



**THIRD COMMITTEE OF THE THIRD LAGUNA HILLS MUTUAL COMMUNICATIONS
COMMITTEE**

**Wednesday, January 9, 2019 - 1:30 PM
Laguna Woods Village Community Center Board Room 24351 El Toro Road**

NOTICE OF MEETING AND AGENDA

- 1. Call to Order**
- 2. Acknowledgement of Media**
- 3. Approval of the Agenda**
- 4. Approval of Meeting Report-August 15, 2018**
- 5. Chair's Remarks**
- 6. Member Comments (Items Not on the Agenda)**

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

REPORTS:

- 7. Third Communications Committee Charter**
- 8. The Village Breeze**
 - a. Responsibilities
 - b. Editorial Deadlines
 - c. Assignments
 - d. Distribution
 - e. Topics

Hearing loop technology is available in the Board room for attendees who have hearing aids with a t-coil

9. Letters

- a. Fumigation
- b. Trash
- c. Water

ITEMS FOR DISCUSSION AND CONSIDERATION:

ITEMS FOR FUTURE AGENDAS:

10. Communications in Chinese

CONCLUDING BUSINESS:

11. Committee Member Comments

12. Date of Next Meeting-Wednesday, March 13, 2018 at 1:30 p.m. in the Board Room

13. Adjournment



OPEN MEETING

MINUTES OF THE REGULAR MEETING OF THE BOARD OF DIRECTORS OF THIRD LAGUNA HILLS MUTUAL COMMUNICATIONS COMMITTEE

Wednesday, August 15, 2018 – 1:30 p.m.

Laguna Woods Village Community Center, Board Room
24351 El Toro Road, Laguna Woods, CA 92637

REPORT

MEMBERS PRESENT: Chair Burt Baum, Directors Roy Bruninghaus, Bunny Carpenter and Adviser Carol St. Hilaire

MEMBERS ABSENT: Director Jack Connolly

OTHERS PRESENT: None

STAFF PRESENT: Eileen Paulin, Jackie Brown and Becky Jackson.

1. Call to Order

Chair Burt Baum called the meeting to order at 1:35 p.m.

2. Acknowledgment of Press

None.

3. Approval of Agenda

Agenda approved.

4. Approval of Meeting Report from June 18, 2018

Report approved.

5. Chair's Remarks

Chair Burt Baum welcomed everyone to the meeting. Chair Baum discussed the intention of the Committee is to focus exclusively on Third Mutual activity as it pertains to Residents in Third Mutual.

6. Member Comments

None.

REPORTS:

7. Communication Activities Report Update-Eileen Paulin

Eileen Paulin gave an overview of phone calls, letters, emails and New Resident Orientation attendance.

Chair Baum asked Becky Jackson to describe phone calls made and discuss what was presented and responses.

Chair Baum reported in the past the board member actually ran the meeting.

Ms. Paulin reported by having staff at the orientation meetings it prevents a board member from deviating from the script. Ms. Paulin talked about goals to refine the script and streamline the timeline. The New Resident Orientation takes approximately an hour to an hour and half. Ms. Paulin has engaged in discussion with the City to reduce their presentation time.

Director Roy Bruninghaus asked if a City representative is needed and what their purpose is.

Ms. Jackson reported based on the feedback from the survey Residents find the City presentation helpful.

Ms. Paulin agreed to approach to the City about condensing the presentation again.

8. New Resident Orientation Materials

Chair Baum asked about the New Resident video.

Ms. Paulin suggested using the Brandtailers exclusively for PSA's and the New Resident Video. The contract with Brandtailers has been terminated along with the AdWords contract COMMPRO, LLC. The video template used by Brandtailers is easy to edit and performed well. Starting from scratch would not be cost effective. This would include key file, insurance and golf cart decals. The new map color coding different mutual will be coming soon.

Director Bunny Carpenter suggested having information on broadband in the New Resident Orientation packet.

Director Bruninghaus seconded Director Carpenter's suggestion.

Ms. Paulin suggested some ideas for swag at New Resident Orientation including a magnet with pertinent numbers.

ITEMS FOR DISCUSSION AND CONSIDERATION:

9. Project Logs

a. Current Projects

Chair Baum presented the attachment titled Items for Discussion. He acknowledged the several venues of communication which include handouts, flyers and verbal communications.

Ms. Paulin reported that other departments have been initially unhappy with MarComm taking over correspondence. The departments are slowly giving less resistance as time evolves. This is due to the quality of flyers, brochures and less grammatical errors. MarComm is producing templates and reducing turnaround time. Departments are learning to give MarComm more time to put communications together for them.

