



OPEN MEETING

REGULAR OPEN MEETING OF THE BOARD OF DIRECTORS OF THE GOLDEN RAIN FOUNDATION OF LAGUNA WOODS A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION

Tuesday, August 6, 2019 - 9:30 A.M.

**Laguna Woods Village Community Center Board Room 24351 El Toro Road,
Laguna Woods, California**

NOTICE AND AGENDA

- 1. Call Meeting to Order / Establish Quorum – Beth Perak, President**
- 2. Pledge of Allegiance – Director Soule**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of Minutes of Meeting**
 - a. July 2, 2019 – Regular Open Session Meeting
 - b. July 8, 2019 – All Boards All Directors Special Meeting (2020 Budget)
 - c. July 10, 2019 – Special Open Meeting (2020 Budget)
- 6. Report of Chair**
- 7. Disaster Preparation Awareness Report – Director Troutman**
- 8. CEO Report**
- 9. Open Forum (Three Minutes per Speaker)** - *At this time the Speakers may address the Board of Directors regarding items not on the agenda and within the jurisdiction of the Board of Directors of the Golden Rain Foundation. There is a maximum time limit of three minutes per speaker and a speaker may only address the Board **once** during this period. The Board reserves the right to limit the total amount of time allotted for the Open Forum.*
- 10. Responses to Open Forum Speakers**
- 11. Consent Calendar** - *All matters listed under the Consent Calendar are considered routine and will be enacted by the Board by one motion in the form listed below. In the event that an item is removed from the Consent Calendar by members of the Board, such item(s) shall be the subject of further discussion and action by the Board.*

- a. Ratify the Board's Decision to Approve Investment Management Services – SageView Advisory Group
- b. Consistent with its statutory obligations a subcommittee of the Board consisting of the Treasurer and at least one other board member reviewed and approved Golden Rain Foundation financials for the month of June 2019 and by this vote ratify that such review be confirmed in this month's Board Member Open Session Meeting minutes.

12. Unfinished Business

- a. Entertain a Motion to Adopt a Collection Policy for Broadband Services **(July initial notification – 28-day notification for Member review to comply with Civil Code §4360 has been satisfied)**
- b. Entertain a Motion to Approve Supplemental Funding for Tennis Center Building Renovation

13. New Business

- a. Entertain a Motion to Introduce a Resolution to Revise the GRF Recreation Department Policy on Clubs/Groups/Organizations **(August initial notification – must be postponed 28-days for Member review and comment to comply with Civil Code §4360)**
- b. Entertain a Motion to Introduce a Resolution to Authorize CBD Product Sales in the Golf Pro Shop **(August initial notification – must be postponed 28-days for Member review and comment to comply with Civil Code §4360)**
- c. Entertain a Motion to Approve the Donation of an Air Filtration System for Clubhouse 4 Ceramics Room
- d. Entertain a Motion to Accept a Donation from Village Community Fund for Video Club Equipment
- e. Entertain a Motion to Award a Contract for the Gate 16 Golf Driving Range Design Consultant

14. Committee Reports – *Entire Committee reports can be found at the following link:* <http://www.lagunawoodsvillage.com/residents/golden-rain-foundation/documents>

- a. Report of the Business Planning Committee – Director Phelps. The Committee met on July 8, 2019.

- b. Report of the Finance Committee/Financial Reports – Director Phelps. The Committee met on June 19, 2019; next meeting August 21, 2019, at 1:30 p.m. in the Board Room.
 - Shared Cost Task Force – Directors Phelps and Soule. The Task Force met on July 17, 2019. Next meeting TBA.
- c. Report of the Community Activities Committee – Director Soule. The Committee met on July 11, 2019, and July 23, 2019; Next meeting September 12, 2019, at 1:30 p.m. in the Board Room.
- d. Report of the Landscape Committee – Director Moldow. The Committee did not meet in July; Next meeting August 14, 2019, at 1:30 p.m. in the Board Room.
- e. Report of the Maintenance & Construction Committee – Director Matson. The Committee did not meet in July; next meeting August 14, 2019, at 9:30 a.m. in the Board Room.
 - Report of the Performing Arts Center (PAC) Renovation Ad Hoc Committee – Director Milliman. Next meeting Thursday, August 15, 2019, at 2:00 p.m. in the Board Room.
 - Report of Village Energy Task Force – Director Matson. The Task Force met on July 3, 2019; next meeting September 4, 2019, at 1:30 p.m. in the Board Room.
- f. Report of the Media & Communications Committee – Director Milliman. The Committee met on July 15, 2019; next meeting August 19, 2019, at 1:30 p.m. in the Board Room.
 - Report of the Thrive Task Force – Directors Milliman and Perak. The Task Force did not meet in July.
- g. Report of the Mobility & Vehicles Committee – Director Gros. The Committee did not meet in July; next meeting August 7, 2019, at 1:30 p.m. in the Board Room.
 - Laguna Canyon Foundation – Director Gros.
- h. Report of the Security & Community Access Committee – Director Tibbetts. The Committee did not meet in July; next meeting August 26, 2019, at 1:30 p.m. in the Board Room
 - Report of the Traffic Hearings – Director Gros. The Traffic Hearings were held on July 17, 2019; next meeting August 21, 2019, 9:00 a.m. in the Board Room & 1:00 p.m. in the Sycamore Room.

15. **Future Agenda Items** - *All matters listed under Future Agenda Items are Resolutions on 28-day public review or items for a future Board Meeting. No action will be taken by the Board on these agenda items at this meeting. The Board will take action on these items at a future Board Meeting.*
None
16. **Directors' Comments**
17. **Recess** - *At this time, the Meeting will recess for lunch and reconvene to Executive Session to discuss the following matters per California Civil Code §4935*

Closed Executive Session Agenda

Approval of Agenda

Approval of Minutes

(a) July 2, 2019 – Regular Executive Session

Discuss and Consider Member Disciplinary Matters

Discuss and Consider Personnel Matters

Discuss and Consider Contractual Matters

Discuss and Consider Litigation Matters

Discuss Litigation Report Summary

18. **Adjournment**



OPEN SESSION

**Minutes of the Regular Meeting of the Golden Rain Foundation
Tuesday, July 2, 2019, 9:30 a.m.
24351 El Toro Road, Laguna Woods, California**

Directors Present: Annette Sabol Soule, Joan Milliman, Jim Matson, Diane Phelps, Richard Palmer, Ray Gros, Bert Moldow, Pat English, Don Tibbetts, and Judith Troutman

Directors Absent: Beth Perak

Staff Present: Jeff Parker, Siobhan Foster, Eileen Paulin, Becky Jackson, Betty Parker, Chuck Holland, Chris Spahr, Brian Gruner, and Cheryl Silva

Others Present: United Mutual: Juanita Skillman, Elsie Addington, Cash Achrekar

Third Mutual: Lynn Jarrett

Mutual 50: Ryna Rothberg

VMS: Lisa Bender

1. Call to Order

Vice President Soule called the meeting to order at 9:30 a.m.

2. Pledge of Allegiance to the Flag

Director Phelps led the meeting in the Pledge of Allegiance to the Flag.

3. Acknowledgment of Media

A representative of the Laguna Woods Globe and the Village Television Camera Crew, by way of remote cameras, were acknowledged.

4. Approval of Agenda

Director Moldow made a motion to approve the agenda. The motion was seconded by Director Phelps and the motion passed by a vote of 9-1-0 (Director English opposed)

5. Approval of Minutes

5a. Regular Open Meeting on June 4, 2019

Director Phelps made a motion to approve the minutes of June 4, 2019. The motion was seconded by Director Palmer and passed by a vote of 9-1-0 (Director English opposed)

5b. Special Open Meeting (2020 Fee Review) on June 10, 2019
Director Matson made a motion to approve the minutes of June 10, 2019. The motion was seconded by Director Moldow. Motion passed by a vote of 9-0-1 (Director Troutman abstained).

5c. Special Open Meeting (2020 CIP Review)
Director Phelps made a motion to approved the minutes of June 10, 2019. The motion was seconded by Director Milliman and the motion passed by a vote of 9-0-1 (Director Troutman abstained)

6. Report of the Chair

Vice President Soule thanked the Men's Golf Club for raising money for the Laguna Woods Village Foundation. She invited members of the Men's Golf Club to the podium to present a check to the Laguna Woods Village Foundation.

(a) Presentation from the Laguna Woods Men's Golf Club to the Laguna Woods Village Foundation

7. Update from VMS

Director Bender gave an update from the VMS Board meetings in June. The VMS Board meets once a month on the 3rd Wednesday of each month. She highlighted the Employee newsletter and Village brochures.

8. CEO Report

CEO Parker gave a report on upcoming community events and updates on current projects:

- Summer safety tips: remain hydrated, keep summer outdoor activities short, check the forecast, keep sunscreen handy, check prescription side effects, wear loose-fitting light fabric (and color) clothing and don't forget pet care.
- Upcoming event on Thursday, July 4 celebration at Clubhouse 2 4-9 pm.
- Office staff will be on Holiday scheduled on July 4.

Jeff Parker, CEO, answered questions from the Board.

9. Open Forum (Three Minutes Per Speaker)

Members spoke on the following topics:

- The benefits of the LWV Foundation;
- A Member spoke about fees and increase in golf course fees;
- A Member thanked GRF for the changes in the woodshop;
- A Member commented that the Golf fees are low compared to other golf courses;
- A Member spoke about the trust;
- A Member commented about the increase of assessments and that sales are down;

- A Member commented about renovations at Clubhouse 3;
- A Member commented about the trash service and requested that bees be relocated instead of killed;
- A Member commented about the published Directors' List.

10. Responses to Open Forum Speakers

Several Directors responded to and provided input regarding member comments.

- Director Phelps responded about the directors list, golf course rates; reserves, resale rates and Clubhouse 3 renovations;
- Director Troutman responded about the facilities fee and Directors' List;
- Director English responded about Clubhouse 3 renovations, and why Clubhouse 1 will be renovated first;
- Director Milliman responded that it cost more to relocate the bees; that Clubhouse 3 is being renovated for safety reasons and on the Directors' List;
- Director Matson responded that the renovations on Clubhouse 1 are currently under review by Maintenance and Construction Committee; and thanked staff for the positive woodshop changes.

11. Consent Calendar

- 11a. Consistent with its statutory obligations a subcommittee of the Board consisting of the Treasurer and at least one other board member reviewed and approved Golden Rain Foundation financials for the month of May 2019 and by this vote ratify that such review be confirmed in this month's Board Member Open Session Meeting minutes.

Director Milliman made a motion to approve the consent calendar. Director English seconded the motion. And the motion passed unanimously.

12. Unfinished Business

- 12a. Entertain a Motion to Approve a Resolution to Authorize 27-Hole Golf Course Summer Closures

Director Milliman, Secretary of the Board, read changes to the following resolution:

RESOLUTION 90-19-29 **27-Hole Golf Course Summer Closures**

WHEREAS at the May Community Activities Committee (CAC) meeting, Staff

recommended approval to authorize the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover;

WHEREAS in July and August 2018, the golf course was subjected to very high temperatures and above normal levels of humidity;

WHEREAS extreme weather caused extensive stress and damage on the different grass surfaces creating poor playing and maintenance conditions;

WHEREAS authorizing the Recreation and Special Events Department to close one course (nine holes) at a time during extreme summer weather allows maintenance personnel to perform necessary work to preserve the course's playability;

WHEREAS the absence of cart and foot traffic on the fairways and greens will allow the grass to strengthen further;

WHEREAS this closure protocol would only be utilized if absolutely necessary as determined by the golf course maintenance and operation managers;

WHEREAS no financial impact is anticipated as there are fewer golfers in July and August and those interested in playing would be accommodated on the remaining two (nine-hole) courses; and,

NOW THEREFORE BE IT RESOLVED, June 4, 2019, that the Board of Directors of this Corporation hereby introduces authorization of the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover;

RESOLVED FURTHER; that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

28-day notification for Member review and comments to comply with §4360 has been satisfied.

Director Milliman made a motion to approve the resolution to authorize the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover. The motion was seconded by Director Tibbetts.

Discussion ensued among the Directors.

Director Moldow made an amendment to the motion to remove the term "summer" and allow management to close any or all holes, as need, throughout out the year when conditions permit. The motion was seconded by Director English and failed by a vote of 5-5-0 (Director Soule, English, Phelps, Milliman and Palmer Opposed)

Brian Gruner spoke about the process to shut down the golf course.

Vice President Soule called for the vote on the original motion which passed by a vote of 8-0-1 (Director Moldow abstained).

12b. Entertain a Motion to Ratify the Board's Decision to Not Renew Fox Sports West and Fox Sports Prime Ticket contracts from the 2020 Cable Television Channel Lineup

Director Milliman made a motion to ratify the Board decision to not renew the Fox Sports West and Fox Sports Prime Ticket contracts when they expire on December 31, 2019, and eliminate the channels from the Broadband Services Programming package effective January 1, 2020. Director Gros seconded the motion.

Discussion ensued among the Directors.

Chuck Holland showed a presentation about the Broadband Services

Vice President Soule called for the vote and the motion passed unanimously.

13. New Business

13a. Entertain a Motion to Approve Supplemental Appropriation for Tennis Center Building Renovation

Director Milliman, Secretary of the Board, read the following resolution:

RESOLUTION 90-19-xx

Supplement Funding for Tennis Center Building Renovation

WHEREAS, the 2019 GRF Capital Plan appropriated funding in the amount of \$75,000 from the Facilities Fund to renovate the interior of the Tennis Center Building;

WHEREAS, staff met with Tennis Club President and Tennis Club members to discuss a plan that included both building interior and exterior site landscape renovation options;

WHEREAS, the current capital improvement allocation of \$75,000 will not sufficiently fund all proposed scopes of work for both the interior and exterior renovations and requires a supplemental appropriation to fully fund the increased scopes of work for this capital improvement project; and

WHEREAS, on June 12, 2019, the M&C Committee reviewed and recommended the approval and funding of the original and expanded scope of work to the Golden Rain Foundation Board;

NOW THEREFORE BE IT RESOLVED, on July 2, 2019, the Board of Directors of this Corporation hereby authorizes a supplemental appropriation of \$72,640 for the renovation of the tennis building at a total project cost of \$147,640; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Golden Rain Foundation Corporation to carry out this Resolution

Director Milliman made a motion to approve a supplemental appropriation for renovation of the Tennis Center Building. Director English seconded the motion.

Discussion ensued among the Directors.

Director Phelps made a motion, seconded by Director Troutman, to send this item to the CAC Committee for clarification and revisions. The motion passed by a vote of 9-1-0 (Director Tibbetts opposed).

13b. Entertain a Motion to Introduce a Collection Policy for Broadband Services

Director Milliman, Secretary of the Board, read the following resolution:

RESOLUTION 90-19-xx

Collection Policy for Broadband Services

WHEREAS, there has been presented to the Board a proposal whereby the Broadband Division of Village Management Services, Inc. ("VMS" or "Agent"), acting as managing agent on behalf of this Corporation, would automatically, when Members are delinquent in payment of their premium channel and or equipment rental charges, send notices (in compliance with FCC regulations) inclusive of a late fee and take action to suspend such Member's premium channel service; and

WHEREAS, it has further been proposed that such notices be sent as an administrative action and without separate Board review or approval as to each instance; and

WHEREAS, the Board of Directors of this Corporation has considered and discussed this procedure and has determined that it is in the best interests of this Corporation and its Members for its Agent to automatically send notices (which notices shall comply with all FCC regulations) inclusive of a \$10.00 late fee subsequent to each 30 days of delinquency, to suspend premium channel service to Members who have been delinquent for at least ninety-sixty (9060) days, without the need for any further Board approval.

WHEREAS, the Board of Directors of this Corporation has considered and discussed this procedure and has determined that it is in the best interests of this Corporation and its Members for its Agent to charge Lessees an equipment rental deposit prior to issuance of equipment an amount consistent with the then current fee schedule.

NOW, THEREFORE BE IT RESOLVED, August 6, 2019 that the Agent, acting through its Broadband Division, effectuate a policy whereby for any Members ~~who are at least sixty to ninety (60-90)~~ days delinquent in payment of their premium channel charges, that notices sent out in compliance with FCC regulations would suspend premium channel service until such time as the Members have paid any outstanding delinquent amounts; and

RESOLVED FURTHER, that the Agent is hereby authorized and directed to take all such action, assess all such late fees and send all such notices as they deem necessary or advisable for the purpose of effectuating this Resolution; and

RESOLVED FURTHER, that any actions taken to date by the Agent pursuant to which they have previously delivered notices suspending premium channel service to Members who were delinquent in their premium channel charges, are hereby ratified and approved; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Director Milliman made a motion to accept for discussion the Resolution for a Collection Policy for Broadband Services to postpone the final vote for 28 days pursuant to Civil Code §4360. Director Gros seconded the motion.

Discussion ensued among the Directors.

Vice President Soule called for the vote and the motion passed unanimously.

13c. Entertain a Motion to Approve Supplemental Appropriation and Award a Contract for Clubhouse 4 Pool Deck Rebuild

Director Milliman, Secretary of the Board, read the following resolution:

RESOLUTION 90-19-30
Contract Award & Supplemental Funding
for Clubhouse 4 Upper Deck Rebuild

WHEREAS, the 2018 Capital Plan included a \$62,000 appropriation to replace and re-coat the upper pool deck surface, located above the old bridge room at Clubhouse 4;

WHEREAS, during an initial site visit to inspect the upper pool deck, staff discovered signs of significant moisture intrusion next to structural roof beams;

WHEREAS, the source of the water intrusion is run-off from the roof/pool deck, combined with water entering into the building at the concrete pool deck's intersection with the CMU wall; in addition, water is seeping through the CMU wall below the pool deck; and

WHEREAS, the current capital improvement allocation of \$62,000 will not sufficiently fund the proposed scope of work to replace and re-coat the Clubhouse 4 upper pool deck surface as well as the remediation of seeping water through the CMU wall below the pool deck and requires a supplemental appropriation to fully fund the increased scope of work for this capital improvement project.

NOW THEREFORE BE IT RESOLVED, on July 2, 2019, the Board of Directors of this Corporation hereby awards a contract to B. Foster Construction in the amount of \$243,102, to replace and resurface the Clubhouse 4 upper pool deck and to waterproof the exterior wall adjacent to the pool to prevent further moisture intrusion damage to the enclosed space below the pool deck and approve a supplemental appropriation in the amount of \$187,342 to fully fund the project for completion in 2019; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Golden Rain Foundation Corporation to carry out this Resolution.

Director Milliman made a motion to award a contract to B. Foster Construction in the amount of \$243,102, to replace and resurface the Clubhouse 4 upper pool deck and to waterproof the exterior wall adjacent to the pool to prevent further moisture intrusion damage to the enclosed space below the pool deck and approve a supplemental appropriation in the amount of \$187,342 to fully fund the project for completion in 2019. Director Matson seconded the motion.

Discussion ensued among the Directors.
Ernesto Munoz addressed the Board and answered questions.

Vice President Soule called for the vote and the motion passed by vote of 8-0-1 (Director Moldow abstained).

14. Committee Reports

- 14a.** Report of the Finance Committee/Financial Reports – Director Phelps commented about GRF assessments and how the money is spent. She gave a presentation on the Treasurer's Report. The Committee met on June 19, 2019; next meeting August 21, 2019, at 1:30 p.m. in the Board Room.

