



Village Management Services, Inc.

# Village Communication Information

September 2023



**GOVERNANCE**

- Board and committee meetings (in person, TV6, recorded, Zoom, Granicus)
- Agendas, reports and minutes

**ELECTRONIC**

- Weekly “What’s Up”
- Targeted emails
- Emails from GRF, United, Third
  - Website
  - Social media

**HIGH-VISIBILITY TOUCHPOINTS**

- Literature racks
  - Monitors
  - Flyers/Posters
  - Signage

**PRINT**

- Village Breeze mailed bimonthly to every manor



**BROADCAST**

- Village Television
- Village YouTube
- “This Day” Mon. - Sat.
  - Cable PSAs
  - Message board



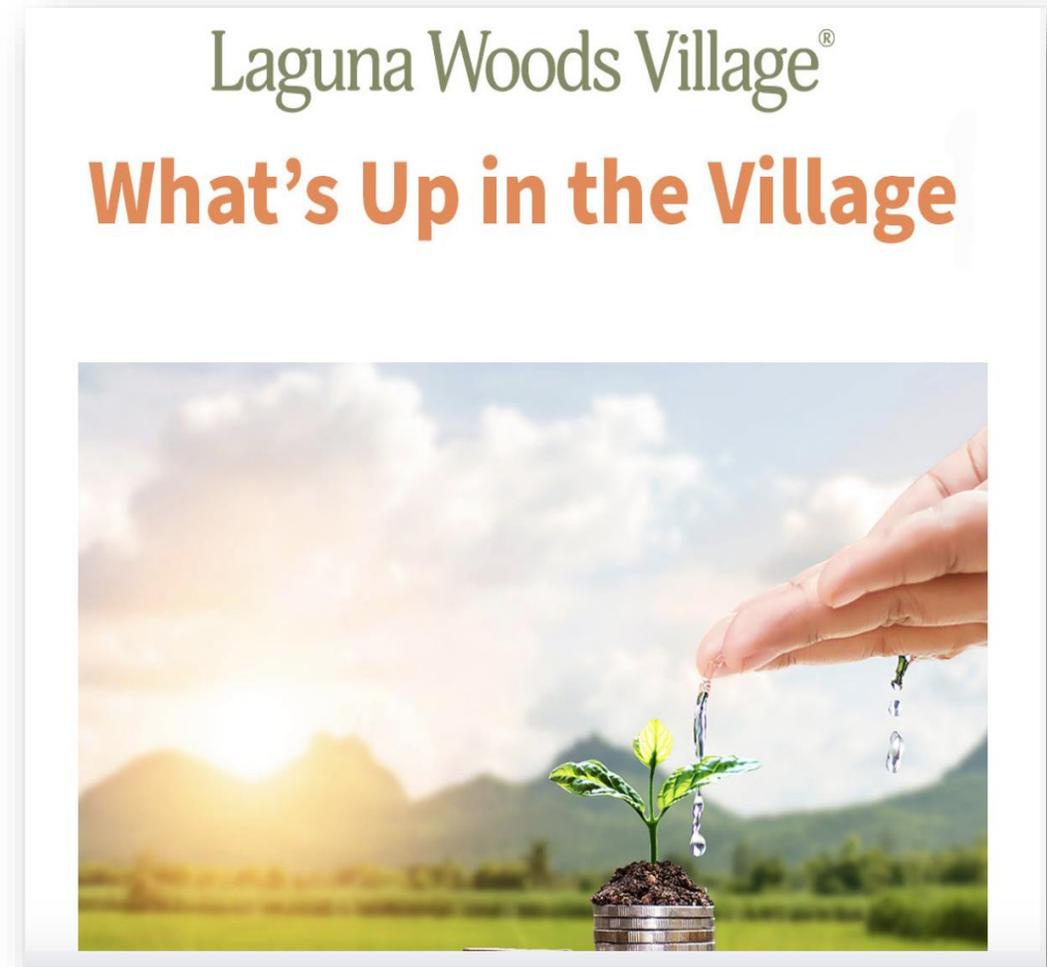
Village Management Services, Inc.

