



Hello Committee Members,

Attached is the agenda packet for the scheduled GRF Compliance Ad Hoc Committee Meeting on Friday, June 9, 2023, at 9:30 a.m. The meeting will be held in the Sycamore Room. Additionally, the meeting will be available virtually on ZOOM. Below is the information:

Hi there,

You are invited to a Zoom webinar.

When: Friday, June 9, 2023 9:30 a.m. Pacific Time (US and Canada)

Topic: GRF Compliance Ad Hoc Committee Meeting

Please click the link below to join the webinar:

<https://us06web.zoom.us/j/89671074866>

Meeting ID: 896 7107 4866

Please call to connect: 1 (669) 900-6833

If you have any questions or concerns, please feel free to contact me at 949-597-4255 or via email at [ruby.rojas@vmsinc.org](mailto:ruby.rojas@vmsinc.org)

Thank you and have a wonderful day.

**Ruby Rojas**

Administrative Coordinator- Security Department, Compliance Division



OPEN MEETING

MEETING OF THE GOLDEN RAIN FOUNDATION  
COMPLIANCE AD HOC COMMITTEE

Friday, June 9, 2023 - 9:30 a.m.  
24351 El Toro Road, Laguna Woods, California 92637  
Community Center – Sycamore Room/Virtual

NOTICE AND AGENDA

1. Call to Order Bunny Carpenter
  2. Approval of the Agenda Bunny Carpenter
  3. Approval of the Report from May 3, 2023 Bunny Carpenter
  4. Chair's Remarks Bunny Carpenter
  5. Member Comments Bunny Carpenter  
Laguna Woods Village owners/residents are welcome to participate in all open committee meetings and submit comments or questions regarding virtual meetings using one of two options:
    1. Join the committee meeting via a Zoom link <https://us06web.zoom.us/j/89671074866> or by calling 669-900-6833. Access code: 896 7107 4866
    2. Via email to [meeting@vmsinc.org](mailto:meeting@vmsinc.org) any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and unit number must be included.
  6. Response to Member Comments Bunny Carpenter
- Items for Discussion and Consideration:
7. Member Disciplinary Hearing Process Procedure Blessilda Wright
  8. Disciplinary Violations Matrix Blessilda Wright
  9. GRF Club Application Bunny Carpenter
- Concluding Business:
10. Committee Member Comments
  11. Future Agenda Items
    - a. Internal Dispute Resolution (IDR)
    - b. Additional Occupancy Fee
    - c. Website - Compliance policy layout
  12. Adjournment
  13. Date of Next Meeting: To be determined

\*A quorum of the GRF Board or more may also be present at the meeting.

Bunny Carpenter, Chair  
Blessilda Wright, Staff Officer  
(949) 268-2255







**OPEN MEETING**

**MEETING OF THE GOLDEN RAIN FOUNDATION  
COMPLIANCE AD HOC COMMITTEE**

**Wednesday, May 3, 2023 - 1:30 P.M.  
Laguna Woods Village Community Center  
Sycamore Room/ Virtual Meeting  
24351 El Toro Road, Laguna Woods, CA 92637**

**MEMBERS PRESENT:** Bunny Carpenter- Chair, Joan Milliman, Reza Karimi and Mark Laws  
Pearl Lee Maggie Blackwell and Juanita Skillman entered at 1:39 PM

**MEMBER EXCUSED:** Cris Prince

**STAFF PRESENT:** Blessilda Wright and Ruby Rojas

**CALL TO ORDER**

Bunny Carpenter, Chair, called the meeting to order at 1:32 p.m.

**APPROVAL OF THE AGENDA**

Chair Carpenter made a motion to approve the agenda.

Without objection, the agenda was approved.

**APPROVAL OF THE REPORT FROM April 3, 2023**

Chair Carpenter made a motion to approve the meeting report from April 3, 2023 with minor scrivener changes.

Without objection, the report was approved.

**CHAIR'S REMARKS**

None.

**MEMBER COMMENTS**

A Member commented on the compliance process for the garden center.

**RESPONSE TO MEMBER COMMENTS**

The Committee and Ms. Wright responded to members concerns.

**ITEMS FOR DISCUSSION AND CONSIDERATION**

**7. Member Disciplinary Hearing Procedure**

Ms. Blessilda Wright, Compliance Supervisor, gave an overview of the Member Disciplinary Hearing Procedure. The Committee members made comments and asked questions.

The Committee elected to table the matter and bring back the document with minor changes.

scrivener changes and present the updated version at the next scheduled GRF board meeting in June for review.

By consensus, the motion passed.

Director Laws left the meeting at 2:28 pm

#### **8. Disciplinary Violations Matrix**

The committee table the matter.

#### **9. Additional Occupancy Fee**

Chair Carpenter gave an overview of the Additional Occupancy Fee matter. The Committee tabled the matter.

#### **CONCLUDING BUSINESS:**

##### **Committee Member Comments**

None.

##### **Future Agenda Items**

- a. Website Compliance section
- b. IDR Policy
- c. GRF Club Application

##### **Date of Next Meeting**

Monday, June 5, 2023 at 9:30 a.m.

##### **Adjournment**

With no further business before the Committee, the Chair adjourned the meeting at 2:53 p.m.

*Bunny Carpenter*

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Bunny Carpenter- Chair

## **STAFF REPORT**

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**DATE:** June 9, 2023  
**FOR:** Compliance Ad Hoc Committee  
**SUBJECT:** Member Disciplinary Process

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### **RECOMMENDATION**

Review and file.

### **BACKGROUND**

On October 5, 2004, the Board of Directors established a member discipline process for the purposes of holding disciplinary hearings in a timely manner and ensuring progressive discipline (Resolution 90-04-72, Attachment 1). The Board of Directors is obligated to evaluate and impose if appropriate, member discipline under its Bylaws and California Civil Code.

The member discipline process is coordinated by the Compliance Division. Upon notice of an alleged violation, staff investigates and should staff identify objective evidence of a violation of the governing documents (bylaws, rules and regulations, resolution, etc.) by a member or anybody they allowed into the Community, staff will send a courtesy notice to the offending party describing the allegation(s) and the disciplinary action that may ensue if not corrected. Staff will monitor the situation and if compliance is not evident, staff will send a final notice requesting compliance. Additionally, the matter is then scheduled for a disciplinary hearing with the Board of Directors to determine if member discipline is merited. If the alleged violation has been resolved, no further action is required. Depending on the seriousness of the matter, the Board has the authority to schedule a disciplinary hearing as soon as reasonably possible.

### **DISCUSSION**

Director Carpenter directed staff to include the 2004 document on process and the applicable documents are included. The matrix, the priority document, and any other document that is applicable to process (Attachment 1-2)

### **FINANCIAL ANALYSIS**

The Board imposes disciplinary monetary penalties as an action for violation of the governing documents. The penalties range from \$25 - \$500 depending on the specifics of the matter. For 2022, the Board has held seven hearings and imposed monetary penalties in total of \$1,600.

**Prepared By:** Blessilda Wright, Compliance Supervisor

**Reviewed By:** Francis Gomez, Operations Manger

### **ATTACHMENT(S)**

Attachment 1: Timely Processing of Member Discipline, Resolution 90-04-72  
Attachment 2: Schedule of Monetary Penalties



Professional Community Management, Inc. Agent  
Leisure World, Laguna Woods

### Timely Processing of Member Discipline

**DATE:** September 30, 2004

**FOR:** Golden Rain Foundation

#### SUMMARY OF REQUEST

Offered in this report are recommendations for standardizing the criteria currently used by Staff when preparing cases for member-disciplinary review by the GRF. This standardized criteria will help the Boards hold disciplinary hearings in a timely manner, ensure progressive discipline, and develop procedures to use at disciplinary hearings. Staff recommends adopting the following recommended guidelines to allow for the reasonable and timely processing of disciplinary issues that will help ensure that due process and due diligence guidelines are met.

