



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

**Thursday, November 16, 2017 - 9:00 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**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of Minutes**
 - 5a. October 5, 2017 Special Open Session – Annual Meeting
 - 5b. October 5, 2017 Special Open Session – Organizational Meeting
 - 5c. October 17, 2017, Regular Open Meeting
 - 5d. October 20, 2017 Special Open Session
 - 5e. October 20, 2017 Special Open Session - Strategic Plan
- 6. Report of the Chair**
- 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 - Donna Dwaileebe

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:

2245-A - Approve Room Addition on Patio

5037 - Approve Converting Glass Widescreen into Room Addition; Remove Existing Column and Decorative Beam at Front Entry

5176 - Approve Room Extension on Patio and Private Garden; Laundry Room Installation in Garage

11b. Landscape Committee Recommendations:

3110-D Deny Request for Tree Removal

5284 Deny Request for Tree Removal

5509 Deny Request for Tree Removal

5519-3C Deny Request for Tree Removal

11c. Finance Committee Recommendations:

Approval of Resolution to Record Lien against Member's ID; 931-580-84

Approval of Resolution to File in Small Claims court against Member's ID; 932-600-04

12. Unfinished Business

12a. Introduce a Resolution including Amendments to the Golf Cart Policies and Procedures (initial notification - postpone 30-days for Member comments and suggestions to conform to the notification requirement)

12b. Introduce a Resolution including Amendments to the Plug in Vehicle Policies and Procedures (initial notification - postpone 30-days for Member comments and suggestions to conform to the notification requirement)

12c. Introduce a Resolution including Amendments to the Lease Policy (initial

notification - postpone 30-days for Member comments and suggestions to conform to the notification requirement)

- 12d. Entertain a Motion to Approve Committee Assignments for Third and GRF

13. New Business

- 13a. Entertain a Motion to Approve Trash Chute Cleaning for an Amount not to Exceed \$30,000

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 December 5, 2017, at 1:30 PM in the Sycamore Room

- 14b. Report of the Architectural and Standards Committee - Director Moldow - Next Meeting November 27, 2017, at 1:00 PM in the Board Room

- 14c. Report of the Maintenance and Construction Committee - Director Moldow - Next Meeting January 8, 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 Walsh

- 14d. Report of the Landscape Committee - Director Tung - Next Meeting December 7, 2017, at 9:00 AM in the Board Room

- 14e. Report of the Laguna Woods Village Traffic Hearings - Director Zalon - Next Hearing November 22, 2017, at 9:00 AM and 1:00 PM in the Board Room

- 14f. Report of the Communications Committee - Director Baum - Next Meeting December 27, 2017, at 1:30 PM in the Sycamore 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 Meeting December 14, 2017, at 2:00 PM in the Board Room
- 15b. Finance Committee - Next Meeting December 20, 2017, at 1:30 PM in the Board Room
- 15c. Landscape Committee - Next Meeting January 18, 2017, at 9:00 AM in the Board Room
- 15d. Maintenance & Construction Committee - Next Meeting January 10, 2017 at 9:00 AM in the Board Room
- 15e. Media and Communications Committee - Next Meeting December 18, 2017 at 1:30 PM in the Board Room
- 15f. Mobility and Vehicles Committee - Next meeting December 4, 2017, at 1:30 PM in the Board Room
- 15g. Security and Community Access Committee - Next Meeting December 21, 2017, at 1:30 PM in the Board Room
- 15h. PAC Ad Hoc Committee – Next Meeting TBD

16. Future Agenda Items

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) October 17, 2017 - Regular Executive Session

(b) October 20, 2017 - Special 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 FORTY-SEVENTH ANNUAL MEETING
OF THE MEMBERS OF THIRD LAGUNA HILLS MUTUAL
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION

October 5, 2017

The Annual Meeting of the Members of Third Laguna Hills Mutual, a California non-profit mutual benefit corporation, was held on Thursday, October 5, 2017, at 9:30 AM, in the Board Room 24351 El Toro Road, Laguna Woods, California.

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

Directors Absent: None

Staff Present: Brad Hudson, Lori Moss, Leslie Cameron and Chris Spahr

Other Present: GRF: Katherine Freshley and Diane Phelps, United: Janey Dorrell and VMS: Dennis O'Connor
Legal Counsel, Sandra L. Gottlieb, Esq. of Swedelson
Gottlieb

1. Call to Order / Establish a Quorum

Rosemarie diLorenzo, 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 9:30 A.M.

2. Pledge of Allegiance

Director Bill Walsh led the Membership in the Pledge of Allegiance to the Flag.

3. Approval of the Agenda

Without objection, the Agenda was approved as written.

4. Approval of the Minutes

Without objection, the minutes of the October 6, 2016, 46th Annual Meeting of Members, was approved as written.

5. Acknowledgement of Media

The Village Television Camera Crew was acknowledged along with the press.

6. Chair Remarks

President diLorenzo thanked those who sent flowers and condolences to her, and she explained the Annual Meeting process.

7. Election Results and Re-Elected Directors

Bunny Carpenter (term expires 2020)

John Frankel (term expires 2020)

James Tung (term expires 2020)

Annette Sabol Soule (term expires 2020)

8. Introduction of Continuing Directors

Secretary, Baum introduced the continuing Board Members

William Walsh (*term expires 2018*)

Burt Baum (*term expires 2018*)

Jules Zalon (*term expires 2018*)

Rosemarie diLorenzo (*term expires 2019*)

Bert Moldow (*term expires 2019*)

Steven Parsons (*term expires 2019*)

Susan Caine (term expires 2019)

9. Acknowledgement of Inspector of Election

Director Baum acknowledged Dan Pabich from Martin & Chapman as the Inspector of Election and thanked the volunteers who were involved in the ballot counts.

10. Reports by Committee and Board Members

Director Walsh introduced the Third Mutual's Committees and Task Forces. The Board gave reports on the year to date accomplishments.

Chair, diLorenzo thanked Third's VMS representatives; Directors Dennis O'Connor, Marcy Sheinwold and Donna Dwaileebe for their support and updates in 2017.

11. Audience Questions and Statements

Lynn Jarrett (4010-1C) expressed thanks to the Board for the support given to the Garden Villas Association. She also thanked staff for their efforts.


Scott Richman (3345-A) thanked the Board for their service, complimented the Board for their work on Solar and contract / purchasing reform and commented on needed operational improvements.

Denise Richman (3345-A) spoke about the PC and Mac Center.

Director diLorenzo, Director Baum and Mr. Hudson responded to Member statements

October 5, 2017

There being no further business to come before the Board of Directors, the meeting was adjourned at 11:01 AM.


Burt Baum, Secretary
Third Laguna Hills Mutual

Third Board Accomplishments—Year to Date

Energy

- Installed Solar Panels on 12 garden Villa (3 story) buildings – projected \$150,000 savings in electricity costs for Third Mutual
- Installed LED lighting in all 81 three story buildings (breezeways, walkways, laundry rooms) – improved lighting at lower cost

Maintenance – Construction

- Wasteline Remediation – installed seamless liner to prevent back-up and root intrusion in 19 buildings
- Dry Rot – Work being done on three programs (GVA, LH-21 Beam Replacement and Prior to Paint) at cost over one million dollars to alleviate and prevent dry rot

Finance

- Kept tight control on spending and maintained assessments at a reasonable level (only 1.4% increase)
- Uncollectable Accounts – developed new proactive process to collect assessments from problem accounts – resulted in more money collected in shorter time

Communication

- Kept residents informed of Board policies / activities through articles in the Breeze, brochures (Caretakers, Move in – Move out) and appearances on Village TV and at Clubs
- Instituted improved ways to communicate with new residents – phone calls, letters and evening New Resident Orientation Programs

Compliance and Residency Task Force

- Worked with Compliance and Security on 3 major cases to rid community of people who were committing serious violations of our rules and regulations
- Developed new Caretaker and Leasing policies to make sure that only properly vetted people could enter or live in the community

Parking

- Removing red curbs in critical locations in Third to create 500 new parking spaces
- Formed Task Force to develop more parking for Golf Carts in the Garden Villas

Earthquake Protection

- Purchased new earthquake insurance as a result of a Task Force study to provide added financial protection to the Mutual.

Landscape / Water

- Evaluating new sensor system to control water usage during irrigation
- Promoting turf removal programs to eliminate watering of lawn areas
- Continuously monitoring water usage by residents to detect and fix leaky toilets and plumbing – program has led to significant cost savings

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

October 5, 2017

The Board of Directors of Third Laguna Hills Mutual, a California non-profit mutual benefit corporation, met on Thursday, October 5, 2017, in the Board Room 24351 El Toro Road, Laguna Woods, California and convened immediately following the Annual Meeting of Members.

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

Directors Absent: None

Staff Present: Lori Moss and Leslie Cameron

Others Present: Sandra L. Gottlieb, Esq. of Swedelson Gottlieb

CALL MEETING TO ORDER

Rosemarie diLorenzo, 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 11:10 AM.

APPROVAL OF THE AGENDA

Without objection, the Agenda was approved as written.

PRESIDENT

Secretary of the Board, Burt Baum, opened nominations for President.

Director Caine nominated Rosemarie diLorenzo for the position of President.

Director diLorenzo accepted the nomination.

Absent additional nominations and by way of acclamation Director Rosemarie diLorenzo was elected President.

FIRST VICE PRESIDENT

Secretary of the Board, Burt Baum, opened nominations for First Vice President.

Director Frankel nominated Bill Walsh for the position of First Vice President.

Director Walsh accepted the nomination.

Absent additional nominations and by way of acclamation Director Bill Walsh was elected First Vice President.

SECOND VICE PRESIDENT

Secretary of the Board, Burt Baum, opened nominations for Second Vice President. Director Parsons nominated James Tung for the position of Second Vice President.

Director Tung accepted the nomination.

Absent additional nominations and by way of acclamation Director Tung was elected Second Vice President.

SECRETARY

President diLorenzo, opened nominations for Secretary.

Director Walsh nominated Director Burt Baum for the position of Secretary.

Director Baum accepted the nomination.

Absent additional nominations and by way of acclamation Director Baum was elected Secretary.

TREASURER

Secretary of the Board, Burt Baum, opened nominations for Treasurer.

Director Baum nominated Director Parsons for the position of Treasurer.

Director Parsons accepted the nomination.

Absent additional nominations and by way of acclamation Director Parsons was elected Treasurer.

Director Burt Baum, Secretary of the Corporation, read a proposed resolution affirming the Officer Appointments. Director Baum moved to approve the resolution. Director Parsons seconded and the motion passed unanimously.

RESOLUTION 03-17-123

Appointment of Officers

RESOLVED, on October 5, 2017, pursuant to Third Laguna Hills Mutual Bylaws Article 9 which sets guidelines, terms and responsibilities for the

October 5, 2017

election of Officers to this Corporation the following persons are hereby elected to the office indicated next to their names to serve:

Rosemarie diLorenzo	President
Bill Walsh	1st Vice President
James Tung	2nd Vice President
Burt Baum	Secretary
Steve Parsons	Treasurer

RESOLVED FURTHER, that the following Staff person is hereby appointed as ex Officio officer of this Corporation:

Bradley Hudson	Vice President ex Officio
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RESOLVED FURTHER, that Resolution 03-16-101, adopted October 6, 2016, is hereby superseded and cancelled; and

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

There being no further business to come before the Board of Directors, the meeting was adjourned at 11:22 AM.


Burt Baum, Secretary
Third Laguna Hills Mutual

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

October 17, 2017

The Regular Meeting of the Third Laguna Hills Mutual Board of Directors, a California non-profit mutual benefit corporation, was held on Tuesday, October 17, 2017, at 9:30 AM, at 24351 El Toro Road, Laguna Woods, California

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

Directors Absent: None

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 Marcy Sheinwold, VMS Director, and Bruce Hartley

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

1. CALL TO ORDER

Rosemarie diLorenzo, 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 Zalon led the Membership in the Pledge of Allegiance.

3. ACKNOWLEDGEMENT OF MEDIA

The Globe and the Channel 6 Camera Crew, by way of remote cameras, were acknowledged as present.

4. APPROVAL OF AGENDA

Director Parsons moved to approve the agenda as presented, Seconded by Director Carpenter and by way of a unanimous vote passed unanimously.

5. APPROVAL OF THE MINUTES

5a. September 12, 2017 – Special Open Session

5b. September 19, 2017 – Regular Session

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

6. REPORT OF THE CHAIR

President diLorenzo commended Luis Enrique Lopez and Dennis Pratt for the rescue of a resident during a fire. Director diLorenzo announced there are two Board Members running for GRF and asked for applications to serve on the VMS Board to be voted on by December 1.

7. OPEN FORUM

- Nancy Mancill (5344-A) wants the dog park to stay open.
- John Sauers (5377-B) commented on the "Members First" policy. The Mutual should not be subsidizing Golfers. RV storage is not full; the buses are empty. Suggested we go to an on-demand service for the buses.
- Norma Jean Davis (437-A) supports the Dog Park.
- Mark Nussbaum (3198-C) supports the Dog Park and would like an update.
- Nahid Nodoust (3169-A) spoke against the new rental policy.
- Nasser Abbaszadeh (3169-A) spoke against the new rental policy requiring a background check and credit report. There are conflicts with our Third Mutual policy.
- Susan Gaile-Bain (5518-2H) spoke against the new "Members First" policy and feels renters are treated as second class citizens. Susan is a renter and was reminded that only members are allowed to address the Board.
- Terrill Reish (3378-B) spoke against the new rental policy. After the passing of his mother they inherited the property and would like to lease the property.
- Milton Miyauchi (3441-A) asked that the grass be removed to conserve water, was given a letter of approval and now he is getting notices that he is in violation of the landscaping rules.
- Janet Major (2114-A) spoke in favor of keeping the Dog Park open.
- Carol Moore (3399-A) spoke against the new rental policy and the new paperwork that is required. Requiring a background check is not fair and it's illegal.
- Jay Klampert (2326-O) spoke in favor of the Dog Park and would like an update.
- Dale Klampert (2326-O) spoke in favor of keeping the Dog Park open.
- Martin Rhodes (5369-2A) spoke against the new rental policy and the different fees that apply to non-members.

- Reed Archambault (5518-1C) spoke against the new "Members First" policy that treats renters as a second class citizen.
- Judith Troutman (3011-B) spoke about the need to communicate better with the Members. Many Members are misinformed about the new policies. Encouraged more Members to run for the Board.
- Mareka Montegnies (5519-3C) asked how to get her washer and dryer replaced, remove the rates and fix the leak in an unoccupied unit.

8. RESPONSES TO OPEN FORUM SPEAKERS

Director diLorenzo spoke against the Members First policy and will talk to GRF about the new policy. The Director asked for an update on the Dog Park.

Director Baum spoke about the rumors going around the community about the Dog Park. The Board is actively working with GRF and City of Laguna Woods to keep the Dog Park open. The Third Mutual Board doesn't have anything to do this new policy and comments need to be directed to the GRF Board. Approximately, one-third of the people who live in Third Mutual are renters. The Board of Directors is requiring background checks and credit scores from the Lessee to assure that we maintain a secure environment. We are not against renters; we want to make this fair for everyone.

Director Sabol-Soule spoke in favor of requiring background checks and credit scores from lessees.

Director Moldow feels that the GRF policy is in conflict with the Third Mutual policies. We are meeting today to discuss this policy. Residents need to contact Resident Services to have their washer and dryer replaced, report rats and report leaks in unoccupied manors. Ten elevators are being refurbished every year.

Director Carpenter spoke about the age requirements for lessees.

Director Walsh and Baum mentioned that Third doesn't allow subleasing your manor.

CEO, Brad Hudson gave an update on the Dog Park. The MOU with the City of Laguna Woods needs some work. We are moving forward to move the Dog Park to a location that is not on Third Mutual property.

9. UPDATE FROM VMS

Marcy Sheinwold gave an update from the VMS Board. The Board meets with different department heads at each meeting; VMS met with Jackie Giacomazzi in Human Resources at the last meeting and will meet with Bruce Hartley in General Services at the next meeting. The VMS Board is working on five goals: provide exemplary customer service, facilitate efficient operations, provide a safe community, provide transparent communications and being an employer of choice. The handyman service will cover

services that are not covered by the Maintenance Department through your Mutual. Residents are encouraged to use Dwelling Live for gate access; There is a new Broadband provider; the RV Lots are being renovated and Thursday is the Great Shake Out at 9:19 a.m.

10. REPORT OF THE CEO

CEO, Brad Hudson, ask for feedback from the community on the new website. Mr. Hudson introduced Bruce Hartley, Director of General Services, in charge of paving, custodial, landscaping and trash services. We are currently caught up on our paving and concrete requests. Landscaping around the manors is now under General Services Division. Golf maintenance has been removed from landscaping and is now under the direction of the new Golf Operations Manager, Tom McCray.

Bruce Hartley, Director of General Services spoke about paving, custodial, landscaping and trash services. His main focus is with the landscaping department.