# Email, Digital Platforms

# “What’s Up in the Village”

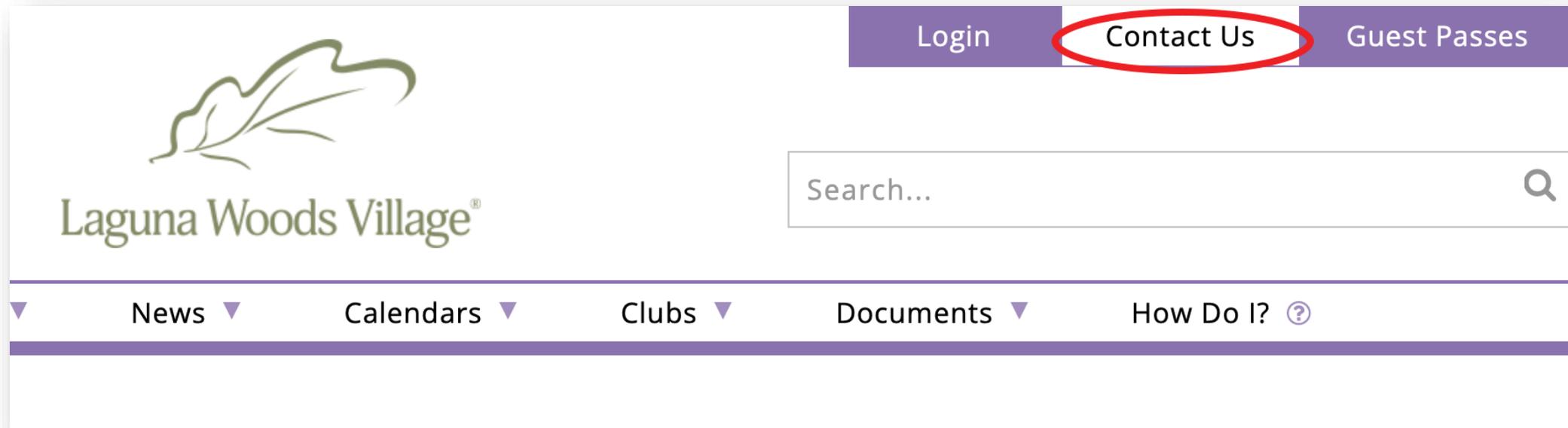
Sent via email every Friday  
to nearly 17,000 recipients

- News and events
- Amenities and activities
- Reminders and information
- Village Television movies
- All upcoming meetings



# Subscribe on Village Website

- Visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com)
- Click Contact Us, top right corner
- Scroll to bottom, complete all fields and request subscription to Village communications emails and alerts



# Subscribe Via Email Request

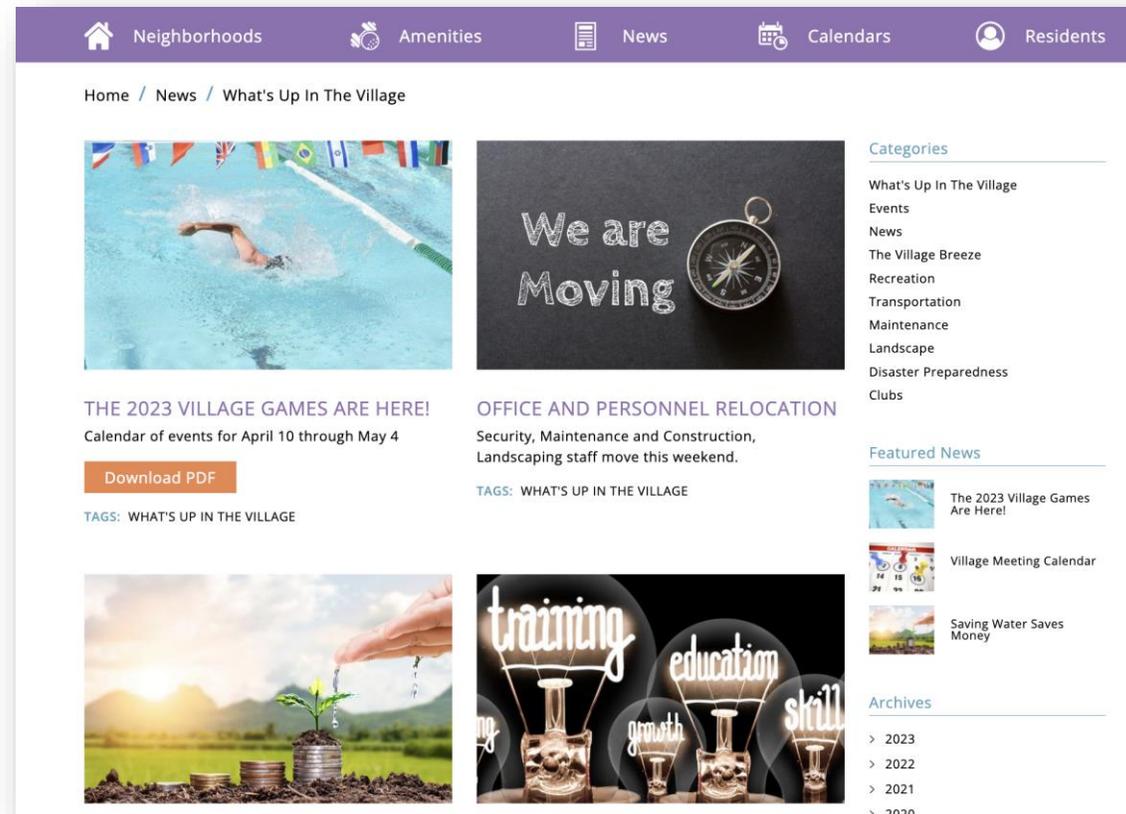


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- Email **info@lagunawoodsvillage.com** and request to enroll in Village communication emails and alerts, including “What’s Up in the Village” weekly eblasts
- Email **info@lagunawoodsvillage.com** and request to receive emails from GRF as well as your housing mutual (United or Third)
- Include your name, manor number and email address
- Email address on file with Resident Services does not subscribe you to “What’s Up in the Village” eblast—you must request subscription

