



**OPEN MEETING**

**REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL  
MAINTENANCE AND CONSTRUCTION COMMITTEE**

**Monday, August 6, 2018 at 1:00 PM  
Laguna Woods Village Community Center, Board Room  
24351 El Toro Road**

**NOTICE AND AGENDA**

*This Meeting May be Recorded*

1. Call to Order
2. Acknowledgement of Media
3. Approval of Agenda
4. Approval of Meeting Report for July 2, 2018
5. Chair's Remarks
6. Member Comments – *(Items Not on the Agenda)*
7. Department Head Update

**Consent:**

*All matters listed under the Consent Calendar are considered routine and will be enacted by the Committee by one motion. In the event that an item is removed from the Consent Calendar by members of the Committee, such item(s) shall be the subject of further discussion and action by the Committee.*

8. Programs Report
9. Maintenance Expenditures and Variance Explanations
10. Project Log

**Reports:**

11. Non-Emergency Chargeable Maintenance Services
12. Fumigation Program Notifications
13. Address & Cul-de-Sac Signage Pilot Programs (oral discussion - Director Bruninghaus)

**Items for Future Agendas:**

- Contract Award for Dry Rot Repairs (Closed Session)
- Contract Award for Commercial Dryer Replacement (Closed Session, September)
- Vehicle Decal Policy Revisions
- Alteration Flooring Replacement Disbursement (due to moisture intrusion)
- GV Inspection and Replacement of Receptacles in Garages
- GV Garage Cabinet Costs per Building



Concluding Business:

- Committee Member Comments
- Date of Next Meeting – TBD (9/2/18 is a Holiday)
- Adjournment

Bill Walsh, Chair  
Ernesto Munoz, Staff Officer  
Telephone: 268-2281



**OPEN MEETING**

**REPORT OF REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL  
MAINTENANCE AND CONSTRUCTION COMMITTEE**

**Monday, July 2, 2018 – 1:00 PM**

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

**MEMBERS PRESENT:** Bill Walsh – Chair, Bunny Carpenter, John Frankel, Rosemarie di Lorenzo, Roy Bruninghaus, Steve Parsons, Cush Bhada, Jules Zalon, James Tung, Advisors: Steve Leonard, Dr. David Finley

**MEMBERS ABSENT:** Burt Baum, Jack Connelly

**STAFF PRESENT:** Ernesto Munoz – Staff Officer, Siobhan Foster, Laurie Chavarria

**1. Call to Order**

Chair Walsh called the meeting to order at 1:01 PM and stated that the meeting is being held pursuant to notice duly given and established that a quorum of the Committee was present.

**2. Acknowledgement of Media**

The media was not present.

**3. Approval of the Agenda**

Items 9 and 10 were pulled from the Consent Calendar for discussion. The agenda was approved as amended.

**4. Approval of Meeting Report for June 4, 2018**

Director Bruninghaus requested a correction be made to the second sentence in the first paragraph on page 4 of 5. The sentence will be changed to “Staff will order...”

The meeting report from June 4, 2018 was approved as amended.

## **5. Chair's Remarks**

Chair Walsh welcomed SGE Consulting, as well as Dr. David Finley to the dais for the dry rot portion of the program.

## **6. Member Comments (Items Not on the Agenda)**

- Lynn Jarrett (4010-1C) commented on the GV breezeway recessed area project; a recent plumbing emergency that was handled efficiently between security and plumbing staff; suggested that GV mailroom flooring replacement be added as an item for a future agenda and asked for updates on the dryer replacements and rec room standard conditions.

Ernesto Munoz, Chair Walsh and Director di Lorenzo briefly responded to the comments.

## **7. Department Head Update**

Ernesto Munoz introduced Dr.'s Eugene and Steve Gordin of SGE who provided a comprehensive presentation on the dry rot study of 20 buildings of various models throughout Third Mutual.

Discussion ensued regarding immediate repair needs found during the study, how the cost of repairing 20 buildings models compares to the 700 buildings they represent, repair details that can be applied on multiple building types, possible change orders for additional dry rot findings, pilot program for a procedure to investigate dry rot with minimal disruption to the resident, and destructive testing,

Per questions received from Chair Walsh, Ernesto Munoz also provided an update on the following topics:

1. Balcony and Breezeway Resurfacing (not GV Breezeway pilot): This program was able to start in May, a month earlier than originally planned. To date, 22 of the 56 buildings on the 2018 program have been resurfaced.
2. The GV Lobby Renovations: The 10 lobbies renovated in 2018 were: 2370, 3499, 2353, 2354, 2393, 5517, 969, 2400, 3241 and 2399. As of June 8th the Garden Villa Lobby program was complete. The average cost of each lobby renovation is \$11,412. There are 35 lobbies left to fully renovate. After completion in 2022, budgeted funds will not be required until 2032.
3. The Trash Chute Repairs in Three Story Buildings: This project experienced a 2 week delay due to materials (custom collars) taking longer than expected to be delivered. The project is now scheduled to begin in mid-July and notices have been sent to the first 15 buildings.
4. Asphalt Paving Program: The Asphalt Paving work began in May and will be

completed in July. The 2018 program will consist of 90,500 square feet of pavement replacement. The scheduled cul-de-sacs include: 315, 316, 322, 323, 366, 3150 and 3317. The original cul-de-sacs planned for 2018 were changed to the above cul-de-sacs due to ETWD Reclaimed Water project scheduling conflicts. Resident notifications for work to be completed in June/July were sent out in May.

5. The 2018 Parkway Concrete Repair & Funding Source: This work is funded from of the Reserve Fund. The concrete replacement work began in May. In June the concrete work was completed and is currently curing to gain strength prior to completing the asphalt work in July. Concrete invoicing has been received and payment is in process.
6. 2018 Building Address Signs: The signs have been ordered and are the estimated start date for installation is July 23<sup>rd</sup>.
7. 2018 Building Structures: Several building structural repair requests have been received for minor repairs and building settlement issues. Repairs are in progress or completed at the following locations: B4007, 2170-A, B5193, 5500-1G, 5330-Q, 2404-3A, B2395, B4020, 2127-O, 5503-A, 5583-A, B2384, B2315, B2301, 40063-D, 4004-3G, & B2384.

B967 contract was awarded at the 6/19/18 Board meeting: B5359 is a small repair that has been awarded and is being scheduled by the vendor.

RFP's are being prepared for repairs at Buildings 5258, 2267, 2280, and 2328.

8. How is the vinyl tile on the elevator floors holding up: The vinyl tile in the elevator at Building 4026 that was installed in May of 2017 is holding up very well. Building 2393 had their floor replaced this year.
9. GV Breezeway Pilot: Building 2384 began construction in March 2018, and was completed the first week of June. Buildings 2385 and 2386 are in progress and scheduled to be completed in July.
10. Walkway lighting project in Gates 5 & 6: The contractor currently has about 100 bollards in stock, which will be installed in the next two weeks. The remaining 490 are on order and are expected to arrive in late July. We are estimating an installation rate of 50-60 bollards per week. If this schedule is maintained, the project could be completed in the first week of October.
11. Exterior Lighting Replacement Fund: \$18,705 was a miss-coded invoice that Finance is in the process of correcting.

**Consent:**

*All matters listed under the Consent Calendar are considered routine and will be enacted by the Committee by one motion. In the event that an item is removed from the Consent Calendar by members of the Committee, such item(s) shall be the subject of further discussion and action by the Committee.*

Items 9 and 10 were pulled from the Consent Calendar for discussion. The Consent Calendar was approved as amended.

**8. Programs Report**

**9. Maintenance Expenditures and Variance Explanations**

Director di Lorenzo commented on concrete repairs and tree maintenance.

Director Parsons commented on the plumbing expenditures.

Director Frankel asked about pet fees during the fumigation program.

Ernesto Munoz briefly responded to all questions and comments.

**10. Project Log**

Director di Lorenzo asked staff to add descriptions to the color coding for each section of the project log.

**Reports:**

**11. Dry Rot Investigation Report & Presentation by SGE**

Ernesto Munoz summarized the report and proposed that we advertise the project for construction to bring a recommendation to award a contract to a future meeting.

Discussion ensued regarding a management company, building inspector, project oversight, and how to project the repair findings on future buildings.

By consensus, staff was directed to solicit contractor bids for the Dry Rot Repair project for construction of twenty buildings. Sixteen buildings were identified in the Engineering Investigation of Fungal Damage (Dry Rot Report) as requiring repairs, and four additional buildings will be proposed as alternate bids.

**12. Programmable Drying Costs per Load**

Ernesto Munoz summarized the report and staff's recommendation for the programmable drying costs per load.

Staff has investigated the costs of installing new coin operated commercial dryers and the associated return on investment (ROI). This ROI is affected by the expected amount of money required to dry one load of laundry.

Staff had previously set a level of \$0.50 per load to calculate the payback for this project with an estimate that a typical load of laundry can be dried in 40 minutes or less. By setting a rate of \$0.25 per 20 minutes of drying time, this calculation will remain at previous levels and maintain expected costs to users.

The cost to purchase new commercial Speed Queen coin-operated dryers is \$294,000. The analysis estimates \$110,000 additional income per year associated with the installation of these machines.

With an assumption that users spend \$0.50 per load, this equates to a payback period of just over 2 years and a return on investment of 19%.

The 2019 Business Plan has been prepared based on the assumption of \$0.50 per load generating approximately \$110,000 per year in additional revenue.