Our plan is to communicate better with residents on when the work will get done. The landscape employees are working harder under Bruce Hartley. Improvements have already been made with Paving and Custodial services. All work requests, including trash services, needs to go through Resident Services at (949) 597-4600. If resident has already called Resident Services and they have a complaint, please contact Bruce Hartley at bruce.hartley@vmsinc.org.

Rosemarie diLorenzo complemented Bruce Hartley on the carport and trash enclosure cleaning program.

11. CONSENT CALENDAR

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

RESOLUTION 03-17-121

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

October 17, 2017

(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.

Approve Filing of Separate Small Claims Court Case against Member ID: 933-190-72

RESOLUTION 03-17-122

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.

Director Parsons made a motion to approve the Consent Calendar as presented. The motion was seconded by Director Moldow and passed unanimously.

12. Unfinished Business

None

13. New Business

None

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. The demand is up for Unit resales. Next special meeting will be November 7, 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 October 23, 2017, at 9:30 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.

Parking / Golf Cart Task Forces

Director Frankel reported from the Parking Task Force and showed a map where the red curb program was completed and where the program still needs to be completed.

Director Sabol-Soule reported from the Golf Cart Parking Task Force.

14d. Report of Landscape Committee

Director Carpenter reported from the Landscape Committee. October 28th at 9:30 there will be a neighborhood meeting with Bruce Hartley and Lori Moss. Residents who wish to give their input on the colors for the Breezeway repainting project should come to the next M&C meeting. 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 Zalon reported from the Laguna Woods Village Traffic Hearings. Next Hearing will be October 25, 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. The Committee is consulting with Ms. Moldel on how to conduct a survey. 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 exit signs for the Garden Villa Recreation Rooms have been electrified and that project is completed. The Committee is currently working on street lights and compiling a report on the Solar Project that others can use. The next meeting will be December 5, 2017, at 10:00 a.m. in the Cypress Room.

14h. Report of the Water Committee

Director Tung reported from the Water Committee. Director Zalon reported on a meter reading error that has been corrected and credited through the Finance Department. Recycle Water project will start in November. Next Meeting TBD.

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

Director Baum reported from the Resident Policy and Compliance Task Force met on September 25, 2017. The next meeting will be held today and future meetings will be announced.

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Director Cain complimented Violet Lawrence for her service on the Garden Villas Breezeway Task Force.

15. GRF COMMITTEE HIGHLIGHTS

Members reported on the following GRF Committees.

15a. Community Activities Committee – Next special meeting will be October 19, 2017, at 2:00 p.m. in the Board Room. Next regular meeting is November 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 November 9, 2017, at 9:00 a.m. in the Cypress Room.

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

15e. Media and Communications Committee – Next meeting will be October 18, 2017, at 1:30 p.m. in the Cypress Room.

15f. Mobility & Vehicles Committee – Next meeting will be October 26, 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.

Judith Troutman, GRF Director, gave an update on the GRF PAC Ad Hoc Committee and commented that changes are listed in detail on the Website. Director Frankel and Walsh serve on the committee from the Third Mutual Board.

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. DIRECTORS' COMMENTS

There were no Director comments.

18. RECESS

The Board recessed at 12:07 p.m. and reconvened into Executive Session at 12:44 p.m.

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

During the September 19, 2017, – Regular Executive Session Board Meeting, the Board approved the minutes of the August 11, 2017 Special Business Plan Meeting and August

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15, 2017 Regular Executive Session; approved one Write-off and one Notice of Sale; heard four Appeal Hearing; discussed other Member Disciplinary matters; discussed leasing matters; discussed Member Delinquency matters; discussed Personnel matters; and discussed Litigation matters.

During the September 26, 2017, Executive Hearing Committee meeting the Committee held four member Disciplinary Hearings; and three Common Area Damage Reimbursement Hearings.

19. ADJOURNMENT

With no further business before the Board of Directors, the meeting was adjourned at 5:37 PM.



Burt Baum, Secretary
Third Laguna Hills



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

October 20, 2017

The Regular Meeting of the Third Laguna Hills Mutual Board of Directors, a California non-profit mutual benefit corporation, was held on Friday, October 20, 2017, at 9:30 AM, at 24351 El Toro Road, Laguna Woods, California

Directors Present: Rosemarie diLorenzo, Bill Walsh, Burt Baum, Steve Parsons, Bunny Carpenter, John Frankel, Annette Soule (entered the meeting at 9:42 AM), Jules Zalon (entered the meeting at 9:42 AM), Bert Moldow and Susan Caine (left the meeting at 10:18 AM)

Directors Absent: James Tung

Staff Present: Open Session: Brad Hudson, Leslie Cameron, Lori Moss and Pamela Bashline

Executive Session: Brad Hudson and Leslie Cameron

1. CALL TO ORDER

Bill Walsh, 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 9:30 a.m.

2. APPROVAL OF AGENDA

Director Baum added under Unfinished Business 8e) Leasing Policy; and Director Moldow added under Unfinished Business 8f) Solar. Director Parsons moved to approve the agenda as amended, Seconded by Director Frankel, the motion passed unanimously.

3. ACKNOWLEDGEMENT OF MEDIA

The Globe and the Village Television Camera Crew, by way of remote cameras, were acknowledged as present.

4. REPORT OF THE CHAIR

None.

5. OPEN FORUM

Martin Rhodes (5369-2A) commented on the GRF Trust, Member's First Policy, and Lessees.

6. RESPONSES TO OPEN FORUM SPEAKERS

Director Moldow responded to Mr. Rhodes.

7. CONSENT CALENDAR

7a. Architectural Control and Standards Committee Recommendations:

Director diLorenzo moved to approve the consent calendar as presented. Seconded by Director Parsons, the motion passed unanimously.

RESOLUTION 03-17-116 **Variance Request**

WHEREAS, Edward Dahlen Jr. of 5478-A Villa Fuente requested to replace existing patio enclosure with room extension, 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 October 20, 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. A revised set of site plans (in accordance with the requirements set forth by condition 12) must be submitted that show materials for proposed roof will match existing roof of main structure and the slope of the roof shall be a minimum of 1:12.
2. No improvement shall be installed, constructed, modified or altered at Manor 5478-A, ("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 5478-A for Replace Windscreen with Room Extension for Master Bedroom, 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 5478-A and all future Mutual members at 5478-A.

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, 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.

13. 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.

14. 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.

15. 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.

16. 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>.

17. 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.

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18. 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.

19. 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.

20. 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.

21. 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.

22. 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.

23. 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 the resolution.

8. Unfinished Business

8a. Entertain a Motion to Approve Amendments to the 2018 Collection and Lien Enforcement Policy 2018 Collection and Lien Policy.

Secretary Baum, read portions of the following 2018 Collection & Lien Enforcement Policy Resolution:

RESOLUTION 03-17-117 **2018 Collection & Lien Enforcement Policy**

WHEREAS, in accordance with California Civil Code, Third Laguna Hills

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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, October 17, 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 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 the purpose of this resolution.

September initial Notification

30-Days notification to comply with Civil Code 4360 has been satisfied

Director Parsons moved to approve the 2018 Collection & Lien Enforcement Policy resolution. Seconded by Director Soule, the motion passed unanimously.

8b. Entertain a Motion to Approve Manor Alteration Conditions

Secretary Baum, read portions of the following Standard Manor Alteration Conditions Resolution:

Resolution 03-17-118

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 protect the Mutual and neighbors, on members who wish to

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conduct alterations; and

NOW THEREFORE BE IT RESOLVED, October 17 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 the resolution.

September initial notification

30-Day notification to comply with Civil Code §4360 has been satisfied

Director diLorenzo moved to approve the Standard Manor Alteration Conditions. Seconded by Director Moldow, the motion passed unanimously.

8c. Entertain a Motion to Approve Manor Alteration Conformance Deposit Fee – Resolution

Secretary Baum, read portions of the following Conformance Deposit Fee Resolution:

RESOLUTION 03-17-119

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;

NOW THEREFORE BE IT RESOLVED, October 20, 2017, 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

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hereby authorized on behalf of the Corporation to carry out the resolution.

September initial

30-Day notice to comply with Civil Code §4360 has been satisfied.

Director Parsons moved to approve the Conformance Deposit Resolution. Seconded by Director diLorenzo.

Director diLorenzo asked that a procedure be created for the conformance deposit fee and compliance.

By a vote of 9-0-1 (Director Zalon abstained) the motion passed.

8d. Entertain a Motion to Approve an Increase in Manor Alteration Processing Fees – Resolution

Secretary Baum, read portions of the following Variance Process Fee Policy Resolution:

RESOLUTION 03-17-120

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, 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, October 20, 2017, 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

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authorized on behalf of the Corporation to carry out the resolution.

September initial notification

30-Day notification to comply with Civil Code §4360 has been met.

Director Baum moved to approve the Variance Process Fee Policy. Seconded by Director Moldow, the motion passed unanimously.

8e. Leasing Policy

Director Baum moved that staff prepare a revised Leasing Policy in which the requirements for a financial credit check and criminal background check are eliminated and make any other changes that make the application and operation process more efficient. Seconded by Director diLorenzo the motion unanimously passed.

Director diLorenzo asked to have an affidavit similar to the one that is signed by new Member Owners added to the motion. Director Baum responded that it can be added when staff comes back with the revised Leasing Policy.

Director Baum stated that format changes and simplification of the policy would help the application flow, and the residents understanding. A 60 day abeyance for credit and criminal background check is currently being observed. The policy is to be brought back to the next Board Meeting and a special meeting will be held after 30 days in order for the policy to receive a final vote by the end of the year.

8f. Solar

Director Moldow shared that on September 22, U.S. Trade Officials empowered President Trump to impose a tariff tax on solar energy. Gate 14 has not yet been started and the gate would need about 280,000 – kilowatt hours capacity and a potential expenditure of \$460,000. If Gate 14 isn't completed before the tariff tax goes into effect in 2019, the Mutual could incur an additional cost of \$100,000.

17. DIRECTORS' COMMENTS

None.

18. RECESS

The Board recessed at 10:35 AM. and reconvened into Executive Session at 10:52 AM.

10. ADJOURNMENT

With no further business before the Board of Directors, the meeting was adjourned at 12:10 PM.



Burt Baum, Secretary
Third Laguna Hills

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OPEN MEETING

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

Friday, October 20, 2017 – 10:30 AM

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

MEMBERS PRESENT: Rosemarie diLorenzo – Chair left the meeting at 10:38 AM,
Bert Moldow, John Frankel, Burt Baum, Annette Sabol
Soule, Bunny Carpenter, Susan Caine, and Steve Parsons |

MEMBERS ABSENT: James Tung |

STAFF PRESENT: Brad Hudson and Leslie Cameron |

1. Call to Order

Rosemarie diLorenzo, President of the Corporation, chaired and opened the meeting, and stated that it was a Special Open Meeting held pursuant to notice duly given. A quorum was established, and the meeting was called to order at 10:52 A.M.

2. Approval of the Agenda

The agenda was approved as presented.

3. Discuss and Consider a Strategic Plan for Third Mutual

Director diLorenzo stated that the next step is to find the best way to work through the September 12, meeting of the Strategic Plan through Mr. Hudson, CEO and staff. She further stated that the September 8, 2017, minutes have items that the Third Board still needs to work through.

Garden Villas (GV) Projects – Director Caine stated that there are 11 projects in the GV. Director Caine asked Mr. Hudson when a project coordinator will be hired for GV. Mr. Hudson stated that a GV Project Coordinator is in the 2018 budget. Currently Velny Soren, Operations Supervisor, is overseeing the Garden Villas projects in Maintenance.

Energy Project Log List Priorities – Director Walsh stated that the 2017-2018 Plan Priorities for the Energy Project Log are either in the works or scheduled for work. He further stated that the water heater size reduction and the washer / dryers are the two things that still need to be worked out.

Director diLorenzo asked Mr. Hudson when the Board can get answers on the items questioned from the September 12 Strategic Planning Meeting; i.e. is the paint on the buildings too thick? Does all of the paint need to be scraped off and if so then a reserve needs to be put together for that project.

Director Parsons stated that the September 12, meeting list has projects on it for two reasons; the first reason is to find the capability of man hours per year and the second reason is to find out what programs have to be long range and how long will it take which both directly relates to the budget and assessments. He further stated that he has been asking for this information on projects and can't seem to receive the information.

Mr. Hudson requested from the board to have any additional items / questions that are not on the list sent to him.

Director Moldow asked to have a copy of the scope of work when it goes out to the contractors.

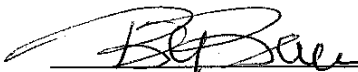
The Board was in consensus that more feedback from staff is needed. The Board needs to understand what the other Mutuals are requiring and how that impinges on what Third wants to do. When a Department Head states that there isn't enough manpower or the time it would help Third Board to know what his full plan is, what are his major projects and where Third Mutual fits in.

CEO Hudson stated that he review projects on the list with staff and get back to the Board. He will also provide assistance to the Board in organizing their strategic initiatives.

Concluding Business – The Regular Third Board Meeting will be moved to Thursday, November 16, due to the regular meeting date being during the Thanksgiving Holiday. Agenda Prep will move up to November 3, 2017, and following the Agenda Prep a Special Meeting to discuss Third's Governing Documents and to discuss the amendment to the Labor Agreement.

4. Adjournment

The meeting was Adjourned at 1:39 pm.


Burt Baum, Secretary
Third Laguna Hills Mutual

RESOLUTION 03-17-XXX
Variance Request

WHEREAS, Ms. Margaret D. Jefferson of 2245-A Via Mariposa East of Third Laguna Hills Mutual, submitted a request for a variance to construct a room addition onto the rear patio and said alteration shall be constructed on Exclusive Use 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 Common Area Use Policy as approved by the Board via Resolution 03-17-77, as revised in accordance with California Civil Code § 4600 on July 20, 2017; and

NOW THEREFORE BE IT RESOLVED, on November 16, 2017, the Board of Directors hereby approves the request for the variance to grant exclusive use of the subject common area to the requesting member with the condition that the proposed alteration is constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Manor **2245-A**, ("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 Owner or Owners ("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 **2245-A** for a **Room Addition onto Rear Patio**, subject to the attached approved plans 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. 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 Owner at 2245-A and all future Owners at 2245-A.
5. 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. Owner acknowledges and agrees that all such persons are his/her invitees. Owner shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. 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. 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. 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 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 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 Owner's expense during construction of the improvement.
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, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

RESOLUTION 03-17-XXX
Variance Request

WHEREAS, Mr. Reza Karimi of 5037 Avenida del Sol of Third Laguna Hills Mutual, submitted a request for a variance to convert a glass windscreen into a room addition, to remove an existing column and decorative beam at the front entry, and said alterations shall be constructed on Exclusive Use 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 Common Area Use Policy as approved by the Board via Resolution 03-17-77, as revised in accordance with California Civil Code § 4600 on July 20, 2017; and

NOW THEREFORE BE IT RESOLVED, on November 16, 2017, the Board of Directors hereby approves the request for the variance to grant exclusive use of the subject common area to the requesting member with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. The decorative brick work must be consistent along the front of unit. All three sections must match in shape (arched or squared).
2. No improvement shall be installed, constructed, modified or altered at Manor **5037**, ("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 Owner or Owners ("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 **5037** for **Converting Glass Windscreen into Room Addition and Remove Existing Column and Decorative Beam at Front Entry**, subject to the attached plans stamped approved and are 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. 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 Owner at 5037 and all future Mutual members at 5037.
6. 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. Owner acknowledges and agrees that all such persons are his/her invitees. Owner shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. 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 invitees.
8. 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. 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, 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.
13. Prior to the Issuance of a Mutual Consent for Manor Alterations, the 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 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 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 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 Owner's expense during construction of the improvement.
15. 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 ground floor.
16. 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>.
17. 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.
18. 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.
19. 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.

20. 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.
21. 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.
22. 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.
23. The Mutual Consent Applicant or Acting 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, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

RESOLUTION 03-17-XXX

Variance Request

WHEREAS, Mr. Michael H. Plean of 5176 Calzado of Third Laguna Hills Mutual, submitted a request for a variance for a room extension on the patio and private garden; a laundry room installation in the garage and said alterations shall be constructed on 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 Common Area Use Policy as approved by the Board via Resolution 03-17-77, as revised in accordance with California Civil Code § 4600 on July 20, 2017; and

NOW THEREFORE BE IT RESOLVED, on November 16, 2017, the Board of Directors hereby approves the request for the variance to grant exclusive use of the subject common area to the requesting member with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. Neighbor Awareness Form is signed as approved by the neighboring Manor 5177.
2. No improvement shall be installed, constructed, modified or altered at Manor **5176**, ("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 Owner or Owners ("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 **5176** for **Room Extension onto Patio and Private Garden**, 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. 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 Owner at 5176 and all future Mutual members at 5176.
6. 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. Owner acknowledges and agrees that all such persons are his/her invitees. Owner shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. 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. 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. 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, 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.
13. Prior to the Issuance of a Mutual Consent for Manor Alterations, the 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 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 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 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 Owner's expense during construction of the improvement.
15. Prior to the issuance of a Mutual Consent for Manor Alterations, the 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 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, 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.
17. 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>.
18. 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.