# Check the Latest News on Our Website

Visit [lagunawoodsvillage.com](https://lagunawoodsvillage.com) > News > News Home  
([lagunawoodsvillage.com/news](https://lagunawoodsvillage.com/news))



The screenshot shows the 'News Home' page of the Village website. The navigation bar at the top includes links for Neighborhoods, Amenities, News, Calendars, and Residents. The main content area features a breadcrumb trail: Home / News / What's Up In The Village. There are four main news items displayed in a grid:

- THE 2023 VILLAGE GAMES ARE HERE!**: Includes a calendar of events for April 10 through May 4 and a 'Download PDF' button. TAGS: WHAT'S UP IN THE VILLAGE
- OFFICE AND PERSONNEL RELOCATION**: Security, Maintenance and Construction, Landscaping staff move this weekend. TAGS: WHAT'S UP IN THE VILLAGE
- What's Up In The Village**: A category list including Events, News, The Village Breeze, Recreation, Transportation, Maintenance, Landscape, Disaster Preparedness, and Clubs.
- Featured News**: A list of featured articles with thumbnails, including 'The 2023 Village Games Are Here!', 'Village Meeting Calendar', and 'Saving Water Saves Money'.

At the bottom right, there is an 'Archives' section with a list of years: > 2023, > 2022, > 2021, and > 2020.

# Visit Our Facebook Page



# CodeRED: Emergency Notifications



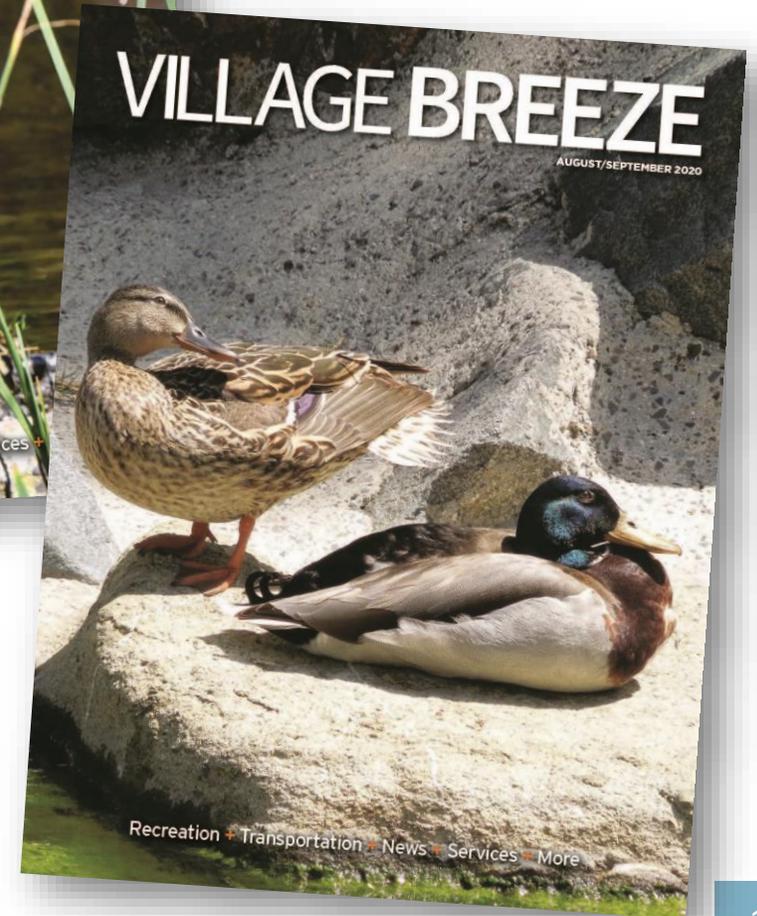
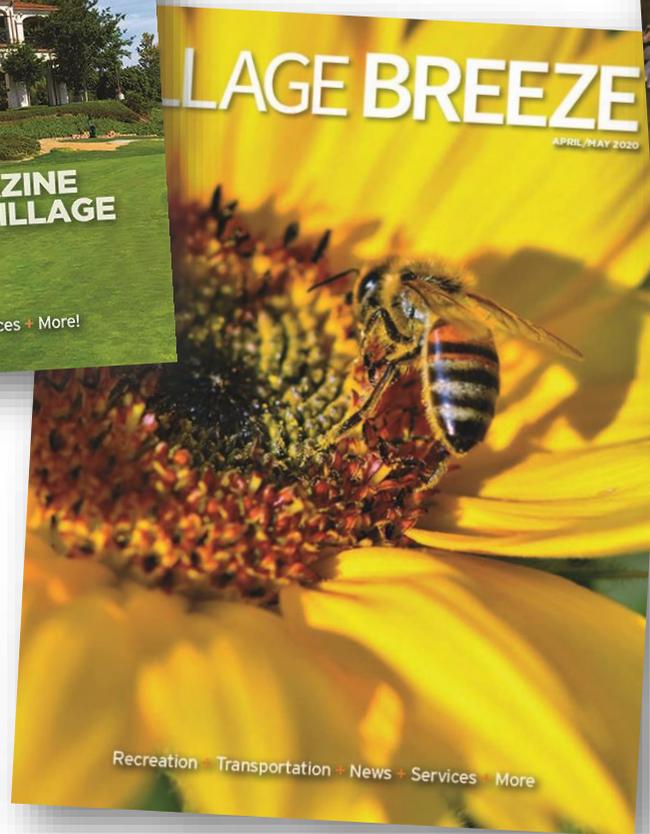
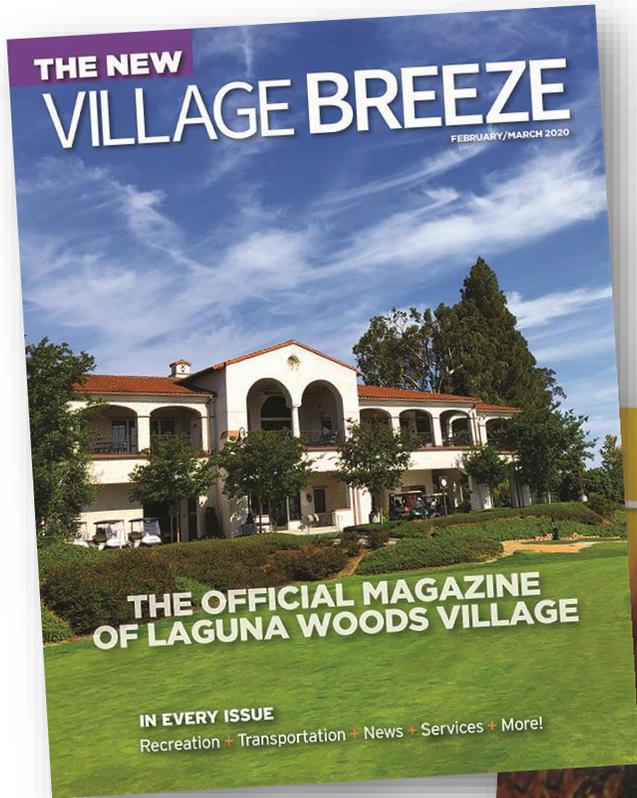
Village Management Services, Inc.