Discussion ensued regarding pedestals without drawers, installation costs, project timing, installation scheduling, and pricing for venting of the dryers to the outside in the Garden Villa buildings.

By consensus staff was directed to advertise for bids as soon as possible and bring back a recommendation to award a contract to replace all laundry room dryers with commercial, coin-operated dryers. The bid will include the installation of washer and dryer pedestals as well as venting the dryers in three-story buildings to the outside.

A motion was made and unanimously approved to recommend the Board authorize the programming of the future coin operated commercial dryers be set at a rate of \$0.25 cents per 20 minutes of drying time.

### **13. Non-Emergency Chargeable Maintenance Services**

Ernesto Munoz summarized the report and answered questions from the Committee.

Discussion ensued regarding list of services, alterations, water heater warranties, and parts and labor warranties.

By consensus, this item will be tabled until the next meeting. Members of the Committee will refine the list of services and limitations for discussion at the August meeting.

### **14. Water Heater Inventory List (oral discussion)**

The Committee briefly reviewed the water heater inventory list.

**Items for Future Agendas:**

- Vehicle Decal Policy Revisions
- Alteration Flooring Replacement Disbursement (due to moisture intrusion)
- Contract Award for Commercial Dryer Replacement Project (September)
- GV Inspection and Replacement of Receptacles in Garages
- GV Garage Cabinet Costs per Building

**Concluding Business:**

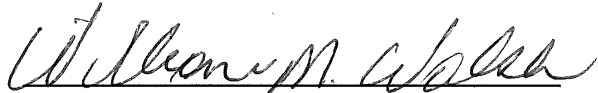
**Committee Member Comments**

There were no member comments.

**Date of Next Meeting – August 6, 2018**

**Adjournment**

The meeting was adjourned at 3:40 PM.

  
Bill Walsh, Chair

  
Bunny Carpenter

## THIRD LAGUNA HILLS MUTUAL 2018 PRIOR TO PAINT PROGRAM REPORT

Through June 30, 2018

Shown below is the cost breakdown for structures completed through the reporting period:

2018 PROGRAM SCOPE				
	Budget	Planned	Complete	% Complete
Buildings (Dry Rot)	108	108	78	72%
Carport Structures	32	32	14	44%
Laundry Buildings	15	15	14	93%
Buildings (Decking)	59	59	50	85%

COMPLETIONS - PTP PROGRAM					
Item	Budget	Projected to Date	Actual Expenditures	Variance % Fav / (Unfav)	
A98100 Dry Rot Repairs PTP	\$ 643,731	\$ 321,171	\$ 459,121	-43%	
A98101 Decking Repairs PTP	\$ 202,190	\$ 100,871	\$ 102,978	-2%	
A98103 Welding Repairs PTP	\$ 10,947	\$ 5,464	\$ 458	92%	
A98102 Lead Abatement PTP	\$ 375	\$ 186	\$ 1,375	-639%	
Total Repairs Prior To Paint:	\$ 857,243	\$ 427,692	\$ 563,932	-32%	

Shown below is the cost breakdown for total expenditures through the reporting period. These figures include costs associated with the above-referenced completions and work in progress:

TOTAL 2018 PROGRAM EXPENDITURES				
Item	Completions	2017 Work Completed in 2018	Work in Process	Total Expenditures
A98100 Dry Rot Repairs PTP	\$ 459,121	\$ -	\$ -	\$ 459,121
A98101 Decking Repairs PTP	\$ 102,978	\$ -	\$ -	\$ 102,978
A98103 Welding Repairs PTP	\$ 458	\$ -	\$ -	\$ 458
A98102 Lead Abatement PTP	\$ 1,375	\$ -	\$ -	\$ 1,375
Total Repairs Prior To Paint:	\$ 563,932	\$ -	\$ -	\$ 563,932

\*\*\* Outside Services includes lift rentals, city permits, repairs by contractors

# THIRD LAGUNA HILLS MUTUAL 2018 EXTERIOR PAINT PROGRAM REPORT

Through June 30, 2018

Shown below is the cost breakdown for structures completed through the reporting period:

2018 PROGRAM SCOPE					
	Planned	Complete	Sq Ft Planned	Sq Ft Complete	Sq Ft % Complete
Buildings	136	74	2,131,393	1,159,729	54%
Carport Structures	32	7	74,254	4,048	5%
Total Carport Stalls	155	54			
Laundry Buildings	15	7	12,135	5,663	47%

COMPLETIONS - PAINT PROGRAM				
Item	Budget	Projected Expenditures	Actual Expenditures	Variance % Fav / (Unfav)
Materials	\$ 180,960	\$ 90,480	\$ 69,809	22.8%
Lead Paint Testing	\$ 35,616	\$ 17,808	\$ -	100.0%
Labor	\$ 1,292,145	\$ 644,732	\$ 552,493	14.3%
Total Cost	\$ 1,508,721	\$ 753,020	\$ 622,301	17.4%

COMPLETIONS - TOP COATING				
Item	Budget	Projected Expenditures	Actual Expenditures	Variance % Fav / (Unfav)
Materials	\$ 17,664	\$ 8,832	\$ 3,846	56.5%
Labor	\$ 65,131	\$ 32,498	\$ 10,450	67.8%
Total Cost	\$ 82,795	\$ 41,330	\$ 14,296	65.4%

COMPLETIONS - LEXAN SIGNS				
Item	Budget	Projected Expenditures	Actual Expenditures	Variance % Fav / (Unfav)
Materials	\$ 11,228	\$ 5,614	\$ 3,297	41.3%

Shown below is the cost breakdown for total expenditures through the reporting period. These figures include costs associated with the above-referenced completions and work in progress:

TOTAL 2018 PROGRAM EXPENDITURES				
Item	Completions	2017 Work Completed in 2018	Work in Process	Total Expenditures
Materials	\$ 76,952	\$ -	\$ -	\$ 76,952
Labor	\$ 562,943	\$ -	\$ -	\$ 562,943
Lead Paint Testing	\$ -	\$ -	\$ -	\$ -
Total Cost	\$ 639,895	\$ -	\$ -	\$ 639,895

**THIRD LAGUNA HILLS MUTUAL  
FUND EXPENDITURES REPORT  
AS OF JUNE 30, 2018**

DESCRIPTION	CURRENT MONTH		YEAR-TO-DATE		TOTAL BUDGET	% EXPENDED	VARIANCE	
	ACTUAL	BUDGET	ACTUAL	BUDGET			\$	%
REPLACEMENT FUND								
ALARM SYSTEMS	\$0	\$0	\$0	\$0	\$0	0%	\$0	0%
BUILDING NUMBERS	0	2,830	1,134	16,980	33,970	3%	15,846	93%
BUILDING STRUCTURES	172,716	262,322	699,943	1,575,763	3,152,327	22%	875,820	56%
ELECTRICAL SYSTEMS	5,827	4,586	7,777	27,516	55,046	14%	19,739	72%
ENERGY PROJECTS	0	4,166	0	24,996	50,000	0%	24,996	100%
EXTERIOR LIGHTING	(5,331)	41,666	15,321	249,996	500,000	3%	234,675	94%
FENCING	0	0	21,576	0	0	0%	(21,576)	0%
GARDEN VILLA LOBBY	19,892	9,486	114,664	57,037	114,126	100%	(57,627)	(101%)
GARDEN VILLA MAILROOM	0	1,950	53,309	11,802	23,649	225%	(41,507)	(352%)
GARDEN VILLA RECESSED AREA	6,440	16,250	6,440	97,500	195,000	3%	91,060	93%
GV REC ROOM WATER HEATER/HEAT PUMP	0	1,500	8,663	9,000	18,000	48%	337	4%
GUTTER REPLACEMENTS	1,460	11,405	30,649	68,533	137,118	22%	37,884	55%
LANDSCAPE MODERNIZATION	0	20,833	0	125,000	250,000	0%	125,000	100%
MAILBOXES	0	1,597	4,430	9,670	19,389	23%	5,240	54%
PAINT PROGRAM - EXTERIOR	15,213	131,929	639,894	799,960	1,602,744	40%	160,065	20%
PRIOR TO PAINT	70,434	70,558	563,932	427,692	857,243	66%	(136,241)	(32%)
PAVING	149,561	175,000	149,561	350,000	597,000	25%	200,439	57%
ROOF REPLACEMENTS	141,873	174,119	608,566	727,453	1,598,050	38%	118,887	16%
SUPPLEMENTAL APPROPRIATIONS	4,320	0	57,452	53,132	53,132	108%	(4,320)	(8%)
TREE MAINTENANCE	56,950	67,691	611,220	413,135	826,476	74%	(198,085)	(48%)
WALL REPLACEMENTS	0	6,250	0	37,498	75,000	0%	37,498	100%
WASTE LINE REMEDIATION	137,227	62,500	429,574	375,000	750,000	57%	(54,574)	(15%)
WATER LINES - COPPER PIPE REMEDIATION	0	8,333	(1,000)	49,998	100,000	-1%	50,998	102%
OTHER - INVESTMENT EXPENSE	0	0	10,474	10,474	10,474	100%	0	0%
TOTAL REPLACEMENT FUND	\$776,581	\$1,074,970	\$4,033,579	\$5,518,134	\$11,018,744	37%	\$1,484,555	27%