19. 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.
20. 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.
21. 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.
22. 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.
23. 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.
24. 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, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

RESOLUTION 03-17-xx
Tree Removal

WHEREAS, September 20, 2011, that the Board of Directors adopted Resolution 03-11-149 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction if the obstruction is a considerable distance from the complaining manor and therefore causes only a partial obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on November 2, 2017, the Landscape Committee recommended to deny the request to remove the trees located at 3110-D; and

NOW THEREFORE BE IT RESOLVED, November 16, 2017, the Board of Directors denied a request for the removal of three Queen Palms because it does not comply with the tree removal guidelines;

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

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RESOLUTION 03-17-xx
Tree Removal

WHEREAS, September 20, 2011, that the Board of Directors adopted Resolution 03-11-149 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction if the obstruction is at a considerable distance from the complaining manor and therefore causes only a partial obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on November 2, 2017, the Landscape Committee recommended to deny the request to remove the tree located at 5284 Pina; and

NOW THEREFORE BE IT RESOLVED, November 16, 2017, the Board of Directors denied a request for the removal of one Carrotwood tree because it does not comply with the tree removal guidelines;

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

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RESOLUTION 03-17-xx
Tree Removal

WHEREAS, September 20, 2011, that the Board of Directors adopted Resolution 03-11-149 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction if the obstruction is at a considerable distance from the complaining manor and therefore causes only a partial obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on November 2, 2017, the Landscape Committee recommended to deny the request to remove the tree located at 5509-A; and

NOW THEREFORE BE IT RESOLVED, November 16, 2017, the Board of Directors denied a request for the removal of one Chinese Elm tree; because it does not comply with the tree removal guidelines;

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

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RESOLUTION 03-17-xx
Tree Removal

WHEREAS, September 20, 2011, that the Board of Directors adopted Resolution 03-11-149 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction if the obstruction is at a considerable distance from the complaining manor and therefore causes only a partial obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on November 2, 2017, the Landscape Committee recommended to deny the request to remove the tree located at 5519-3C; and

NOW THEREFORE BE IT RESOLVED, November 16, 2017, the Board of Directors denied a request for the removal of one Monterey Pine tree because it does not comply with the tree removal guidelines;

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

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RESOLUTION 03-17-XX

Recording of a Lien

WHEREAS, Member ID [931-580-84](#); 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, [November 16](#), 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID [931-580-84](#) 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, November 16, 2017, that the Board of Directors hereby approves the filing of a separate Small Claims Court case for Member ID 932-600-04 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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STAFF REPORT

DATE: November 16, 2017
FOR: Board of Directors
SUBJECT: Golf Cart Policies and Procedures

RECOMMENDATION

Staff recommends Introduction of a Resolution including Amendments to the Golf Cart Policies and Procedures.

BACKGROUND

In May 2017, Board Members and staff met to review the policy and identified areas of improvement. The purpose of the amendments to the policy was to set fines for those who use Mutual common area electric to charge golf carts without purchasing a PEV Decal; and to establish fees to residents who abuse Section 7.14 of the policy “Extension Cords and Battery Chargers”. This section specifically stated that battery chargers must be elevated a minimum of 12 inches off the floor. The Board directed staff to develop a fee for extension cord and battery charger abuse, and for Security to proactively begin issuing courtesy notices to violators.

On September 19, 2017, Board Members directed staff to take the Plug-in Electric Vehicles and Golf Cart Policies and Procedures and make two separate ordinances.

DISCUSSION

In October Director Sabol Soule, the Chair of the Garden Villa Golf Cart Parking Task Force, took the amended golf cart policies and procedures to the committee for review. The committee was grateful that staff was proposing a decal for golf carts to make it easier for staff to determine if a cart was legally connected to common area electricity. The committee added specific information on the decal design and color which was added to the policy.

The policy includes a requirement for all golf carts to be registered in the Village in the event of theft or accidents so the owner can be located. This includes carts that are gas operated and those that are charged in private garages. There is no extra charge for the decal; it is included in the fee for registration. Resident Services will begin mailing out the decal in January when the annual fee is assessed to residents.

FINANCIAL ANALYSIS

An increase in Security inspections is expected at first that will likely drop off as the program progresses and residents are educated.

Prepared By: Lori Moss, Community Manager

Reviewed By: Betty Parker, Financial Services Director

ATTACHMENT(S)

Attachment 1: Resolution

Attachment 1

RESOLUTION 03-17-XX

Golf Cart Policies and Procedures

WHEREAS, the Third Laguna Hills Mutual (TLHM) Board desires to set golf cart policies and procedures including decals, RFIDs, fines; and

WHEREAS, Residents are required to register golf carts; and

WHEREAS, electric golf carts plugged into common area electricity must pay the current annual golf cart charging fee; and

WHEREAS, registration includes application of a golf cart reflective, tamper resistant decal which must be visible at all times; and

WHEREAS, should a golf cart leave the community on any of the various golf cart paths provided within the City of Laguna Woods, Member must obtain a RFID sticker after paying the required fee; and

WHEREAS, the golf cart decal and RFID remain the property of GRF; and

WHEREAS, TLHM has concerns about properly maintained golf carts, unattended extension cords and golf cart chargers that are not positioned at least six inches above the floor;

NOW THEREFORE BE IT RESOLVED, on December 19, 2017, that the following amendments are made to the Golf Cart Section of the Laguna Woods Village Vehicle, Traffic, and Parking Rules.

GOLF CART REGISTRATION ONLY

Golf Carts that are garaged and plug in to private power will be issued a rectangular green, reflective, tamper resistant decal with an exterior all around blue border for registration purposes.

Golf Carts that are gas operated will be issued a rectangular red, reflective, tamper resistant decal with an exterior all around blue border for registration purposes.

GOLF CART PLUG IN VEHICLES IN COMMON AREA

Resident Golf Carts are allowed to connect to TLHM common area electricity will be issued a rectangular orange, reflective, tamper resistant decal with an exterior all around blue border for registration purposes.

- The ability to charge is included in the annual Electric Golf Cart fee for registered carts to any MANOR that does not have a private garage per the requirements of the BOARD approved Alteration Standard, Section 44, Electric Charging Stations.
- Golf Carts will be issued a TLHM decal, which should be affixed by staff to the exterior of the rear fender on the lower corner furthest from the driver.
- All Golf Cart charging equipment must be certified and maintained to UL standards. Golf Cart charging may not be utilized within storage cabinets.
- The decal may be revoked upon expiration, withdrawal, or termination from the program; or non-compliance with these rules.
 - Any golf cart connected to a common area outlet without authorization will be disconnected and receive a Notice of Violation (NOV), in addition to the other enforcement actions allowed in these rules

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

UNATTENDED GOLF CART EXTENSION CORDS, BATTERY CHARGERS

Unattended extension cords may not be used in TLHM for any purpose. All golf cart battery chargers must be elevated a minimum of six inches from the floor.

FEES AND FINES

Refer to the TLHM Fee Sheet and the Schedule of Traffic and Monetary Penalties.

RESOLVE FURTHER, residents found with unattended extension cords and/or golf cart chargers that are not a minimum of six inches above the floor will be subject to fines; and

RESOLVED FURTHER, that Resolution 03-17-76 approved on July 18, 2017; and 03-17-99 approved on September 19, 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.

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.



STAFF REPORT

DATE: November 16, 2017
FOR: Board of Directors
SUBJECT: Plug-In Electric Vehicles Policies and Procedures

RECOMMENDATION

Staff recommends Introduction of a Resolution including Amendments to the Plug in Electric Vehicle (PEV) Policies and Procedures.

BACKGROUND

On November 18, 2014, the Board of Directors created an Electrical Vehicle Charging Ad Hoc Committee for the purpose of identifying all feasible solutions for residents who own an electrical vehicle to charge their batteries at a reasonable cost. On March 17, 2015, the Board adopted an Electrical Vehicle Charging Policy for PEV Vehicles to utilize 120 Volt Outlets in the Common Areas (Resolution 03-15-36).

On September 15, 2015, the Policy was amended to include fines for any violations and include the policy as part of the Vehicle, Traffic, and Parking Rules (Resolution 03-15-129). On January 24, 2017, the PEV fee was changed to a flat rate of \$240 and tracking of mileage and calculated usage was eliminated (Resolution 3-17-04). On February 21, 2017, the Board approved an amendment to the Policy to allow for pro-rating of the annual PEV fee (Resolution 3-17-19).

DISCUSSION

On September 19, 2017, Board Members directed staff to take the Plug-in Electric Vehicles and Golf Cart Policies and Procedures and make two separate ordinances.

When residents visit the Community Center for a decal they are asked the make and model of the vehicle. Staff is equipped with a list of vehicles that are considered PEV. When a vehicle is found on the list the resident is charged a \$240 usage fee, or a prorated amount, and receives a PEV decal. Then annually the resident is billed, in January, for the decal. If residents state that they are not charging within the mutual they can “opt-out” of the required usage fee which requires a signed waiver (Attachment 3) acknowledging that they will not be using Mutual common area electric to charge their vehicle, and understand the consequences (fines) if policy is violated.

FINANCIAL ANALYSIS

An increase in Security inspections is expected at first that will likely drop off as the program progresses and residents are educated. With the increases in the annual PEV decal fees and PEV popularity, more revenue is expected to help support compliance. Additionally, no fees are collected if members “opt out”.

Prepared By: Lori Moss, Community Manager

Reviewed By: Betty Parker, Financial Services Director

ATTACHMENT(S)

Attachment 1: Resolution

Attachment 1

RESOLUTION 03-18-XXX
Plug-In Electric Vehicles Policy and Procedures

WHEREAS, the Board adopted an Electric Vehicle Charging Policy for Plug-in Electric Vehicles (PEV) to utilize 120 volt outlets in 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 station; 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 Third Laguna Hills Mutual (TLHM) common area electricity; and

NOW THEREFORE BE IT RESOLVED, on January 16, 2018 that the following amendments are made to the Electric Vehicle Section of the Laguna Woods Village Vehicle, Traffic, and Parking Rules.

PLUG IN ELECTRIC VEHICLES (PEV)

Non-resident and guest 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 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.

- A pro-rated annual electricity usage fee, as set forth on the Mutual fee sheet, 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 only.
 - 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 TLHM 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.

FEES AND FINES

Refer to the TLHM Fee Sheet and the Schedule of Traffic and Monetary Penalties.

UNATTENDED EXTENSION CORDS

Unattended extension cords may not be used in TLHM for any purpose.

RESOLVE FURTHER, that residents found with unattended extension cords will be subject to fines; and

RESOLVED FURTHER, that Resolution 03-17-76 approved on July 18, 2017; and 03-17-99 approved on September 19, 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.

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.



STAFF REPORT

DATE: November 16, 2017
FOR: Board of Directors
SUBJECT: Amendments to the Lease Authorization Procedure and Application

RECOMMENDATION

Staff recommends Introduction of a Resolution Amending the Lease Authorization Procedure and Application.

BACKGROUND

Third Mutual appointed a task force mid-2016, to review and recommend changes to policies and procedures, including the administrative handling of lease permits. Currently, Third Mutual recognizes 27 percent of its dwelling units to be tenant-occupied.

Task force discussions considered concerns expressed by members including: short term rentals that did not comport with the existing lease permit process; geographic areas with a high concentration of rental units; room rentals; vehicle over-crowding when lessors left personal vehicles stored in the manor's assigned parking spaces; the challenge of building community in the face of a high transient tenant population; lessor failure to vet their tenants background and security/compliance resources utilized to investigate units when tenants failed to vacate timely.

Monthly task force meetings resulted in a Lease Authorization Policy being presented to the Board of Directors in March, 2017. Member comments were solicited, several of which resulted in minor changes to the policy. The Policy was presented to the Board of Directors again in May 2017, for further public comment. The Policy was adopted on June 20, 2017, by Resolution 03-17-67.

DISCUSSION

Implementation of the policy began July 1, 2017. The total number of transactions (new, renewal and extension) processed between July 1, 2017, through October 31, 2017, were 451. The new Policy distressed some existing lessors and tenants, who expressed concerns regarding the sharing of criminal background, and credit and reference checks with Third Mutual. Many existing Members, who are also lessors, considered the requirements and process an invasion of privacy.

After hearing from residents the policy has been amended to eliminate the requirement for background and credit checks; although it is highly recommended that landlords obtain background and credit checks on new lessees as well as check references. The Board wants to remind Members who are lessors that they are, at all times, responsible for the acts or omissions of, without limitation, co-occupant, lessee, guest, care provider, vendor, invitee or contractor. Finally, a Declaration of Understanding is required to be executed by lessee(s)

which includes agreement that all information provided is true and correct and that the lessee(s) have not convicted a felony within the last 20 years and/or have not been convicted of a misdemeanor involving moral turpitude within the last five years.

FINANCIAL ANALYSIS

As a result of the amendments and fewer tasks performed by staff; the fee collected with the Lease Authorization Application will be reduced from \$150 to \$110.

Prepared By: Pamela Bashline, Community Services Manager

Reviewed By: Lori Moss, Community Manager
Betty Parker, Financial Services Director

ATTACHMENT(S)

ATT 1 – Lease Authorization Policy as Amended

ATT 2 – Lease Authorization Procedure and Application

ATT 3 - Resolution



Lease Authorization Policy Contents

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Neighborhoods / Sales & Leasing / Leasing Package / Third Laguna Hills

Lease Policy
Resolution 03-17-XX
Adopted xxxx xx, 2017

I. Purpose

Third Laguna Hills Mutual (TLHM) authorizes Members, as defined in the CC&Rs, to lease their Manors. Any lease by a Member automatically transfers the right to use the Community Facilities from the Member to the Lessee (Bylaws Article 3, Section 3.2 and 3.3).

The purpose of this document is to set forth the Lease Policy; this Lease Policy shall be a governing document of TLHM and shall be enforceable against all Members.

II. Definitions

- A. Agent – individual employed by Village Management Services, Inc. (VMS) authorized to act on behalf of TLHM.
- B. Application – the Lease Authorization form prescribed by TLHM to apply for approval to lease a Manor (Exhibit C).
- C. Approval – written authorization to lease a Manor in the Community granted by the TLHM Board or authorized VMS staff member(s).
- D. Assessment – the monthly charge that TLHM levies against all Members and their Manors and collects monthly pursuant to its Governing Documents.
- E. Charge – fee, fine, and/or monetary penalty that TLHM and/or GRF may levy upon a Member pursuant to their Governing Documents.
- F. Community – Laguna Woods Village.
- G. Community Rules - the Articles of Incorporation and Bylaws of TLHM, the recorded Covenants, Conditions, and Restrictions (CC&R's) applicable to any Manor; and any rules and regulations adopted by TLHM and/or GRF. Any reference to the "Governing Documents" shall, for purposes of this Lease Policy, be deemed a reference to the Community Rules set forth in this definition.
- H. Co-occupant – any person who seeks to reside with a Qualifying Resident who is approved by the Board of Directors for occupancy and who shall be at least 45 years of age unless such person is the spouse or cohabitant.

- I. Golden Rain Foundation (GRF) – the non-profit mutual benefit corporation organized to manage and maintain the Community Facilities and services for the Community.
- J. Identification (ID) Card – photo ID card issued by GRF to Members, Co-occupants, and Lessees of the Community authorizing use and access to the Community Facilities.
- K. Lease Authorization Amendment – any change to the lease for a Manor, including any change to the number and/or identification of the individuals subject to the lease during the lease term.
- L. Lease Authorization Office - located in the Resident Services Department in the Community Center which ensures that a Lease Application comports with the Governing Documents.
- M. Lease Authorization Extension - Parties to the lease may request an extension of time at the end of the lease authorization period if the original period is shorter than 12 months.
- N. Lease Authorization Renewal – Parties to the lease authorization may request a renewal no more than 60 days prior to the end of the twelve month period.
- O. Lessee – individual who leases a Manor from a Member.
- P. Manor – a residential condominium unit in TLHM.
- Q. Member – a person who has been approved by TLHM as being entitled to membership in TLHM and has an appurtenant right of membership in GRF.
- R. Non-Resident Member – a Member who does not personally reside in the Member's Manor.
- S. Non-Resident Member Pass – gate entry pass authorizing a non-resident Member access to the Community for the purpose of inspecting his/her property on an as needed basis. This pass does not authorize use of or access to the Community Facilities during any lease period.
- T. Owner – person or persons, partnership or corporation, and the successors and assigns of each of the foregoing, in whom title to a Manor is vested, as shown by the official records of the office of the County Recorder of Orange County, California.
- U. Qualifying Resident – person who resides in the Manor, is at least 55 years of age and has been approved by the Board of Directors for occupancy in accordance with the provisions of the CC&R's.

- V. Resident – person who has been approved by the Board of Directors for occupancy.
- W. Rush – Application submitted fewer than ten business days before the lease effective start date.
- X. Village Management Services, Inc. (VMS) – managing agent for TLHM and GRF.