#### BACKGROUND INFORMATION

Areas of member-discipline addressed in this report that may result in disciplinary hearings include: Nuisance Violations/Neighbor Disputes, Violations Involving Tortious Behavior, and Clutter. Note that any violation of the Boards' governing documents, rules, policies or procedures may result in a disciplinary hearing; however, these four categories represent the majority of the violations. This section discusses the legal basis for disciplinary action, timely processing of member-discipline, and progressive discipline.

It is important to note that Corporate Counsel has advised that the Board of Directors should become involved with member-disciplinary issues only when convinced by their hearing of objective evidence that the rules and/or regulations of the Corporation have been violated. However, once the determination has been made that a violation has occurred through careful evaluation of the objective evidence presented to them, the Boards are compelled to take action. There are occasions when these rules are ignored by Members, or the actions of a Member are so grievous, that disciplinary action is necessary. When a member violates the governing documents, the Board has the authority and obligation to impose member-discipline under the Bylaws and §1363 of the Davis-Stirling Act. The disciplinary action should be carried out in good faith and in a timely, fair, consistent, and reasonable manner; the discipline must be commensurate with the violation and progressive in severity.

Note that the Board has the ability to fine only the member, but may suspend privileges (such as the use of the swimming pools) of non-members such as co-occupants, guests, etc., for the purpose of disciplinary action. Should it be found that the actions of the non-member are so egregious, the Board may suspend their privileges and fine the member.

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### *Legal Authority for Disciplinary Hearings and Taking Disciplinary Action<sup>1</sup>*

Each Member is obligated to comply with the rules, terms, and conditions as set forth in their Mutual's governing documents. GRF's Bylaws provide the following summarized parameters for member discipline:

#### *Grounds for Discipline or Suspension*

GRF may discipline or suspend a member for failure to observe any of GRF's rules or governing documents. Suspension of a Membership by the Mutual Member's Mutual shall constitute a suspension of GRF rights and privileges too. This may include restriction of the right to use any facility managed by this Corporation for a period not to exceed ninety (90) days for each breach. The Board may also suspend or restrict the use of community facilities by all other persons claiming or exercising rights derived from the Mutual Member, such as Qualifying Resident, Co-occupant, Tenant, and guests.

#### *Disciplinary Action by Board*

In addition to the grounds for disciplinary action and the members and residents who may be disciplined, any disciplinary or suspension action authorized in the Bylaws shall not act as a bar to the exercise of any other right or remedy.

#### *Disciplinary or Suspension Action Authorized*

Disciplinary or suspension action authorized by the Bylaws may consist of any or all of the following:

- (1) a fine for each breach, not to exceed the maximum established in the adopted Schedule of Monetary Penalties;
- (2) suspension as defined in 4.5.1; and
- (3) a recommendation that the appropriate Mutual take disciplinary action against the Mutual Member to the extent permissible under its Bylaws, rules or regulations. This Corporation may also make an application to a court of competent jurisdiction for legal or equitable relief.

#### *Right to Hearing*

Before any disciplinary action is taken, the party charged with a violation shall be entitled to a hearing, except for traffic violations.

#### *Additional Remedies*

If this Corporation is the prevailing party, in addition to the remedies specified herein, a Mutual Member shall be liable to this Corporation for costs of suit and a reasonable sum for attorney's fees incurred in enforcing these Bylaws, or any rule or regulation of this

<sup>1</sup> The actual text of the reference Bylaws is copied and attached at the end of this document.

Corporation.

### *Timely Processing of Member Discipline*

If complaints are not acted on in a timely manner by the Board, the complainant(s) may be critical of the Board's inaction and/or may litigate due to the perceived failure of the Board to enforce their Bylaws and rules and regulations. If on the other hand, the Board imposes discipline without sufficient evidence or without providing the member due process, it may be at risk for a harassment claim. Mediation services may be offered, and if accepted, may aid in the reconciliation process. Third-party mediators may be able to resolve disputes between neighbors in a timely and amicable manner, without the need for a Board hearing or involvement.

Timely processing of violations is often made difficult when the infractions occur sporadically; Staff and the Community leadership will need to work together in these cases, exercising sound judgment to ensure timely follow-up. A clear, consistent, documented "paper-trail" will limit untimely action by the Boards.

### *Progressive Disciplinary Measures*

In addition to ensuring the timely processing of complaints, the Boards are obligated to engage in what is termed "progressive discipline." This means that the Boards must entertain disciplinary measures of increasing and proportional severity to attempt to achieve compliance in a fair and measured fashion. A progressive discipline policy demonstrates that a Board's actions are warranted under the circumstances, and that the Member is given ample opportunity to understand the nature of the problem, the prospective outcome of uncorrected behavior, and take corrective action. Should a court challenge the Board's actions, a policy of progressive discipline will demonstrate that the action was reasonable and circumspect and not unfair nor hasty.

Progressive discipline available to the Board may include the following elements:

- *Request for Compliance:* A letter is sent advising the Member that an alleged violation of the Community's rules has been reported to the Association. The Member is advised of the violation and the disciplinary action that may ensue if not corrected (including the following two steps).
- *Fine:* Depending on the severity of the violation or the frequency of occurrence, the Member may be fined after a finding by the Board of Directors that the violation merited this response; a fine may be levied in response to a particularly egregious violation or as a second (or additional) step in the progression of member-discipline.
- *Suspension of Membership Rights:* The Board of Directors may suspend a member's rights for the willful or repetitive failure of the member to observe the obligations of a member as set forth in the Mutual or GRF Bylaws. This suspension may include restriction of the use of the GRF facilities such as Clubhouses or CATV. Note that

should a housing corporation desire that GRF suspend member privileges (such as CATV as an added disciplinary measure) a hearing before the Board of GRF is required to suspend member privileges in the Golden Rain Foundation.

Note that resident membership in the Golden Rain Foundation is appurtenant to the membership in the housing corporation; accordingly, staff infers that GRF may only suspend member privileges and may not terminate membership in GRF; whereas, termination of membership in a housing corporation simultaneously terminates the resident membership in the Golden Rain Foundation<sup>2</sup>.

### **ANALYSIS / ALTERNATIVES**

#### ***Nuisance Violations—Incidents Where a Member's Behavior Negatively Impacts Another Member***

A nuisance occurs when a Member's behavior causes an annoyance, inconvenience, or discomfort which interferes with the ordinary use or enjoyment of a GRF facility. Examples include loud, offensive, disruptive, or aggressive behavior at a facility. Staff recommends the following procedure for this category of member-discipline:

- 1) Upon receipt of a complaint, Staff investigates and files an Incident Report (IR). Note that both the complaining party(s) and alleged violator(s) are identified in the IR.
- 2) By way of the initial investigation, should Staff identify objective evidence of a violation by a Member or their guests, Staff will send a letter to the offending party describing the allegation with an explanation of the Corporation's disciplinary procedures and jurisdiction. If the violation is considered severe, Staff will copy the Board of Directors recommending that they consider a hearing to determine if member-discipline is merited.
- 3) Third-party intervention will be offered to all parties involved (assuming the service is available). Professional third party mediation services may be utilized to amicably resolve issues without involving the Board. If successful, such intervention may preclude Board involvement. Social Services will be contacted to assess if any assistance may be provided by either GRF, public agencies such as Adult Protective Services, The Leisure World Foundation, etc.
- 4) If another complaint is received, another IR is filed, and by way of the second investigation, should Staff identify objective evidence of a violation, Staff will send another letter to the alleged offender with a copy to the Board of Directors recommending that the Board consider a hearing to determine if member-discipline is merited.
- 5) Considering this information and any other information gathered subsequently, the Board will determine if a hearing is merited and direction will be given to Staff to

<sup>2</sup> Should GRF desire to test this issue, staff recommends seeking guidance from legal counsel.



proceed with noticing a hearing<sup>3</sup>. So that Directors will have all information on hand at the time of the hearing, Staff will produce a subject report on the matter.