Ms. Paulin talked about email fatigue and the detriment of sending too many emails. Other forms of communication have been used to prevent recipients from unsubscribing.

Ms. Paulin presented the list of current projects and discussed how she intends to communicate to residents the projects on behalf of Maintenance and Landscaping which include Slope Maintenance, Brush Clearance, Shepherds Crook, Seal Coating and El Toro Water District work. Correspondence includes letters, CodeRed software and notices. Communications include when, where, why, how and what to expect. Ms. Paulin discussed how other departments are more amenable to meeting and discussing details of the projects, including who to contact for more information.

Director Bruninghaus commented that along with project plans there should be a communications plan to accompany it to reduce Resident complaints.

The Committee discussed details of projects, timelines, details of correspondence, including landing pages on updates for each individual project and forming a communication plan with current projects.

b. Ongoing Projects

Chair Baum opened discussion on ongoing projects which include but are not limited to termites, trash chute repairs, elevator replacement, asphalt paving, street/walkway lighting, waste line remediation, paint, balcony and breezeway resurfacing, gutters, roof replacement and repairs, dry rot and copper pipe remediation. Ms. Paulin presented what to include in letters, email and other communications the value of following a template which includes but is not limited to who the projects effects, when will the work be done, how does this benefit the Resident and what to expect.

The Committee discussed impacts the projects would have on Residents who would be displaced or Residents with special needs.

Ms. Paulin talked about having specific information which includes the length of the projects so Residents can plan accordingly.

10. Breeze

Ms. Paulin suggested the Breeze would be a suitable platform to inform Residents of ongoing projects in the neighborhood.

Director Carpenter introduced the idea of charging Residents who refuse the Breeze in email to have it delivered for an annual fee.

Ms. Paulin presented there are Residents who are isolated, not by choice and talked about the Friendly Visitor Program and Meals on Wheels in Social Services. The programs would be a venue of disseminating the literature to the front door. Ms. Paulin presented the cost of copy and the expenses. The alternative would be to print the cover in color and the rest in grayscale.

11. Elections

Chair Baum presented Staff involvement in elections.

Ms. Paulin commented on her ideas and the letter Jackie Brown wrote to encourage participation in the elections. The majority of recommendations have been visual communications, which include soundbites on Village Television. There will be slides on elections and Dwelling Live on a rotating message on Village Television, crawl and Facebook.

ITEMS FOR FUTURE AGENDAS:

None.

CONCLUDING BUSINESS:

13. Committee Member Comments

None.

14. Date of Next Meeting-TBD

15. Adjournment

Meeting adjourned at 3:40 p.m.

Burt Baum Secretary
Third Laguna Hills Mutual

Third Laguna Hills Mutual Communications Committee Charter

WHEREAS the Communications Committee has been established pursuant to Article VII Section 1 of the Bylaws of the Corporation;

NOW THEREFORE BE IT RESOLVED (DATE) that the Board of Directors of this Corporation hereby assigns the duties and responsibilities of this Communications Committee as follows:

1. Serve as liaison between the Third Laguna Hills Mutual ("Third") Board and the Government and Public Relations personnel.
2. Promote communication of Board-approved policies and information through available mediums such as direct mailings, advertisements, e-mail newsletters, and the internet.
3. Review capital requirements, requests for capital equipment and programs, and projected revenues and determine service levels related to community relations.
4. Make recommendations to other Third committees and to the Third Board of Directors on matters related to areas of responsibility in this charter.
5. Promulgate appropriate public relations programs and policies in order to promote a positive image of Third and good relations among Laguna Woods Village residents and surrounding communities as well as the public at large.
6. Perform such other duties related to areas of responsibility in this charter as may be assigned by the Third President or Board.

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: January 9, 2019
FOR: Third Communications Committee
SUBJECT: The Village Breeze

RECOMMENDATION

Review Marketing and Communications Report.

BACKGROUND

Marketing and Communications (MarComm) Staff prepares a bi-monthly report for the Third Communications Committee. This report includes, The Third Mutual's portion of The Village Breeze.

DISCUSSION

Agenda Item 8:

Responsibilities

Monthly publication produced on behalf of the Directors of GRF, Third and United. Additionally, content of importance to all Residents appears in a section at the end of the publication titled, "For the Good of the Hood."

This monthly publication is a joint effort of each of the three boards. Editor-in-Chief is Joan Milliman. She represents GRF and also proofreads and edits the publication. Third Mutual Editor is Roy Bruninghaus, and United Mutual Editor is Maggie Stillwell. Each editor is responsible for assigning the stories for the section of the publication that they are responsible for.

