



The 1998 National Community of the Year winner remains awesome.



The community's looming waterfall drops into a 24,000 gallon Koi pond.



Alta Laguna's beautifully landscaped entrance welcomes all guests.



Veteran's Day: All veterans and military branches are honored.

PHOTO at Right:

Top (L-R) Ray Tucker, relief manager, and Gayle Honnold, housekeeping. Bottom (L-R) Winnie Sage, office relief, and Becky Hardy, office relief.



(Bottom photo, page 5: Resident managers Billy and Alma Robertson.)

### Community Profile

Entering the gates of Alta Laguna Community in Alta Loma, allows a striking sight, filling visitors with anticipation for what lies ahead. Located at the foot of the San Gabriel mountains, the exquisitely landscaped entrance greets guests with a looming waterfall dropping into a 24,000-gallon Koi pond. Developed some 37 years ago, the property's 294 homesites provide home to residents age-55-and-"better." The community's ambiance is just as harmonious as its appearance, with open, friendly relations among neighbors who are always willing to help each other. A recipient of the National Community of the Year award in 1998, Alta Laguna is still divine a decade later.

### Amenities & Events

In addition to impressive sites, Alta Laguna offers a multitude of fun activities. Neighbors spend leisure time reading in the library, watching television and movies on the 60-inch high definition television, or just hanging out at the large clubhouse. When feeling more vivacious, they shoot pool in the billiard room, play poker, keep fit using the gym's treadmill, bikes, and exercise balls, compete at the indoor driving range, or head outdoors to the swimming pool and spa, three-lane shuffleboard court, and putting green. "Soon we'll have a 9-hole putting course around the clubhouse," anticipates Billy and Alma Robertson, resident managers. Forty-one RV storage spaces, a laundry room, and many visitor

parking spaces make this community a convenient place in which to live.

Neighbors enjoy visiting at the office. Daily coffee drinkers can be found congregating in the clubhouse early in the morning, sometimes snacking on donuts or a quick breakfast provided by management. Within just a half mile, they can easily access any of three local shopping centers. Last Valentine's Day, "we played 'The Newlywed Game,'" Billy and Alma recalls, "with surprising answers, which brought much laughter. It was a great evening to remember." Also, 35 couples renewed their vows and danced the night away. "We have one couple who've been married 68 years!" On Veteran's Day, all military branches were recognized with the presentation of 55 certificates to retired resident veterans. The veterans shared many of their military experiences while serving our country. One neighbor survived Pearl Harbor, and another served with U.S. generals Puller, Patton, and Eisenhower.

Events at Alta Laguna are numerous and include: weekly line-dancing and round dancing led by instructors; dinners, breakfasts, and potlucks; bingo, Bunco, pinochle, bridge, golf, shuffleboard, Bible study, gospel singing, men's billiards, and ladies' luncheons.

Several committees are at work within the community.

A decorating group, “which does an outstanding job,” Alma acknowledges, decorates with enthusiasm for residential events. Another committee provides meals and treats to those who are homebound or recovering from surgery. The card committee distributes thoughtful notes to the ill and families of deceased neighbors. The active resident and recreation committees “have an excellent working relationship with the management.” The most widely practiced Vedder Community Management (VCM) event is the annual Supercue BBQ, “with all its trimmings,” hosted by community managers and VCM. VCM staff barbecues the steaks and chicken, “and serves our residents with joy and gladness,” describes Alma. Attendees win door prizes and enjoy dancing and the entertainment. “At the last event, we barbecued for 288 residents,” she claims.

## Management Team

VCM provides a yearly manager training conference for all 18 VCM communities. “These conferences have helped us manage with better success in addressing resident relations as well as maintaining a safe community,” Billy and Alma declare. A less formal, mini-conference is held mid-year, during which managers share and brainstorm ideas. “VCM shows concern with our success in everything we do.”

Alta Laguna has been a member of WMA since 1985. Billy and Alma Robertson are certified manufactured housing community managers (MCM). Ray Tucker provides relief, while Winnie Sage and Becky Hardy assist in the office. Jenifer Carl lends her gardening expertise, and Gayle Honnold is housekeeper. The community managers attend WMA meetings to stay updated with the latest law changes and innovations in assisting their residents.

## Philosophy

Four key components comprise the philosophy among all Vedder communities. “We focus on relationships with our residents, safety in our community for our residents and our employees, administration of all important documentation, and the neat and clean appearance of the community,” the Robertsons maintain.

The couple boasts, “Problems with residents are rare because they get resolved promptly and to the satisfaction of both sides.” The couple was presented by their residents with an appreciation award for their “dedication, responsiveness, caring attitude, and tremendous community progress.” Members of the Alta Laguna community “wanted to say ‘thank you’ for an exemplary job,” Alma relays. “Our secret to positive management is to realize people are paying for a service,” the couple discloses. “We have an open, understanding, and caring relationship with our residents.” 🌻