*Violations Involving Tortious Behavior, i.e., Threats to Persons or Property, Personal Injury, etc.*

Violence or behavior that is a threat to the welfare of the Community requires assistance from public agencies. When a resident poses a threat to the health and safety of others, the following procedure is used:

1. If an allegation of tortious behavior is made to Staff, the case is immediately reported to Emergency 9-1-1 or the Sheriff depending on the nature of the report.
2. Staff will assist the Public Agency(s) responding to the investigation and will also file an IR on behalf of the Corporation.
3. Social Services will be contacted to assess if any assistance may be provided to the parties.
4. If, by way of the investigation, Staff identifies objective evidence of a violation, and, due to the potential for or actual enactment of injury to person or property, Staff will send a letter to the offender with a copy to the Board of Directors recommending that the Board consider a hearing to determine if member-discipline enacted by the Board is merited.
5. Considering this information and any other information gathered subsequently, the Board will determine if a hearing is merited and direction will be given to Staff to proceed with noticing a hearing. So that Directors will have all information on hand at the time of the hearing, Staff will produce a subject report on the matter.

*Clutter Violations*

Clutter violations would likely occur when members are personally using GRF facilities such as the RV Parking Lots and Garden Centers. Staff recommends the following procedure when dealing with clutter issues:

- 1) Upon notice of alleged violation, Staff inspects the condition of the facility, photographs the site, and files a report.
- 2) If by using the Corporation's criteria for ascertaining "clutter," e.g., anything in an RV parking space that is not a certain approved vehicle, Staff may issue a request for compliance without Board involvement.
- 3) If subjective evaluations of clutter are required, e.g., unkempt garden plot, confirmation of such by the Board or its designee, such as the Garden Advisory Group. With a finding in hand by the Committee<sup>4</sup>, Staff will send a request for compliance to the Member, including a time-certain required for compliance, e.g., 10 days.

<sup>3</sup> Depending on the frequency of the incidents and their severity, the Board may wish to review the issue during their Closed Sessions either during their regularly scheduled meeting or, at a Special Meeting if the issue is deemed immediate and/or is required due to scheduling difficulties.

<sup>4</sup> Staff recommends that the Security Committee review such subjective evaluations of clutter during their regularly scheduled meetings, by way of photographs taken by staff.



- 4) After the noticed period has expired, Staff again inspects the facility, and if compliance with the request is not evident, a second report is filed, and a second notice of violation is sent to the Member with a copy of the correspondence sent to the Board of Directors recommending consideration of a hearing to determine if member-discipline is merited; or, if the condition is resolved, no further action is required.
- 5) Considering this information and any other information gathered subsequently, the Board will determine if a hearing is merited, and direction will be given to Staff to proceed with noticing a hearing. If the directive is given to Staff to notice a member-disciplinary hearing, Staff will produce a subject report on the matter so that Directors will have all information on hand at the time of the hearing.
- 6) The Board of Directors may direct Staff to remove personal belongings that are left in GRF facilities. There is no statutory obligation to store the items; however, consideration should be given to the nature and apparent value of the property.

*Alternative One:*

Approve the noted procedures.

*Alternative Two:*

Approve the noted procedures with modifications.

**RECOMMENDATION**

To ensure appropriate and timely processing of member-disciplinary issues, Staff recommends Alternative One.

**Prepared by: Milt Johns**

**Reviewed by: Cris Trapp**

## 4.5 DISCIPLINE OR SUSPENSION

**4.5.1 Grounds for Discipline or Suspension.** GRF Board may discipline or suspend a Membership for the willful or repetitive failure of the Mutual Member to observe or perform the obligations of a Mutual Member as set forth in these Bylaws, the Articles of Incorporation, or any rules or regulations of this Corporation. Suspension of a Membership by the Mutual Member's Mutual shall constitute a suspension for purposes of this Corporation. The discipline or suspension may include the restriction of the right to use any facility managed by this Corporation for a period not to exceed ninety (90) days for each breach. The Board shall make a determination in each case of a discipline or suspension as to which community facilities shall be denied to the Mutual Member. The Board may also suspend or restrict the use of community facilities by all other persons claiming or exercising rights derived from the Mutual Member, such as Qualifying Resident, Co-occupant, Tenant, and guests.

**4.5.2 Disciplinary Action by Board.** The GRF Board of Directors may take disciplinary or suspension action against any Mutual Member, Qualifying Resident, Co-occupant, Tenant, and their guests for breach of these Bylaws, the Articles of Incorporation, or any rules or regulations of this Corporation, or of the Mutual of such Mutual Member, Qualifying Member, Co-occupant, Tenant, and their guests. Any disciplinary or suspension action authorized hereunder shall not act as a bar to the exercise of any other right or remedy.

**4.5.3 Disciplinary or Suspension Action Authorized.** Disciplinary or suspension action authorized hereunder may consist of any or all of the following: (1) a fine for each breach, not to exceed the maximum established in the adopted Schedule of Monetary Penalties; (2) suspension as defined in 4.5.1; and (3) a recommendation that the appropriate Mutual take disciplinary action against the Mutual Member to the extent permissible under its Bylaws, rules or regulations. This Corporation may also make an application to a court of competent jurisdiction for legal or equitable relief.

**4.5.4 Right to Hearing.** Before any disciplinary action is taken, the party charged with a violation shall be entitled to a hearing pursuant to the provisions of 4.6, except for traffic violations governed by this 4.5.4.

**4.5.5 Additional Remedies.** If this Corporation is the prevailing party, in addition to the remedies specified herein, a Mutual Member shall be liable to this Corporation for costs of suit and a reasonable sum for attorney's fees incurred in enforcing these Bylaws, or any rule or regulation of this Corporation.

**4.5.6 Authority to Adopt Rules.** The GRF Board of Directors is hereby authorized to adopt rules and regulations to carry out the purpose of this Article.

**RESOLUTION 90-04-**

**WHEREAS**, each Member of the Golden Rain Foundation is obligated to comply with the rules, terms, and conditions as set forth in the governing documents; and

**WHEREAS**, these rules and regulations are occasionally violated by Members such that the Board of Directors is obligated to evaluate and impose if appropriate, member-discipline under its Bylaws and §1363 of the Davis-Stirling Act; and

**WHEREAS**, if complaints and/or violations are not acted on in a timely manner by the Board, the complainant(s) may be critical of the Board's inaction due to the perceived failure of the Board to enforce their Bylaws and rules and regulations. If on the other hand, the Board imposes discipline without due process, it may be perceived as overzealous and/or hasty in its actions;

**NOW THEREFORE BE IT RESOLVED**; October 5, 2004 that the Board of Directors of this Corporation hereby adopts standardized procedures as described in the attached subject report titled: "Timely Processing of Member Discipline", for the purpose of assisting staff and the Board with procedures on holding disciplinary hearings in a timely manner, and to ensure progressive discipline; 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.

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### SCHEDULE OF MONETARY PENALTIES

The following notice is provided pursuant to Civil Code Section §5310 and §5850.

The following schedules identify the violations and potential monetary penalties that may be imposed upon a member. Such penalties may be imposed following a hearing by the Golden Rain Foundation (GRF) Board of Directors (Board) for a violation of those governing documents and rules and regulations by the member, co-occupant, guest or lessee.

