

# Forster Rancher



July 2004



## ADDRESS CHANGES

Homeowners wishing to change the address their billing statement is sent to should send their request to WEBB Management. The following information is required: account number, property address, and new forwarding address. They can also fax that same information to 949-498-1295, attention Nancy Thompson or e-mail [nthompson@webbmgmt.com](mailto:nthompson@webbmgmt.com)

## OWNERSHIP VOTING REQUIREMENTS

Please remember that only persons whose names appear on the Association's Corporate records are eligible to vote in the Association's elections. If you would like to vote and your name does not appear on the Association's records or billing documents, please provide proof of ownership via a copy of the current property deed to the Account Department, WEBB Community Management, 960 Calle Amanecer, San Clemente, CA 92673.

## HOW TO REIN IN YOUR "MEETING BULLY"

Similar to the bull in a china shop, a meeting bully can wreak havoc on your regular group discussions if you're not careful. This may not only prevent other team members from effectively contributing to the subject at hand, but in some cases, your meeting bully may be affecting

Mental and physical health of others in your group.

When your meeting bully sees red, here are a few tricks for grabbing him or her by the horns:

1. **Find common ground.** Before addressing issues that might become confrontational, first discuss topics with which the bully agrees. This way you can keep the peace as long as possible and potentially lull the bully into a more cooperative state.
2. **Keep a cool tone.** Don't let the bully cause you to react negatively. Take a deep breath and keep an even tone in your voice. Even though your words may be harmless, how you say them and what words you stress can provide the spark you don't want.
3. **Be patient.** While it may be difficult, your job as a manager requires working with all personality types. Don't let your feelings get the better of you, and don't start assuming that the bully is automatically wrong or doesn't have something to contribute – particularly a different point of view. In stead ask questions and ask the bully to clarify his or her statements. Something valuable may just be there.
4. **Go One-on-one.** A bully cannot be allowed to run unchecked very long. If none of these other methods seems to work in your situation, schedule a face-to-face meeting to discuss the bully's behavior and attitude. Don't rely on email or telephone. Also, choose a non-threatening time and place for your discussion, such as an empty lunchroom or perhaps while taking a relaxing jog around the indoor track after work. Who knows,

You just might get to the bottom of the bully's problem and reveal a better person.

Adapted from Effectivemeetings.com online magazine

## ANIMAL PEST MANAGEMENT

Animal Pest Management, the company contracted by the Association for pest management, is on the property once each week on Wednesday. If you are having pest control issues, please contact WEBB Community Management prior to Wednesday to facilitate a work order for service. The Association will only take care of the common area maintenance easement and is not responsible for bees.



There is no security in life, only opportunity – Mark Twain (1835-1910)

### Board of Directors



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