

The POA Bulletin

Free Copy

The Property Owners' Association of The Villages



Issue 35.02

Champions of Residents' Rights Since 1975

February, 2009

District Employees In Conflict Of Interest?

Even though the stock market was still tumbling downward on October 17, 2008, it may have been a special day for some current and former district employees.

On that Friday afternoon, the Sumter Landing Community Development District (SLCDD) held a special board meeting to provide the approvals for the district to purchase the North Sumter Utility Company, Inc. (NSU) – the potable water and sanitary sewer system – and The Villages Water Conservation Authority, LLC (VWCA) – the reclaimed water system.

As you are probably aware, the developer of The Villages initially builds and operates the water and sewer systems. As the community development progresses, these utilities are sold to the center district of the area covered.

North of CR466 this occurred in 1998 for the Village Center Service Area (VCSA) utility and in 2003 for the Little Sumter Service Area (LSSA) utility.

Utility Revenue Bonds are issued by the center districts to fund the purchase.

In the case of VCSA and LSSA, the VCCDD issued approximately \$31M and \$86M of bonds respectively.

At the October 17th meeting the SLCDD Board authorized the issuance of an amount not to exceed \$200M (with an expectation that the amount will be around \$175M) for the purchase of the NSU and VWCA utilities. The amount is based on an “income approach” valuation of the utility being purchased (more on that in a later column).

While this is reported as a purchase from The Villages developer, a 2001 public filing with the Florida Public Service Commission, shows 43 names as owners of North Sumter Utility Company, LLC. The filing further states that “All of the above individuals are either directly employed by The Villages of Lake-Sumter, Inc. or a related entity.”

The listing shows that H. Gary Morse and his three children hold 51% ownership and another 45% ownership is in the hands of 35 employees of The Villages of Lake-Sumter, Inc.

The other four owners are as follows:

Pete Wahl, who was the district manager at the time (and prior to 2001 until December 31, 2007), is shown with a 2% ownership interest;

Sam Wartinbee, a district employee then and now is listed as a 1% owner;

John Rohan and **Monica Anderson**, also district employees then and now, are shown as having a 0.5% ownership interest each.

Would a conservative estimate be that there is \$20M in profit (we will never know the actual)?

Is it possible that these current and former

district employees have received windfalls of \$100,000 to \$400,000 as a result of their service to the developer while in the employment of our government?

Can they legally accept such a benefit from a private corporation that does so much “business” with our district government?

Are other district staff also included in

(Continued on page 2)

A Cover-Up Of TVRH Problems?

What if your car needed a new transmission and you took it to a auto repair shop that advertised its expertise in repairing auto transmissions?

What if after completing the job you then learned that the repair shop had poor marks from the manufacturer of your car for repair of transmissions?

What if you learned that the repair shop was covering up the fact that its record was poor?

Wouldn't you wonder if the repair was done properly?

Wouldn't you be upset that you were not told about the poor record?

Wouldn't you feel cheated?

Well, there may be a somewhat analogous

(Continued on page 2)

February 17, 2009

**THE NEXT POA
GENERAL MEMBERSHIP MEETING**

**Third Tuesday of the Month – 7:00 p.m.
Laurel Manor Recreation Center**

**Rich Lambrecht, Chairman of the Amenity
Authority Committee (the AAC) will speak on the
organization, goals, and priorities of the AAC**

Coffee and Donuts

**FOR ALL AFTER THE MEETING
ALL RESIDENTS WELCOME – COME AND JOIN US**

**It's Time to Renew your POA
Membership for 2009.**

**Use the Form at the Top
Right-Hand Corner
of Page 15.**

**If You are Not Yet a Member
of the POA, this is
a Good Time to Join.**

District Conflict?

(Continued from page 1)

these profit windfalls?

Is our district government staff a “related entity” of the developer’s businesses and is that what the government employees are told?

A public records search of the next utility to eventually be sold to the district sometime in the future (Central Sumter Utility) also shows these district employees with similar ownership interests.

Did the district staff, while performing “due diligence” on this purchase, make Sumter Landing Community Development District board members aware of this conflict?

Were Mike Berning, Joe Nisbett and Gary Davis, the SLCDD board members who approved this purchase, aware of the district staff ownership arrangement?

Don’t these board members need to publicly state what they were aware of regarding this transaction?

Isn’t it clearly unethical and a significant conflict of interest for the district to be doing the evaluation and making a recommendation to purchase a business in which district employees have an ownership interest?

Doesn’t Mrs. Tutt, District Manager for the Central Districts of The Villages, have an obligation to remove these employees from their district responsibilities, or in the alternative, shouldn’t they resign from district

The Next POA Meeting Is on Tues, Feb 17

The next POA General Membership Meeting will be on Tuesday, February 17, in the Laurel Manor Recreation Center at 7:00 p.m. We are back to our regular meeting room in the Laurel Manor Rec Center.

The speaker for the evening will be Mr. Rich Lambrecht, Chairman of the Amenity Authority Committee (the AAC). Mr. Lambrecht will speak about the organization, goals, and priorities of the AAC.

Please join us for this important meeting and coffee and donuts afterward. The discussion and opportunity to meet fellow Villagers add up to a thought-provoking and interesting evening regarding your community. Non-members of the POA are always welcome. □

government and go directly onto the developer’s payroll as Mr. Wahl finally did?

We think that at the very least it might be worthwhile for district employees above a certain level in The Villages to file an Annual Disclosure Statement. This statement would affirm that the employee has not received, or is not slated to receive, to the best of his or her knowledge, any personal financial gains above a minor amount from the developer of The Villages or from any other company with which any district in The Villages does or may do business. □

TVRH Cover-Up?

(Continued from page 1)

situation going on right now in our Villages Hospital, TVRH.

We have reported before about the fact that the primary certification agency for hospitals, the Joint Commission, gave TVRH negative marks for four critical medical treatment areas, including:

- Heart Attack Care
- Heart Failure Care
- Use of antibiotics in pneumonia care
- Treatment of venous thromboembolism

These marks are for the 12-month reporting period ending June, 2008.

These negative marks are ominous for our community since our residents tend to have more of these kinds of medical problems.

Our concern about a “cover-up” centers on the fact that TVRH and the Central Florida Health Alliance (CFHA -- the owner of TVRH and LRMC) have chosen to say nothing about these problems. Nothing!

This does look to us to be a typical “cover-up.”

Instead of explaining for our community the problems and the remedies being pursued, TVRH and CFHA have engaged in a costly public relations campaign over the past year or so telling us how great the hospitals are.

Claiming how great the hospitals are is to us a classic diversionary technique that is a key strategy in an organized and deliberate “cover-up.”

We acknowledge that TVRH probably has a legitimate claim to being a great hospital in many respects. Many Villagers have received better than satisfactory care in TVRH.

(Continued on page 3)

POA Mission Statement

The Property Owners’ Association of The Villages is an independent organization devoted to our home ownership experience.