- 14b.** Report of the Community Activities Committee – Director Sabol Soule commented on Director Perak will Chair the next meeting. Committee met on May 9, 2019; next meeting July 11, 2019, at 1:30 p.m. in the Board Room.
- 14c.** Report of the Landscape Committee – Director Moldow commented the Committee will start meeting quarterly. The Committee met on May 15, 2019; next meeting August 14, 2019, at 1:30 p.m. in the Board Room.
- 14d.** Report of the Maintenance & Construction Committee – Director Matson commented on the project log, gate security project, tennis center renovations, clubhouse 6 HVAC replacement, HVAC was replaced at the Community Center. The Committee met on June 12, 2019; next meeting August 14, 2019, at 9:30 a.m. in the Board Room.
- Report of the Performing Arts Center (PAC) Renovation Ad Hoc Committee - Director Matson. Contract was awarded to SPA for safety upgrades and an update will be given at the next meeting. Next meeting TBA.
 - Report of Village Energy Task Force – Director Matson commented that a presentation on a micro-grid will be made on July 3, 2019, during the Village Energy Task Force meeting. The Task Force met on May 1, 2019; next meeting July 3, 2019, at 1:30 p.m. in the Board Room.
- 14e.** Report of the Media & Communications Committee – Director Milliman reported on the collection policy change, Broadband installation fees, financials for the Broadband Services, communications have improved through the various publications. The Committee met on June 17, 2019; next meeting July 15, 2019, at 1:30 p.m. in the Board Room.
- Thrive Report – Director Milliman commented that Thrive is working on the Centenarian Project which will be presented at the July 4th celebration and Grandparents' Fun Day.
- 14f.** Report of the Mobility & Vehicles Committee – Director Gros gave an update on the new 18-passenger buses and radio system being installed on the buses, new route system being reviewed, dial-a-ride program, taxi vouchers available through City Hall, The Committee met on June 5, 2019; next meeting August 7, 2019, at 1:30 p.m. in the Board Room.
- Laguna Canyon Foundation—Director Gros updated the Board on information on walks in the wilderness areas surrounding the Community.
- 14g.** Report of the Security & Community Access Committee – Director Tibbetts reported on gate arm security system which is stopping many non-residents from going through, coin boxes in United broken into will be improving the

boxes, security officer found drugs on someone in a mailroom, major calls dealing with falls, no decals on golf carts, petty thief stealing bicycles, compliance offense illegal occupancy and carport clutter, unauthorized guests in the community. The Committee met on June 24, 2019; next meeting August 26, 2019, at 1:30 p.m. in the Board Room.

- Report of the Traffic Hearings – Director Gros gave an update on the Traffic violations: parking on sidewalks, expired registration and no decals, stop sign violations, driving without a driver's license, breaking the speed limit. The Traffic Hearings were held on June 19, 2019; next meeting July 17, 2019, 9:00 a.m. in the Board Room and 1:00 p.m. in the Sycamore Room.
- Report of the Disaster Preparedness Task Force - Director Troutman gave an overview of the Task Force and reported that they will be reviewing the charter. The Task Force met on May 28, 2019; next meeting July 30, 2019, 9:30 a.m. in the Board Room.

- 15. Future Agenda Items** - *All matters listed under Future Agenda Items are Resolutions on 30-day public review or items for a future Board Meeting. No action will be taken by the Board on these agenda items at this meeting. The Board will take action on these items at a future Board Meeting.*

None

16. Directors' Comments

- Director English disappointed that Bylaws are not being updated.
- Director Troutman commented on the next good neighbor captain training.
- Director Milliman wished everyone a happy 4th.
- Vice President Soule thanked the Board.

- 17. Recess** - *At this time, the Meeting recessed for lunch and reconvened to Executive Session to discuss the following matters per California Civil Code §4935: Member Disciplinary Matters; Personnel Matters; Contractual Matters; and Litigation Matters.*

The meeting was recessed at 12:27 p.m.

Summary of Previous Closed Session Meetings per Civil Code Section §4935.

During the June 4, 2019, Regular Executive Session, the Board:

Approved the Agenda

Approved the Minutes of:

(a) May 8, 2019 – Regular Executive Session

Discussed and Considered Member Disciplinary Matters

Discussed and Considered Personnel Matters

Discussed and Considered Contractual Matters

Discussed and Considered Litigation Matters

18. Adjournment

The meeting was adjourned at 4:44 p.m.

A handwritten signature in cursive script, appearing to read "Joan Milliman", is written over a horizontal line.

Joan Milliman, Secretary of the Board
Golden Rain Foundation

RESOLUTION ATTACHMENTS

RESOLUTION 90-19-29

27-Hole Golf Course Summer Closures

WHEREAS at the May Community Activities Committee (CAC) meeting, Staff recommended approval to authorize the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover;

WHEREAS in July and August 2018, the golf course was subjected to very high temperatures and above normal levels of humidity;

WHEREAS extreme weather caused extensive stress and damage on the different grass surfaces creating poor playing and maintenance conditions;

WHEREAS authorizing the Recreation and Special Events Department to close one course (nine holes) at a time during extreme summer weather allows maintenance personnel to perform necessary work to preserve the course's playability;

WHEREAS the absence of cart and foot traffic on the fairways and greens will allow the grass to strengthen further;

WHEREAS this closure protocol would only be utilized if absolutely necessary as determined by the golf course maintenance and operation managers;

WHEREAS no financial impact is anticipated as there are fewer golfers in July and August and those interested in playing would be accommodated on the remaining two (nine-hole) courses; and,

NOW THEREFORE BE IT RESOLVED, July 2, 2019, that the Board of Directors of this Corporation hereby adopts authorization of the closure of nine holes per week, as needed, on the 27-hole golf course when extreme summer weather is negatively affecting the golf course to allow proper maintenance and time for the fairways and greens to recover;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

June Initial Notification

28-days notification for Member review and comment to comply with Civil Code § 4360 has been satisfied.

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RESOLUTION 90-19-XX

Supplement Funding for Tennis Center Building Renovation

WHEREAS, the 2019 GRF Capital Plan appropriated funding in the amount of \$75,000 from the Facilities Fund to renovate the interior of the Tennis Center Building;

WHEREAS, staff met with Tennis Club President and Tennis Club member to discuss a plan that included both building interior and exterior site landscape renovation options;

WHEREAS, the current capital improvement allocation of \$75,000 will not sufficiently fund all proposed scopes of work for both the interior and exterior renovations and requires a supplemental appropriation to fully fund the increased scopes of work for this capital improvement project; and

WHEREAS, on June 12, 2019, the M&C Committee reviewed and recommended the approval and funding of the original and expanded scope of work to the Golden Rain Foundation Board;

NOW THEREFORE BE IT RESOLVED, on July 2, 2019, the Board of Directors of this Corporation hereby authorizes a supplemental appropriation of \$72,640 for the renovation of the tennis building at a total project cost of \$147,640; and

RESOLVED FURTHER, that the officers and against of this Corporation are hereby authorized on behalf of the Golden Rain Foundation Corporation to carry out this Resolution

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RESOLUTION 90-19-xx

Collection Policy for Broadband Services

WHEREAS, there has been presented to the Board a proposal whereby the Broadband Division of Village Management Services, Inc. ("VMS" or "Agent"), acting as managing agent on behalf of this Corporation, would automatically, when Members are delinquent in payment of their premium channel and or equipment rental charges, send notices (in compliance with FCC regulations) inclusive of a late fee and take action to suspend such Member's premium channel service; and

WHEREAS, it has further been proposed that such notices be sent as an administrative action and without separate Board review or approval as to each instance; and

WHEREAS, the Board of Directors of this Corporation has considered and discussed this procedure and has determined that it is in the best interests of this Corporation and its Members for its Agent to automatically send notices (which notices shall comply with all FCC regulations) inclusive of a \$10.00 late fee subsequent to each 30 days of delinquency, to suspend premium channel service to Members who have been delinquent for at least ~~ninety-sixty~~ (9060) days, without the need for any further Board approval.

WHEREAS, the Board of Directors of this Corporation has considered and discussed this procedure and has determined that it is in the best interests of this Corporation and its Members for its Agent to charge Lessees an equipment rental deposit prior to issuance of equipment an amount consistent with the then current fee schedule.

NOW, THEREFORE BE IT RESOLVED, August 6, 2019 that the Agent, acting through its Broadband Division, effectuate a policy whereby for any Members ~~who are at least ninety sixty~~ (6090) days delinquent in payment of their premium channel charges, that notices sent out in compliance with FCC regulations would suspend premium channel service until such time as the Members have paid any outstanding delinquent amounts; and

RESOLVED FURTHER, that the Agent is hereby authorized and directed to take all such action, assess all such late fees and send all such notices as they deem necessary or advisable for the purpose of effectuating this Resolution; and

RESOLVED FURTHER, that any actions taken to date by the Agent pursuant to which they have previously delivered notices suspending premium channel service to Members who were delinquent in their premium channel charges, are hereby ratified and approved; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

JULY Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 28-days from the postponement to comply with Civil Code §4360.



2020

CUSTOMER INFORMATION

Notification of Customer Rights
Under the Cable Communications Policy Act of 1984

Television Equipment Compatibility Notice

Television Picture Quality Resolution Notification

Terms and Conditions of Service

Golden Rain Foundation
Broadband Services
24351 El Toro Road
Laguna Woods, CA 92637

(949) 837-2670

Service Hours:
Monday through Saturday
8:00 AM to 5:00 PM

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NOTIFICATION OF CUSTOMER RIGHTS UNDER THE CABLE COMMUNICATIONS POLICY ACT OF 1984

Dear Cable and/or Internet Customer:

As a customer of Golden Rain Foundation Broadband Services ("GRF" or "we") subscribing to cable television services and/or other services provided over the cable system, you are entitled under the Cable Communications Policy Act of 1984 (the "Cable Act") to know the limitation imposed upon cable operators in the collection and disclosure of personally identifiable customer information, the type of personally identifiable information collected, how such information is used, under what conditions it is disclosed, the period during which it is maintained and the rights of customers concerning access to such information and its disclosure.

The law relates only to personally identifiable information. It also applies only to information that you have furnished to us, and certain information that is transmitted over our cable facilities. Some of our services may permit you to direct communications outside of our system and this law does not apply to these communications. For example, this law does not apply to anonymous aggregate customer information or information that you have directed to third parties over the facilities of on-line providers or over the Internet. Aggregate information is information the cable system collects or assembles which is devoid of all personally identifiable information relating to our customers (i.e., it is anonymous) such as data relating to the use of Internet access by groups or customers. GRF collects such information in order to provide and manage the quality of the services requested.

1. **Collection and Use** - To better provide you with reliable, high-caliber service, GRF keeps regular business records that may contain the following types of personally identifiable information: name, service address, billing address, home and/or other telephone number(s), service information, customer correspondence and communications records. We also maintain information concerning billing, payment, security deposits, maintenance and repairs, as well as other service-related information.

We collect, maintain and use this information, generally to conduct business activities related to providing you with cable television and other services, and to help us detect theft of service. Specifically, our detailed business records are used, and personal information contained in them disclosed, to help ensure you are being properly billed for the services you receive, to send you pertinent information regarding your cable services, to improve the quality of the services we provide to you, and for other service-related activities. More specifically, this information is used for financial, legal, tax and accounting purposes, to sell, install, maintain and disconnect services, to bill and collect charges for the services that you receive, to gauge customer satisfaction and improve programming and marketing plans, for customer mailings and to answer questions from you concerning your bill and services provided to you. We take all reasonable precautions to identify you or your authorized representative as the inquirer on your account and to otherwise prevent unauthorized access to your account information. We are prohibited from using the cable system to collect your personal information without your written consent for any other purposes.

2. **Disclosure** - GRF considers the personally identifiable information contained in our business records to be confidential and will not disclose it without your prior written or electronic consent except as provided in this notice. We may disclose this information, however, if the disclosure is necessary for rendering or conducting a legitimate business activity related to a cable service or other service GRF provides to you. For example, in

order to provide and manage our services, we may periodically disclose information to our employees, attorneys, outside auditors and accountants as required, program guide distributors, collection agencies, construction and installation contractors, customer and market research companies, software vendors, and affiliated providers of Internet access services or Internet content services.

GRF will not make personally identifiable information about your video programming service records available to government entities unless we are required to do so by court order. Under subsection (b) of Section 631 of the Cable Act, before the court will order us to disclose personally identifiable information about your video programming service records, the government entity seeking the information must offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. If a government entity is seeking personally identifiable information about you under these circumstances, the court must afford you the opportunity to appear and contest the government entity's claim prior to issuing an order to GRF to produce the records.

Under the recently enacted USA PATRIOT Act, GRF may be required to make certain personally identifiable information about its high speed Internet and video customers (excluding video programming service records as discussed above and the contents of your Internet communications) available to government entities upon receipt of a valid subpoena and you are not entitled to receive advance notice of the disclosure. Disclosure of the contents of your Internet communications through installation or use of a pen register or a trap and trace device can only occur upon issuance by a court or an order pursuant to 18 U.S.C. §§ 3121, 3123.

In addition, under the USA PATRIOT Act, GRF may disclose voluntarily and without prior notice to the subscriber Internet information, including the contents of subscriber communications, to law enforcement if GRF reasonably believes that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of the information immediately.

3. **Retention** - GRF maintains the information in our regular business records as long as you are a customer and for a period of time thereafter if necessary for our business or legal purposes. Unless there is a legitimate request or order to inspect the information outstanding, we will destroy the information once it is no longer necessary for our legal or business purposes.
4. **Subscriber Rights** - GRF will make available for your examination any personally identifiable information about you collected and maintained in our business records within a reasonable period of time. You shall be responsible for the cost of copying any documents you request. We will make this information available during normal business hours at the GRF office listed on the front cover of this notice or on your billing statement, and will give you an opportunity to correct any error in the information we maintain. Section 631 of the Cable Act gives you specific rights if these provisions are violated. If you believe that a violation of these provisions of the Cable Act has caused you harm, you may bring a civil action for damages in a United States District Court.

TELEVISION EQUIPMENT COMPATIBILITY NOTICE

Q: Do I need a cable converter and where can I get one?

A: If you have a High Definition TV you may not need a converter; however some models of TVs— especially older TV sets that are not “cable ready” - may not be able to receive all of the channels offered by the cable system when connected directly to the cable system. If your TV is not able to receive all of the channels offered by the cable system when connected directly, you can obtain a set-top channel converter or other equipment from GRF to enable your TV to receive all cable channels. If you plan to purchase cable services that we scramble or encrypt, such as premium movies, digital services and/or pay-per-view, you should make sure that any set-top converter or navigation device you purchase from a retail outlet is capable of working with separate security cards that we must provide in order for your equipment to access such programming services. Upon request, we will provide you with the necessary information concerning the technical parameters that are needed for any set-top converter rented or acquired from retail outlets to operate with our cable system.

If you receive service through a set-top channel converter, you may not be able to use special features and/or functions on your TV. These may include features that allow you to: view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; and, use advanced picture generation and display features such as “Picture-in-Picture” and channel review.

Certain TVs and or TiVo set top boxes you purchase may require the use of a CableCARD to pair to our services. For more information, you may contact us by calling Broadband Customer Service.

TELEVISION PICTURE QUALITY RESOLUTION NOTIFICATION

Q: What should I do if I have a poor quality picture on my TV?

A: Upon experiencing problems with the quality of television signals that you receive, you should call the cable company at the telephone number listed on the front cover of this notice. A fully trained Customer Service Representative will attempt to resolve your problem over the telephone. If this cannot be done, an appointment will be established to have a skilled technician come to your home in order to resolve your reception problem. If, in your opinion, the service technician fails to correct the reception problem, you should call us again and we will review the actions taken. Should we continue to be unable to resolve the problem to your satisfaction, we will inform you of our determination, and the reasons we cannot solve the problem.

Q: What if GRF cannot resolve my problem?

A: GRF serves a franchised area. If you believe GRF has not properly resolved your issue, please contact the applicable franchise authority at: City of Laguna Woods, 24264 El Toro Rd., Laguna Woods, CA 92637; Phone: (949) 639-0500

TERMS AND CONDITIONS OF SERVICE

Golden Rain Foundation (GRF), through its Broadband Services Division, shall provide services requested upon the following terms and conditions:

A. Obligations of GRF:

1. Install in a workmanlike manner and in locations mutually acceptable to GRF and the Customer, equipment and materials necessary to furnish the services to the Customer.
2. Maintain and repair its equipment to minimize interruptions or degradation of services.
3. At the request of the Customer and upon payment of the appropriate fee, install, maintain, repair, and replace the internal wiring inside the Customer's premises. Otherwise, GRF shall have no responsibility for the maintenance of the internal wiring.

B. Obligations of the Customer:

1. Pay all installation, service or other charges upon receipt of GRF's bill. Charges will be according to GRF rate schedule or tariff applicable at the time services are rendered. Some fees and charges are payable in advance. If Customer terminates services prior to the end of a prepaid period, GRF shall refund Customer the prorated unused portion of the fees and charges; provided, however, if such prorate unused portion is less than \$5.00, GRF shall make the refund only upon request of Customer.
2. Upon the Customer's failure to make timely payment on or before the bill's due date, GRF may terminate service, remove its equipment, and impose late fees. The late fees protect timely paying Customers who would otherwise be required to subsidize the additional costs caused by late-paying Customers. It is impossible for GRF to predict the precise costs that an individual Customer will cause GRF to incur because of such delinquencies; however, such costs may include the lost use of funds, collection efforts by collection agencies and personnel costs. Payment of a late fee constitutes an acknowledgement by the Customer that the fee is reasonable estimate of the average costs caused by late payers. A Customer may, of course, avoid any late fees by paying his or her bills before the specified date. The Customer also agrees that GRF shall have the right to charge interest on any uncollected account and agrees to pay all costs of collection including attorney's fees.
3. Provide GRF employees and representatives with a safe working environment.
4. Assume complete responsibility for improper use, damage, or loss of any converters, remote controls, DVRs, HDTV set-top boxes, modems or other equipment furnished by GRF.

5. Allow GRF reasonable access into the Customer's premise for the purpose of installing, demonstration, inspection, maintenance, repair, and removal of the equipment in the Customer's premise. If a Customer is not home at the time of the service call, the Customer authorizes any other resident or guest of the Customer at the residence to grant GRF access.
6. If the Customer is not the owner of the premises: (i) the Customer represents to GRF that all necessary permission and authority has been obtained from the owner to install GRF equipment at the premises including, without limitation, equipment that may be attached to the outside of the premises; and (ii) the Customer will indemnify GRF from any all claims of the owner of the premises in connection with the installation and provision of the services by GRF.
7. Comply with all present and future rules of service of GRF.

C. Leakage:

Pursuant of the rules of the Federal Communications Commission, GRF is responsible for any excessive signal leakage while providing service over the system. Should such excessive leakage originate from a Customer's internal wiring, GRF obligation shall be to make the required repairs to all wiring installed by GRF or its agents.

Leakage as a result of the Customers installed wiring or equipment will be the responsibility of the Customer to be repaired. GRF reserves the right to discontinue service until such leakage has been corrected.

D. Equipment:

GRF may lease to you certain equipment including, without limitation, converters, remote controls, set-top boxes, and DVRs for your use in connection with the Services. Internal Wiring shall not be considered equipment and shall become your property upon initiation of Service. All equipment leased to you by GRF or a GRF agent, is, and shall remain the sole property of GRF, and you agree that such leased equipment will not become a fixture of your or any premises. GRF shall have the unrestricted right, but not the obligation, to install, update, or upgrade the software in any equipment that GRF provides to you. GRF shall also have the unrestricted right, but not the obligation, and you hereby grant permission to GRF, to install, update, or upgrade the software in any non-GRF provided equipment that you are using to receive or use the Services. With respect to equipment leased to you by GRF or a GRF agent, you agree:

1. To use equipment only for the purpose of receiving Services ordered from GRF and for no other purpose.
2. To prevent any connections to the equipment which are not expressly authorized in writing by GRF.
3. To prevent tampering, altering or repair of the equipment by any person other than GRF's authorized personnel.
4. To assume complete responsibility for improper use, damage or loss of such equipment regardless of cause.

5. To promptly return the equipment to GRF in good condition and without any encumbrances, except ordinary wear and tear resulting from proper use, immediately upon discontinuance of service by GRF or you, or at GRF's request. The equipment is and shall remain the property of GRF at all times, even if you pay all or part of the Unreturned Equipment Charges described below. You may not sell, resell, or transfer the equipment to any third party at any time. If you do not promptly return the equipment to GRF in good condition immediately upon termination of this agreement or at GRF's request, without any encumbrances, or if the equipment is lost, stolen, substantially damaged, sold transferred, leased encumbered or assigned (collectively, "Unreturned Equipment"), the damages GRF will incur will be difficult to ascertain. Therefore, You agree to pay, and GRF may charge your account, a liquidated damages amount which may include a reasonable estimate of the replacement costs for such equipment and a reasonable estimate of any incidental costs that GRF incurs due to your failure to return equipment or if the equipment is substantially damaged or encumbered; provided, however, that such amount will not exceed the maximum amount permitted by law (the "Unreturned Equipment Charge"). Unreturned Equipment Charges for Converters are up to \$350 each. GRF will update Unreturned Equipment Charges from time-to-time. Unreturned Equipment charges are GRF's attempt to recoup certain costs that GRF incurs due to Unreturned Equipment. GRF's object is to recoup these costs without increasing rates and other charges to all GRF customers. This subsection 5 shall survive the termination or expiration of this Agreement.
6. Not to sell, advertise or offer to sell any GRF equipment or move it to another location. State laws may prohibit the sale of such equipment by Service subscribers and if you violate these laws, you may be subject to civil and/or criminal penalties. Unless GRF informs you otherwise, or unless it is required by law, other cable, internet or telecommunications providers may be unable to provide their services through GRF equipment.
7. YOU HAVE PERSONALLY INSPECTED THE EQUIPMENT TO BE INSTALLED IN YOUR HOME BY THE GRF REPRESENTATIVE AND AGREE THERE IS NO VISIBLE DAMAGE TO THE EQUIPMENT AND IT IS IN GOOD WORKING CONDITION.