Staff is available as directed to develop content to expedite publication.

Editorial Deadlines

The editorial plan for the Village Breeze is to be published no later than the second week of the month. Ideal publication date is the first week of the month. It is the recommendation of the MarComm team that there be ten issues a year. The month of November and January would be a bye. The reason for this is that the budget setting weeks in October in addition to board elections diverts significant attention from contributors. December has proven to be a very slow news month, meaning the January issue does not have significant content. Specific deadlines will be provided to each section editor.

Assignments

Assignments are made by each section editor. All articles must be approved by the section editor. Staff is available for assignments and is willing to participate in any way that will expedite the production process.

Distribution

Discussion and reporting distribution should also include a close look at the distribution of the Village Breeze's counterpart – What's Up in the Village. The distribution analytics for both platforms are directly related to each other.

Analytics are presented to clearly illustrate the importance of alternative forms of information distribution.

What's Up in the Village

Friday eBlast

Email sent every Friday to all registered Residents, including Board members and senior Staff. The design and reach of the weekly email communication has been improved since February 2018.

The blast is sent to a list of 12,900 names. The Open Rate has been trending from 43% to 43.9%; the Click Rate has varied from 20.3 percent to a high of 26.9 percent on 1/4/2019. By "industry standards" for email analytics, these are excellent statistics. However, for our purpose of informing as many Residents as possible, they are grim. Breaking down to numbers will illustrate why.

First, we can track solid statistics on 5,629 of the 12,900 names we send to each week. These recipients have images enabled in their email client or the click a link in the HTML version of the email, making it possible to have accurate analytics on their engagement. The other 7,222 names may well have opened email. However, they will appear as "no info" because they have images disabled in their email client or have not clicked a link in the HTML version of the email. For discussion, let's be optimistic and assume that 35% of these recipients opened the message. So 5,629 plus 2,527 is 8,156 Residents who opened the message. We know that this many people received the preview image. With a 22% click through rate, we know that close to 1,655 recipients are actively engaged in the message by following links to additional information.

These numbers represent an improvement since February 2018, which is in part due to a change in the platform of how the weekly blast is designed and deployed. However, there is a great deal of room for improvement.

Immediate Recommendations for improving the reach of both What's Up in the Village and the Village Breeze:

- Extending the reach of the weekly blast by creating a Monday morning, "What's Up in the Village" telecast on TV6.
- Extend the reach of the monthly Village Breeze with a monthly Village Breeze Show.
- Customize the RSS feed that generates the chyron that runs throughout the day on TV6 to repeat important information from the blast at least twice a day, Monday through Thursday.
- Post slide versions of the blast on the buses with monitors and on the monitors located in the CAC and Clubhouses.
- Post teaser slides for the Village Breeze with a list of where copies are available
- Consider providing a portal for Village news at the Library. Hard copies of the Village Breeze are already there, but add an electronic portal just for Village news.
- Post individual articles from the blast as a news story on the website and Facebook every day.
- Customize the RSS feed to include that the current month's issue of the Village Breeze is available online, in the Library, and in Clubhouse literature racks – as well as at the concierge desk in the CAC, and in the Recreation Office.
- Include a printed version of the Village Breeze with each Friendly Visitor house call made by Social Services.
- Include a printed version of the Village Breeze with Meals on Wheels deliveries.
- Identify other touch points for distribution. Possibly buses, Plan-a-Ride vehicles, and...

Topics

This topic should be an open discussion by committee members and Staff in attendance.

FINANCIAL ANALYSIS

None.

Prepared By: Eileen Paulin, Marketing and Communications Manager

Reviewed By: Becky Jackson, Public Relations Specialist
Siobhan Foster, COO

Committee Routing: None.

ATTACHMENT(S)

None



Laguna Woods Village®

VillageBREEZE

DECEMBER 2018

A Joint Publication of the Laguna Woods Village Corporations



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SHARE THE BREEZE

Additional copies of the *Village Breeze* are available in the Community Center, as well as other facilities throughout the Village, including Clubhouses.

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'Tis the Season!