The Vision/Objective of the POA is to make The Villages an even better place in which to live, where Residents’ Rights are respected, and local government is responsive to the needs and interests of residents.

Specific POA attention is focused on housing, community, neighborhood, and government issues. Special emphasis is directed at the Amenity Authority Committee (AAC), our Community Development Districts (CDDs), and the Florida Chapter 190 law that regulates CDD operations here.

The POA serves Villagers through programs of education, research, analysis, representation, advocacy, and legislative action.

The POA also functions as a “watchdog” organization overseeing the actions of the developer and our local governments.

The POA has no ties or obligations to the developer of The Villages that might compromise the POA position or its advocacy of Residents’ Rights.

The POA, founded in 1975, is the original homeowners’ organization in The Villages. Membership is open to all Villages residents. □

The Villages Residents’ Bill of Rights

RESIDENTS’ RIGHTS are to:

1. Be treated in a respectful, fair, and responsive manner by the developer and our local government officials.
2. Elect the decision-making supervisors in our central districts.
3. Approve any major purchases of common property.
4. Approve any major debt obligations assumed by residents.
5. Have a local government that is free from any conflict of interest.
6. Be charged honest monthly fees that are used only for the stated purposes.
7. Receive full disclosure when purchasing a home here in The Villages.
8. Receive an objective market appraisal for major purchases of common property.
9. Receive objective, unbiased, and unslanted news reporting from local news sources.
10. Be consulted beforehand by the developer and local governments on major changes in, or additions to, our community. □

TVRH Cover-Up?

(Continued from page 2)

But, if you have a heart attack, or have heart failure, or pneumonia, or a venous thromboembolism, then you might want to think twice before going to TVRH.

It might be that TVRH has solved these problems already. Regardless, TVRH should level with our community, acknowledge the problems, put them into proper context, and explain what it is being done to remedy the problems.

But, it didn't do that. Instead TVRH and CFHA engaged in a costly and glitzy campaign to tell us how great they were. That's the cover-up.

Now, what should TVRH do?

TVRH has recently formed a Community Advisory Group of eleven residents hand-picked by the management of TVRH. We are hoping that this group is not just "puppets" or public relations "apologists" for TVRH. The members of this group can be a strong voice for the Residents' Rights issues and improvements as they review the operations of the hospital and the many complaints that have been reported by the POA.

We call on TVRH's Community Advisory Group to urge the management of TVRH to explain where the hospital stands on these four cover-up issues. We need to know what is being done to remedy these problems. We need to know that these problems are solved.

In the final analysis, we need a "great" hospital -- and we also need an "honest" hospital with integrity.

Hospitals don't build integrity with glitzy ad campaigns -- they do it by being honest. □

AAC MEETING January 7, 2009

The AAC had its first meeting of the new year as summarized below:

Old business topics included:

- Guest Card Focus Group – direction given for the group to provide the AAC with all alternatives discussed when they finish their work. Check the www.districtgov.org website for meeting schedule and minutes.

- La Hacienda catering contract renewal – staff is reviewing contract and will provide revised Agreement for recommendation at the February AAC meeting.

- AAC Election Process for 2010 – attorney opinion provided that election process could be modified if all parties to the Interlocal Agreement agree. (Rationale - want to review the possibility of permitting absentee voting.)

- RV Facility Security – AAC agreed to provide gate camera security at the two RV storage facilities, funded by the RV facility rental fees.

- Approved a work plan that had been devised at the AAC workshop held December 22nd. The plan will be placed on the district website www.districtgov.org

New Business Items:

- AAC approved a budget amendment to transfer \$3,821,074 from Debt Service to General R&R (\$1,400,000) and RAD Fund Balance (\$2,421,074). This will restore the \$2.4M that had been budgeted to be moved from General R&R reserves.

- AAC approved the purchasing report regarding the addition of a gate and the renovation of the Hacienda Recreation Center, which will be placed on the VCCDD agenda for approval.

Staff Reports dealt with the "no charge" card rooms for resident use only, an entry gate-arm report, pictures of the newly completed Tierra del Sol shade structure, and a staff recommendation to move the November AAC meeting to Tuesday November 10th since the regularly scheduled meeting date is Veterans' Day, a holiday for District employees.

Workshop - The meeting was followed by an AAC Workshop where the board dis-

cussed the proposal to use lawsuit settlement funds to refurbish and maintain certain recreation (golf cart) trails north of CR466 and what steps need to be taken next in the process.

Please go to the www.districtgov.org website for the official minutes, agendas and meeting schedule.

Next AAC meeting - February 11, at 1:30 p.m. at the Savannah Center. □

Letter to the Editor:

Recycling Costs

For some time you have been questioning what the hundreds of thousands of dollars collected from recycling fees are being used for. I went on the November 11 plant visit and I believe I have some answers.

1. Contrary to what we have been told, the plastic bags we use to hold our recycled materials are not recycled, but thrown in the landfill. In fact, Waste Management must employ extra people to empty the bags by hand. I surmise that part of our fee goes to pay for them, since we are the only entity that delivers their recyclables in this manner.

2. There is a considerable difference between what the market will pay for "mixed paper" -- such as we put in our bags -- versus separated newsprint. Currently, I was told they have dropped dramatically, to \$5/ton for mixed and \$35/ton for newsprint. I suspect that we might be paying to make up some of this lost revenue difference for Waste Management.

If the developer could be forthcoming about the destination of our fees, perhaps he could disprove my suspicions.

B. D. Guenther □

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Cheers and Jeers

Cheers - To the Lake-Sumter EMS (Emergency Medical Services) for receiving the top honor as the EMS Provider of the Year from the National Association of Emergency Medical Technicians. This is a tremendous honor for this important service in our community. Congratulations !!

Cheers - To Red Lobster Restaurant for its opening in The Villages. It is great to have you here. Bon Appétit! Next is the Olive Garden – we can hardly wait !! Can Hooters be far behind?

Cheers and Jeers - Cheers to the developer for deciding to move the Wellness Center to the La Reina Building on the Spanish Springs Square to expand operations. But, Jeers to the developer for discontinuing the operations of the indoor pool. This is a big blow to the many people who depend on the indoor pool facility for health reasons and will have no alternative when the move is final. Can't some accommodation be made?

Cheers - To the new supervisors of the AAC who generously give of their time to administer the amenity programs north of Hwy 466. Thanks for your commitment and your service to your fellow Villagers.

Jeers - To the VHA Board of Directors for selecting one of their own as the new president to take office in March. Why is the VHA Board afraid of letting the membership elect the new president, like the POA does?

Cheers - To the Lowry Park Zoo in Tampa. It's great !!

Jeers - To homeowners who fertilize their lawns with granule fertilizer and don't sweep up the granules on the street or blow them back onto their lawn. The granules are eventually washed into the storm drains and the runoff ponds causing excessive algae growth.