E. Limitation of Warranties and Liability:

1. GRF makes no warranties, expressed or implied, as to the equipment furnished by Customer and assume no responsibility for its condition.
2. GRF shall not be liable for damages for failure to furnish or the degradation, or interruption of any services, for any lost data or content, identity theft, for any TV screen burn-in, pin misalignment, uneven TV screen wear, stuck pixels, phosphor burn, files or software damage, regardless of cause. Nor shall GRF be responsible for damages for failure to transmit or errors in the transmission of two-way interactive transactional data, regardless of cause.
3. GRF shall not be liable for damage to property or for injury to any person arising from the installation, maintenance, or removal of equipment, software, wiring or the provision of services. Nor shall GRF be liable for failure to provide service if the cause is due to the act of an unaffiliated third party.

The Customer hereby indemnifies and holds harmless GRF from any claims, actions, proceedings, damages, and liabilities, including attorney's fees, arising out of (I) such damage or injury resulting from any claim that your use of the service infringes on the patent, copyright, trademark or other intellectual property right of any third party, (II) any breach or alleged breach by you of this agreement; or injury to person or property resulting from your gross negligence.

4. Under no circumstances will GRF be liable for special or consequential damages. GRF maximum total liability to you arising under this agreement shall be limited to the amount actually paid by you for the prior month of service.

F. Breach of Agreement:

In the event a Customer fails to abide by the terms of this agreement or the rules of GRF, GRF shall have the right to terminate this agreement and enter the Customer's premise to remove its equipment. The failure of GRF to require Customer's strict performance of any term or condition of this agreement shall not be a waiver of GRF's right to require strict performance of any other term or condition herein.

G. Entire Agreement:

This agreement, any applicable tariffs and other agreements specifically referenced herein constitutes the entire agreement between GRF and the Customer for the services and equipment. The invalidity or unenforceability of any term of this agreement shall not affect the validity of enforceability of any other provision. No statement, representation or warranty made by any agent or representative of GRF regarding the service or equipment to be provided or the rates therefore shall be binding upon GRF unless expressly included herein.

H. Theft of Service:

Theft of cable and/or telecommunications service is a violation of Federal and California Law and is punishable by fines and/or imprisonment.

I. Chargeable Service:

Items requiring repair or replacement that are chargeable to the Customer:

Digital Installation (first device):	\$40.00
Digital Installation (each additional device):	\$20.00
Service Call:	\$30.00
TiVo Single Device Install:	\$50.00 (including CableCARD's)
TiVo Whole Home Installation:	\$100.00
New Outlet Installation:	\$50.00 and up
6 Ft HDMI Cable:	\$10.00
Component Cable:	\$10.00

Bills are due and payable upon presentation. Late payments will be subject to a finance charge of \$10.00 per month.

J. Pay-TV Services:

Set-top Box Rentals (includes over 295 digital channels):	
HD Set-top Box:	\$13.25 *
HD/DVR Set-top Box:	\$19.25 for the first box *
	\$13.25 for each additional HD/DVR box *
*HDTV's with HD compatible boxes receive additional HD channels	
Whole Home TiVo DVR Service *:	
6 Tuner TiVo Digital Set-top Box:	\$24.95 per month
TiVo Mini Box:	\$7.95 each
TiVo MoCA Bridge Adapter:	\$50.00 each
Polaris Remote:	\$12.00 each
TiVo Remote:	\$15.00 each
CableCARD's (2 way) (available for pickup):	\$95.00 each
CableCARD Programming Access Fee:	\$4.95 per month
HD Converter: (available for pickup)	\$7.95 per month
Cinemax (11 channels includes 5 HD Channels):	\$14.25 per month
HBO (15 channels includes 7 HD channels):	\$17.25 per month
Showtime (21 channels includes 9 HD channels):	\$14.25 per month
Starz/Encore (22 channels includes 9 HD channels):	\$14.25 per month
Adult Programming/Pay Per View:	\$9.00 per event
Adult Programming/Subscription:	\$15.00 per month
Foreign Language Channels/Subscription:	\$10.00 and up
Pay-TV services may be switched at a \$7.50 change over fee	

K. Payment Method Options:

Subscribers may pay their account via:

- Check made payable to: GRF Broadband Service
- Credit Card for one-time payment

Automatic Payment (Auto Pay) via:

- Credit Card with a valid email address for paperless billing
- ACH Payment from your checking account for paperless or no statement option.
- *Automatic payment is required for TiVo DVR service subscribers.

L. High Speed Internet:

West Coast Internet, an Internet Service Provider (ISP), delivers High Speed Internet service through the GRF cable system. To obtain the various levels of service, rates and to request High Speed Internet services, please call West Coast Internet at: (949) 487-3302.

You may provide and install your own cable modem and or router or contact West Coast Internet to complete the installation at a cost. The monthly service fee is applied each month by credit card only. For Billing questions, please call (949) 487-3033. Existing customers may call (949) 487-3307 for technical support.

Please contact West Coast Internet for system requirements and additional details. High Speed Internet service is for entertainment purposes only.

RESOLUTION 90-19-30

**Contract Award & Supplemental Funding
for Clubhouse 4 Upper Deck Rebuild**

WHEREAS, the 2018 Capital Plan included a \$62,000 appropriation to replace and recoat the upper pool deck surface, located above the old bridge room at Clubhouse 4;

WHEREAS, during an initial site visit to inspect the upper pool deck, staff discovered signs of significant moisture intrusion next to structural roof beams;

WHEREAS, the source of the water intrusion is run-off from the roof/pool deck, combined with water entering into the building at the concrete pool deck's intersection with the CMU wall; in addition, water is seeping through the CMU wall below the pool deck; and

WHEREAS, the current capital improvement allocation of \$62,000 will not sufficiently fund the proposed scope of work to replace and recoat the Clubhouse 4 upper pool deck surface as well as the remediation of seeping water through the CMU wall below the pool deck and requires a supplemental appropriation to fully fund the increased scope of work for this capital improvement project.

NOW THEREFORE BE IT RESOLVED, on July 2, 2019, the Board of Directors of this Corporation hereby awards a contract to B. Foster Construction in the amount of \$243,102, to replace and resurface the Clubhouse 4 upper pool deck and to waterproof the exterior wall adjacent to the pool to prevent further moisture intrusion damage to the enclosed space below the pool deck and approve a supplemental appropriation in the amount of \$187,342 to fully fund the project for completion in 2019; and

RESOLVED FURTHER, that the officers and against of this Corporation are hereby authorized on behalf of the Golden Rain Foundation Corporation to carry out this Resolution.

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Village Management Services, Inc.

MINUTES OF THE ALL BOARDS ALL DIRECTORS

July 8, 2019

The Open Meeting of the All Boards All Directors on Monday, July 08, 2019, at 1:30 P.M., at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Beth Perak - Chair, Rosemarie diLorenzo, Juanita Skillman, Ryna Rothberg

Directors Absent: None

Staff Present: Jeff Parker, Betty Parker, Chris Swanson, Siobhan Foster

Others Present:
GRF: Annette Sabol Soule, Joan Milliman, Judith Troutman, Pat English, Bert Moldow, Ray Gros

United Mutual: Gary Morrison, Manuel Armendariz, Cash Achrekar, Carl Randazzo, Sue Margolis

Third Mutual: Steve Parsons, Jon Pearlstone, John Frankel, Roy Bruninghaus

CALL TO ORDER

GRF President Beth Perak served as Chair of the meeting and stated that it was a special meeting held pursuant to notice duly given and that a quorum was present. The meeting was called to order at 1:33 P.M.

ACKNOWLEDGMENT OF THE PRESS

A representative from the Globe was in attendance.

APPROVAL OF AGENDA

A motion was made and carried unanimously to approve the agenda with the following amendments:

- Conduct Member Comments before review of the 2020 Business Plan.

MEMBERS COMMENTS (ITEMS NOT ON THE AGENDA)

Members of the community provided comments on a various topics regarding the proposed 2020 Business Plan.

REVIEW PRELIMINARY 2020 BUSINESS PLAN WITH CEO

Jeff Parker, CEO, presented the 2020 Business Plan providing an over view of all three corporations. Throughout the presentation, questions were asked and answers were provided. No action was directed on this item.

BOARD MEMBER COMMENTS

Director Perak thanked everyone for a team effort.

ADJOURNMENT

There being no further business to come before the Board of Directors, the meeting adjourned at 3:36 PM.

DRAFT

Beth Perak, Chair
All Boards All Directors



MINUTES OF THE SPECIAL OPEN MEETING OF THE
BOARD OF DIRECTORS OF GOLDEN RAIN FOUNDATION OF LAGUNA WOODS
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION

July 10, 2019

The Special Open Meeting of the Golden Rain Foundation of Laguna Woods Board of Directors, a California non-profit mutual benefit corporation, was held on Wednesday, July 10, 2019, at 9:30 A.M., at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Beth Perak, Annette Sabol Soule, Jim Matson, Joan Milliman, Diane Phelps, Ray Gros, Richard Palmer, Bert Moldow, Pat English, Don Tibbetts, Judith Troutman

Directors Absent: None

Staff Present: Jeff Parker, Betty Parker, Chris Swanson, Siobhan Foster, Brian Gruner, Chris Laugenour

Others Present: Third: Steve Parsons, Jon Pearlstone

United: Juanita Skillman, Gary Morrison, Elsie Addington, Andre Torng

VMS: Dick Rader

CALL TO ORDER/STATE PURPOSE OF SPECIAL MEETING

President Beth Perak served as Chair of the meeting and stated that it was a special meeting held pursuant to notice duly given and that a quorum was present. The meeting was called to order at 10:30 A.M.

ACKNOWLEDGMENT OF MEDIA

A representative from the Laguna Woods Globe was acknowledged.

ESTABLISH QUORUM

Chair Perak established a quorum.

APPROVAL OF AGENDA

Without objection, the Board approved the agenda as written.

MEMBERS COMMENTS *(Items not on the agenda)*

Martin Rosencrans (4010-3B) and Barbara Goldberg (3288-A) commented on pools enclosures.

Mary Stone (356-C) commented on historical reserve expenditure information.

Andre Torng (389-Q) commented on noise in the Gate 1 area.

Rosemarie diLorenzo (4015-2G) commented on the 2020 fee review meeting.

Dick Rader (270-D) commented on covered pools and introducing this item to M&C Committee.

CONSENT CALENDAR

A motion was made and carried unanimously to approve the consent calendar as follows:

RESOLUTION 90-19-31

Supplement Funding for Radiant Heater Replacement At the Maintenance Service Center

WHEREAS, the 2018 GRF Capital Plan appropriated funding in the amount of \$50,000 from the Facilities Fund to replace the existing heating units at the Maintenance Service Center; and

WHEREAS, staff inspected the Maintenance Service Centers' existing heating and ventilation systems where they identified deficiencies at each of the shop locations and included these in the scope of work for repair and replacement; replace one "Reznor" heater; replace two thermostatically controlled exhaust fans; clean and adjust three existing "Reznor" heating units; clean and adjust four existing exhaust fans; add six exhaust fans; and

WHEREAS, the current capital improvement allocation of \$50,000 will not sufficiently fund the scope of work for the additional exhaust fans, maintenance and replacement requires a supplemental appropriation, to fully fund the increased scopes of work for this capital improvement project.

NOW THEREFORE BE IT RESOLVED, on July 10, 2019, the Board of Directors of this Corporation hereby authorize a supplemental appropriation of \$25,932, and awards a contract to AMS in the amount of \$75,932 for the repair and replacement of existing heating and exhaust fan units in the Maintenance Center, as well as installing new exhaust fan units in the lawn mower and maintenance shops to adequately exhaust toxic fumes; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Golden Rain Foundation Corporation to carry out this Resolution.

REVIEW PRELIMINARY 2020 BUSINESS PLAN, VERSION 1

Betty Parker, CFO, presented Version 1 of the 2020 Business Plan. Throughout the presentation, discussion ensued and the Board directed the following changes:

- Accept recommendations for the 2020 proposed fee schedule, reviewed on June 10, 2019, and begin the process to update current pricing policies.

- \$19.00 Per Manor Per Month Reserve Funds Contribution.
- \$5.00 Per Manor Per Month Contingency Fund Contribution.
- Review Lease vs. Buy Policy for vehicles at regular M&C and Finance meetings.
- Remove one Pickup Truck from 2020 Capital Plan.
- Review Clubhouse 7 furniture, appliances, and closet proposals for possible reductions.
- Review allocation methodologies at regular GRF Finance Committee meeting.

BOARD MEMBER COMMENTS

Director Troutman commented on bird damage to the lawn bowling courts.

Director Moldow requested more information on condition of chairs.

ADJOURNMENT

There being no further business to come before the Board of Directors, the meeting adjourned at 1:16 PM.


Joan Milliman, Secretary
Golden Rain Foundation Board of Directors

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STAFF REPORT

DATE: July 2, 2019
FOR: Board of Directors
SUBJECT: Investment Manager

RECOMMENDATION

The Investment Task Force recommends entering into an agreement with SageView Advisory Group to provide investment management services for the Golden Rain Foundation.

BACKGROUND

On November 6, 2018 an Investment Task Force was formed and chartered to conduct an in-depth analysis of investments on behalf of the Golden Rain Foundation, United Laguna Woods Mutual, and Third Laguna Hills Mutual (Corporations) to ensure exceptional service from a professional investment manager, maximize yields within the Board-approved investment policies, and minimize fees.

The Task Force held several meetings to discuss and evaluate investment performance and issued a Request for Qualifications (RFQ) to several firms. Three firms responded with qualified proposals and were interviewed by the Task Force, including SageView Advisory Group, Port Capital, and the incumbent Merrill Lynch/BlackRock. After further evaluation, the Task Force reached a consensus to recommend changing service providers to SageView.

Representatives from SageView presented their proposal (issued to all board members on June 13, 2019) to GRF Finance on June 19, 2019 and by a unanimous vote, the Committee recommended that all investment management services for the Corporations be awarded to SageView Advisory Group. Fees are proposed at 7 basis points for a portfolio of funds or 20 basis points for an actively managed bond portfolio. For the latter, current fees are 26 basis points or approximately \$125,000 annually on the combined portfolio values.

DISCUSSION

Subsequent to contract award, the Investment Task Force will work with the selected investment manager to review market performance and investment strategies, bringing forward recommendations for using funds or an actively managed bond portfolio that will optimize the stated goals of safety, liquidity, and yield.

FINANCIAL ANALYSIS

In 2018, GRF earned interest on investments of \$526,896.

Prepared By: Betty Parker, CFO

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STAFF REPORT

DATE: June 17, 2019
FOR: GRF Media and Communication Committee
SUBJECT: Collection Policy for Broadband Services

RECOMMENDATION

Review recommendations from the Finance Committee and recommend the Board adopt a resolution updating Broadband collection policies.

BACKGROUND

Members receive basic cable services as part of the monthly assessment. Additional services are provided at a charge to the individual member who has entered into a service agreement for items such as DVR or TiVo equipment rentals, digital installation fees, and premium movie or language packages.

A specialized point-of-sale (POS) system named BroadHub is used to provide individual programming options and bill residents for services. Payments are accepted by check, credit card, and/or the AutoPay service. Billing statements are sent monthly to customers by mail unless the customers have opted into the email billing option.

The billing and handling of delinquent accounts is managed by the Department of Broadband Services, and processes were setup to comply with FCC and City Franchise Requirements. On May 1, 2007, the Board adopted a policy resolution 90-07-42 (Attachment 1) to suspend services when a member is delinquent in payment of their premium channel charges. The terms of service including obligations for repayment are outlined in the Customer Information and Notification of Customer Rights pamphlet (Attachment 2) mailed to members on an annual basis. Paragraph B(2) on page 6 notes GRF's ability to terminate service, remove equipment, and impose late fees.

Delinquency reports are reviewed monthly by the Finance Committee with balances grouped for all accounts related to Broadband Services. As of June 2019, the delinquency total was \$16,006, comprised of 341 delinquent accounts with an average balance of \$47 each.

Aging	30+	60+	90+	Total
# Accounts	248	34	59	341
Total Delinquency	\$ 6,973.19	\$ 823.30	\$ 8,209.52	\$16,006.01
Average	\$ 28.12	\$ 24.21	\$ 139.14	\$ 46.94
Minimum	\$ 0.02	\$ 0.13	\$ 0.83	\$ 0.02
Maximum	\$ 262.88	\$ 105.00	\$ 978.75	\$ 978.75

To ensure the prompt payment of monthly charges, the Department of Broadband Services employs the collection enforcement procedures outlined below.

DISCUSSION

Billing statements are sent monthly for chargeable broadband services. Throughout the collection process for delinquent broadband services, the goal is to obtain payment or disconnect services and retrieve the rental equipment (set top box and digital power cord). There are four stages in which a customer is notified of unpaid account status. Each reminder or past due notice (PDN) is generated in 30 day intervals, followed by a 7-day termination notice:

1. PDN #1 = 31-60 days past due
2. PDN #2 = 61-90 days past due
3. PDN #3 = 90 days or greater past due
4. Termination Notice = 7 day notice of impending disconnect

If a customer has not made payment after three reminder notices, a final notice is mailed with a specific service interruption date and time. Once the warning period has expired without receipt of payment, pay services and set-top boxes are deactivated. Services will not be restored until full payment is made on delinquent balances. A member with three occurrences of delinquent balances aged 90+ days may be required to enroll in AutoPay for a continuation of services.

Broadband Services processes write-offs twice per year, in June and December, for those accounts that are considered uncollectible. Typical scenarios of resulting in write-offs include when set-top-boxes are not returned and the member either leaves the community or when a unit goes through the foreclosure process and an escrow demand cannot be made.

On April 24, 2019 the GRF Finance Committee reviewed the existing practices for billing and collection and made recommendations to encourage more prompt payment, as redlined on the attached policy resolution (Attachment 1):

1. PDN #1 issued upon 30 days past due and member assessed \$10.00 late fee
2. PDN #2 issued upon 53 days past due and member assessed a second \$10.00 late fee
3. PDN #2 includes Termination Notice disconnect of service after 60 days past due
4. An equipment rental deposit will be charged to all approved Lessees

FINANCIAL ANALYSIS

Collection remedies include reminder notices, disconnection of services, and escrow demands at the time of sale. GRF has not pursued further collection activity such as small claims court due to the dollar value of these individual delinquent accounts. Delinquencies average \$47 per account and the total write-offs have average \$11,000 annually over the past three years, compared to average annual revenues just over \$2 Million.

Prepared By: Steve Hormuth, Controller

Reviewed By: Chuck Holland, CIO
Betty Parker, CFO

ATTACHMENT(S)

ATT1 – Resolution 90-07-42 Redlined

ATT2 - Customer Information and Notification of Customer Rights Pamphlet

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Endorsement (to GRF Board of Directors from MACC Committee)

Collection Policy for Broadband Services

On April 24, 2019, the GRF Finance Committee reviewed the existing practices for billing and collection and made recommendations to encourage more prompt payment, as redlined on the attached policy resolution (Attachment 1).

On June 17, 2019, the MACC Committee discussed the staff recommendation to review recommendations from the Finance Committee and recommend the Board adopt a resolution updating Broadband Services collection policies.

Chair Milliman entertained a motion to shorten the time to suspend premium channel services from 90 to 60 days after delinquency and to approve the revised Collection Policy for Broadband Services. Director Ryna Rothberg made a motion to suspend premium channel services from 90 to 60 days after delinquency and to approve the revised Collection Policy for Broadband Services; Director Lynn Jarrett seconded the motion. The motion passed unanimously and will be taken to the GRF Board for consideration on Tuesday, July 2, 2019.