Type of Violation	Penalty Ranges
<b>Golf Course Restrictions</b>	
According to Operating Rules Golf Facilities.	\$25 - \$200
<b>Nonpayment</b>	
Examples: Nonpayment of chargeable services, disciplinary penalties, facilities or services use charges, traffic citations, etc.	\$25 - \$500
<b>Harassment/Abuse/Intimidation Restrictions</b>	
Harassment, Abuse, Intimidation.	\$25 - \$500
Behavior/Disturbances: Assault, theft, trespassing, yelling, etc.	\$25 - \$500
<b>Nuisance Restrictions</b>	
Behavior/Disturbances: Assault, theft, trespassing, yelling, etc.	\$25 - \$500
Noise: Activities that interfere with quiet enjoyment of another person such as playing music or television too loud, loud conversation, etc.	\$25 - \$500
Violation of Laws: Violation of federal, state or local ordinances. An example would be public nudity, resident engaged in drug dealings, etc.	\$25 - \$500
<b>Other</b>	
Illegal business, nonsmoking policy, improper use of GRF property	\$25 - \$500
<b>Pet Restrictions</b>	
Examples: Dog not on leash, dog not under control, unreasonable noise (barking), not picking up and disposing of feces, etc.	\$25 - \$500
<b>Recreation Services and Special Events Policy</b>	
Examples: Operating rules, soliciting without a permit, unauthorized advertisement, room reservation, etc.	\$25 - \$500
<b>Traffic Rules and Regulations</b>	
Examples: Abandoned vehicle, commercial vehicles, excessive vehicles, vehicle oil, recreational vehicle policy, etc.	\$25 - \$500
Any violation of the governing documents or rules and regulations not specifically identified in this schedule.	\$25 - \$500
<b>Second or Subsequent Violations of the Same Rule</b>	

Ongoing violation of the same event may result in a daily fine in accordance with current monetary penalty schedule until compliance is achieved and/or double of fines imposed.

In addition to, or instead of the monetary penalty, the board of directors may impose the following penalties, following a noticed hearing, for a violation of the governing documents or rules and regulations:

1. Suspension of the right to use any facilities owned, operated or managed by GRF for a period not to exceed 90 days for each breach.
2. GRF may also make an application to a court of competent jurisdiction for legal or equitable relief.
3. GRF may recommend that United Laguna Woods Mutual (United) or Third Laguna Hills Mutual (Third) or The Towers Mutual No. Fifty (Mutual Fifty) take disciplinary action against a resident member of GRF, to the extent possible under United/Third/Mutual Fifty's governing documents.

GRF bylaws and rules and regulations provide that members/residents who receive a traffic citation may elect to waive their right to a hearing and attend traffic school or forfeit a fine for certain violations and under certain circumstances. (See Schedule of Traffic Monetary Penalties.)

Delinquent regular or special assessments, plus any costs of collection, late charges and interest, shall become a lien on the owner's interest in the common interest development upon recordation of a Notice of Delinquent Assessment in the Official Records of Orange County, California, and said lien may be enforced as provided by Sections 5650-5690 of the California Civil Code and as otherwise permitted by law.

If you have questions regarding the above information, please contact the Compliance Division during regular business hours at 949-268-CALL or via email at [compliance@vmsinc.org](mailto:compliance@vmsinc.org).



## STAFF REPORT

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**DATE:** June 9, 2023  
**FOR:** Compliance Ad Hoc Committee  
**SUBJECT:** Disciplinary Violations Matrix

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### **RECOMMENDATION**

Review and provide direction.

### **BACKGROUND**

On October 5, 2004, the Board of Directors established a member discipline process for the purposes of holding disciplinary hearings in a timely manner and ensuring progressive discipline (Resolution 90-04-72). The Board of Directors is obligated to evaluate and impose if appropriate, member discipline under its Bylaws and California Civil Code.

The member discipline process is coordinated by the Compliance Division. Upon notice of an alleged violation, staff investigates and should staff identify objective evidence of a violation of the governing documents (bylaws, rules and regulations, resolution, etc.) by a member or anybody they allowed into the Community, staff will send a courtesy notice to the offending party describing the allegation(s) and the disciplinary action that may ensue if not corrected. Staff will monitor the situation and if compliance is not evident, staff will send a final notice requesting compliance. Additionally, the matter is then scheduled for a disciplinary hearing with the Board of Directors to determine if member discipline is merited. If the alleged violation has been resolved, no further action is required. Depending on the seriousness of the matter, the Board has the authority to schedule a disciplinary hearing as soon as reasonably possible.

If a disciplinary hearing is merited, staff will proceed with noticing the member for a hearing. During a Member Disciplinary Hearing the member has the right to meet before the Board of Directors in executive session. If the board finds the member to be in violation of the governing documents, the board may impose a fine based on the Monetary Fee Schedule, suspend member privileges, and/or consider legal action.

Violations include but are not limited to abandoned/inoperable vehicles, nuisance, harassment, abuse, intimidation, amenity operating rules (equestrian center, garden center, etc.), golf course restrictions, recreational vehicles restrictions and Department of Recreation and Special Events policies, etc.

A complaint may be registered by calling the Department of Security Services at 949-580-1400; the Compliance Division at 949-268-2255; or by emailing [compliance@vmsinc.org](mailto:compliance@vmsinc.org).

### **DISCUSSION**

On average, the member disciplinary process takes approximately 45 days from when a complaint is reported to when a disciplinary hearing is scheduled. Additionally, at present time, approximately 92% of disciplinary cases are resolved with the courtesy notice.

The proposed guidelines (Attachment 1) outline the disciplinary issues that merit an immediate disciplinary hearing (“fine-able”) as opposed to disciplinary issues that merit a courtesy notice (“warn-able”). Items that most adversely impact quality of life and/or public health and safety are categorized as immediately “fine-able” offenses.

**FINANCIAL ANALYSIS**

None.

**Prepared By:** Blessilda Wright, Compliance Supervisor

**Reviewed By:** Francis Gomez, Operations Manager

**ATTACHMENT(S)**

Attachment 1: Disciplinary Violations Matrix





### Disciplinary Violations Matrix

<b>Allegation</b>	<b>Schedule Hearing Immediately</b>	<b>Follow Normal Hearing Process</b>
Delinquencies		X
Broadband Services Fees		X
Golf Fees		X
Rental Fees (Garden Center, RV Lot, Recreations Rooms, etc.)		X
Golf Course Restrictions		X
Harassment/Abuse/Intimidation Restrictions	X	
Nuisance - Behavior/Disturbance		
Assault, Theft	X	
Trespassing	X	
Yelling		X
Nuisance - Noise		X
Nuisance - Odors		X
Nuisance - Other	X	
Other		
Illegal Business		X
Improper use of GRF property	X	
Non-Smoking Policy	X	
Pet Restrictions		
Injury to person/Damage to property	X	
Not picking up and disposing of feces		X
Not under control (off leash/longer than 6ft)		X
Recreation Services and Special Events Policy		
Operating Rules (IE: Clubhouses and Garden Centers)	X	
Soliciting without a permit		X
Unauthorized Advertisement		X
Room Reservation		X
Traffic Rules		
Abandoned Vehicles		X
Commercial, Excessive Vehicles		X
Other		X
RV Lot Operating Rules		X

This list does not identify/list all infractions nor constitute the handling of the same.



## **STAFF REPORT**

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**DATE:** June 9, 2023  
**FOR:** Compliance Ad Hoc Committee  
**SUBJECT:** Recreation Club Requirements

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### **RECOMMENDATION**

Review and recommend necessary compliance updates to the GRF Recreation Club forms and policies.