Jeers - To Governor Blagojevich for causing us to waste all that time trying to figure out how to pronounce Blagojevich. □

The POA Forum

The Forum is on the POA Website for your use. You can comment on anything going on in The Villages, respond to comments of others, and make your thoughts known. This is your Hometown now -- speak up!

Website at www.poa4us.org

Closing of the Wellness Center's Indoor Swimming Pool

With the planned move of the Wellness Center to the la Reina building, the current plan is to close the indoor swimming pool.

This is a significant issue for the many members of the Wellness Center who depend on the use of the heated, indoor pool for health reasons. We have heard of several people who moved to The Villages especially because of the access to an indoor pool. Many of these folks cannot use the outdoor pools because of sun exposure and also not during the winter months.

When the announcement was made about the closing of the indoor pool, over 100 residents signed a petition asking that the pool facility remain open or that The Villages Regional Hospital, which purchased the building, keep the pool open.

The petition was presented to Kristin Coleman, one of the managers of the facility. It was overheard later that Ms. Coleman ordered that the petitions to be thrown into the garbage.

We think that the many users of the swimming pool deserve better treatment and consideration than this.

We would ask that the hospital consider keeping the pool facility open, perhaps on a membership basis. Alternatively, the AAC might consider whether there is a way for the pool facility to be partially subsidized as an amenity for all Villagers.

We really do need an indoor pool facility for our residents. We need to see if some accommodation can be made or whether the AAC can take this on as an amenity for us. □

POA Bulletin Is Now Available in PDF Format

The POA Bulletin is now available in a PDF version starting with the November, 2008, issue on the POA Website (www.poa4us.org). The free Adobe Reader is needed to open the PDF version. Before November, 2008, in the website's Archived Bulletin section, the Bulletin stories are available only in word processor format. □

How The Amenity Fees Are Re-Set

Below is a general question that came to the POA in discussions:

It has just come to our attention that not all amenity fees are the same. When we purchased our Villa in June of 2007 our fees were \$130. This June they were increased to \$135, which is fine. But what we aren't understanding is why are owners in The Villages, paying anywhere from \$120 to \$139 for amenity fees. We were always under the assumption that everyone paid the same fees. Can you explain the Amenity fees to us, or direct us to a site that can explain them?

Editor's Note: New residents almost always start at the current amenity fee cap, currently at \$135 per month.. That is just the way the administration decided to set the new resident fee. The rationale is that new owners should not pay less than existing residents.

Then the fee is recalculated annually based on the CPI increase to the month in which the original sale of the property occurred (not the sale to you if you bought a resale; but, the month in which the developer sold the property to the first owner). Thus, the recalculation may be different from house to house, even among owners who bought resales at the same time.

In addition, some people were offered incentives when purchasing their homes that fixed the amenity fee at the original level for 3 years with no increase. After 3 years the entire 3 year increase in the CPI was billed.

Also, some people on the historic side were grandfathered years ago for much lower amenity fees that do not change.

Thus far this year, the CPI peaked in July and then declined afterwards. So, people with re-sets after July saw smaller increases than those in July and before. □

Tee Time Golf Cart Rentals

Residential — Commercial — Sporting Events



Kenny Patton
Representative

407-276-0809

POA Increases Annual Dues to \$10

The POA Board of Directors has reluctantly decided to increase the annual POA dues to \$10 per year for the 2009 membership year running from January 1 thru December 31.

POA dues have not increased in over ten years, during which time our annual expenses have gone up almost ten-fold to about \$65,000. The print run for the Bulletin has increased about eight-fold to over 34,000 copies per month. Bulletin expenses alone, are budgeted at over \$55,000 for 2009.

In addition, we have seen a sharp downturn in Bulletin advertising over the past half year. We have lost several advertisers which saw their businesses adversely affected by the recent business downturn. Consequently, we realized a negative cash flow figure of over \$12,000 for 2008 and this may be more in 2009.

In addition to focusing on a number of cost saving measures, we reluctantly decided to increase membership dues. We hope the membership understands our reasoning and will continue to support their POA.

In comparison, we note that the VHA reported in its November newspaper printing expenses of \$1,740.62 per month (about \$21,000 per year) and no distribution expenses. VHA appears to have a sweetheart deal with the developer to print its newspaper at a lowball rate and then distribute at no charge through the Daily Sun. In comparison, the POA has Bulletin printing and distribution expenses budgeted at a minimum of \$55,000 in 2009.

It is expensive to continue the operations of your POA. We hope and trust that you understand why we had to increase dues.

With the start of 2009, a new POA membership year will start. It would be a big help if members would send in their membership renewals as soon as possible. We have over 5,000 members and the postage cost alone to send out renewal notices would be huge. We would really appreciate it if you could send your renewal in before we need to send out that renewal notice. You can use the membership renewal form in the upper right hand corner of page 15. Thanks in advance for your help and understanding. □

Letter to the Editor:

Replacing Grey Pipe

Our home in Country Club Hills was inspected before we moved in, but not ONCE did anyone point out to us that we still had the gray pipe in the home we bought.

The fitting on the hot water tank split and flooded the house, and while that was being addressed it was discovered that there was a leak in the wall behind a toilet.

After the fact we were told that this has been a problem for a long time and we felt that at least the home inspector or someone should have warned us that this would cause us problems if we didn't get it replaced.

We were relieved that the certified home policy that the previous owner purchased on this house has helped with the mess, but, it has still cost us money we did not plan on spending. Forewarned is a much better policy.

Don Lloyd & Carol Hughes

Editor's Note: This points out the importance of getting a thorough inspection. Also, the seller in this instance should have provided a detailed disclosure statement and can be held liable for any mis-statements in that document. You might be able to recover your expenses, if under \$5,000, through small claims court, if your seller is still in this area. If not, forget about it. □

ATTENTION SENIORS

Question for Seniors: What is worse than going through probate?

Answer: Going through TWO probates!

Did you know that if you own real estate in Florida, your estate may have to go through probate, even if you have a Will? Furthermore, if you own real estate up north as well, your estate may have to go through a *second* probate.

Andrew Curtis Revocable Living Trusts



Villages Resident

Andrew Curtis' Qualifications

Over his career, Andrew Curtis has earned:

- An LLM in Taxation at NYU Law School 1986
- A JD at Georgetown University Law School 1983
- An MBA at the University of Michigan 1978
- A BS at Cornell University 1977

REASONS TO CONSIDER A REVOCABLE LIVING TRUST

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- Why a Will may not avoid probate
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Thursday, Feb. 12, 2009

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Thursday, Feb. 12, 2009

3:00 pm

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Coffee & muffins served. RSVP required.

The hiring of a lawyer is an important decision that should not be based solely upon advertisements. Before you decide, ask me to send you free written information about my qualifications and experience.

Letter to the Editor:

Neighborhood Watch

This concerns the letters [in previous issues of the Bulletin] from Lou Myers and Georgia Kraemer about the Neighborhood Watch.

I would like to answer some of the comments by these people [regarding] the watch's participation in catching criminals.