III. Fees

Following are the fees associated with this Lease Policy and which may be required by TLHM (the following fees may be changed at any time by TLHM and such change(s) shall not constitute a rule change to this Lease Policy which requires notice to the TLHM Members):

Authorization Processing	\$170.00
Authorization Rush Fee	\$100.00
Authorization Renewal (see Section II, N)	\$110.00
Authorization Extension (see Section II, M)	\$ 70.00
Authorization Amendment	\$ 70.00
GRF Additional Occupant For each person in excess of two (monthly)*	\$ 49.00
RFID Replacement	\$ 25.00
Non-return of:	
ID Card(s)	\$100.00
Decal(s)	\$ 50.00
Pass(es)	\$ 50.00

*GRF Additional Occupant fees must be paid in advance for the term of the lease.

IV. Terms and Conditions

A. General Information

1. Authorization to Lease (Authorization) shall be effective only when approved in writing by TLHM and issued in writing by an authorized VMS staff member(s) of TLHM; the approval of any Lease shall be limited to the term specified herein. The term may not exceed twelve (12) months subject to Article II Section M above. The copy of a pending and fully executed Lease must be provided to TLHM prior to the Lessee's move-in to the Member's Manor.
2. Renewal of the Authorization to Lease shall require the prior written approval of TLHM, provided, however, that TLHM shall not be obligated or have any duty to approve such extension or renewal regardless of a Member or Lessee's circumstances.
3. TLHM shall, to the extent required by law, provide notice of potential asbestos-containing materials used during construction (Exhibit A). Any changes in the notice in Exhibit A as may be required by law or otherwise shall not be deemed a change to this Lease Policy which requires notice to the Members of TLHM.
4. Laguna Woods Village is an independent-lifestyle and age-restricted senior citizen housing development (as defined by California Civil Code §51.3). No form of healthcare or assisted living is provided by TLHM. Each Resident is responsible for his/her own health, safety, care and welfare, subject to the conditions and restrictions regarding care providers from TLHM Governing Documents and TLHM's "Care Provider Policy."
5. Appearance of the Community is important, and Residents are required to keep their balconies, patios, walkways, and carports free from clutter, trash and debris per the approved Community Rules and Regulations.
6. TLHM, GRF and VMS are not parties to the terms of a lease between the Member and Lessee, and will not be involved in resolving any disputes between the Member and Lessee; provided, however that if a Member is in violation of the Community Rules or this Lease Policy, or if a Lessee is violating the Community Rules or this Lease Policy, TLHM shall have all rights and remedies available to it under the Community Rules and this Lease Policy.
7. The Lease Authorization Office will notify the Member of the Approval/Denial status of the application within ten (10) business days of its written submittal. A rush fee of one hundred dollars (\$100.00) will be

imposed by TLHM on any Member requests for expedited services prior to the routine ten (10) business days of processing. No representation or warranty is made that TLHM will be able to complete a Rush Authorization approval request in the Members' requested time frame.

8. TLHM has adopted a Non-Smoking Policy and is authorized to take disciplinary action against a Member who is in violation of said Policy including but not limited to a Member's Lessee.
9. **The Member is at all times responsible for the acts or omissions of, without limitation, the Member's Co-Occupant, Lessee, guest, care provider, vendor, invitee or contractor as well as the Co-Occupants, guests, care providers, invitees or contractors of the Member's Lessee.**

B. Charges

1. Member and Lessee acknowledge that the Member is obligated to pay Charges and Assessments imposed by GRF and/or TLHM pursuant to this Lease Policy and the Governing Documents. See Section III of this Lease Policy.
2. The Member may incur additional Charges and fees in connection with facilities and services provided by GRF. Some examples are: golf course fee, room reservation fees, and cable services upgrade charges. ALL CHARGES, FEES, FINES, AND ASSESSMENTS ARE SUBJECT TO CHANGE AND ANY SUCH CHANGES SHALL NOT BE DEEMED TO BE A CHANGE IN THIS LEASE POLICY WHICH REQUIRES NOTICE TO THE MEMBERS OF TLHM.
3. Payment for chargeable repair services is the responsibility of the Member who must indicate on the Authorization to Lease application whether Lessee may request such services. In any event, the Member shall be responsible for the chargeable repair services.
4. There is a fee collected by the Lease Authorization Office to review and process any new/extension/renewal applications which include but are not limited to analysis of payment and disciplinary history.
5. An authorized and/or designated VMS staff member(s) for the TLHM Board of Directors, assumes responsibility for obtaining approval and issuing Lessee ID Cards.

C. Assignment of Rents

1. If a Member is delinquent in his or her payment of any GRF and/or TLHM Charges and/or Assessments, as required under the Governing Documents, Member and Lessee each acknowledge and agree that the Member hereby assigns to and confers upon TLHM, the right to collect and retain the rent payable by the Lessee and to apply the same to any delinquent Charges and Assessments, as well as any late fees, attorneys' fees, or other costs and expenses permissible by law or the Governing Documents which may be incurred or assessed by TLHM in connection with the delinquent Assessment and/or GRF and/or TLHM Charges.
2. Member and Lessee acknowledge and agree that, concurrent with notice in writing to the Member, TLHM shall be entitled to directly receive the rent by delivering to the Lessee at the Manor a Notice of Assignment of Rents (Exhibit B). Upon receipt of such Notice, the Lessee shall directly forward all payments of rent required under the Lease to TLHM at the address set forth in the Notice until the Lessee shall receive a second notice to the effect that the Lessee may again resume making rental payments directly to the Member. Any changes in the Notice of Assignment of Rents form in Exhibit B shall not be deemed a change to this Lease Policy which requires notice to the Members of TLHM.
3. To the fullest extent permitted by law, such payments of rent paid directly to TLHM shall continue until the delinquent Assessments or Charges and any late fees, attorneys' fees, or other collection costs and expenses incurred by the Member are paid in full. In the event that the payment of rent received by TLHM is in excess of the amounts owed by the Member, then TLHM shall refund the difference, less any processing fee(s), to the Member within thirty (30) business days of receipt of such rental payment.
4. Member acknowledges and agrees that the Lessee shall not be in breach of the Lease solely as a result of making rental payments directly to TLHM, and further that the Member shall not take any other action or avail itself of any other remedies against the Lessee under the Lease or otherwise based on the Lessee's direct payment of rent to TLHM following receipt of a Notice of Assignment of Rents.
5. Member and Lessee acknowledge and agree that TLHM shall not have any obligation either to the Member or the Lessee to fulfill the duties of the Member or the Lessee under their Lease, nor shall TLHM have any obligations to any other third party based on its direct receipt of the rent to cover delinquent Assessments or Charges and associated costs and expenses as set forth above. It is specifically agreed that TLHM is not and will not be assuming any of the responsibility of the Member or the Lessee to fulfill any of the terms, conditions and covenants between the

Member and the Lessee pursuant to the Lease between the Member and the Lessee, and shall not be deemed to be a landlord or party to a landlord-tenant relationship with Member or Lessee for any reason or at any time.

D. ID Cards and Privileges

1. Lessee ID Cards shall be issued for a period not longer than the duration of the Lease Authorization.
2. Lessee ID cards are not issued until all paperwork required pursuant to this Lease Policy is received and the Application has been approved in writing by TLHM.
3. Lessee ID cards will be available no sooner than seven (7) days prior to the lease start date unless TLHM approves a Lease under the Rush standards referenced herein under Article IV, Section A(7).
4. Member acknowledges and agrees that the privileges of membership in GRF are granted and assigned to Lessee for the duration of the Authorization to Lease and the Lease itself; and Member hereby surrenders all Resident ID Card(s) and Resident Decal(s) and the right to such privileges while the Authorization and/or Lease is in effect in accordance with the Governing Documents.
5. Lessee may use the facilities and receive the services made available by GRF to all Members. The facilities and services may be modified or discontinued by GRF at any time.
6. At the end of the Lease Authorization period, the Member is required to return all gate entry passes including ID cards, automobile decals, guest passes, business passes, and care provider passes in order to avoid a GRF non-return fee. (See Section III, Fees).

E. Occupancy

1. It is highly recommended that Members obtain/perform both background and credit checks on new Lessees as well as check references provided by the Lessee to protect such Member's interests, given that the Member will be held responsible for the acts and/or omissions of their Lessees that violate TLHM's Governing Documents.
2. No person, including but not limited to a Lessee, may reside in a Manor without the prior written approval of the TLHM Board of Directors or VMS authorized staff member(s). Contact Resident Services Department at (949) 597-4600 for any change in residency status.

3. An application to reside in a Manor shall be made on the form prescribed by the TLHM Board pursuant to Article II, Section 1 of the CC&Rs. The current form is attached hereto as Exhibit C. Any changes in such form shall not be deemed a change in this Lease Policy which requires notice to the Members of TLHM.
4. Manor leases must be for a period not less than sixty (60) days.
5. Any leases longer than twelve (12) months will require a Lease Authorization to be renewed annually.
6. The Manor, together with the parking space assigned to such Manor, must be made available to the Lessee during the entire term of the Lease Authorization.
7. Relatives and other guests may stay overnight for a total of sixty (60) days in any twelve (12) month period. Relatives and guests may not stay in a Manor during the absence of the Qualifying Resident or Co-Occupant.
8. Unless otherwise required by law, the maximum number of persons allowed to occupy a Manor is equal to the number of original construction bedrooms plus one; no more than two persons in a one bedroom Manor; no more than three persons in a two bedroom Manor, no more than four persons in a three bedroom Manor. There is an additional monthly GRF fee for each person in excess of two.
9. The Manor shall be used and occupied solely as a private residential dwelling and for no other purpose.
10. No person shall reside in a Manor, other than those listed on the approved Authorization to Lease.
11. No business or commercial venture may be conducted in the Manor.
12. The Member and/or Lessee shall not assign any interest therein and shall not sublet the Manor or any part thereof or any right or privilege appurtenant thereto, or permit any other person to occupy or use the premises or any portion thereof.

F. Move In/Move Out and Bulky Items Delivery/Pick Up

1. When moving into the Community, Lessee(s) must break down and stack moving boxes next to trash dumpsters or at curbside for routine pick-up.
2. The use of an elevator, when moving into or out of a multi-story building, requires the placement of elevator protection pads, which can be

requested by calling the Security Department (949) 580-1400. Similarly, individuals are required to order elevator protection pads when arranging for delivery or removal of bulky items, such as furniture.

3. Each Member is responsible for any damage caused by his or her movers or deliveries to the elevator, lobby furniture, common area and/or other TLHM property.
4. No oversized furniture, appliances, non-broken down boxes or other similar items may be discarded outside of the Manor at any time, except to the extent permitted by the Community Rules.

G. Alteration, Repairs and Maintenance

1. Member(s) are required to obtain prior written approval in advance of construction from TLHM for any structural alterations to the building or landscape changes. Applications may be obtained from the Resident Services Department. Resident Services is located at the Community Center and may be reached at (949) 597-4600.

The Member and Lessee(s) understand that the Manor shall not be altered, repaired or changed without prior written authorization of Member and TLHM. Unless otherwise provided by written agreement, all alterations, improvements and changes that may be required shall be performed either by or under the direction of TLHM; shall be the property of Member; and shall remain upon and be surrendered with the Manor.

2. Lessee shall authorize TLHM, Member, and/or their respective authorized VMS staff member(s) to enter into and upon the Manor at all reasonable times for the purposes of (a) inspection, (b) responding to emergencies (c) maintaining the building in which the Manor is situated, and (d) making repairs, alterations, or additions to any portion of the common areas or said building, including but not limited to the erection of scaffolding, props or other mechanical devices.

Lessee shall not be entitled to any abatement of rent payable by Lessee hereunder or to any rebate of rent to Lessee or damages for any loss of occupation or quiet enjoyment of the premises on account of any such entry by TLHM. No landlord-tenant relationship is created by way of TLHM's need to enter a Manor or perform work to any common areas accessible only through a Lessee's Manor.

H. Insurance

1. Lessee's personal property is not insured by TLHM.
2. Renters' insurance is strongly recommended. (See Section I, Rights and Remedies, Item 1, 2, and 3).

I. Rights and Remedies

1. As a material part of the consideration to be rendered to Member under an Authorization to Lease, Lessee hereby waives, to the maximum extent authorized by law, all claims against Member and TLHM for damages to personal property in, upon or about said Manor and for injuries to persons in, upon or about said premises from any cause arising at any time.
2. Lessee shall, to the fullest extent permissible by law, hold Member, TLHM, GRF, and VMS harmless from any liability on account of any damage or injury to person or personal property arising from the use of the Manor by Lessee arising from the failure of Lessee to keep the Manor in good condition as provided herein or failure to perform or observe any of Lessee's obligations under this Authorization. TLHM, GRF, and VMS shall not be liable to Lessee for any damage caused by any act or negligence of any other occupant of the same building or by any Member or occupant of adjoining or contiguous property. Without limiting the foregoing, the Member shall at all times be responsible for the acts or omissions of his or her Lessee and shall be liable for any damages or financial expenses incurred by TLHM as a result of the Lessee's use of the Manor or any other portions of the building in which the Manor is located and/or common areas.
3. The Member and Lessee shall be liable for all damages to the Manor, to the building in which the Manor is located and to the Common Areas of the Community, as well as all damage to other occupants thereof caused by the Member's and/or Lessee's misuse or neglect of the premises, equipment, apparatus or appurtenances. The Member and Lessee also shall be liable for all damage or injury done to the Manor, to the building in which the Manor is located, or to the Common Areas by any person who may be in or upon the building, the Manor or the Common Areas with the authorization of the Member and/or Lessee. Without limiting the foregoing, the Member shall be primarily liable for all damages, as described in this paragraph, stemming from the acts or omissions of the Lessee.
4. In the event of any total or partial destruction of the Manor during the term of this Authorization from any cause, the Member is solely responsible, to the fullest extent permitted by law, for terminating this Authorization.
5. In the event that the real property upon which the Manor is located or any part thereof shall be acquired by any public body, agency or other entity having the power of eminent domain, whether by voluntary sale, threat of condemnation or by judgment of a court in condemnation proceedings,

the Member is solely responsible, to the extent permitted by law, for terminating this Authorization.

6. In the event of any breach of this Authorization by the Member and/or Lessee, TLHM shall have the same rights and remedies to enforce this Authorization as are available to Member hereunder, which may be exercised by TLHM without regard to any exercise thereof by Member,. Additionally, TLHM shall have the same rights to dispossess the Lessee or otherwise act for the Member as may be necessary or appropriate in the event of any breach of the Authorization or the Lessee's failure to vacate following expiration of the Authorization term. TLHM shall also have the right to bring an unlawful detainer action against the Member and/or Lessee after proper notice has been given as provided in California Civil Code Section 1946 or any successor statute thereto. Nothing contained in this paragraph or otherwise in this Lease Policy shall be deemed to create a landlord-tenant relationship between TLHM and the Member or Lessee.
7. Any notice to Member, Lessee or TLHM shall be given by personal service, electronic document notice, or by registered or certified mail addressed to Member: at the address indicated on the Application; to Lessee: at the Manor; and to TLHM: P.O. Box 2220, Laguna Hills, CA 92654-2220. There is no mail delivery to the street address.
8. The terms and provisions contained herein shall apply to and bind the heirs, successors, personal representatives and assigns of all of the parties hereto.
9. If any legal action or proceeding is commenced by either party or TLHM to enforce any part of this policy, the prevailing party shall be entitled to recover, in addition to all other relief, reasonable attorney's fees and costs.

J. Enforcement

TLHM is authorized to take disciplinary action against a Member whose property may be found in violation of the Lease Policy or the Governing Documents. When a complaint is lodged regarding the occurrence of a violation, the Board of Directors has a fiduciary duty to investigate and impose, if appropriate, Member-discipline as set forth in the Governing Documents. The Board has the authority to impose monetary fines, suspend Member privileges, and/or bring forth legal action. The Member and Lessee are entirely responsible for ensuring that the Community Rules and policies are complied with by anyone they allow into the Community. This includes, without limitation, any co-occupant, lessee, guest, care provider, vendor, invitee or contractor. Disciplinary action suspending or revoking a Member's privileges shall apply to the Member's Lessee, his or her Co-Occupants as applicable, and their guests and invitees.

1. The Member and Lessee must read and agree to comply with and be bound by all the Governing Documents and the Community Rules.
2. Nothing contained herein shall relieve Member of the performance of any obligation owed to TLHM and/or GRF under the Governing Documents.
3. The Member and/or Lessee is/are responsible for any visitor or guest who violates any Community Rules, and for any Charges or Assessments incurred.
4. Lessee shall be responsible to the Member to promptly pay when due, all charges and fees incurred by Lessee, guest or invitee for use of facilities or for services rendered by the TLHM and/or GRF. Notwithstanding the foregoing, whether or not Lessee complies with the foregoing, a Member shall be solely responsible to TLHM for any and all costs incurred by TLHM resulting from a Member's Lease including but not limited to costs incurred solely due to the acts or omissions of a Lessee, their Co-Occupants as applicable, their guests and invitees.