**THIRD LAGUNA HILLS MUTUAL  
FUND EXPENDITURES REPORT  
AS OF JUNE 30, 2018**

DESCRIPTION	CURRENT MONTH		YEAR-TO-DATE		TOTAL		VARIANCE	
	ACTUAL	BUDGET	ACTUAL	BUDGET	BUDGET	EXPENDED	\$	%
<b>OPERATING FUND</b>								
1 APPLIANCE REPAIRS	\$8,597	\$7,722	\$52,894	\$46,820	\$93,901	56%	(\$6,073)	(13%)
2 BALCONY/BREEZEWAY RESURFACING	56,193	33,832	131,709	205,052	411,008	32%	73,343	36%
3 BUILDING REHAB/DRY ROT	14,664	26,445	64,649	160,030	320,666	20%	95,382	60%
4 CARPENTRY SERVICE	39,071	30,591	194,725	185,066	370,816	53%	(9,659)	(5%)
5 CONCRETE REPAIR/REPLACEMENT	18,933	22,854	209,277	138,593	277,636	75%	(70,683)	(51%)
6 CURB CUT/SIDEWALK RAMPS	0	1,666	0	9,996	20,000	0%	9,996	100%
7 ELECTRICAL SERVICE	9,711	11,695	51,799	70,964	142,279	36%	19,165	27%
8 FIRE PROTECTION	9,801	8,398	42,429	50,388	100,820	42%	7,959	16%
9 GUTTER CLEANING	0	2,255	7,730	13,693	166,799	5%	5,963	44%
10 GV MAILROOM RENOVATIONS	0	0	476	0	0	0%	(476)	0%
11 JANITORIAL SERVICE	69,274	64,402	419,764	392,326	785,925	53%	(27,438)	(7%)
12 MISC REPAIRS BY OUTSIDE SERVICE	1,613	5,505	34,447	33,031	66,061	52%	(1,417)	(4%)
13 PAINT - TOUCH UP	46,471	9,700	132,877	58,893	118,034	113%	(73,984)	(126%)
14 PAVING MAINTENANCE & REPAIRS	1,579	13,495	32,260	81,752	163,751	20%	49,493	61%
15 PEST CONTROL	9,000	24,912	29,331	149,472	298,968	10%	120,141	80%
16 PLUMBING SERVICE	69,550	46,286	373,106	280,450	562,159	66%	(92,655)	(33%)
17 ROOF REPAIRS	16,963	24,166	119,358	144,996	290,000	41%	25,638	18%
18 SOLAR MAINTENANCE	3,108	3,333	9,696	20,000	40,000	24%	10,304	52%
19 STAIR TREAD REPLACEMENTS	0	696	1,083	4,211	8,431	13%	3,127	74%
20 TRAFFIC CONTROL	857	2,456	13,902	14,843	29,721	47%	941	6%
21 WELDING	941	5,487	23,922	33,248	66,615	36%	9,326	28%
<b>TOTAL MAINTENANCE PROGRAMS</b>	<b>\$376,326</b>	<b>\$345,895</b>	<b>\$1,945,432</b>	<b>\$2,093,825</b>	<b>\$4,333,590</b>	<b>45%</b>	<b>\$148,393</b>	<b>7%</b>

THIRD LAGUNA HILLS MUTUAL  
MAINTENANCE PROGRAMS  
OPERATING FUND VARIANCE EXPLANATIONS  
*As of June 30, 2018*

1. **APPLIANCE REPAIRS - June: (\$874), YTD: (\$6,073)**  
*YTD variance still slightly above expected levels, mitigated by a favorable variance in March.*
2. **BALCONY/BREEZEWAY RESURFACING - June: (\$22,361), YTD: \$73,343**  
*Program started in May.*
3. **BUILDING REHAB/DRY ROT - June: \$11,781, YTD: \$95,382**  
*Low demand so far this year.*
4. **CARPENTRY SERVICE - June: (\$8,480), YTD: (\$9,659)**  
*More hours and materials required for carpentry service tickets than anticipated.*
5. **CONCRETE REPAIR/REPLACEMENT - June: \$3,921, YTD: (\$70,683)**  
*Crew completing higher volume of Concrete Repairs per month than budgeted. Work has shifted to traffic signs and markings; expenditures should fall within budget as year progresses.*
6. **CURB CUT/SIDEWALK RAMPS - June: \$1,666, YTD: \$9,996**  
*No demand so far this year.*
7. **ELECTRICAL SERVICE - June: \$1,984, YTD: \$19,165**  
*Within monthly variation in demand from residents.*
8. **FIRE PROTECTION- June: (\$1,403), YTD: \$7,959**  
*Contractual and change order invoices will be processed as received from vendor; vendor is behind on invoicing.*
9. **GUTTER CLEANING - June: \$2,255, YTD: \$5,963**  
*Program starts later in year. Funds spent to-date are from service requests received from residents.*
10. **GV MAILROOM RENOVATIONS - June: \$0, YTD: (\$476)**  
*This program is complete for 2018.*
11. **JANITORIAL SERVICE - June: (\$4,872), YTD: (\$27,438)**  
*High volume of discarded item pickups, which is charged to Miscellaneous under Janitorial Service. This trend will continue throughout remainder of year.*

THIRD LAGUNA HILLS MUTUAL  
MAINTENANCE PROGRAMS  
OPERATING FUND VARIANCE EXPLANATIONS  
*As of June 30, 2018*

12. **MISC REPAIRS BY OUTSIDE SERVICE- June: \$3,893, YTD: (\$1,417)**  
*Within \$5,000 variance year to date.*
13. **PAINT - TOUCH UP - June: (\$36,771), YTD: (\$73,984)**  
*More hours required for exterior touch ups than anticipated. The budget for this program is based on historical averages and trends and actual expenditures that will vary from year to year.*
14. **PAVING MAINTENANCE & REPAIRS - June: \$11,916, YTD: \$49,493**  
*Priority placed on Concrete Repair over Paving Repair. Focus has shifted to roadway work, which will be reflected in next report.*
15. **PEST CONTROL- June: \$15,912, YTD: \$120,141**  
*The program started in May.*
16. **PLUMBING SERVICE - June: (\$23,264), YTD: (\$92,655)**  
*High levels of plumbing repairs have resulted in above average costs.*
17. **ROOF REPAIRS- June: \$7,203, YTD: \$25,638**  
*Within expected monthly variation in demand from residents.*
18. **SOLAR MAINTENANCE- June: \$225, YTD: \$10,304**  
*Budget was made before pricing was received from contractor. Expenditures are as expected.*
19. **STAIR TREAD REPLACEMENTS- June: \$696, YTD: \$3,127**  
*No demand so far this year.*
20. **TRAFFIC CONTROL - June: \$1,599, YTD: \$941**  
*Within \$5,000 variance year to date.*
21. **WELDING- June: \$4,545, YTD: \$9,326**  
*Added cost of lead and asbestos testing increasing operational cost.*

Third Mutual Project Log (July 2018)						
Priority Rating	#	Type	Name	Description	Status	Estimated Completion/On-going Programs
	1	904 Maint Svc	2018 Waste line Remediation	The Waste lines Program involves the installation of a seamless liner within the existing waste pipes to mitigate future root intrusion as well as to resolve and prevent future back up problems related to compromised pipes. If there are consistent internal issues, these are also investigated and addressed during the waste lines program. The program addresses interior as well as exterior waste lines. The program to line exterior pipes commenced in 2011. Starting in 2017, both, interior and exterior lines are receiving an epoxy liner.	The Board awarded a three-year contract to Specialized Pipe Technologies (SPT), to perform epoxy waste lining services for the Mutual. Work for the 2018 program resumed February 20th in the Gate 11 area. Lining began at buildings 5219-5223. Buildings currently scheduled for epoxy lining are: 3105, 3113 & 5028.  118 buildings have been completed to date. 85 have been invoiced.  150 buildings are estimated to be completed during the year.	December 2018 Annual  Budget: \$750,000 Invoiced: \$442,671.64 Balance: \$307,328.36
	2	904 Maint Svc	2018 Electrical Systems	This program is dedicated to repairing or replacing electrical equipment as needed.	Funding is provided for this program as a contingency to address electrical panel failures. One replacement has occurred at manor 3366-1F. There is a second replacement is being planned at building 3242.	December 2018 Annual  Budget: \$50,000 Invoiced: \$1,950 Balance: \$48,050
	3	904 Maint Svc	Laundry Equipment Improvements	This project involves replacement of all the existing residential dryers with commercial, coin operated machines. It also includes raising the level of the machines by placing them on pedestals for easier use. Finally, the venting of the dryers in three story buildings will be altered to be ducted to the exterior.	Staff has brought several reports to the Board regarding the costs and benefits of dryer replacement. After much discussion, the M&C Committee gave direction to staff to gather bids for the three improvements described. After bids are received, staff will enter into a contract to purchase the equipment in November and receive delivery in December. An attempt will be made to lock in the price of the dryers as early as possible before the purchase.	Funding will be appropriated from the Laundry Replacement Fund  December 2018
	4	910 Bldg Maint	2018 Prior to Paint Program (PTP)	The Mutual has a 10 year full cycle exterior paint program. Prior to paint dry rot and decking repairs will be performed every 10 years to prepare building surfaces for painting.	Staff is currently working in CDS 216. All buildings within the followings cul-de-sacs have been scheduled for inspection and repair with the 2018 PTP program as follows: 214, 225, 223, 220, 218, 216, 224, 222 and 221.  CDS 214, 225, 223, 220 & 218 have been completed.  We are 60% complete with the 2018 Prior to Paint scheduled work.	December 2018 Annual  Budget: \$857,243 Invoiced: \$493,498 Balance: \$363,745