The Daily Sun, to my knowledge, never reported anyone being caught by information provided by the Watch and you surely know that would happen probably on the front page if it had happened.

Mr. Myers says: who are you going to get to let people into the gates? Get rid of the gates. Anyone can give an address and the gate person lets them in, another waste of money. Who will give directions to get you to someone's house? If you have someone coming to your house its up to you to tell them how to get there.

The Patrol reports broken pipes, road hazards etc. You don't think people living in the area would do that? This is amazing.

The Patrol checks all the doors on buildings in the area of the Square, some 330 doors. We are paying for protection of privately owned businesses! It's our money paying for private protection, that's wrong.

Mr. Myers, you need to read my first article again. I never complained about a part time Events staff. In fact, I endorsed it and suggested how to do it. Your neighbors are your best line of defense. They know you and the people who usually come to your house and are alerted when a stranger is in the area. The Watch is not going to see much at night when they drive down my street at 25 mph.

Thanks, Georgia Kraemer, you are a thinker and interested in the welfare of other people. There are devices that one can wear around your neck that are tied into your

phone which can be programmed to alert specified people at the touch of a finger.

There are certainly other things that can be done which are better than hoping that the Neighborhood Watch sees something days after it happened.

I do not have all the answers by far but I am sure we are paying a bundle for things we do not need.

Want to do it right? Form a committee to oversee this Watch program and cut out the wasted money. Put people on the committee who are knowledgeable in this area and not just people who will go along with the current program.

E. R. Stocker □

Letter to the Editor:

Register Golf Carts?

What does registering golf carts and charging a \$5 or \$10 fee have to do with golf cart safety? (See the November Bulletin.) When a cart is involved in an incident, list the name and address in the newspaper. If the infraction is witnessed by someone, list the time and place (most carts have some sort of ID attached). As to the recycle issue – it is a big profitable business. Many towns receive tens of thousands of dollars back from recycle operators. Waste Management not only makes a profit but nickels and dimes residents by making another \$840,000 a year on the \$2.00 monthly fee. Assessing a few dollars here and there does not mean much to some of us, but to those with limited income or reduced income because of the loss of a spouse, it makes a difference. Check some of your monthly bills and you will be surprised that in some situations fees and taxes are 25 to 50 % of the bill. The idea is to eliminate unnecessary fees and charges.

Robert Conlin □

Letter to the Editor:

Retire old U.S. Flags

If you have an old, worn-out U.S. flag, you can take it to "Flags & Flag Poles" for proper retirement. Flags can be dropped off any time 8 - 4 Monday - Friday at 845 C.R. 25, across from the Lady Lake post office. They can be reached at 352-751-1876.

George Marshall
Flags & Flag Poles □

POA Still Accepting Hospital ER Stories

The POA is still accepting your stories about your experiences in the Emergency Room of The Villages Regional Hospital. Whether these are good, bad, or indifferent, we urge you to tell us your experiences.

Thus far we have received over 150 stories from residents detailing their experiences. About 20 of these have been positive to the ER; over 130 have been negative about the services of the ER.

We are summarizing these experiences for review by the appropriate regulatory and licensing agencies for hospitals and medical professionals. We are hoping that the abuses and shortcomings of the ER which we have been able to document will ultimately result in improved hospital services.

We have talked to several people who say that they don't want to get further involved. We can understand this sentiment. However, if you don't come forward to tell us your story and follow up on the complaint process, then whatever happened to you might potentially happen to one of your family members or neighbors. We as a community have to pursue this process to force improvements in the hospital so that others will not experience whatever bad experiences you had.

So, we need your help. All Villagers need your help. Please contact us for the details about how you can make a difference for the better in your community hospital. Contact us at one of the numbers or addresses shown on page 15. □

The Recreation Centers and the Customer Service Center have the **Roundabout Brochure** available. This shows how to drive through those often confusing Roundabouts in The Villages. You can pick up your copy now.

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Why Do Another Survey of Residents?

Some residents have asked why the POA does its periodic POA Survey when The Villages already does an annual survey and publishes partial results in the Daily Sun.

A related question is why even do a survey when most residents are perfectly happy with The Villages and what they see.

On the first question, the POA has been disappointed with the annual survey done by The Villages. It just seems like that survey misses the opportunity to address some of the hard issues of concern to residents. We have often said that the survey seems to sidestep the important issues and whitewash the results of what is surveyed.

The POA has come to view The Villages' survey as much too general, incomplete, and lacking in enough details that can be measured on a continuing annual basis.

Hopefully, this POA Survey addresses some of these concerns. Take a look at some of the statements listed on the right. Don't you think that we should be asking about these issues, getting the ratings, and doing something about any problems uncovered?

We also agree that most people are happy living here. But, that doesn't mean that no issues exist that could be addressed and, if solved, would make our community an even better place in which to live.

So, let's do this POA Survey and see what we find. Let's not whitewash issues. And, let's be honest about what is good and what is not-so-good about The Villages. Maybe we can make this place better for all of us.

There are 50 statements. To complete the entire survey form, on two sides, should not take longer than a few minutes. Thanks in advance for helping on this survey. □

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Fifth POA Resident Survey

Below is the Fifth POA Residents' Survey. **All** residents, whether a member of the POA or not, are asked to please take a few minutes to fill out this form. **PLEASE**, just do it once. We hope to see record participation and your help will be greatly appreciated. Thanks in advance.

Please rate each statement below with your opinion on a scale of 1 to 10. A rating of 10 would be your highest, best, or most positive response. A rating of 1 would be your lowest, worst, or least positive re-

sponse. A rating of 5 would be an average, or middle-of-the-road, answer. If you have no opinion or no information about a statement, or it does not apply to you, please put in "NR" (No Rating) for that statement.

Then, either bring this completed form to the next POA meeting or mail it to: The POA Survey, P.O.Box 1657, Lady Lake, FL 32158.

Thanks in advance for your help on this survey. Results and commentary will be published in a future issue of the POA Bulletin. □

Rating

1. _____ Entertainment Programs on the Town Squares
2. _____ Overall Safety & Security in The Villages
3. _____ Traffic in The Villages
4. _____ The Cleanliness of Villages Streets & Common Areas
5. _____ Landscaping in Common Areas throughout The Villages
6. _____ The Villages Regional Hospital, in general
7. _____ The Lifelong Learning Center
8. _____ The Driving Situation on the Traffic Roundabout Circles
9. _____ Initial Construction Quality of Villages homes
10. _____ Dance Clubs being Charged for Use of Amenity Facilities
11. _____ The Overall Level of Security at Entrance Gates
12. _____ The Emergency Room at the Villages Regional Hospital
13. _____ Need for a Bowling Alley Somewhere In Sumter Landing area
14. _____ The Community Watch Services
15. _____ Emergency Fire Services (EFS)
16. _____ Emergency Medical Services (EMS)
17. _____ The Trash Recycling Program in the Villages
18. _____ Fairness of the Guest Pass System
19. _____ Food Quality and Service of the Hacienda Catering Service
20. _____ Urgent Care Medical Facilities in our community
21. _____ Guest passes (1 or 2) for single guests from adjacent counties
22. _____ The Daily Sun Newspaper, in General
23. _____ The Daily Sun Newspaper, Objectivity of Reporting
24. _____ The Villages TV Station, in General
25. _____ The Villages Radio Station, in General