Exhibit A
Disclosure Notice



TO: EMPLOYEES, CONTRACTORS EMPLOYED BY THE LAGUNA WOODS VILLAGE ASSOCIATIONS, MEMBERS AND PROSPECTIVE PURCHASERS OF DWELLING UNITS AT LAGUNA WOODS VILLAGE, LAGUNA WOODS

FROM: VILLAGE MANAGEMENT SERVICES, INC.

SUBJECT: DISCLOSURE NOTICE: LAGUNA WOODS VILLAGE BUILDINGS CONSTRUCTED WITH ASBESTOS-CONTAINING CONSTRUCTION MATERIALS

Health & Safety Code 25915.2 and 25915.5 require the Mutual to provide annual notice about the existence of asbestos-containing materials ("ACM") in non-residential "public" buildings in the Mutual to all employees and contractors performing work within said buildings, and to all Members of the Mutual.

In addition, the Mutual is required to disclose to new owners, within 15 days of acquiring title to a Manor, the existence of asbestos-containing material in non-residential "public" buildings within the Mutual.

Village Management Services, Inc., as Employer, and as Agent, for the Associations which own or manage the buildings at Laguna Woods Village, Laguna Woods for their Members, hereby notifies all its Employees, Contractors and all Mutual Members and Transferees, that some buildings within Laguna Woods Village have been surveyed and found to contain asbestos. The analytical method used to determine asbestos content was polarized light microscopy/dispersion staining. Since the community has an active Asbestos Operations and Maintenance program, testing is ongoing. Because of the high cost to conduct a complete asbestos survey and analysis of all buildings, surveys are conducted only upon repair, remodel, addition to or removal of a building or part of a building suspected to contain asbestos materials, as required by Labor Codes. The Certificates of Analysis for any testing received to date are available to employees, contractors, owners and tenants and transferees for review and photocopying from the Laguna Woods Village Human Resources/Safety Office, 24351 El Toro Road, Laguna Woods, CA., between 9:00a.m. and 5:00 p.m., Monday through Friday.

The following buildings in Laguna Woods Village, Laguna Woods were constructed prior to 1979 and thus may contain asbestos in one or more construction materials: All community facilities buildings (with the exception of Clubhouse Seven, Village Greens, the Mini-Gym at Clubhouse One, the Broadband Services Bldg., the Laguna Woods Village Community Center Bldg., the Vehicle Maintenance Bldg., and a portion of the Warehouse - all constructed after 1979), including Clubhouses and outbuildings, Library, Maintenance Warehouse Bldg., Stables, Gatehouses, Garden Center buildings, all detached laundry buildings, and residential buildings Nos.1 through 5543 inclusive.

Exhibit A
Disclosure Notice Continued

At the time most of the buildings in Laguna Woods Village were constructed, asbestos-containing materials met local codes as well as state and federal regulations and were extensively used in *many* building products including but not limited to: ceiling tile, floor tile/linoleum and mastic, textured wall surfaces, sprayed acoustical ceilings, fire doors, structural fireproofing, pipe/boiler insulation, attic insulation, and heating duct material/insulation.

According to the National Cancer Institute and the Environmental Protection Agency, any asbestos in these materials does not present a threat to health so long as the asbestos is not disturbed and does not become airborne.

However, because breathing asbestos has been known in some instances to cause cancer and other forms of lung disease, sanding, scraping, drilling, sawing, crushing, tearing/breaking up, or otherwise disturbing asbestos-containing materials presents a potential health risk. Therefore, you are directed not to perform such tasks in areas with ACM present or suspected unless the area/materials have been tested and found not to contain asbestos or if specifically assigned or contracted to do such work and it is in accordance with all federal, state, and local laws as well as internal guidelines called for in the Asbestos Operations and Maintenance plan and other company safety and environmental policies and procedures.

Managing Agent employees whose work orders require them to construct, repair, maintain or otherwise disturb construction materials that may contain asbestos are hereby directed to follow the current regulations and policies noted above and to wear the required protective equipment, prior to performing such work. Questions concerning instructions and equipment should be directed to the HR/Safety Supervisor at (949) 597-4321.

It is illegal to place asbestos materials or debris in Laguna Woods Village trash dumpsters. Such materials must be disposed of separately in accordance with State and County regulations to avoid fines. Contact the HR/Safety Supervisor at (949) 597-4321 for details.

If you become aware of any asbestos-containing material becoming damaged or otherwise disturbed, please contact Laguna Woods Village Resident Services at (949)597-4600 or the HR/Safety Supervisor at (949) 597-4321.

Exhibit B Notice of Assignment of Rents



RE: NOTICE TO LESSEE - ASSIGNMENT OF RENTS

Dear _____:

Pursuant to Section IV (c) of the Lease Policy which you executed on _____ as the Lessee(s), with _____ as the Lessor, for the premises located in Third Laguna Hills Mutual (TLHM), Dwelling Manor Number _____, you are hereby notified that your monthly rental payment should be made directly to Third Laguna Hills Mutual, a California nonprofit mutual benefit corporation, to cover the delinquent assessment payment which your Lessor owes to the Corporation.

PAYMENT TO TLHM DOES NOT CONSTITUTE A BREACH OF YOUR LEASE AGREEMENT. Failure to remit the rental fee directly to TLHM may result in TLHM's member disciplinary process and/or loss of privileges.

Until you are notified that you may resume making your monthly payments of rent to the Lessor, **you must make your monthly rent payments to TLHM, commencing with the payment due on _____ to the following address:**

Third Laguna Hills Mutual
Attn: Manor Payment Representative
PO Box 2220
Laguna Hills, CA 92654-2220

Please make your checks payable to Third Laguna Hills Mutual.

If you have any questions in connection with this Notice, or the method of making your monthly rental payments to the Corporation, please contact the Manor Payments Representative at (949) 597-4221. A pre-addressed envelope is enclosed for your convenience.

Sincerely,

Bryan English
Accounting Supervisor
Financial Services Division

cc: Lessor
Leasing Department



Exhibit C

Lease Authorization Procedure and Application

Members applying for Approval to lease their Manor and each of their prospective Lessees must fill out the Application on the following pages in order to obtain the necessary Approval from TLHM for such Lease. The steps and required information/documentation that must be provided along with the Application are described below.

- A. The Member must complete and submit the written Application for Authorization to Lease for Board review. The Application is available for download at www.lagunawoodsvillage.com or upon request from the Resident Services Department.
- B. The Application and additional documentation must be submitted to the Resident Services Department. Additional required documentation:
 - 1. Check for processing fee made payable to GRF
 - 2. Member's Resident ID card
 - 3. Proof of age/identity (copy of driver's license, birth certificate, or passport) for each Lessee
 - 4. Copy of pending and executed lease agreement
 - 5. Declaration Regarding Criminal Record
 - 6. Emergency Contact Information for each Lessee
 - 7. Declaration of Understanding
- C. For Lease Renewals and Extensions the following documentation are required:
 - 1. Lease Authorization Application
 - 2. Check for processing fee made payable to GRF
 - 3. Copy of pending and executed lease agreement
 - 4. Emergency Contact Information for each Lessee
 - 5. Declaration Regarding Criminal Record
 - 6. Declaration of Understanding
- D. For Lease Amendments the following documents are required:
 - 1. Lease Amendment Form
 - 2. Check for processing fee made payable to GRF
 - 3. Proof of age/identity (copy of driver's license, birth certificate, or passport) for each new Lessee
 - 4. Copy of Amended Lease Agreement
 - 5. Declaration Regarding Criminal Record
 - 6. Emergency Contact Information for each Lessee
 - 7. Declaration of Understanding
- E. The Board or authorized VMS staff member(s) will review the Application for Lease Authorization and approve or deny the request in writing.

- F. Upon receipt of an Application for Lease Authorization, extension or renewal, the Lease Authorization Office will research whether the Member and/or Lessee has received notices of rules violations or is subject to any outstanding Charges and Assessments before approval of the application.
- G. The Lease Authorization Office will notify the Member of the results within ten (10) business days subject to the terms and conditions that exist with Rush applications, unless it notifies the Member that it requires additional time to review and/or requests additional information from the Member while conducting its review.
- H. The Lease Authorization Office hours of operation are Monday-Friday, federal holidays excepted, 8:00 A.M. to 5:00 P.M., phone number (949) 597-4323.
- I. Mailing address is P.O. Box 2220, Laguna Hills, CA 92654-2220.

Exhibit C Lease Authorization Application

Unit No: _____

Return completed application to: Lease Authorization Office located in Resident Services Department, 24351 El Toro Road, Laguna Woods, CA 92637; Phone: 949-597-4600, E-mail: communityservices@vmsinc.org

Manor Information	
Manor Address:	
Carport #:	Space #:
Lease Term Date From:	To:
Member #1 Information	
First Name:	Last Name:
Telephone:	Cell Phone:
E-mail:	
Mailing Address:	
Member #2 Information	
First Name:	Last Name:
Telephone:	Cell Phone:
E-mail:	
Mailing Address:	
Agent or Agency	
First Name:	Last Name:
Telephone:	Cell Phone:
E-mail:	
Mailing Address:	
Reason For Leasing	

Information for Lessee #1		Lessee #1 ID No. _____
First Name:	Last Name:	
Telephone:	Cell Phone:	
Date of Birth:	SS#:	
E-mail:		
Occupation:		
Current Monthly Income:	Source of Income:	
Move in Date:		
Prior Addresses (Include information for the past 5 years/Use additional paper if required)		
Present Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		
Previous Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		
Next Previous Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		
Has proposed Lessee #1 been convicted of a felony in the last 20 years?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Has proposed Lessee #1 been convicted of a misdemeanor involving moral turpitude in the last 5 years?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Information for Lessee #2		Lessee #2 ID No. _____
First Name:	Last Name:	
Telephone:	Cell Phone:	
Date of Birth:	SS#:	
E-mail:		
Occupation:		
Current Monthly Income:	Source of Income:	
Move in Date:		
Prior Addresses (Include information for the past 5 years/Use additional paper if required)		
Present Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		
Previous Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		
Next Previous Home Address:		
Length of Time/From:	To:	
Reason for Leaving:		
Has proposed Lessee #1 been convicted of a felony in the last 20 years?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Has proposed Lessee #1 been convicted of a misdemeanor involving moral turpitude in the last 5 years?		<input type="checkbox"/> Yes <input type="checkbox"/> No

Lease Authorization Agreement

The undersigned acknowledges receipt of the Lease Policy and acknowledges that it does not represent any direct or indirect liability on behalf of Third Laguna Hills Mutual (TLHM), the Golden Rain Foundation of Laguna Woods (GRF), and Village Management Services, Inc. (VMS), and each of their respective directors, officers, employees, and agents.

Acknowledgment	Initial(s)			
	Member #1	Member #2	Lessee #1	Lessee #2
I have read and received a copy of the Lease Policy and agree to comply.				
I agree to comply with the rules established by this Community.				
TLHM, GRF and VMS are not parties to the terms of the lease between the Member and Lessee.				
I agree that TLHM has the right to collect and retain the rent payable and to apply it to any delinquent assessments and charges.				
I understand that falsification of any information related to this application renders this application null and void.				

Does Lessee(s) have authorization to request repairs on behalf of the Member or work for which there is a charge? ☐ Yes ☐ No

Member #1 Name (Print):	Member Signature:	Date:
Member #2 Name (Print):	Member Signature:	Date:
Lessee #1 Name (Print):	Lessee Signature:	Date:
Lessee #2 Name (Print):	Lessee Signature:	Date:

ACTION BY MUTUAL BOARD OF DIRECTORS

APPLICATION DENIED	APPLICATION APPROVED
The Board of Directors of this Mutual Corporation has reviewed this application. Based on the information provided, the application is denied .	The Board of Directors of this Mutual Corporation has reviewed this application. Based on the information provided, the application is approved .
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
DATE:	DATE:

Date _____

By _____
Authorized Agent



DECLARATION REGARDING CRIMINAL RECORD

Each non-member occupant is required to sign a separate “Declaration Regarding Criminal Record”.

The following representations are made pursuant to Article II, Section 2 (c) of the Covenants, Conditions and Restrictions (CC&Rs) of Third Laguna Hills Mutual.

TO: Third Laguna Hills Mutual

The undersigned hereby states:

- 1. I have not been convicted of a felony within the last twenty years, and/or**
- 2. I have not been convicted of a misdemeanor involving moral turpitude within the last five years.**

Executed on _____ at _____.
Date City/State

I understand that falsification or misrepresentation of any information contained herein shall automatically render the Lease Authorization Application null and void.

Lessee Signature

Lessee Name Printed



DECLARATION REGARDING CRIMINAL RECORD

Each non-member occupant is required to sign a separate “Declaration Regarding Criminal Record”.

The following representations are made pursuant to Article II, Section 2 (c) of the Covenants, Conditions and Restrictions (CC&Rs) of Third Laguna Hills Mutual.

TO: Third Laguna Hills Mutual

The undersigned hereby states:

- 1. I have not been convicted of a felony within the last 20 years, and/or**
- 2. I have not been convicted of a misdemeanor involving moral turpitude within the last five years.**

Executed on _____ at _____.
Date City/State

I understand that falsification or misrepresentation of any information contained herein shall automatically render the Lease Authorization Application null and void.

Lessee Signature

Lessee Name Printed



Declaration of Understanding

I have read and understand the Third Laguna Hills Mutual Lease Authorization Policy and agree to comply with its Terms and Conditions. The information provided on the Lease Authorization Application dated _____ is true and correct.

Member #1 Print Name

Date

Member #1 Signature

Member #2 Print Name

Date

Member #2 Signature

Lessee #1 Print Name

Date

Lessee #1 Signature

Lessee #2 Print Name

Date

Lessee #2 Signature

RESOLUTION 03-18-XX**Revised Lease Authorization Procedure and Application**

WHEREAS, the Board of Directors (the “Board”) of Third Laguna Hills Mutual (“Mutual”) held a meeting on November 16, 2017, at which a quorum of the Board was present;

WHEREAS, the Board is obligated to manage and enforce the residency requirements for Mutual Members and other residents and tenants as set forth in the Mutual’s governing documents, including without limitation the Mutual’s, Declaration of Covenants, Conditions, and Restrictions (CC&Rs), Bylaws, and Operating Rules;

WHEREAS, pursuant to its duties under the Mutual’s Governing Documents, the Board is obligated to review lease applications for prospective leases between Mutual Members and their proposed tenants in accordance with the provisions of the Bylaws, CC&Rs and Operating Rules;

WHEREAS, the Board adopted a Lease Authorization Policy by Resolution 03-17-67 for the purpose of clarifying definitions, fees, charges, terms, and conditions, and implementing new procedures, with an emphasis on certain select Operating Rules, which included a requirement that criminal background and credit checks be submitted by Members seeking authorization to lease their Manor along with a copy of the lease agreement;

WHEREAS, the Lease Authorization Policy has been in effect for approximately four months and the criminal background and credit check requirements under such Policy have proven to be disruptive to the application process, an administrative burden to the Mutual, and the subject of concern raised by a number of Mutual Members; and,

WHEREAS, the Board has determined that it would be in the best interests of the Mutual to modify some of the procedures and requirements in the Lease Authorization Policy previously adopted by the Board pursuant to Resolution 07-17-67, including the requirements of criminal background and credit checks, so as to alleviate some of the issues and difficulties presented by such previously adopted procedures.

NOW, THEREFORE BE IT RESOLVED, December 19, 2017, that the Board of the Mutual hereby approves and adopts the revised Lease Authorization Procedure and Application; and

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STAFF REPORT

DATE: November 16, 2017
FOR: Third Board of Directors
SUBJECT: Third Committee Appointments

RECOMMENDATION

Approve Third Appointments for Board and GRF Committees.

BACKGROUND

Changes to both Board and GRF committees occur due to the election of new Board members and the completion of terms of former Board members.

DISCUSSION

The Third Board and GRF Committee Assignments (Attachments 1 and 2) have been updated.

FINANCIAL ANALYSIS

None

Prepared By: Leslie Cameron, Assistant Corporate Secretary

Reviewed By: Lori Moss, Community Manager

ATTACHMENT(S)

Attachment 1: Third Board Appointments Resolution
Attachment 2: GRF Committee Appointments Resolution

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RESOLUTION 03-17-XXX

Mutual Committee Appointments

RESOLVED, November 16, 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, **Co-Chair**

Bill Walsh

Steve Parsons

~~Annette Sabol-Soule~~

Rosemarie diLorenzo, Alternate

Mike Butler, Voting Advisor

Bob Hatch, Voting Advisor

Communications Committee

Burt Baum, Chair

Susan Caine

Bill Walsh

Bunny Carpenter

Non-Voting Advisors: 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, Chair

Steve Parsons, **Co-Chair**

~~James Tung, Co-Chair~~

Bunny Carpenter

John Frankel

Jules Zalon, Alternate

Burt Baum, Alternate

Finance (Committee of the Whole)

Steve Parsons, Chair

Rosemarie diLorenzo, Vice Chair

Non-Voting Advisors: Colin Johnston, John Hess, Wei-Ming Tao

Garden Villa Recreation Room Subcommittee

Bert Moldow, Chair

Steve Parsons, 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

Susan Caine – Vice Chair

John Frankel

Jules Zalon

Non-Voting Advisors: Bob Figeira and Violet Lawrence

Maintenance and Construction (Committee of the Whole)

Bert Moldow, Chair

Bunny Carpenter – 1st Vice Chair

John Frankel, 2nd – Vice Chair

Non-Voting Advisors: ~~Marty Lopata~~, Steve Leonard

Meet and Confer & Resident Problem Resolution

Rosemarie diLorenzo

Bill Walsh

James Tung

Burt Baum

Steve Parsons

New Resident Orientation

Per Rotation List

Water Conservation Committee

James Tung, Chair

John Frankel

Jules Zalon

Third Mutual Parking & Golf Cart 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

Bert Moldow

Bunny Carpenter

Steve Parsons, Alternate

Stuart Hack, Advisor

RESOLVED FURTHER, that Resolution 03-17-107, adopted September 19, 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 the purpose of this resolution.