5	910 Bldg Maint	<b>2018 Exterior Paint Program</b>	<p>The Mutual has a 10-year full cycle exterior paint program. All exterior components of each building are to be painted every 10 years. The painted components include the body (stucco/siding) as well as the following list in regard to the trim: fascia boards; beams; overhangs; doors; closed soffits; structural and ornamental metal surfaces. Decks are top coated and damaged building address signs replaced. Lead abatement activities are performed in conjunction with the Exterior Paint Program.</p>	<p>Staff is currently painting in CDS 216. All buildings within the followings cul-de-sacs have been scheduled for painting and resurfacing with the 2018 Paint Program: CDS 214, 225, 223, 220, 218, 216, 224, 222, and 221.</p> <p>CDS 214 ,225, 223, 220 &amp; 218 have been completed.</p> <p>We are 60% complete with the 2018 Exterior Paint Program.</p>	December 2018 Annual	<p>Budget: \$1,602,744 Invoiced: \$624,682 Balance: \$978,062</p>
6	910 Bldg Maint	<b>2018 Balcony &amp; Breezeway Resurfacing</b>	<p>This program provides for the waterproof topcoat sealing of balcony and breezeway deck surfaces midway between exterior paint cycles. This waterproofing process protects the deck substructure against future dry rot and improves the aesthetics of the deck surface. Prior to applying topcoat, crews conduct an inspection of the deck structure to locate any potential safety hazards or dry rot problems.</p>	<p>This program was started in May. There are 67 buildings on the schedule for this year. 29 buildings have been completed to date.</p>	December 2018 Annual	<p>Budget: \$411,008 Invoiced: \$75,516 Balance: \$335,492</p>
7	910 Bldg Maint	<b>2018 Pest Control for Termites</b>	<p>This program is dedicated to eradicating dry wood termites from inaccessible areas by tenting buildings for fumigation. The budget also includes funding for local termite treatments on an as needed basis and hotel accommodations during tenting.</p>	<p>The fumigation program starts May 7, 2018 and is typically completed by November.</p> <p>There are 44 buildings scheduled to be fumigated in 2018. 22 buildings have been completed so far this year.</p>	November 2018 Annual	<p>Budget: \$298,968 Additional funds added: \$10,000 New Budget:308,968 Invoiced: \$20,330 Balance: \$288,638</p>
8	910 Bldg Maint	<b>2018 Gutters - Replacement and Repair</b>	<p>Gutter replacement is performed on original construction building rain gutters and downspout systems that are exhibiting deterioration. The Board authorized replacement using a "seamless" gutter system in conjunction with the Mutual's exterior painting of the building. This program also addresses gutter repairs performed by VMS staff.</p>	<p>Complete gutter and downspout replacement will take place at Buildings 2369, 2370, 2381, 2400, 2402, 2403, 2404 and 2405 in 2018. Staff is assessing the buildings and will create a scope of work and a schedule for the outside vendor. Funds have also been budgeted for repairs by in-house staff on an as-needed basis throughout the year. <b>Buildings completed this year: 2369, 2370 &amp; 2381.</b></p>	December 2018 Annual	<p>Budget: \$137,118 Invoiced: \$29,189 Balance: \$107,929</p>
9	920 Projects	<b>Trash Chute Repairs - Three Story Buildings</b>	<p>This project is dedicated to repairing the discharge room and trash chutes in all three story buildings.</p>	<p>On March 20, 2018, the Board awarded a contract to Terra Pacific Waste Management in the amount of \$336,680 to repair trash chutes in all LH-21 and Garden Villa buildings. The repairs started on July 16, 2018.</p>	December 2018	<p>Supplemental Appropriation: \$336,680 Invoiced: \$30,607 Balance: \$306,073</p>

10	920 Projects	<b>2018 Roofing Replacement Program</b>	This program is dedicated to replacing and maintaining Third Mutual roofs. Built-up roofs are inspected 15 years after installation. Roofs determined to have reached the end of their serviceable life are scheduled to be replaced with a new PVC cool roof system.	50 buildings totaling 177,215 square feet are scheduled to be re-roofed with new cool roof systems in 2018. The re-roofing work started in March and 20 of the 50 buildings have been completed thru July 2nd.	December 2018 Annual	Budget: \$1,392,954 Invoiced: \$404,970 Balance: \$987,984
11	920 Projects	<b>2018 Emergency Repair Program</b>	This program is dedicated to preserving the serviceable life of roofs by completing emergent requests for roof repairs as they are received.	Emergent requests for roof repairs are completed as they are received throughout the year.	December 2018 Annual	Budget: \$290,000 Invoiced: \$120,085 Balance: \$169,915
12	920 Projects	<b>2018 Asphalt Paving Program</b>	This program is dedicated to preserving the integrity of Cul-de-sac street paving. As part of this program asphalt paving is inspected and rated for wear annually. The life for asphalt paving is estimated at 20 years. The 2018 program will consist of 108,293 square feet of paving replacement.	The Asphalt Paving work began in May and will be completed in July. The 2018 program will consist of 90,500 square feet of pavement replacement. The scheduled cul-de-sacs include: 315, 316, 322, 323, 366, as well as near buildings 3150 and 3317. The original cul-de-sacs planned for 2018 were changed to the above locations due to ETWD Reclaimed Water project scheduling conflicts. Resident notifications for work to be completed in June/July were sent out in May.	July 2018 Annual	Budget: \$375,000 Invoiced: \$0 Balance: \$375,000
13	920 Projects	<b>2018 Parkway Concrete Program</b>	This program is funded to replace and repair damaged concrete parkways in conjunction with the asphalt paving program. Parkways are inspected for damage and other deficiencies are repaired or replaced accordingly.	The concrete replacement work began in May with layout and notices being sent to residents. In June, the concrete work was completed and is currently curing to gain strength prior to asphalt work to be completed in July.	July 2018 Annual	Budget: \$150,000 Invoiced: \$149,561 Balance: \$439
14	920 Projects	<b>2018 Seal Coat Program</b>	This program is funded to extend the life of the asphalt paving by sealing asphalt cracks and applying a bituminous slurry seal to the asphalt surface preventing water intrusion and protecting the asphalt from deterioration.	The Seal Coat program work is scheduled to start in August and finish in September. 30 cul de sac/street areas totaling 599,359 SF of pavement will be seal coated in 2018.	September 2018 Annual	Budget: \$72,000 Invoiced: \$0 Balance: \$72,000
15	920 Projects	<b>2018 Gutter Cleaning Program</b>	This program is for the annual cleaning of Mutual Owned and Alteration Gutters.	The gutter cleaning program will start in September and finish in December.	December 2018 Annual	Budget: \$139,364 Invoiced: \$0 Balance: \$139,364

16	920 Projects	<b>2018 Foundations Program</b>	<p>This program is funded to replace foundations showing signs of distress or impending failure. These repairs or replacements are performed on an as needed basis. As requests for foundation inspections are received, staff performs field observations, and if required, a structural engineer is then scheduled to inspect the foundation and provide a recommendation.</p>	<p>Nine Garden Villas locations (B2388, B2389, B2390, B2392, B2393, B2399, B2402, B2403, &amp; B4011) were inspected and recommended for repairs. Repair plans were submitted and the bidding process was completed in April. The contract award was completed in June and work will be scheduled to start in August.</p>	December 2018 Annual	Budget: \$207,000 Invoiced: \$0 Balance: \$207,000
17	920 Projects	<b>2018 Parapet/Stucco Wall Repairs</b>	<p>Several Villa Paraisa and Casa Grande style homes in the Gate 11 area have had parapet wall leaks causing wood rot and wall damage. A phased program to remove these parapet walls was adopted by the Board to remove five walls per year.</p>	<p>At the July 2, 2018, M&amp;C meeting, the Committee accepted staff's recommendation for an award of contract to B. Foster Construction for the removal of the parapet walls at buildings 5069, 5088, 5185, and 5302. An endorsement to award a contract will be presented at the next Board meeting on July 17, 2018.</p>	December 2018 Annual	Budget \$230,000 Invoiced: \$21,145 Balance: \$208,846
18	920 Projects	<b>2018 Building Address Signs</b>	<p>This program was funded to replace building address signs on 1,405 buildings over a ten year period beginning in 2016. However, more recently, the M&amp;C Committee determined that the 82 three-story buildings required a more visible sign. Staff was directed to develop new three-story building signs that are larger than those currently installed. Sign placement was to be determined by building configuration.</p>	<p>Staff received direction at the June M&amp;C meeting to purchase and install building address signs at specified locations provided by the Committee. The signs have been ordered and scheduled for installation in July. Staff was subsequently directed to also look into lowering and reconfiguring the street front cul-de-sac signs. Staff will be preparing a pilot for the Committee's consideration.</p>	TBD	Budget: \$33,970 Invoiced: \$0 Balance: \$33,970
19	920 Projects	<b>2018 Building Structures</b>	<p>This program is dedicated to replacing and repairing building structural components that are not performing as designed.</p>	<p>Several building structural repair requests have been received for minor repairs and building settlement issues. Repairs are in progress or completed at the following locations: B4007, 2170-A, B5193, 5500-1G, 5330-Q, 2404-3A, B2395, B4020, 2127-Q, 5503-A, B2384, B2315, B2301, 4006-3D, 4004-3G, &amp; B2384.</p> <p>B967 contract was awarded at the 6/19/18 Board meeting. Beam replacement at B2323 will start on 7/16/18. Bridge replacement at B5246 will start on 7/16/18. An Engineer's evaluation for slab repair at 2332-C is expected on July 18, 2018.</p> <p>An Engineer's recommendation for garage footing repairs at B5246 is expected on July 27, 2018.</p> <p>RFP's are being prepared for repairs at Buildings 5258, 2267, 2280, and 2328.</p>	December 2018 Annual	Budget: \$750,000 Invoiced: \$199,316 Balance: \$550,684