*****See Other Side for More Questions*****

*****Annual Survey Continued*****

26. _____ The Property Owners' Association (POA), in General
27. _____ The POA Newsletter, The Bulletin
28. _____ The Villages Homeowners' Association (VHA), in General
29. _____ The VHA Newspaper, The Villages Voice
30. _____ Performance of the AAC (Amenity Authority Committee)
31. _____ The Customer Service Center
32. _____ The VCCDD District Manager, Ms. Janet Tutt
33. _____ The VCCDD Assistant District Manager, Mr. John Rohan
34. _____ Overall Executive Golf Program
35. _____ Overall Championship Golf Program
36. _____ The Operation of the Golf Tee Time System
37. _____ Suitability and Reasonableness of the Covenants and Restrictions
38. _____ Maintenance & Cleanliness of Recreation Facilities & Centers
39. _____ Entertainment Department Productions at the Savannah Center
40. _____ Need for Katie Belle’s type Dance Facility in Lake Sumter Square
41. _____ Bring back the Buffalo **IF** safe-viewing areas can be established
42. _____ The Developer of The Villages, Messrs. Gary or Mark Morse
43. _____ The Monthly Amenity Fee
44. _____ Allowing Old Fronds on Common Area Palms to go Untrimmed
45. _____ Disclosure Information Given When You Bought Your House Here
46. _____ Performance and Service of the Home Warranty Department
47. _____ Use of Villages Facilities by the Charter Schools
48. _____ The Need for an Indoor, All-Weather Swimming Pool
49. _____ Use of Radar to Ticket **Regular** Golf Carts Traveling over 20 mph
50. _____ Resident Control of Decision Making in Our Community

The next 4 questions are about the background of participants. These can be answered by a “check mark” or an “X” for a “yes” response. Please leave blank for a “no” response:

- | | |
|---------------------------------|---|
| 51. _____ Are you a POA Member? | 52. _____ Are you a VHA Member? |
| 53. _____ Are you a Renter? | 54. _____ Are you a Full time Resident? |

General Comments:

**Please Return this Completed Form to:
The POA Survey, P.O. Box 1657, Lady Lake, FL 32158-1657
Thank You! Please, Vote Just Once.**

Past POA Surveys

The POA has conducted four previous Surveys.

The first was conducted in late 2002 and reported on in the February, 2003, issue of the Bulletin.

The second was conducted in April and May, 2004, and reported on in June, 2004.

The third was conducted in October, November, and December, 2005, and reported on in January, 2006.

The fourth was conducted in October, November, and December, 2007, and reported on in the February, 2008, issue of the POA Bulletin.

All four of these can be viewed on the POA website in the archived Bulletin section.

When we report on this 2009 POA Survey in a few months, we will show comparisons to the earlier Surveys where appropriate.

Rather than go into details right now on previous Surveys, and perhaps influence this year’s results, let’s just do these general comments listed below:

The earlier Surveys showed favorable opinions of The Villages on the general issues and various resident services.

The Villages Media Group generally showed good marks for the radio and TV stations. The Daily Sun, however, didn’t fare as well and was marked down for objectivity.

The golf program got so-so marks, but the executive golf program fared better.

The POA scored better than the VHA as an organization and for its newspaper.

The lowest scores in both surveys were recorded by various elements of our local governments.

Overall, the POA was pleased with the past results. But, we have been disappointed that the Central Districts didn’t act on the several troubling scores or pick up the format for the annual survey done by The Villages. That is disappointing because we feel The Villages’ survey could benefit from the stronger format and more pointed questions used in the POA Survey. □

More Survey Comments

You may also use the POA Forum on the web site to add more comments:

POA Forum: <http://pub25.bravenet.com/forum/2089308259>

iGive.com is a Valuable POA Revenue Source

The POA has established a relationship with the iGive.com group that makes donations to organizations like the POA whenever you shop on line. All you have to do is register for your account, name the POA as the recipient of your donated funds, and purchase items on line from merchants who in turn will donate a percentage of the price of the items you buy to your favorite organization. The iGive.com organization does all the work. The POA will then receive a check for the donated proceeds periodically.

This will cost you nothing – the participating sellers make the donation in your name to the POA. This is a great way to donate to the POA. You just have to register and then buy items from the special retailers and stores.

At the iGive.com Mall, there are over 700 name-brand stores from which to shop including Eddie Bauer, Lands' End, Golfsmith, Home Depot, Barnes & Noble, PETsMART, J C Penny, Drugstore.Com to name a few.

This is a WIN – WIN situation for the POA and its supporters as well as for the hundreds of on-line stores. This is a wonderful opportunity to take advantage of tremendous savings and make a donation to a worthy organization like the POA. Moreover, this can be done right from your home.

Just go online to the website at: www.iGive.com/POATV and fill out your account information. It is easy.

Begin shopping at over 700 stores. You must place your first order through iGive.com within 45 days of your initial registration so that you can earn an extra \$5.00 BONUS for the POA.

Order your item and an e-mail notice will arrive stating that the POA has been credited for a donation check in your name.

See the ad on the right of this story for more information on how this all works. Thanks in advance for your consideration in setting this up for the benefit of your POA. The funds donated to the POA by the iGive.com organization will be a big help to the POA in paying our operating expenses. □

When cannibals ate a missionary, they got a taste of religion.

East Side Auxiliary

There has been some interest in organizing a POA East Side Auxiliary to address the issues and concerns of our membership in primarily Lake County. We had a meeting in mid-January. Unfortunately, only 17 people showed up. Since no one was interested in heading up the organization we do not have the basis for proceeding with the Auxiliary.

There was support for organizing a ride-sharing effort to bring interested people to our monthly meetings in Laurel Manor Rec Center. If you live in Lake County, especially on the east side of Hwy 441/27, you can call the people listed below for a ride to and from the monthly POA meetings.

- Nancy Snyder at 753-8445
- Judy Fell at 470-6155

Also, if you would like to be one of the people offering to drive, please contact either Nancy or Judy to coordinate and we will list you in future Bulletins.

There was also some interest in having the regular POA monthly meeting in the afternoon to allow those to attend who are concerned about evening driving. However, we brought this up for discussion in the regular POA monthly meeting in January. There was some interest in this idea, but we didn't feel there was enough interest to make the change. □

Letter to the Editor:

Thanks to the POA

It was a pleasure speaking with you [Joe Gorman] about The POA Bulletin and the fine service it provides to the community.