By Joan Milliman, Secretary

The end of the year seems to be the time when everyone—from legitimate charities to legitimate crooks—has their hands out! Now is the time when we seniors, especially, must be on the lookout for scams and fraud of all kinds. Requests and fake awards/rewards come at us from several directions and in many forms: phone calls, emails, letters, television and even people on the street. We need to know what to look out for and who to call when

RESOURCES FOR RECOGNIZING SCAMS AND REPORTING FRAUD

AARP Fraud Watch Network
aarp.org/money/scams-fraud

Call **877-908-3360** to talk to a trained volunteer on the Fraud Watch Helpline. Click [here](#) to sign up for watchdog alerts to protect yourself and your loved ones.

California Attorney General's Office
oag.ca.gov/consumers#topics
Learn about common scams and other consumer issues.

FBI Internet Crime Complaint Center
ic3.gov/default.aspx
Report online scams.

Federal Trade Commission
ftc.gov
File a consumer complaint, report identity theft and register for the Do Not Call list.



we suspect something and/or when, unfortunately, we actually have been scammed.

One of the best programs I've found for addressing this issue is AARP Foundation ElderWatch. This organization engages hundreds of volunteers each year to help older consumers recognize, refuse and report fraud and scams. Its website provides additional information and tools to help protect consumers against financial exploitation. Contact the foundation by calling **800-222-4444**, option 2.

Fraudsters use a number of ways to convince their targets to give them money. The most common scam reported by callers to the AARP Foundation ElderWatch hotline in Colorado is being contacted out of the blue with an offer of free money or fast cash. If you receive an unsolicited offer like this, there's a good chance you've been targeted by a scam artist.

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Most scams of this nature rely on your response to their initial promise of lottery winnings, fast cash from an easy work-at-home job, guaranteed returns from a hot new investment or an inheritance you didn't know about in order to gain access to your personal information and solicit money.

Scam artists are very good at pretending to have limited-time-only offers or inside information designed to get you to act quickly and make an irrational decision. Don't fall for those tactics. If the offer is legitimate, it will still be there tomorrow.

If it seems too good to be true, it probably is. Scam artists have a knack for making people believe that they'll be better off if they take the deal. But what really happens is that the scammers are the ones who are better off—they leave with your money, and you're left with nothing from their empty, too-good-to-be-true promises.

Some other common scams include:

What? I have to pay for my Medicare card?

Beginning this spring, Medicare will be sending out new cards to all beneficiaries. The new card replaces the current Social Security-based identification number with a random number/letter sequence to help reduce identity theft and fraud. The Federal Trade Commission warns against scammers who pose as Medicare "agents" or health-care providers and tell seniors that they need to purchase a replacement card. The new Medicare cards are free. Everyone enrolled in Medicare will be mailed a card between April 2018 and April 2019. The only action you need to take is to ensure that the United States Social Security Administration has your current address on file.

If you've been solicited by a possible Medicare scammer, report it by calling 800-HHS-TIPS (**800-447-8477**), or submit a complaint online to the Office of Inspector General of the U.S. Department of Health and Human Services.

We can make you look years younger!

If you watch a lot of late-night TV, you'll notice commercials about products that claim to be the perfect "solution" to signs of aging or other physical changes. Seniors often are tempted to try to look younger, which leads them to seek out new treatments, medications and other remedies—and makes them vulnerable to scammers. These scams operate in a variety of ways, including offering expensive treatments that turn out to be harmful or pricey homeopathic remedies that actually do nothing (except drain your bank account).

Bail me out Grandma!

In this common scam, you get a phone call from someone claiming to be your grandchild. She might say, "I'm traveling and I've been arrested. I need \$500 for bail." They then give explicit instructions on how to wire the money. This one can really send you into a panic. However, first, slow down and ask some questions to try to determine if the person on the phone really is your grandchild. If they called you

TIPS FOR AVOIDING FRAUD

- Tell the caller you do not do business over the phone. Then hang up!
- Don't ever give your personal information to an unknown caller or allow them access to your computer over the internet, especially if they claim to be from Microsoft or your bank. Instead, hang up and call your bank directly to find out if the call was legitimate.
- Don't feel pressured into buying on the spot or donating to a supposed charity. Write down the company or charity name and research it on your own before committing to anything.
- If something feels off, it probably is. Hang up the phone or walk away.



“Grandma,” do not reply, “Is this Jane?” Instead, ask questions like “Who is this? What are your parent’s names?” Additionally, if you feel that the person on the phone really might be your grandchild, write down the supposed place where she is being held and call that place separately to confirm.