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RESOLUTION 03-17-27

GRF Committee Appointments

RESOLVED, November 15, 2017 that in compliance with Article 7, Section 7.3 of the Golden Rain Foundation Bylaws, the following persons are hereby appointed to serve on the committees of the Golden Rain Foundation:

Business Planning Committee

Rosemarie diLorenzo
Steve Parsons

Community Activities Committee

Jules Zalon
TBA

Finance Committee

Steve Parsons
Rosemarie di Lorenzo Dickins
Bill Walsh, Alternate

Landscape Committee

James Tung
Susan Caine
John Frankel, Alternate

Maintenance and Construction Committee

John Frankel
Bert Moldow
Bunny Carpenter, Alternate
~~Susan Caine, Alternate~~

Media and Communication Committee

~~Bunny Carpenter~~
Burt Baum
Susan Caine

Mobility and Vehicles Committee

Steve Parsons
John Frankel
Bert Moldow, Alternate

Security and Community Access Committee

Steve Parsons
James Tung
Susan Caine, Alternate

RESOLVED FURTHER, that Resolution 03-17-27, adopted March 21, 2017 is hereby superseded and canceled.

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.

Third Laguna Hills Mutual
Finance Committee Meeting
November 7, 2017

Supplemental Funding Trash Chute Cleaning

ENDORSEMENT

During the November 7, 2017 Finance Committee a motion was made and carried unanimously to recommend the Board approve funds for cleaning all three-story building trash chutes by the end of 2017, at a cost not to exceed \$30,000 from the Unappropriated Expenditures Fund.

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RESOLUTION 03-17-XX

Supplemental Funding for Trash Chute Cleaning

WHEREAS, staff was directed to pursue quotes for repairs and cleaning of trash chutes for all three story buildings in Third Laguna Hills Mutual;

WHEREAS, this project is unbudgeted and will require supplemental funding to complete;

NOW THEREFORE BE IT RESOLVED, November 16, 2017, that the Board of Directors hereby approves a supplemental appropriation of \$30,000, to be funded from the Unappropriated Expenditures Fund for the purpose of cleaning trash chutes for all three story buildings.

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

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REPORT OF THE REGULAR OPEN MEETING OF THE THIRD LAGUNA HILLS MUTUAL FINANCE COMMITTEE

Tuesday, November 7, 2017 – 1:30 p.m.
Laguna Woods Village Community Center Sycamore Room, 24351 El Toro Road

MEMBERS PRESENT: Steve Parsons – Chair, Rosemaire di Lorenzo Dickins, John Frankel, Burt Baum, Jules Zalon, Bert Moldow, Bill Walsh, Annette Soule
Advisors – Wei-Ming Tao, John Hess

MEMBERS ABSENT: Bunny Carpenter, Susan Caine, James Tung

STAFF PRESENT: Betty Parker, Solange Backes, Christopher Swanson

Call to Order

Director Parsons chaired the meeting and called it to order at 1:35 p.m.

Acknowledgment of Media

None.

Approve Meeting Agenda

The Committee report was approved as presented.

Approval of the Regular Meeting Report for October 3, 2017

The Committee report was approved, with one correction on Page 2 to show the next board meeting date as November 16, 2017.

Chair Remarks

None.

Member Comments (Items Not on the Agenda)

None.

Department Head Update

Betty Parker, Financial Services Director, discussed future finance committee meeting dates. The Committee will continue to meet on the first Tuesday of each month at 1:30 p.m. in the Board Room.

Ms. Parker also noted that quarterly financials are now published on the Laguna Woods Village website under Third Mutual documents. Director Baum asked for a notification to be included in the Breeze newsletter.

Review Preliminary Financial Statements dated September 30, 2017

The Committee reviewed financial reports dated September 30, 2017 and questions were addressed. A handout was provided showing a 3-year comparison of water usage.

The Committee reviewed year-end projections for the Maintenance Programs Report and requested further review by Bert Moldow and Steve Parsons.

The Committee requested more information on the downward trends for chargeable services and laundry revenue; additionally, further information on the upward trend in employee compensation during Q3.

Staff was directed to close remaining funding approved by Resolutions 03-15-73 and 03-15-137 for Miscellaneous Energy Projects.

GRF Trust Facilities Fee Policy

Pamela Bashline, Community Service Manager, updated the committee on the new Trust Facility Fee Policy that was adopted by the Golden Rain Foundation and how it will be incorporated into the resale process. The Committee requested a copy of the information bulletin that will be provided to Realtors.

Update on Year-End Membership Application Process

Discussion ensued regarding the availability of board members during the holidays to approve membership applications.

Finance Committee Charter

The Committee reviewed the current Finance Committee Policy. By consensus the committee recommended the Board approve the Finance Committee Charter as presented.

Investment Policy

The Committee reviewed the current investment policy for Third Laguna Hills Mutual. By consensus staff was directed to send the policy to Merrill Lynch/Black Rock for review and recommendations, if any.

Update on Year-end Contract Renewal Process

Dan Hoxie, Purchasing & Supply Manager, provided a handout and reviewed the Annual Contract Renewal Process for contracts impacting Third Mutual.

Update on Janitorial Variance

It was noted during the financial review that the Janitorial allocation corrections have been made and the remaining variance to budget reflects specific hours worked at the 3-story buildings which varies slightly from budget assumptions. Director Parsons was asked to discuss janitorial productivity rates with Bruce Hartley, General Services Director.

Update on Dryer Replacement ROI

Ms. Parker provided an update on data that is being collected from Maintenance for comparative energy and maintenance costs, needed to calculate an ROI on the coin operated dryer proposal.

The meeting recessed from 3:27pm to 3:38pm.

Endorsements from Standing Committees – Trash Chute Repairs

The committee reviewed an endorsement from the M&C Committee.

A motion was made and carried unanimously to recommend the Board approve funds for cleaning all three-story building trash chutes by the end of 2017, at a cost not to exceed \$30,000 from the Unappropriated Expenditures Fund.

Future Agenda Items

Review of Investment Policy by BlackRock.

Committee Member Comments

None

Date of Next Meeting

Tuesday, December 5, 2017 at 1:30 p.m. in the Board Room.

Adjournment

The meeting recessed to closed session at 3:45 p.m.

DRAFT

Steven Parsons, Chair

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Financial Report for November 16, 2017 Board Meeting

SLIDE 1 – Total revenue for Third through September 30, 2017 was \$24,932K compared to expenses of \$20,550K, resulting in more revenue than expense by \$4,382K.

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 \$13,807K coming in from assessments and \$787K coming from non-assessment revenue. This is compared to operating expenditures of \$14,498K. After backing out depreciation, which is not funded through operations, we can see that bottom line we had an operating surplus of \$211K 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 September, Third was better than budget by \$2,759K primarily due to fewer outside services in reserve programs:

- Building Structure Replacement started in August. The vendor has not yet billed for all of the completed work. Staff projects expenditures will be approximately \$750K better than budgeted by year end.
- Waste Line replacement started in July. Although work continues on the project, staff estimates that expenditures will be approximately \$50K better than budget by year end.
- Roof Replacements, started in May and will be completed by year end.

SLIDE 5 – On this pie chart, we show the Operating expenses to date of \$14.5 Million by category, showing that our largest categories of expense are for compensation and utilities.

SLIDE 6 – The reserve balances on September 30, 2017 were about \$28.9 Million. To date, contributions to reserves including assessments and interest earnings totaled just over \$10.3 Million and expenditures to date totaled \$6 Million. Additionally, fund transfers from operating surplus totaled \$409K as approved by the Board in June via resolution 03-17-69.

[No slide] – In closed session, we reviewed delinquencies for unpaid assessments totaling \$298,338, 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.

We also reviewed delinquencies for fines, fees and chargeable services totaling \$147K. The Board will pursue further collection activity such as cable TV disconnection and small claims court.

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Financial Report

As of September 30, 2017



INCOME STATEMENT

ACTUAL
(in Thousands)

TOTAL REVENUE

\$24,932

TOTAL EXPENSE

20,550

Revenue over Expense

\$4,382

Financial Report

As of September 30, 2017



INCOME STATEMENT - OPERATING

ACTUAL
(in Thousands)

Assessment Revenue

\$13,807

Non-assessment Revenue

\$787

Total Revenue

\$14,594

Total Expense

\$14,498

Net Revenue/(Expense)

\$96

w/o Depreciation

\$211

Financial Report

As of September 30, 2017



INCOME STATEMENT – NON OPERATING

ACTUAL
(in Thousands)

Assessment Revenue

\$10,047

Non-assessment Revenue

\$291

Total Revenue

\$10,338

Total Expense

\$6,051

Net Revenue/(Expense)

\$4,287

Financial Report

As of September 30, 2017



Through September, Third was better than budget by \$2.8 Million primarily due to fewer outside services in reserve programs:

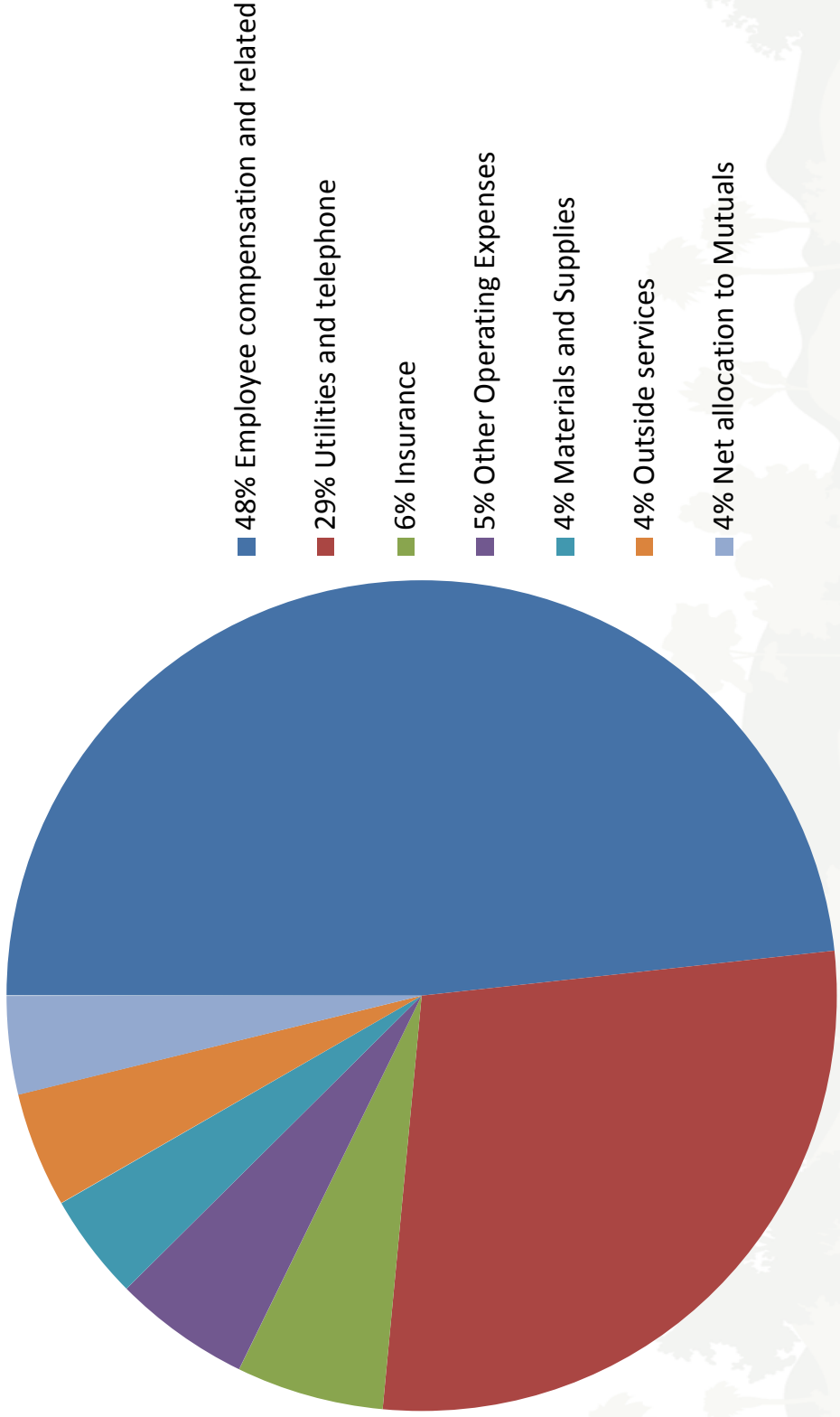
- **Building Structure Replacement started in August and will have a reduced scope of work through year end.**
- **Waste Line replacement started in July**
- **Roof Replacements, started in May and will be completed by year end.**

Financial Report

As of September 30, 2017



Total Operating Expenses \$14,498,105



Financial Report

As of September 30, 2017



NON OPERATING FUND BALANCES

	ACTUAL (in Thousands)
Beginning Balances: 1/1/17	\$24,218
Contributions & Interest	10,338
Fund Transfer from Surplus	409
Expenditures	<u>(6,051)</u>
Current Balances: 9/30/17	\$28,914

Monthly Resale Report

PREPARED BY

Community Services Department

MUTUAL

All Mutuals

REPORT PERIOD

October, 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	63	70	\$18,400,200	\$20,379,400	\$292,067	\$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	83	83	\$25,232,780	\$23,485,500	\$307,717	\$282,958
October	75	76	\$26,703,200	\$21,449,050	\$356,043	\$282,224
November		*		\$27,762,000		* \$315,477
December		*		\$20,628,100		* \$294,687
TOTAL	818.00	865.00	\$264,291,578	\$243,818,263		
MON AVG	81.00	86.00	\$26,429,158	\$24,381,826	\$322,673	\$281,113

* Amount is excluded from percent calculation

Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

Third

October, 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	46	41	\$16,020,038	\$12,651,500	\$356,001	\$308,573
October	46	40	\$18,804,700	\$13,386,500	\$408,798	\$334,663
November		*		\$16,453,200		* \$382,633
December		*		\$12,528,800		* \$348,022
TOTAL	421.00	423.00	\$163,920,860	\$144,374,639		
MON AVG	42.00	42.00	\$16,392,086	\$14,437,464	\$387,973	\$340,716
% CHANGE - YTD	-0.5%		13.5%		13.9%	

% Change calculated (ThisYear - LastYear)/LastYear

* Amount is excluded from percent calculation

Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

United

October, 2017

MONTH	NO. OF REALES		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	35	38	\$8,512,700	\$9,023,400	\$243,220	\$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	29	36	\$7,898,500	\$8,062,550	\$272,362	\$223,960
November		*		\$11,308,800		* \$251,307
December		*		\$8,099,300		* \$238,215
TOTAL	395.00	439.00	\$100,180,718	\$99,327,624		
MON AVG	39.00	43.00	\$10,018,072	\$9,932,762	\$253,231	\$226,521
% CHANGE - YTD	-10.0%		0.9%		11.8%	