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RESOLUTION 90-19-xx

Collection Policy for Broadband Services

WHEREAS, there has been presented to the Board a proposal whereby the Broadband Division of Village Management Services, Inc. ("VMS" or "Agent"), acting as managing agent on behalf of this Corporation, would automatically, when Members are delinquent in payment of their premium channel and or equipment rental charges, send notices (in compliance with FCC regulations) inclusive of a late fee and take action to suspend such Member's premium channel service; and

WHEREAS, it has further been proposed that such notices be sent as an administrative action and without separate Board review or approval as to each instance; and

WHEREAS, the Board of Directors of this Corporation has considered and discussed this procedure and has determined that it is in the best interests of this Corporation and its Members for its Agent to automatically send notices (which notices shall comply with all FCC regulations) inclusive of a \$10.00 late fee subsequent to each 30 days of delinquency, to suspend premium channel service to Members who have been delinquent for at least ~~ninety~~sixty (~~90~~60) days, without the need for any further Board approval.

WHEREAS, the Board of Directors of this Corporation has considered and discussed this procedure and has determined that it is in the best interests of this Corporation and its Members for its Agent to charge Lessees an equipment rental deposit prior to issuance of equipment an amount consistent with the then current fee schedule.

NOW, THEREFORE BE IT RESOLVED, August 6, 2019 that the Agent, acting through its Broadband Division, effectuate a policy whereby for any Members ~~who are~~ at least ~~ninety~~ sixty (~~90~~60) days delinquent in payment of their premium channel charges, that notices sent out in compliance with FCC regulations would suspend premium channel service until such time as the Members have paid any outstanding delinquent amounts; and

RESOLVED FURTHER, that the Agent is hereby authorized and directed to take all such action, assess all such late fees and send all such notices as they deem necessary or advisable for the purpose of effectuating this Resolution; and

RESOLVED FURTHER, that any actions taken to date by the Agent pursuant to which they have previously delivered notices suspending premium channel service to Members who were delinquent in their premium channel charges, are hereby ratified and approved; and

RESOLVED FURTHER; that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

JULY Initial Notification

28-day notification for Member review and comment to comply with Civil Code §4360 has been satisfied.



2020

CUSTOMER INFORMATION

Notification of Customer Rights
Under the Cable Communications Policy Act of 1984

Television Equipment Compatibility Notice

Television Picture Quality Resolution Notification

Terms and Conditions of Service

Golden Rain Foundation
Broadband Services
24351 El Toro Road
Laguna Woods, CA 92637

(949) 837-2670

Service Hours:
Monday through Saturday
8:00 AM to 5:00 PM

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NOTIFICATION OF CUSTOMER RIGHTS UNDER THE CABLE COMMUNICATIONS POLICY ACT OF 1984

Dear Cable and/or Internet Customer:

As a customer of Golden Rain Foundation Broadband Services ("GRF" or "we") subscribing to cable television services and/or other services provided over the cable system, you are entitled under the Cable Communications Policy Act of 1984 (the "Cable Act") to know the limitation imposed upon cable operators in the collection and disclosure of personally identifiable customer information, the type of personally identifiable information collected, how such information is used, under what conditions it is disclosed, the period during which it is maintained and the rights of customers concerning access to such information and its disclosure.

The law relates only to personally identifiable information. It also applies only to information that you have furnished to us, and certain information that is transmitted over our cable facilities. Some of our services may permit you to direct communications outside of our system and this law does not apply to these communications. For example, this law does not apply to anonymous aggregate customer information or information that you have directed to third parties over the facilities of on-line providers or over the Internet. Aggregate information is information the cable system collects or assembles which is devoid of all personally identifiable information relating to our customers (i.e., it is anonymous) such as data relating to the use of Internet access by groups or customers. GRF collects such information in order to provide and manage the quality of the services requested.

1. **Collection and Use** - To better provide you with reliable, high-caliber service, GRF keeps regular business records that may contain the following types of personally identifiable information: name, service address, billing address, home and/or other telephone number(s), service information, customer correspondence and communications records. We also maintain information concerning billing, payment, security deposits, maintenance and repairs, as well as other service-related information.

We collect, maintain and use this information, generally to conduct business activities related to providing you with cable television and other services, and to help us detect theft of service. Specifically, our detailed business records are used, and personal information contained in them disclosed, to help ensure you are being properly billed for the services you receive, to send you pertinent information regarding your cable services, to improve the quality of the services we provide to you, and for other service-related activities. More specifically, this information is used for financial, legal, tax and accounting purposes, to sell, install, maintain and disconnect services, to bill and collect charges for the services that you receive, to gauge customer satisfaction and improve programming and marketing plans, for customer mailings and to answer questions from you concerning your bill and services provided to you. We take all reasonable precautions to identify you or your authorized representative as the inquirer on your account and to otherwise prevent unauthorized access to your account information. We are prohibited from using the cable system to collect your personal information without your written consent for any other purposes.

2. **Disclosure** - GRF considers the personally identifiable information contained in our business records to be confidential and will not disclose it without your prior written or electronic consent except as provided in this notice. We may disclose this information, however, if the disclosure is necessary for rendering or conducting a legitimate business activity related to a cable service or other service GRF provides to you. For example, in

order to provide and manage our services, we may periodically disclose information to our employees, attorneys, outside auditors and accountants as required, program guide distributors, collection agencies, construction and installation contractors, customer and market research companies, software vendors, and affiliated providers of Internet access services or Internet content services.

GRF will not make personally identifiable information about your video programming service records available to government entities unless we are required to do so by court order. Under subsection (b) of Section 631 of the Cable Act, before the court will order us to disclose personally identifiable information about your video programming service records, the government entity seeking the information must offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. If a government entity is seeking personally identifiable information about you under these circumstances, the court must afford you the opportunity to appear and contest the government entity's claim prior to issuing an order to GRF to produce the records.

Under the recently enacted USA PATRIOT Act, GRF may be required to make certain personally identifiable information about its high speed Internet and video customers (excluding video programming service records as discussed above and the contents of your Internet communications) available to government entities upon receipt of a valid subpoena and you are not entitled to receive advance notice of the disclosure. Disclosure of the contents of your Internet communications through installation or use of a pen register or a trap and trace device can only occur upon issuance by a court or an order pursuant to 18 U.S.C. §§ 3121, 3123.

In addition, under the USA PATRIOT Act, GRF may disclose voluntarily and without prior notice to the subscriber Internet information, including the contents of subscriber communications, to law enforcement if GRF reasonably believes that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of the information immediately.

3. **Retention** - GRF maintains the information in our regular business records as long as you are a customer and for a period of time thereafter if necessary for our business or legal purposes. Unless there is a legitimate request or order to inspect the information outstanding, we will destroy the information once it is no longer necessary for our legal or business purposes.
4. **Subscriber Rights** - GRF will make available for your examination any personally identifiable information about you collected and maintained in our business records within a reasonable period of time. You shall be responsible for the cost of copying any documents you request. We will make this information available during normal business hours at the GRF office listed on the front cover of this notice or on your billing statement, and will give you an opportunity to correct any error in the information we maintain. Section 631 of the Cable Act gives you specific rights if these provisions are violated. If you believe that a violation of these provisions of the Cable Act has caused you harm, you may bring a civil action for damages in a United States District Court.

TELEVISION EQUIPMENT COMPATIBILITY NOTICE

Q: Do I need a cable converter and where can I get one?

A: If you have a High Definition TV you may not need a converter; however some models of TVs— especially older TV sets that are not “cable ready” - may not be able to receive all of the channels offered by the cable system when connected directly to the cable system. If your TV is not able to receive all of the channels offered by the cable system when connected directly, you can obtain a set-top channel converter or other equipment from GRF to enable your TV to receive all cable channels. If you plan to purchase cable services that we scramble or encrypt, such as premium movies, digital services and/or pay-per-view, you should make sure that any set-top converter or navigation device you purchase from a retail outlet is capable of working with separate security cards that we must provide in order for your equipment to access such programming services. Upon request, we will provide you with the necessary information concerning the technical parameters that are needed for any set-top converter rented or acquired from retail outlets to operate with our cable system.

If you receive service through a set-top channel converter, you may not be able to use special features and/or functions on your TV. These may include features that allow you to: view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; and, use advanced picture generation and display features such as “Picture-in-Picture” and channel review.

Certain TVs and or TiVo set top boxes you purchase may require the use of a CableCARD to pair to our services. For more information, you may contact us by calling Broadband Customer Service.

TELEVISION PICTURE QUALITY RESOLUTION NOTIFICATION

Q: What should I do if I have a poor quality picture on my TV?

A: Upon experiencing problems with the quality of television signals that you receive, you should call the cable company at the telephone number listed on the front cover of this notice. A fully trained Customer Service Representative will attempt to resolve your problem over the telephone. If this cannot be done, an appointment will be established to have a skilled technician come to your home in order to resolve your reception problem. If, in your opinion, the service technician fails to correct the reception problem, you should call us again and we will review the actions taken. Should we continue to be unable to resolve the problem to your satisfaction, we will inform you of our determination, and the reasons we cannot solve the problem.

Q: What if GRF cannot resolve my problem?

A: GRF serves a franchised area. If you believe GRF has not properly resolved your issue, please contact the applicable franchise authority at: City of Laguna Woods, 24264 El Toro Rd., Laguna Woods, CA 92637; Phone: (949) 639-0500

TERMS AND CONDITIONS OF SERVICE

Golden Rain Foundation (GRF), through its Broadband Services Division, shall provide services requested upon the following terms and conditions:

A. Obligations of GRF:

1. Install in a workmanlike manner and in locations mutually acceptable to GRF and the Customer, equipment and materials necessary to furnish the services to the Customer.
2. Maintain and repair its equipment to minimize interruptions or degradation of services.
3. At the request of the Customer and upon payment of the appropriate fee, install, maintain, repair, and replace the internal wiring inside the Customer's premises. Otherwise, GRF shall have no responsibility for the maintenance of the internal wiring.

B. Obligations of the Customer:

1. Pay all installation, service or other charges upon receipt of GRF's bill. Charges will be according to GRF rate schedule or tariff applicable at the time services are rendered. Some fees and charges are payable in advance. If Customer terminates services prior to the end of a prepaid period, GRF shall refund Customer the prorated unused portion of the fees and charges; provided, however, if such prorate unused portion is less than \$5.00, GRF shall make the refund only upon request of Customer.
2. Upon the Customer's failure to make timely payment on or before the bill's due date, GRF may terminate service, remove its equipment, and impose late fees. The late fees protect timely paying Customers who would otherwise be required to subsidize the additional costs caused by late-paying Customers. It is impossible for GRF to predict the precise costs that an individual Customer will cause GRF to incur because of such delinquencies; however, such costs may include the lost use of funds, collection efforts by collection agencies and personnel costs. Payment of a late fee constitutes an acknowledgement by the Customer that the fee is reasonable estimate of the average costs caused by late payers. A Customer may, of course, avoid any late fees by paying his or her bills before the specified date. The Customer also agrees that GRF shall have the right to charge interest on any uncollected account and agrees to pay all costs of collection including attorney's fees.
3. Provide GRF employees and representatives with a safe working environment.
4. Assume complete responsibility for improper use, damage, or loss of any converters, remote controls, DVRs, HDTV set-top boxes, modems or other equipment furnished by GRF.

5. Allow GRF reasonable access into the Customer's premise for the purpose of installing, demonstration, inspection, maintenance, repair, and removal of the equipment in the Customer's premise. If a Customer is not home at the time of the service call, the Customer authorizes any other resident or guest of the Customer at the residence to grant GRF access.
6. If the Customer is not the owner of the premises: (i) the Customer represents to GRF that all necessary permission and authority has been obtained from the owner to install GRF equipment at the premises including, without limitation, equipment that may be attached to the outside of the premises; and (ii) the Customer will indemnify GRF from any all claims of the owner of the premises in connection with the installation and provision of the services by GRF.
7. Comply with all present and future rules of service of GRF.

C. Leakage:

Pursuant of the rules of the Federal Communications Commission, GRF is responsible for any excessive signal leakage while providing service over the system. Should such excessive leakage originate from a Customer's internal wiring, GRF obligation shall be to make the required repairs to all wiring installed by GRF or its agents.

Leakage as a result of the Customers installed wiring or equipment will be the responsibility of the Customer to be repaired. GRF reserves the right to discontinue service until such leakage has been corrected.

D. Equipment:

GRF may lease to you certain equipment including, without limitation, converters, remote controls, set-top boxes, and DVRs for your use in connection with the Services. Internal Wiring shall not be considered equipment and shall become your property upon initiation of Service. All equipment leased to you by GRF or a GRF agent, is, and shall remain the sole property of GRF, and you agree that such leased equipment will not become a fixture of your or any premises. GRF shall have the unrestricted right, but not the obligation, to install, update, or upgrade the software in any equipment that GRF provides to you. GRF shall also have the unrestricted right, but not the obligation, and you hereby grant permission to GRF, to install, update, or upgrade the software in any non-GRF provided equipment that you are using to receive or use the Services. With respect to equipment leased to you by GRF or a GRF agent, you agree:

1. To use equipment only for the purpose of receiving Services ordered from GRF and for no other purpose.
2. To prevent any connections to the equipment which are not expressly authorized in writing by GRF.
3. To prevent tampering, altering or repair of the equipment by any person other than GRF's authorized personnel.
4. To assume complete responsibility for improper use, damage or loss of such equipment regardless of cause.

5. To promptly return the equipment to GRF in good condition and without any encumbrances, except ordinary wear and tear resulting from proper use, immediately upon discontinuance of service by GRF or you, or at GRF's request. The equipment is and shall remain the property of GRF at all times, even if you pay all or part of the Unreturned Equipment Charges described below. You may not sell, resell, or transfer the equipment to any third party at any time. If you do not promptly return the equipment to GRF in good condition immediately upon termination of this agreement or at GRF's request, without any encumbrances, or if the equipment is lost, stolen, substantially damaged, sold transferred, leased encumbered or assigned (collectively, "Unreturned Equipment"), the damages GRF will incur will be difficult to ascertain. Therefore, You agree to pay, and GRF may charge your account, a liquidated damages amount which may include a reasonable estimate of the replacement costs for such equipment and a reasonable estimate of any incidental costs that GRF incurs due to your failure to return equipment or if the equipment is substantially damaged or encumbered; provided, however, that such amount will not exceed the maximum amount permitted by law (the "Unreturned Equipment Charge"). Unreturned Equipment Charges for Converters are up to \$350 each. GRF will update Unreturned Equipment Charges from time-to-time. Unreturned Equipment charges are GRF's attempt to recoup certain costs that GRF incurs due to Unreturned Equipment. GRF's object is to recoup these costs without increasing rates and other charges to all GRF customers. This subsection 5 shall survive the termination or expiration of this Agreement.
6. Not to sell, advertise or offer to sell any GRF equipment or move it to another location. State laws may prohibit the sale of such equipment by Service subscribers and if you violate these laws, you may be subject to civil and/or criminal penalties. Unless GRF informs you otherwise, or unless it is required by law, other cable, internet or telecommunications providers may be unable to provide their services through GRF equipment.
7. YOU HAVE PERSONALLY INSPECTED THE EQUIPMENT TO BE INSTALLED IN YOUR HOME BY THE GRF REPRESENTATIVE AND AGREE THERE IS NO VISIBLE DAMAGE TO THE EQUIPMENT AND IT IS IN GOOD WORKING CONDITION.

E. Limitation of Warranties and Liability:

1. GRF makes no warranties, expressed or implied, as to the equipment furnished by Customer and assume no responsibility for its condition.
2. GRF shall not be liable for damages for failure to furnish or the degradation, or interruption of any services, for any lost data or content, identity theft, for any TV screen burn-in, pin misalignment, uneven TV screen wear, stuck pixels, phosphor burn, files or software damage, regardless of cause. Nor shall GRF be responsible for damages for failure to transmit or errors in the transmission of two-way interactive transactional data, regardless of cause.
3. GRF shall not be liable for damage to property or for injury to any person arising from the installation, maintenance, or removal of equipment, software, wiring or the provision of services. Nor shall GRF be liable for failure to provide service if the cause is due to the act of an unaffiliated third party.

The Customer hereby indemnifies and holds harmless GRF from any claims, actions, proceedings, damages, and liabilities, including attorney's fees, arising out of (I) such damage or injury resulting from any claim that your use of the service infringes on the patent, copyright, trademark or other intellectual property right of any third party, (II) any breach or alleged breach by you of this agreement; or injury to person or property resulting from your gross negligence.

4. Under no circumstances will GRF be liable for special or consequential damages. GRF maximum total liability to you arising under this agreement shall be limited to the amount actually paid by you for the prior month of service.

F. Breach of Agreement:

In the event a Customer fails to abide by the terms of this agreement or the rules of GRF, GRF shall have the right to terminate this agreement and enter the Customer's premise to remove its equipment. The failure of GRF to require Customer's strict performance of any term or condition of this agreement shall not be a waiver of GRF's right to require strict performance of any other term or condition herein.

G. Entire Agreement:

This agreement, any applicable tariffs and other agreements specifically referenced herein constitutes the entire agreement between GRF and the Customer for the services and equipment. The invalidity or unenforceability of any term of this agreement shall not affect the validity of enforceability of any other provision. No statement, representation or warranty made by any agent or representative of GRF regarding the service or equipment to be provided or the rates therefore shall be binding upon GRF unless expressly included herein.

H. Theft of Service:

Theft of cable and/or telecommunications service is a violation of Federal and California Law and is punishable by fines and/or imprisonment.

I. Chargeable Service:

Items requiring repair or replacement that are chargeable to the Customer:

Digital Installation (first device):	\$40.00
Digital Installation (each additional device):	\$20.00
Service Call:	\$30.00
TiVo Single Device Install:	\$50.00 (including CableCARD's)
TiVo Whole Home Installation:	\$100.00
New Outlet Installation:	\$50.00 and up
6 Ft HDMI Cable:	\$10.00
Component Cable:	\$10.00

Bills are due and payable upon presentation. Late payments will be subject to a finance charge of \$10.00 per month.

J. Pay-TV Services:

Set-top Box Rentals (includes over 295 digital channels):	
HD Set-top Box:	\$13.25 *
HD/DVR Set-top Box:	\$19.25 for the first box *
	\$13.25 for each additional HD/DVR box *
*HDTV's with HD compatible boxes receive additional HD channels	
Whole Home TiVo DVR Service *:	
6 Tuner TiVo Digital Set-top Box:	\$24.95 per month
TiVo Mini Box:	\$7.95 each
TiVo MoCA Bridge Adapter:	\$50.00 each
Polaris Remote:	\$12.00 each
TiVo Remote:	\$15.00 each
CableCARD's (2 way) (available for pickup):	\$95.00 each
CableCARD Programming Access Fee:	\$4.95 per month
HD Converter: (available for pickup)	\$7.95 per month
Cinemax (11 channels includes 5 HD Channels):	\$14.25 per month
HBO (15 channels includes 7 HD channels):	\$17.25 per month
Showtime (21 channels includes 9 HD channels):	\$14.25 per month
Starz/Encore (22 channels includes 9 HD channels):	\$14.25 per month
Adult Programming/Pay Per View:	\$9.00 per event
Adult Programming/Subscription:	\$15.00 per month
Foreign Language Channels/Subscription:	\$10.00 and up
Pay-TV services may be switched at a \$7.50 change over fee	

K. Payment Method Options:

Subscribers may pay their account via:

- Check made payable to: GRF Broadband Service
- Credit Card for one-time payment

Automatic Payment (Auto Pay) via:

- Credit Card with a valid email address for paperless billing
- ACH Payment from your checking account for paperless or no statement option.
- *Automatic payment is required for TiVo DVR service subscribers.

L. High Speed Internet:

West Coast Internet, an Internet Service Provider (ISP), delivers High Speed Internet service through the GRF cable system. To obtain the various levels of service, rates and to request High Speed Internet services, please call West Coast Internet at: (949) 487-3302.

You may provide and install your own cable modem and or router or contact West Coast Internet to complete the installation at a cost. The monthly service fee is applied each month by credit card only. For Billing questions, please call (949) 487-3033. Existing customers may call (949) 487-3307 for technical support.

Please contact West Coast Internet for system requirements and additional details. High Speed Internet service is for entertainment purposes only.

