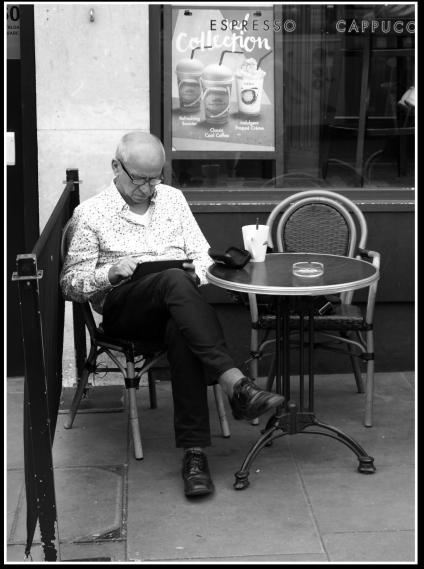




London, June 2016 Photos by Mikhailina Karina























Montebello Markeiplace

Many, many residents still miss the glass-enclosed bulletin boards we used to have in the garage elevator lobbies. As people waited for the elevator, they perused dozens of index cards that promoted homes for sale, available services, announcements, estate sales, and whatever else neighbors wanted to share with each other. For reasons not completely clear to me, the board took away this popular and much-used resource; instead, residents are urged to use Neighbor-to-Neighbor on the association website. Although we live in the high-tech age of electronic information, sometimes the human touch of a handwritten note on a small card is more efficient for finding pet sitters, advertising for cleaning or repair services, selling extra furniture, or seeking a garage space. Logging in on the association website and going to Neighbor-to-Neighbor lacks the intrinsic pleasure of reading a bulletin board that reflects the personal touch of people creating something with their hands — the medium is the message. To compensate for this loss, I'd like this gazette to have a Montebello Marketplace page that is free to all residents who want to place any type of announcement. Send it to this email either as an ad, text, image, or whatever format works for you. If you'd like, I could create a small display ad for you. The whole point is to start communicating again — and perhaps petition Montebello elected officials to bring back the bulletin boards in the garage elevator lobbies.



Olympics Pool Party Saturday August 20th, 4-7 PM



Compete for the Gold! Swimming, "Diving", Deck Games, Synchronized Swimming & Other Events

Food, Music & Medal Ceremony Fun For All Ages!!

Ouestions? MontebelloKidsClub@gmail.com

Ballroom Dancing at Montebello



Thursdays 7:30 - 8:30 PM LLCC

No Partner Necessary!

Interested?

DanceMontebello@gmail.com