% Change calculated (ThisYear - LastYear)/LastYear

* Amount is excluded from percent calculation

Monthly Resale Report

PREPARED BY
Community Services Department

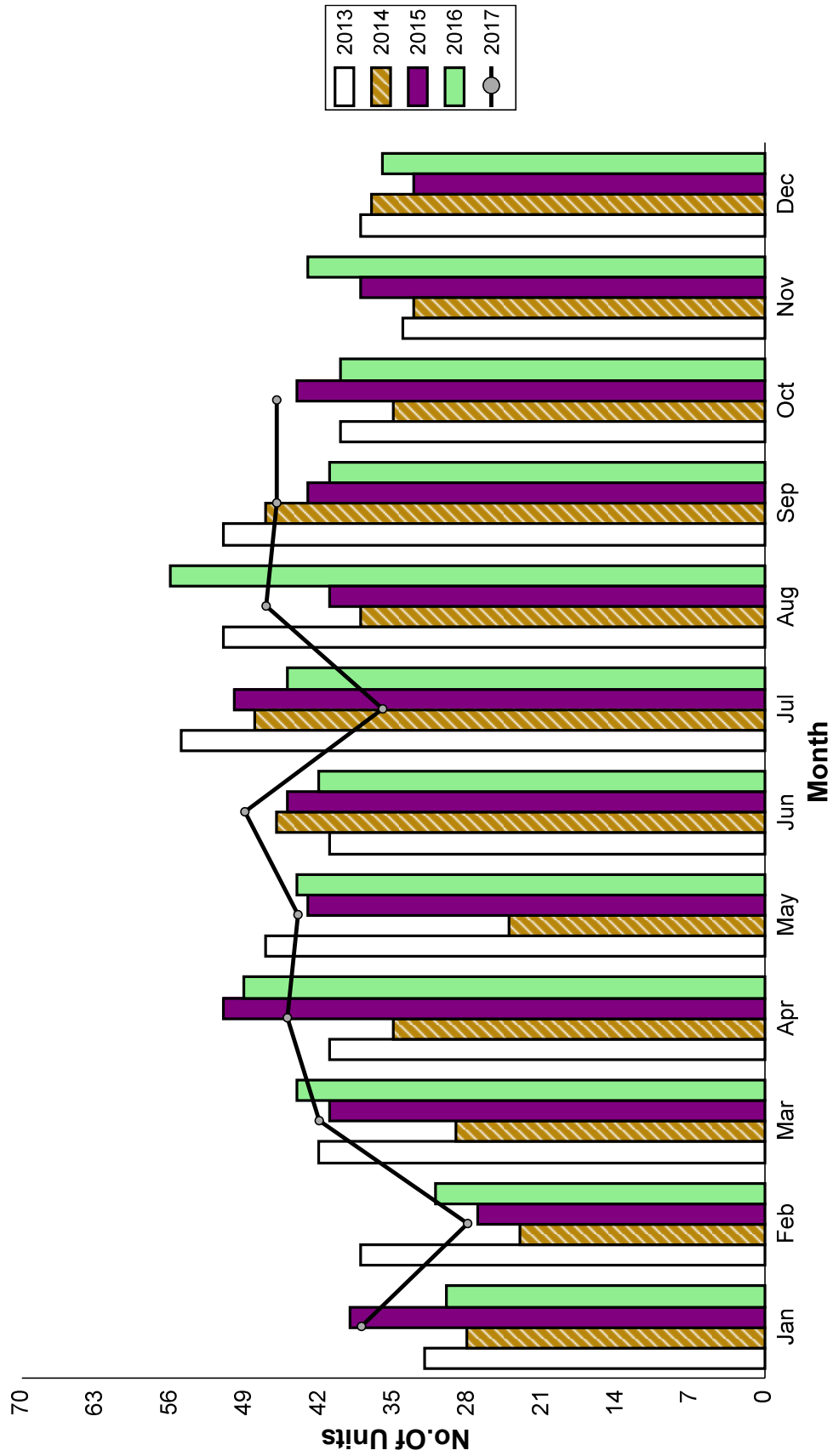
MUTUAL
Third

October 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	46	41	43	47	\$16,020,038	\$12,651,500	\$15,332,500	\$14,638,626	\$356,001	\$308,573	\$356,570	\$311,460
October	46	40	44	35	\$18,804,700	\$13,386,500	\$12,924,787	\$10,859,700	\$408,798	\$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	421	423	424	354	\$163,920,860	\$144,374,639	\$135,423,630	\$116,110,414				
MON AVG	42.1	42.3	42.4	35.4	\$16,392,086	\$14,437,464	\$13,542,363	\$11,611,041	\$387,973	\$340,716	\$318,676	\$327,500
% CHANGE-YTD	-0.5%	-0.2%	19.8%	-19.2%	13.5%	6.6%	16.6%	-9.7%	13.9%	6.9%	-2.7%	12.3%

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

Resales - 5 Year Comparison



Resales Report

Third Laguna Hills Mutual

October, 2017

Close	Manor	Mutual	Price	Model/Style	Listing Realtor	Buyer Realtor	Escrow
10/25/2017	963-D	3	\$432,500	Cordoba	Laguna Premier Realty, Inc	Surterre Properties, Inc.	Granite Escrow
10/03/2017	2171-O	3	\$215,000	Casa Linda	Century 21 Rainbow	Prime Realty Grp	Homestead Escrow
10/27/2017	2192-E	3	\$234,500	Monterey	Berkshire Hathaway	Laguna Premier Realty, Inc	Homestead Escrow
10/13/2017	2233-C	3	\$158,700	Coronado	New Path Realty	New Path Realty	Homestead Escrow
10/23/2017	2233-B	3	\$80,000	Coronado	No Broker	No Broker	Contact Escrow
10/11/2017	2240-P	3	\$225,000	Castilla	Berkshire Hathaway	Teles Properties	Homestead Escrow
10/31/2017	2270-Q	3	\$278,000	Castilla	HomeSmart Evergreen	TNG Real Estate	Escrow Options Group
10/19/2017	2280-T	3	\$196,000	Coronado	Laguna Premier Realty, Inc	Laguna Premier Realty, Inc	Pacific Closing Services
10/24/2017	2301-E	3	\$265,000	La Jolla	ReMax	Julie Brim	Ticomo Valley Escrow
10/25/2017	2353-1G	3	\$259,000	Garden Villa	Coldwell Banker	Best Buy Realty	Escrow Today
10/26/2017	2354-1D	3	\$447,000	Garden Villa	HomeSmart Evergreen	HomeSmart Evergreen	Escrow Options Group
10/24/2017	2370-2A	3	\$386,000	Garden Villa	HomeSmart Evergreen	HomeSmart Evergreen	Escrow Options Group
10/02/2017	2390-3C	3	\$246,500	Garden Villa	Keller Williams Real Estate	Exit Alliance	Homestead Escrow
10/24/2017	2391-2G	3	\$305,000	Garden Villa	Laguna Premier Realty, Inc	Keller Williams Real Estate	Homestead Escrow
10/06/2017	2391-1C	3	\$293,000	Garden Villa	Realty One Group	Team Spirit Realty	Homestead Escrow
10/10/2017	2392-1F	3	\$325,000	Garden Villa	Laguna Woods Village Realty	Olivo Real Estate	Granite Escrow
10/31/2017	2394-1A	3	\$335,000	Garden Villa	ReMax Premier Realty	HomeSmart Evergreen	Granite Escrow
10/03/2017	2397-3H	3	\$444,000	Villa Capri	McMonigle Group Corp.	Laguna Premier Realty, Inc	Granite Escrow
10/30/2017	3026-O	3	\$275,000	Casa Del Mar	First Team Real Estate	Laguna Premier Realty, Inc	Granite Escrow
10/02/2017	3034-A	3	\$235,000	Montecito	Berkshire Hathaway	First Team Real Estate	Pickford Escrow
10/03/2017	3036-Q	3	\$204,000	Casa Del Mar	No Broker	No Broker	Granite Escrow
10/05/2017	3036-A	3	\$250,000	Casa Del Mar	HomeSmart Evergreen	Coldwell Banker	Granite Escrow
10/24/2017	3099-A	3	\$439,000	Mariposa	Realty One Group	Laguna Premier Realty, Inc	Homestead Escrow
10/03/2017	3112-B	3	\$258,000	La Brisa	Balboa Real Estate	Village Real Estate	NETCO Title Co
10/04/2017	3124-Q	3	\$370,000	Casa Vista	Berkshire Hathaway	HomeSmart Evergreen	Homestead Escrow

Resales Report **Third Laguna Hills Mutual** **October, 2017**

Close	Manor	Mutual	Price	Model/Style	Listing Realtor	Buyer Realtor	Escrow
10/13/2017	3160-B	3	\$385,000	Las Flores	Harcourts Prime Properties	Harcourts Prime Properties	Lighthouse Escrow
10/27/2017	3197-B	3	\$562,500	El Doble	Robert Ganen	Century 21 - Gerri Keyser	Escrow Leaders
10/03/2017	3214-D	3	\$485,000	La Princesa	John Aaroe Group	Village Real Estate	Granite Escrow
10/20/2017	3241-2E	3	\$517,000	Villa Puerta	Century 21 Rainbow Realty	Century 21 Rainbow	Homestead Escrow
10/20/2017	3255-A	3	\$325,000	La Princesa	HomeSmart Evergreen	HomeSmart Evergreen	Escrow Options Group
10/27/2017	3320-A	3	\$617,500	La Reina	Laguna Premier Realty, Inc	HomeSmart Evergreen	Pacific Closing Services
10/30/2017	3338-1A	3	\$250,000	Aragon	Laguna Premier Realty, Inc	Unknown	Granite Escrow
10/23/2017	3383-P	3	\$415,000	Catalina	Re/Pro	Laguna Premier Realty, Inc	Homestead Escrow
10/02/2017	3426-O	3	\$478,000	Catalina	HomeSmart Evergreen	Realty Benefit	Homestead Escrow
10/20/2017	3500-1B	3	\$303,000	Villa Nueva	Century 21 Rainbow	Red Point Realty Inc	Homestead Escrow
10/19/2017	4011-3A	3	\$580,000	El Mirador	Dilbeck Real Estate	HomeSmart Evergreen	Granite Escrow
10/20/2017	4013-2D	3	\$385,000	Villa Nueva	HomeSmart Evergreen	The Michael Walsh Group	Homestead Escrow
10/31/2017	5098	3	\$975,000	Villa Paraisa	Frank Sande Realty	Century 21 Rainbow Realty	Granite Escrow
10/27/2017	5259	3	\$825,000	Villa Terraza	Keller Williams Real Estate	Keller Williams Real Estate	Homestead Escrow
10/19/2017	5340-C	3	\$400,000	La Princesa	Century 21 Rainbow Realty	Presidential Real Estate	Homestead Escrow
10/05/2017	5369-1G	3	\$312,000	Sierra	Coldwell Banker	Re/Max Premier Realty	Homestead Escrow
10/23/2017	5499-2B	3	\$373,000	El Mirador	Keller Williams Real Estate	Century 21 Rainbow Realty	Homestead Escrow
10/10/2017	5518-2B	3	\$316,500	El Mirador	First Team Real Estate	Laguna Premier Realty, Inc	Hallmark Escrow
10/06/2017	5519-2H	3	\$395,000	El Mirador	Laguna Premier Realty, Inc	Village Real Estate	Pacific Closing Services
10/26/2017	5551-A	3	\$1,400,000	Casa Palma	Christopher Cordora	Presidential Incorporated	First American Title Company
10/24/2017	5594-A	3	\$1,349,000	Casa Siena	Laguna Premier Realty, Inc	Laguna Premier Realty, Inc	Granite Escrow

Number of Resales: 46

Total Resale Price: \$18,804,700

Resales Report Third Laguna Hills Mutual October, 2017

Close	Manor	Mutual	Price	Model/Style	Listing Realtor	Buyer Realtor	Escrow
Average Resale Price:			\$408,798				
Median Resale Price:			\$330,000				

THIRD LAGUNA HILLS MUTUAL

MONTHLY LEASING REPORT

Report Period:
Oct-17

MONTH	LEASES IN EFFECT					
	1 Month	3 Months	6 Months	12 Months	12+Months	
JAN.	0	20	26	298	1334	
FEB.	1	21	27	285	1330	
MARCH	0	23	27	283	1334	
APRIL	0	10	24	288	1308	
MAY	0	11	31	314	1297	
JUNE	0	21	26	318	1287	
JULY	0	24	27	327	1281	
AUGUST	0	19	29	348	1271	
SEPT.	0	14	25	357	1252	
OCT.	0	9	21	370	1246	
NOV.						
DEC.						
Monthly Average Percentage Leased	0.1	17.2	26.3	318.8	1294.0	
1646 / 6102 = 27%						

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
1646	1661	53
	1658	
1656.4	1663.1*	50.2

*Jan-Oct

New Monthly Transactions		
Leases	Renewals	Extensions
22	20	66
47	23	62
50	32	97
43	23	75
66	34	58
34	5	60
49	25	61
63	9	17
92	0	4
99	27	5
56.5	19.8	50.5

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OPEN MEETING

**REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL
ARCHITECTURAL CONTROL AND STANDARDS COMMITTEE**

**Monday, October 23, 2017 – 9:30 a.m.
Laguna Woods Village Community Center Sycamore Room
24351 El Toro Road**

(The Bus Tour for Directors and Advisors will follow this meeting)

REPORT

MEMBERS PRESENT: Chair - Bert Moldow, Annette Soule, John Frankel, Steve Parsons, Bill Walsh

MEMBERS ABSENT: Rosemarie diLorenzo Dickins

ADVISORS PRESENT: Bob Hatch

STAFF PRESENT: Kurt Wiemann, Gavin Fogg, and Melody Thomas

1. Call to Order

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

2. Acknowledgement of Media

No media were present.

3. Approval of the Agenda

Director Walsh made a motion to amend the agenda to include discussion of Manor 5073's recent variance request as agenda item number 13. Director Parsons seconded the amended agenda item. A vote was cast and the amended agenda was approved unanimously. Chair Moldow made a motion to amend the agenda to include discussion of the painting of alterations as agenda item number 14. Director Walsh seconded the amended agenda item. A vote was cast and the amended agenda was approved unanimously.

4. Approval of Special Meeting Report for October 12, 2017

The Committee made a motion to approve the Special October 12 report and it was approved unanimously.

5. Committee Chair Remarks

Chair Moldow remarked that changes should be made to the Third Laguna Hills Mutual Architectural Control and Standards Committee's future agendas to include approximately scheduled time frames for each variance request. Director Soule made a motion in favor of the proposed change, and Director Walsh seconded the motion. A vote was cast and the motion was approved unanimously.

6. Member Comments - (Items Not on the Agenda)

(Manor 3503-C) Ms. Lynne Corboz requested an update on the status of the decision tree. The Committee remarked that the decision tree was being reviewed on November 3, 2017 during closed session. Ms. Corboz requested an update on the status of the proposal for a multi-owner voting process. The Committee explained that the proposition required legal consultation and extensive preparatory work before a proposal could be finalized and addressed at a state legislative level. Ms. Corboz requested the outcome of the Committee's decision regarding the unpermitted concrete slab at Manor 3517-A. The Committee remarked that the owners of Manor 3517-A were directed to remove the unpermitted alteration.

7. Department Head Update

Mr. Wiemann requested direction from the Committee regarding criteria/parameters to include in a new standard for bathroom splits. Committee stated that their intention was to reduce the number commonly approved non-standard variance requests coming to the Committee. Discussion ensued and staff was directed to provide a revised standard for the committee to review based on staff recommendation. Mr. Wiemann stated that As-Builts for electrical and plumbing will be included in Mutual Consent record history for each Manor and that an architect need not be involved in the drawing of the As-Builts.

Consent:

None

Reports:

None

Items for Discussion and Consideration:

8. 2245-A (Cordoba, AB04 End Unit) - Room Addition on Patio

Director Frankel made a motion to approve the variance request as recommended with Standard Conditions. Director Parsons seconded the motion and all voted in favor.

9. 5037 (Villa Reposa, C11RC) - Convert Glass Windscreen into Room Addition; Remove Existing Column and Decorative Beam at Front Entry

Director Frankel mentioned that the proposed square brick arches did not match the existing curved arch and made a motion to propose that the variance request be approved on the condition that the decorative brick arches along the front exterior of the manor be uniform in design. Director Walsh seconded the conditions of approval and the motion was approved unanimously with Standard Conditions amended as noted.

10. 5176 (Villa Terraza, C10RA) - Room Extension on Patio and Private Garden; Laundry Room Installation in Garage

Director Frankel made a motion to approve the variance request on the conditions that (1) the neighboring owner within site line of the second condenser unit signs consent of approval and (2) that the member owner provide a drawing indicating a minimum roof pitch ratio of 1:12. Director Parsons seconded the conditions of approval and the motion was approved unanimously with Standard Conditions amended as noted.

11.5345-D (La Princesa, PL104A) - Replace Patio Enclosure with Room Addition

Discussion ensued regarding the roofline and elevation details of the proposed variance request. Mr. and Mrs. Diamond of Manor 5345-C were in attendance and inquired whether or not the room addition would extend beyond the already existing patio enclosure. Staff commented that the room addition would not extend beyond the existing patio enclosure foot print.

The committee stated that the Variance request submission was incomplete and asked that an elevation plan and proposed roof line drawings be provided at the next Architectural Control and Standards Committee meeting in order to make an informed decision.

Director Soule made a motion to table the variance until next month and request the owner to provide additional drawings to the Committee. Director Parsons seconded the motion. A vote was cast and the motion was approved unanimously.

12.5585-B (Casa Monaco, 10R-13) - Pavers on Driveway

Ms. Rebecca Gilad, occupant owner of Manor 5585-B, explained that her proposal for the addition of the driveway pavers coincides with a large tree located in the front of her manor that is uplifting the existing concrete. Ms. Gilad stated that her proposal will address the uplifted concrete while also providing a decorative improvement to the manor.

Ms. Gilad explained that the VMS Landscape Department has evaluated the tree and agreed that shaving down the encroaching roots would not compromise the supporting structure of the tree.