### **BACKGROUND**

Laguna Woods Village currently has a cap of 250 clubs that may be organized for, but not limited to, social, educational, athletic, religious and cultural purposes. To become a club, one must submit a New Club form (Attachment 1) which requires 20 resident signatures. Once approved, the club representative receives an approval letter (Attachment 2), a Club Officers form (Attachment 3) and a copy of the Recreation Policy (Attachment 4) that outlines general guidelines for club organization, flyers and room reservations including club rollovers. A Club Rollover (Attachment 5) form may be submitted and is approved based upon room availability. Should the club want to host the allowed four fundraisers per year, the club must submit a Fundraiser form (Attachment 6) for each fundraiser for approval. There are currently two proposed clubs on the wait list. Every club is required to pay an annual processing fee to remain a GRF Recreation recognized club and benefits are included on the Annual Club/Groups/Organization Processing Fee form (Attachment 7).

### **DISCUSSION**

It was requested that Club forms and policies be reviewed to ensure that Recreation approved clubs are aware of compliance processes at the time of their registration approval.

### **FINANCIAL ANALYSIS**

None.

**Prepared By:** Alison Giglio, Recreation and Special Events Director

**Reviewed By:** Catherine Laster, Services Manager

ATT 1: New Club Form  
ATT 2: Sample Approval Letter  
ATT 3: Club Officers Form  
ATT 4: Recreation Policy  
ATT 5: Club Rollover Form  
ATT 6: Fundraiser Agreement Form  
ATT 7: Annual Clubs/Groups/Organization Processing Fee (Club benefits)

## Attachment 1



### New Club Proposal Form

Thank you for your interest in starting a new club or organization in Laguna Woods Village. Please review and understand the Golden Rain Foundation approved Recreation Department Policies regarding clubs and organizations.

#### Club/Group/Organization Policy

1. Residents requesting to form a Club/Group/Organization must first submit a written request to Recreation staff stating the purpose and/or objective of the proposed Club/Group/Organization and the full name, signature, address, and telephone number of 20 Residents requesting membership in the new Club/Group/Organization.
2. Compliance with the Rules, Policies and Procedures of GRF, including the Guest Policy, must be a condition for membership in the Club/Group/Organization.
3. The Club/Group/Organization must be organized for educational, social, cultural, recreational or other non-profit purposes. All GRF Policies supersede any written rules or governing documents of Clubs/Groups/Organizations not directly in compliance with GRF Policy.
4. 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 as a GRF approved function.
5. The Club/Group/Organization must be substantially supported by revenue from its members/sponsors and from up to two Recreation Department authorized fundraisers per calendar year. Relying exclusively on outside guest sales to support Club/Group/Organization activities is prohibited.
6. Executive Club Officers must be a Resident Member of Laguna Woods Village.
7. The Club/Group/Organization must have a minimum membership of 80 percent Laguna Woods Village Residents.
  - o Non-residents may participate as "guests" and must be accompanied by a Resident.
  - o Non-resident members may not invite their own "guests".
8. A current membership roster, updated contact information and annual club fee must be submitted to the recreation staff annually by March 31.
9. All forms of publicity or advertising, unless more restrictively stated, must say "For Laguna Woods Village Residents and Their Guests Only".
10. 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.
11. The Recreation Department reserves the right to obtain financial information from any Laguna Woods Village club.

To start a new club, complete the information below and provide the roster list. The new club proposal form can be submitted to the Recreation Department office either in person or by mail to:

Laguna Woods Village  
Attention: Recreation Department  
24354 El Toro Road  
Laguna Woods, CA 92637

#### Proposed Club Information

Club Name	
Club Statement of Purpose if you need more space, you are welcome to attach your Statement of Purpose on a separate sheet	
Club Contact Name	
Club Contact Phone	
Club Contact Address	
Club Contact Email	

New Club Proposal Applicant agrees that Applicant has read the Club/Group/Organization Policy

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### New Club Proposal Form

By filling out the below, I am agreeing to be part of the new proposed club, \_\_\_\_\_.  
(Club Name Here)

#	Name	Signature	Address	Telephone
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Every item in the chart above must be filled out completely and correctly in order for your club proposal to be considered.

Attachment 2



Date

Dear Club Representative Name here,

This letter is to inform you that the information provided is sufficient for Club Name here to be listed as a Laguna Woods Village club/organization.

Important information regarding club policies and flyer policies are enclosed for your reference.

If you wish to make room reservations for your meetings, please contact the reservation desk at e-mail [Recreation@vmsinc.org](mailto:Recreation@vmsinc.org) or 949-597-4227.

Best of luck with your new club.

Sincerely,

Alison Giglio  
Recreation and Special Events Director

Attachment 3



**RECREATION DEPARTMENT  
CLUB/ORGANIZATION EXECUTIVE CLUB OFFICERS**

- Required Annually -

CLUB NAME			
	AUTHORIZED AGENT 1	AUTHORIZED AGENT 2	AUTHORIZED AGENT 3
NAME			
RESIDENT ID			
MANOR			
PHONE			
EMAIL			

All executive club officers must be residents of Laguna Woods Village; at least one executive club officer must be a resident-owner of Laguna Woods Village. There must be a minimum of two executive club officers that do not occupy the same residence. The above individuals will be updated on your club reservation account unless otherwise noted below.

**AUTHORIZED AGENT 1**

I authorize the publishing and distribution of my name, phone number and email as part of the club/organization listing, which will be made available on the Village website and as a hard copy.

INITIAL YES \_\_\_ / NO \_\_\_

---

SIGNATURE AGENT 1 \_\_\_\_\_ DATE \_\_\_\_\_

**SIGNATURE REQUIRED FROM OUTGOING AGENT 1 WHEN THERE IS A NEW AGENT 1**

OUTGOING AGENT 1 \_\_\_\_\_ DATE \_\_\_\_\_

Please bring this completed form to the Recreation and Special Events Department office in the Community Center or email a completed copy to [recreation@vmsinc.org](mailto:recreation@vmsinc.org).

UPDATED: 05/17/2022

Attachment 4



**Golden Rain Foundation**  
**Recreation and Special Events Department**  
**Policies and Procedures**



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## **Golden Rain Foundation Recreation Department Policy**

The Recreation and Special Events Department (Recreation) is responsible for planning and executing a comprehensive recreation program for all Laguna Woods Village residents. Recreation coordinates events and programs to ensure that residents are provided with an enjoyable, diversified program. Access to Golden Rain Foundation (GRF) facilities is available for residents. Specific facility and amenity operating rules may be found on the Laguna Woods Village website. Residents may request an exception to the policy via Recreation Committee Request Form. Recreation may refer certain applications directly to the GRF board. Call 949-597-4273 or email [recreation@vmsinc.org](mailto:recreation@vmsinc.org) for more information.

### **A. GRF Authority and Enforcement**

GRF is authorized to take disciplinary or suspension action against a member found to be in violation of Recreation policy. The GRF board of directors has the authority to impose monetary fines, suspend member privileges and/or bring forth legal action. Member (be it via a club/group/organization or individual) is entirely responsible for ensuring that the rules, regulations and policies are followed. This includes any co-occupant, lessee or guest.

## Access to GRF Recreation Facilities

### A. Residents

1. Residents must be prepared to show their Laguna Woods Village ID card upon request. Inability to provide Laguna Woods Village ID card may result in denied access to facility or event.

