

GM Liz Foltin to leave, COLR recommends three projects, 115 owners submit petition for return of bulletin boards

By *Mikhailina Karina*

After three years as Montebello's general manager, Liz Foltin will leave her position before the end of October, announced Board President Greg Bender at the Sept. 13 meeting. Due to pressing family circumstances, she will telecommute from home for much of the time in the coming weeks. An ad hoc committee, made up of three current and two former board members, will conduct a search for the new general manager.

Since its formation this summer, the Committee on Landscape Restoration (COLR), has done three walk-arounds in the woodlands and met four times, said director and committee member Jerry Stedge. A list of 125 items, many of them maintenance issues needing attention, have been identified.

The committee has concluded that restoring the landscape will be a three-to four-year process, Stedge said. He hopes to have the full report completed for presentation to the board by early October.

Stedge shared what the committee considered top priorities for addressing in 2017: improving the walkways behind Buildings 3 and 4 and controlling erosion in the "little woodland"; landscaping the area around picnic hill, which has both undergrown and overgrown patches; and "low cost, high impact" plantings on the points between Buildings 1 and 2 with more butterfly bushes. He said the plan calls for "something for each building" and presents different types of projects.

Board secretary Bonnie Daniel said the board has chosen the following topic for the upcoming retreat: improving customer service, which garnered the most votes with six yeas. The retreat,

whose date and location will be determined and announced later, will be open to all residents. "At the end of the retreat, we will open the discussion to the whole room," Bender said.

Director and chair of the Quality Improvement (QI) Committee, Guido Zanni, told the board he was pleased with receiving 245 responses, including 45 comments, to the first 30-second survey. The committee has decided that future surveys will include questions such as, "Would you recommend Montebello to others?" and "How useful do you find the touch screen monitors [in the lobbies]?" In spite of the departure of data and communications administrator Genesis Carter, Zanni said the monitors would be adding more information soon.

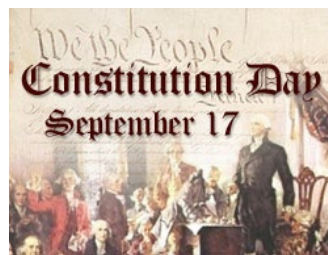
Two potential survey questions suggested by residents: returning bulletin boards to garage-level elevator lobbies (submitted by this writer) and preference of gravel versus wood chips on the walking trails, would be postponed, Zanni said. Likewise, QI will hold off on asking the residents to "rate the responses received to communications with the office" because of the "board's ongoing effort to automate and im-

prove the process of managing the responses," stated QI's minutes in the board packet.

During the residents' forum portion, this writer presented the board with a petition, enthusiastically signed by 115 owners, who want to see the return of bulletin boards in 12 elevator lobbies. The board was asked to respond to the petition by Oct. 14.

Originally, the bulletin boards were meant to be organized and managed by volunteers, Zanni gave historical perspective. "But updating the boards was inconsistent and sloppy," which led former general manager Manju Gulati to assign a staff member to maintain the boards. Zanni said it took an entire workday, twice a month, to take care of the boards. The only exception were real estate listings, which were always up-to-date. On the Montebello website, real estate listings are the most popular pages, he said.

Although board members balked at putting the bulletin boards discussion on upcoming meeting agenda, Zanni agreed that signatures of 115 residents demonstrates community support and agreed to move it up on the list of 30-second survey queries. 📄



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Constitution for the United States of America."

*– Preamble to the Constitution of the United States of America
Submitted to Congress on September 17, 1787*