20	920 Projects	<b>Dry Rot Program</b>	This program is dedicated to developing and implementing a systematic approach to eradicating wood rot throughout Third Mutual.	At the July 2, 2018 M&C Committee meeting, the Dry Rot consultant presented the results of their investigations. Staff is soliciting contractor bids for the initial 16 buildings with four additional building alternates, and will provide a recommendation for a contract award at a future M&C Committee meeting.  Dry rot engineering is in progress at B5371 and a balcony repair at B2353 was completed on 7/13/18.	December 2018 Annual	Budget: \$1,025,000 Invoiced: \$81,405 Balance: \$943,595
21	920 Projects	<b>2018 Elevator Replacement Program</b>	This program is dedicated to elevator maintenance and replacement of worn equipment. In addition ten elevator cars are scheduled for interior renovations.	The elevators scheduled for component replacements in 2018 are: 2381, 2355, 2390, 2394, 2397, 2402, 2399, 2369, 4001 and 4005. Notifications will be mailed in advance to the residents/owners in each building. Buildings 2381, 2355, 2394 and 2397 have been completed.  Elevator renovation at building 2402 started on July 9th and be completed by July 26, 2018.	December 2018 Annual	Budget: \$330,189 Invoiced: \$117,280 Balance: \$212,909
22	920 Projects	<b>2018 Elevator Tile Floor Replacement</b>	This program replaces the elevators ceramic tile flooring with a high grade vinyl tile when the existing tile flooring is reported as damaged.	As elevator floors are reported to have broken tiles, flooring will be replaced with new high grade vinyl selected and approved by the Board. Building 2393 was replaced in 2018.	December 2018 Annual	Budget: \$17,083 Invoiced: \$2,146 Balance: \$14,937
23	920 Projects	<b>2018 Water Lines - Copper Pipe Remediation</b>	This program is intended to extend the life of copper pipes in all buildings which experience a high frequency of copper pipe leaks.	Buildings 2167, 3006, 3027, 3037, and 5501 have been identified for this year's 2018 Copper Epoxy Lining Program. The contract award recommendation was approved at the July M&C Committee meeting and will be presented for consideration at the Board Meeting on July 17, 2018.	December 2018 Annual	Budget: \$100,000 Invoiced: \$0 Balance: \$100,000

24	920 Projects	<p><b>Exterior Lighting</b></p> <p>In 2018 funding for this program will be allocated towards the purchase of the Southern California Edison street light infrastructure. a contract with Siemens in the amount of \$843,857 was executed. The scope of work is to assist with the street light acquisition, retrofit of the existing lighting fixtures, and to perform the operations and maintenance of the asset for three years. Additionally, it will offset the cost of consulting services to assist with the acquisition, and the upgrade of other exterior lighting.</p> <p>This program also includes funding for walkway lighting needs.</p>	<p>Street Lights: On May 30 the CPUC approved the sale &amp; transfer of streetlights from SCE to Third. The Siemens team will be working with SCE during the transfer process of surveying, tagging, auditing, and invoicing for the assets. The transfer process is scheduled to be completed in November 2018. In September 2018 the pilot program will start to select the LED fixtures for installation. Around November–December 2018 trial fixtures will be temporarily installed to evaluate their luminance &amp; aesthetics. Once a fixture is selected the LED retrofit of 788 fixtures is scheduled to be completed in March 2019.</p> <p>Walkway Lighting: A lighting contract was awarded for walkway lighting upgrades in Gates 5, 6, 7 &amp; 8 and work is currently underway.</p>	December 2018	<p>Budget: \$500,000 Invoiced: \$36,781 Balance: \$463,219</p>
25	920 Projects	<p>Funding for this program is allocated as a contingency to replace damaged common walls as needed. As request for inspection or repairs are received, staff inspects and repairs are made as needed.</p>	No repair requests have been received regarding common walls within the Third Mutual.	December 2018 Annual	<p>Budget: \$25,000 Invoiced: \$0 Balance: \$25,000</p>
26	920 Projects	<p>As a part of the Conditional Use Permit 1135 with the City of Laguna Woods, The Mutual will remove and replace barbed wire on all perimeter walls with Shepherds Crook on a phased approach.</p>	At the July 2018 M&C Committee meeting, staff was directed to solicit contractor bids to install surface mounted Shepherds Crooks at the wall along Ridge Route drive with panels extending to seven feet high.	December 2018	<p>Budget: \$50,000 Supplemental: \$250,000 Invoiced: \$0 Balance: \$300,000</p>
27	920 Projects	<p>This pilot project will fill in the Garden Villa breezeway recessed areas with light weight concrete to match the existing walkway surface. This work will eliminate existing uneven surfaces in recessed areas to eliminate tripping hazards. The work performed will reduce maintenance costs, increase dry rot repair and prevention of mold.</p>	In September of 2017, the Board awarded a contract to B. Foster Construction to fill in the recessed areas at buildings 2384, 2385 and 2386. Building 2384 began construction in March 2018, and was completed the first week of June. Buildings 2385 and 2386 are in progress and will be completed in July.	July 2018 Annual	<p>Budget: \$150,000 Invoiced: \$57,452 Balance: \$92,548</p>
28	920 Projects	<p>An Energy Consultant will be used as needed in order to advance Third's and the Community's future energy initiatives.</p>	The Professional Service Agreement contract has been fully executed. The Energy Task Force is considering the top priorities to be given to energy consultant. The consultant will be engaged as needed, or as directed by the respective M&C Committee.	December 2018	<p>Budget: \$50,000 Invoiced: \$0 Balance: \$50,000</p>



		920 Projects	2018 - 5 & 10 year old Roof Maintenance Program	<p>This program is dedicated to preserving the serviceable life of the roofs through a 5 and 10-year inspection cycle. Roofs are inspected and maintained accordingly.</p> <p>Work Center 904: Maintenance Services Work Center 910: Building Maintenance Work Center 920: Projects Division</p>	COMPLETED	January 2018	Budget: \$205,100 Invoiced: \$205,096 Balance: \$4
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## STAFF REPORT

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**DATE:** August 6, 2018  
**FOR:** Maintenance and Construction Committee  
**SUBJECT:** Non-Emergency Chargeable Maintenance Services

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### **RECOMMENDATION**

Approve the revised list of non-emergency chargeable maintenance services and the updated Resolution 03-18-XX (Attachments 1 and 2).

### **BACKGROUND**

At the April 2, 2018 M&C Committee meeting, staff proposed 18 additional chargeable maintenance services for the Committee to review. Discussion ensued regarding other services the Committee felt should be added to the list. Chair Moldow requested that the Committee members propose additional maintenance services for review and discussion at the following Committee meeting.

At the May 7, 2018 M&C Committee meeting, Director Baum was the only member who suggested an additional chargeable service item. Staff was then directed to add an estimated cost and time frame to each offered service as well as specify which items require materials to be supplied by the resident.

At the July 2, 2018 M&C Committee meeting, the Committee wanted to increase the chargeable maintenance services to include additional interior components and services with member supplied parts. Committee Members sent staff a revised list of services for review and consideration by the Committee at the August M&C meeting.

### **DISCUSSION**

The Mutual has historically planned for various levels of work as non-emergency maintenance chargeable services. These chargeable service repairs are typically items of work for which the Mutual is not responsible; estimates for such repairs have been included in the annual budgeted service levels to account for the additional anticipated service hours.

Chargeable services are provided at no cost to the Mutual. Labor is prorated to the tenth of an hour and applied at the current billing rate for the relevant division; materials are passed through at cost; and a flat rate \$25.00 service charge is applied.

The level of staff hours budgeted for the current list of non-emergency maintenance chargeable services in 2018 are listed below.

Maintenance Divisions	Non-Emergency Staff Hours Budgeted
Carpentry	124
Electrical	300
Plumbing	456
<b>Total Hours</b>	<b>880</b>

The estimated number of staff hours to complete the additional chargeable services is unknown at time.

Residents may experience a longer wait time for scheduling non-emergency maintenance service requests, as emergency work and Mutual responsible repairs will take precedence over the items on this proposed non-emergency chargeable maintenance services list.

### **FINANCIAL ANALYSIS**

The addition of other non-emergency chargeable services may alter the staffing level required to accommodate the increase in requested work. Careful consideration must be given to staffing levels if the number of non-emergency maintenance chargeable services is increased, to ensure these hours, and potentially new positions, may be reflected in subsequent budget proposals.