### B. Guests/Other

1. Guests must be accompanied by a resident at all times.
2. Facilities may have age limitations, which may be found in the operating rules for the respective facility.
3. Guests may not enroll in/attend Recreation-coordinated classes, use any of the Clubhouse 4 workshops (except as students during a Saddleback Emeritus class) or check out materials from the library.
4. Guests must pay all applicable guest fees in accordance with the GRF fee list.
5. City staff or city council for city business and/or city events pay resident rates, plus any additional costs for technicians and others, in accordance with the GRF fee list.
6. Guests must abide by age restrictions and guest limits that are identified for certain facilities:

Facility	Age Minimum	Guest Limit Per Resident
Billiards	12	N/A
Bocce	12	N/A
Bridge room	10	2 at a time 4 total per day
Gymnasium	12	2
Golf facilities	11	1 prime time 3 nonprime time
Tennis	6	1 prime time 3 nonprime time
Fitness centers	16	2

Facility	Age Minimum	Guest Limit Per Resident
Equestrian Center	10	N/A
Lawn bowling	18	N/A
Paddle tennis/ Pickleball	6	1 court/3 guest
Shuffleboard	10	N/A
Pools	0-15 child 16+ adult	5
Hot pools	16	5
Table tennis	6	N/A

### C. Gate clearance/Community access for guest(s)

1. Complete the Gate Clearance Form at least four business days prior to the event.
2. List the first name and last name of all nonresident guests (including catering staff, entertainers, speakers, etc.).
3. Groups containing six guests or less may be called in directly to Gate Clearance at 949-597-4301. Submit forms to [community.access@vmsinc.org](mailto:community.access@vmsinc.org). Failure to submit form will result in denied entry for guests and/or a fine.

## Use of GRF Recreation Facilities

### A. All facilities/general

1. Everyone must sign in at events/meetings or check in at the facilities (i.e. billiards or drop-in lounges). Attendance sheets must be turned in to clubhouse staff at the end of all events/meetings.
2. Facilities may not be used to conduct a business by individuals.
3. GRF facilities are smoke free.
4. Use of Styrofoam products of any kind is prohibited.
5. Technical special effects must be approved by the facility supervisor or senior technician.
6. Facility staff shall be responsible for safety precautions, efficiency and programs in connection with the performance of services and to determine safe procedures, protect facilities and equipment. Security shall be notified and investigate all hazards, unsafe conditions and accidents brought to its attention, documented and reported to the GRF Board. GRF directors may inspect conditions and bring any hazards or unsafe conditions to the board's attention for appropriate action.
  - a. Emergencies (1) involving manifest danger to life or property, (2) immediately necessary for the preservation and safety of the physical assets of the Development, (3) for the safety of the members and residents or (4) as may be required to avoid the suspension of any necessary services to Owners and/or their residents, but not exceed authorized amounts for that expected purpose. Notwithstanding the foregoing authority, if at all possible, Staff shall confer immediately with GRF and obtain GRF's prior written approval regarding every such unbudgeted expenditure and suspension of service and in any event shall provide a written report regarding the same within forty-eight (48) hours of such emergency expenditures.
7. Use of equipment by residents is at the discretion of the facility staff and may require training prior to use; facilities and equipment must be used in a safe manner and in such a way as to not cause a hazard, damage or undue wear and tear.
8. Facility user must sign and/or provide required documents annually and/or as requested for the applicable facility (waivers, insurance information, reservation permits and agreements). Agreement, waivers and/or all other documents remain in effect until replaced.
9. Scheduled club/group/organization tournaments and activities at the specifically designated facility take priority; club rules prevail as long as they are not in conflict with Recreation operating rules and regulations.
10. Everyone must follow proper rules of etiquette for each activity/sport.
11. Everyone must wear appropriate attire and appropriate footwear for each activity/sport.
12. No resident may remove any furniture, equipment or supplies from any facility (including from one clubhouse room to another, from pool deck to locker room, etc.).

13. Facility user must leave the facility and equipment in the same condition in which it was found. This includes properly bundling trash for disposal and reimbursing GRF for any extra materials and/or labor necessary to return the facility to its original condition.
14. In order to balance use and avoid overuse of facilities, staff will impose time and frequency limits on rooms and equipment.
15. Facilities, ticket sales, posting of flyers, etc. are available on a first-come first-served basis.
16. When there is a waiting list, the first resident on the list will be contacted first. The resident has three options:
  - a. Accept the opening;
  - b. Pass and retain his/her position on the list; or
  - c. Pass and be removed from the list.
17. Facility user shall not discriminate in any way against any person on the basis of race, age, color, religion, national origin, sexual orientation, gender, physical handicap, mental condition or marital status in connection with the activities of any individual or club/group/organization.
18. Facility user shall be solely responsible for all Individuals or club/group/organization's statements, actions and/or failures to act. Facility user understands and agrees that GRF does not endorse, approve or authorize such conduct and therefore expressly disclaims all responsibility and liability without exception.
19. Clubs, Groups, Organizations and Individuals must not allow entertainers, vendors, caterers and other contracted service entities to sign an exclusivity contract agreement; nor shall a statement be included in the general contract agreement, when utilizing GRF property.
20. Facility user agrees that GRF and Village Management Services Inc. (VMS) staff and directors are not responsible for any program, activity or content thereof, which takes place during facility users' use of GRF facilities. If the City of Laguna Woods requires a special event permit relating to the use of this GRF facility, facility user agrees to comply with city requirements. In the event that the city requires the facility user to obtain insurance in order to obtain a special event permit from the city, facility user shall name GRF, VMS, staff and directors, as additional insureds. If requested, facility user agrees to provide GRF a copy of the policy or a specific endorsement that shows this coverage.
21. Tours, filming and/or photography in any recreation facility for commercial purposes must be approved in advance through the Marketing and Communications Division.
22. No user of GRF facilities shall act in any of the following manners, and no GRF facility shall be used for any of the following purposes that constitutes a/an:
  - a. Violation of GRF rules;
  - b. Interference with the rights of other GRF members and/or users of GRF facilities;
  - c. Nuisance;
  - d. Indecent act;

- e. Illegal act; or
  - f. Inconsistency with the stated purpose of the rental agreement.
- 23. Facility user will not violate any local, state or federal law and will be solely responsible for all violations of local, state and/or federal laws. GRF is authorized to investigate any claim that any local, state or federal law has been or is being violated. GRF, its directors, officers or staff shall not be liable, at law or in equity, as a result of an individual or club/group/organization's failure to comply with this rule. GRF is authorized to cooperate with all government authorities relating to alleged violations of local, state and/or federal laws. In the event that GRF determines, in its sole discretion, that the facility user has violated any local, state and/or federal law, GRF may immediately, without further notice, terminate the GRF permit, and the facility user shall thereupon immediately cease all activities under the permit.
- B. Games of chance/Opportunity drawings**
  - 1. Games of chance or opportunity drawings are permitted only in accordance with applicable local, state and federal laws.
- C. Gathering signatures for petitions, initiatives and/or election campaigns**
  - 1. Gathering signatures for petitions and/or initiatives is permitted under the following criteria:
    - a. The petition must remain in the possession of the signature gatherer.
    - b. The signature gatherer must be outside of the GRF facility and not interfere with ingress or egress of the facility.
    - c. The signature gatherer may not disturb or interrupt any program or activity.
    - d. When invited by a club, the signature gatherer must remain in the specified room.
  - 2. The use of tables, chairs or other furniture is prohibited.
- D. Continuing education program**
  - 1. Emeritus program
    - a. GRF provides the facilities at no cost.
    - b. Classes may be held in all clubhouses except Clubhouses 2, 6 and 7; Pool 2; the Computer Learning Centers; the Community Fitness Center; the Village Greens Facility; and the Performing Arts Center unless the class is approved by Recreation.
    - c. Recreation works with Saddleback College to facilitate the Saddleback Emeritus program.
    - d. Nonresident students must use a Saddleback pass to attend classes in which they are registered, may arrive at the facility no more than 15 minutes prior to the scheduled start time for the class and must leave the facility immediately after the scheduled end time for the emeritus class.
    - e. A parking pass is required if the student is driving into the community; parking passes may be purchased a week prior to the first week of classes.
    - f. All participants must sign in or check in at the facility; GRF sign-in sheets must be turned into clubhouse staff at the end of class.