Funeral and cemetery scams

The FBI warns of two main funeral and cemetery scams targeted at seniors:

- 1** Criminals will read obituaries and either call or attend the funeral service of someone they don’t know in order to take advantage of someone who’s grieving. The scammer then claims the deceased had an outstanding debt with a fake company or organization in an effort to get money from relatives to settle the fake debt.
- 2** Some funeral homes prey on grieving families by capitalizing on their unfamiliarity with the cost of funeral services. In these cases, a staff member at the funeral home will add unnecessary expenses, such as extra features or upgrading to the most expensive casket. Research your options before agreeing to anything a funeral home suggests.

Homeowner or mortgage scams

Scammers like to take advantage of the fact that many people above a certain age own their homes—a valuable asset that increases the potential dollar value of a certain scam.

A particularly elaborate property tax scam in San Diego saw fraudsters sending personalized letters to different properties apparently on behalf of the county assessor’s office.

The letter, made to look official, identifies the property’s assessed value and offers to arrange for a property assessment promising a reduced value, thus lowering property taxes. First sign of a scam: This assessment can be done for a fee.

Reverse mortgage borrowers also are vulnerable to scams. Scammers can take advantage of older adults who have recently unlocked equity in their homes. Seniors considering reverse mortgages should be wary of people who pressure them to obtain a reverse mortgage, or those who stand to benefit from the borrower accessing a home’s equity, such as home-repair companies that approach the older adult directly.



Two Common Area Solutions

By Roy Bruninghaus, Secretary

On October 16, 2018, the Third Laguna Hills Mutual (“Third”) Board of Directors passed the Common Area Use Policy (Resolution 3-18-146) that limits the Third Board’s ability to grant Exclusive Use of Common Area to unit owners who want to expand the footprint of their unit into the Common Area. On November 29, 2018, the Third Board passed Resolution 3-18-159, which eliminated the Yellow Stake Program.

To understand these two resolutions, owners need to understand the definition of Common Area in a condominium project. There are two types of Common Area in a condominium project:

- Common Area is the area outside each of our units, and it includes, for the most part, everything outside the paint on our walls or ceilings, and the coverings on our floors.
- Exclusive Use Common Area in Third Mutual includes patios and balconies adjacent to a unit.

Exclusive Use Common Area is, in fact, Common Area, but it is designated for the use of one or more owners but less than all. Exclusive Use Common Area also includes portions of the Common Area that various boards of directors, over the years, have granted to an individual unit owner. In Third, boards of directors have granted Exclusive Use Common Area to unit owners who wanted to expand the footprint of their units into the Common Area. These actions, when made, were consistent with the advice that the boards received from Third’s then legal counsel.

In compliance with California law, Third’s boards of directors may (not must) grant Exclusive Use Common Area in certain limited circumstances without the affirmative vote of 67 percent of the membership. In Third, that means 67 percent of each of Third’s 59 mutuals (per current CC&Rs). Unfortunately, over the years, these “limited circumstances” were loosely

interpreted by Third’s boards, and much Common Area was granted to individual unit owners to expand their unit footprints.

In 2017, Third’s legal counsel suggested that Third needed to restrict its granting of Exclusive Use Common Area to comply with California law. On July 20, 2017, Third’s Board of Directors passed resolution 03-17-77 that restricted the Board’s ability to grant Exclusive Use Common Area to unit owners for alterations.

Third’s legal counsel’s opinion also called into question the Yellow Stake Program, which allowed unit owners to plant things in the Common Area surrounding their units, as long as they defined these areas with yellow stakes. The Third Board became concerned that the Yellow Stake Program was an implicit grant of Exclusive Use Common Area to members who participated in the program, and would therefore require a much more rigorous approval and compliance tracking process if it were to continue.

Early in 2018, the Third Board suspended the Yellow Stake Program and began a review. The Third Board found that there had been very little management of this program in the past, and, as it turned out, widespread abuse had occurred. The resulting proliferation of water-hungry plants into the Common Area also concerned the Third Board, which is trying to reduce water use in the Community, particularly for irrigation. As a result of this review and on the recommendation of Third’s Landscape Committee, the Third Board voted to eliminate the program and passed Resolution 3-18-159 on November 29, 2018.

Some owners will be unhappy with these changes, but many Residents will applaud them. The Third Board is determined to manage the Common Area of the Community within the requirements of the law and in the best interests of all of its members.

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Meet Third Director Jon Pearlstone

Jon Pearlstone is the newest member of the Third Board. Even though he's just a "kid" at age 55, Director Pearlstone and his wife Susan have been looking to retire to Laguna Woods Village from Sausalito, California, for the past few years. They decided the time was right to be closer to their parents, son, daughter-in-law and two grandchildren (one is 3 years old; one is 6 months old) while enjoying everything Laguna Woods Village has to offer.