- Enroll to receive voice, text and email messages in an emergency
- Visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com), click CodeRED icon, top left corner
- Complete all CodeRED form fields
- Alternate hard-copy form
  - Complete a form at concierge desk in Community Center lobby or
  - Complete and return form enclosed in April, November mandatory member mailing



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Print



THRIVING IN THE VILLAGE

# going All in



Carmen and Dorothy Pacella are relatively new to the community, but they've jumped head first into its abundant activities and volunteer

offer them the ability to stay active and financially independent.

# HANDLING THE HUCKSTERS

## 20 TIPS TO RECOGNIZE AND AVOID SCAMS

Scammers will try to take advantage of every situation. They are brazen enough to crash a funeral to swindle the bereaved with tales that the departed person owed them money. They pretend to be someone's grandchild over the phone to cheat an unsuspecting grandparent. And they are unscrupulous enough to exploit people during a global pandemic.

Every scam, con and swindle is created in effort to steal your personal and financial information. Don't let them. Be skeptical of every unsolicited phone call and email you receive, and take care when surfing the web.

14 VILLAGE BREEZE JUNE/JULY 2020

### JUST HANG UP TO AVOID PHONE FRAUD

1. Don't answer calls from phone numbers you don't recognize or calls you're not expecting. If you answer and discover it's a robocall, just hang up. You don't need to say

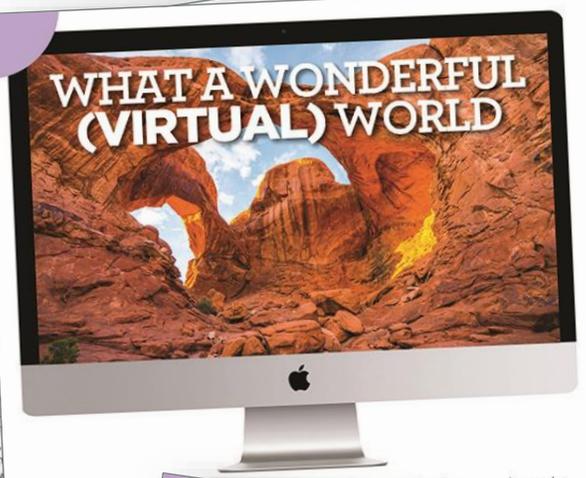
property tours for prospective buyers. She belongs to several Village clubs, including the Chicago Club (serving as board member, publicity chair and travel committee), the Foodies Club (also hospitality chair), the Wine Lovers Club and the Comedy Club. If that wasn't enough, Dorothy Thrive television show, broadcast on Village Television (channels 6, 6.1 or 406) Thursdays at 9:30 a.m. - Sundays at 10:30 a.m.

Being involved in active volunteer positions makes feel energized.

"People will often say to me 'How do you do it all? You're doing many things.' I looked at what I was involved with and I added time commitment to the time that are volunteer related, that is equated to 22 hours a month. That isn't close to what I've done in a month in corporate America. It doesn't intimidate me. I'm able to do it all and have fun.