STAFF REPORT

DATE: August 6, 2019
FOR: Board of Directors
SUBJECT: Tennis Center Building Renovation

RECOMMENDATION

Approve a supplemental appropriation of \$72,638 for the renovation of the Tennis Center Building with a total project cost of \$147,638 and direct staff to advertise a request for contractor bids as outlined in this report.

BACKGROUND

As part of the 2019 GRF Capital Plan, the GRF Board appropriated \$75,000 to renovate the interior of the Tennis Center Building.

Staff met with Tennis Club President, Suzanne Frank and tennis club member Ned Buckman to discuss a plan that includes both building interior (Attachment 1) and site landscape renovation options. Subsequent to this meeting, Mr. Buckman provided staff with a conceptual sketch outlining the recommended site work which included extending the site concrete toward the North side of the building (Attachment 2).

At the May 10, 2019, GRF Maintenance & Construction Committee meeting, staff was directed to bring back estimated costs for the interior and exterior scope of work provided by the Club President and Mr. Buckman.

At the June 12, 2019, GRF Maintenance & Construction Committee meeting, the Committee reviewed and voted to approve the original and optional scope of work, as outlined in this report, for the Tennis Center Building Renovation project and approved supplemental funding of \$72,638 for a project total cost of \$147,638.

DISCUSSION

The following scopes of work were compiled by staff, resulting from meetings held with the Tennis Club president and Mr. Buckman.

Tennis Interior Renovation:

Staff coordinated with the Club President to identify the scope of work for the Tennis Center Building interior renovation:

TENNIS CENTER BUILDING INTERIOR RENOVATIONS	
General Recreation Area	
1	Removal of existing interior blue ceiling panels, interior soffit, related electrical & heating units.

Golden Rain Foundation of Laguna Woods
Tennis Center Building Renovation Costs
June 19, 2019

2	New tint for existing rooftop skylights.
3	New sliding door replacement (2) at two existing sliding doors.
4	New receptionist desk.
5	New paint on all interior walls.
6	Remove and install new flooring tiles.
7	New LED Lighting
Kitchen Renovation	
6	Demolition and removal of existing cabinets & tabletops.
7	New cabinets & solid surface countertops.
8	New electrical, outlets, LED Lighting & switches.
9	New plumbing, fixtures, faucets, garbage disposal, sink.
10	New paint on all interior walls.
11	Remove and install new flooring tiles.
Full Restroom Renovation	
11	Demolition & removal of existing facilities, flooring, tiles, partitions, sink, urinals, toilets, and countertop.
12	New wall tiles & flooring.
13	New LED lighting & outlets.
14	New fixtures, faucets, sink, related plumbing, partitions, toilets, urinals, countertops.

Optional Items:

The following additional scope of work was not included in the initial 2019 Capital Plan budget.

Tennis Exterior Landscape Renovation:

Tennis Club member Ned Buckman provided staff with a set of drawings & scope for landscape work around the Tennis Center Building.

TENNIS CENTER BUILDING EXTERIOR LANDSCAPE	
1	Extend seating area/slab toward courts 6 & 7. New 4" concrete slab for extended seating area.
2	Installation of new retaining wall & seat wall.
3	New cable fencing above retaining wall.
4	Removal of existing cobble stone & replacement with a concrete slab along the walkways.

HVAC System:

It was requested that an HVAC system, if possible, be installed.

HVAC SYSTEM	
1	New HVAC system for the Tennis Building.

The estimated preliminary cost for the proposed renovations is as follows:

Golden Rain Foundation of Laguna Woods
Tennis Center Building Renovation Costs
June 19, 2019

DESCRIPTIONS	AMOUNT
Tennis Center Building - Interior Renovations	\$76,705.00
10% Contingency	\$7,670.50
Total:	\$84,375.50
OPTIONAL ITEMS	
Tennis Center Building - Exterior Renovations	\$39,905.00
10% Contingency	\$3,990.50
Total:	\$43,895.50
OPTIONAL ITEMS	
HVAC System	\$17,608.00
10% Contingency	\$1,760.80
Total:	\$19,368.80

FINANCIAL ANALYSIS

The Tennis Center Building Renovation project has a \$75,000 allocation from the 2019 GRF Capital Plan. The current capital improvement allocation of \$75,000 will not sufficiently fund all proposed scopes of work for both the interior and exterior renovations and requires a supplemental appropriation of \$72,638, to fully fund the total project cost for this capital improvement project

Prepared By: David Pham, Assistant Project Manager

Reviewed By: Guy West, Projects Division Manager
Ernesto Munoz, P.E., Maintenance and Construction Director

Attachments:

Attachment 1: Conceptual Interior Floor Plan
Attachment 2: Site Landscape Renovation Options

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Golden Rain Foundation
Finance Committee Meeting
June 19, 2019

ENDORSEMENT (to GRF Board)
Tennis Center Building Renovation

The Committee reviewed a staff report requesting supplemental funding for Tennis Center Building Renovations.

A motion was made and carried by a vote of 4-2 (Directors Soule and Pearlstone opposed), recommending the Board approve supplemental funding of \$72,638 from the Facilities Fund to complete the additional proposed scope of work for the Tennis Center Building Renovations.

Golden Rain Foundation
Maintenance & Construction Committee
July 2, 2019

ENDORSEMENTS (to GRF Board)
Discuss & Consider a Supplemental Appropriation for Tennis Center Building Renovation

Director Bahada made a motion, seconded by Director Tibbetts, to approve the original and optional scope of work, as outlined in the staff report, for the Tennis Center Building Renovation project and approved supplemental funding of \$72,638 for a project total cost of \$147,638. Discussion ensued regarding funding, the scope of work and phasing the project work.

Director Rothberg amended the motion, seconded by Director Randazzo, to do only the interior work at the Tennis center Building, at a cost of \$84,375, to bring the building into ADA compliance and approve a \$10,000 supplemental appropriation. The vote failed 3-3-0 (Directors Rothberg, Randazzo and Morrison were for).

The original motion passed by a vote of 4-2-0 (Directors Rothberg and Randazzo opposed)

Golden Rain Foundation
Community Activities Committee Special Meeting
July 23, 2019

ENDORSEMENT (to GRF)
Tennis Center Building Renovation

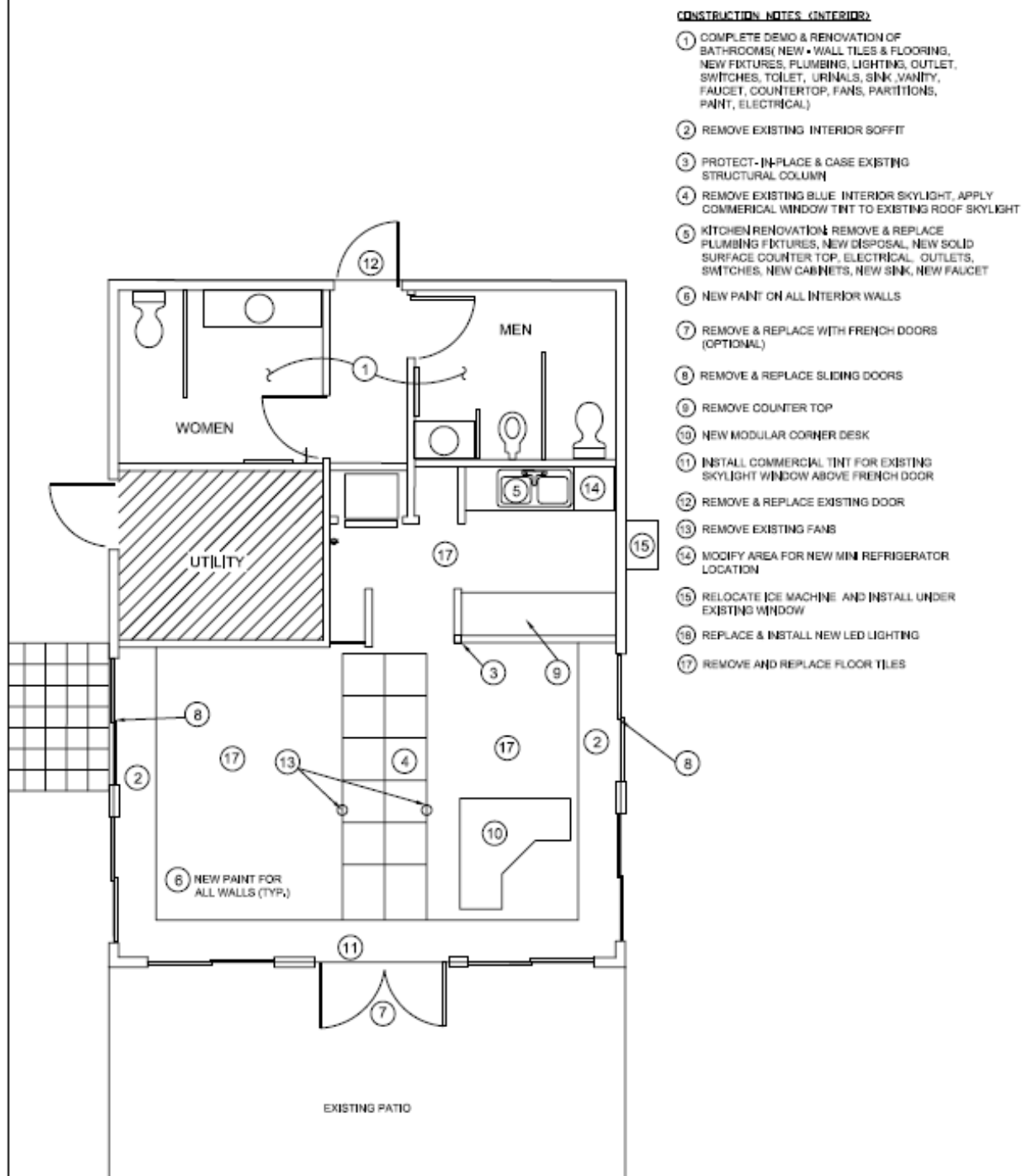
The Committee discussed the staff recommendation to approve a supplemental appropriation of \$72,638 for the renovation of the Tennis Center Building with a total project cost of \$147,638 and direct staff to advertise a request for contractor bids as outlined in the report.

A motion was made to approve \$10,000 supplemental appropriation instead of \$72,638 to complete the interior of the tennis center building for the renovation.

Motion to approve \$10,000 supplemental appropriation instead of \$72,638 to complete the interior of the tennis center building for the renovation passed 4-3-0.

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Attachment 1: Conceptual Interior Floor Plan



LAGUNA WOODS VILLAGE -TENNIS BUILDING RENOVATIONS

SCALE: NTS

DRAWING NO.: G-1

DATE: 05-15-19

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RESOLUTION 90-19-XX
Tennis Center Building Renovation

WHEREAS as part of the 2019 GRF Capital Plan, the GRF Board appropriated \$75,000 to renovate the interior of the Tennis Center Building;

WHEREAS Staff met with Tennis Club President, Suzanne Frank and tennis club member Ned Buckman to discuss a plan that includes both building interior and site landscape renovation options;

WHEREAS subsequent to this meeting, Mr. Buckman provided staff with a conceptual sketch outlining the recommended site work which included extending the site concrete toward the North side of the building;

WHEREAS at the June 12, 2019, GRF Maintenance & Construction Committee meeting, the Committee reviewed and voted to approve the original and optional scope of work, as outlined in this report, for the Tennis Center Building Renovation project and approved supplemental funding of \$72,638 for a project total cost of \$147,638;

WHEREAS the Tennis Center Building Renovation project has a \$75,000 allocation from the 2019 GRF Capital Plan. The current capital improvement allocation of \$75,000 will not sufficiently fund all proposed scopes of work for both the interior and exterior renovations and requires a supplemental appropriation of \$72,638, to fully fund the total project cost for this capital improvement project; and,

WHEREAS at the July 23, 2019, GRF Community Activities Committee special meeting the Committee discussed the recommendation of the GRF Maintenance & Construction Committee and proposed \$10,000 supplemental appropriation instead of \$72, 638 to complete the interior of the tennis center building for renovation.

NOW THEREFORE BE IT RESOLVED, August 6, 2019, that the Board of Directors of this Corporation hereby introduces approval of \$10,000 supplemental appropriation instead of \$72,638 to complete the interior of the tennis center building for the renovation;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

July Initial Notification

28-day notification for Member review and comment to comply with Civil Code § 4360 has been satisfied.

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STAFF REPORT

DATE: July 11, 2019
FOR: Community Activities Committee
SUBJECT: GRF Recreation Department Policy: Clubs/Groups/Organizations Revision

RECOMMENDATION

Approve staff recommendation to amend the GRF Recreation Department Policy as it pertains to clubs/groups/organizations.

BACKGROUND

Laguna Woods Village has 286 registered clubs within the community. Village clubs are afforded a variety of privileges upon approval of the Recreation Department: priority rollover reservations, flyer postings at clubhouses, free Village website use (club page, event calendar, Village news), and free Globe submissions, Village Television air time, message board and club storage (excluding Clubhouse 2).

Room availability is limited for private party reservations; members are turned away when inquiring about availability for memorials, birthdays and anniversaries. Club bookings make up the majority of reservations each year with 9,200 dates reserved vs. 4,485 dates reserved by private parties in 2019.

At the May CAC meeting an Ad-Hoc review committee was formed to review and provide recommendations to the CAC at the July meeting.

DISCUSSION

The proposed amendment is to fairly and reasonably provide facility rentals to all members of the community. Limiting club status and applying rollover restrictions will free up approximately 477 rental slots for private party use. In addition, implementing a processing fee will offset incurred administrative costs.

Proposed amendments to the current policy are:

1. Limit club status to 250 clubs/groups/organizations.
2. Initiate annual clubs/groups/organizations fee (\$50) to maintain club status.
3. Apply rollover processing fee (calculated by dates) to annual billing.
4. Limit rollover dates to 104 per club/group/organization. Additional reservations are available through the standard lottery process.
5. Club activities, programs and events geared towards minors are prohibited.

FINANCIAL ANALYSIS

Anticipated annual revenue generated from proposed fees is \$20,750.

Annual Clubs/Groups/Organizations Fee - \$50	286 Clubs	\$14,300
Annual Rollover Processing Fee		
4* to 28 Dates - \$25 Fee	93 Clubs	2,325
29 to 53 Dates - \$50 Fee	47 Clubs	2,350
54 to 78 Dates - \$75 Fee	9 Clubs	675
79 to 104 Dates - \$100 Fee	11 Clubs	1,100
Total Estimated Revenue		\$20,750

*Four is the minimum reservation dates required to qualify for a roll over

Prepared By: Jennifer Murphy, Recreation Manager

Reviewed By: Brian Gruner, Recreation and Special Events Director
Siobhan Foster, Chief Operating Officer
Betty Parker, Chief Financial Officer

ATTACHMENT(S)

ATT1: GRF Recreation Department Policy: Clubs/Groups/Organizations

Golden Rain Foundation
Community Activities Committee Meeting
July 11, 2019

ENDORSEMENT (to GRF)

GRF Recreation Department Policy Revision: Clubs/Groups/Organizations

The Committee discussed the staff recommendation to amend the GRF Recreation Department Policy as it pertains to clubs/groups/organizations.

A motion was made to approve staff recommendation to amend the GRF Recreation Department Policy as it pertains to clubs/groups/organizations.

Motion to approve staff recommendation to amend the GRF Recreation Department Policy as it pertains to clubs/groups/organizations carried unanimously.

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RESOLUTION 90-19-XX

GRF Recreation Department Policy Revision: Clubs/Groups/Organizations

WHEREAS at the July Community Activities Committee (CAC) meeting, Staff recommended to approve staff recommendation to amend the GRF Recreation Department Policy as it pertains to clubs/groups/organizations;

WHEREAS Laguna Woods Village has 286 registered clubs within the community which are afforded a variety of privileges upon approval of the Recreation Department: priority rollover reservations, flyer postings at clubhouses, free Village website use (club page, event calendar, Village news), and free Globe submissions, Village Television air time, message board and club storage (excluding Clubhouse 2);

WHEREAS Club bookings make up the majority of reservations each year with 9,200 dates reserved vs. 4,485 dates reserved by private parties in 2019;

WHEREAS room availability is limited for private party reservations; members are turned away when inquiring about availability for memorials, birthdays and anniversaries;

WHEREAS at the May CAC meeting an Ad-Hoc review committee was formed to review and provide recommendations to the CAC at the July meeting;

WHEREAS proposed amendments to the current policy are: limit club status to 250 clubs/groups/organizations; initiate annual clubs/groups/organizations fee (\$50) to maintain club status; apply rollover processing fee (calculated by dates) to annual billing; limit rollover dates to 104 per club/group/organization (additional reservations are available through the standard lottery process); club activities, programs and events geared towards minors are prohibited;

WHEREAS limiting club status and applying rollover restrictions will free up approximately 477 rental slots for private party use and additionally, implementing a processing fee will offset incurred administrative costs;

WHEREAS anticipated annual revenue generated from proposed fees is \$20,750; and,

NOW THEREFORE BE IT RESOLVED, August 6, 2019, that the Board of Directors of this Corporation hereby introduces approval of staff recommendation to amend the GRF Recreation Department Policy as it pertains to clubs/groups/organizations;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

August Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 28-days from the postponement to comply with Civil Code § 4360.

ATTACHMENT 1

Golden Rain Foundation Recreation Department Policy

Clubs/Groups/Organizations

A. General

1. Residents requesting to form a club/group/organization must first submit a request form to Recreation Staff stating the purpose and/or objective of the proposed club/group/organization and the full names, signature, address and telephone number of 20 Residents requesting membership in the new club/group/organization.
2. Club status is limited to 250 clubs/groups/organizations; additional inquiries will be placed on a waitlist until space becomes available.
3. Compliance with GRF rules, policies and procedures, including the guest policy, must be a condition for membership in the club/group/organization.
4. The club/group/organization must be organized for educational, social, cultural, recreational or other nonprofit purposes. Activities geared towards minors are prohibited. All GRF policies supersede any written rules or governing documents of clubs/groups/organizations not directly in compliance with GRF policy.
5. The club/group/organization may not represent any business or commercial interest or activity and sales of products and/or services are strictly prohibited unless permitted by Recreation as a fundraiser.
6. Caterers, entertainers, speakers and instructors are permitted as service providers to the group, and they may provide business cards and contact information. No monetary transactions may take place within GRF's facilities with three exceptions:
 - a. Entertainers, speakers and instructors are allowed to sell the printed and/or recorded materials of their own creation during the event (for example, authors may sell their own books and entertainers may sell their audio/video recordings).
 - b. An entrance fee may be charged to cover the costs associated with an event.
 - c. Fundraising activities (see Page 8, Fundraiser).
7. The club/group/organization must be substantially supported by revenue from its members and from up to two Recreation Department-authorized fundraisers per calendar year (see Page 8, Fundraiser).
8. The club/group/organization must have a minimum of two executive club officers.
 - a. Which do not occupy the same residence.

9. Executive club officers must be a Resident of Laguna Woods Village.
 - a. One officer must be a Resident owner/shareholder.
10. The club/group/organization must have a minimum membership of 90 percent Laguna Woods Village Residents.
 - a. Nonresidents may participate as “guests” and must be accompanied by a Resident.
 - b. Nonresident members may not invite their own “guests.”
11. [An annual fee \(refer to the GRF fee list\)](#), current membership roster and updated contact information must be submitted to the Recreation Department annually by March 31 [to maintain club status](#).
12. All forms of club/group/organization publicity or advertising, unless more restrictively stated, must say “For Laguna Woods Village Residents and their guests only.” Online publicity is permissible if the publicity is clear that the event is for Laguna Woods Village Residents and their guests only. Outside businesses, entertainers, caterers or speakers may not advertise Laguna Woods Village events.
13. Although GRF recognized clubs/groups/organizations are afforded promotional privileges by GRF, such organizations are entirely independent and therefore GRF assumes no liability for their acts.
14. The Recreation Department reserves the right to obtain financial information from any Laguna Woods Village club.

B. Fundraisers

1. Up to two GRF authorized fundraisers, per calendar year, are permitted for a club/group/organization.
2. Must be a GRF recognized club/group/organization hosting the event.
3. If fundraiser is for an outside organization the organization must be an IRS-recognized nonprofit organization such as 501(c) (3) qualified charitable nonprofit organization. A taxpayer ID number and letter of acknowledgement from the nonprofit organization is required.
4. Club/group/organization may sell products, hold silent auctions, fashion shows or events as approved by the Recreation Department.
5. Club/group/organization must complete a fundraiser agreement form 30 days prior to date of fundraiser event.

