



**THIRD REGULAR OPEN MEETING OF THE THIRD LAGUNA HILLS MUTUAL  
BOARD OF DIRECTORS A CALIFORNIA NON-PROFIT MUTUAL BENEFIT  
CORPORATION**

**Tuesday, October 17, 2017 - 9:30 AM  
Laguna Woods Village Community Center Board Room 24351 El Toro Road**

**NOTICE OF MEETING AND AGENDA**

- 1. Call meeting to order / Establish Quorum**
- 2. Pledge of Allegiance - Director Zalon**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of Minutes**
  - 5a. September 12, 2017 Special Open Session
  - 5b. September 19, 2017 Regular Open Session
- 6. Report of the Chair**
  - 6a. Commendation - Luis Lopez, Landscape Lead and Dennis Pratt, Landscape Supervisor
- 7. Open Forum (Three Minutes per Speaker)** - *At this time Members may address the Board of Directors regarding items not on the agenda and within the jurisdiction of this Board of Directors. There is a maximum time limit of three minutes per speaker and a speaker may only address the Board once during this period. The Board reserves the right to limit the total amount of time allotted for the Open Forum.*
- 8. Responses to Open Forum Speakers**
- 9. Update from VMS - Director Marcy Sheinwold**
- 10. CEO Report**

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

11a. Architectural Control and Standards Committee Recommendations:

None

11b. Landscape Committee Recommendations:

None

11c. Finance Committee Recommendations:

Approval of Resolution to Record Lien against Member ID: 931-630-71

Approval of Resolution to File in Small Claims court against Member's ID;  
933-190-72

**12. Unfinished Business**

None

**13. New Business**

None

- 14. Committee Reports** - *Before an action item is open for discussion a motion and a second must be recognized by the Chair. After the Board discusses the issue, the Chair will open the floor to the audience for comment. A Member may only address the Chair once for each agenda item. There is a maximum time limit of three minutes on items before the Board. The Board reserves the right to limit the total amount of time allotted.*

14a. Report of the Finance Committee / Financial Report - Director Parsons -  
Next Meeting November 7, 2017, at 1:30 PM in the Sycamore Room

14b. Report of the Architectural and Standards Committee - Director Moldow -  
Next Meeting October 23, 2017, at 9:30 AM in the Sycamore Room

14c. Report of the Maintenance and Construction Committee - Director Moldow -  
Next Meeting November 6, 2017, at 1:00 PM in the Board Room

Report of the Parking Task Force - Director Frankel

Report of the Garden Villa Golf Cart Task Force - Director Soule

- 14d. Report of the Landscape Committee - Director Tung - Next Meeting November 2, 2017, at 9:00 AM in the Sycamore Room
- 14e. Report of the Laguna Woods Village Traffic Hearings - Director Zalon - Next Hearing October 18, 2017, at 9:00 AM and 1:00 PM in the Board Room
- 14f. Report of the Communications Committee - Director Baum - Next Meeting October 23, 2017, at 1:30 PM in the Willow Room
- 14g. Report of the Energy and Technology Committee - Director Walsh - Next Meeting December 5, 2017, at 10:00 AM in the Cypress Room
- 14h. Report of the Water Committee - Director Tung - Next Meeting TBD
- 14i. Report of the Resident Policy and Compliance Task Force - Director Baum - Next Meeting TBD

**15. GRF Committee Highlights**

- 15a. Community Activities Committee - Next Special Meeting October 19, 2017, at 2:00 PM in the Board Room - Next Regular Meeting November 9, 2017, at 2:00 PM in the Board Room
- 15b. Finance Committee - Next Meeting October 25, 2017, at 1:30 PM in the Board Room
- 15c. Landscape Committee - Next Meeting November 9, 2017, at 9:00 AM in the Cypress Room
- 15d. Maintenance & Construction Committee - Next Meeting November 15, 2017 at 1:00 PM in the Board Room
- 15e. Media and Communications Committee - Next Meeting December 18, 2017 at 1:30 PM in the Board Room
- 15f. Security and Community Access Committee - Next Meeting October 26, 2017, at 1:30 PM in the Board Room
- 15g. Security and Community Access Committee - Next Meeting October 26, 2017, at 1:30 PM in the Board Room

**16. Future Agenda Items**

- 16a. Entertain a Motion to Approve a Golf Cart Policy

16b. Entertain a Motion to Approve a Plug in Vehicle Policy

**17. Director's Comments**

**18. Recess** - *At this time the Meeting will recess for lunch and reconvene to Executive Session to discuss the following matters per California Civil Code §4935.*

**Closed Executive Session Agenda - Approval of Agenda**

*Approval of the Following Meeting Minutes;*

*(a) September 19, 2017 - Regular Executive Session*

*Discuss and Consider Member Matters*

*Discuss Personnel Matters*

*Discuss and Consider Contractual Matters*

*Discuss and Consider Litigation Matters*

**19. Adjourn**



## **MINUTES OF THE SPECIAL OPEN MEETING OF THE THIRD LAGUNA HILLS MUTUAL BOARD OF DIRECTORS**

**September 12, 2017**

A special meeting of the Third Laguna Hills Mutual Board of Directors, A California non-profit mutual benefit corporation, was held on Friday, September 12, 2017 at 1:00 p.m., at 24351 El Toro Road, Laguna Woods California.

**MEMBERS PRESENT:** Rosemarie diLorenzo Dickins, Annette Soule, John Frankel, Bill Walsh, Susan Caine, Burt Baum, Steve Parsons, Bert Moldow, Bunny Carpenter

**MEMBERS ABSENT:** Jules Zalon, James Tung

**STAFF PRESENT:** Leslie Cameron

### **1. Call to Order**

Rosemarie diLorenzo Dickins, President of the Corporation, chaired the meeting and stated that it was a special meeting held pursuant to notice duly given. A quorum was established, and the meeting was called to order at 1:00 p.m.

### **2. Approval Of The Agenda**

Director Parson moved for the approval of the agenda and to add approval of the September 12, 2017, minutes as item 3. Director Walsh seconded, and the agenda was approved as amended.

### **3. Approval of the September 8, 2017, Open Special Session**

The minutes of September 8, 2017, were approved by consensus

### **4. Discuss and Consider One, Three and Five Year Plans and Prioritization**

a) M&C Project Log List Priorities;

#### Ongoing and recurring projects/programs:

#### **I. Paint Program**

- a. Color palette for 2018 – review and eliminate unpopular colors
- b. Exterior paint build-up issues – confer with maintenance / consultant
- c. Re-evaluate paint quality
- d. Charge for painting alteration / additions
- e. Dry rot prior-to-paint program – get staff recommendations on manor modifications

#### **II. Roofs**

- a. Roof replacement schedule – why / how / when

- b. Cleaning roofs / white roofs
- III. Gutter cleaning
  - a. Gutters cleaned once year and more than once a year in some areas
  - b. Coordinate gutter cleaning program with the Arbor-Pro Program to identify trees that litter more frequently.
- IV. Slurry
  - a. Re-evaluate four year program – Extend one year
  - b. Seal cracks before slurring
- V. Fumigation, Rodent and Insect programs
  - a. Termites
  - b. Rats
  - c. Bed bugs
- VI. Red-curb reset
- VII. Elevators
- VIII. Laundry room floors – How often replaced?
- IX. Shepard's crook
  - a. 2018 crook maintenance

Projects/Programs that have been started for 2017-2018:

- I. Waste Line Remediation
  - a. How many waste lines have been done?
  - b. How many years will the program take?
  - c. How much money per year?
  - d. How can critical waste lines be identified?
  - e. How many three story buildings have been done and how much does it cost per building?
- II. Dry Rot Program / Prior-to-Paint Program
  - a. Waiting for consultant dry rot report
  - b. Require more recommendations from staff for Prior-to-Paint Program
- III. Sidewalks
  - a. How are locations for sidewalk repairs being identified?
  - b. What is the scope of the sidewalk repair project?
  - c. Identify responsibility of sidewalks – Bruce Hartley
  - d. How will program be carried out?
- IV. Parking
  - a. Red coded areas to be done first
  - b. Violations – security
  - c. Re-size parking space lines
  - d. Golf cart parking
  - e. Oversize vehicle parking
- V. Building numbers (non-three story buildings)
  - a. Paint on curbs
- VI. Copper pipe epoxy program – need update
- VII. Garden Villas List
  - a. GV breezeway grass replacement ends mid-year 2023
  - b. Building number replacement
  - c. GV tubular steel replacement (\$84,000 per building)
  - d. Epoxy mailroom floor

- e. Trash chute repair and cleaning / interior door knob inside trash room
- f. Install 30 missing exit signs
- g. Laundry room light dimmers

Future Programs – five year plus priorities:

- I. Fencing
- II. Fire Alarm
- III. Mail box survey
- IV. Storage cabinets GV car ports
- V. Epoxy mail room floor
- VI. Building signs for buildings other than GV
- VII. Tubular steel replacement

On-Demand Projects:

- I. Willows fence
- II. Elevator tile replacement

b) Energy Project Log List Priorities;

2017-2018 Plan Priorities:

- I. Street light purchase (sign contract with SCE)
- II. Measure savings on existing solar installations
- III. Solar maintenance agreement
- IV. Transfer of solar documentation
- V. Trim trees blocking street lights
- VI. Tag purchased street light with identification
- VII. Walkway lighting
- VIII. Reduce size of water heaters to 20 gallons in laundry rooms
- IX. Reduce number of washers and dryers in freestanding laundry rooms
- X. Replace residential dryers with coin operated or card reader commercial dryers
- XI. Emergency lighting in the GV garages

Two Year plus Plan Priorities:

- I. Batteries
- II. Solar evaluation for gate 14 common use area meters
- III. Power purchase aggregate
- IV. Electricity panels in GV

A meeting will be set to review the notes from this meeting and another meeting will be set with Mr. Hudson, CEO, to discuss the plans, priorities and how we can better work with the Garden Villas project manager. Director Parsons stated that due to completed budgets Mr. Hartley, General Services Director, can begin entertaining bids on continual contracts that are signed annually.

**Adjournment**

There being no further business to come before the Board of Directors, the meeting adjourned at 4:06 p.m.

September 12, 2017

A handwritten signature in black ink, appearing to read "Burt Baum", is written over a horizontal line.

Burt Baum, Secretary  
Third Laguna Hills Mutual





MINUTES OF THE REGULAR MEETING OF THE  
BOARD OF DIRECTORS OF THIRD LAGUNA HILLS MUTUAL  
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION

**September 19, 2017**

The Regular Meeting of the Third Laguna Hills Mutual Board of Directors, a California non-profit mutual benefit corporation, was held on Tuesday, September 19, 2017, at 9:30 AM, at 24351 El Toro Road, Laguna Woods, California

Directors Present: Bill Walsh, James Tung, Burt Baum, Steve Parsons, Bunny Carpenter, John Frankel, Annette Sabol Soule, Jules Zalon, Bert Moldow and Susan Caine

Directors Absent: Rosemarie diLorenzo Dickins

Staff Present: Open Session: Brad Hudson, Lori Moss, Leslie Cameron, Betty Parker and Chris Spahr

Executive Session: Brad Hudson, Lori Moss, Francis Rangel and Leslie Cameron

Others Present: Judith Troutman, GRF Director and Donna Dwaileebe, VMS Director

Executive Session: Sandra L. Gottlieb, Esq. of Swedelson Gottlieb

**1. CALL TO ORDER**

Bill Walsh, 2<sup>nd</sup> Vice President of the Corporation, chaired and opened the meeting, and stated that it was a Regular Meeting held pursuant to notice duly given. A quorum was established, and the meeting was called to order at 9:31 a.m.

**2. PLEDGE OF ALLEGIANCE**

Director Carpenter led the Membership in the Pledge of Allegiance.

**3. ACKNOWLEDGEMENT OF MEDIA**

The Village Television Camera Crew, by way of remote cameras, was acknowledged as present.

#### **4. APPROVAL OF AGENDA**

Director Moldow recommended adding Steve Leonard as an advisor of Third Mutual M&C Committee; Director Soule recommended Bob Hatch for the Architectural Controls and Standards Committee; Bunny Carpenter recommended Violet Lawrence as an advisor for the Landscaping Committee. Director Moldow moved to approve the agenda as amended, adding Agenda Item 12j, Committee Assignments. The motion was seconded by Director Parsons and passed unanimously.

#### **5. APPROVAL OF THE MINUTES**

**5a.** August 11, 2017 – Special Open Session

**5b.** August 15, 2017 – Regular Session

Director Parsons moved to approve the minutes as presented. The motion was seconded by Director Moldow and passed unanimously.

#### **6. REPORT OF THE CHAIR**

Director Walsh announced that President diLorenzo Dickins lost her husband, Dr. Steve Dickins, over the weekend and asked for a moment of silence in his memory.

Director Walsh gave a reminder that the last day to mail or drop off ballots for Third Board election is Wednesday, September 27, 2017. The ballots will be counted on September 29, 2017 at 9:00 a.m. in the Board Room. The Annual Meeting will be held on Thursday, October 5, 2017 at 9:30 a.m. in the Board Room.

Director Walsh asked members to complete a speaker card, if they wished to speak on any agenda item, including Member Comments.

#### **7. OPEN FORUM**

- Frank Correia (5066) spoke about recertification of FHA loans.
- Beverly Miller (3437-O) spoke about the increase in assessments  
And lack of maintenance.
- Mareka Raima-Monregnies (5519-3C) spoke about unoccupied units and the tree removal process.
- Jordi Daley (3335-3C) spoke about bed bugs.
- Lynn Jarrett (4010-1C) commented about the earthquake insurance policy and asked when the community will switch from analog to digital television.
- Judy Nussbaum (3185-C) commented on the dog park.
- Chris Collins (3306-Q) spoke on behalf of the Laguna Woods Foundation and shared the continuing efforts to assist friends and neighbors with needed resources.
- John Sauers (5377) spoke about the RV storage space, the lease policy and background checks for renters.