Some of Dorothy's favorite activities are the large parties hosted by the clubs to which she belongs. She's also very active in behind-the-scenes through her board position on the VMS Board. "I absolutely love being able to take my experience from my years in the work world and help contribute my ideas and ideas that might make a difference. It's so rewarding. It's so rewarding to be able to adapt to what the Village."

Carmen also participates in the



# WHAT A WONDERFUL (VIRTUAL) WORLD

Technology gives us a way to experience people, places and events from around the world without leaving our homes. Discover the benefits of virtual travel.

This article includes a Bit.ly link to a paper-driven version of the article. You will receive 10 Village Breeze points.



# Relish the Savings

Stretch your hard-earned dollars further with savvy senior discounts.

BY SUSAN LOGAN-MCCRACKEN

When it comes to senior discounts, one thing to remember is it never hurts to ask. And while you're asking, inquire as to which discount is best. For example, a seasonal promotion may save you more than the senior discount. In some cases, you can use both discounts for even more savings. Don't wait for the establishment to offer you a discount, because sometimes even the employees don't know about it until they make further inquiries. Some discounts begin as young as age 50, but most start somewhere between age 55 and 65. The bottom line is it's important to do some research and ask questions.

20 VILLAGE BREEZE AUGUST/SEPTEMBER 2020



# INSIGHTS AND IMAGES

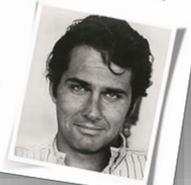


# & Vintage Hollywood to VILLAGE HEAVEN

Golden Globe-winning actor, prolific writer and Admiral William Halsey's great-nephew Brett Halsey can't think of "any other place I'd rather live at this time in my life."

BY KIM CAMPBELL THORNTON

Village resident Brett Halsey's Golden Globe isn't for sale. It sits on a bookshelf with some photographs and the retired actor's collection of beer mugs. Halsey has been approached by auction houses that want to purchase the award from in 1961 in the category "New Star of the Year" and sell it, but it's just one of several mementos from an extensive film and television career that won't be going on the auction block any time soon.



10 VILLAGE BREEZE AUGUST/SEPTEMBER 2020

services, Inc.

# The Village Breeze



Village Management Services, Inc.

- Paid for through a partnership with MemorialCare
- Bi-monthly to every manor via USPS Every-Door-Direct program
- Features of interest to 55+ adults
- Columns with news and updates from VMS departments
- Resident-driven content in “Community Connected”
- Helpful information, maps, phone numbers, email addresses



# Village Breeze in the Community

- Clubhouse 1 fitness center
- Clubhouse 1, 2, 4, 5, 7 offices
- Community Center: Resident Services, fitness center, recreation office, rear door literature racks
- Equestrian Center office
- TV6 studio
- Golf pro shop, par 3 office
- Tennis clubhouse
- Village Library

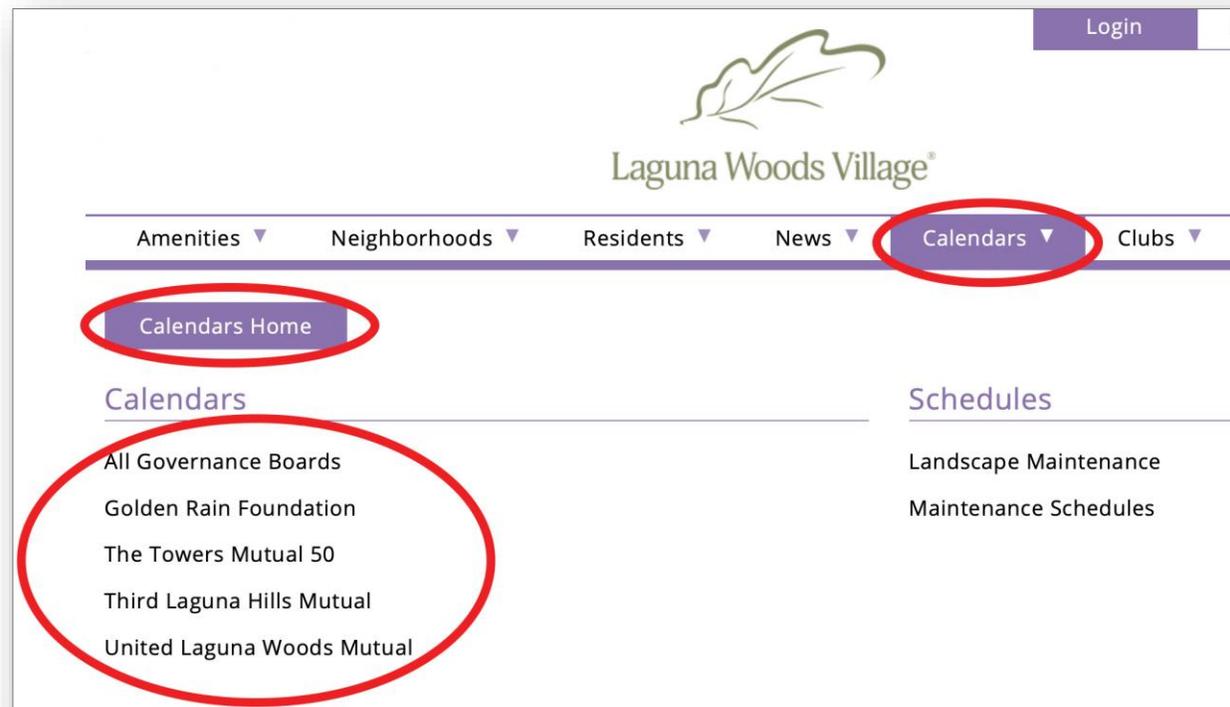


- Watch Board and Committee Meetings
- View Meeting Calendars, Agendas, Reports and Minutes