C. Room reservations

1. For general procedures, see Page 10, Room Reservations Recreation Department Policy.
2. Only executive club officers of a club/group/organization may check availability or make/change/cancel reservations on behalf of the club/group/organization.
3. A Laguna Woods Village club/group/organization may submit a request for a rollover reservation subject to:

- a. The rollover must have a minimum of four identical reservations during the calendar year; all dates in the series must be for the same day of the month/week (such as first Tuesday, every Tuesday, etc.), at the same time and duration, and in the same room; no modifications (date, time, duration, location, etc.) are permitted.

b. No more than 104 rollover dates per club/group/organization.

c. A rollover processing fee will be applied to annual billing; in accordance with the GRF Fee list.

- d. Cancellations are permitted but requestor must retain at least four reservations (if less than four, permanent reservation status will be forfeited for the next year).
- e. Any new rollover reservation request or change to an existing rollover reservation for the following year must be received by March 15.
- f. Rollover reservations are mailed out for review on August 1 and payment/signed rental agreement are due by September 15.
- g. No refunds, credits or transfers of fees will be honored after a payment and signed rental agreement is received by the Recreation Department.
- h. Requestor may not have more than one Saturday night per month in a main lounge; no more than two Saturday nights may be held down as rollover reservations in any main lounge.
- i. Rollover reservations are not permitted in the Village Greens Facility.
- j. Lottery requests for religious holiday events take priority over club/group/organization rollovers and lottery requests.

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STAFF REPORT

DATE: July 11, 2019
FOR: Community Activities Committee
SUBJECT: CBD Product Sales in the Golf Pro Shop

RECOMMENDATION

Authorize the resumption of the sale of non-THC CBD based products at the 27 Hole Golf Pro Shop.

BACKGROUND

In 2018 golf staff was approached by a CBD (Cannabidiol) sales representative from Medterra to sell CBD cream, tinctures, and capsules at the Golf Pro Shop. Staff researched and discussed with health professionals about its safety and product viability. It was determined that it was a safe product to sell from a respected manufacturer. The product was well received and generated more than \$4,000 in merchandise sales.

The product was removed in November 2018 due to misconceptions the product contained THC which is contributed to the high feeling of cannabis.

DISCUSSION

CBD is a natural pain reliever with no psychoactive ingredients. Many residents are under a pain management program through a medical professional and are on medicines that are harmful and/or addictive. The CBD option can offer relief for certain pains and aches without the harmful side effects.

The sale of CBD products has been well received and provides a positive benefit to the community. In addition, it's an additional source of income to the golf retail operation.

FINANCIAL ANALYSIS

The sale of CBD products is estimated to increase retail sales by over \$10,000 per year.

Prepared By: Tom McCray, Golf Operations Manager

Reviewed By: Brian Gruner, Recreation and Special Events Director

ATTACHMENT 1: Resolution 90-19-xx

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Golden Rain Foundation
Community Activities Committee Meeting
July 11, 2019

ENDORSEMENT (to GRF)

CBD Product Sales in the Golf Pro Shop

The Committee discussed the staff recommendation to authorize the resumption of the sale of non-THC CBD based products at the 27 Hole Golf Pro Shop.

A motion was made to authorize the resumption of the sale of lotion or cream only, no oral ingestible, non-THC CBD based products at the 27 Hole Golf Pro Shop.

Motion to authorize the resumption of the sale of lotion or cream only, no oral ingestible, non-THC CBD based products at the 27 Hole Golf Pro Shop carried 5-1.

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RESOLUTION 90-19-XX
CBD Product Sales in Golf Pro Shop

WHEREAS at the July Community Activities Committee (CAC) meeting, Staff recommended authorization of the resumption of the sale of non-THC CBD based products at the 27 Hole Golf Pro Shop.;

WHEREAS in 2018 golf staff was approached by a CBD (Cannabidiol) sales representative from Medterra to sell CBD cream, tinctures, and capsules at the Golf Pro Shop;

WHEREAS Staff researched and discussed with health professionals about its safety and product viability and it was determined that it was a safe product to sell from a respected manufacturer;

WHEREAS the product was well received and generated more than \$4,000 in merchandise sales;

WHEREAS the product was removed in November 2018 due to misconceptions the product contained THC which is contributed to the high feeling of cannabis, however CBD is a natural pain reliever with no psychoactive ingredients ;

WHEREAS many residents are under a pain management program through a medical professional and are on medicines that are harmful and/or addictive and the CBD option can offer relief for certain pains and aches without the harmful side effects;

WHEREAS the sale of CBD products is estimated to increase retail sales by over \$10,000 per year; and,

NOW THEREFORE BE IT RESOLVED, August 6, 2019, that the Board of Directors of this Corporation hereby introduces authorization the resumption of the sale of lotion or cream only, no oral ingestible, non-THC CBD based products at the 27 Hole Golf Pro Shop;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

August Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 28-days from the postponement to comply with Civil Code §4360

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STAFF REPORT

DATE: August 6, 2019
FOR: Board of Directors
SUBJECT: Ceramics Club Donation-Air Ventilation Unit

RECOMMENDATION

Staff recommends that the Board accept the Ceramics Club donation of one air ventilation unit to be installed in the ceramics room at Clubhouse 4.

BACKGROUND

In the 2019 Business Plan, the Board approved operational funding in the Recreation Department for one ceramics room air filtration unit at Clubhouse 4. The Ceramics Club has funding available to purchase and donate a secondary unit to further enhance air quality in the room.

The club submitted a donation request form for GRF to consider accepting the donation (Attachment 1).

DISCUSSION

The Clubhouse 4 ceramics room is susceptible to dust due to mixing of glazes, storage of glaze material and dried out clay particles. To enhance air quality and minimize dust, the 2019 Business Plan includes funds to purchase an air ventilation system for the ceramics room. The Ceramics Club wants to further enhance the air cleanliness by donating a secondary unit.

FINANCIAL ANALYSIS

There is no cost in accepting the air filtration unit; however, GRF assumes the costs of installation and maintenance which includes purchasing air filters and parts costing approximately \$527.50 annually (Attachment 2), to be included in future business plans. Installation of both units will be completed by in house staff. Total installation time is estimated to be four to five hours costing approximately \$200, to be performed in-house by existing staff.

Prepared By: Brian Gruner, Recreation and Special Events Director

Reviewed By: Siobhan Foster, Chief Operating Officer
Betty Parker, Chief Financial Officer

Attachments:

Attachment 1: Recreation Committee Request Form
Attachment 2: Air Filter Unit and Accessories Quote
Attachment 3: Resolution 90-19-xx

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Recreation Committee Request Form

PLEASE NOTE: THIS FORM IS NOT FOR ROUTINE RECREATION REQUESTS

Your request is important to us and will be handled accordingly. Per the policy of the Golden Rain Foundation (GRF), if your request falls outside the scope of the Recreation Department's authority, it will be forwarded to the Community Activities Committee (CAC) for review. If you are unsure whether your request falls into this category, please contact the on-site facility Supervisor or the Recreation Manager at 597-4482 in order to make that determination. CAC will then review the request and determine the proper course of action. If necessary, CAC will make a recommendation to the GRF Board of Directors for action. You will then be notified of the Committee or Board's decision. Please be patient as this process may take several months.

Print Requestor Name: Janet Troiano Date: 7/5/2019

Print Individual, Club or Organization Name: Ceramics and Sculptures

Manor: _____ Phone: _____ E-mail: janetttroiano@yahoo.com

Request (please check one):

☐ Change/Exception to Policy ☒ Donation ☐ Staff Time Request
☐ Equipment Request ☐ Facility Request ☐ Other: _____

Explanation:

Please explain the circumstances of your request. Include approximate cost, dates, times and locations when necessary. Please use reverse side or attach a separate sheet if necessary.

The Ceramic and Sculptures Club would like to donate a air filter unit to GRF specifically
for the Ceramics room at Clubhouse 4. Attached find the description, model number and
cost of the unit.

We request that GRF maintains the unit on a regular basis to provide cleaner air and less
dust in the Ceramics room.

Requestor Signature: _____

Signatures of All Other Individuals/Club Presidents Affected by this Request:

Signature	Manor #	For	Undecided	Against
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Please attach a separate sheet if more signatures are necessary)

PLEASE FORWARD COMPLETED REQUEST FORM TO:

Laguna Woods Village Recreation Department
P.O. Box 2220, Laguna Woods, CA 92637

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BAILEY POTTERY EQUIPMENT CORP.
AND
CERAMIC SUPPLY



Po Box 1577
62-68 Tenbroeck Ave
Kingston, NY 12402
(845) 339-3721

Quote

Order Number: 0421923

Order Date: 4/9/2019

Salesperson: RM

Customer Number: 00-0016877

Sold To:	Ship To:
Annie Zipkin 23501 Via Mariposa Laguna Woods, CA 92637 USA	Annie Zipkin 23501 Via Mariposa Laguna Woods, CA 92637 USA

Confirm To: (504) 250-5839
anniezipkin@aol.com

Customer P.O.		Ship VIA		F.O.B.		Terms	
Origin				PPD			
Item Number	Unit	Ordered	Back Order	Retail Price	Discounted Price	Amount	Drop Ship

@@@@@ THANK YOU FOR YOUR ORDER @@@@

C-136-9	EACH	1.000	0.000	2,327.00	2,001.00	2,001.00	N
MODEL 1800 HEPA AIR CLEANER							
C-136-5	EACH	1.000	0.000	28.50	24.50	24.50	N
1800 REPLACEMENT PREFILTER							
C-136-11	EACH	1.000	0.000	112.00	112.00	112.00	N
REPLACEMENT BAG FILTER M-25H							
C-136-14	EACH	1.000	0.000	394.00	335.00	335.00	N
REPL. HEPA MAIN FILTER M-25H							
C-136-22	EACH	1.000	0.000	56.00	56.00	56.00	N
REMOTE CONTROL - AIR CLEANERS							

NO CLAIMS OF ANY KIND WILL BE RECOGNIZED UNLESS MADE WITHIN 10 DAYS AFTER
RECEIPT OF GOODS.
RETURNED MERCHANDISE WILL NOT BE ACCEPTED WITHOUT PRIOR WRITTEN
AUTHORIZATION.

*LIFT GATE NEEDED	EACH	0.000	0.000	0.00	0.00	0.00	N
*DELIVERY HOURS M-F 9-5	EACH	0.000	0.000	0.00	0.00	0.00	N

*PLEASE READ THE FOLLOWING IMPORTANT
RECEIVING INFORMATION AND SIGN BELOW:
ALL DAMAGES MUST BE NOTED ON CARRIERS' RECEIVING
SLIP & INITIALED BY THE DRIVER BEFORE HE LEAVES.
CLAIMS WILL NOT BE HONORED BY THE FREIGHT CARRIER
OR BAILEY POTTERY UNLESS PROPER NOTATION IS MADE.
NOTIFY BOTH THE FREIGHT TERMINAL & BAILEY POTTERY
IMMEDIATELY IF THERE IS ANY DAMAGE TO YOUR
SHIPMENT. TAKE PICTURES OF THE DAMAGE & RETAIN

Continued

BAILEY POTTERY EQUIPMENT CORP.
AND
CERAMIC SUPPLY



Po Box 1577
62-68 Tenbroeck Ave
Kingston, NY 12402
(845) 339-3721

Quote

Order Number: 0421923

Order Date: 4/9/2019

Salesperson: RM

Customer Number: 00-0016877

Sold To: Ship To:

Annie Zipkin
23501 Via Mariposa
Laguna Woods, CA 92637 USA

Annie Zipkin
23501 Via Mariposa
Laguna Woods, CA 92637 USA

Confirm To: (504) 250-5839
anniezipkin@aol.com

Customer P.O. Ship VIA F.O.B. Terms

Origin

PPD

Item Number	Unit	Ordered	Back Order	Retail Price	Discounted Price	Amount	Drop Ship
-------------	------	---------	------------	--------------	------------------	--------	-----------

ALL PACKING MATERIALS UNTIL YOUR CLAIM IS SETTLED.
THE TRUCK DRIVER DOES NOT ASSIST IN ANY WAY WITH
UNLOADING AND PLACEMENT OF THE FREIGHT.
RECIPIENT IS SOLELY RESPONSIBLE FOR OFF-LOADING,
PLACEMENT, UNCRATING & INSTALLATION.
RECIPIENT IS RESPONSIBLE FOR COORDINATING THE
RECEIPT DATE WITH THE FREIGHT CARRIER.
BAILEY POTTERY EQUIPMENT IS NOT RESPONSIBLE FOR
FREIGHT CARRIERS WHO DO NOT ARRIVE AS PROMISED.

I ACCEPT RESPONSIBILITY FOR FOLLOWING THE
RECEIVING INSTRUCTIONS OUTLINED ABOVE.

NAME _____ TITLE _____
DATE ____/____/____

CHECK
Deposit Authorization or
Check #

Net Order:	2,528.50
Less Discount:	0.00
Freight:	580.00
Sales Tax:	225.37
Order Total	3,333.87

RESOLUTION 90-19-XX

**Donation from Ceramic Slipcasting Club for
Air Ventilation Unit**

RESOLVED, August 6, 2019, the Board of Directors of the Golden Rain Foundation hereby accepts the donation of \$2,528.50 from the Ceramic Slipcasting Club of Laguna Woods Village; and

RESOLVED FURTHER, the additional air ventilation unit will be added to enhance air quality and minimize dust in the Clubhouse 4 ceramics room as it is susceptible to dust due to mixing of glazes, storage of glaze material and dried out clay particles; and

RESOLVED FURTHER, the Golden Rain Foundation Board of Directors sincerely appreciates the generosity of the Ceramics Club of Laguna Woods Village, which reflects support of programs, services, and facilities that enrich the lives of older adults.

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STAFF REPORT

DATE: August 6, 2019
FOR: Board of Directors
SUBJECT: Community Village Fund Committee Donation Resolution

RECOMMENDATION

Staff recommends the Board establish and adopt a resolution to accept donated funds from the Community Village Fund Committee to purchase various items and equipment for GRF property.

BACKGROUND

The Village Community Fund (VCF), a California Public Benefit Corporation formed in December 2017, was organized by residents of Laguna Woods Village for the purpose of providing support for programs, services, and facilities that enrich the lives of older adults. One intent of VCF fundraising is to support projects within the Laguna Woods Village (LWV); however, this organization is not affiliated with any governing board or committee of GRF, United Mutual, or Third Mutual.

The Video Club of Laguna Woods Village, established in 1989, uses a GRF facility located behind Clubhouse 2 comprised of a video lab, studio, control room, and classroom. These facilities underwent an extensive renovation project in 2019, moving the production studio and equipment and repurposing the conference room/classroom.

DISCUSSION

After the renovation, it was noted that current furnishings are over 20 years old and have exhausted their useful lives. The Video Club determined it needs 18 new studio chairs, three control room desks and four office chairs estimated at a total cost near \$2,000 (Attachment 1). The Village Community Fund held a fundraiser to support the Video Club project and raised funds to improve these GRF educational facilities.

FINANCIAL ANALYSIS

GRF will accept a donation from VCF in the amount of \$2,000 and purchase the designated office chairs, desks, and stacking chairs for the Clubhouse 2 Annex facilities used for video learning activities.

Prepared By: Brian Gruner, Recreation and Special Events Director

Reviewed By: Siobhan Foster, Chief Operating Officer
Betty Parker, Chief Finance Officer

Attachments:

Attachment 1: Fundraising Campaign Flyer
Attachment 2: Resolution 90-19-xx

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Attachment 1 – Fundraising Campaign Flyer



Video Club 30th Anniversary
FUND RAISING CAMPAIGN
with Village Community Fund
Donations Are Tax-Deductible

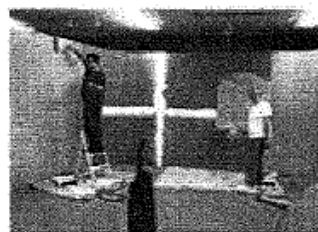
CAMPAIGN ENDS JULY 31, 2019

Raised as of 7/17/19: \$1305
(65.25% of our \$2000 goal)

THE BACKGROUND?

At our 30th Anniversary Open House on January 17, 2019, we unveiled a major improvement to the Video Studio – a new Control Room/Classroom, paid for by VMS renovation funds and equipped through the Video Club's 2019 equipment funding from GRF.

This summer, we made more major Studio improvements, renovating both the general-purpose set and the green-screen set, using Video Club funds and lots of volunteer labor. (Volunteer Work Days to clean and organize the Studio are planned for July 22 and August 6.)



WHAT REMAINS TO BE DONE?

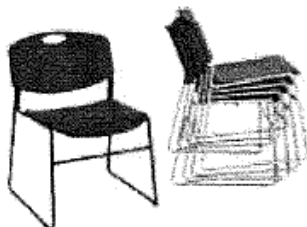


WE ALREADY HAVE THE MONEY TO BUY...

4 Office Chairs @ \$93.99 ea.
(free shipping) + est. \$30.00 tax \$405.96



3 Computer Desks @ \$121.10 ea.
(free delivery) + est. \$9.00 tax \$390.30



WE ALSO NEED...

18 Plastic Stacking Chairs @ \$65 ea.
(incl. est. tax & shipping) \$1170.00

*Stacking chairs are needed for meetings, classes, and seating live audiences.
So far, we have raised enough money to buy only 7 or 8 stacking chairs.*

Help us reach our goal. **DONATE BEFORE THE CAMPAIGN ENDS!**

Donations made through the Village Community Fund are tax-deductible.

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RESOLUTION 90-19-XX

Donation from Village Community Fund for Video Learning Facilities

RESOLVED, August 6, 2019, the Board of Directors of the Golden Rain Foundation hereby accepts the donation of \$2,000 from the Village Community Fund, a Non Profit Public Benefit Corporation; and

RESOLVED FURTHER, the funds will be used to purchase office chairs, computer desks, and stacking chairs, to be located in the Clubhouse 2 Annex facilities used for video learning activities; and

RESOLVED FURTHER, the Golden Rain Foundation Board of Directors sincerely appreciates the generosity of all who contributed to the Village Community Fund fundraising campaign, which reflects support of programs, services, and facilities that enrich the lives of older adults.

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STAFF REPORT

DATE: June 12, 2019
FOR: Maintenance and Construction Committee
SUBJECT: Contract Award for Gate 16 Golf Driving Range Design Consultant

RECOMMENDATION

Award a professional service contract to Community Works Design Group in the amount of \$94,127 to prepare construction documents and contractor bid packages for the Gate 16 Golf Driving Range project.

BACKGROUND

As part of the 2019 Capital Plan, \$500,000 was appropriated for the Gate 16 Driving Range improvements.

The Gate 16 Driving Range area includes a 17 stall driving range; a 6 stall teaching area; small short-game area at the main range and a large putting green near the main clubhouse. These areas are all heavily used during operating hours and are a key amenity for Village residents. The proposed improvements will greatly enhance the service to the residents and create a much more efficient operation.

Currently, the Gate 16 Driving Range is in disrepair and is causing operational challenges. Reduced watering of the driving range was put in place to conserve water during the years of drought in California. As a result there are large areas that are bare dirt and heavily rutted. The poor conditions of the terrain are damaging the utility vehicles used to retrieve the golf balls. Recently, the driving range was closed on several occasions for days at a time due to muddy conditions from the multiple rain storms. Additionally, the short game practice areas, which are a key part of any quality golf operation, are being used as a chipping green resulting in damage to the practice area, by leaving multiple divots.

In March 2018, a golf consultant was retained by the Recreation Department for the renovation of the Gate 16 Golf Driving Range. They provided conceptual design drawings and a scope of work used to advertise an RFP for construction documents (Attachments 1 & 2).

The recommended renovations will improve ball retrieval efficiencies, reduce repair costs, and provide residents a better experience with more useable space and a wider variety of golf shots.

DISCUSSION

Upon receipt of the golf consultant's scope of work for the site improvements, staff incorporated it into the RFP, which was subsequently advertised to golf course design consultants and landscape architects for the preparation of construction documents and a contractor bid package necessary for obtaining city permits and contractor bids. Staff received

three proposals, which were evaluated and scored on adherence to the RFP requirements; pricing; and experience. Community Works Design Group received the best score and is the recommended consultant for this project.

FINANCIAL ANALYSIS

The 2019 GRF Capital Plan includes an appropriation in the amount of \$500,000 from the Facilities Fund, for the Gate 16 Golf Driving Range Improvements. This phase of the project will be fully funded in the amount of \$94,127.