## **8. RESPONSES TO OPEN FORUM SPEAKERS**

CEO Brad Hudson responded to comments about switching to digital television. Residents will receive information before the community switches to digital TV. The community will assist residents who wish to switch from analog televisions to digital. The dog park has been re-opened and discussions continue between the community and the City. Work has begun on upgrading the RV Lots and there will be spaces for members on the waitlist.

Director Parsons responded to comments on FHA and reverse mortgages, the budget and assessment fees. The Board bought earthquake insurance to cover the exterior of the buildings. Members must purchase earthquake insurance for the interior of their units, specifically - HO6 policy.

Director Moldow responded to comments on the dog park, the increase in assessments, unoccupied units, bed bugs and maintenance issues.

Director Baum responded to comments on the need for occupancy background checks.

Director Soule responded to comments on sidewalk and ramp repairs. She asked residents who find sidewalks or ramps in need of repair to contact Resident Services. She stated that there is an informational landscape presentation posted on the Laguna Woods website. The Security Department and Compliance Division checks on unoccupied units.

## **9. UPDATE FROM VMS**

Donna Dwaileebe gave an overview of the VMS Board function which is to oversee the employees under the direction of Brad Hudson. She stated that the Board meets on the first, third and fifth Wednesday, and receives an update from a different department head. In the last three meetings the Board heard from IT department, landscaping division, and discussed the handyman and employee referral programs.

## **10. REPORT OF THE CEO**

CEO Hudson thanked the board and staff for their hard work on the 2018 Budget. He updated the Board on the progress with the City regarding the dog park. The waste line remediation project is underway and will continue over the next few months. Mr. Hudson discussed the LH21 beam replacement program and showed pictures of dry rot. El Toro Water District has started the reclaimed water project at Gate 9 and staff will update the community on dates of road closures. Clubhouse 5 Fitness Studio is being equipped to offer classes. The Recreation Department will be hosting a Luau and Country Hoedown. Please check the events calendar for dates, times and locations. Mr. Hudson thanked the 2,600 residents who responded to the Handyman service survey, results will be emailed soon.

## **11. CONSENT CALENDAR**

### **11a. Architectural Control and Standards Committee Recommendations:**

**RESOLUTION 03-17-91**  
**Variance Request**

**WHEREAS**, Mr. Kevin Sheridan of 3044-B Via Serena S - Retain Non-Standard (Blue) Front Entry Door Color, Third Laguna Hills Mutual, submitted a request for a variance to construct an alteration on Exclusive Common Area as defined in the Declaration of Covenants, Conditions and Restrictions (CC&Rs); and

**WHEREAS**, Third Laguna Hills Mutual Board of Directors (the Board) has considered the request utilizing the Exclusive Common Area Use Policy as approved by the Board via Resolution 03-15-155 as revised in accordance with California Civil Code § 4600 on October 20, 2015; and

**NOW THEREFORE BE IT RESOLVED**, on September 19, 2017, the Board of Directors hereby approves the request for a variance to grant exclusive use of the subject common area to the requesting member due to the finding that the proposed alteration meets the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Manor 3044-B, ("Property") within the Third Laguna Hills Mutual ("Mutual") unless and until a Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member Owner or Owners ("Member Owner") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Manor Alterations has been granted at 3044-B for Retaining Non-Standard Blue Color for Front Entry Door, subject to the attached plans stamped approved and is subject to the final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member Owner hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.

4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member Owner at 3044-B and all future Mutual members at 3044-B.
5. Member Owner shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, and use of Mutual property for storage of equipment or materials without prior approval. Member Owner acknowledges and agrees that all such persons are his/her invitees. Member Owner shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member Owner shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invites.
7. Member Owner's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Manor Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.
10. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
11. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.

12. The Mutual Consent for Manor Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
13. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Owner Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
14. Mutual member shall indemnify, defend and hold harmless Third and its officers, directors, committee members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual member's improvements and installation, construction, design and maintenance of same.

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

**RESOLUTION 03-17-92**  
**Variance Request**

**WHEREAS**, Ms. Tsuey-Ying Tsai of 3488-B Calle Azul – Rear Patio Enclosure, Third Laguna Hills Mutual, submitted a request for a variance to construct an alteration on Exclusive Common Area as defined in the Declaration of Covenants, Conditions and Restrictions (CC&Rs); and

**WHEREAS**, Third Laguna Hills Mutual Board of Directors (the Board) has considered the request utilizing the Exclusive Common Area Use Policy as approved by the Board via Resolution 03-15-155 as revised in accordance with California Civil Code § 4600 on October 20, 2015; and

**NOW THEREFORE BE IT RESOLVED**, on September 19, 2017, the Board of Directors hereby approves the request for a variance to grant exclusive use of the subject common area to the requesting member due to the finding that the proposed alteration meets the following criteria:

1. No windows are permitted on the left or right elevations of the Patio Enclosure. Revised site plans in line with condition #12 must be submitted prior to the issuance of a Mutual Consent for Manor Alterations.

2. The width of enclosure can only extend to last full size tile on south east elevation. Total width of patio slab no more than 31'3½". Revised site plans in line with condition #12 must be submitted prior to the issuance of a Mutual Consent for Manor Alterations.
3. Rear Patio light must be removed or relocated to inside the enclosure.
4. The hedge located on South East elevation bordering unit C must remain. If the hedge dies or sustains significant damage from alteration construction, a new like size hedge must be installed.
5. No improvement shall be installed, constructed, modified or altered at Manor **3488-B**, ("Property") within the Third Laguna Hills Mutual ("Mutual") unless and until a Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member Owner or Owners ("Member Owner") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
6. A Mutual Consent for Manor Alterations has been granted at **3488-B** for **rear patio enclosure**, subject to the attached plans stamped approved and is subject to the final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
7. Member Owner hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.

8. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member Owner at 3488-B and all future Mutual members at 3488-B.
9. Member Owner shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, and use of Mutual property for storage of equipment or materials without prior approval. Member Owner acknowledges and agrees that all such persons are his/her invitees. Member Owner shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member Owner shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
10. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
11. Member Owner's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
12. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
13. Member Owner(s) of the Property must sign and submit to the Mutual, c/o VMS, Inc., at the Division office located in the Laguna Woods Village Community Center, an executed and notarized "Recordable Common Area Agreement" for a proposed improvement that would utilize any portion of the Mutual's Common Area. Prior to the issuance of a Mutual Consent for Manor Alterations, that "Recordable Common Area Agreement" must be filed with the Orange County Clerk/Recorder.
14. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Manor Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community



Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.

15. Prior to the issuance of a Mutual Consent for Manor Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
16. Prior to the issuance of a Mutual Consent for Manor Alterations, if required, a Mutual Roof Alteration Notification ("Tie-In Form") must be submitted to the Division. All roof tie-ins must be performed by a C-39 licensed contractor. The Member Owner may hire a C-39 licensed contractor of his/her own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's roofing contractor at the Member Owner's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects, must first be replaced or repaired at the Member Owner's expense during construction of the improvement.
17. Prior to the issuance of a Mutual Consent for Manor Alterations, any altered exterior surface should match the building color; vinyl fence/gate will be either white or taupe, tubular steel or wrought iron fence/gate will be black or white; the approved colors and materials are identified at Resident Services located at the Community Center first floor.
18. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
19. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
20. During construction, both the Mutual Consent for Manor Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
21. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.

22. The Mutual Consent for Manor Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
23. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Owner Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
24. Mutual member shall indemnify, defend and hold harmless Third and its officers, directors, committee members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual member's improvements and installation, construction, design and maintenance of same.
25. The Mutual Consent Applicant or agent must contact the Manor Alterations Division as soon as the project is complete and has received a Final City of Laguna Woods permit approval in order to arrange a final inspection for Mutual Consent.

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

**RESOLUTION 03-17-93**  
**Variance Request**

**WHEREAS**, Ms. Irene S. Chen 5448 Alta Vista – Install Room Addition on Rear Patio, Third Laguna Hills Mutual, submitted a request for a variance to construct an alteration on Exclusive Common Area as defined in the Declaration of Covenants, Conditions and Restrictions (CC&Rs); and

**WHEREAS**, Third Laguna Hills Mutual Board of Directors (the Board) has considered the request utilizing the Exclusive Common Area Use Policy as approved by the Board via Resolution 03-15-155 as revised in accordance with California Civil Code § 4600 on October 20, 2015; and

**NOW THEREFORE BE IT RESOLVED**, on September 19, 2017, the Board of Directors hereby approves the request for a variance to grant exclusive use of the subject common area to the requesting member due to the finding that the proposed alteration meets the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Manor **5448**, ("Property") within the Third Laguna Hills Mutual ("Mutual") unless and until a Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member Owner or Owners ("Member Owner") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Manor Alterations has been granted at **5448** for **installing a room addition on back patio**, subject to the attached plans stamped approved and is subject to the final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member Owner hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
4. All costs for maintenance, repair, renovation, replacement, or removal of the improvement, present and future, are the responsibility of the Property's Member Owner at 5448 and all future Mutual members at 5448.
5. Member Owner shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, and use of Mutual property for storage of equipment or materials without prior approval. Member Owner acknowledges and agrees that all such persons are his/her invitees. Member Owner shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member Owner shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.

6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invites.
7. Member Owner's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. Member Owner(s) of the Property must sign and submit to the Mutual, c/o VMS, Inc., at the Division office located in the Laguna Woods Village Community Center, an executed and notarized "Recordable Common Area Agreement" for a proposed improvement that would utilize any portion of the Mutual's Common Area. Prior to the issuance of a Mutual Consent for Manor Alterations, that "Recordable Common Area Agreement" must be filed with the Orange County Clerk/Recorder.
10. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Manor Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.
11. Prior to the issuance of a Mutual Consent for Manor Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
12. Prior to the issuance of a Mutual Consent for Manor Alterations, if required, a Mutual Roof Alteration Notification ("Tie-In Form") must be submitted to the Division. All roof tie-ins must be performed by a C-39 Licensed Contractor. The Member Owner may hire a C-39 Licensed Contractor of his/her own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's

roofing contractor at the Member Owner's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects, must first be replaced or repaired at the Member Owner's expense during construction of the improvement.

13. Prior to the issuance of a Mutual Consent for Manor Alterations, the Member Owner shall request a Landscape Department inspection in order to assure all landscape, irrigation, and drainage modifications associated with the improvements are identified and completed by the Landscape Department at the expense of the Member Owner. All gutter drainage shall be directed away from structures, free standing walls, foundations, and pedestrian walkways.
14. Prior to the issuance of a Mutual Consent for Manor Alterations, any altered exterior surface should match the Building color; vinyl fence/gate will be either white or taupe, tubular steel or wrought iron fence/gate will be black or white; the approved colors and materials are identified at Resident Services located at the Community Center first floor.
15. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
16. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
17. During construction, both the Mutual Consent for Manor Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
18. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
19. The Mutual Consent for Manor Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
20. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges

and/or severe fines to the Owner Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.

21. Mutual member shall indemnify, defend and hold harmless Third and its officers, directors, committee members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual member's improvements and installation, construction, design and maintenance of same.

22. The Mutual Consent Applicant or agent must contact the Manor Alterations Division as soon as the project is complete and has received a Final City of Laguna Woods permit approval in order to arrange a final inspection for Mutual Consent.

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

**RESOLUTION 03-17-94**  
**Variance Request**

**WHEREAS**, David L Gilbert of 5515-1G Paseo Del Lago West – HVAC Install, Third Laguna Hills Mutual, submitted a request for a variance to construct an alteration on Exclusive Common Area as defined in the Declaration of Covenants, Conditions and Restrictions (CC&Rs); and

**WHEREAS**, Third Laguna Hills Mutual Board of Directors (the Board) has considered the request utilizing the Exclusive Common Area Use Policy as approved by the Board via Resolution 03-15-155 as revised in accordance with California Civil Code § 4600 on October 20, 2015; and

**NOW THEREFORE BE IT RESOLVED**, on September 19, 2017, the Board of Directors hereby approves the request for a variance to grant exclusive use of the subject common area to the requesting member due to the finding that the proposed alteration meets the following criteria:

1. The external condenser unit is approved to be installed between the patio and bedroom window only.
2. No improvement shall be installed, constructed, modified or altered at Manor **5515-1G**, ("Property") within the Third Laguna Hills Mutual ("Mutual") unless and until a Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction,

modification or alteration of any improvement(s) upon the Property, the Member Owner or Owners ("Member Owner") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.

3. A Mutual Consent for Manor Alterations has been granted at **5515-1G** for **Installing an HVAC System**, subject to the attached plans stamped approved and is subject to the final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
4. Member Owner hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
5. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member Owner at 5515-1G and all future Mutual members at 5515-1G.
6. Member Owner shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, and use of Mutual property for storage of equipment or materials without prior approval. Member Owner acknowledges and agrees that all such persons are his/her invitees. Member Owner shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member Owner shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
7. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invites.
8. Member Owner's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational



facilities or other amenities while they are in the Village for performance of work in connection with the Property.

9. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
10. Member Owner(s) of the Property must sign and submit to the Mutual, c/o VMS, Inc., at the Division office located in the Laguna Woods Village Community Center, an executed and notarized "Recordable Common Area Agreement" for a proposed improvement that would utilize any portion of the Mutual's Common Area. Prior to the issuance of a Mutual Consent for Manor Alterations, that "Recordable Common Area Agreement" must be filed with the Orange County Clerk/Recorder.
11. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Manor Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.
12. Prior to the issuance of a Mutual Consent for Manor Alterations, the Member Owner shall request a Landscape Department inspection in order to assure all landscape, irrigation, and drainage modifications associated with the improvements are identified and completed by the Landscape Department at the expense of the Member Owner. All gutter drainage shall be directed away from structures, free standing walls, foundations, and pedestrian walkways.
13. Prior to the issuance of a Mutual Consent for Manor Alterations, any altered exterior surface should match the Building color; vinyl fence/gate will be either white or taupe, tubular steel or wrought iron fence/gate will be black or white; the approved colors and materials are identified at Resident Services located at the Community Center first floor.
14. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.



15. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
16. During construction, both the Mutual Consent for Manor Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
17. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
18. The Mutual Consent for Manor Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
19. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Owner Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
20. Mutual member shall indemnify, defend and hold harmless Third and its officers, directors, committee members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual member's improvements and installation, construction, design and maintenance of same.
21. The Mutual Consent Applicant or agent must contact the Manor Alterations Division as soon as the project is complete and has received a Final City of Laguna Woods permit approval in order to arrange a final inspection for Mutual Consent.

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

**11b. Landscape Committee Recommendations:**  
None

**11c. Finance Committee Recommendations:**

**Approval of Resolution to Record Lien against Member ID: 931-360-96**

**RESOLUTION 03-17-95**  
**Recording of a Lien**

**WHEREAS**, Member ID 931-360-96 is currently delinquent to Third Laguna Hills Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, September 19, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 931-360-96; and

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

**Approve Filing of Separate Small Claims Court Case against Member ID: 931-370-39**

**RESOLUTION 03-17-96**  
**Filing of Separate Small Claims Court Case**

**WHEREAS**, the Finance Committee recommends filing separate Small Claims Court cases of \$2,500 (or less) in an attempt to collect delinquent assessments by way of a judgment or stipulation against members/owners in Third Laguna Hills Mutual; and

**NOW THEREFORE BE IT RESOLVED**, September 19, 2017, that the Board of Directors hereby approves the filing of a separate Small Claims Court case for Member ID 931-370-39; and

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

Julia Dahl 5515-2G asked the Board to pull the manor variance for 5515-1G from the consent calendar and send it back to the Committee for revisions. Her unit is above 5515-1G and she is worried about noise emanating from the air conditioning unit.

David Gilbert 5515-1G commented that he is willing to work with his neighbors to come to a resolution.

Directors Moldow and Soule responded to the comments on the air conditioning unit and suggested that the owner work with the neighbor on the noise problem.

Director Frankel made a motion to remove this item from the Consent Calendar.  
The motion failed due to the lack of a second.

**11d. Entertain a Motion to Approve Parapet Wall Removal – Resolution**

**Resolution 03-17-108**

**Parapet Wall Removal**

**WHEREAS**, On December 18, 2012, per Resolution 03-12-147, the Board implemented a reactive repair program for parapet walls atop the roofs of 40 Villa Paraisa & Casa Grande Type A buildings. The deterioration of these parapet walls were determined to be a major source of moisture intrusion into the buildings; and

**WHEREAS**, Staff has discovered a trend of moisture intrusion events in the Villa Paraisa & Casa Grande Type A buildings, due to the parapet wall design; and

**WHEREAS**, eliminating the parapet walls will eliminate the potential for future leaks which have been associated with the parapet walls roof to wall transition and wall cap; and

**NOW THEREFORE BE IT RESOLVED**, the Board of Directors of this Corporation hereby authorizes the first five (5) parapet removals at Buildings 5193, 5212, 5219, 5265, and 5312, at a cost of \$230,000 to be funded from the existing Replacement Reserve Fund – Building Structures; and

**RESOLVED FURTHER**, a phased proactive program to remove the parapet walls at the 35 remaining Villa Paraisa & Casa Grande buildings over the next 7 years has been add to the reserves plan; and

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

**11e. Entertain a Motion to Approve a Supplemental Appropriation for \$10,500 from the Garden Villa Rec Room Fund for Garden Villa Rec Room Carpet Replacement - Resolution**

**Resolution 03-17-109**

**Epoxy Costs for Garden Villa Rec Room Floors**

**WHEREAS**, the Board of Directors adopted Resolution M3-95-82 approving a fund name of Garden Villa Recreation Room Fund; and

**WHEREAS**, the purpose of this fund is to provide for all expenditures in the recreation rooms of the Garden Villa buildings (repairs, replacements and preventive maintenance), other than janitorial services and a few components that the Board has authorized as shared expenditures such as heat pumps; and

**WHEREAS**, each year staff performs an evaluation of all 53 Garden Villa Recreation Rooms to determine the condition of all interior components and aesthetics. The results of staff's evaluation are reviewed by the Garden Villa Recreation Room Sub-Committee to prioritize recommended improvements; and

**WHEREAS**, at the May 1, 2017 M&C Committee Meeting the Committee deferred Garden Villa Recreation Room carpet replacements and directed staff to research epoxy flooring and associated costs for buildings 3241, 3242 and 2401; and

**WHEREAS**, at the August 29, 2017 M&C Committee Meeting, the Committee decided to keep carpet as the flooring choice of recreation rooms; and

**NOW THEREFORE BE IT RESOLVED**, that the Board of Directors of this Corporation hereby approves a supplemental appropriation in the amount of \$10,500 to be funded from the Garden Villa Recreation Room Fund for removal and replacement of the carpet in the Rec Rooms at 3241, 3242 and 2401; and

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

**11f. Garden Villa Rec Room Renovations – Supplemental Appropriation for \$8,000 from the Garden Villa Rec Room Fund – Resolution**

**Resolution 03-17-110**

**Garden Villa Rec Room Renovations**

**WHEREAS**, the Board of Directors adopted Resolution M3-95-82 approving a fund name of Garden Villa Recreation Room Fund; and

**WHEREAS**, the purpose of this fund is to provide for all expenditures in the recreation rooms of the Garden Villa buildings (repairs, replacements and preventive maintenance), other than janitorial services and a few components that the Board has authorized as shared expenditures such as heat pumps; and

**WHEREAS**, each year staff performs an evaluation of all 53 Garden Villa Recreation Rooms to determine the condition of all interior components and aesthetics. The results of staff's evaluation are reviewed by the Garden Villa Recreation Room Sub-Committee to prioritize recommended improvements; and

**WHEREAS**, at the March 8, 2017 Garden Villa Rec Room Sub-Committee meeting, the suggested renovation budget was adopted in the amount of \$70,061; and

**WHEREAS**, upon further review of costs, it was determined that additional monies will be required in order to complete all scheduled work; and

**NOW THEREFORE BE IT RESOLVED**, that the Board of Directors of this Corporation hereby approve a supplemental appropriation in the amount of \$8,000 to be funded from the Garden Villa Recreation Room Fund to complete scheduled renovation at various Garden Villa Recreation Rooms; and

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

Agenda

Director Moldow made a motion to approve the Consent Calendar as presented. The motion was seconded by Director Baum and passed by a vote of 8-1-0 (Director Frankel opposed).

## **12. UNFINISHED BUSINESS**

### **12a. Entertain a Motion to Increase Assessment Late Charge from \$20 to \$60 - Resolution**

Director Baum, Secretary of the Third Laguna Hill Board, read portions of the following resolution.

#### **RESOLUTION 03-17-97** **Late Charge for Assessments**

**WHEREAS**, the Collection and Lien Enforcement Policy specifies a late charge in the amount of \$20 per month for delinquent assessments, an amount that has remained unchanged for many years; and

**WHEREAS**, the Mutual CC&Rs allow a late charge in the amount of \$10 or 10% of the delinquent assessment, whichever is greater; and

**WHEREAS**, the Finance Committee has recommended an increase in the late charge to sufficiently offset administrative costs required to process and review delinquencies;

**NOW THEREFORE BE IT RESOLVED**, September 19, 2017, that the Board of Directors hereby approves an increase in the late charge for unpaid assessments from \$20 to \$60 per month; and

**RESOLVED FURTHER**, that the effective date of the new fee amount will be January 1, 2018; and

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

**JULY initial 30-days notification requirement for Member comments and suggestions to comply with Civil Code §4360 has been satisfied.**

Director Zalon spoke against the resolution fee.

Director Baum made a motion to increase Assessment Late Charge from \$20 to \$60. The motion was seconded by Director Parsons and passed by a vote of 8-1-0 (Director Zalon opposed).

**12b. Entertain a Motion to Increase Lease Rush Fee from \$50 to \$100 - Resolution**

Director Baum, Secretary of the Third Laguna Hill Board, read portions of the following resolution.

**RESOLUTION 03-17-98**  
**Fee for Rush Processing of Lease Applications**

**WHEREAS**, the Board is obligated to manage, operate and maintain housing for its Mutual Members as set forth in the declarations of Covenants, Conditions, and Restrictions (CC&Rs); and

**WHEREAS**, the Board is obligated to review lease applications in accordance with its Bylaws, CC&Rs and Operating Rules; and

**WHEREAS**, the new Lease Policy and related fees went into effect on July 1, 2017; and

**WHEREAS**, often due to various circumstances staff is asked to rush processing of a lease application and has not charged for this service in the past and the new fee of \$50 was determined by board members to be insufficient; and

**NOW, THEREFORE BE IT RESOLVED**, on September 19, 2017, that the Board of this Corporation hereby increases the Rush Processing Fee of Lease Applications from \$50 to \$100; and

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

**JULY initial 30-days notification requirement for Member comments and suggestions to comply with Civil Code §4360 has been satisfied.**

Director Baum made a motion to Increase Lease Rush Fee from \$50 to \$100. The motion was seconded by Director Moldow and passed unanimously.

**12c. Entertain a Motion to Approve the Amendments to the Plug-In Electric Vehicles and Golf Cart Policies and Procedures - Resolution**

Director Baum, Secretary of the Third Laguna Hill Board, read portions of the following resolution.

**RESOLUTION 03-17-99**  
**Plug In Electric Vehicles and Golf Cart Policy and Procedures**

**WHEREAS**, the Board adopted an Electrical Vehicle Charging Policy for Plug In Electrical Vehicles (PEV) to utilize 120 Volt Outlets in the Common Areas; and

**WHEREAS**, Residents are required to pay an annual pro-rated usage fee for every PEV registered to any unit that does not have a private garage, or private charging stations; and

**WHEREAS**, a recommendation has been made to allow residents to “opt-out” by signing a waiver, if they don’t plan on connecting to Mutual common area electricity; and

**WHEREAS**, in the interest of safety, residents found with unattended extension cords and/or golf cart chargers a minimum of six inches above the floor will be subject to fines; and

**NOW THEREFORE BE IT RESOLVED**, on September 19, 2017 that the following amendments are made to the VEHICLE, TRAFFIC, AND PARKING RULES, Section 7.13 through 16, Plug-In Electrical Vehicles and Golf Cart; and

**7.13 PLUG IN ELECTRIC VEHICLES (PEV)**

Non-resident PEVs are prohibited from connecting to common area outlets.

Any PEV connected to a common area outlet without authorization may be disconnected and/or owner contacted by Security staff, in addition to the other enforcement actions allowed in these rules.

Owners of PEVs are solely responsible for the proper use and maintenance of their vehicle and any associated equipment used in charging the vehicle and may not make any unauthorized alterations to Mutual outlets, wiring, circuit breakers or electric service panels.

Resident Vehicles that are battery electric powered **PEV’s or** Golf Carts may connect to Mutual common area electricity upon payment of the electrical use fee set by the Board.

Resident PEVs of other types (e.g. battery electric and plug-in hybrid vehicles) are allowed to connect to Mutual common area electricity upon payment of the electricity user

fee set by the Mutual Board, and Resident must properly display a Mutual issued Electric Vehicle (EV) decal on the vehicle.

- An annual electricity usage flat fee of \$240 per year or \$20 per month may be prorated for every PEV registered to any MANOR that does not have a private garage per the requirements of the BOARD approved Alteration Standard Section 44 Electric Vehicle Charging Stations.
- Participating PEVs will be issued a Mutual authorized EV decal, affixed by staff to the exterior of the rearmost window in the lower corner furthest from the driver.
  - The EV decal is the property of Third Mutual and may be revoked upon expiration, withdrawal or termination from program, or non-compliance with these rules.



- The EV decal signifies the PEV is authorized to connect to outlets in the Third Mutual common area.
  - Connection to outlets controlled by GRF, United, or Mutual Fifty is prohibited, except for self-contained, fee-per-use charging stations.
  - Connection to an outlet metered at any individual MANOR is prohibited without the controlling RESIDENT'S express permission.
  - RESIDENTS may request to "opt-out" of the Mutual EV Decal program by submitting a signed waiver at Resident Services indicating they will not be using Mutual common area electric to charge their Plug-in Electric Vehicle (PEV), and that they understand the consequences (fines) if they violate the Mutual EV Decal policy.

#### **7.14 FINES FOR UNPERMITTED PLUG-IN ELECTRIC VEHICLES FOUND USING MUTUAL COMMON AREA ELECTRICITY**

Fines for violation of §7.13, PEV, are as follows:

- First Offense: \$240,
- Second Offense: \$480
- Each Subsequent Offense: \$480

#### **7.15 UNATTENDED EXTENSION CORDS, BATTERY CHARGERS**



In the interest of safety, unattended extension cords may not be used in Third for any purpose. All golf cart battery chargers must be elevated a minimum of six inches from the floor.

**7.16 FINES FOR VIOLATIONS OF UNATTENDED EXTENSION CORDS and BATTERY CHARGERS**

Fines for violations of §7.15, Extension Cords and Golf Cart Battery Chargers is as follows:

- First Offense: \$50
- Second Offense: \$100
- Each Subsequent Offense: \$150

**RESOLVED FURTHER**, that Resolution 03-17-04 approved January 24, 2017; and Resolution 3-17-19 approved on February 21, 2017 is hereby superseded and canceled; 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.