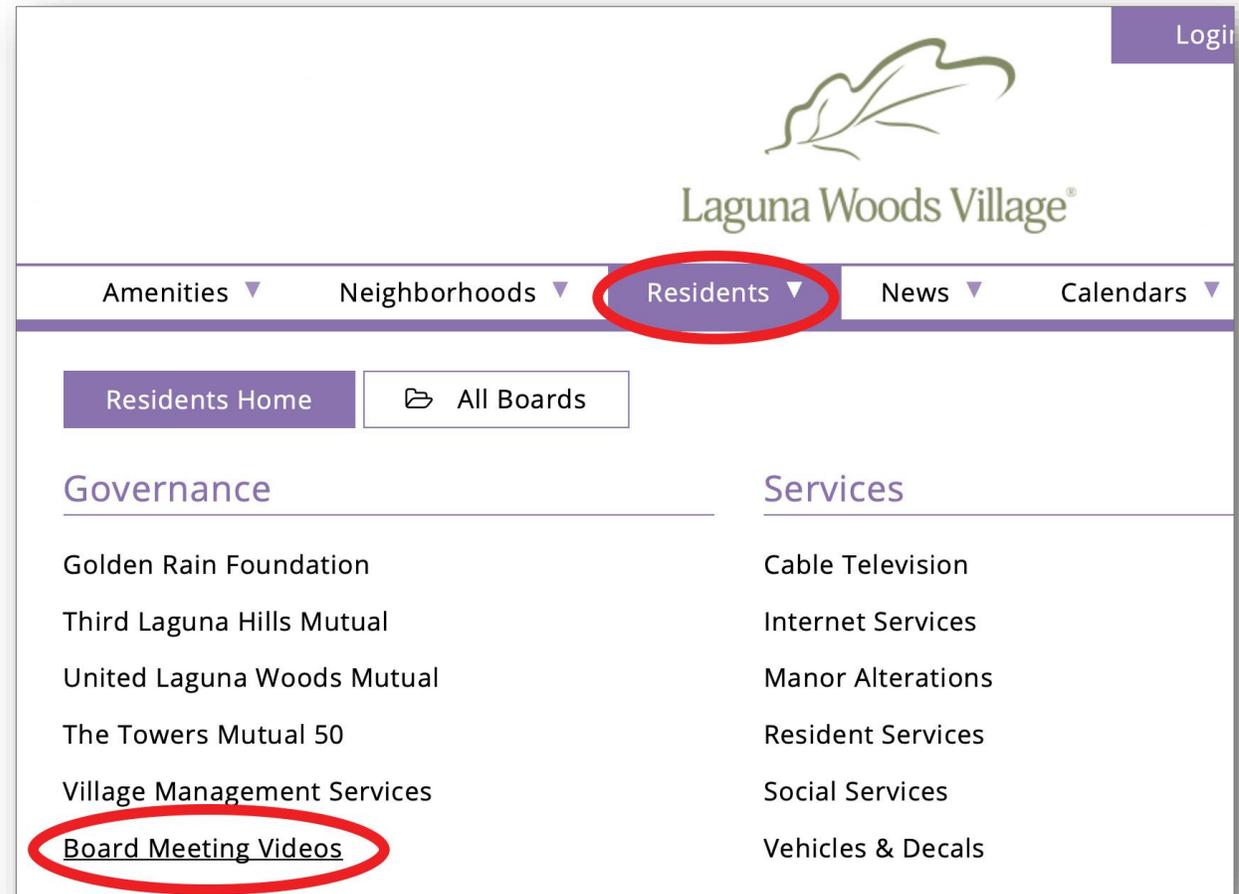
# Meeting Calendar and Schedules

- View board and committee meeting schedules at [lagunawoodsvillage.com](http://lagunawoodsvillage.com) > **Calendars** (TeamUp)



# Watch Live, Past Open Board Meetings

- Path to Granicus to watch live, past open board, committee meetings, complete with agendas



The screenshot shows the website for Laguna Woods Village. The navigation menu includes 'Amenities', 'Neighborhoods', 'Residents', 'News', and 'Calendars'. The 'Residents' menu item is circled in red. Below the navigation, there are buttons for 'Residents Home' and 'All Boards'. The 'Governance' section lists several entities, with 'Board Meeting Videos' circled in red. The 'Services' section lists various amenities like Cable Television, Internet Services, etc.