Prepared By: Steven Warmbier, Project Manager

Reviewed By: Guy West, Projects Division Manager
Ernesto Munoz, P.E., Maintenance and Construction Director
Betty Parker, CFO

ATTACHMENTS

Attachment 1 – Conceptual Drawing
Attachment 2 – Scope of Work

ENDORSEMENTS (to GRF Board)

Discuss & Consider a Contract Award for Gate 16 Golf Driving Range Design Consultant

Currently, the Gate 16 Driving Range is in disrepair and is causing operational challenges. Reduced watering of the driving range was put in place to conserve water during the years of drought in California. As a result there are large areas that are bare dirt and heavily rutted. The poor conditions of the terrain are damaging the utility vehicles used to retrieve the golf balls. Recently, the driving range was closed on several occasions for days at a time due to muddy conditions from the multiple rain storms. Additionally, the short game practice areas, which are a key part of any quality golf operation, are being used as a chipping green resulting in damage to the practice area, by leaving multiple divots.

Director Addington made a motion, seconded by Director Tibbets, to recommend the Board award a professional service contract to Community Works Design Group in the amount of \$94,127 funded from the Facilities Fund, to prepare construction documents and contractor bid packages for the Gate 16 Golf Driving Range project. Director Addington rescinded her original motion.

Director Bhada moved, seconded by Director Randazzo, to postpone the Gate 16 Golf Driving Range project to 2020. The motion passed 5-1 (Director Tibbets opposed).

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ATTACHMENT 1 – CONCEPTUAL DRAWING



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ATTACHMENT 2 – SCOPE OF WORK

Proposed Scope of Improvements

The following information is an anticipated scope of construction improvements that will be addressed in the project:

1. Rebuild the entire practice range landing area as shown on the attached plan. The work will include regrading for aesthetics, drainage and golf ball containment. Work will include approximately seven (7) new target greens, sand bunkers for the target greens, a practice chipping green area and sand bunker, protective fencing, replacement fencing, new trees, demolished trees, new irrigation and new drainage.
2. The attached plan "Laguna Woods Village Golf Course/Practice Range Area: Alternative C" illustrates a general concept for the proposed improvements.

Scope of Services

Provide Services for all phases of the work. Service will include preliminary design, construction documents, specifications, bidding, & construction observation and approval. Sub-consultant's that might be required for related work including Civil Engineering, Irrigation, Base Topographic Mapping, Landscape Architecture, and any others, are to be included.

1. Base Topographic Mapping - Provide the necessary ground control and fly new aerial photography suitable to produce 1"=40' scale topographic mapping with 1' contours. All golf course features (greens, tees, sand bunkers, cart paths, trees, fairway limits, protective netting, etc.) and clubhouse limits (clubhouse, parking lot, entry drive, and maintenance yard) shall be clearly identified on different layers in AutoCAD. The mapping limits will extend 50' beyond the limit of base photograph shown on the attached plan. Final products will be a color digital orthophoto at .25' GSD and digital data suitable for AutoCAD.
2. Preliminary Design – This phase will include the preliminary design development of all plans and specifications for the improvements. Develop and submit an accurate cost estimate and construction schedule for the project based on the preliminary design for review and approval. Identify, manage and carry out all governing agency submittals for any approvals and permits that might be required for the project.
3. Construction Documents – This phase will include the development of all final plans and specifications required for an accurate bidding and construction of the work based on the approved preliminary plans and construction cost estimate.
 - a. Utility Research – Civil engineer will contact the local utility agencies to obtain copies of the existing and proposed utility plans and atlas information for the entire course. This will include all public utilities of record within the area.
 - b. Grading Plan - Prepare a Demolition Plan, Grading Plan, and NPDES permitting for the limits of work identified on the attached exhibit. Plans will be prepared in conformance with the City of Laguna Woods requirements.
 - c. Erosion Control Plan – Prepare an Erosion Control Plan to provide measures to mitigate sediment and erosion.
 - d. Drainage Design - Prepare a Drainage Plan based on an evaluation of the existing and proposed drainage based for the improvements.
 - e. Irrigation Design

- i. Prepare a GPS as-built of the existing irrigation (heads, mainline laterals, lateral isolation valves, controllers, laterals, etc.) of the Practice Range Area.
 - ii. Site visit to determine water and power availability locations
 - iii. Prepare Construction Documents, Details and Specifications.
 - f. SWPPP Preparation- The following represents those scope items required to complete and file a Construction General Permit on the California State Water Resources Control Board website (SMARTS)>
 - i. SWPPP Preparation – Prepare a SWPPP for submittal to the State Water Resource Control Board. The document will include selection of Best Management Practices (BMO's) appropriate for the golf course renovation.
 - ii. Notice of Intent (NOI) Filing – Assist the Owner with the registration and filing process on the State Water Resource Control Board (SMARTS website).
 - iii. Notice of Termination (NOT) Filing – At project completion, assist the Owner with the preparation of a NOT for the project. Upload the completed NOT to the SMARTS website.
 - g. Meetings –
 - i. Civil Engineer – Five (5) meetings will be required for coordination with the Owner and Project Team.
 - ii. Golf Course Designer– Five (5) meetings will be required for coordination with the Owner and Project Team.
 - iii. Irrigation Designer– Two (2) meetings will be required for coordination with the Owner and Project Team.
 - h. Cost Estimate – Prepare a comprehensive cost estimate of the proposed improvements for the construction of the practice range. The estimate shall include all portions of the project.
- 4. Contractor Selection Process – Provide an approved list of suitable bidders for the full scope of work.
 - a. Provide plans, bid quantities/sheets, specifications, details and other items for a competitive bid process.
 - b. Attend one (1) pre-bid meeting with the golf course contractors.
 - c. Respond to contractor request for information (RFI).
 - d. Assist the Owner in evaluating the bids and selecting the golf course contractor.
- 5. Construction Observation – Preview all areas of work on a timely basis with the contractor and Owner's representative and review and approve completed work.
 - a. Golf Course Designer – Assume eight (8) site visits to review grading and drainage.
 - b. Irrigation Designer –
 - i. Review Contractor submittals for adherence to specifications.
 - ii. Provide onsite staking of sprinkler locations in advance of installation.
 - iii. Provide Contractor with as-staked plan incorporating any field modifications required.
 - iv. Make a minimum of two (2) site visits during construction to inspect materials and provide construction observation and report on Contractor progress.

6. Post Construction

- a. Map the completed project using GPS equipment including:
 - i. Features (Greens, Tees, Bunkers, Hardscape, Buildings), Turf Limits
 - ii. Irrigation equipment installed (Sprinklers, Valves, Controls)
- b. Prepare a Record Drawing of the complete project incorporating the GPS data with the Contractors field notes. Deliverables to include 100-scale prints of Mechanical, Electrical, and Communications Plans plus a set of 8-1/2" x 11" prints of each controller zone. All prints to be delivered electronically in pdf format.
- c. Update Irrigation Program including the following:
 - i. Enter complete data for all new sprinklers including model, nozzle, pressure and arc.
 - ii. Assign sprinklers to programs at the direction of the Golf Course Superintendent
 - iii. Modify program Hydraulic Tree as needed and assign sprinklers to the correct branches. Each lateral valve shall be a separate branch
 - iv. Test program to ensure that it operates correctly.

Submittal Requirements

1. Provide a list of sub-consultants that are to be used.
2. Provide a list of at least five (5) golf course design projects related for capital improvements (improvements/renovations) over the past three (3) years.
3. List members of staff and their experience that will be used on this project.
4. List a timeline to complete design and submittal package for construction bid.

Fee Schedule

Please breakdown your fee proposal as follows: (Fee should include all required sub-consultant fees).

1. Base Topographic Mapping
2. Preliminary Design
3. Construction Documents
4. Contractor Selection Process
5. Construction Observation.
6. Post Construction
7. Anticipated Reimbursable Costs
8. Anticipated Plan Check/Permit & Regional Approval
9. Fees/Rates/Costs for Additionally requested services, site visits or meetings.

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MINUTES OF THE SPECIAL OPEN MEETING OF THE BUSINESS PLANNING COMMITTEE

July 8 & July 10, 2019

The Special Open Meeting of the Golden Rain Foundation of Laguna Woods Business Planning Committee, was held on Monday, July 8, 2019 and Wednesday July 10, 2019 at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Diane Phelps, Chair; Beth Perak, Pat English, Rosemarie diLorenzo, Jon Pearlstone, Juanita Skillman, Gary Morrison, Ryna Rothberg (for Al Amado);

Directors Absent: Al Amado

Staff Present: Jeff Parker, Betty Parker, Siobhan Foster, Tim Moy, Chuck Holland, Brian Gruner, Christopher Swanson, Eileen Paulin

Others Present: Third: Steve Parsons, Cush Bhada, Annie McCary, John Frankel, Reza Karimi

United: Elsie Addington, Manuel Armendariz, Sue Margolis, Andre Torng, Cash Achrekar

VMS: Dick Rader

CALL TO ORDER/STATE PURPOSE OF SPECIAL MEETING

President Beth Perak served as Chair of the meeting and stated that it was a special meeting held pursuant to notice duly given and that a quorum was present. The meeting was called to order at 3:39 P.M.

ESTABLISH QUORUM

Chair Perak established a quorum.

APPROVAL OF AGENDA

Without objection, the Board approved the agenda as written and by consensus agreed to allow members comments on the proposed fee increases at the beginning of the meeting.

MEMBERS COMMENTS

Approximately 20-30 community and board members spoke to the proposed business and capital plans, expressing concerns over potential increases. Suggestions were made to seek alternative sources of revenue along with comments and recommendations for possible reductions to the proposed plans.

Review GRF 2020 Business Plan, Version 1

Jeff Parker, CEO and Betty Parker, CFO presented the 2020 Capital Plan and the 2020 Business Plan respectively. Questions and answers occurred throughout the July 8 and July 10 meetings. No action was taken.

Member Comments:

Director Phelps thanked the Board and the community for input.

ADJOURNMENT

There being no further business to come before the Board of Directors, the meeting adjourned at 10:10 AM.

DRAFT

Diane Phelps, Chair
Golden Rain Foundation Board of Directors

Financial Report

As of June 30, 2019



INCOME STATEMENT

Assessment Revenue	\$15,499
Non-assessment Revenue	\$6,760
Total Revenue	\$22,259
Total Expense	\$20,509
Net Revenue/(Expense)	\$1,750

1

Financial Report

As of June 30, 2019



INCOME STATEMENT

OPERATING FUND w/o Depreciation (in Thousands)

Assessment Revenue	\$14,047
Non-assessment Revenue	\$4,612
Total Revenue	\$18,659
Total Expense	\$18,161
Operating Profit	\$498

2

Financial Report

As of June 30, 2019

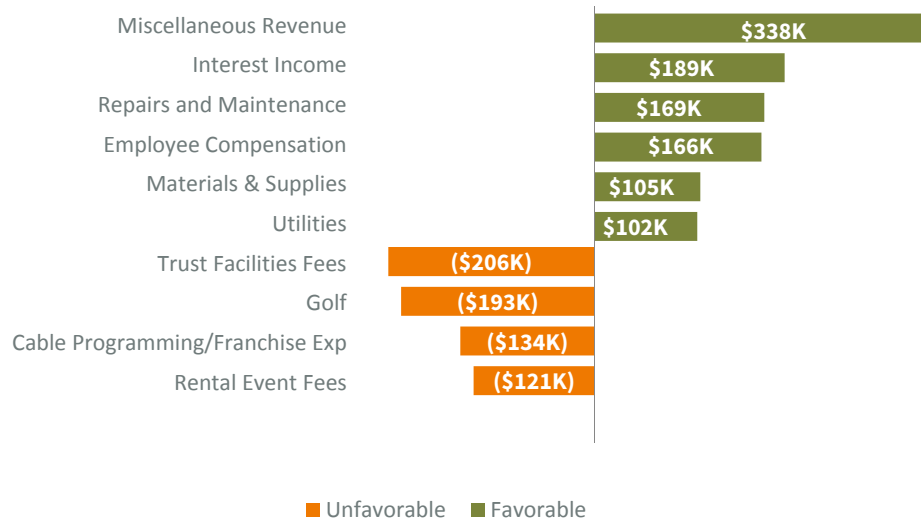


INCOME STATEMENT	ACTUAL	BUDGET	VARIANCE
Assessment Revenue	\$15,500	\$15,500	\$0
Non-assessment Revenue	\$6,760	\$6,808	(\$48)
Total Revenue	\$22,260	\$22,308	(\$48)
Total Expense	\$20,510	\$20,854	\$344
Net Revenue/(Expense)	\$1,750	\$1,454	\$296

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Financial Report

As of June 30, 2019



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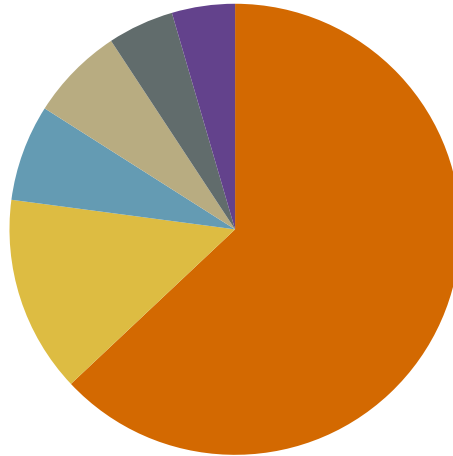
Financial Report

As of June 30, 2019



Total Expenses excluding depreciation

- 63% Employee Compensation & Related
- 14% Cable/Franchise/Copyright
- 7% Insurance, Professional & Legal
- 7% Utilities, Fuel & Oil
- 5% Outside Services
- 4% Materials & Supplies



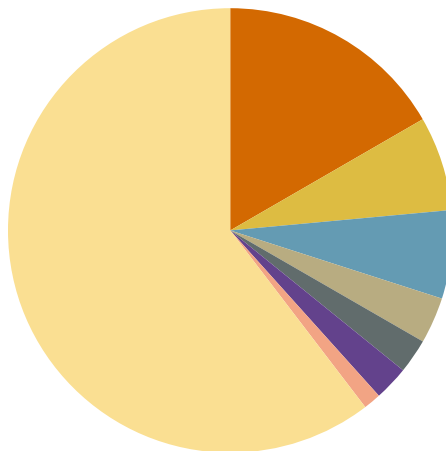
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Financial Report

As of June 30, 2019



Total Non Assessment Revenues \$6,759,755



- 28% Trust Facilities Fees
- 11% Golf Operations
- 11% Miscellaneous
- 6% Clubhouse Rentals
- 4% Recreation Revenue
- 4% Interest Income
- 2% Merchandise Sales
- Total Non-assessment Revenue

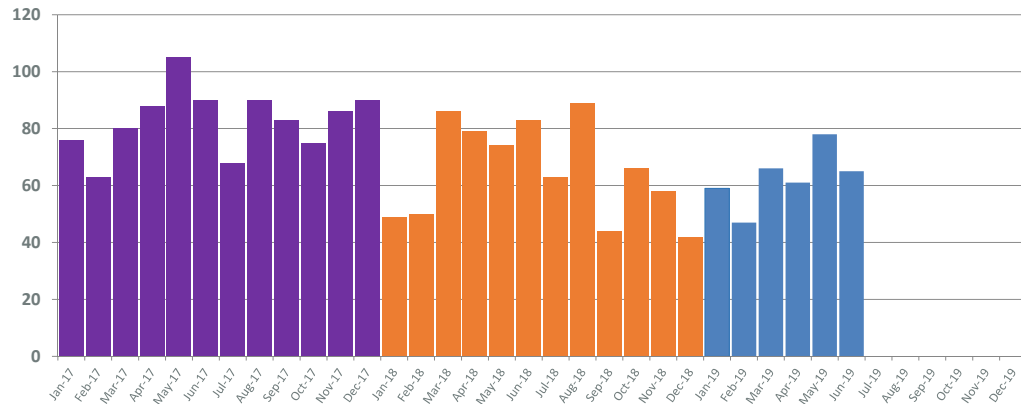
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Financial Report

As of June 30, 2019



RESALE HISTORY Community Wide # Units



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Financial Report

As of June 30, 2019



FUND BALANCES (in Thousands)	ENDING BALANCES	WORK IN PROGRESS	ADJUSTED BALANCES
Equipment	\$5,332	\$2,149	\$3,183
Facilities	18,479	3,649	14,830
Contingency	599	47	552
Trust Facilities Fee	5,108	0	5,108
TOTAL	\$29,518	\$5,845	\$23,673

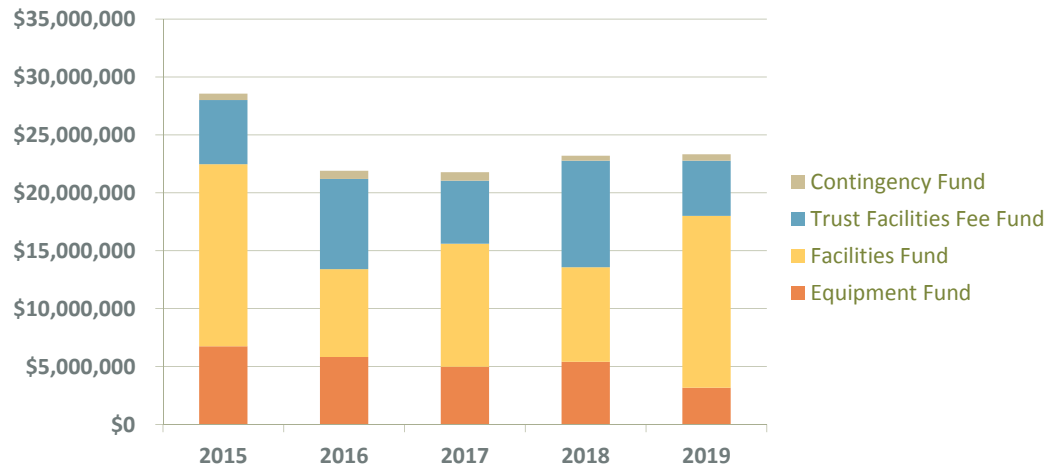
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Financial Report

As of June 30, 2019



FUND BALANCES



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Financial Report

As of June 30, 2019



FUND ENCUMBRANCES

(in Thousands)

	TOTAL APPROPRIATIONS	REMAINING ENCUMBRANCE
Aquatics & Fitness	\$636	\$439
Broadband Services	1,075	321
Clubhouses	5,188	4,347
Computers	1,605	582
Community Center	2,606	1,993
Energy Projects	978	456
Garden Centers	400	58
Golf Facilities	1,299	794
Other Equipment	390	219
Other GRF Facilities	1,154	800
Paving	1,995	1,040
Pickleball	850	47
Security	2,727	1,973
Vehicles	1,879	1,424
TOTAL	\$22,782	\$14,493

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OPEN MEETING

REPORT OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE

Thursday, July 11, 2019 – 1:30 p.m.
Board Room

MEMBERS PRESENT: Beth Perak-Acting Chair, Annie McCary, Sue Margolis, Joan Milliman, Bunny Carpenter, Andre Torng, Diane Phelps

MEMBERS ABSENT: Annette Sabol-Soule, Ryna Rothberg, Cush Bhada, Leon St. Hilaire, Shawn Tumpane

OTHERS PRESENT: Juanita Skillman, Pat English, Dick Rader, Dick Palmer, Maggie Blackwell, Elsie Addington, Steve Parsons and Cash Achrekar were present in audience

STAFF PRESENT: Brian Gruner, Jennifer Murphy, Jackie Kupfert, Betty Parker, Tom McCray

Call to Order

Acting Chair Perak called the meeting to order at 1:32 p.m.

Acknowledgement of Media

There was no press present.

Approval of Agenda

A motion was made to move item #16 Tennis Renovation from Items for Future Agendas to Items for Discussion and Consideration.

Motion passed unanimously.

Approval of Committee Report for May 9, 2019

A motion was made, and by consensus, the report was approved.

Chair's Remarks

Acting Chair Perak stated she is happy to be back with Recreation for this meeting and thanked the audience for attending.