**Prepared By:** Laurie Chavarria, Executive Assistant  
Patrick Cleary, Maintenance Operations Manager  
Mark Stal, Maintenance Services Manager

**Reviewed By:** Ernesto Munoz, P.E., Maintenance and Construction Director

### **Attachment(s):**

Attachment 1 – Proposed Non-Emergency Chargeable Maintenance Service List  
Attachment 2 – Revised Resolution 03-18-XX

## ATTACHMENT 1 - Proposed Non-Emergency Chargeable Maintenance Service List

Proposed Non-Emergency Maintenance Chargeable Services				
Trade & Rate	Description of Service	Limitations	Estimated Time	Estimated Cost (Materials, Labor, & Service Charge)
<b>Carpentry</b>	<b>Door Lock Services (Rekeying, Gate Locks, Storage Cabinets)</b>		30 min	\$ 54.59
\$59.17	Mailbox Lock Service		15 min	\$ 42.51
	Installation of Entry Door Dead Bolt Lock	Resident Supplied	30 min	\$ 69.58
	Installation of Manor Address/Letter on Entry Door	Resident Supplied	15 min	\$ 40.90
	Rescreen Sliding Screen Doors		45 min	\$ 76.59
	Rescreen Window Screens		30 min	\$ 59.49
	Install/Replace Door Stops/Bumpers	Resident Supplied	30 min	\$ 54.59
	Install/Replace Bathroom Accessories (Towel Bars, Grab Bars, Toilet Paper Holders, Soap Dishes, or Toothbrush Holders)	Resident Supplied	30 min	\$ 54.59
<b>Electrical</b>	Light Bulb Ballast Service		1 hour	\$ 137.00
\$67.03	Light Bulb Replacement (Max 6 Bulbs per Visit)	Resident Supplied	30 min	\$ 58.51
	Door Bell Service		1 hour	\$ 108.03
	Breaker Service (Electrical Panel)		30 min	\$ 63.30
	Ceiling Heat (Thermostat) Service		30 min	\$ 87.17
	Repair/Replace Outlets	Resident Supplied	30 min	\$ 58.51
	Repair/Replace Light Switches	Resident Supplied	30 min	\$ 58.51
<b>Plumbing</b>	Repair/Replace Faucet (cartridge style)	Resident Supplied	1 hour	\$ 90.51
\$65.51	Repair/Replace Faucet (Old Style)	Origin. Fixtures Only	2 hour	\$ 156.02
	Repair/Replace Toilet Seat	Resident Supplied	30 min	\$ 57.75
	Low Flow Toilet Replacement		1 1/2 hours	\$ 200.00
	Repair/Replace Angle Stop Valve		1 hour	\$ 137.00
	Repair/Replace Shower Head	Resident Supplied	30 min	\$ 57.75
	Repair/Replace Tub Spout	Resident Supplied	1 hour	\$ 90.51
	Repair/Replace Fitting/Flange/Valve	Origin. Fixtures Only	1 hour	\$ 128.86
	Toilet Operation Repair Service	Origin. Fixtures Only	1 hour	\$ 90.51
	Mixing Valve Service	Origin. Fixtures Only	1 hour	\$ 95.00
	Water Heater Repair	Origin. Fixtures Only	15 min - 1 hour	\$38 - \$150
	Water Heater Replacement	Origin. Fixtures Only & 10 yr. Mfg. Warranty	3 hours	\$ 1,721.00
	Water Heater Service/Element Replacement		1 hour	\$ 170.51
	Water Shut Off & Turn On Request		30 min	\$ 57.75
	Ice Maker Hose Replacement	Resident Supplied	30 min	\$ 57.75
	Clothes & Dish Washer Hose Replacement	Resident Supplied	30 min	\$ 57.75
	Clogged Drain Repair "Resident Caused"		2 hours	\$ 156.02
<b>Paving</b>	Pole/Bollard Installation (Water Heater Related)	Building Code/Permits	1-3 hours	\$150 - \$300
\$50.74	Stain/Oil Clean-up		2 hours	\$ 126.48
<b>General Maint.</b>				
(WC 926) \$49.58	Heating/Cooling Filter Cleaning/Replacement Service - includes the cleaning, filter change, diagnose the unit to make sure it is operating to capacity and also check the thermostats	Resident Supplied	2 hours	\$ 124.16
(WC 913) \$67.03	Range Hood Filter Cleaning Service		1 hour	\$ 92.03
(WC912) \$59.17	Sliding Closet Door Repair & Maint.	Resident Supplied	45 min - 1.5 hrs	\$76.59 - \$113.76
(WC912) \$59.17	Sliding Glass Door Repair & Maint.	Resident Supplied	45 min - 1.5 hrs	\$76.59 - \$113.76
(WC912) \$59.17	Sliding Window Repair & Maint.	Resident Supplied	30 min - 1.5 hrs	\$54.59 - \$113.76
<b>LIMITATIONS</b>	All VMS supplied parts will be standard brand only.			
	All VMS supplied parts will be limited to parts in stock.			
	All VMS provided parts and labor carry a 30-day warranty.			
	"Resident Supplied" means that residents supply the replacement or repair parts at the time of service.			

**ATTACHMENT 1 - Revised Resolution 03-18-XX**  
**Schedule for Non-emergency Maintenance Chargeable Services**

**WHEREAS**, on October 20, 2015, the Board of Directors adopted Resolution 03-15-156 which reestablished the delivery of non-emergency chargeable services and approved a schedule for non-emergency maintenance chargeable services; and

**WHEREAS**, the service call charge for all Maintenance chargeable services was increased to \$25; and

**WHEREAS**, the Board established a \$25 permit processing fee for work that requires a City of Laguna Woods building permit if VMS pulls the permit; and

**WHEREAS** the Board approved a \$15 service charge when the Mutual Member (or representative) is not home for a scheduled appointment and fails to cancel in advance; and

**WHEREAS**, on July 21, 2015 the Board of Directors approved amending the schedule for non-emergency maintenance chargeable services to include the replacement of manor low flow toilets; and

**WHEREAS**, on March 21, 2017 the Board of Directors approved amending the schedule for non-emergency maintenance chargeable services to include Water Heater Maintenance & Element replacement; and

**WHEREAS**, additional non-emergency maintenance chargeable services have been added for electrical, carpentry, plumbing and general maintenance services as shown on the attached approved list.

**NOW THEREFORE BE IT RESOLVED**, August 21, 2018, that the Board of Directors hereby approves the attached new schedule for non-emergency maintenance chargeable services; and

**RESOLVED FURTHER**, that the service call charge for all Maintenance chargeable services shall remain \$25; and

**RESOLVED FURTHER**, the \$25 permit processing fee for work that requires a City of Laguna Woods building permit if VMS pulls the permit shall remain in effect; and

**RESOLVED FURTHER**, the \$15 service charge for when the Mutual Member (or representative) is not home for a scheduled appointment and fails to cancel in advance shall remain in effect; and

**RESOLVED FURTHER**, should the Mutual Member not be notified of a scheduled appointment change or the technician does not make the scheduled appointment, the subsequent scheduled appointment will be at no charge to the Mutual Member; and

**RESOLVED FURTHER**, that Resolution 03-17-48 adopted May 16, 2017 is hereby superseded and cancelled; 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.



## **STAFF REPORT**

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**DATE:** August 6, 2018  
**FOR:** Maintenance and Construction Committee  
**SUBJECT:** Fumigation Program Notifications

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### **RECOMMENDATION**

Review report and provide direction to staff.

### **BACKGROUND**

On December 15, 2009, the Board adopted Resolution 03-09-161 (Attachment 1), which formally identifies and approves specific methods of termite management in Mutual structures.

On November 20, 2012, the Board adopted Resolution 03-12-138 (Attachment 2) that outlines the procedures for scheduling and implementation of the fumigation process as part of the Pest Control for Termites Program. Included in the procedure is the allowance for a resident to request a one-time postponement of the scheduled fumigation, with a written request from their medical doctor.

The Fumigation program is scheduled from May through October, each year. The timing of the program is set to avoid inclement weather. If there is rain or high Santa Ana winds, the fumigation would have to be rescheduled.

There are 44 buildings on the 2018 Fumigation Program for Third Mutual. Six buildings have requested postponement or refused to vacate. Four buildings have been successfully rescheduled for later this year. There are 2 requests currently being evaluated.

### **DISCUSSION**

The Davis-Sterling Act requires that the Mutual provide a 15-day notice to vacate to the residents in all structures scheduled to be tented for fumigation. However, the Mutual provides a 30-day notification with additional supporting information (Attachments 3 through 6) as well as provides hotel accommodations for each manor, at Mutual expense.

The fumigation notice for residential buildings provides specific information to the resident on why fumigation of their building is needed, how long they will need to be away from their home, how to make hotel reservations, when the Landscape department will remove their potted plants, and when they will receive the Nylofume bags needed to prepare each manor for fumigation.

Two weeks prior to the fumigation, the Mutual's contractor, Newport Exterminating visits each manor at no additional charge to provide Nylofume bags with fumigant fact sheets as well as detailed instructions on how to prepare for the fumigation. Certain types of grocery, beauty products and pharmaceuticals are required by the State of California to be removed from the residence or be placed in the Nylofume bags.

Contact information for staff as well as the exterminator is provided on the notification so that any questions or concerns can be fully addressed prior to the fumigation.

A work-flow scheduler from Resident Services calls each manor three weeks prior to the fumigation to make sure that they have secured their accommodations, ascertains if they will need their plants relocated by the Landscape Department and answers any further questions. Staff also posts a copy of the fumigation notice again on each manor, one to two weeks prior to the scheduled fumigation as a reminder.

