



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

**Friday, September 21, 2018 - 10:30 a.m.
Laguna Woods Village Community Center, 24351 El Toro Road
Willow Room**

NOTICE OF MEETING AND AGENDA

**The purpose of this meeting is to discuss and consider resolutions on 30-day
review from the August 21, 2018 Regular Board Meeting.**

- 1. Call meeting to order / Establish Quorum**
- 2. Pledge of Allegiance**
- 3. Approval of Agenda**
- 4. 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.*
- 5. Responses to Open Forum Speakers**
- 6. Unfinished Business**
 - 6a. Entertain a Motion to Adopt a Resolution to Revise the Traffic Rules & Regulations, Section 7.6 (AUGUST initial notification – 30 day notification to comply with Civil Code §4360 has been satisfied)**
 - 6b. Entertain a Motion to Adopt a Resolution to Revise the Non-Emergency Chargeable Maintenance Services Policy (AUGUST initial notification – 30 day notification to comply with Civil Code §4360 has been satisfied)**
- 7. Director's Comments**
- 8. Adjourn**

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STAFF REPORT

DATE: September 21, 2018
FOR: Board of Directors
SUBJECT: Vehicle Traffic and Parking Rules, Section 7.6

RECOMMENDATION

Revise the Vehicle, Traffic and Parking Rules, Section 7.6.

BACKGROUND

At the July 27, 2018 Parking and Golf Cart Task Force meeting, the parking rules and regulations were reviewed and discussed.

Staff was directed to add a review of Section 7.6, *Contractor and Service Vehicle Parking*, to the Third Board agenda.

At the August 21, 2018 Board meeting, the exception to allow GRF Vehicles and Equipment to park within numbered cul-de-sacs was removed and this item was sent back to the Parking Task Force for additional review and consideration.

At the September 5, 2018 Parking and Golf Cart Task Force Meeting, only scrivener changes were recommended for Board approval.

DISCUSSION

Due to the limited parking spaces throughout Third Mutual, contractor vehicles are only allowed to park on named streets and are prohibited from parking within numbered cul-de-sacs or manor parking lots.

There are exceptions to this rule which allow GRF owned vehicles and equipment to park in these areas while working. Staff was directed to strike this exception from Section 7.6 (Attachment 1).

Resolution 03-14-44 would need to be amended to reflect the change (Attachment 2).

Currently, staff has been directed to only park on named streets except while loading or unloading the necessary equipment for repair work.

FINANCIAL ANALYSIS

None.

Prepared By: Laurie Chavarria, Executive Assistant

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

ATTACHMENT(S)

Attachment 1 – TLHM Vehicle, Traffic and Parking Rules, Section 7.6
Attachment 2 – Proposed Resolution 03-18-XXX

Attachment 1 – TLHM Vehicle, Traffic and Parking Rules, Section 7.6

7.6 CONTRACTOR and SERVICE VEHICLE PARKING

Contractor and service vehicles, including personal vehicles driven by workers, must be parked on named streets and are prohibited from parking within numbered cul-de-sacs or assigned parking spaces.

- Contractors may park on a SPONSORING RESIDENT'S assigned parking space with the RESIDENT'S permission, but may not obstruct the sidewalk.

EXCEPTIONS:

- Vehicles, equipment and materials immediately and directly required for the performance of work.
- Vehicles immediately loading or unloading.
- ~~○ GRF owned vehicles and equipment.~~

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Attachment 2 – Proposed Resolution 03-18-XXX

RESOLUTION 03-18-XXX

Traffic Rules and Regulations

WHEREAS, by way of Resolution 03-14-44 the Board of Directors of this Corporation has adopted standards for traffic enforcement and parking enforcement, and in an effort to provide comprehensive traffic rules and regulations enforceable to the residents of Third Mutual, both standards have been consolidated to improve consistency within the community; and

WHEREAS, the Traffic Rules and Regulations are intended to mirror the California Vehicle Code and to adhere to the Davis-Stirling Act;

WHEREAS, due to the limited parking spaces throughout Third Mutual, contractor vehicles are only allowed to park on named streets and are prohibited from parking within numbered cul-de-sacs or manor parking lots;

WHEREAS, there is an exception to this rule in Section 7.6 Contractor and Service Vehicle Parking, that allow GRF owned vehicles and equipment to park in these areas while working.

NOW THEREFORE BE IT RESOLVED, September 21, 2018, that the Board of Directors of this Corporation hereby adopts the revised Third Laguna Hills Mutual Vehicle, Traffic, and Parking Rules, as attached to the minutes of this meeting; and

RESOLVED FURTHER, that the exception allowing GRF owned vehicles and equipment to park in numbered cul-de-sacs or in manor parking lots be removed from Section 7.6 of the Vehicle, Traffic and Parking Rules; and

RESOLVED FURTHER, that Resolution 03-14-44 adopted April 15, 2014 is hereby superseded and cancelled;

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.