Report of the Recreation and Special Events Director

Mr. Gruner reported the Men's Golf Club Memorial Golf Tournament raised approximately \$30,000 for the Foundation. The Memorial Day event at the Performing Arts Center hosted over 800 attendees featuring speakers such as Lt. Col. from Camp Pendleton. Agenda Special Events Dinners

July 11, 2019

Page 1 of 5

continue to sell out and have themes such as Seafood, Mediterranean, BBQ and Moroccan. Clubhouse 7 hosted an Afternoon Tea event with 130 attendees. Recreation has met with the Registrar of Voters to make enhancements ensuring better service for our voters. The Patio Concerts at Clubhouse 1 continue to do well. Twilight Golf sells out each month. Mother's Day and Father's Day brunches also sell out each year. Thrive and the Recreation Department co-hosted the Centenarian Project Launch on June 28. The project will be continue to be highlighted at Grandparents Fun Day and was showcased at the 4th of July Celebration. The Summer Horse Show at the Equestrian Center was well attended. Timeless Melodies had approximately 150 attendees and continues to be well received. The 4th of July Celebration had a great turnout with an estimated attendance of 2200 to 2400 people. Each year the event is reviewed and fine-tuned. Staff noticed that many other residents set up around the community to watch the fireworks. The ESL program is doing exceptionally well and has been moved to a larger room to accommodate participants.

Mr. Gruner reported the following facility enhancements: new banquet chairs have been purchased for the clubhouses; new pool furniture will be replaced at all pools except Pool 1 as they have already been replaced; the Bocce courts at Clubhouse 1 have been updated with new carpeting and new shade covers; roof and dry wall repair has been completed at Clubhouse 1; the gazebo has been repainted and repaired at Clubhouse 1; the design engineering process is at 90% for the Performing Arts Center; Clubhouse 4 staff is contracting with a vendor to build a compliant paint booth; installation of new a HVAC system in ceramics room has been completed; the Clubhouse 5 spin bikes are on a regular maintenance schedule with the first scheduled visit today; Garden Centers now have a newsletter; weeding and tree removal was contracted with a tree trimming vendor; sidewalks were repaired at Garden Center 1 to allow for ambulance access to all of Garden Center 1; the library was provided with 25 chairs from the Community Center.

Mr. Gruner reported the following operational improvements: the Saddleback Emeritus survey was delivered to Mr. Gruner which will be reviewed by an ad hoc committee; the comprehensive staff training day planning is coming along nicely which will encompass the following main topics: Know Your Community and Recreation Programs, Emergency Procedures and Customer Interactions 101; the Equestrian Center will host horsemanship classes soon to educate all residents visiting the Center about horse safety and to provide expanded services.

Acting Chair Perak stated \$35,000 was raised by the Men's Golf Club Memorial Tournament for the Foundation. Recreation collaborates with this tournament to offset costs for a larger contribution to the Foundation. Recreation also collaborates with Thrive to ensure the well-being of residents.

Ms. Murphy stated Kids Summer Splash will be hosted at Pool 6 on July 19 and August 9 with an inflatable water slide, games, ice cream and lemonade from noon to 4 p.m. On July 27, the Garden Center Farmer's Market will be 9 a.m. to noon. This is a free event. Pour and Paint will be hosted at Clubhouse 1 on July 29 and is \$28 per person. The next Patio Concert at Clubhouse 1 is Stevie Nicks Illusion on August 1 for \$10 per person; Dallas and Dolls will be featured for the September 5 Patio Concert. On August 7, Clubhouse 1 will host the Moroccan Buffet for \$19 per person with the Hungarian Buffet on September 4. Grandparents Fun Day will be on August 3, 11 a.m to 2 p.m. at Clubhouse 2. Tickets go on sale tomorrow: \$10 adults/\$15 for children. This year, the event will have a mermaid in the pool with photo opportunities, water slide, inflatables, food and much more. The final outdoor concert at Clubhouse 2 will feature a Huey Lewis and the News tribute band, car show and a DeLorean for photo opportunities on September 28. Monday Night Football will be held at the Village Greens starting in September. Recreation has approximately 40 contracted

instructors with a few new classes such as Jazz dance class on Saturdays at 10 a.m. and Ageless Ballet with Mia on Fridays at 11 a.m., both in the Clubhouse 5 Fitness room. Swim classes will begin July 29 with Premier Aquatics instructors and cost is \$45 per 2-week session. The second session for swim classes begins August 12. The Fashion Make-Up class will return in September with registration in the Recreation office. Battle of the Fitness Centers will be on July 24. EJ's Chair Exercise class and Senior Boot Camp will be hosted in the Mini-Gym at Clubhouse 1.

Director Carpenter reminded everyone that the website hosts this information.

Betty Parker, CFO presented the Proforma Recreation Services Summary of Operations. Discussion ensued to ensure the desired report format. The Community Activities Committee agreed by consensus this format is sufficient.

Member Comments (*Items Not on the Agenda*)

Members spoke on the following topics: Equestrian Center fees; GRF trailer usage during emergencies for horse transportation; \$35 additional services fee; horse feed; hay standards; 4th of July Fireworks disruptive to the horses; children's swim hours; social clubs popularity; tennis renovations; room reservations; CAC agenda packet on website; no literature at Clubhouse 2 should be reviewed.

Director Milliman stated many avenues are and should be reviewed regarding fireworks to ensure safety of the horses. Director Phelps stated Mr. Moy would be the staff person to direct RV lot questions. Acting Chair Perak directed staff to review the tennis clubhouse becoming a rentable space and the quality of feed. Acting Chair Perak stated previous Directors were involved in the decision of no flyers at Clubhouse 2. Director Phelps inquired as to the \$35 fee for services at Equestrian Center. Director Torng inquired as to a safe place for the horses to be moved.

Mr. Gruner stated the following: Staff is currently working with the feed broker regarding feed for the horses; there is a trailer onsite for emergencies; staff will research options regarding the fireworks; moving the horses is not feasible. Mr. Gruner explained the \$35 fee and what it includes.

CONSENT

Acting Chair Perak directed staff to remove the National Vending Update from future agendas.

A motion was made, and by consensus, the consent calendar was approved.

REPORTS

Clubhouse 2 Annex Open Space – Ms. Murphy stated the staff recommendation to make the Clubhouse 2 Annex Open Space rentable.

A motion was made to make the Clubhouse 2 Annex Open Space rentable.

Discussion ensued.

The motion carried unanimously.

CBD Product Sales in the Golf Pro Shop - Mr. Gruner stated the staff recommendation to authorize the resumption of the sale of non-THC CBD based products at the 27 Hole Golf Pro Shop.

A motion was made to authorize the resumption of the sale of lotion or cream only, no oral ingestible, non-THC CBD based products at the 27 Hole Golf Pro Shop.

Discussion ensued.

The motion passed 5-1.

GRF Recreation Department Policy: Clubs/Groups/Organizations Revision - Ms. Murphy stated the staff recommendation to amend the GRF Recreation Department Policy as it pertains to clubs/groups/organizations.

A motion was made to approve staff recommendation to amend the GRF Recreation Department Policy as it pertains to clubs/groups/organizations with change of limitation of 287 clubs/groups/organizations.

Discussion ensued.

The motion failed 2-4.

A motion was made to approve staff recommendation to amend the GRF Recreation Department Policy as it pertains to clubs/groups/organizations with removal of 250 limit to number of clubs.

Discussion ensued.

The motion failed 2-4.

A motion was made to approve staff recommendation to amend the GRF Recreation Department Policy as it pertains to clubs/groups/organizations.

Discussion ensued.

The motion passed 4-3.

At this time, Director Tornng requested Director Blackwell to assume his place on the dais.

ITEMS FOR DISCUSSION AND CONSIDERATION

Drop-In Lounge TV Update – Mr. Gruner stated the update regarding the Drop-In Lounge. There continues to be no negative comments regarding the lack of sound. At the May CAC meeting, Staff was directed to conduct a survey, if possible, using those who signed in for the month of December. Mr. Gruner presented the sign-in sheets and regarded them as unreadable. The Committee directed Staff to not proceed with the survey after reviewing the unreadable sign-in sheets. Staff will research staggered programming with different programs throughout the day/evening and will continue to monitor this situation.

Air Filter Donation Request - Mr. Gruner stated the Ceramics and Sculptures Club is willing to donate an air filter with a caveat of GRF assuming liability and maintenance of the air filter. Staff recommended CAC request GRF review.

The Committee directed Staff to request this addition to GRF August agenda.

Tennis Renovation – Director Phelps stated her support of the tennis renovation project.

Discussion ensued.

Staff was directed to host a special CAC meeting for the tennis renovation discussion.

ITEMS FOR FUTURE AGENDAS

Emeritus Survey - Mr. Gruner introduced the Emeritus survey results packet and requested a small ad hoc committee be formed to review the data.

Director Carpenter, Director Milliman, Director Margolis, Dick Rader volunteered for this committee.

Chair Soule will review presented volunteer list for any further assignment of this committee.

CONCLUDING BUSINESS

Committee Member Comments

None stated.

Date of Next Meeting

The next regular meeting of the GRF Community Activities Committee will be held at 1:30 p.m. at the Community Center in the Board Room on Thursday, September 12, 2019.

Adjournment

There being no further business, the Acting Chair adjourned the meeting at 4:55 p.m.


Beth Perak, Acting Chair

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OPEN MEETING

REPORT OF THE SPECIAL MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE

Thursday, July 23, 2019 – 1:30 p.m.
Board Room

MEMBERS PRESENT: Annette Sabol Soule, Chair, Annie McCary, Juanita Skillman, Joan Milliman, Bunny Carpenter, Andre Torng, Diane Phelps, Shawn Tumpane

MEMBERS ABSENT: Ryna Rothberg, Cush Bhada, Leon St. Hilaire,

OTHERS PRESENT: Pat English, Dick Rader, Dick Palmer, Bert Moldow and Beth Perak were present in audience

STAFF PRESENT: Brian Gruner, Jackie Kupfert

Call to Order

Chair Soule called the meeting to order at 1:32 p.m.

Acknowledgement of Media

There was no press present.

Approval of Agenda

A motion was made, and by consensus, the agenda was approved.

Chair's Remarks

Chair Soule stated swim lessons will occur at Pool 6, 10 a.m. to 11:30 a.m., Monday, Wednesday and Fridays in two sessions: July 29 and August 12. The cost is \$45 for each two-week session. Residents may find more information about this and many other programs by visiting the Recreation office.

Member Comments (*Items Not on the Agenda*)

Members spoke on the following topics: installation of backstroke swim flags and stanchions; making Pool 2 a lap swim pool only; no literature at Clubhouse 2 should be reviewed.

Advisor Tumpane inquired as to why flyers are not permitted at Clubhouse 2 currently. Chair Soule stated aesthetics was the main consideration with this decision. Mr. Gruner stated CAC regulates the decision regarding the addition of flyer racks to Clubhouse 2.

Director Torng stated there is a corridor at Clubhouse 2 and inquired as to this being used for flyers. Chair Soule stated this is not an option as the flyers would be exposed to the elements at a much greater rate. Director McCary stated the policy should be reviewed at this time. Chair Soule would like the discussion of flyers and policy review at Clubhouse 2 added to future CAC agenda under Items for Discussion and Consideration.

Chair Soule requested a report of complaints regarding Pool 2 lap lanes during pilot of lap lane extension hours at next meeting.

Director Skillman inquired about lap swim availability for youth ages 11-15 years at Pool 2. Chair Soule stated that Pool 2 youth ages 11 to 15 lap swim policy maintains the same children's swim pool hours of noon to 4 p.m. at Pool 2 for lap swimmers who have secured their laminated, time sensitive exception cards after providing competitive sport swim documentation to secure the exception from the Recreation Department. The Recreation Department also provides a copy of the stated resolution for residents to show card and resolution to the Pool 2 lifeguard.

Recreation Director Gruner stated Staff has been gathering emails for all swimmers, not just lap swimmers, for pool news to be disseminated.

Advisor Tumpane advised that temporarily installing the flags would be at a cost and would like this presented at the next CAC meeting. Director Skillman also stated this should be presented at a future CAC meeting. Chair Soule agreed and stated previous staff report did not state all options. Director Phelps reviewed the previous staff report as well. Director Carpenter inquired as to having Staff research pricing. Director Milliman would like to have the installation of the swim flags.

Director Torng stated a reasonable to reserve a time for lap swim only could be instituted. He would like to see all the options of backstroke flags researched.

Mr. Gruner stated Staff has recognized the swim program has grown and can have a new report by the next CAC meeting. Discussion ensued on the time and review board with which this report should be presented. Chair Soule stated she is not in favor due to time constraints of pushing this report through.

A motion was made that CAC recommends backstroke flags be installed at Pool 2 predicated upon Staff research.

The motion passed 6-1-0.

REPORTS

Tennis Center Building Renovation – Mr. Gruner stated the staff report for the Tennis Center Building Renovation from M&C Committee.

A motion was made to approve \$10,000 supplemental appropriation instead of \$72,638 to complete the interior of the tennis center building for the renovation.

Discussion ensued.

The motion passed 4-3-0.

ITEMS FOR DISCUSSION AND CONSIDERATION

Amend Facility Use Policy (Civil Code Section 4515) – Mr. Gruner stated Civil Code Section 4515 information and Recreation policy to date.

Chair Soule verified the discrepancies in the timing of reservations vs. gate clearance and disagreed with the hours listed of 8 a.m. to 8 p.m. daily. Her questions consisted of staff time and parking issues and resident fines/suspension mentioned in paragraph 3 on page 3 of 5 in the agenda packet.

Director Carpenter stated her recommendations of five days instead of three; please address solicitation; correcting verbiage stating social or educational as it may be confusing to residents.

Director Milliman noted the discrepancy with regards to the three day requirement of submitting the waiver and the one day reservation requirement in paragraph 4 on page 3 of 5 in the agenda packet.

Chair Soule inquired as to staff hours at facilities. Advisor Tumpane stated staff should not be manning facilities if not in use. Mr. Gruner stated 8 a.m. to 8 p.m. is within staff operational hours.

Director Skillman stated changes need to be made with days prior to reservations. She confirmed United Board made their changes in response to rallies as facilities are not addressed within that Board. She also stated that United Board limited hours to 9 a.m. to 5 p.m. Director Skillman is pleased with these policy changes only if not catering to free and outside influence.

Mr. Gruner requested a small ad hoc committee. CAC would rather have a consensus on the proposed changes. Chair Soule would like changes presented to lawyer and GRF.

The Committee directed Staff to request this addition to GRF August Closed agenda for counsel comment to Directors.

CONCLUDING BUSINESS

Committee Member Comments

Director Phelps commented on the length of the meeting. Chair Soule stated length was due to the addition of other discussion items.

Director Torng thanked the Chair for conducting the meeting very well.

Mr. Gruner thanked the committee for their time today.

Chair Soule thanked all attendees.

Date of Next Meeting

The next regular meeting of the GRF Community Activities Committee will be held at 1:30 p.m. at the Community Center in the Board Room on Thursday, September 12, 2019.

Adjournment

There being no further business, the Acting Chair adjourned the meeting at 4:23 p.m.

DRAFT

Annette Sabol Soule, Chair

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OPEN MEETING
THE GOLDEN RAIN FOUNDATION
MEDIA AND COMMUNICATIONS COMMITTEE
Monday, July 15, 2019, at 1:30 p.m.
Laguna Woods Village Community Center, Board Room
24351 El Toro Road, Laguna Woods, CA 92637

REPORT

MEMBERS PRESENT: Chair Joan Milliman, Directors Annie McCary, Pat English, Annette Sabol Soule, Maggie Blackwell, Roy Bruninghaus, Elsie Addington, Advisers Steve Carman and Lucy Parker.

MEMBERS ABSENT: Director Ryna Rothberg and Adviser Sheila Bialka.

OTHERS PRESENT: Juanita Skillman—United, Lynn Jarrett—Third, Richard Rader—VMS and Cash Achrekar—United

STAFF PRESENT: Eileen Paulin, Chuck Holland, Ellyce Rothrock, Jackie Brown and Becky Jackson

1. Call to Order

Chair Joan Milliman called the meeting to order at 1:32 p.m.

2. Acknowledgement of Media

Paul Ortiz from Village Television was present.

3. Approval of the Agenda

Agenda was approved.

4. Approval of Meeting Report from June 17, 2019

Report was approved.

5. Chair's Remarks

Chair Milliman welcomed everyone and thanked Residents for attending the meeting. She prompted the audience to fill out a card if they had a request to speak.

6. Member Comments (Items not on the Agenda)

Mary Wall (239-D) was called to speak and asked how many advertisers Village Television has. She also inquired about the music channels. She has been unable to locate them on her television.

Doh Shin (4011-1G) was called to speak and asked about the management of Broadband services. His questions pertained to an issue related to a bandwidth upgrade.

He passed around a sheet for Committee review.

Peter Chong (695-D) was called to speak and asked about Korean television channels.

Cash Achrekar (201-E) was called to speak and asked about real estate sign conformity. He stated agents are not complying with the directional Open House signs.

Sung Suh (5564-B) was called to speak and asked about Korean programming. He stated he did not hear about the changes in the programming.

7. Director's and Staff Forum

Chuck Holland responded to Ms. Wall's request on the fees and will work with her one-on-one to explain in detail. He addressed the scheduled maintenance that scrambled the channels which included the Korean language channels. He clarified this was accidental and will go over all the concerns individually with the members who came today.

Eileen Paulin addressed Mr. Achrekar's concerns with the sign uniformity. She explained that real estate agents who are not active, are sometimes not aware of the policy. She explained when realtors have multiple open houses in the same cul-de-sac it would appear that a single agent would not be in conformity with directional signs, when it is actually multiple realtors in the same vicinity. Ms. Paulin will follow up with Tim Moy, review photos and provide a report next month for the Committee.

REPORTS:

8. Broadband and Contracts Report—Chuck Holland

Mr. Holland provided his monthly report on Broadband and Contracts which includes: Contract Renewals, Subscriber Counts, Proforma Operating Statements and HD Conversion Updates.

The Proforma Broadband Summary included: Merchandise Sales, Broadband Services, Miscellaneous revenues, Employee Compensation, Compensation-Related Expenses, Materials and Supplies, Utilities, Legal Fees, Outside Services, Repairs and Maintenance, Other Operating Expenses, Property and Sales Tax, Cable Programming/Copyright/Franchise Fees and Uncollected Accounts.

9. Marketing and Communications Report-Eileen Paulin

Eileen Paulin introduced Ellyce Rothrock as fulltime staff and highlighted the following:

- Docent Tours
- New Resident Orientations
- The new What's Up in the Village format that launched July 12, 2019
- The Breeze
- The Centenarian Project
- Elections
- Monthly content meeting with Village Television

- Gate Constructions
- EV Charging Stations
- Recreation
- Town Hall Meeting for Polling Centers
- Discontinuing Handyman Program
- Discontinuing the Fox Channels
- Pool Maintenance Closures with a targeted list of swimmers
- Meet and Greet receptions for Board Candidates
- PowerPoint Presentations

Richard Rader inquired about the demographics of the Docent Tours.

Mr. Achrekar asked for clarification on the difference between Docent Tours and New Resident Orientations.

ITEMS FOR DISCUSSION AND CONSIDERATION:

ITEMS FOR FUTURE AGENDAS:

- The Website Upgrades–update on Staff’s progress
- Towers–Tours and New Resident Orientation facilitated by VMS Staff
- Foreign Language Translation–for critical communications, such as trash disposal and recycling.

CONCLUDING BUSINESS:

10. Committee Member Comments

Adviser Lucy Parker complimented Marketing and Communications Staff on the new E-blast, fliers and the support for the Centenarian Project.

Adviser Steve Carman gave kudos to Staff.

Director Maggie Blackwell stated the communications have been phenomenal, and commented that if the department had been in place during the transition and formation of VMS there would have been better Resident understanding.

Director Elsie Addington stated Staff is fabulous.

Director Annette Sabol Soule stated it was a good meeting and appreciates Staff.

Director Pat English stated we are lucky to have a good communications team.

Director Annie McCary stated it was a good meeting.

Director Roy Bruninghaus stated Staff did a great job on the E-blast last Friday.

Mr. Holland clarified the Broadband support service hours.

Ms. Paulin thanked everyone for their support of MarComm's efforts.

Chair Milliman stated the communications are great and are constantly improving.

11. **Date of Next Meeting—Monday, August 19, 2019, 1:30 p.m. in the Board Room**
12. **Adjournment**
Meeting was adjourned at 3:12 p.m.

A handwritten signature in dark ink, appearing to read "Joan Milliman", is written over a horizontal line.

Joan Milliman, Chair
Media and Communications Committee