### **FINANCIAL ANALYSIS**

None.

**Prepared By:** Laurie Chavarria, Executive Assistant

**Reviewed By:** Ernesto Munoz, P.E., Maintenance & Construction Director

### **ATTACHMENT(S)**

Attachment 1 – Resolution 03-09-161, Pest Control for Termites Program Implementation

Attachment 2 – Resolution 03-12-138, Pest Control for Termites Program Postponement Policy

Attachment 3 – Pest Control for Termites Program Notification Letter for One-story, Two-story and LH-21 Buildings

Attachment 4 – Pest Control For Termites Program Notification Letter for Garden Villa Buildings

Attachment 5 – Supporting Documents – Fumigation Preparation Checklist

Attachment 6 – Supporting Documents – Key Instructions

**Attachment 1 – Resolution 03-09-161, Pest Control for Termites Program Implementation**

**RESOLUTION 03-09-161**

**WHEREAS**, the Board of Directors recognizes that many policies have been implemented by way of practice over the years but not formally documented; and

**WHEREAS**, the Mutual annually budgets for a Pest Control Termites Program as a way to address termite infestation in the Mutual's buildings; and the Maintenance and Construction Committee has recommended that the Board of Directors formally identify and approve its specific methods of termite management; and

**WHEREAS**, the Mutual's current procedure to treat termite infestation is to use chemicals as a localized treatment and tent fumigation as a whole-structure treatment; and

**WHEREAS**, the Mutual annually contracts with a licensed contractor to conduct termite inspections and perform treatment when necessary; and

**WHEREAS**, fumigation is the most commonly applied whole-structure treatment, and its effectiveness has been demonstrated throughout the years of research;

**NOW THEREFORE BE IT RESOLVED**, December 15, 2009, that the Board of Directors hereby affirms its use of fumigation treatments as the whole structure termite eradication treatment method in the Mutual's structures where termite infestations have migrated into inaccessible structure areas, and chemical treatments as the localized termite eradication treatment method in the Mutual's structures where termite infestations exist in accessible structure areas for the Mutual; and

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

**Attachment 2 – Resolution 03-12-138, Pest Control for Termites Program  
Postponement Policy**

**RESOLUTION 03-12-138**

**WHEREAS**, during the course of the Mutual's Pest Control for Termites Program, a limited number of residents have historically requested postponement or cancellation of the Mutual's use of fumigation as a method of whole structure termite treatment due to medical conditions; and

**WHEREAS**, in order to protect the structural integrity of a termite infested building, and based on advice from legal counsel, the fumigation process should not be delayed indefinitely and should be implemented within a specified and reasonable period of time;

**NOW THEREFORE BE IT RESOLVED**, November 20, 2012, the Board hereby adopts the following procedure with regard to the scheduling and implementation of the fumigation process as part of the Mutual's Pest Control for Termites Program: Third Laguna Hills Mutual November 20, 2012 Minutes of the Regular Meeting of the Board of Directors Page 4 of 9

1. Mutual shall provide members and tenants of buildings scheduled for treatment with four (4) weeks advance written notice specifying:

(a) Mutual's intent to perform fumigation in accordance with the Mutual's authorized standard practice.

(b) Each member or tenant has the option of arranging for accommodations, in addition to any accommodations which may be provided by the Mutual during the fumigation process, and taking any additional steps that they believe are necessary and appropriate at their own expense.

2. If the Mutual receives, at its mailing address, no less than two weeks prior to the scheduled fumigation, a written request from a member or tenant to delay fumigation, and if the written request is due to a documented medical reason **and includes an estimated duration of the medical ailment**, signed by a licensed physician, prohibiting the resident from vacating the unit:

(a) The Mutual shall allow for a one-time rescheduling of the fumigation on behalf of the requesting resident.

(b) Staff shall work with the resident and reschedule fumigation. Considerations affecting the rescheduling include the nature of the medical issue and the timing of request within the program year. Requests made late in a program year may preclude fumigation until the following program year.

(c) Staff will refer residents who request a second rescheduling of fumigation to the Board for action.

(d) Staff shall issue a letter to members and tenants of an affected building advising that the fumigation of the building has been postponed and will be rescheduled by the Mutual at the earliest date possible and that they will be advised of that date in accordance with the notification procedure.

**RESOLVED FURTHER**, that Resolution 03-10-51, adopted April 20, 2010 is hereby superseded and cancelled; 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.

**Attachment 3 – Pest Control for Termites Program Notification Letter  
for One-story, Two-story and LH-21 Buildings**



**NOTIFICATION OF BUILDING FUMIGATION**

7/27/2018



Re: Building XXXX, Laguna Woods Village

Through inspections performed by an independent contractor under contract with Third Laguna Hills Mutual, Building XXXX has been identified to contain a significant infestation of termites. In order to eradicate these pests, fumigation by tenting of the entire building is required. An independent contractor will complete this process.

During the fumigation process, all occupants, pets, and plants must be moved out of the premises to ensure their protection, health, and safety. The premises must remain vacated for the two-day duration of the fumigation procedure. Letters are being sent to all building occupants. If you are a non-resident owner of a manor in the subject building, this is a courtesy letter for your information. We will endeavor to contact residents of the building via phone to ensure secondary notification.

The fumigation crew will arrive at your manor between 7:30 a.m. and 4:00 p.m. on Monday, **8/27/2018**. **Due to our fumigation schedule including a number of buildings on this date we cannot provide the exact time of the crews arrival.**

You may remain in your manor until notified by the pest control contractor of their arrival. However, if you vacate before their arrival, please secure your manor but do not lock your deadbolt. **You may NOT return to your manor UNTIL AFTER 2:00 p.m. on Wednesday, 8/29/2018.** Please note that an alternate fumigation date will be set in case of high winds or rain. If this becomes necessary, you will be notified of the revised schedule as soon as possible.

The Mutual has established an agreement with the Ayres Hotel to provide manor residents with accommodations for the two nights that you are required to remain away from your manor. Simply call the hotel to reserve your room (one room per manor) for the dates listed on this notice\*. You may arrive at the hotel on Monday morning and **you must check out BY NOON on Wednesday**. The lobby area of the Ayres Hotel will be available for you after checkout until 5:00 p.m., should you require accommodations. Upon request, the hotel will hold your luggage for you during this time. Your stay will be billed directly to the Mutual. No reimbursement will be provided for persons not registered as occupants of your manor or for meals, additional room requirements, pet lodging, extended stays, or invoiced items other than the hotel room (telephone charges, room service, etc.) To reserve your room, contact:

**Ayres Hotel  
24341 El Toro Road  
Laguna Woods, CA 92637  
(949) 588-0131**

Your reservation includes complimentary full breakfast on Tuesday and Wednesday.

**\* You must call the hotel to make your reservation by 8/27/2018 or a room WILL NOT be reserved for you. Please notify the hotel that you are a Laguna Woods Village resident and that your home is being fumigated.**

**Attachment 3 – Pest Control for Termites Program Notification Letter  
for One-story, Two-story and LH-21 Buildings (continued)**

Notification of Building Fumigation Scheduled for 8/27/2018

Page 2 of 2

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As a courtesy, Landscape personnel will be at your manor between 12:30 p.m. and 3:30 p.m. on Friday, **8/24/2018** to assist in the moving of any large potted plants that you are unable to relocate from your manor or patio. The crew will return after 12:30 p.m. on Thursday, **8/30/2018** to help replace the plants. Neither the Mutual nor the Managing Agent will be responsible for damage or breakage of deteriorated or root bound potted material, in the ground plants and/or other plant material.

The fumigation contractor is bonded for your protection against losses due to damage or theft of your property. Nevertheless, **we strongly urge you to take all necessary precautions to secure your valuables.** The Mutual, the Managing Agent, and your Board of Directors will not accept liability for loss arising out of, or incidental to, theft or damage that may occur during the fumigation of your building.

Representatives of Newport Exterminating, your Mutual's contracted pest control company, will arrive at your manor between 9:00 a.m. and 3:00 p.m. on **8/17/2018** to provide bags and tape in which you can seal your food and medical products. They will also answer questions concerning the fumigation process and provide the following documents for your review:

1. Occupants Fumigation Notice and Pesticide Disclosure
2. Specialty Products Product Bulletin – Fact sheet on Vikane Gas
3. How to Use NyloFume Bags – Instructions for using the plastic bags

Should you need any bags in addition to what is provided, you can purchase them from Newport Exterminating for 50 cents per bag. A \$50.00 charge will be imposed and billed to you by Newport Exterminating if they are required to bag your food or personal items for you. It is very important to carefully read and follow the information to be provided by Newport Exterminating.

It is imperative that we have access to each manor on the morning of the fumigation. You can lock the door to your manor, but **DO NOT LOCK THE DEADBOLT.** Our records indicate that **a key to your manor is on file** with the Resident Services Department. It is recommended that you make arrangements to supply a new key or check the current key on file by visiting the Laguna Woods Village Community Center. The Security Department will use the key(s) on file to access manors. For additional information, please call:

Newport Exterminating	(949) 261-0700
VMS Maintenance Programs	(949) 268-2286
VMS Resident Services Department	(949) 597-4600

We would like to thank you in advance for your cooperation with the fumigation process. We strive to provide the highest quality service and workmanship possible to the Community and resident feedback is an invaluable means of enabling us to evaluate and improve our service performance. Should you have questions, concerns, or comments regarding this procedure or any of the related services, please do not hesitate to contact us.