Director Pearlstone joins the board as a "jack of all trades." He grew up in St. Louis, graduated from Indiana University with a degree in accounting and worked as a CPA for KPMG, a global audit, tax and financial advisory corporation. From there, he took the entrepreneurial route by starting his own employee benefits consulting firm, specializing in contract negotiation, employee education and communications. He built the business for 10 years before selling it to a national firm, allowing him to realize a dream of moving to the West Coast (and out of the horrible humidity of the Midwest!).

In 1996, the Pearlstones moved to the San Francisco Bay Area, where Director Pearlstone successfully ventured into managing investment and rental properties in Sausalito. While his wife became a legend for her volunteer contributions to their community, Director Pearlstone also volunteered as a high school coach for varsity football, basketball and track. He's especially proud that all three of his sons played college football; the oldest played for the University of California, Los Angeles.

Although it was hard to leave their home of the past 20 years, the Pearlstones are excited to join the Laguna Woods Village Community. They're enjoying many of our activities, including golf, bocce, archery, pickleball, the foodies and other groups.

Recently, Director Pearlstone met Third Board Member Steve Parsons, and shared his belief that

Laguna Woods Village is a great place to live that can become even better. He indicated his interest in volunteering to help the Community in any way he could be of use.

Director Parsons shared that there would be many opportunities. A few short months later, Director Pearlstone was offered a chance to interview for the board. "Careful what you wish for," he said with a smile. "But seriously, I'm committed to making a positive difference for Third and for the Community, and I'm thrilled to be on the board."

We welcome the Pearlstones to the Community and are looking forward to Director Pearlstone's contributions to the Third Board.



KEEPING AN EYE ON ROOF REPAIR

The Maintenance and Construction Department has been utilizing a drone to improve the roof inspection process. The drone can easily deliver an overview, as well as high-resolution close-up views that assist in the identification of necessary repair work. The photo depicts the rooftop of building 4015 in Third Mutual at Gate 14 after the reroofing process was completed on November 28, 2018.



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Garden Villa Association Update

By Stuart Hack, President of the Garden Villa Association

Three-story building Residents are exceptionally well served by their building captains, regional representatives and officers. To understand how they do this, it might be useful to describe how the Garden Villa Association works.

- Each three-story building elects a building captain to be of service to that building and its Residents. There is a formal list of building captain duties and responsibilities that I am glad to share with anyone who requests it. There are a few buildings that have not yet elected a captain, and we are available to help them accomplish that.
- There are eight regions with regional representatives, who are elected by the building captains and who are responsible for supporting the building captains in their regions. Right now, we have an opening for a regional representative for Region 7.
- The Garden Villa Association Board of Governors is made up of eight regional representatives, up to three at-large members who must be building captains and who are elected by the Board of Governors, and five officers who are elected by the Board of Governors from among their members.

The Garden Villa Association bylaws state the Purpose of the organization as follows:

- To promote livable and well-maintained buildings and surrounding common areas for the Residents by facilitating communication with Third Mutual, the Golden Rain Foundation and the managing agent.

- To promote participation by Residents in the decision-making process in matters affecting any of the Garden Villas.
- To facilitate communications between Residents and the Garden Villa Board to assist in the care and maintenance of the buildings.
- To represent all Residents of Garden Villas at meetings and in discussions with Third Mutual, GRF and the managing agent.

Every one of the Board of Governors energetically works to carry out our purpose. They give their time and effort freely because they all feel it is the right thing to do. When I purchased a Garden Villa condo 10 years ago and attended my first Garden Villa Association General Membership meetings, I was impressed with how everyone involved in the association was willingly extending themselves to make life better for all of us. I thought that I, too, should do my part. But I never dreamed that I would become its President.

All that being said, we cannot possibly represent the interests of our members without the wonderful help we receive from the Third Mutual Board of Directors. They are a selfless group of people who devote every day to the betterment of our Community.

I am here to serve the interests of three-story building Residents, and I welcome input from all three-story regional reps, building captains and Residents. Contact me at [949-770-7322](tel:949-770-7322) or hack.401k@gmail.com.

Thank you for the opportunity to serve you.

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United Mutual: President's Report

By Juanita Skillman, President

At the November Board Meeting, United passed four resolutions on architectural standards and one barring Residents from entering dumpsters. Under new business, suggestions on updates for four more standards were introduced, a motion was made to add another approved paint color for doors (Spiced Berry, a red color), and suggestions were considered for revisions to the Vehicle, Traffic and Parking Rules and Land Use Alteration Policy. These all were postponed until the January meeting to allow for Member review and comment.