Logi



Laguna Woods Village®

Amenities ▾ Neighborhoods ▾ **Residents ▾** News ▾ Calendars ▾

Residents Home All Boards

Governance

- Golden Rain Foundation
- Third Laguna Hills Mutual
- United Laguna Woods Mutual
- The Towers Mutual 50
- Village Management Services
- Board Meeting Videos**

Services

- Cable Television
- Internet Services
- Manor Alterations
- Resident Services
- Social Services
- Vehicles & Decals

# Watch Live, Past Open Board Meetings



- Visit [lagunawoodsvillage.com/meetings](https://lagunawoodsvillage.com/meetings) to watch board and committee meetings via Granicus

## Upcoming Events

Name	Date	Agenda	Event	eComment
ALL BOARDS ALL DIRECTORS	Jul 12, 2021 - 01:30 PM	<a href="#">Agenda</a>		
UNITED LAGUNA WOODS MUTUAL BOARD OF DIRECTORS A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION	Jul 13, 2021 - 09:30 AM	<a href="#">Agenda</a>		
UNITED LAGUNA WOODS MUTUAL ARCHITECTURAL CONTROLS AND STANDARDS COMMITTEE	Jul 19, 2021 - 09:30 AM			
GOLDEN RAIN FOUNDATION MEDIA AND COMMUNICATIONS COMMITTEE	Jul 19, 2021 - 01:30 PM			

## Archived Events

2021 2020 2019 2018 2017

▣ **ALL BOARDS ALL DIRECTORS**

▣ **GOLDEN RAIN FOUNDATION BOARD OF DIRECTORS A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

▣ **GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE**



# Watch Some Meetings Via Zoom

- Look for Zoom meeting link in the Open Forum section of respective board or committee agenda posted to [lagunawoodsvillage.com](http://lagunawoodsvillage.com) > **Calendars** > **All Governance Boards Calendar**
- Click link a few minutes prior to the meeting to launch Zoom
- Select Open Zoom Meetings and Launch Meeting when prompted
- No password or registration required

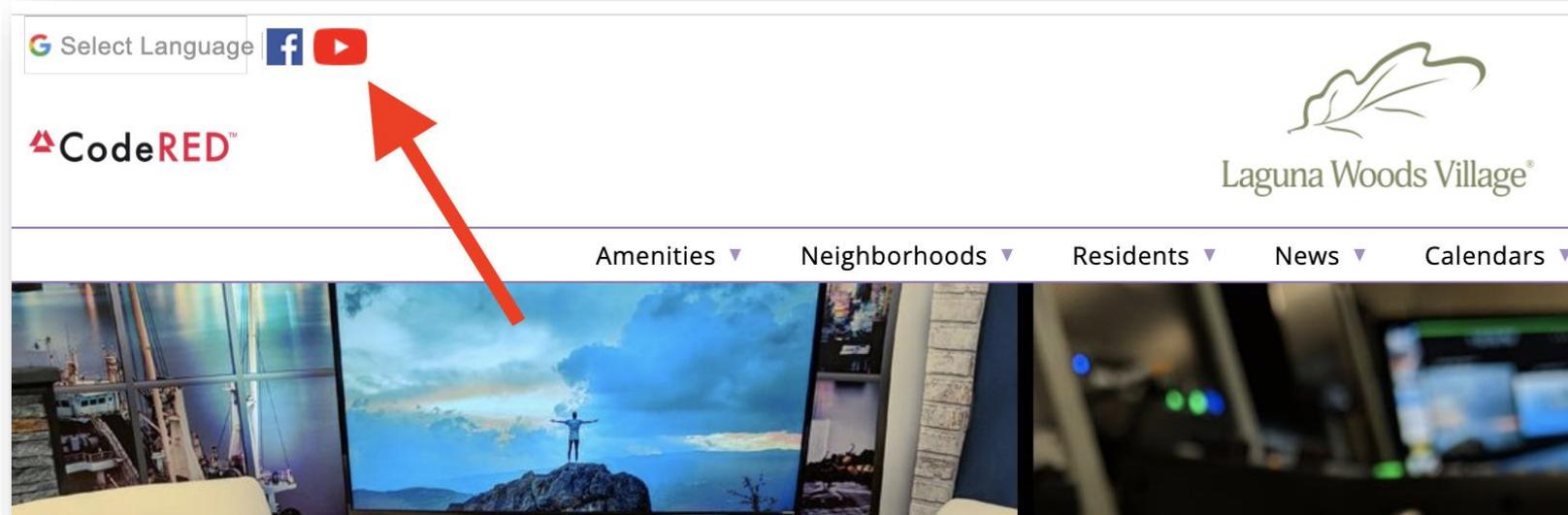
# Watch Meetings on TV6

- Monthly open board meetings are aired live on Village Television (TV6) on their respective Tuesday at 9:30 a.m.
- All board meetings are replayed following Thursday at 1:30 p.m. and following week on Wednesday at 6 p.m.



# Meeting Recordings on YouTube

Visit Village YouTube channel at [youtube.com/c/VillageTelevision](https://youtube.com/c/VillageTelevision) to watch meeting recordings on demand





Village Management Services, Inc.