Sincerely,

*Maintenance and Construction Department*

**Attachment 4 – Pest Control for Termites Program Notification Letter  
for Garden Villa Buildings**



**NOTIFICATION OF BUILDING FUMIGATION**

6/29/2018



Re: Building XXXX, Laguna Woods Village

Through inspections performed by an independent contractor under contract with Third Laguna Hills Mutual, Building XXXX has been identified to contain a significant infestation of termites. In order to eradicate these pests, fumigation by tenting of the entire building is required. An independent contractor will complete this process.

During the fumigation process, all occupants, pets, and plants must be moved out of the premises to insure their protection, health, and safety. The premises must remain vacated for the two-day duration of the fumigation procedure. Letters are being sent to all building occupants. If you are a non-resident owner of a manor in the subject building, this is a courtesy letter for your information. We will endeavor to contact residents of the building via phone to ensure secondary notification.

The fumigation crew will arrive at your manor after 7:30 a.m. on Monday, **7/30/2018**. **Due to our fumigation schedule including a number of buildings on this date we cannot provide the exact time of the crews arrival.**

You may remain in your manor until notified by the pest control contractor of their arrival. However, if you vacate before their arrival, please secure your manor but do not lock your deadbolt. **You may NOT return to your manor UNTIL AFTER 2:00 p.m. on Wednesday, 8/1/2018.** Please note that an alternate fumigation date will be set in case of high winds or rain. If this becomes necessary, you will be notified of the revised schedule as soon as possible.

The Mutual has established an agreement with the **Ayres Hotel** to provide manor residents with accommodations for the two nights that you are required to remain away from your manor. Simply call the hotel to reserve your room (one room per manor) for the dates listed on this notice\*. You may arrive at the hotel on Monday morning and **you must check out BY NOON on Wednesday**. The lobby area of the Ayres Hotel will be available for you after checkout until 5:00 p.m., should you require accommodations. Upon request, the hotel will hold your luggage for you during this time. Your stay will be billed directly to the Mutual. No reimbursement will be provided for persons not registered as occupants of your manor or for meals, additional room requirements, pet lodging, extended stays, or invoiced items other than the hotel room (telephone charges, room service, etc.) To reserve your room, contact:

**Ayres Hotel  
24341 El Toro Road  
Laguna Woods, CA 92637  
(949) 588-0131**

Your reservation includes complimentary full breakfast on Tuesday and Wednesday.

**\* You must call the hotel to make your reservation by 7/20/2018 or a room WILL NOT be reserved for you. Please notify the hotel that you are a Laguna Woods Village resident and that your home is being fumigated.**

**Attachment 4 – Pest Control for Termites Program Notification Letter  
for Garden Villa Buildings (continued)**

Notification of Building Fumigation Scheduled for 7/30/2018

Manor

Page 2 of 2

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As a courtesy, Landscape personnel will be at your manor between 12:30 p.m. and 3:30 p.m. on Friday, **7/27/2018** to assist in the moving of any large potted plants that you are unable to relocate from your manor or patio. The crew will return after 12:30 p.m. on Thursday, **8/2/2018** to help replace the plants. Neither the Mutual nor the Managing Agent will be responsible for damage or breakage of deteriorated or root bound potted material, in the ground plants and/or other plant material.

The fumigation contractor is bonded for your protection against losses due to damage or theft of your property. Nevertheless, **we strongly urge you to take all necessary precautions to secure your valuables.** The Mutual, the Managing Agent, and your Board of Directors will not accept liability for loss arising out of, or incidental to, theft or damage that may occur during the fumigation of your building.

**Representatives of Newport Exterminating, your Mutual's contracted pest control company, will be on site on 7/20/2018 in your buildings Recreation Room at 10:00 a.m.** to provide bags and tape in which you can seal your food and medical products. They will also answer questions concerning the fumigation process and provide the following documents for your review:

1. Occupants Fumigation Notice and Pesticide Disclosure
2. Specialty Products Product Bulletin – Fact sheet on Vikane Gas
3. How to Use NyloFume Bags – Instructions for using the plastic bags

Should you need any bags in addition to what is provided, you can purchase them from Newport Exterminating for 50 cents per bag. A \$50.00 charge will be imposed and billed to you by Newport Exterminating if they are required to bag your food or personal items for you. It is very important to carefully read and follow the information to be provided by Newport Exterminating.

It is imperative that we have access to each manor on the morning of the fumigation. You can lock the door to your manor, but **DO NOT LOCK THE DEADBOLT.** Our records indicate that **a key to your manor is on file** with the Community Access Department. It is recommended that you make arrangements to supply a new key or check the current key on file by visiting the Laguna Woods Village Community Center. The Security Department will use the key(s) on file to access manors. For additional information, please call:

Newport Exterminating	(949) 261-0700
VMS Maintenance Operations Department	(949) 268-2286
VMS Property Services Department	(949) 597-4600

We would like to thank you in advance for your cooperation with the fumigation process. We strive to provide the highest quality service and workmanship possible to the Community and resident feedback is an invaluable means of enabling us to evaluate and improve our service performance. Should you have questions, concerns, or comments regarding this procedure or any of the related services, please do not hesitate to contact us.

Sincerely,

*Maintenance and Construction Division*

**Attachment 5 – Supporting Documents – Fumigation Preparation Checklist**

**FUMIGATION PREPARATION CHECKLIST**

☒ **CONFIRMATION**

Contact Maintenance and Construction to discuss any circumstances that may require extra planning or assistance. Resident Services will contact you approximately two weeks prior to the scheduled fumigation date to confirm your knowledge and understanding of the process.

☒ **GET INFORMATION**

Arrange to be at home when the representative from Newport Exterminating is scheduled to explain the fumigation process and answer your questions. If you cannot be there, please call Newport Exterminating at the number listed below and they will try to accommodate your schedule.

☒ **PLANTS**

Arrange to be present the Friday afternoon before the fumigation when your landscaping crew comes to move plants from your manor interior and patio area. If you cannot be there at that time, please contact Resident Services at the number listed below and they will alert the Landscape Department of a need to accommodate your schedule.

☒ **PETS**

Make plans in advance to vacate any pets from your manor. This includes all pets – cats, dogs, birds, fish or reptiles in aquariums, etc. If you have any questions please contact Newport Exterminating at the number listed below.

☒ **KEYS**

Contact Resident Services at the number listed below to determine if a current key is on file and make any necessary arrangements if you won't be at home on the morning of the fumigation. You may call Resident Services the morning of the fumigation to find out an approximate time of the crew's arrival.

☒ **SAFES OR LOCKED CLOSETS**

Leave all safes, closets, cabinets, garages, etc. open for inspection. California regulations require that a licensed fumigator inspect the inside of all compartments, no matter how small, prior to commencing a structural fumigation. You can also make advance arrangements with Newport Exterminating for the fumigator to inspect in your presence at the start of the fumigation to enable locking; in this case, you will also need to be present to unlock for final aeration and testing.

☒ **VEHICLES**

If your manor has an attached garage or if you park your car in a garage located under your building, please remove your vehicle prior to the fumigation. If the vehicle cannot be moved please open all doors and the trunk to facilitate aeration of fumigant gas from the interior. Removal of golf carts and motorcycles is not required.

**IMPORTANT PHONE NUMBERS**

<b>RESIDENT SERVICES</b>	<b>(949) 597-4600</b>
<b>PROGRAMS COORDINATOR</b>	<b>(949) 268-2286</b>
<b>NEWPORT EXTERMINATING</b>	<b>(949) 261-0700</b>

## Attachment 6 – Supporting Documents – Key Instructions

### **FUMIGATION PROGRAM - KEY INSTRUCTIONS**

Per the California Structural Pest Control Act Section 1970, Business and Professions Code section 8505 and the Vikane® usage label EPA Reg. No. 62719-4. The fumigation licensee must have access to the interior of all structures being fumigated to do a final inspection before releasing the fumigant. The inspection includes looking for people, pets or plants within the structure as well as assuring all food products are properly protected inside the Nylo-fume® bags provided. The final day of fumigation the licensee will enter the property briefly to test all air spaces for Vikane® Gas and will certify in writing that all gas has been aerated from the structure.

Fumigation times are available the morning of the fumigation. To inquire about your buildings start time, call Resident Services at 949-597-4600 or Newport Exterminating at 949-261-0700 Ext. 200.

As the current Member/Occupant, it is your responsibility to supply the appropriate entry door keys to the fumigator or confirm that the keys on file for your Manor at Resident Services are correct. If you do not have keys on file at Laguna Woods Village, you may remain at your home until the fumigation crew arrives to gain entry.

***If entry cannot be gained, the member may be charged for locksmith services and/or costs associated with delays in the fumigation process.***

### **LOCKING INSTRUCTIONS TO FUMIGATOR**

**\*Are there any doors or gates you do not have a key for and/or do not want locked?**

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**\*Where do you want the keys returned (if in the fumigator's possession)?**

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**\*Please fill in the correct information on the lines above and tape this notice to your front door so the fumigators, staff or security know how to secure your manor.**

Please call if you have any questions or concerns:

NEWPORT EXTERMINATING – 949- 261-0700  
RESIDENT SERVICES – 949-597-4600  
VMS PROGRAMS COORDINATOR – 949-268-2286

Thank you for your cooperation.

*Sincerely,*

***Maintenance and Construction Department***