

MINUTES OF THE REGULAR MEETING OF THE
BOARD OF DIRECTORS OF THIRD LAGUNA HILLS MUTUAL
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION
August 18, 2015

The Regular Meeting of the Third Laguna Hills Mutual Board of Directors, a California non-profit mutual benefit corporation, was held on Tuesday, August 18, 2015 at 9:30 A.M. at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Jim Matson, Beth Perak, Ray Gros, James Tung, John McRae, Bert Moldow, Judith Troutman, Rosemarie di Lorenzo Dickins, Wei-Ming Tao, Bunny Carpenter

Directors Absent: John Luebbe

Staff Present: Cris Robinson, Kim Taylor, Raul Campos Torres, Kurt Rahn, Bob Merget
Executive Session: Cris Robinson, Kim Taylor, Blessilda Fernandez

Others Present: Mr. Jim Beres, Supervisor of Animal Services

CALL TO ORDER

Jim Matson, 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.

PLEDGE OF ALLEGIANCE

Director Bunny Carpenter led the Membership in the Pledge of Allegiance.

ACKNOWLEDGEMENT OF MEDIA

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

APPROVAL OF AGENDA

Director Luebbe moved to approve the agenda as written. Director di Lorenzo Dickins seconded the motion

By a vote of 10-0-0 the motion carried.

CHAIR'S REMARKS

President Matson spoke of various items concerning the Mutual, including GRF termination of the Associa contract.

Mr. Jim Beres, Supervisor of Animal Services, provided a presentation regarding the posting of coyote warning signs in the community and answered questions from the Board and residents.

Director Ray Gros presented an Employee Recognition for Mr. Raul Campos Torres.

APPROVAL OF THE MINUTES

Director di Lorenzo Dickins moved to approve the minutes of the July 21, 2015 Regular Open Session and the minutes of the July 17, 2015 2016 Business Planning Meeting Version 2, as written. Director Moldow seconded the motion.

By a vote of 10-0-0 the motion carried.

CONSENT CALENDAR

Without objection, the Board approved the Consent Calendar as written, and the Board took the following actions:

Maintenance and Construction Committee Recommendations:

- | | |
|---------|--|
| 2237-B | Approve request to install an end panel at Carport 2154, at Member Expense |
| 2372-D | Approve request for a variance to add a window in the living room, with contingencies |
| 2372-D | Approve request to add a window in the master bedroom of Manor, with contingencies |
| 2398-3G | Deny request to retain the non-retrofitted sliding glass doors in the living room and dining room at Manor |

Maintenance and Construction Common Area - Variance Request Resolutions:

RESOLUTION 03-15-108

Common Area - Variance Request

WHEREAS, Ms. Nola Elsie Schneer of 5270 Avenida del Sol, Third Laguna Hills Mutual, submitted a request for a variance to construct an alteration 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 03-14-24 as revised in accordance with California Civil Code § 4600 on March 18, 2014;

NOW THEREFORE BE IT RESOLVED, on August 18, 2015, 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. Compliance with Community Standards.
2. Neighbor Awareness Forms were submitted from affected neighbors.
3. The area of the proposed alteration is located at least partially in Common

Area.

4. The alteration would relieve the Mutual of the burden of management and maintenance of an area which is generally inaccessible and not of general use to the other members of Third.
5. The member is required to complete the Agreement Regarding Permitted Alteration of Common Area (the "Common Area Agreement").

RESOLVED FURTHER, the member is required to comply with all of the contingencies as presented in the report and approved by the Board; and

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

RESOLUTION 03-15-109

Common Area - Variance Request

WHEREAS, Mr. Wen-Hsing Lu of 5293 Avenida del Sol, Third Laguna Hills Mutual, submitted a request for a variance to construct an alteration 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 03-14-24 as revised in accordance with California Civil Code § 4600 on March 18, 2014;

NOW THEREFORE BE IT RESOLVED, on August 18, 2015, 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. Compliance with Community Standards.
2. Neighbor Awareness Forms were submitted from affected neighbors.
3. The area of the proposed alteration is located at least partially in Common Area.
4. The alteration would relieve the Mutual of the burden of management and maintenance of an area which is generally inaccessible and not of general use to the other members of Third.
5. The member is required to complete the Agreement Regarding Permitted Alteration of Common Area (the "Common Area Agreement").