# Find Recreation Activities and Classes

Amenities

Neighborhoods

Residents

News

Calendar

Browse All Amenities

About The Village

Activities

Activity Calendar

Education

Equestrian

Fitness / Sports

Golf

Recreation

Conveniences

Cable & Internet

Transportation

Facilities

Clubhouses

Community Center

Garden Centers

History Center

Village Library

Performing Arts Center

Events, Classes and Activities

Calendar navigation: Today, Sep 3 - 9, 2023

W36	Sep 3, 2023	Mon 4	Tue 5	Wed 6
7am				
8am		8am Chi Kung (Various Instructors)		8am Chi Kung (Various Instructors)
9am		9:30am Lacu	8:30a Clo gginn, 8:30a Yog, 8:30a Tai, 9:30a Cycl	9am Zumba Gold (Tracy)
10am	10:30am Yoga (Zahir Movius)	10am Kim's Line Dance, 10am Zumb, 10:30am age-	10am Beqi, 10am Cha, 10:30am Cycling with Alisha	10am Cycling with Alisha
11am		11:30am Mat Yoga with Kristine		
12pm			12pm Swim clinic (Jan L. Levinrad)	12pm Mindful Movement Yoga with Jerry Bloch
1pm		1pm Hula Class (Mahina Kimmitt), 1pm Chair yoga (Kristine)	1pm Swim clinic (Jan Levinrad)	
2pm	2pm Advanced Volleyball Games (Volleyball club advanced)			2:15pm Korean Lang uage, 2:30pm Fall After noon
3pm			3:30pm IKTA Self-Defense Class with Ron Murray	3pm Russian Lang uage, 3pm IKTA
4pm		4pm Aqua Zumba (Tracy)		



Village Management Services, Inc.

# Village Television/TV6

# Village Television/TV6



Village Management Services, Inc.



Village Television

@VillageTelevision 4.86K subscribers

ADVERTISE HERE ► <https://www.laguna.com>

## September 2023 Movies

### Monday Movies



Sept 04 Goodbye Mr. Chips  
 Sept 11 Man on Wire  
 Sept 18 The Rebellious Life of Mrs. Rosa Parks  
 Sept 25 Now and Then

### Friday Movies



Sept 01 Far From Heaven  
 Sept 08 Hannah and Her Sisters  
 Sept 15 North by Northwest  
 Sept 22 Born Yesterday  
 Sept 29 Field of Dreams

### Saturday



Sept 02  
 Sept 09  
 Sept 16  
 Sept 23  
 Sept 30



# Village Television/TV6



Village Management Services, Inc.



## Let's Talk Tech with Debbie Dotson

Village Television

26 videos 600 views Last updated on Aug 8, 2023



## This Day

Village Television

4,062 videos 4,906 views Updated today



## Discovering Laguna Woods Village

Village Television

52 videos 620 views Updated 6 days ago



- Marketing/Communications Email Lists
- Association Membership List
- Preferred Delivery Method

# Marketing/Communications Email Lists



Village Management Services, Inc.

- Email address on file with Resident Services does not subscribe you to “What’s Up in the Village” eblast—you must request subscription
- Residents must “opt in” and can “opt out” of email lists used on third-party platforms for communications division marketing purposes
- Update email for marketing email messages by emailing **[info@lagunawoodsvillage.com](mailto:info@lagunawoodsvillage.com)**
- Click “Unsubscribe” at bottom of any Village email message to stop receiving; however, per FCC regulations you must resubscribe to Village emails

# Association Membership List



Village Management Services, Inc.

- Official membership email list lives with Resident Services for business purposes other than Village marketing and communications emails—the two are not linked
- Update your membership information (mailing address, phone, email address, etc.) by emailing Resident Services at **[residentservices@vmsinc.org](mailto:residentservices@vmsinc.org)**

# Association Membership List, cont'd



Village Management Services, Inc.

- Association membership address/email accessible to general membership via a records request through CEO/GM office
- Civil Code §5220 allows members to make contact information inaccessible to general membership
- Must notify association of wishes:
  - Fill out opt-out authorization form in April or November business plan packets (mailed or emailed)
  - Log in to resident portal at <http://lagunawoodsvillage.com>
  - All options detailed in opt-out authorization form in mailed or emailed business plans

# Preferred Delivery Method



Village Management Services, Inc.

- Senate Bill 392 mandates that an association deliver a document in accordance with a member's preferred delivery method
- To update your preference for 2025, populate and return the preferred delivery method form in April or November 2024 mailing with your preference(s)
  - Or email your preference (valid email **or** mailing address, two valid email addresses or two mailing addresses) to **information@vmsinc.org**
- Paperless option can save approximately \$7.50 per manor in printing and postage for spring and fall mailings; if 12,000 manors went paperless, this would save \$90,000 in one year
- Preferred delivery method list does not affect association membership mailing list

# Future Communications



Village Management Services, Inc.

- Staff recognizes lists and systems are complex
- Evaluating how members/residents can simplify process of updating information, enrolling in various programs, stating preferred delivery, etc.