Discussion ensued on the proposed driveway pavers in relation to the encroaching tree roots. Director Frankel made a motion to require a written statement from the Landscape Department supporting the Owner's claims on the structural integrity of the tree and to also refer to legal counsel on the proposed variance due to use of common area before making a decision. Advisor Hatch seconded the motion. A vote was cast and the Variance was approved unanimously with the provision of legal counsel concurrence.

13. Review of Resolution 03-10-81 Painting of Manor Alterations

Discussion ensued as to whether or not the Mutual should offer painting of manor alterations during the Paint Program as a chargeable service to accomplish uniformity. Staff noted that a large amount of staff time that would be necessary to accomplish this. Discussion also ensued on whether

or not the Mutual should provide maintenance to alterations. It was agreed that these concerns would be addressed at a future M&C Committee meeting. Chair Moldow stated he would bring it up at the next M&C meeting.

14. Review Architectural Standards (4, 5A, 5B, 5C, 6, 8 and 9)

A review of the above referenced Architectural Standards began, led with discussion from Mr. Wiemann, suggesting that '1.0 General Requirements' were redundant with the Mutual Consent applications and for clarification could be removed from each Standard. A motion was made to direct staff to draft a resolution to remove '1.0 General Requirements' by the Committee and was approved unanimously.

Mr. Wiemann also suggested that the standards be reviewed for grammatical consistency, in which the committee stated that a resolution was not necessary for minor grammatical revisions.

A. Standard 4 Air Conditioning Units/Heat Pumps

A motion was made to remove section 2.4. A vote was cast and passed unanimously.

A motion was made to revise section 2.9 to no longer permit the removal of sleeves in stucco walls at multi-story buildings and allow staff the discretion to evaluate sleeve removals of other building styles for aesthetic consistency. A vote was cast and passed unanimously.

B. Standard 5A, 5B, and 5C – Satellite Dishes

A motion was made to revise section 3.1 of 5A to restrict the visibility of satellite dishes installed within exclusive use common area patios. Director Frankel proposed that in addition to the revisions of section 3.1, that a Neighbor Awareness Form be required for all future satellite dish installations. A vote was cast and passed unanimously.

Staff was instructed to research the number mutual consents that are issued for satellite dish installations in order to consider whether or not the Committee would require a variance for all future satellite dish installations.

C. Standard 6 Block Walls

A motion was made to revise section 2.7 to include that all block walls be built within the originally approved patio slab dimensions and be built with appropriate footings. A vote was cast and passed unanimously.

D. Standard 8 and Section 9

Section 8 and 9 were reviewed by Staff and the Committee and no changes or revisions were proposed.

Note any changes to these in your copy of the agenda packet

Items for Future Agendas:

Standard for Bathroom Splits

Report on Acoustical Alternatives

Driveway pavers

Concluding Business:

None

15. Committee Member Comments

Comments were made on the current mailing process used by Staff for Neighbor Awareness Forms. Discussion ensued on the recent decision by this Committee not to use certified mail due to time and cost factors. The committee agreed that the existing decision would remain.

16. Date of Next Meeting and Bus Tour – November 27, 2017

17. Recessed at 11:56 p.m.

18. Meeting adjourned at 12:30 p.m.



Chair, Bert Moldow

Kurt Wiemann, Staff Officer

Telephone: 268-2316

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

Thursday, November 2, 2017 – 9:00 a.m.

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

MEMBERS PRESENT: James Tung, Chair; Bunny Carpenter, Vice Chair; Susan Caine, John Frankel, Violet Lawrence (Advisor)

MEMBERS ABSENT:

OTHER DIRECTORS: Bert Moldow, Bill Walsh

STAFF PRESENT: Bruce Hartley, Raul Arceo, Bob Merget, Dennis Pratt, Kayla Aninzo

1. Call to Order

Chairman Tung called the meeting to order at 9:01 a.m.

2. Acknowledgement of the Media

The media was not represented.

3. Approval of the Agenda

Item 9 was changed to Item 9a; Garden Villa – Breezeway Resurfacing Project was added as Item 9b; Irrigation – Water Usage was added as Item 9c; Trimming for Solar Panels – Building 2393 was added as Item 9d; 5509-A Paseo Del Lago West – Request for Tree Removal – Chinese Elm was added as Item 10d; and Building 5519 – Request for Tree Removal – Monterey Pine was added as Item 10e.

The agenda was approved as amended.

4. Approval of Meeting Report of September 14, 2017

The committee report was approved by consensus without objection.

5. Chair's Remarks

Chair Tung announced the departure of Kurt Rahn and announced that the Landscape Manager position remains vacant. The Landscape Department is now a Division of the General Services Department under Bruce Hartley, General Services Director.

6. Member Comments (Items Not on the Agenda)

Ed McGill (2390-2C) commented that the tree trimmers under Clemente Sanchez, did a fantastic job and their work is much appreciated.

Jean Montegnies (5519-3C) commented that the needles from the pine tree next to her building clog the gutter and requested that the tree be removed.

Margaret Klein (3487-A) commented that her building has not received attention.

Lois Rubin (5509-B) commented that the tree roots in CDS 364 are pulling up her driveway.

Robin Liguori (3473-B) thanked staff for removing the dead plants in her yard and asked when the plants would be replaced.

Lois Fridlund (4025-1G) commented on the inactivity in her area.

Chair Tung explained that a tree request needs to be submitted through Resident Services for tree removals.

Staff responded to the comments and answered questions.

7. Department Head Update

Bruce Hartley, General Services Director, commented on the CEO's reorganization of his department. All Landscape sections, with the exception of Golf Maintenance and Garden Center Maintenance, will be under the General Services Department. Landscape will continue to support the Garden Center as needed. The GRF Crew will be re-established to maintain clubhouses, gates, and other GRF facilities.

Bruce Hartley expressed his vision of the Landscape Department. The immediate focus is to get back on track with customer service by continuously updating residents on progress, and ensuring the delivery of commitments made. He has been working with staff for three to four weeks, and is making progress. He is looking at methods of how work is done and is assessing how cycles should be broken down. Beginning November 1st, the mowing schedule will be on a 9-day rotation, every other week. He is looking to fill the vacant Manager and Supervisor positions.

ArborPro is a tree management software that stores tree inventory data. The Landscape team is currently testing the software and is ensuring that it meets Staff needs. At an additional expense, ArborPro will be web based to improve productivity in the field and to allow Village residents access to certain features of the program. The tree crews will start utilizing the software beginning January 2018.

8. Consent

None.

Reports:

9a. Landscape Manual

The Landscape Maintenance Manual (Manual) is a guide for residents of Laguna Woods Village and is intended to educate and assist them on a wide variety of landscape topics. The current version of the Manual was last updated in 2011. Staff feels that an update is imperative, as laws, programs, procedures, and other information has changed.

Director Frankel made a motion to direct staff to update the Landscape Maintenance Manual. Director Carpenter seconded the motion, and it passed unanimously.

Director Carpenter commented that the Committee and Staff should work together and that a solar policy needs to be included. Bruce will pass Director Carpenter's request onto Ernesto

Munoz.

9b. Garden Villa – Breezeway Resurfacing Project

Director Carpenter gave an update on the progress of the Garden Villa – Breezeway Resurfacing Project. The Committee is currently in the process of defining the overall design of the project. The Committee will meet with Garden Villa residents to present their recommendations in mid-December.

9c. Irrigation – Water Usage

The irrigation water usage in Third Mutual has been reaching Tier III and Tier IV billing levels. Staff explained that restoring plant health after the prolonged drought, underground pipe leaks, and landscape restoration efforts have all contributed to high water usage. There is a whole irrigation crew that is always focused on saving water, and performs routine checks on the irrigation system every six weeks, which includes pressure tests that check for leaks in underground pipes. Staff will reinvestigate problem areas to ensure optimal water usage.

9d. Trimming for Solar Panels – Building 2393

Staff explained that no tree removals or excessive trimming or topping is taking place at this time for solar panel clearance on Building 2393. Staff will perform tree trimming and crown reductions as needed.

Items for Discussion and Consideration:

10. Tree Removal Requests

The Committee tour followed the meeting, and was attended by Chair Tung, Director Frankel, and Director Caine. Director Carpenter was absent.

a. 3110-D Via Serena (Spinogatti, 08/03) – Request for Tree Removal – Queen Palms (3)

Recommendation: the Committee unanimously recommended denial of the request to remove the three palms. The Committee directed staff to revisit the request at a future date.

b. 5152 Avenida Despacio (Kreter, 04/14) – Request for Tree Removal – Carrotwood Maryan Kreter explained her proposal to the Committee.

Recommendation: the Committee unanimously took no action on the request to remove the tree. Request will be deferred to a future meeting, pending review and approval of the property owner's proposed landscape plan.

c. 5284 Pina (Um, 06/16) – Request for Tree Removal – Carrotwood

Recommendation: the Committee unanimously recommended denial of the request to remove the tree.

d. 5509-A Paseo Del Lago West – Request for Tree Removal – Chinese Elm Tree

Recommendation: the Committee unanimously recommended denial of the request to remove the tree with the following direction to Staff: trim tree blocking streetlight and root prune tree to prevent damage to driveway.

e. 5519-3C Paseo Del Lago East – Request for Tree Removal – Monterey Pine

Recommendation: the Committee unanimously recommended denial of the request to remove the tree.

Items for Future Agendas:

- 11. UgMO – Soil Sensor Pilot Project**
- 12. Review of 2017 Landscape Division Accomplishments**
- 13. 2018 Vision for Landscape Division**
- 14. Arbor Pro Tree Management Software Update**

Concluding Business:

15. Committee Member Comments

Director Caine commented that there is no tree policy that she is aware of. She thanked the Committee's new advisor, Violet Lawrence, for assisting with the re-designing of the breezeway landscape.

Chair Tung asked for an update on ArborPro and what to expect at the meeting.

Bruce Hartley responded that Staff is currently working out the ability to have residents look at tree information via ArborPro.

Margaret Klein (3487-A) asked if the Landscape schedules are posted.

Bruce Hartley responded that two week projections of Landscape schedules are posted on the Laguna Woods Village website every week, and are in the monthly Breeze.

16. Date of the Next Meeting

The date of the next meeting of the Third Laguna Hills Mutual Landscape Committee is scheduled for Thursday, December 7, 2017 at 9:00 a.m. in the Board Room of the Corporation's principal offices, 24351 El Toro Road, Laguna Woods, California.

17. Adjournment

There being no further business, the chair adjourned the meeting at 10:45 a.m.

James Tung, Chair



OPEN MEETING

REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL COMMUNICATIONS COMMITTEE

Monday, October 23, 2017 – 1:30 p.m.

Laguna Woods Village Community Center, Willow Room

24351 El Toro Road, Laguna Woods, CA 92637

REPORT

Members Present: Burt Baum – Chair, Bunny Carpenter, Susan Caine,
Bill Walsh

Members Absent: Annette Sabol Soule, Carol St. Hilaire (Advisor)

Staff Present: Brad Hudson, Becky Jackson

1. Call to Order

Chair Baum introduced Sue Model (Presenter) and called the meeting to order at 1:36 p.m.

2. Acknowledgment of Press

Chair Baum noted no members of the press were present.

3. Approval of Agenda

The agenda was approved by consensus.

4. Approval of August Meeting Report

The report was approved by consensus.

5. Chair's Remarks

Chair Baum thanked the committee members for attending.

6. Member Comments

Members Susan Caine, Burt Baum and Bill Walsh commented on the difficulty of including the Asian community in surveys or focus groups.

CONSENT:

7. ACTIVITIES REPORT

(a) New Resident Orientation Report

Ms. Jackson gave the Activities Report and commented on New Resident Orientation attendance.

(b) Docent Tour Report

Ms. Jackson commented on Docent Tour attendance.

8. COMMUNICATION WITH NEW RESIDENTS

(a) New Resident Letter Report

Ms. Jackson commented that the New Resident letters had been mailed.

(b) New Resident Phone Calls Report

Ms. Jackson commented that staff was in the process of finishing the new resident phone calls for the month of September.

Director Susan Caine requested a copy of the script.

REPORTS:

9. REPORT OF MEDIA AND COMMUNICATIONS COMMITTEE

Chair Baum reported on actions and discussions from the GRF Media and Communications Committee Meeting.

ITEMS FOR DISCUSSION AND CONSIDERATION

10. INTRODUCTION TO SURVEYS – Sue Model

Chair Baum introduced Susan Model, a resident of the Village and Professor Emeritus, University of Massachusetts.

Ms. Model made a presentation to the committee, regarding focus groups, the best ways to obtain comprehensive information by asking opinions, the value of census taking, and the characteristics of external and internal validity. Ms. Model distributed literature on improving response rates, methods of data analysis and facts from American Fact Finder.

The Committee Members discussed means of reaching out to residents for data including Village Television, mail, email, and The Breeze. Ms. Model and the Committee discussed how to poll residents from other ethnic backgrounds, specifically the Asian community. Brad Hudson, CEO stated the Village has performed several surveys in the past.

11. COMMUNICATION PLANS

a. Electric Dryers

The Committee discussed ways of communicating effectively with residents the change in electric dryer usage cost to create transparency. Options discussed include Village Television segments and commercials, town hall meetings, and The Breeze.

b. Red Curbs

In the interest of time, this item was not discussed.

c. Lease Policy

Staff presented a draft "Manor Lease Policy Reminders" flyer.

Chair Baum stated he would like to revise the flyers. The Committee will revisit the flyers at a later date.

12. LEASING BROCHURE REVIEW

The leasing brochure was discussed under item 11 (c).

13. TOPICS FOR THE VILLAGE BREEZE

The Committee discussed various topics for the Village Breeze, including:

- Electric Dryers
- Red Curbs

14. COMMUNICATION WITH THIRD RESIDENTS

(a) Contest

In the interest of time, this item was not discussed.

(b) General Manager's Correspondence Log

The Committee viewed the General Manager's Correspondence Log.

(c) Other Approaches and Ideas

In the interest of time, this item was not discussed.

Concluding Business:

15. Committee Member Comments

None.

16. Date of Next Meeting–December 27, 2017 at 1:30 p.m. in the Willow Room.

17. Adjournment

With no further business before the Board of Directors, the meeting was adjourned at 3:55 PM.

Burt Baum, Chair
Third Mutual Communications Committee

DRAFT

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

Monday, November 6, 2017 – 9:30 AM

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

MEMBERS PRESENT: Burt Baum, Chair, Bert Moldow, Steve Parsons

MEMBERS ABSENT: Rosemarie di Lorenzo Dickins, Joann di Lorenzo, Bunny Carpenter

ADVISORS PRESENT: Stuart Hack

ADVISORS ABSENT: Marty Lopata

OTHERS PRESENT: Susan Caine, Bill Walsh

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

CALL TO ORDER

Burt Baum, Chair, called the meeting to order at 9:33 A.M.

ACKNOWLEDGEMENT OF PRESS

The Media was not present.

APPROVAL OF AGENDA

By way of consensus, the Committee approved the agenda as presented. The Committee agreed to take items out of order.

APPROVAL OF MEETING REPORTS

By way of consensus, the Committee approved the September 25, 2017 meeting reports as presented.

MEMBER COMMENTS ON NON-AGENDA ITEMS

Juan Gascon (2167-B) stated he has a landscape issue and is requesting information from Compliance.

RESPONSE TO MEMBER COMMENTS

The Committee Members stated that the Compliance Department will be in contact with Mr. Gascon.

CHAIRMAN'S REMARKS

Chair Baum stated the focus of this meeting is to review the revised Lease Policy and Forms. The goal is to send the policy to the next Board Meeting for review.

ITEMS FOR DISCUSSION AND CONSIDERATION

Modified Lease Policy and Forms

Pamela Bashline, Community Service Manager, presented the modified Lease Policy and Forms. The Committee commented and asked questions. The Committee requested Ms. Bashline update the Lease Policy and Forms with the discussed changes and edits.

By way of consensus, the Committee recommends the Board approve the revised Lease Policy and Forms.

REPORTS

Care Provider Policy Update

Ms. Bashline presented the Care Provider Policy Update. Currently, there are 88 care providers that have been approved under the new policy. The Committee commented and asked questions.

Lease Statistics for the past 3 – 5 years

Ms. Bashline presented the Lease Statistics for the past 3 – 5 years. The Committee commented and asked questions. The Committee requested that the information be presented by gate.

Disciplinary Status Report

Francis Rangel, Operations Manager, presented the Disciplinary Status Report. Compliance have been making a presence in the Community and going on Village TV to discuss the rules and regulations as a result staff anticipates an increase in the coming months. The Committee commented and asked questions. The Committee requested that the information include the number of cases where the units are lessee occupied.

ITEMS FOR FUTURE AGENDAS

The Committee discussed adding change to the CC&R's to require two year occupancy prior to leasing and Co-Occupancy as future agenda items.

CONCLUDING BUSINESS

Committee Member Comments

There were no Committee Member Comments.

Date of Next Meeting

To be determined.

Adjournment

With no further business before the Committee, the meeting was adjourned at 11:24 A.M.

DRAFT

Burt Baum, Chair
Third Laguna Hills Mutual
Agenda Item # 14i
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