**JULY initial 30-days notification requirement for Member comments and suggestions to comply with Civil Code §4360 has been satisfied.**

Director Moldow asked the Board to remove this resolution from the agenda and send it back to the M and C Committee for corrections.

Director Baum made a motion to have staff divide the two resolutions PEV and golf cart. The motion was seconded by Director Soule and passed unanimously.

**12d. Entertain a Motion Amending Standard for Enclosing Common Atrium Wall to Require a Variance - Resolution**

Director Baum, Secretary of the Third Laguna Hill Board, read portions of the following resolution.

**RESOLUTION 03-17-100**

**Variance Requirement for Common Wall Enclosures of Atriums**

**WHEREAS** Staff has encountered several complaints from members that experience view obstructions or encounter noise when a common wall atrium is enclosed; and

**WHEREAS** the existing policy allows such enclosure by standard staff review and little or no neighborhood outreach; and

**WHEREAS** the proposed policy would require the owners of Cordoba and Valencia style Manors to follow the Variance process and guidelines which would require more

neighbor participation and review by the Architectural Standards and Control Committee; and

**NOW THEREFORE BE IT RESOLVED**, on September 19, 2017, the Board of Directors of this Corporation require that any future Atrium enclosures on Cordoba and Valencia style manors which share a common wall be approved by the Board; and

**RESOLVED FURTHER**, the Mutual continues to require a non-sleeping certificate from the City of Laguna Woods; and

**RESOLVED FURTHER**, the Mutual requires a Neighborhood Awareness Notice of Hearing on alterations at manor for variance applications; and

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

**JULY initial 30-days notification requirement for Member comments and suggestions to comply with Civil Code §4360 has been satisfied.**

Director Baum made a motion to approve a Policy requiring that a request for a Mutual Consent for Manor Alteration for common wall Atrium enclosures require a Variance and approval by the Board of Directors. The motion was seconded by Director Caine and passed unanimously.

**12e. Entertain a Motion to suspend Cable/Internet in the Event of Disciplinary Action - Resolution**

Secretary of the Board, Director Baum, read portions of the following resolution.

**RESOLUTION 03-17-101**  
**Suspension of Cable/Internet as a Disciplinary Action**

**WHEREAS**, the Golden Rain Foundation Corporation is an association formed to manage a common interest development under the Davis-Stirling Common Interest Development Act (Articles of Incorporation, Article XI);

**WHEREAS**, the purpose of the Golden Rain Foundation Corporation is to develop and maintain facilities and services (Bylaw 2.1.1), operate community facilities (Bylaw 2.1.2) and operate as a Common Interest Development in accordance with the Davis-Stirling Common Interest Development Act, in providing community facilities (Bylaw 2.1.3); and

**WHEREAS**, the Golden Rain Foundation Corporation has the power to adopt rules and regulations, including disciplinary procedures with regard to its Mutual Members and permitted and approved Qualifying Residents, Co-occupants, Tenants and their guests (Bylaw 2.2.3), and the authority to establish policy (Bylaw 2.3); and

**WHEREAS**, Cable television services for the Mutual Members, Qualifying Residents, Co-occupants, Tenants and their guests are provided by way of a contract between the Golden Rain Foundation Corporation and a cable provider ("Master Contract"), and then a bulk service contract between the Golden Rain Foundation Corporation and the Housing Mutuals, which consists of Laguna Woods Mutual No. Fifty, Third Laguna Hills Mutual and United Laguna Hills Mutual; and

**WHEREAS**, each of the Housing Mutuals' Bylaws empowers their respective Boards to manage and govern property, facilities and services, including the adoption of policies and rules (Laguna Woods Mutual No. Fifty Bylaws 2.1, 2.2 and 2.3; Third Laguna Hills Mutual Bylaws 2.1.3, 2.2.3 and 2.3; United Laguna Hills Mutual Bylaws 2.1, 2.2 and 2.3);

**WHEREFORE**, the Board of Directors acknowledges that cable television is a jointly administered amenity, of both the Housing Mutuals and the Golden Rain Foundation Corporation;

**NOW THEREFORE, BE IT RESOLVED**, September 19, 2017, that the Board of Directors of the Golden Rain Foundation Corporation, and the Board of Directors for each of the Housing Mutuals, each possess the power to take disciplinary action against their respective Mutual Members, including, but not limited to, the suspension of cable television and internet services;

**RESOLVED FURTHER**, it is within the sole authority of the Golden Rain Foundation to negotiate the terms of the Master Contract, including, but not limited to, pricing and programing;

**RESOLVED FURTHER**, it is the sole obligation of the Golden Rain Foundation to develop, maintain, operate, and/or repair the facilities necessary to provide cable television for the Mutual Members, Qualifying Residents, Co-occupants, Tenants and their guests;

**RESOLVED FURTHER**, this resolution cancels and supersedes Resolution 90-06-110.

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

**AUGUST initial 30-days notification requirement for Member comments and suggestions to comply with Civil Code §4360 has been satisfied.**

Director Baum made a motion to approve the Resolution that gives Third Mutual the ability to Suspend Cable/Internet services as part of the Disciplinary Process. The motion was seconded by Director Moldow and passed unanimously.

**12f. Entertain a Motion to Approve General Requirements for Alterations on Three Story Buildings with Mutual Solar Panels - Resolution**

Secretary of the Board, Director Baum, read portions of the following resolution.

**Resolution 03-17-102**  
**Construction on 3-Story Buildings with Solar Panels**

**WHEREAS**, manor owners from time to time have requested to install an alteration on the roof of a 3-story building, and

**WHEREAS**, the Architectural Control and Standards Committee recommends that procedures be established for all contractors working on 3-story buildings that contain Mutual owned Solar Panels on the roof; and

**THEREFORE IT BE RESOLVED**, on September 19, 2017, any proposed alteration to the roof of a 3-story building submitted to the Manor Alterations Division which has Mutual owned Solar Panels installed will require the contractor to supply site specific structural calculations, wet stamped by a licensed structural engineer confirming the structural adequacy of the roof structure to support any additional imposed loads or roof penetrations proposed with the alteration; and

**RESOLVED FURTHER**, no alteration can obstruct the operations of the Mutual Owned Solar Panels; and

**RESOLVED FURTHER**, no installation can accommodate access to the roof from the manor; and

**RESOLVED FURTHER**, contractors will be required to follow all State and Federal laws and regulations to assure the safety of the contractor(s) working on the roof of 3-story buildings, and will be required to follow CAL-OSHA rules and regulations, and

**RESOLVED FURTHER**, all contractors will need approval by the Manor Alterations Division before any construction may begin. Once approved by the Manor Alterations Division, staff will assist the contractor to gain access to the roof of the building; and

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

**AUGUST initial 30-days notification requirement for Member comments and suggestions to comply with Civil Code §4360 has been satisfied.**

Director Baum made a motion to approve procedures for alterations on 3-story buildings with Mutual Photovoltaic (Solar) Panels. The motion was seconded by Director Frankel and passed by a vote of 8-0-1 (Director Moldow was absent for the vote).

**12g. Entertain a Motion to Approve the 2018 Third Business Plan – Resolution**

Secretary of the Board, Director Baum, read the following resolution.

**RESOLUTION 03-17-103**  
**2018 BUSINESS PLAN**

**RESOLVED**, September 19, 2017, that the Business Plan of this Corporation for the year 2018 is hereby adopted and approved; and

**RESOLVED FURTHER**, that pursuant to said business plan, the Board of Directors of this Corporation hereby estimates that the net sum of \$32,033,719 is required by the Corporation to meet the Third Laguna Hills Mutual operating expenses and reserve contributions for the year 2018. In addition, the sum of \$14,539,717 is required by the Corporation to meet the Golden Rain Foundation and the Golden Rain Foundation Trust operating expenses and reserve contributions for the year 2018. Therefore, a total of \$46,573,436 is required to be collected from and paid by members of the Corporation as monthly assessments; and

**RESOLVED FURTHER**, that the Board of Directors of this Corporation hereby approves expenditures from reserves in the sum of \$13,161,207 of which \$10,955,137 is planned from the Replacement Fund, \$330,189 from the Elevator Replacement Fund, \$59,402 from the Laundry Replacement Fund, \$1,747,340 from the Disaster Fund, and \$69,139 from the Garden Villa Recreation Room Fund; and

**RESOLVED FURTHER**, that all sums paid into the Replacement Reserves shall be used for capital expenditures only and shall be credited on the books of account of the Corporation to Paid-In Surplus as a capital contribution; and

**RESOLVED FURTHER**, that the Board of Directors of this Corporation hereby determines and establishes monthly assessments of the Corporation as shown on each member's breakdown of monthly assessments for the year 2018 and as filed in the records of the Corporation, said assessments to be due and payable by the members of this Corporation on the first day of each month for the year 2018; and

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

Director Baum made a motion to approve the 2018 Business Plan. The motion was seconded by Director Moldow and passed unanimously.

**12h. Entertain a Motion to Approve the 2018 Third Reserve Funding Plan - Resolution**

Secretary of the Board, Director Baum, read the following resolution.

**RESOLUTION 03-17-104**  
**2018 RESERVE FUNDING PLAN**

**WHEREAS**, Civil Code § 5570 requires specific reserve funding disclosure statements for common interest developments;

**WHEREAS**, planned assessments or other contributions to replacement reserves must be projected to ensure balances will be sufficient at the end of each year to meet the Corporation's obligations for repair and/or replacement of major components during the next 30 years; and

**NOW THEREFORE BE IT RESOLVED**, September 19, 2017, that the Board has developed and hereby adopts the Replacement Reserves 30-Year Funding Plans (attached) with the objective of maintaining replacement reserve balances at or above established thresholds totaling \$8,050,000, while meeting its obligations to repair and/or replace major components; and

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

Director Baum made a motion to approve the 2018 Reserve Funding Plan. The motion was seconded by Director Parsons and passed unanimously.

**12i. Entertain a Motion to Approve Amendments to the 2018 Collection and Lien Enforcement Policy – Resolution**

Secretary of the Board, Director Baum, read portions of the following resolution.

**RESOLUTION 03-17-105**  
**2018 Collection & Lien Enforcement Policy**

**WHEREAS**, in accordance with California Civil Code, Third Laguna Hills Mutual maintains a collection and lien enforcement policy that outlines the procedures, policies and practices employed by the Mutual in enforcing lien rights or other legal remedies for default in payment of assessments; and

**WHEREAS**, legal counsel has reviewed the existing Collection and Lien Enforcement Policy and recommends some clarifying language and the late charge is proposed to increase from a flat fee of \$20 to \$60 per month per delinquency, pursuant to Civil Code Section 5650(b) (2) which allows the association to recover a late charge not exceeding 10 percent of the delinquent assessment;

**NOW THEREFORE BE IT RESOLVED**, September 19, 2017, that the Board of Directors hereby adopts the 2018 Third Laguna Hills Mutual Collection and Lien Enforcement Policy as attached to the official minutes of this meeting; and

**RESOLVED FURTHER**, the policy statement is provided pursuant to the requirements of California Civil Code section 5310(a) (7) and will be distributed to members owners in November 2017 as part of the Annual Policy Statement.

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

**SEPTEMBER Initial Notification**

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 30-days from the postponement to comply with Civil Code §4360.

Director Baum made a motion for approval of the 2018 Collection and Lien Enforcement Policy, to reflect wording changes from legal counsel and a late charge increase from \$20 to \$60 per month. The motion was seconded by Director Parsons and passed unanimously.

Director Carpenter made suggestions to send notification by certified mail.

Director Moldow asked staff to not use the word “shareholders” in the staff reports.

**12j. Third Mutual Committee Appointments – Resolution**

**RESOLUTION 03-17-107**

**Mutual Committee Appointments**

**RESOLVED**, September 19, 2017 that the following persons are hereby appointed to serve on the committees and services of this Corporation; and

**RESOLVED FURTHER**, that each committee chair in consultation with the vice chair may appoint additional members and advisors with interim approval by the President subject to the approval of the Board of Directors:

**Architectural Standards and Control Committee**

Bert Moldow, Chair  
John Frankel  
Bill Walsh  
Steve Parsons  
Annette Sabol-Soule  
Rosemarie diLorenzo Dickins, Alternate  
Mike Butler, Voting Advisor  
~~Roger Morris, Voting Advisor~~  
**Bob Hatch, Advisor**

**Governance Committee**

Rosemarie diLorenzo Dickins, Chair  
James Tung  
Burt Baum  
Bert Moldow

Bunny Carpenter, Alternate  
Steve Parsons, Alternate  
Annette Sabol-Soule  
Non-Voting Advisor: Kathleen Baum

**Communications Committee**

Burt Baum, Chair  
Susan Caine  
Bill Walsh  
Bunny Carpenter  
Non-Voting Advisor: Carol St. Hillaire

**Energy and Technology Committee**

Bill Walsh, Chair  
Bert Moldow, Co-Chair  
Burt Baum  
John Frankel  
Non-Voting Advisors: Steven Leonard, Leon St. Hillaire

**Executive Hearing Committee**

Rosemarie diLorenzo Dickins, Chair  
James Tung, Co-Chair  
Bunny Carpenter  
John Frankel  
Steve Parsons  
Jules Zalon, Alternate  
Annette Sabol-Soule, Alternate

**Finance (Committee of the Whole)**

Steve Parsons, Chair  
Rosemarie diLorenzo Dickins, Vice Chair  
Non-Voting Advisors: Colin Johnston, John Hess, Wei-Ming Tao

**Garden Villa Recreation Room Subcommittee**

Bert Moldow, Chair  
Rosemarie diLorenzo Dickins, Alternate  
Voting Advisors: Lynn Jarrett, Sharon Molineri, Stuart Hack