We announced Director Janey Dorrell's resignation,

effective December 1. Director Dorrell will be moving to Arizona.

VMS Director Anthony Liberatore's term is also over. Director Liberatore was an original United appointee to the VMS Board. On November 29 at a Special Open Board Meeting, United appointed Ron Beldner to fill Director Liberatore's seat on the VMS Board of Directors. Director Dorrell and Director Liberatore will be missed; both were excellent and effective members on their Boards. Director Liberatore is now serving a three-year term on the United Board to fill Director Dorrell's vacant seat.

MEET DIRECTOR ELSIE ADDINGTON

Director Addington is a third-generation Californian. Born in Long Beach, she was raised and educated through high school in Lomita and Harbor City. She then came to Orange County to attend University of California, Irvine, where she obtained a bachelor's degree in history/Latin American studies.

As the daughter of a public-school teacher, public service seemed a natural fit, so at the age of 23 Director Addington went to work for the IRS, where, except for a brief stint with the Department of Defense as a programs analyst and a few years in private industry, she worked for 30 years. She retired out of the Ziggurat building in Laguna Niguel. During those years, she learned to listen to the problems of others from all backgrounds and walks of life, from many parts of the United States and many different countries, and to accommodate people's needs while upholding the complex set of laws passed by Congress and supported by the U.S. Supreme Court.

As an American, a proud member of the middle class and a student of history, Director Addington is fascinated with Laguna Woods Village's self-governing structures (complicated, yes, but not as much as the U.S. Tax Code), which make the Village such a great place to live. She has had friendship connections in the Village from 1976 through the mid-1990s, and always hoped to end up here. She loves living here and is happy serving her neighbors. She is proud to be working on the United Board.



Committee Reports

By Cash Achrekar, Chair

Committees are liaisons between members, the Board and staff to ensure that our cooperative stays in excellent shape, with safety and peace preserved. I serve on three United committees as chair. Thank you for the opportunity. I do my best to surpass expectations.

United Architectural Control and Standards

Committee: The committee members, Permits, Inspections and Restoration Manager Kurt Wiemann and other staff ensure that our Community looks attractive and that members do not perform alterations that are noncompliant, encroach on common area, or create eyesores or potential hazards. Members can make authorized alterations that are in compliance and where the work does not unreasonably disturb neighbors.

United Member Hearings Committee: This closed

committee hears disciplinary matters in which members are alleged to have created a nuisance or ignored established rules (illegal occupants, barking dogs, etc.), caused damage to United property (water leaks due to unauthorized alterations) or have issues such as late payment of dues and fines, clutter, etc. The member may present his or her side to the committee. Committee members are fair, treating each case individually and making decisions on the information presented by staff and the member.

United Resident Advisory Committee: Residents bring issues, problems or suggestions to staff and the committee. The committee and staff then take appropriate actions or help direct Residents. There is no speaking time limit; Residents are allowed to fully express their issue.

United Maintenance and Construction Committee Report

By Carl Randazzo, Director

The October Maintenance and Construction Committee meeting included some new Directors; the committee customarily has five. Two advisers were selected for their relevant knowledge and experience.

Ernesto Munoz, Maintenance and Construction Director, maintains a project log for United. The log is issued to Committee Members prior to meetings. Mr. Munoz reviews the log, makes a staff report when necessary and answers questions from the committee.

Projects discussed include:

Waste line remediation: Epoxy lining is applied inside of waste lines to mitigate leaks from corrosion and root

intrusion affecting aging pipes. So far, 110 buildings have been completed; 10 more will be completed by year's end.

Fencing: Maintenance is installing shepherd's crook fencing atop select walls surrounding the Community. This requires clearing areas around the wall, removing barbed wire and installing the shepherd's crooks on the wall. In 2018, United will install 1,400 feet along Calle Aragon and Avenida Carmel near Moulton and El Toro. The plan is to add approximately 1,400 feet of fencing yearly, ending in 2031.

Fire avert device: Research is being done on fire avert alarms that turn off an overheated stove or cooktop.

Additional color to exterior paint palette for United:

The committee approved adding Spiced Berry (red) to the paint palette for front doors. At the November meeting, United Directors approved adding Spiced Berry in 2019.

The next Maintenance and Construction Committee meeting is Wednesday, February 27, at 9 a.m. in the Board Room.

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Village Energy Task Force Report

By Carl Randazzo, Director

The Energy Task Force includes directors from United, Third and GRF, including Chair Bert Moldow and me as Vice Chair.