RESOLVED FURTHER, the member is required to comply with all of the contingencies as presented in the report and approved by the Board; and

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

RESOLUTION 03-15-110

Common Area - Variance Request

WHEREAS, Mr. Theodore Cornforth of 5314 Cantante, Third Laguna Hills Mutual, submitted a request for a variance to construct an alteration 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 03-14-24 as revised in accordance with California Civil Code § 4600 on March 18, 2014;

NOW THEREFORE BE IT RESOLVED, on August 18, 2015, 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. Compliance with Community Standards.
2. Neighbor Awareness Forms were submitted from affected neighbors.
3. The area of the proposed alteration is located at least partially in Common Area.
4. The alteration would relieve the Mutual of the burden of management and maintenance of an area which is generally inaccessible and not of general use to the other members of Third.
5. The member is required to complete the Agreement Regarding Permitted Alteration of Common Area (the "Common Area Agreement").

RESOLVED FURTHER, the member is required to comply with all of the contingencies as presented in the report and approved by the Board; and

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

Landscape Committee Recommendations:

- | | |
|--------|--|
| 3441-A | Approve landscape design change to replace the grass area with gravel, minor drought tolerant plantings and décor similar to a zen garden, at the Member's expense |
|--------|--|

5517-3D Deny request for removal of three (3) trees

Finance Committee Recommendations:

RESOLUTION 03-15-111

Filing of Separate Small Claims Court Case

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

NOW THEREFORE BE IT RESOLVED, August 18, 2015, that the Board of Directors hereby approves the filing of separate Small Claims Court case for: Member ID 932-720-38; 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

RESOLUTION 03-15-112

Recording of a Lien

WHEREAS, Member ID 931-510-10 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, August 18, 2015, that the Board of Directors hereby approves the recording of a Lien for Member ID 931-510-10; 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.

RESOLUTION 03-15-113

Recording of a Lien

WHEREAS, Member ID 932-380-13 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, August 18, 2015, that the Board of Directors hereby approves the recording of a Lien for Member ID 932-380-13; 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.

RESOLUTION 03-15-114

Recording of a Lien

WHEREAS, Member ID 932-720-38 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, August 18, 2015, that the Board of Directors hereby approves the recording of a Lien for Member ID 932-720-38; 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.

RESOLUTION 03-15-115

Recording of a Lien

WHEREAS, Member ID 934-500-12 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, August 18, 2015, that the Board of Directors hereby approves the recording of a Lien for Member ID 934-500-12; 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.

GENERAL MANAGER'S REPORT

In Mr. Jerry Storage's absence, Ms. Cris Robinson updated the membership on ongoing GRF projects within the Community.

MEMBER COMMENTS

Third Mutual Members were given the opportunity to speak to items.

- Glenda Rosen (3105-N) asked for cameras near her manor because of a concern with coyotes.
- Cynthia Conners Mayor - City of Laguna Woods spoke on behalf of the City Council providing the community with an update on recycling.
- Bert Baum (3524-B) spoke to GRF terminating Associa and encouraged the Third Board to continue their efforts and offered his support.
- Gail Minichiello (2321-C) spoke on behalf of the Foundation of Laguna Woods and thanked the community for their continuing support.
- Bob Berra (2355-1D) commented on reverse mortgages in Third Mutual and needing to be FHA-approved to obtain a reverse mortgage.
- Joan Milliman (969-3E) asked that if a Board invites a non-member to a closed Board meeting, is the content of the meeting not privileged information.
- Fay Pearl (2238-F) spoke to GRF removing Associa as the Management Company and spoke against Third's position on the matter.
- Don Fleming (5240) commented on an overgrown area and that rats are attracted to the area, and spoke to his support of the Third Board.
- Fred Sherman (3161-A) spoke to GRF giving notice to Associa and to Third Board recalling of two GRF Directors.
- Franklin Smith (5369-3D) commented on a police blotter where a resident was bit on the arm by a coyote and spoke to transparency.

- Sue Dearing (3197-C) asked about the Closed Third Board meeting scheduled for Wednesday.
- Carol Skydell (3070-B) spoke to her opposition of the Third Board calling for a recall of two GRF Directors.
- Bob Cummings (5095) commented on the confusion of the community with regard to GRF giving notice to Associa.