**Laguna Woods Village Traffic Hearings**

John Frankel  
Jules Zalon  
Susan Caine, Alternate

**Landscape**

James Tung, Chair  
Bunny Carpenter – Vice Chair



John Frankel  
Susan Caine  
Non-Voting Advisors: ~~John Dudley~~ Bob Figeira, ***Violet Lawrence***

**Maintenance and Construction (Committee of the Whole)**

Bert Moldow, Chair  
John Frankel, Vice Chair  
Non-Voting Advisors: Marty Lopata, ***Steve Leonard***

**Meet and Confer & Resident Problem Resolution**

Rosemarie diLorenzo Dickins  
James Tung  
Burt Baum

**New Resident Orientation**

Per Rotation List

**Water Conservation Committee**

James Tung, Chair  
John Frankel  
Jules Zalon

**Third Mutual Earthquake Task Force**

Steve Parsons, Chair  
John Frankel  
Burt Baum  
Colin Johnston  
Dan Yost  
Steve Leonard  
~~Roger Morris~~  
James Tung  
David Southerland  
Tim Moy, Advisor  
Randy Scott, (Garden Villas) Advisor  
Ralph Beck (registered geologist), Advisor  
Margaret Vinci (Cal-Tech), Advisor

**Third Mutual Parking Task Force**

John Frankel, Chair  
Bert Moldow  
Bunny Carpenter  
Bill Walsh  
Annette Sabol-Soule

**Third Mutual Resident Policy and Compliance Task Force**

Burt Baum, Chair

Rosemarie diLorenzo Dickins  
Bert Moldow  
Bunny Carpenter  
Steve Parsons, Alternate  
Stuart Hack, Advisor  
Marty Lopata, Advisor

**Third Mutual Dry Rot Task Force**

John Frankel, Chair  
Bunny Carpenter  
Bert Moldow  
Burt Baum  
Steve Parsons

**Third Mutual Projects Task Force**

Rosemarie diLorenzo Dickins, **Chair**  
Bert Moldow, ~~Chair~~  
Bunny Carpenter  
John Frankel

**GV Golf Cart Parking Task Force**

**Annette Sabol Soule, Chair**  
**Bill Walsh**  
**Bert Moldow**  
**Randy Scott**  
**Carolyn Oft**  
**Marty Lopata**  
**Ed Tao**  
**Jeffrey Wu**

**RESOLVED FURTHER**, that Resolution 03-17-26, adopted August 15, 2017 is hereby superseded and canceled; and

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

Director Parsons made a motion to approve updates and additions to the committee assignments. The motion was seconded by Director Tung and passed unanimously.

**13. NEW BUSINESS**

**13a. Entertain a Motion to Approve Manor Alteration Conditions (initial notification – Postpone 30-days for Member comments and suggestions to conform to the notification requirement)**

Secretary of the Board, Burt Baum, read the following resolution.

**Resolution 03-17-XX**  
**Standard Manor Alteration Conditions**

**WHEREAS**, staff has experienced several issues with manor alterations including illegal dumping in Village dumpsters, excessive noise and smoking by contractors, parking in resident spaces by contractors, damage to mutual property during construction, and working after hours; and

**WHEREAS**, the standard Manor Alteration Conditions impose requirements, in order to ~~project~~ protect the Mutual and neighbors, on members who wish to conduct alterations; and

**NOW THEREFORE BE IT RESOLVED**, September 19 2017, as part of the Conditions of Approval a Conformance Deposit (Good Faith Deposit) is being required; and

**RESOLVED FURTHER**, a Conformance Deposit will be held to assure no damages to Mutual property occurs during construction, including, but not limited to, internet/TV, landscaping, or exterior walls/roof; and

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

**SEPTEMBER Initial Notification**

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 30-days from the postponement to comply with Civil Code §4360.

Director Baum made a motion to accept the Standard Manor Alteration Conditions for the Manor Alteration Division. The motion was seconded by Director Tung and passed unanimously.

**13b. Entertain a Motion to Approve Manor Alteration Conformance Deposit Fee - Resolution (initial notification - Postpone 30-days for Member comments and suggestions to conform to the notification requirement)**

Secretary of the Board, Burt Baum, read the following resolution.

**RESOLUTION 03-17-XXX**  
**Proposed Conformance Deposit**

**WHEREAS**, in order to partially offset Mutual costs associated with Contractors and residents performing alterations that damage Mutual Property or violate Mutual Policies such as disposing of construction debris in Mutual dumpsters; and

**WHEREAS**, the Mutual currently does not require any conformance deposit fee capture; and

**NOW THEREFORE BE IT RESOLVED**, the fee will be required for all Construction with a value of \$500 or greater and will be refundable given that the contractor or resident performing the alterations conform to all Mutual rules and Standards and causes no damage to the Mutual properties; and

**NOW THEREFORE BE IT RESOLVED**, that in order to partially further offset Mutual costs associated with Contractors and residents performing alterations to their manor, the Board of Directors of this Corporation hereby sets the Conformance Deposit fee at \$250; and

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

**SEPTEMBER Initial Notification**

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 30-days from the postponement to comply with Civil Code §4360.

Director Baum made a motion to approve the resolution for a refundable Conformance Deposit in the amount of \$250 for alteration projects valued over \$500. The motion was seconded by Director Parsons and passed unanimously.

Director Moldow made a motion to amend the resolution to include the following to the end of paragraph 3: "and causes no damage to the Mutual properties". The motion was seconded by Director Soule and passed unanimously.

**13c. Entertain a Motion to Approve an Increase in Manor Alteration Processing Fees – Resolution (initial notification - Postpone 30-days for Member comments and suggestions to conform to the notification requirement)**

Secretary of the Board, Burt Baum, read the following resolution.

**RESOLUTION 03-17-XX**  
Proposed Variance Process Fee Policy

**WHEREAS**, variance requests require significant staff time for proper processing, including research, report preparation, and then presentation to the appropriate committee and then the Board; and

**WHEREAS**, in order to offset administrative costs associated with processing variance requests, which is often followed by multiple resubmittals, and can be followed by an appeal to the Board as mandated in accordance with Resolution 03-13-105; and

**WHEREAS**, the Mutual currently charges a \$10 fee for a Mutual Consent and a \$100 fee for a Variance, to offset administrative costs associated with processing these requests; and

**WHEREAS**, the Board realizes that the current fee does not appropriately cover staff time;

**NOW THEREFORE BE IT RESOLVED**, on October 17, 2017, that in order to come closer to partially offsetting administrative costs associated with processing variance requests, which is often followed by multiple resubmittals, and can be followed by an appeal to the Board as mandated in accordance with Resolution 03-13-105, the Board of Directors of this Corporation hereby sets the Mutual Consent request processing fee at \$35 and the variance request processing fee at \$150; and

**RESOLVED FURTHER**, that Resolution 03-15-44 adopted April 21, 2015, 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 this resolution.

**SEPTEMBER Initial Notification**

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 30-days from the postponement to comply with Civil Code §4360.

Director Baum made a motion to accept the resolution for an increase in manor alteration processing fees. The motion was seconded by Director Moldow and passed by a vote of 8-0-1. (Director Zalon abstained)

**14. Committee Reports**

**14a. Report of the Finance Committee/Financial Report**

Director Parsons, reported from the Finance Committee, gave updates on Third Mutual financial, delinquencies and commented on the Resale Activities Report. Next meeting will be October 3, 2017, at 1:30 p.m. in the Sycamore Room.

**14b. Report of the Architectural Control and Standards Committee**

Director Moldow reported from the Architectural Control and Standards Committee. The next meeting will be September 25, 2017, at 11:30 a.m. in the Sycamore Room.

**14c. Report of the Maintenance & Construction Committee**

Director Moldow reported from the Maintenance and Construction Committee. The next meeting will be November 6, 2017, at 1:00 p.m. in the Board Room.

**14d. Report of Landscape Committee**

Director Carpenter reported from the Landscape Committee. Next meeting will be

November 2, 2017, at 9:00 a.m. in the Sycamore Room.

**14e. Report of the Laguna Woods Village Traffic Hearings**

Director Frankel reported from the Laguna Woods Village Traffic Hearings. Next Hearing will be September 20, 2017, at 9:00 a.m. and 1:00 p.m. in the Board Room.

**14f. Report of the Communications Committee**

Director Baum reported from the Communications Committee. Next meeting will be October 23, 2017, at 1:30 p.m. in the Willow Room.

**14g. Report of the Energy and Technology Committee**

Director Walsh reported from the Energy and Technology Committee. The next meeting will be October 3, 2017, at 10:00 a.m. in the Cypress Room.

**14h. Report of the Water Committee**

Director Tung reported from the Water Committee.

**14i. Report of the Resident Policy and Compliance Task Force**

Director Baum reported from the Resident Policy and Compliance Task Force and announced the next meeting on September 25, 2017 at 1:30 p.m. in the Willow room.

**15. GRF COMMITTEE HIGHLIGHTS**

Members reported on the following GRF Committees.

**15a. Community Activities Committee** – Next meeting will be October 9, 2017, at 2:00 p.m. in the Board Room.

**15b. Finance Committee** – Next meeting will be October 25, 2017, at 1:30 p.m. in the Board Room.

**15c. Landscape Committee** – Next meeting will be September 21, 2017, at 9:00 a.m. in the Cypress Room.

**15d. Maintenance & Construction Committee** – Next meeting will be November 22, 2017, at 1:00 p.m. in the Board Room.

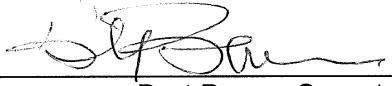
**15e. Media and Communications Committee** – Next meeting will be October 16, 2017, at 1:30 p.m. in the Board Room.

**15f. Mobility & Vehicles Committee** – Next meeting will be October 2, 2017, at 1:30 p.m. in the Board Room.

**15g. Security and Community Access Committee** – Next meeting will be October 26, 2017, at 1:30 p.m. in the Board Room.

**16. FUTURE AGENDA ITEMS**

September 19, 2017



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Burt Baum, Secretary  
Third Laguna Hills Mutual

## Standard Manor Alteration Conditions

1. No improvement shall be installed, constructed, modified or altered at Manor \_\_\_\_\_, ("Property") within the Third Laguna Hills Mutual ("Mutual") unless and until a Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member Owner or Owners ("Member Owner") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Manor Alterations has been granted at XXXX for \_\_\_\_\_, subject to the attached plans stamped approved and is subject to the final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member Owner hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member Owner at xxxx and all future Mutual members at xxxx.
5. Member Owner shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, and use of Mutual property for storage of equipment or materials without prior approval. Member Owner acknowledges and agrees that all such persons are his/her invitees. Member Owner shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member Owner shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment, traffic or other charge levied in connection therewith.
6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com/residents/resident-services>) and click on documents



and Business Pass Application Instructions) in place to admit contractors and other invitees.

7. Member Owner's contractors and other invitees shall have business signage on vehicles and travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.

8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.

9. Member Owner(s) of the Property must sign and submit to the Mutual, c/o VMS, Inc., at the Division office located in the Laguna Woods Village Community Center, an executed and notarized "Recordable Common Area Agreement" for a proposed improvement that would utilize any portion of the Mutual's Common Area. Prior to the issuance of a Mutual Consent for Manor Alterations, that "Recordable Common Area Agreement" must be filed with the Orange County Clerk/Recorder.

10. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Manor Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.

11. Prior to the issuance of a Mutual Consent for Manor Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.

12. Prior to the Issuance of a Mutual Consent for Manor Alterations, acoustical impacts shall be considered prior to Final Inspection by Manor Alterations Division, as shown on Attachment \_\_\_\_\_.

13. Prior to the Issuance of a Mutual Consent for Manor Alterations, the Member Owner must have conducted an inspection of the waste lines, by a VMS Plumber, to assure no repairs are needed. The inspection will be a chargeable service to the Member Owner. Inspection appointments are to be made with Resident Services, by authorized persons only. Findings from the video inspection will be recorded on the chargeable service ticket for Manor Alterations staff to review.

14. Prior to the issuance of a Mutual Consent for Manor Alterations, if required, a Mutual Roof Alteration Notification ("Tie-In Form") must be submitted to the Division. All roof tie-ins must be performed by a C-39 Licensed Contractor. The Member Owner may hire a C-39 Licensed Contractor of his/her own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's roofing contractor at the Member Owner's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects, must first be replaced or repaired at the Member Owner's expense during construction of the improvement.

15. Prior to the issuance of a Mutual Consent for Manor Alterations, the Member Owner shall request a Landscape Department inspection in order to assure all landscape, irrigation, and drainage modifications associated with the improvements are identified and completed by the Landscape Department at the expense of the Member Owner. All gutter drainage shall be directed away from structures, free standing walls, foundations, and pedestrian walkways.

16. Prior to the issuance of a Mutual Consent for Manor Alterations, the Member Owner shall request a Broadband infrastructure inspection to assure that Mutual property is appropriately identified in order to be addressed during construction.

17. Prior to the issuance of a Mutual Consent for Manor Alterations, the Member Owner shall request a Maintenance and Construction Department inspection to assure that Mutual property is appropriately addressed during construction.

18. Prior to the issuance of a Mutual Consent for Manor Alterations, any altered exterior surface should match the Building color; vinyl fence/gate will be either white or taupe, tubular steel or wrought iron fence/gate will be black or white; the approved colors and materials are identified on Attachment \_\_\_\_\_.

19. Prior to the issuance of a Mutual Consent for Manor Alterations, the Member Owner shall post a Conformance Deposit in an amount determined by the Division Staff, which is a percentage of the value of the improvements. See <http://www.lagunawoodsvillage.com>. The Conformance Deposit will be held until Final City Building Permit Issuance if required, to assure no damages to Mutual property occurs during construction, including, but not limited to, Internet/TV, landscaping, or exterior walls/roof.