We work with Doctors and staff that are dedicated and do provide the utmost care to their patients. But for a health care nurse to say that she has never seen an abuse in a hospital sounds overstated and somewhat naive. A solution can't be provided, if the problem isn't addressed. As you indicated Mr. Gorman, the effort of the Joint Commission and TVRH have made much progress in solving issues. The TVRH staff provides a great service to the community. We all win with the Excellence of Patient Care at TVRH.

The POA provides an avenue where the voice of the people can be heard. There are over 20 link pages to the [POA] website. Just the three I visited: Reasons to Join the POA, Issues in the Villages, and The Villages Government were worth the time. Not to mention the POA Mission Statement and The Villages Residents' Bill of Rights published in the January 2009 issue. Balanced reporting should be the only game in town.

Again Mr. Gorman, thank you for taking the time to answer my questions and explain in detail the procedures and research of the POA [regarding the] Joint Commission.

Candi Jovan □

Free Donations for Property Owners Association Guilt-Free Shopping for You, Join for free at: www.iGive.com/POATV

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Who hasn't uttered the word, wish there was something I could do to help." Now you can.

Start Shopping!

www.iGive.com/POATV For a limited time: get a \$5 bonus donation with your 1st purchase at any iGive.com store!*

Bulletin Delivery

We need your help on delivery of the Bulletin.

During some times of the year the Bulletin is sometimes delivered to unoccupied houses. The homeowner may be away for vacation, or may be a snowbird. And, the Bulletin may lie on the driveway for some time. We ask if neighbors could pick up the Bulletin when these situations occur, or at other times during inclement weather, and either discard the Bulletin or hold it for return of the homeowner. This will be a big help to us. We greatly appreciate your help. Thank you in advance.

Those who know they will be away for any length of time can contact us at the email address: delivery@poa4us.org and advise us to put you on our "No-Throw" list. Just include your name and address and village or villa and the time period for which you do not want the Bulletin delivered. We'll do our best to not throw the Bulletin on your driveway as you request. Thanks for your help. □

Letter to the Editor:

VHA -- POA Comparisons & Issues

Sym Terhune's [Letter to the Editor in the December issue of the Bulletin] concerning the VHA was both informative and instructive and deserves the POA's praise for its reflected properties.

Terhune described the POA's position on the president of the VHA's obvious conflict of interest to appear to be "belly aching" and

would be in the POA's best interest if the POA abandoned its pursuit of this topic. He wrote this article not to complain but to explain the perception readers might have regarding the POA's position. Terhune goes on to say the conflict of interest claim won't stand because the VHA's "function is as a public relation mechanism for the Developer [whereas] the POA's function is as protector of Residents' Rights."

Terhune is correct when he states the VHA is a public relations mechanism for the [developer] as are the Daily Sun and The Villages Television and Radio Stations. Terhune is also correct to remind us that the POA purpose is quite different in that it serves to protect the [Residents' Rights of Villagers].

So this begs the question as to why the VHA refers to itself as "The Villages Homeowner Association?" Shouldn't the VHA rename itself, in order to be more descriptive in its purpose, to "The Villages Public Relations and Community Affairs Association?"

As to the issue of conflict of interest, irrespective of the VHA mission, it still stands. The President of the VHA cannot represent both the Developer and the Homeowners any more than an attorney can represent both the plaintiff and the defendant in a civil lawsuit..

The VHA was organized to push the Developer's agenda and to draw members old and new from the POA to the VHA. If you

don't think that it true then ask yourself how and when did you first learn of the POA? It certainly wasn't at any meeting before or after your purchase of a home in The Villages. But you certainly did hear plenty about the VHA.

Terhune's use of the word "belly aching" clearly explains the reaction taken by some residents here. They come by it honestly. After all they moved here to enjoy the quiet and peacefulness of The Villages. Indeed they are right in that pursuit.

But the reality is that unless and without the watchful eye of members of the POA, whom by the way also moved here for peace and quiet, many wrongs will continue against residents that will have a material and adverse affect on their lives.

So please remember that the POA is not in the business of belly aching for the sake of belly aching nor are they in the business of being less than objective in their assessments.

These are real issues, not of the POA's making but addressed by Village residents and members of the POA who give freely of their time.

The POA desires to enrich the lives of Village residents but can only do its job effectively if the residents understand its purpose and stand behind its membership.

Dennis Petrucelli

Editor's Note: Petrucelli is a Director of the POA. □

Your Complete Guide to The Villages Lifestyle

We now have over 5000 pages of lifestyle information for you. New search capabilities find anything on our site in seconds. Thanks to Google's magic.

Are You Amongst The Missing

"The Villages" abounds with stories of people who have found childhood friends, sweethearts, military buddies, and others. We have a way for you to advertise that you are here in The Villages. Best of all, it is anonymous. You do not have to reveal your home or e-mail address.

Want To Give Something Back To Your Community

There is a section that lists places that are looking for Volunteers . Find something that you like to do and get involved with helping others. Villagers are known for their generosity, and helping others always makes you feel better.

www.The-Villages-Online.com

Owned, Operated and Designed by Two Villagers
The-Villages-Online is a noncommercial community website



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Village Greens

The Village Greens is continuing to help promote the recycling effort in The Villages.

We are working with the Community Development District to expand the recycle program into the Recreation Centers.

We had a trial period last month at Lake Miona that was not as successful as we hoped. After meeting with the department again, we believe we have ironed out the problems and are proceeding once again with the program. All we want is for people using the recreation center for meetings where food and drink is brought in, to simply place bottles and cans in the marked containers. We have improved the containers and the marking of them so we believe it will be more easily noticed. The office in Lake Miona has gotten behind the recycling effort and are dedicated to recycling all the paper and cardboard generated in Lake Miona. Thanks for your cooperation and leadership!

We are hoping that we can expand the recycling program to the offices in The Villages where mountains of paper accumulate. We also hope to attack the fact that the junk mail generated at the postal stations will be acknowledged as recyclable and thus disposed of in the appropriate manor. Until such time, I implore you to consider taking your junk mail home and recycling it yourselves -- no biggie.

For those of you who would like the Village Greens to do a presentation for your club or neighborhood group we would be happy to talk about the importance of recycling and show a short DVD picturing us visiting the recycling facility in Orlando. Single Stream

recycling, which we have, is the latest and most efficient way of recycling.

Sue Michalson
Chair Village Greens
suube2@thevillages.net
(352) 461-9373 □

Letter to the Editor:

Lake County Streets

Thanks for the great job of keeping us all informed as to what is going on here.

We live in Lake County on the original side of The Villages where many streets need repair and re-paving. Finally a crew came and re-paved some of the streets, and they did a great job. But, they did not re-pave the worst streets, the main streets used to access our community, Lester, Shay, and Paradise. These have a lot of potholes, are a rough ride, and should have been re-paved first.

We do not have golf cart trails like the other side of The Villages and have to share the road with automobile traffic and these are busy streets. We asked why they did not re-pave these streets and were told that they ran out of money. Surely they knew from the beginning how many streets they could pave and should have gotten the worst streets first.