AUGUST Initial Notification

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

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STAFF REPORT

DATE: September 21, 2018
FOR: Board of Directors
SUBJECT: Non-Emergency Chargeable Maintenance Services

RECOMMENDATION

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

BACKGROUND

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

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

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

At the August 21, 2018 Board meeting, the proposed list of non-emergency chargeable services was approved and put on 30-day review to meet notification requirements.

DISCUSSION

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

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

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

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

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

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

FINANCIAL ANALYSIS

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

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

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

Attachment(s):

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

ATTACHMENT 1 - Proposed Non-Emergency Chargeable Maintenance Service List
TLHM Non-Emergency Maintenance Chargeable Services

Trade	Description of Service	Limitations	Estimated Cost includes Service Charge, Labor and Materials - unless specified otherwise
Carpentry	Door Lock Services (Rekeying, Gate Locks, Storage Cabinets)		\$55.00
	Mailbox Lock Service	Mutual Supplied	\$43.00
	Installation of Entry Door Dead Bolt Lock	Resident Supplied	\$70.00
	Installation of Manor Address/Letter on Entry Door	Resident Supplied	\$41.00
	Rescreen Sliding Screen Doors	Mutual Supplied	\$77.00
	Rescreen Window Screens	Mutual Supplied	\$60.00
	Install/Replace Door Stops/Bumpers	Resident Supplied	\$55.00
	Install/Replace Bathroom Accessories (Towel Bars, Grab Bars, Toilet Paper Holders, Soap Dishes, or Toothbrush Holders)	Resident Supplied	\$55.00
	Sliding Closet Door Repair & Maintenance	Resident Supplied	\$77.00 - \$114.00
	Sliding Glass Door Repair & Maintenance	Resident Supplied	\$77.00 - \$114.00
	Sliding Window Repair & Maintenance	Resident Supplied	\$55.00 - \$114.00
Electrical	Light Bulb Replacement (Max 6 Bulbs per Visit)	Resident Supplied	\$59.00
	Door Bell Service	Resident Supplied	\$108.00
	Breaker Service (Electrical Panel)	Mutual Supplied	\$63.00
	Ceiling Heat (Thermostat) Service	Mutual Supplied	\$87.00
	Repair/Replace Outlets	Resident Supplied	\$59.00
	Repair/Replace Light Switches/Dimmer Switches	Resident Supplied	\$59.00
	Range Hood Filter Cleaning Service		\$92.00
	Replace Existing Light Fixture	Resident Supplied	\$92.00
	Replace Existing Smoke Detector	Resident Supplied	\$59.00
	Replace Smoke Detector Batteries	Mutual Supplied	\$59.00
Plumbing	Repair/Replace Faucet (Cartridge Style)	Resident Supplied	\$91.00
	Repair/Replace Faucet (Old Style)	Mutual Supplied	\$156.00
	Repair/Replace Toilet Seat	Resident Supplied	\$58.00
	Low Flow Toilet Replacement	Mutual Supplied	\$200.00
	Repair/Replace Angle Stop Valve	Mutual Supplied	\$137.00
	Repair/Replace Shower Head	Resident Supplied	\$58.00
	Repair/Replace Tub Spout	Resident Supplied	\$91.00
	Repair/Replace Fitting/Flange/Valve	Mutual Supplied	\$129.00
	Toilet Operation Repair Service	Mutual Supplied	\$91.00
	Mix-it Valve Service	Mutual Supplied	\$95.00
	Water Heater Repair	Mutual Supplied	\$38.00 - \$150.00
	Water Heater Replacement	Mutual Supplied Only & 10 yr. Mfg. Warranty	\$1,721.00
	Water Heater Service/Element Replacement	Mutual Supplied	\$171.00
	Water Shut Off & Turn On Request		\$58.00
	Ice Maker Hose Replacement	Resident Supplied	\$58.00
	Clothes & Dish Washer Hose Replacement	Resident Supplied	\$58.00
	Clogged Drain Repair "Resident Caused"		\$156.00
Paving	Pole/Bollard Installation (Water Heater Related)	Building Code/Permits	\$150.00 - \$300.00
	Stain/Oil Clean-up		\$126.00
Facilities	Heating/Cooling Filter Cleaning/Replacement Service - includes filter cleaning, filter change, diagnosis of the unit to make sure it is operating to capacity & also check the thermostats.	Resident Supplied	\$124.00
LIMITATIONS	All Mutual supplied parts will be standard brand only.		
	All Mutual supplied parts will be limited to parts in stock.		
	All Mutual provided parts and labor carry a 30-day warranty, unless specified otherwise.		
	Resident Supplied = Resident to supply the replacement or repair parts at the time of service.		
	Failure to be present at the time of service will result in a \$15.00 no-show fee.		

Approved: 9/21/18

Resolution: 03-18-XXX

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**ATTACHMENT 2 - Revised Resolution 03-18-XX
Schedule for Non-emergency Maintenance Chargeable Services**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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