DIRECTORS' RESPONSES TO MEMBER COMMENTS

Directors Moldow, Perak, Tao, Tung, di Lorenzo-Dickins, Gros, Carpenter, Troutman and McRae briefly responded to Member Comments.

UNFINISHED BUSINESS

Director McRae, Secretary of the Corporation, read a proposed resolution approving revisions to the Schedule for Non-Emergency Maintenance Chargeable Services to include toilet replacement as a non-emergency maintenance chargeable service:

RESOLUTION 03-15-XX

Schedule for Non-emergency Maintenance Chargeable Services

WHEREAS, on April 17, 2012, the Board of Directors adopted Resolution 03-12-58 which reestablished the delivery of non-emergency chargeable services and approved a schedule for non-emergency maintenance chargeable services; and

WHEREAS, the service 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; and

WHEREAS the Board approved a \$15 service charge to be charged 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 toilets;

NOW THEREFORE BE IT RESOLVED, October 20, 2015, that the Board of Directors hereby approves the attached new schedule for non-emergency maintenance chargeable services; and

RESOLVED FURTHER, that the service 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 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 free for the Mutual Member; and

RESOLVED FURTHER, that Resolution 03-12-58 adopted April 17, 2012 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.

Director McRae moved to approve the resolution. Director Troutman seconded the motion.

Director Moldow moved to add in the resolution “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 free for the Mutual Member”.
Director Tung seconded the motion.

By a vote of 10-0-0 the motion carried and the amended resolution was postponed to the October meeting to satisfy the 30-day notification requirement, to comply with Civil Code §4360.

NEW BUSINESS

Director di Lorenzo Dickins moved to approve the posting of coyote warning signs on Third Mutual property. Director Perak seconded the motion.

By a vote of 10-0-0 the motion carried.

Director McRae, Secretary of the Corporation, read a proposed resolution approving revisions to the Mutual Committee Appointments. Director McRae moved to approve the resolution. Director Troutman seconded the motion and discussion ensued.

Director di Lorenzo Dickins moved to change the advisors on the Communications Committee from voting advisors to non-voting advisors. Director Troutman seconded the motion.

By a vote of 10-0-0 the amendment carried.

By a vote of 10-0-0 the motion carried, and the Board adopted the following resolution as amended:

RESOLUTION 03-15-116

Mutual Committee Appointments

RESOLVED, August 18, 2015, 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:

Board Operating Rules Committee

Jim Matson, Chair
Rosemarie di Lorenzo Dickins
James Tung
Beth Perak

City of Laguna Woods General Plan Amendment Task Force

Judith Troutman
Beth Perak

Communications Committee

Beth Perak, Chair
John Luebbe
~~Bunny Carpenter~~
Judith Troutman

Bert Moldow

Non-Voting Advisors: Joan Milliman, Hal Horne, Donna Dwaileebe

Electrical Vehicle Charging Ad Hoc Committee

Bert Moldow
John Luebbe
Ray Gros
Non-Voting Advisors: Bill Walsh and Steven Leonard

Energy Committee

Bert Moldow, Chair
James Tung
John Luebbe
Non-Voting Advisors: Bill Walsh, Steven Leonard

Executive Committee

Judith Troutman, Chair
Rosemarie di Lorenzo Dickins
James Tung
John McRae – Alternate

Finance (Committee of the Whole)

Wei-Ming Tao, Chair
Rosemarie di Lorenzo Dickins, Vice Chair
Non-Voting Advisors: Colin Johnston, John Davis, ***John Hess***

Garden Villa Recreation Room Subcommittee

Rosemarie di Lorenzo Dickins, Chair
John McRae
Bunny Carpenter
Voting Advisors: Lenta Jarrett, Sharon Molineri, Shari Horne

Laguna Woods Village Traffic Hearings

Ray Gros

Landscape

James Tung, Chair
Bunny Carpenter – Vice Chair
Judith Troutman, ~~Vice Chair~~
John McRae
Non-Voting Advisors: John Dudley, Reza Vazirian

Maintenance and Construction (Committee of the Whole)

Rosemarie di Lorenzo Dickins, Chair
Bunny Carpenter, Vice Chair
Non-Voting Advisors: Robert Sherinian, David Finley, John Frankel