20. The Conformance Deposit shall be held by the Mutual and applied, at the Mutual's sole discretion, to any fine levied against the Member Owner or the Property, to cover and/or recoup any costs whatsoever, including, but not be limited to, administrative and legal costs, incurred by the Mutual or VMS, Inc., in connection with the Property, or to any unpaid charges or assessments on the Mutual's account for the Property. For example, the Mutual could apply all or a portion of the Conformance Deposit to cover the following: fines levied against any invitee of Member Owner; fines levied for construction violations; costs incurred by the Mutual in repairing damage to Mutual property caused by Member

Owner's contractor or other invitee; costs incurred by the Mutual in curing a violation on the Property; costs incurred in removing or altering an improvement upon the Property; or to an unpaid assessment, special assessment, late charge, interest or collection costs posted to the Mutual's account for the Property. The foregoing list is illustrative only and in no way represents the only situations where the Mutual could apply all or a portion of the Conformance Deposit.

21. If at any time the amount of the Conformance Deposit falls below 3/4ths of the amount originally required to be posted, Member Owner agrees to immediately deposit additional sums with the Mutual in an amount sufficient to return the Conformance Deposit to the originally required level. Until the Conformance Deposit is so replenished, an automatic stop work order shall be in effect.

22. Any remaining Conformance Deposit is refundable if the Member Owner notifies the Division, in writing, that the improvement(s) for which the Conformance Deposit was posted have been completed in accordance with the approval, and the Division agrees with the same. The Mutual will mail the unused portion of the Conformance Deposit, if any, to the Member Owner's address of record with the Mutual. Under no circumstances shall Member Owner be entitled to any interest on any portion of the Conformance Deposit. If no written request for return of a Conformance Deposit is made by Member Owner within two years from the date when the Conformance Deposit is posted with the Mutual, the Conformance Deposit will be deemed forfeited to the Mutual.

23. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.

24. This approval does not change the number of bedrooms or the original maximum occupants permitted in the Manor.

25. Paver install must be set in compacted subgrade.

26. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.

27. During construction, both the Mutual Consent for Manor Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.

28. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.

29. A dumpster is approved for placement at the location identified on Attachment \_\_\_\_\_. Any dumpster must be covered and locked at the end of each day.

Dumpsters must be ordered from the approved City of Laguna Woods waste hauler and must be maintained at all times.

30. A portable bathroom is approved for placement at the location identified on Attachment \_\_\_\_\_.

31. The Mutual Consent for Manor Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.

32. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Owner Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.

32. Mutual member shall indemnify, defend and hold harmless Third and its officers, directors, committee members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual member's improvements and installation, construction, design and maintenance of same.

For Staff Use Only

**NO WORK ON SUNDAYS OR HOLIDAYS**

8/19/2017

**RESOLUTION 03-17-XX**

**Recording of a Lien**

**WHEREAS**, Member ID [931-630-71](#); is currently delinquent to [Third Laguna Hills Mutual](#) with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, [October 17](#), 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID [931-630-71](#) 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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**RESOLUTION 03-17-XX**

**Filing of Separate Small Claims Court Case**

**WHEREAS**, the Finance Committee recommends filing separate Small Claims Court cases of \$2,500 (or less) in an attempt to collect delinquent chargeable services by way of a judgment or stipulation against members/owners in Third Laguna Hills Mutual; and

**NOW THEREFORE BE IT RESOLVED**, October 17, 2017, that the Board of Directors hereby approves the filing of a separate Small Claims Court case for Member ID 933-190-72 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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## **REPORT OF THE REGULAR OPEN MEETING OF THE THIRD LAGUNA HILLS MUTUAL FINANCE COMMITTEE**

Tuesday, October 3, 2017 – 1:30 p.m.

Laguna Woods Village Community Center Sycamore Room, 24351 El Toro Road

**MEMBERS PRESENT:** Steve Parsons, Burt Baum, John Frankel, Jules Zalon, Bert Moldow, Bunny Carpenter, Bill Walsh, Annette Soule, Susan Caine (Until 2:37 p.m.),  
Advisor – Wei-Ming Tao

**MEMBERS ABSENT:** Rosemarie di Lorenzo Dickins, James Tung, Advisor – John Hess

**STAFF PRESENT:** Solange Backes, Christopher Swanson, Bruce Hartley

### **Call to Order**

Director Parsons chaired the meeting and called it to order at 1:32 p.m.

### **Acknowledgment of Media**

None.

### **Approve Meeting Agenda**

The agenda was approved with the following additions:

- Dryer Replacements

### **Approval of the Regular Meeting Report for September 5, 2017**

The Committee report was approved as presented.

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

None.

### **Department Head Update**

Solange Backes, Controller, gave information about the outsourcing HOA Certification.

### **Review Preliminary Financial Statements dated August 31, 2017**

Ms. Backes reviewed the financial report and addressed questions.

### **Rodent Control in Attics**

Director Parsons handed out a document regarding Rodent Control. Discussion ensued and by consensus the Committee deferred this item to the Maintenance & Construction Committee for additional review.

### **Purchase of Units at Foreclosure**

Ms. Backes reviewed the Foreclosure process and the last foreclosure purchase of a unit with the Finance Committee.

### **Janitorial Variance**

Bruce Hartley, General Services Director, commented on Janitorial variances and corrections in tracking staff hours.

### **Payments by Credit Card**

Ms. Backes provided an update on the selection process for a credit card payment processing vendor.

### **Endorsements from Standing Committees – Dryer Replacements**

The committee reviewed an endorsement from the Energy committee regarding replacement of all laundry room dryers with commercial coin-operated dryers. Discussion ensued.

A motion was made and carried by consensus to recommend the Board approve the Energy Committee endorsement to replace of all laundry room dryers with coin operated commercial grade dryers, to be funded with a supplemental appropriation of \$350,000 from the Laundry Replacement Fund. Staff was directed to provide a return on investment analysis at the Third Board Meeting on November 21, 2017.

### **Future Agenda Items**

Janitorial Variance  
ROI on Dryers

### **Committee Member Comments**

Director Walsh provided updates regarding changes to the Southern California Edison Monthly Net Energy Metering Fees beginning November 1, 2017.

### **Date of Next Meeting**

Tuesday, November 7, 2017 at 1:30 p.m.

### **Adjournment**

The meeting recessed to closed session at 3:20 p.m.

**DRAFT**

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Steven Parsons, Chair



## Financial Report for October 17, 2017 Board Meeting

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**SLIDE 1** – Total revenue for Third through August 31, 2017 was \$22,151K compared to expenses of \$17,924K, resulting in more revenue than expense by \$4,227K.

**SLIDE 2** – Now we look at those same results with a distinction between operating and funds. This chart shows how much of our revenue went into operations, with \$12,273K coming in from assessments and \$692K coming from non-assessment revenue. This is compared to operating expenditures of \$12,819K. After backing out depreciation, which is not funded through operations, we can see that bottom line we had an operating surplus of \$248K as of the reporting period.

**SLIDE 3** – This chart shows how much of our revenue went into our reserve funds and the amount expended to date.

**SLIDE 4** – Through August, Third was better than budget by \$2,750K primarily due to timing of reserve programs:

- Building structure contract was awarded in July and the budget is distributed evenly throughout the year; work is currently in progress at buildings 3336, 3371, 4025, 4026 and 5372.
- Waste Line replacement work is currently in progress, but commenced later than expected.
- Roofing program is currently in progress. The budget is distributed evenly throughout 2017. However, work did not start until May.

**SLIDE 5** – On this pie chart, we show the Operating expenses to date of \$12.8 Million by category, showing that our largest categories of expense are for compensation and utilities.

**SLIDE 6** – The reserve balances on August 31, 2017 were about \$28.7 Million. To date, contributions to reserves including assessments and interest earnings totaled just over \$9.1 Million and expenditures to date totaled \$5.1 Million. Additionally, fund transfers from operating surplus totaled \$409K as approved by the Board in June via resolution 03-17-69.

As mentioned previously, much of the increase is due to timing; reserve program expenditures are anticipated later in the year.

**[No slide]** – In closed session, we reviewed delinquencies for unpaid assessments totaling \$298,397, which represents less than 1% of the annual assessment budget. We are able to maintain such a relatively low level of delinquencies by following prescribed collection policies to pursue payment on these accounts, either through the non-judicial foreclosure process or by obtaining personal judgments in small claims court. The Board has been working closely with our collection firm and legal counsel to pursue further collection activity for unpaid accounts.

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# Financial Report

As of August 31, 2017



## INCOME STATEMENT

**ACTUAL**  
(in Thousands)

**TOTAL REVENUE**

**\$22,151**

**TOTAL EXPENSE**

**17,924**

**Revenue over Expense**

**\$4,227**

# Financial Report

As of August 31, 2017



## INCOME STATEMENT - OPERATING

**ACTUAL**  
(in Thousands)

**Assessment Revenue**

**\$12,273**

**Non-assessment Revenue**

**\$692**

**Total Revenue**

**\$12,965**

**Total Expense**

**\$12,819**

**Net Revenue/(Expense)**

**\$146**

**w/o Depreciation**

**\$248**

# Financial Report

As of August 31, 2017



## INCOME STATEMENT – NON OPERATING

**ACTUAL**  
(in Thousands)

Assessment Revenue

**\$8,931**

Non-assessment Revenue

**\$256**

Total Revenue

**\$9,187**

Total Expense

**\$5,106**

**Net Revenue/(Expense)**

**\$4,081**

# Financial Report

As of August 31, 2017



**Through August, Third was better than budget by \$2.7 Million primarily due to:**

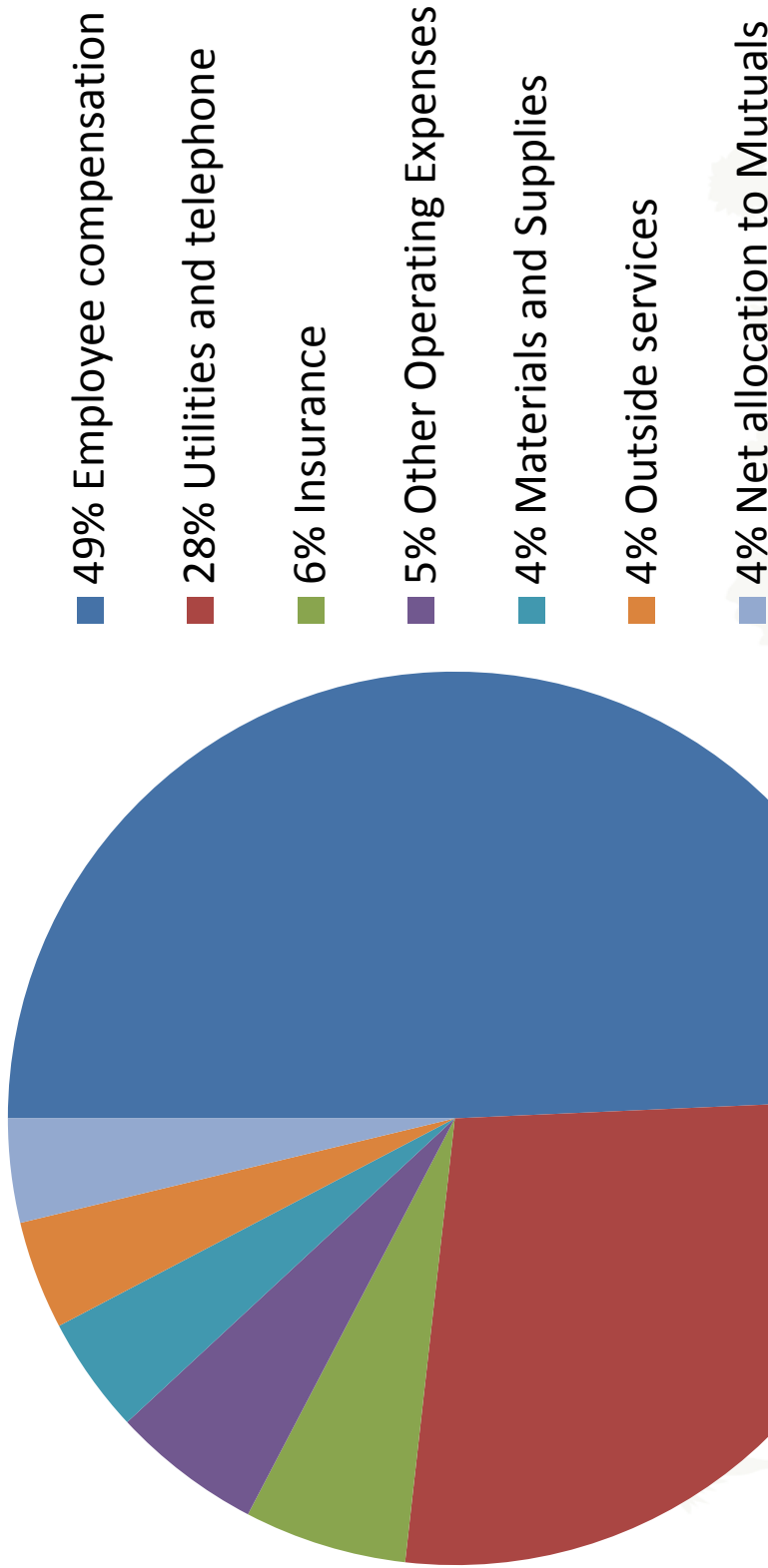
- **Timing of Reserve Expenditures**
  - **Building Structures in progress**
  - **Waste Line replacement in progress**
  - **Roof Replacements started in May**