We pay taxes in Lake County and we pay the amenity and trails fees to the Villages. We wonder why we should not have the same attractiveness and comforts as the folks on the other side of 27/441 and why our streets are not re-paved.

Judy Reeves

Editor's Note: Please contact Bill Vance, Lady Lake Town Manager, at 753-1545, for information on your streets. □

Urgent Care Centers Reachable by Golf Cart

Paramount Urgent Care

Santa Fe Crossing Plaza
(East of Laurel Manor Rec Ctr)
8640 East CR 466; (352)-674-9218
Open 7 days a week: 6am - 10pm

Lake Regional Urgent Care

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910 Old Camp Road; (352)-259-4322
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Wed, Sat, Sun: 9am - 5pm

Exceptional Urgent Care

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(Behind Bonefish Grill off Hwy 466)
11950 County Rd 101; (352)-391-5200
Mon - Sat: 8am - 6pm □

Vinyl Siding Repair Firms

We have found that the following companies have done acceptable if not good work for residents in the repair of their vinyl siding problems, etc.

We cannot guarantee their work, but we have heard from residents that they are pleased with the results.

So, if you need vinyl siding repairs, consider these companies. And, please let us know how they performed for you.

Brix & Stix, Terry Poortenga, VP

P.O. Box 384,
Oxford, FL 34484
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Our Monthly Column:

Gardening in The Villages

February's Florida Friendly Landscapes

by Anne Lambrecht
Master Gardener

Old Man Winter has given us a major sucker punch this past month. We thought we would escape the ravages of winter, but here it is—and the worst one in ten years! I feel so desperate and anxious when I go outside these days. I can smell the shriveled, brown and mushy vegetation and I think if plants had voices they'd be moaning and crying out in pain. I am hurt to the core but I know in my heart that everything will be OK. I may have to work very hard very soon, but that's OK, too. On a walk I noticed that people's frost cloths didn't seem to help. Plants still were stung by prolonged hours of freezing temps. The lawn guys were here and I sent them away: our grass is stressed and to cut it while it is stressed would mean certain death.

So now that everything looks dead, our gardens can finally sleep. We could get slammed again so please try to resist the urge to prune off the dead stuff until the end of the month. The damaged leaves help to insulate damaged plants from frost and further injury.

The rule of thumb is that if it bothers you that much, go ahead and prune. I have been guilty of this myself. When you do prune, go down past the dead stuff about 6" into the green healthy wood. If you're not sure if your plant is dead or alive, scrape the outer layer of the stem with your fingernail. If the layers below the surface are green, then it's alive. Most burned out vegetation should be fine because the frost did not get into the ground for a long period of time, sparing the roots.

Several light trimmings through the spring and summer growing season will promote dense growth. New sprouts will form just behind the pruning cut, so if you want the shrub to branch down low, you need to cut the stems low. It may take time for these sprouts to break out after cold damage, so be patient before going crazy with winter-kill pruning.

So now we have a little more time to get ready before planting a Florida Friendly Landscape (FFL). Your county extension ser-

vice has outlined some basic landscaping principles which, based on science and common sense, will conserve water, reduce waste and pollution, create wildlife habitat and prevent erosion. Any landscape can be Florida friendly by following just nine principles:

1. Right Plant, Right Place
2. Water Efficiently
3. Fertilize Appropriately
4. Mulch
5. Attract Wildlife
6. Manage Yard Pests Responsibly
7. Recycle
8. Prevent Stormwater Runoff
9. Protect the Waterfront

The most important of these principles is Right Plant, Right Place. You can have any combination of plants, natives, turf grass, trees, flowering shrubs and annuals, as long as your plants are planted in the right place. You've got to consider the sun, the wind, the amount of water, the soil. If the tag on the plant says full sun and you put it in full sun, it might be too much sun. I admit I do move a plant if after three weeks or so it is not doing well. Sometimes I'll move a plant a few times. From sun to shade, from west to east, from dry to wet: Right Plant, Right Place.

February is the start of azalea show time – the sure sign of spring in our area. Do not prune your azaleas now. The buds for this spring's blooms were set last summer. Do not fertilize azaleas until after they finish blooming. Now is the time that we do fertilize woody shrubs and trees. However, if the shrub or tree is well established and surrounded by turf that will receive fertilizer in March, it does not need a feeding. The nutrients given to the turf will also feed the shrub or tree. Slow release fertilizer should be used. A good fertilizer to use is 10-10-10. It is preferable that the middle number, phosphorus, is lower than the other two, since enough phosphorus is already in our soil.

Mid-February is the time to begin planting the spring veggie and flower garden. It is also a good month to plant trees, shrubs and rose bushes. Time to check citrus for ripeness. Plant bulbs such as lilies, amaryllis, agapanthus, cannas. Plant hardy annuals such as pansies, petunias, herbs, snapdragons, wild flowers. Go ahead and get the pruners ready.

Feels like spring out there. It's time to visit some nice area nurseries:

Citrus and Palm Gardens, Hwy 441 Belle-

view, 347-1640

Fairfield Farms, Route 301 Oxford, 748-7333

Cottage Gardens and Gifts, Route 466A Wildwood, 352-748-6016

Taylor Gardens, Hwy 329 Citra, 352-629-0980

University of Florida Agricultural Extension Service by County:

Marion 352-671-8400

Sumter 352-793-2728

Lake 352-343-4101

All three have demo/discovery gardens that give examples of Florida friendly plants in the right place. Information and advice is always free—your tax dollars at work.

The husband never actually goes into the garden until I ask him to do some chore that I am physically unable to do. Most recently, he put up a new bluebird house for me. On those rare occasions, it's a tour of discovery for him: "Wow, look at the size of those grapefruit! When did we get this tree? You're actually going to cook that green stuff?" I don't mind sharing with him; he lets me do what I want out there and there are hundreds of surprises in the dirt! □



Don't let *Incontinence* Affect your *Confidence!*

Incontinence is a very common problem affecting over 60% of women.

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Where to File Hospital Complaints

Please continue to send to the POA your stories about your experiences with the Emergency Room at The Villages hospital. We have thus far received over 150 stories or complaints describing the experiences and/or issues of Villagers with the ER. Thanks to all those who have chosen to tell us about their experiences.

We are still accepting stories, so please send us yours. These stories, all 150 of them, are a worthwhile assessment of the services of TVRH's ER. Please, tell us your story and help us address this issue.

The more stories we gather, the more comprehensive will be the review that we will be able to make. And, we may just make a difference in the quality of services provided by the hospital. We will protect your identity. We will ask you specifically for permission, if later needed, to share your detailed story with any of these investigating and review committees.

Based on many of the comments received, we can see that most people are unclear on the best way to file a complaint. So, on the right is the listing of who, what, and where to complain about medical service and personnel from any service provider.