Meet and Confer

Jim Matson, Chair
James Tung
John Luebbe
Ray Gros

New Resident Orientation

Per Rotation List

Paint Color Subcommittee

Jim Matson, Chair
Rosemarie di Lorenzo Dickins

Judith Troutman
Non-Voting Advisor: Ruth Matson

Resident Problem Resolution Services

Ray Gros, Chair
Jim Matson
James Tung

Slope Renovation/Turf Conversion Sub-Committee

Jim Matson, Chair
James Tung
John McRae
Non-Voting Advisor: Darlene Bacus

Standards Subcommittee

John McRae, Chair
James Tung
Judith Troutman
Ray Gros
Non-Voting Advisor: TBD

Laguna Canyon Foundation

Ray Gros

RESOLVED FURTHER, that Resolution 03-15-69, adopted May 19, 2015, 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.

The Board discussed the Moderator for Meet the Candidates.

Without objection, the Board appointed Salle Martinis to be the Moderator at the Third Board Meet the Candidates.

COMMITTEE REPORTS

Director Wei-Ming Tao gave the Finance Committee Report, and commented on the Resale & Lease Activities.

Director James Tung reported from the Landscape Committee.

Director Rosemarie di Lorenzo Dickins reported from the Maintenance and Construction Committee.

Director McRae, Secretary of the Corporation, read a proposed resolution approving changes in the Paint Program Scope of work to include additional 2016 PTP work in 2015 as an Unbudgeted Expense estimated at \$100,000. Director McRae moved to approve the resolution. Director di Lorenzo Dickins seconded the motion and discussion ensued.

By a vote of 10-0-0 the motion carried, and the Board adopted the following resolution as written:

RESOLUTION 03-15-117

Paint Program Scope of Work to Begin in 2015

WHEREAS, Third Mutual intends to implement a new 7.5 year paint cycle beginning in 2016 and as a part of the Mutual's early start approach to prior to paint (PTP) repairs, the 2015 PTP budgets include 2016 structure composition based on the current 10 year paint cycle; and

WHEREAS, with the 7.5 year cycle a greater number of structures would require paint and preparation work each year; and

WHEREAS, additional structures consisting of dry rot repairs of 15 buildings, 3 carports, 1 laundry room and decking repairs for 4 buildings, would need to be added to the 2015 work now to be consistent with the early start approach;

NOW THEREFORE BE IT RESOLVED, August 18, 2015, that the Board of Directors of this Corporation hereby authorizes an unbudgeted operating expense estimated at \$100,000 in General Maintenance – Repairs Prior to Paint to add additional structures listed above to maintain the early start approach for 2016 programs; 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 Tao moved to approve white vinyl privacy fencing as the specified material for future as-needed replacement of wood framed/stucco patio walls. Director McRae seconded the motion. By a vote of 10-0-0 the motion carried.

The Board discussed approving an increase of the per load charge for use of the Mutual's common laundry facility clothes washing machines to \$1.00.

Director Moldow moved to approve an increase of the per load charge for use of the Mutual's common laundry facility clothes washing machines to \$1.00. The motion died due to a lack of a second.

Director Tung reported from the Water Subcommittee.

Director Moldow reported from the Energy Committee.

Director McRae, Secretary of the Corporation, read a proposed resolution approving a supplemental appropriation not to exceed \$10,000, from the Unappropriated Expenditures Fund, for SCE to perform the valuation report for the Street Light Acquisition Program. Director McRae moved to approve the resolution. Director Moldow seconded the motion and discussion ensued.

By a vote of 10-0-0 the motion carried, and the Board adopted the following resolution as written:

RESOLUTION 03-15-118

Southern California Edison Street Light Acquisition Valuation Report

WHEREAS, Southern California Edison (SCE) owns 790 street light poles in Third Mutual and Third pays SCE a monthly fee per pole to operate, maintain and repair the street lights; and

WHEREAS, SCE is offering a Street Light Acquisition Program where property owners can request that SCE prepare a valuation report and provide property owners an opportunity to purchase the street lights from SCE; and

WHEREAS, the SCE valuation report fee is \$10,000;

NOW THEREFORE BE IT RESOLVED, August 18, 2015, the Board of Directors of this Corporation hereby authorizes a supplemental appropriation not to exceed \$10,000, from the Unappropriated Expenditures Fund, for SCE to perform the valuation report for the Street Light Acquisition Program; 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 Gros reported from Resident Problem Resolution Services.