- g. All participants must sign the general liability and photo release form and is bound to adhere to all community rules.
- 2. Recreation department-coordinated classes
  - a. Class punch cards are only refundable if they were purchased within the past 12 months and never punched.
  - b. No refunds will be made after the first class for classes without punch cards.

## **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, signatures, addresses and telephone numbers 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 toward 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.
- 8. The club/group/organization must have a minimum of two executive club officers.
  - a. Who do not occupy the same residence
- 9. Executive club officers must be residents of Laguna Woods Village.
  - a. One officer must be a resident owner/shareholder.
- 10. The club/group/organization must have a minimum membership of 80 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 Recreation 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. Recreation reserves the right to obtain financial information from any Laguna Woods Village club.

**B. Fundraisers**

- 1. A Club/group/organization may have up to four fundraisers per year to benefit their group, raise funds for a GRF project or the Laguna Wood Village Foundation controlled and supervised by the sponsor. Fundraisers that are prohibited are Charitable Raffles or Outside Organizations. Companies or individuals may not hold fundraisers to conduct or promote a business for the benefit of themselves.
- 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 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 Recreation.
- 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 Recreation.
- 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.

**D. Flyers**

- 1. All flyers must be stamped in advance by Recreation.
- 2. GRF does not endorse any event/trip/product/service advertised on flyers.
- 3. Flyers are permitted only in designated locations and are subject to space availability.
- 4. If flyer is in a foreign language, an exact English translation must be provided on the back side.
- 5. Only two flyers per club/group/organization are allowed at any one time.
- 6. Flyer size is 8.5 by 11 inches only.
- 7. Sponsor logo identification is not permitted on flyers.
- 8. Flyers must be for an event within Laguna Woods Village or a trip coordinated by a club/group/organization; general information flyers are prohibited.
- 9. Flyers must contain the date of the event, name and contact information (resident phone number or email) of the club representative.
- 10. Use of "LW" or "LWV," either alone or in combination with other letters, is prohibited unless associated with club email or website addresses.
- 11. Flyers may be submitted no more than three days prior to when they are posted.
- 12. Flyers may not be posted more than 60 days prior to the earliest date on the flyer; multiple dates may not be displayed longer than 30 days following the earliest date; thereafter, flyers must be resubmitted with revised dates.
- 13. Flyers must be submitted to Recreation; club/group/organization may not directly post flyers on the flyer racks.
- 14. Flyers not approved by Recreation will be removed and discarded.

15. Flyers, unless more restrictively stated, must contain the phrase “For Laguna Woods Village Residents and their guests only.”

**E. Performing Arts Center lobby poster area and lobby bulletin board, and Clubhouse 5 glass-enclosed bulletin board**

1. All posters must be stamped in advance by Recreation.
2. Displaying posters is subject to space availability.
3. Performing Arts Center lobby posters must be no larger than 33 by 40 inches, Performing Arts Center bulletin boards posters must be no larger than 22 by 17 inches and Clubhouse 5 bulletin boards must be no larger than 11 by 17 inches.
4. Posters are not allowed to be adorned with lights.
5. Performing Arts Center lobby posters may be displayed a maximum of three months prior to the date of the event (or date of first event in a series).
6. The Performing Arts Center lobby poster area is for box office events.
7. The Performing Arts Center lobby bulletin board is for use by GRF or a club/group/organization that schedules an event in the Performing Arts Center auditorium on a regular basis but does not distribute tickets through the Performing Arts Center box office.
8. The Clubhouse 5 glass-enclosed bulletin board is for use by a club/group/organization that has events scheduled in the Clubhouse 5 Main Lounge and may be posted 60 days prior to event.
9. Posters not approved by Recreation will be removed.

## **Room Reservations**

**A. General**

1. Requestor must be a Laguna Woods Village resident and be prepared to show Laguna Woods Village ID card upon request in order to check availability or make/change/cancel reservation (with the exception of memorials).
2. Requestor must submit a facility application form prior to making payment for a room reservation.
3. Reservations by individuals may only be booked for private or social gatherings.
4. Rooms may not be used to conduct a business. Marketing or solicitation of third-party products is strictly prohibited. Caterers and entertainers 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.
5. Individuals are prohibited from advertising events to the general public through media in general circulation outside of Laguna Woods Village. Staff works to assure that clubs/groups/organizations and individuals are placed in the appropriate-sized rooms for their event. Set minimum occupancy limits will be enforced.
6. Clubhouse rooms may be reserved between 8 a.m. and 10 p.m. seven days a week, except for New Year’s Eve, which may be reserved until 1 a.m. Extended hours up to midnight may

- be scheduled with the facility supervisor three weeks in advance for Clubhouses 2 and 7; additional fees will apply for extended hours per the GRF fee list.
7. Reservations must be for a two-hour minimum room rental or four-hour minimum rental for the large ballrooms and main lounges. One-hour reservations may be made on a case-by-case basis with the approval of the facility supervisor; reservations for one hour may not request a room setup.
  8. Length of reservation must include setup/decoration, caterer preparation and cleanup time.
  9. The GRF pricing policies contain two rates: Resident rate and exception rate; (refer to the GRF fee list).
    - a. Resident rate applies to:
      - i. All Laguna Woods Village residents;
      - ii. Weddings and wedding receptions for residents and
      - iii. Private resident events such as birthdays, memorials and/or anniversary parties.
    - b. Exception rate applies to:
      - i. Any non-Laguna Woods Village organization or group for which a resident makes a reservation;
      - ii. Weddings and/or wedding receptions for non-residents and are limited to only siblings, children, parents and grandchildren of residents; and
      - iii. All club/group/organization reservations that have more than 50 percent nonresidents in attendance and are charging admittance or accepting donations (club/group/organization-approved fundraisers are exempt).
  10. It is prohibited to use any room/facility for anything but the stated purpose.
  11. Reservations may be canceled or moved as necessary to accommodate GRF and mutual meetings, facility renovations, GRF-approved requests, Recreation-coordinated communitywide events, etc. The Performing Arts Center rehearsal room reservations may be canceled or moved if the auditorium is booked.
  12. Every reservation must submit a Facility Checkout Form to the clubhouse staff at the conclusion of the event indicating the number of residents and nonresidents.
  13. Cancellation of a paid reservation requires at least 14 days' notice to Recreation to qualify for a full refund.
  14. Refunds will be credited to the requestor's credit card or via check, by request.
  15. "No shows" and cancellations less than 14 days of the reservation date will result in the complete forfeiture of the room reservation fees.
  16. Specialty club/resident events may have security personnel; additional fees apply (refer to the GRF fee list).
    - a. Events requiring security personnel are determined by type, size and/or nature of event.

17. Bounce houses, tents, party rental equipment, mobile catering/salon trucks, outside caterers, etc. must be cleared by the insurance coordinator 60 days in advance (call 949-597-4202 for more information) and may require a permit by the City of Laguna Woods.

#### **B. Types of reservations**

1. Permanent/Rollover
  - a. Only a Laguna Woods Village club/group/organization may submit a request for a rollover reservation; individuals may not hold rollover reservations.
  - b. For clubs/groups/organizations rollover reservation information, see Page 8.
2. Lottery
  - a. Requests for religious holiday events take priority over club/group/organization rollovers and lottery requests. Holiday must be named on lottery card.
  - b. Only one card is permitted per event; duplicate cards will result in all cards for that event being moved to the end of the requests.
  - c. An Individual or club/group/organization may submit up to four lottery cards each year.
  - d. Lottery cards may be submitted between May 15 and June 15 for one-time special events for the upcoming year.
3. One time/Walk-in
  - a. One-time reservations must be made at least two weeks in advance (except memorials); reservations made less than two weeks in advance must be approved by the facility supervisor where the reservation is being requested.
  - b. Walk-in reservations open on August 1 for the upcoming year.