# Financial Report

As of August 31, 2017

## Total Operating Expenses \$12,818,564



# Financial Report

As of August 31, 2017



## NON OPERATING FUND BALANCES

**ACTUAL**  
(in Thousands)

**Beginning Balances: 1/1/17**

**\$24,218**

**Contributions & Interest**

**9,187**

**Fund Transfer from Surplus**

**409**

**Expenditures**

**(5,106)**

**Current Balances: 8/31/17**

**\$28,708**

# Monthly Resale Report

PREPARED BY

Community Services Department

MUTUAL

All Mutuals

REPORT PERIOD

September, 2017

MONTH	NO. OF RESALES		TOTAL SALES VOLUME IN \$\$		AVG RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	76	78	\$23,481,992	\$20,660,350	\$308,974	\$264,876
February	64	70	\$18,628,200	\$20,379,400	\$291,066	\$291,134
March	80	89	\$24,765,800	\$22,910,361	\$309,573	\$257,420
April	88	97	\$29,024,579	\$28,616,128	\$329,825	\$295,012
May	105	91	\$34,046,751	\$24,537,100	\$327,373	\$269,638
June	90	86	\$31,945,600	\$22,067,900	\$354,951	\$256,603
July	68	91	\$21,413,120	\$27,013,400	\$314,899	\$296,851
August	90	104	\$29,277,556	\$32,699,074	\$325,306	\$314,414
September	82	83	\$24,880,280	\$23,485,500	\$307,164	\$282,958
October		* 76		* \$21,449,050		* \$282,224
November		* 88		* \$27,762,000		* \$315,477
December		* 70		* \$20,628,100		* \$294,687
<b>TOTAL</b>	<b>743.00</b>	<b>789.00</b>	<b>\$237,463,878</b>	<b>\$222,369,213</b>		
<b>MON AVG</b>	<b>82.00</b>	<b>87.00</b>	<b>\$26,384,875</b>	<b>\$24,707,690</b>	<b>\$318,792</b>	<b>\$280,990</b>

\* Amount is excluded from percent calculation

# Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

Third

September, 2017

MONTH	NO. OF RESALES		TOTAL SALES VOLUME IN \$\$		AVG RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	38	30	\$14,513,062	\$10,663,350	\$381,923	\$355,445
February	28	31	\$9,887,500	\$11,354,000	\$353,125	\$366,258
March	42	44	\$15,185,800	\$14,408,861	\$361,567	\$327,474
April	45	49	\$18,847,150	\$18,170,528	\$418,826	\$370,827
May	44	44	\$18,157,951	\$13,703,900	\$412,681	\$311,452
June	49	42	\$21,011,450	\$12,838,300	\$428,805	\$305,674
July	36	46	\$13,526,020	\$16,112,500	\$375,723	\$350,272
August	47	56	\$17,967,189	\$21,085,200	\$382,281	\$376,521
September	45	41	\$15,667,538	\$12,651,500	\$356,080	\$308,573
October		* 40		* \$13,386,500		* \$334,663
November		* 43		* \$16,453,200		* \$382,633
December		* 36		* \$12,528,800		* \$348,022
<b>TOTAL</b>	374.00	383.00	\$144,763,660	\$130,988,139		
<b>MON AVG</b>	41.00	42.00	\$16,084,851	\$14,554,238	\$385,668	\$341,389
<b>% CHANGE - YTD</b>	-2.3%		10.5%		13.0%	

% Change calculated (ThisYear - LastYear)/LastYear

\* Amount is excluded from percent calculation

# Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

United

September, 2017

MONTH	NO. OF RESALES		TOTAL SALES VOLUME IN \$\$		AVG RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	38	46	\$8,968,930	\$9,883,000	\$236,024	\$214,848
February	36	38	\$8,740,700	\$9,023,400	\$242,797	\$237,458
March	38	45	\$9,580,000	\$8,501,500	\$252,105	\$188,922
April	43	48	\$10,177,429	\$10,445,600	\$236,684	\$217,617
May	60	47	\$15,888,800	\$10,833,200	\$264,813	\$230,494
June	40	44	\$10,744,150	\$9,229,600	\$268,604	\$209,764
July	32	45	\$7,887,100	\$10,900,900	\$246,472	\$242,242
August	43	48	\$11,310,367	\$11,613,874	\$263,032	\$241,956
September	37	42	\$9,212,742	\$10,834,000	\$248,993	\$257,952
October		* 36		* \$8,062,550		* \$223,960
November		* 45		* \$11,308,800		* \$251,307
December		* 34		* \$8,099,300		* \$238,215
<b>TOTAL</b>	367.00	403.00	\$92,510,218	\$91,265,074		
<b>MON AVG</b>	40.00	44.00	\$10,278,913	\$10,140,564	\$251,058	\$226,806
<b>% CHANGE - YTD</b>	-8.9%		1.4%		10.7%	

% Change calculated (ThisYear - LastYear)/LastYear

\* Amount is excluded from percent calculation

# Monthly Resale Report

PREPARED BY  
Community Services Department

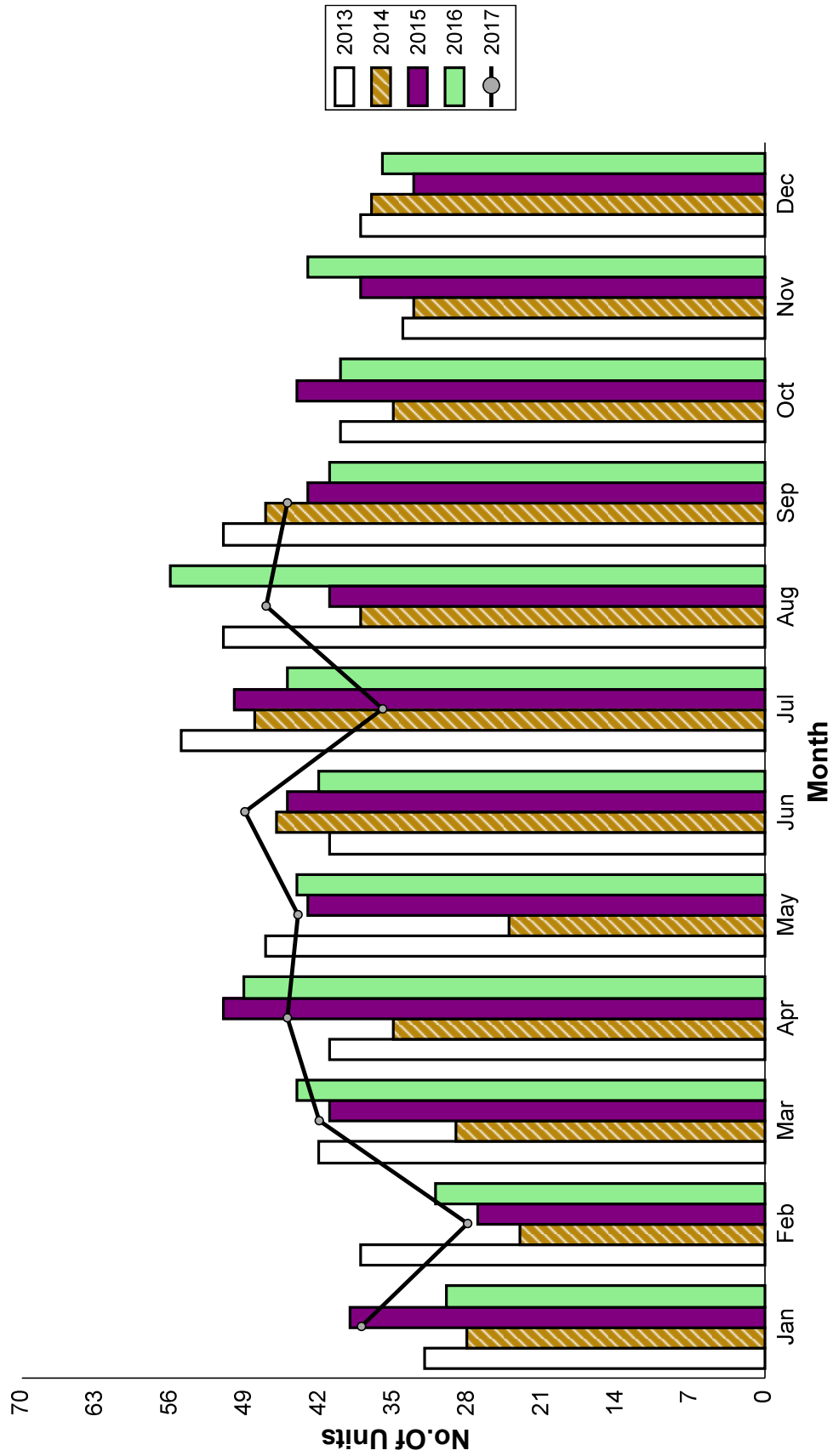
MUTUAL  
Third

August 2017

Month	NO. OF RESALES					TOTAL SALES VOLUME IN \$\$				AVG RESALE PRICE			
	2017	2016	2015	2014		2017	2016	2015	2014	2017	2016	2015	2014
January	38	30	39	28		\$14,513,062	\$10,663,350	\$11,735,750	\$7,497,490	\$381,923	\$355,445	\$300,917	\$267,768
February	28	31	27	23		\$9,887,500	\$11,354,000	\$7,690,000	\$7,379,500	\$353,125	\$366,258	\$284,815	\$320,848
March	42	44	41	29		\$15,185,800	\$14,408,861	\$16,302,100	\$10,944,500	\$361,567	\$327,474	\$397,612	\$377,397
April	45	49	51	36		\$18,847,150	\$18,170,528	\$14,509,805	\$10,730,050	\$418,826	\$370,827	\$284,506	\$298,057
May	44	44	43	24		\$18,157,951	\$13,703,900	\$12,983,750	\$8,432,500	\$412,681	\$311,452	\$301,948	\$351,354
June	49	42	45	46		\$21,011,450	\$12,838,300	\$15,321,388	\$15,101,560	\$428,805	\$305,674	\$340,475	\$328,295
July	36	46	50	48		\$13,526,020	\$16,112,500	\$16,392,300	\$17,105,688	\$375,723	\$350,272	\$327,846	\$356,369
August	47	56	41	38		\$17,967,189	\$21,085,200	\$12,231,250	\$13,420,800	\$382,281	\$376,521	\$298,323	\$353,179
September	45	41	43	47		\$15,667,538	\$12,651,500	\$15,332,500	\$14,638,626	\$356,080	\$308,573	\$356,570	\$311,460
October		40	44	35			\$13,386,500	\$12,924,787	\$10,859,700		\$334,663	\$293,745	\$310,277
November		43	38	33			\$16,453,200	\$12,332,000	\$9,560,400		\$382,633	\$324,526	\$289,709
December		36	33	37			\$12,528,800	\$11,532,800	\$10,848,108		\$348,022	\$349,479	\$293,192
TOTAL	374	383	380	319		\$144,763,660	\$130,988,139	\$122,498,843	\$105,250,714				
MON AVG	41.6	42.6	42.2	35.4		\$16,084,851	\$14,554,238	\$13,610,983	\$11,694,524	\$385,668	\$341,388	\$321,446	\$329,414
% CHANGE-YTD	-2.3%	0.8%	19.1%	-19.8%		10.5%	6.9%	16.4%	-8.3%	13.0%	6.2%	-2.4%	15.3%

% Change calculated (This Year - Last Year)/Last Year  
Percent calculation only includes YTD figures in black.

## Resales - 5 Year Comparison



# THIRD LAGUNA HILLS MUTUAL

MONTHLY LEASING REPORT

Report Period:  
Sep-17

MONTH	LEASES IN EFFECT						New Monthly Transactions		
	1 Month	3 Months	6 Months	12 Months	12+Months		Leases	Renewals	Extensions
JAN.	0	20	26	298	1334		22	20	66
FEB.	1	21	27	285	1330		47	23	62
MARCH	0	23	27	283	1334		50	32	97
APRIL	0	10	24	288	1308		43	23	75
MAY	0	11	31	314	1297		66	34	58
JUNE	0	21	26	318	1287		34	5	60
JULY	0	24	27	327	1281		49	25	61
AUGUST	0	19	29	348	1271		63	9	17
SEPT.	0	14	25	357	1252		92	0	4
OCT.									
NOV.									
DEC.									
Monthly Average Percentage Leased	0.1	18.1	26.9	313.1	1299.3		51.8	19.0	55.6

Total this year	Total last year	Total Expirations
1678	1658	42
1664	1659	43
1667	1646	48
1630	1655	66
1653	1662	26
1652	1676	62
1659	1664	46
1667	1680	51
1648	1670	65
	1661	
	1658	
1658.8	1663.3*	49.9

\*Jan-Sept

1648 / 6102 = 27%



**REPORT OF THE REGULAR MEETING OF THE  
THIRD LAGUNA HILLS MUTUAL LANDSCAPE COMMITTEE**

Thursday, September 14, 2017 -- 9:30 a.m.

Laguna Woods Village Community Center Sycamore Room -- 24351 El Toro Road

**MEMBERS PRESENT:** John Frankel, Acting Chairman; Bunny Carpenter, Susan Caine

**MEMBERS ABSENT:** James Tung, Bob Figeira (Advisor), John Dudley (Advisor)

**OTHER DIRECTORS:** Steve Parsons, Annette Sabol Soule

**STAFF PRESENT:** Kurt Rahn, Raul Arceo, Dennis Pratt, Mindi Fielding

**Call to Order**

Acting Chair Frankel called the meeting to order at 9:29 a.m.

**Acknowledgement of the Media**

The media was not represented.

**Approval of the Agenda**

The agenda was approved by consensus without objection.

**Approval of Meeting Report of August 3, 2017**

The committee report was approved by consensus without objection.

**Chair's Remarks**

Director Frankel explained that Chairman Tung was not able to attend today's meeting and that Vice-Chair Carpenter had asked that he chair the meeting. Director Frankel explained that the next meeting (scheduled for October 5, 2017) conflicts with the Annual Meeting and therefore the meeting will be cancelled. The next meeting will be the November 2, 2017 meeting. Directors Frankel and Carpenter explained the work being done by Lynn Jarrett and the Garden Villa Association to revise the policies regarding personal potted plants in the garden villa breezeways.