Director Gros reported from the Laguna Woods Village Traffic Hearings.

Director Perak reported from the Communications Committee.

Director Troutman moved to approve a wasteline remediation flyer for distribution in the Third New Resident Orientation, Welcome Packet, Third's Website and in the lobby of the Community Center. Director Perak seconded the motion.

By a vote of 10-0-0 the motion carried.

Director Gros reported on the Laguna Canyon Foundation.

GRF COMMITTEE HIGHLIGHTS

The Directors provided brief overviews of GRF Committee highlights.

DIRECTORS' COMMENTS

No additional comments were made.

ADDITIONAL MEMBER COMMENTS

The following additional Member Comments were made:

Bob Berra (2355-1D) spoke to shortage in water and electricity because of washers and dryers.

Maureen McManus Gelb (3091-A) commented on the Management Company.

Neil Gelb (3091-A) commented on rumors regarding GRF President Kathryn Freshley.

The Board recessed at 12:50 PM and reconvened into Executive Session at 1:30 PM.

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

During its July 21, 2015 Regular Executive Session Board Meeting, the Board approved the June 16, 2015 Regular Executive Session minutes, the June 23, 2015 Special Executive Committee meeting minutes and the July 10, 2015 Special Executive Committee meeting minutes, as written. The Board heard four (4) disciplinary hearings and imposed \$1,000 in fines for violations of the Mutual's rules and regulations; approved five (5) hearing requests; discussed other member disciplinary matters; approved three (3) assessment debt write-offs; approved one (1) establishing of a non-judicial foreclosure sale date; discussed damage restoration matter; discussed Care Ambulance Service; discussed member matters; discussed a letter to residents; discussed and considered Employee Recognition; discussed and considered Contractual Matters; and discussed Litigation matters.

During the July 23, 2015 Special Closed Session All Boards meeting the Board discussed and considered contractual matters.

During the August 11, 2015 Special Executive Session Board meeting the Board discussed and considered Contractual and Personnel Matters.

During the August 14, 2015 Special Executive Session Board meeting the Board discussed and considered Contractual Matters.

During the August 17, 2015 Special Executive Session Board meeting the Board discussed and considered Contractual Matters.

With no further business before the Board of Directors, the meeting was adjourned at 5:00 PM.

John McRae, Secretary

**Third Laguna Hills Mutual
 Identified Non-Emergency Maintenance Chargeable Services**

Amended 8-15-15

The following schedule is intended to provide general courtesy maintenance services

Trade	Description of Service	Limitation(s)
Carpentry	Entry Door Lock Service	(1), (5)
	Lock Rekeying	(1), (5)
	Mailbox Lock Service	(1), (5)
	Patio Gate Door Lock Service	(1), (5)
	Storage Cabinet Lock Service	(1), (5)
	Insect/Rodent Entry Screening	(1), (5)
Electrical	Light Bulb/Ballast Service	(1), (3), (5)
	Door Bell Service	(1), (3), (5)
	Breaker Service	(5)
	Ceiling Heat (Thermostat) Service	(1), (3), (5)
Plumbing	Fitting/Flange/Valve - Repair/Replace	(1), (2), (3), (5)
	Toilet Operational Repair Service	(1), (2), (3), (5)
	Toilet Replacement	(1), (2), (3), (5)
	Mixit Valve Service	(1), (2), (3), (5)
	Water Heater Repair	(1), (2), (3), (5)
	Water Heater Replacement	(1), (2), (3), (5), (6)
Paving	Pole/Bollard Installation (water heater related)	(4)
	Stain/Oil Cleanup	

Limitation(s):

- (1) *Standard brand only*
- (2) *Original fixtures only*
- (3) *Limited to parts in stock*
- (4) *As needed per Building Code/Permit requirements only*
- (5) *30-day warranty on parts and labor*
- (6) *Manufacturer provided 10-year warranty on water heater tank only; labor, materials, service charge, permit fee and permit processing fee apply to warranty replacements*

Charges for the attempted service will include the following:

- (a) *Prorated labor at the current annual billing rate for each trade;*
- (b) *Materials costs;*
- (c) *Service charge;*
- (d) *Permit fee and permit processing fee (if applicable)*

For scheduled appointments:

Failure to be present at the time of the technician's arrival will result in a \$15.00 fee