#### **C. Setup and cleanup of room reservations**

1. Room setup specifications for furniture and equipment (such as projectors, pianos, etc.) must be made with the facility staff a minimum of seven days prior to the reservation date.
2. Residents must make a request for technical services at least two weeks in advance of the reservation date. Notice to senior technician must be provided two weeks in advance for cancelations. Failure to notify senior technician of a cancelation within two weeks of the event will result in a two-hour minimum fee (refer to the GRF fee list).
3. Clubhouse 5 requires technicians for events that include projector, sound, lighting, three or more microphones and/or access to the sound booth.
4. Performing Arts Center auditorium and Clubhouse 5 sound and lighting equipment may only be operated by Recreation technicians. The senior technician may be reached at 949-268-2553.
5. The facility must be cleaned and returned to the exact condition in which it was accepted.
6. All cleanup must be accomplished by the end of the event. At the end of the cleanup period, the facility user is responsible for inspecting the premises with a staff member and signing off on the Facility Checkout Form. If the facility user fails to sign the Facility Checkout Form or fails to accomplish facility cleanup by permit end time, GRF reserves the right to reject

any future applications. A cleanup fee may be charged for inadequate cleanup (refer to the GRF fee list).

7. Facility user is responsible for the following:
  - a. Bundling all trash and placing in the designated location as specified by staff;
  - b. All equipment used;
  - c. All table tops and chairs used; and
  - d. Any soiled or dampened floor or carpet areas.
8. For kitchen approval, the facility user is responsible for cleaning the following:
  - a. Clean all dishes, trays, coffee servers, etc., and stack them in their proper place in the pantry. Glassware and silverware must be towel dried but dishes do not require towel drying.
  - b. Wipe off, with a damp cloth, all tables used for eating and serving.
  - c. Thoroughly clean all large coffee urns and baskets.
  - d. Check with the staff regarding proper clean up instructions for grills, broilers and fryers.
  - e. Clean the areas around grills, broilers and fryers even if you do not use the equipment.
  - f. Check the inside of the oven door and the stove top. If you use this equipment you must clean up any food splatters.
  - g. Clean the refrigerator if used.
  - h. Wipe off all sinks, counters and cutting boards (on top as well as shelf underneath).
  - i. Clean the barbecue if used.
9. All equipment, supplies, personal articles, displays, etc., must be removed prior to checkout and signoff of Facility Checkout Form. All items left at the facility will be discarded.
10. The facility user is responsible for payment of any costs incurred by GRF due to damage of the facility, amenities or equipment resulting from facility users reservation/use of the facility, amenity or equipment.

**D. Food**

1. Facility user must bring their own food, have food dropped off or use a caterer from a Recreation -approved list (call 949-597-4227 or email recreation@vmsinc.org to obtain).
2. A \$25 for small kitchen/barbecue or \$50 for commercial kitchen fee will be charged when the oven, stove, silverware/plates or dishwasher are used; there is no charge to use the microwave and refrigerator.
3. No outside food or beverage is permitted at the Village Greens Facility (events must be catered by the 19 Restaurant & Lounge; call 949-206-1525).

**E. Caterers**

1. Recreation has complete authority in scheduling times for the caterer to arrive at the appropriate facilities to prepare food.

2. A caterer cannot enter any clubhouse facility without a Recreation staff member on the premises.
3. Storage of food is permitted only during the reservation period; additional time must be requested in advance and approved by the facility supervisor and may not exceed 24 hours; if approved, GRF holds no liability for food left unattended.
4. Caterer must pay caterer's fee in accordance with the GRF Fee list.

**F. Alcohol**

1. The facility user may bring in his or her own alcohol only when not charging for drinks.
2. A reservation of more than 100 people with alcohol requires a GRF bartender to be hired, unless otherwise approved by the Recreation Department.
3. Arrange a GRF bartender by calling 949-597-4381 at least three weeks prior to the event.
4. No outside alcohol is permitted at the Village Greens Facility.
5. GRF bartenders have the right to deny service.

Attachment 5



<input type="checkbox"/>	<b>NEW</b>
<input type="checkbox"/>	<b>CHANGE</b>
<input type="checkbox"/>	<b>CANCEL</b>

**ANNUAL ROLLOVER REQUEST FORM FOR  
 USE OF COMMUNITY FACILITIES FOR \_\_\_\_\_ (yr) AND THEREAFTER**

- 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 Recreation.
- 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.

**ONE ROLLOVER REQUEST PER SHEET**

Club/Organization: \_\_\_\_\_

Club Officer: \_\_\_\_\_

Address of Club/Organization/Resident: \_\_\_\_\_

Type (e.g. Board Meeting/General): \_\_\_\_\_

Requested Clubhouse/Facility: \_\_\_\_\_

Requested Room: \_\_\_\_\_

Requested Day(s) of the Week and Period of the Month (e.g. every third Thursday):  
 \_\_\_\_\_

Requested Hours: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

**For Staff Use Only:**

<b>Received</b> Date: _____ Initial: _____	<b>Approved</b> Date: _____ Initial: _____
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Attachment 6

**Fundraiser Agreement**

A fundraising event is being planned by: \_\_\_\_\_  
*Name and Club*

If this is a fundraiser for a non-profit organization, please attach a letter from the organization acknowledging their awareness of this event—include the organization's taxpayer ID Number.

The following details and information are submitted as the necessary requirements for use of the Laguna Woods Village Clubhouse Facilities for a fundraiser:

Method of Raising Funds: ☐ Tickets ☐ Selling Goods ☐ Raffle ☐ Other: \_\_\_\_\_  
(Check all that apply)

Please Print

<i>Date</i>	
<i>Time</i>	
<i>Clubhouse and Room</i>	
<i>What Club/Non-Profit Organization is this fundraiser for?</i>	
<i>If raising funds for a non-profit organization, please list their taxpayer ID number:</i>	

Recreation Department Policy:  
B. Fundraisers

1. Up to four 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.

I, the undersigned, do herewith understand that approval of this application must be received prior to initiating any fundraising events. I agree that the primary purpose of this reservation is to raise funds for the Club/Non-Profit Organization. I agree that I and my attendees will not benefit financially from this event. I have read, and agree to adhere to the Recreation Department Policy.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Resident ID: \_\_\_\_\_

Address: \_\_\_\_\_



Attachment 7



**Annual Clubs/Groups/Organization Processing Fee**

*Club Processing Fee - \$25 (49 members or less) or \$50 (50+ members)*

- Approval of New Club/Group/Organization
  - Review list of members
  - Process club forms and create file
  - Generate welcome packet
  - Draft approval letter
- Rollover Reservations
  - Coordination of rollovers with new and existing clubs
    - Discuss club needs
    - Locate available timeslots
      - Club confirms options with members
    - Book annual dates
    - Prepare annual billing
    - Collection of rollover reservation fees
- Annual Club Requirements (Club Officers and Club Roster)
  - Collect forms and document submission date
  - Review documents for compliance of GRF Policy
  - Provide updated contacts to website coordinator
  - Update contacts in reservation system
- Clubhouse Flyer Racks
  - Approval of flyers
  - Deliver to clubhouses
  - Manage expired flyers
  - Posting of new flyers
- Village TV (Message Board, Pre-recorded Program, "This Day")
  - Process club request
  - Post to message board
  - Coordinate interview
  - Film program
- Village Website Club Page
  - Coordinate setup/training with club authorized agent
  - Update club contacts as needed
- Village Website Event Calendar

- Process request
  - Post to website
- Village Website News Section
  - Process request
  - Post to website