**Member Comments (Items Not on the Agenda)**

Ed McGill (2390-2C) commented about the great work that was done to service the landscaping around his building.

Barbara Banks (5090) commented on the declining look of landscaping and questioned if the lawns could be de-thatched.

Terry Holcomb (5088) commented on the lack of maintenance in his neighborhood.

Barbara Marsh (3433-B) commented on how nice the Village looked this spring and that residents just need to be more patient. She also expressed concern about asparagus fern on the slopes.

Marianne Soda (2226-D) commented on the heavy growth of shrubs and trees. She also expressed concerns with the use of Roundup.

Horst Beil (5358-O) has an ongoing problem with overgrown ficus trees that block his view. He mentioned roots growing under the sidewalk. Staff to follow up.

John Banks (5090) inquired about getting temporary workers from the union.

Lynne Corboz (3250-O) inquired about using chargeable services for off-schedule tree trimming.

Phyllis Waite (3428-N) inquired about occupant's rights to plant in the common area.

Beverly Elwell (3382-C) complimented Dennis for his prompt attention and replacement of shrubbery last spring, but would like some of it trimmed back.

Barbara Balch (3428-O) inquired about the rights of residents in upper units to sweep off their balconies when the resident in the lower unit get approval to expand the width of their patio.

Annette Sabol Soule (3428-C) commented about residents who plant their own plantings and slowly expand the shrub bed into lawns and other areas.

Committee members and staff responded to the comments and answered the questions.

#### **Department Head Update**

Mr. Rahn, via PowerPoint, updated the Committee with respect to staffing, working with Resident Services, and the possibilities to improve and modernize the landscaping as part of the necessary replanting and repair work associated with the painting process.

#### **Reports (PowerPoint)**

##### **OCFA Slope Update**

Staff explained the directives regarding old woody growth on slopes within the OCFA Ember Zone, particularly acacia bushes, and showed examples of the work that has been done and what work remains for later this fall and winter.

##### **Irrigation Report**

Staff reviewed the two areas (one in Gate 11, and one in Gate 14) that comprise the soil moisture sensor pilot project. Staff reported that the two areas had slightly lower quality of lawn and shrubbery and the average irrigation savings for the first three months of the test show 13% for the Gate 11 area, and 7% for the Gate 14 area. Staff educated the Committee on the System Check Process for leaks.

##### **ArborPro Update**

Staff reported that the latest, and hopefully final, data set has been received and installed. The system will be used to guide off-schedule work and enhance work flow. It was pointed out also, that the tool can be used to inventory and track other assets such as street lights, signs, fire hydrants, etc.

**Items for Discussion and Consideration**  
**Committee Tour**

The Committee tour followed the meeting, and was attended by Directors Carpenter, Frankel, Caine, and Sabol Soule. The Committee visited 5539-C to review concerns regarding drainage; and 3428 to review maintenance concerns and the expansion of yellow stake gardening further and further into the common area.

**Items for Future Agendas**

Modernization Project; Tree Replacement Program; and Compliance Enforcement.

**Concluding Business**  
**Committee Member Comments**


There were none.

**Date of the Next Meeting**

The date of the next meeting of the Third Laguna Hills Mutual Landscape Committee is scheduled for Thursday, November 2, 2017 at 9:00 a.m. in the Sycamore Room of the Corporation's principal offices, 24351 El Toro Road, Laguna Woods, California.

**Adjournment**

There being no further business to come before the Committee, the chair adjourned the meeting at 11:31 a.m.

  
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John Frankel, Acting Chair

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## OPEN MEETING

### REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL ENERGY COMMITTEE

**Tuesday, October 3, 2017 - 10:00 A.M.**  
**Laguna Woods Village Community Cypress Room**  
**24351 El Toro Road**

**MEMBERS PRESENT:** Bill Walsh – Chair, John Frankel, Bert Moldow,  
Burt Baum  
Advisors: Steve Leonard

**MEMBER ABSENT:** Advisor, Leon St. Hilaire

**STAFF PRESENT:** Guy West - Staff Officer (in for Ernesto Munoz),  
Mark Stal, David Collins, Laurie Chavarria

#### **1. Call to Order**

Chair Walsh called the meeting to order at 10:03 A.M.

#### **2. Acknowledgment of Media**

Chair Walsh noted no members of the media were present.

#### **3. Approval of the Agenda**

Item 10 was pulled from Consent and will be discussed with Item 20. The agenda was approved as amended.

#### **4. Approval of Meeting Report for August 1, 2017**

The Meeting Report of August 1, 2017 was approved as presented.

#### **5. Chairman's Remarks**

Chair Walsh wanted to make sure that items on the agenda for future meetings are not forgotten about.

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

There were no member comments.

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## **7. Department Head Update**

There was no 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.*

Items 9 and 10 were pulled from the Consent Calendar for discussion. A motion was made and unanimously carried to approve the consent calendar as amended.

## **8. Project Log**

## **9. SCE Street Light Outage Report**

Discussion ensued regarding location of light poles, description of repairs needed and the process of reporting outages.

## **10. Electric Vehicle & Golf Cart Report**

See notes under Item 20.

### Open Pilot Initiatives:

## **11. Walkway Lighting at Gates 5 & 6 Update (oral discussion)**

Mark Stal provided an update on the walkway lighting survey. Staff is waiting on a lighting consultant contract with US Energy to be approved by the Board. Chair Walsh will contact Director Bunny Carpenter to discuss finalizing the contract.

Discussion ensued regarding contracts, scope of work and, consultant fees.

## **12. Garden Villa Emergency Light Fixtures Update (oral discussion)**

Mark Stal provided an update and will send the total cost of the installations via email to the Energy Committee members.

Discussion ensued regarding buildings completed this year, next year's budget and fixture installations.

**Reports:**

**13. SCE Street Light Acquisition Update (oral discussion)**

Guy West provided an update on the signed agreements.

Discussion ensued regarding miscellaneous equipment placed on poles, negotiation with tele-communications companies regarding equipment size and aesthetics and removal of devices no longer needed.

**14. Energy Consultant Services Update (oral discussion)**

Guy West provided an update. Discussion ensued regarding the recent presentation from an energy consultant, local area consultants, software issues, future solar projects, small hydrogen fuel cells and review of SCE infrastructure.

Guy West was directed to work with Ernesto Munoz to develop an RFP for Energy Consultant Services. The RFP should be sent to Maureen McDonald at Southland Energy (she was formerly with JCI), in addition to other companies to provide services for additional energy projects.

**15. Solar Project Completion – Documentation/Monitoring/Final Payoff (oral discussion)**

Mark Stal provided an update on the documentation that has been provided by Solar Optimum.

Discussion ensued regarding energy savings, possible reduction of meters, optional energy sources for irrigation controllers, O&M services, EMS, monitoring, PTO documents, as-built drawings, and warranties.

Staff will bring back an update to next Energy Committee meeting.

**16. Solar Project Maintenance Contract (oral discussion)**

Mark Stal provided an update regarding the O&M contract that was awarded to Phoenix. An update will be provided to the Third M&C Committee and will include the scope of work.

**17. Street Light Acquisition Consulting Contract (oral discussion)**

Bert Moldow provided an update regarding the consulting contract and presentation from Tanko and Siemens.

Discussion ensued regarding upgrading poles, adding an addendum for arms where necessary, maintenance, bid proposal, costs and pilot programs.

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Staff will bring back an update to next Energy Committee meeting.

**18. EV Charging Stations at Stand Alone Laundry Rooms (oral discussion)**

Steve Leonard provided an update. No all laundry rooms will qualify for Electric Vehicle Charging Stations.

Discussion ensued regarding reduced panel loads, upgrading the infrastructure and adding dual bollard chargers.

ChargePoint has been asked to evaluate probable areas for dual bollard charging stations and will provide this information to staff.

Staff will bring back an update to next Energy Committee meeting.

**19. Laundry Room Equipment ROI (Mark)**

Mark Stal stated that the Purchasing Department was asked to source a commercial dryer to replace the existing residential models. The unit selected by Purchasing was a Maytag brand, which is the same brand as the existing washers and are coin operated.

Discussion ensued regarding ROI, 20 gallon water heaters, and programmable coin boxes.

A motion was made and carried by consensus to recommend the Finance Committee approve the Energy Committee endorsement, to replace all laundry room dryers with coin operated commercial grade dryers, to be funded with a supplemental appropriation of \$350,000 from the Laundry Replacement Fund.

**20. Criteria for EV Reports (Bert and Steve)**

David Collins provided an update on the Electric Vehicle and Golf Cart reports. The EV report now includes all cars with or without a decal.

Discussion ensued regarding mapping software, charging violations, criteria for future reports, opt-out information, and newly purchased decals.

By consensus, Director Moldow, Advisor Leonard and Chuck Holland will work together to develop a criteria and define the process. They will bring back the results to the next Energy Committee meeting.

The golf cart report should still be presented each meeting and have separate reports sorted by manor address for home charging and common area charging.



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**Items for Future Agendas:**

- \*Solar O&M Contract
- \*LED Solar Street Lights (low priority)
- \*2-story Buildings LED Lighting Pilot Program (low priority)
- \*Costs for Level 2 Charging Stations at Stand-alone Laundry Rooms (low priority)
- \*Investigate the installation of conduit from the electric panels in GV to service the carports
- \*Install Level II EV Bollard Chargers (on the streets)
- \*2-3 Year Energy Plan: (Verbal Discussion)
  - a) Distributed Energy Resources Contract
  - b) Microgrid Investigation
  - c) EV Level 2 from Street Lights
  - d) Street Light LED Replacement Program
  - e) Street Light Maintenance Contract

**Concluding Business:**

Date of next meeting – December 5, 2017

Adjournment – this meeting was adjourned at 12:34pm

**DRAFT**

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Bill Walsh, Chair

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## **OPEN MEETING**

### **REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL RESIDENCY POLICY AND COMPLIANCE TASK FORCE**

Monday, September 25, 2017 – 1:30 PM

Laguna Woods Village Community Center, Willow Room – 24351 El Toro Road

**MEMBERS PRESENT:** Burt Baum, Chair, Bert Moldow, Steve Parsons, Bunny Carpenter, Stuart Hack (Advisor), Marty Lopata (Advisor)

**MEMBERS ABSENT:** Rosemarie di Lorenzo Dickins, Joann di Lorenzo

**OTHERS PRESENT:** Annette Sabol Soule, John Frankel, Susan Caine, Bill Walsh

**STAFF PRESENT:** Debbie Ballesteros, Tim Moy, Pamela Bashline, Christine Spahr, Francis Rangel, Stacy Griffith

#### **Call to Order**

Burt Baum, Chair, called the meeting to order at 1:33 P.M.

#### **Acknowledgement of Press**

There was no press present.

#### **Approval of Agenda**

Without objection, the Committee approved the agenda as submitted.

#### **Approval of Meeting Notes from June 21, 2017**

Without objection, the Committee approved the meeting report as submitted.

#### **Member Comments**

None

#### **Chairman's Remarks**

Chair Baum stated the main topics for discussion are the Care Provider Policy and the Lease Policy. He wants to know what is working and what areas need improvement.

#### **Care Provider Policy Update**

Christine Spahr, Resident Services Director, explained that the application and physicians' certification has been working well. However, there has been resistance with the background check. All care providers, including family, have to be registered with the state. They have been looking to see what else can be done as the state website takes several days to process the applications. Another issue has been the language barrier with the care providers.

Once they are approved, caregivers are given an annual pass for a year. While they wait for the approval, the resident could enter them as a guest to gain entrance into the community.

The only relationship that Resident Services has is with the owners, not the care providers. When a care provider is replaced, a new application is needed for the resident. A comment was made about if the care provider works at different units, the applications could be pre-filled out so that the process could be more efficient.

The definition of a care provider needs to be clarified as many residents receive help for transportation, home delivery shopping, or a home health aide that comes in to help fix lunch or provide physical therapy. Nurses and hospice workers come in as guests by the resident. Additionally, some lessees in the Community are also care providers for other residents.

A comment was made to check with Chuck Holland, Director of IT, to see if there can be a connection within the databases to match them to make the process more efficient.

Since the adoption of the policy, there has been an increase in care providers and the number will continue to rise. The Security Department is also doing occupancy checks to make sure that the care providers are not illegal occupants.

### **Lease Policy Update**

Pamela Bashline, Community Service Manager, stated that some of the objections to the policy are the number of pages that need to be initialed, the lengthy form that needs to be filled out and the form not available online. Another objection is that there is no provision for grandfathered manors that have had leases for a long period of time.

Ms. Bashline reported that the lease rate is 27% and that the policy affects more than 1,600 Members. A comment was made to consider designating a person to be the spokesperson instead of having to deal with multiple people.

### **Resident Services Issues**

Ms. Spahr informed the Committee of the areas of responsibilities for the Resident Services Department; residents are able to request service in person or by calling the call center. Ms. Spahr reported that each encounter gets documented by creating a ticket that goes to the department providing the service.

Ms. Spahr advised the Committee that Resident Services is creating efficiencies with other departments by meeting and communicating with various departments.

One of the complaints that have been made about Resident Services is that calls are not returned. When a call goes to the managers call queue, it goes straight to Ms. Spahr. The General Managers log does not include the Resident Services calls.

One of the Members asked what the landscape rules are in regards to interior rodent resolution since TLHM has a budget for vermin in common area. Director Carpenter and Ms. Spahr will work together to look for the resolution. Ms. Spahr commented on bed bugs and stated she would bring information to the next meeting regarding this issue.

**Date of Next Meeting**

To be determined.

**Adjournment**

With no further business before the Committee, the meeting was adjourned at 4:01 P.M.

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Burt Baum, Chair  
Third Laguna Hills Mutual

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