If you need additional help filing any of these forms, please contact the POA at 352-259-0999 for questions or help in the filing process. □

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• For comments about The Villages Regional Hospital, contact:

Mr. Tim Menton
Administrator of TVRH
1451 El Camino Real
The Villages, FL 34748
Phone: 352-751-8000
tmenton@cfhalliance.org

• For comments on LRMC or to Mr. Menton's boss, contact:

Mr. Lee Huntley, CEO
Central Fla. Hospital Alliance
600 E. Dixie Highway
Leesburg, FL 34748
Phone: 352-323-5762
lhuntley@leesburgregional.com

• For comments about procedures, policies, staff, and medical care in general, contact the state agency:

Holly Hunter, Secretary
Florida Agency For Healthcare Adm.
1717 Mahan Drive
Tallahassee, FL 32308
Phone: 1-888-419-3456
<http://ahca.myflorida.com>

• For comments about procedures, policies, staff, and medical care in general, contact the federal agency:

Mark Chassin, MD, President
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Phone: 630-792-5000
www.jointcommission.org

• For comments about the actions of specific doctors and/or nurses, go to:

Dr. Ana M. Viamonte Ros, Secretary
The Florida Department of Health
2585 Merchants Row Blvd.
Tallahassee, FL 32399
Phone: 850-245-4444
<http://www.doh.state.fl.us>

Please copy the POA on correspondence to coordinate our activities on these matters. □

Complaints About Medical Personnel

The Florida Department of Health is the agency to which complaints about medical professionals (doctors, nurses, dentists, etc.) should be filed. Each person with a grievance needs to fill out the three-page form available at this internet website address: http://www.doh.state.fl.us/mqa/enforcement/frm_general-meducf.pdf

This form covers the following areas:

- Quality of care
- Inappropriate prescribing
- Excessive tests or treatment
- Misdiagnosis of condition
- Failure to release patient records
- Insurance fraud
- Impairment/medical condition
- Advertising violation
- Mis-filled prescription
- Patient abandonment/neglect

The POA urges residents with any complaint about service at TVRH to file a formal complaint. By doing so, the hospital's staff will be put on notice that substandard care is unacceptable. Please file a complaint if you have had any bad experiences with TVRH. Otherwise, problems may continue.

If you want copies of the complaint form, please go online or call or email the POA. We can bring those forms to you, and we can help in the process of completing the forms. Just let us know ... we can help. □

**The Buffalo are gone.
For their return, we long.
Gary Morse did them wrong.**

- Publius

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352-250-0990

Your CDD Meetings

The Villages CDDs meet at the Laurel Manor district offices:

Second Friday of the month:

SLCDD at 8:00 a.m.
CDD # 2 at 9:30 a.m.
CDD # 4 at 11:00 a.m.
CDD # 1 at 1:30 p.m.
CDD # 3 at 3:00 p.m.

Third Friday of the month:

VCCDD at 8:00 a.m.
CDD # 5 at 9:30 a.m.
CDD # 6 at 11:00 a.m.
CDD # 7 at 1:00 p.m.
CDD # 8 at 2:00 p.m. as needed
CDD # 9 at 2:30 p.m. as needed
CDD # 10 at 3:00 p.m. as needed

The AAC meets on the Wednesday before the second Friday of the month at 1:30 p.m., usually in the Savannah Center.

These meetings have been moving around to various locations, so watch the Daily Sun, the district governments' websites, or the Our Place column on Thursdays, for notices of date and place changes.

All Villagers are welcome at any of these worthwhile meetings which show our local governments in action. Residents wanting to know what's going on with their governments should attend, watch, listen, ask questions.

Also, the District Administrator's office conducts a two-hour CDD Orientation program once a week at 10:00 a.m. on Thursdays. Call 753-4508 for details.

CDD Orientation is informative and provides a good basic overview of how CDDs work and are organized. The POA recommends the program for all residents.

However, the POA also recommends that, after attending the orientation, you come to a POA general membership meeting for the rest of the story. You will not get the whole story at CDD Orientation. □

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The Hospital Goofed Up! Now What?

ASK WHAT HAPPENED. In an ideal world, you'd get a prompt explanation. The reality, though, is that open discussion of a medical mistake, along with an apology, remains uncommon. Still, some hospitals -- like Johns Hopkins University School of Medicine in Baltimore -- are working toward more openness.

GET A COPY OF YOUR MEDICAL RECORDS. It's your right to see your file -- but you may not get your complete records, says Bruce G. Fagel, MD, an ER physician turned medical-malpractice lawyer in Beverly Hills, California. In a birth-injury case, for instance, one of the most crucial documents is the fetal-monitoring strip, but it won't be in your file unless you ask for it.

START KEEPING YOUR OWN NOTES. Write down everything, including dates, procedures, medications, and the names of health-care staffers who cared for you. If you opt to sue, your own record may be an effective tool against the usually vague notations in most patient's charts. "Doctors are constantly told what kinds of things not to put in medical records," Fagel says.

SPEAK TO A HIGHER-UP. If you don't get a satisfactory answer from the physician, talk to someone at a higher level. Also, ask to speak with an ombudsman and a patient advocate.

FILE A COMPLAINT. If you're still not satisfied, complain to your state or local health department, as well as to the Federal Hospital Joint Commission at the internet address: (www.jointcommission.org/GeneralPublic/Complaint). Patients who've experienced an error usually want to make sure the same mistake never happens to anyone else; lodging a complaint is one of the best ways to do that.

CONSULT A LAWYER. If you don't get an acceptable answer from the hospital, you may want to consult a lawyer. If you decide to sue, a good medical-malpractice attorney can help you navigate the Byzantine world of state and local laws.

Editor's Note: This was reprinted from Health Magazine, July/Aug '08, written by Lorie Parch. □

Bulletin Pick-Up

If the Bulletin is not delivered to your driveway within the first ten days of the month, you can get copies at the locations listed below. Please take the time to thank the manager or customer service staff for stocking the Bulletin for pick-up. This would be a big help to us.

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The hours and open days vary by location. So call for details. Wednesdays are best, 10 a.m. to 2 p.m. □

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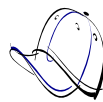
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Just show your current year POA Membership card when ordering the product or service listed here. And, please say "thanks" to our Discount Partners for participating in this program.

All Things Fine - 1171 Main St., Spanish Springs, 352-257-7384. 10% off all regularly priced merchandise. Excludes sale items. Not valid with any other offer.

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Bravo Pizza - 1080 Lake Sumter Landing, 352-430-2394. 10% off dine in & take out (whole meal). Not valid with any other discount offer.

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The Club Golf Cart Security System for Villagers, email at yunk38@comcast.net, 352-391-5077. \$3.00 discount (apx. 10%) for the Club Golf Cart Security device for POA members showing their membership card.

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Comfort Suites - 1202 Avenida Central, 352-259-6578. 25% discount, November 2, 2008 through April 30, 2009. Not valid Leesburg Race Weekend. All reservations are based on availability. Must call hotel directly in advance for individual reservations.

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