At the October meeting, ICE Energy presented its Ice Bear unit, which is used in tandem with air-conditioning units. The compressor can be shut down during peak hours to avoid the highest electricity rates. Suitable for large buildings, clubhouses and

the Community Center (but not residences), users may benefit from monetary incentives from Southern California Edison (SCE), making installation low or no cost. Preliminary discussions are anticipated.

Next to present was The Energy Coalition (TEC), an electrical consulting firm used by United, Third and GRF in separate past contracts addressing electrical infrastructure. TEC provided proposals of anticipated work and a presentation describing the work. The coalition sought feedback to ensure agreement regarding what is needed. This will be a long-term project with multiple phases.

Approved plans include:

- 1 Review United and Third electric infrastructure, assessing current conditions and five- to 10-year load capacities and requirements.
- 2 Perform an analysis and report.
- 3 Prepare a strategic action plan to upgrade, address current and future limitations, consider charging stations for vehicles and golf carts, and possibly increase alternative energy sources.

SCE has notified us it will address only those areas where the 50-year-old infrastructure is no longer functional or on the verge of nonfunction. SCE will not upgrade—only replace like for like. The Energy Task Force believes Laguna Woods Village may need to upgrade infrastructure to address higher potential power needs. Costs to upgrade infrastructure may need to be borne by the mutuals. These issues will be reviewed by TEC, which will report its findings in Phase 1.

The next Energy Task Force meeting is on Wednesday, January 9, at 9 a.m. in the Willow Room.

United Finance Committee Report

By Gary Morrison, Treasurer

As of September 30, 2018, United's revenues were \$30,599,000 compared to expenses of \$31,076,000 or expenses exceeding revenue by \$477,000. The operating fund balance as of January 1, 2018, was \$22,433,000 with current balance of \$22,473,000. Monthly resales were down 88 units, with a corresponding decrease in sales volume to date of \$14,603,636 and average resale price up \$25,573 from the previous year. Monthly leasing remained unchanged at 8 percent. There were seven delinquencies submitted, with collection, lien and referral to legal counsel. Chargeable services delinquencies were \$93,868 up \$27,667 from the previous month.

The three mutuals have put together a task force to study our investment policies. We also are hiring an outside consultant to conduct a reserve study to ensure our reserves are properly funded. This is a result of some questions from directors with a concern about the state of our reserves.

The next Finance Committee meeting is Tuesday, January 29, at 2 p.m. in the Sycamore Room.



United Landscape Committee Report

By Maggie Blackwell, Chair

Trees are an asset to the community and improve the quality of life for Residents. As of January 2017, Laguna Woods Village had 29,091 trees and 318 different tree species. The tree maintenance division works under the direction of a certified arborist.

Trees are removed by the Landscape Division only if they are dead, diseased, dying, pose a foreseeable risk of damage to property or injury to persons, or are actively causing damage to buildings, structures or underground utilities, excluding irrigation. Trees will not be removed due to dropping excessive litter (leaves, needles, flowers, fruit, cones, etc.). Trees will not be topped or removed to establish, increase or preserve views. Bees, falling leaves, fruit and pollen are natural for many trees. Wise prospective Residents with allergies should note the trees near their unit.

To request a tree removal, contact Resident Services or visit lagunawoodsvillage.com/residents/maintenance for the Mutual Landscape Maintenance Request form. The submitted form must be completely filled out, with signatures of unit owners potentially affected by the tree removal. If the reason for removal does not meet the criteria stated above, it will go to the Mutual Landscape Committee for determination. If approved, the tree is typically removed when it's due for scheduled maintenance (which can be up to 34 months). Emergency situations are handled case by case.

For tree trimming, contact Resident Services. Residents and outside gardeners are not to plant, trim or remove any tree without written authorization from the Landscape Department.

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THE TOWERS

at Laguna Woods Village

The Towers Get a Facelift, Including New, Attractive Signs

Back in Spring 2018, The Towers buildings were repainted. Next, the Mutual No. Fifty Board of Directors looked at replacing building signage. The new signs were installed this month at several locations, including one sign at Gate 10, and two left and right signs along the driveway to The Towers. Also, a brand-new sign was placed at the front of the building near the entrance main door. The new signs are a modern and attractive addition to The Towers!



THE TOWERS GOOD NEIGHBOR FLOOR CAPTAINS

Residents of The Towers participate in the Disaster Preparedness Task Force Good Neighbor Captain program, which is designed to support Village neighborhoods in the event of a major disaster. The Disaster Preparedness Task Force was organized by Laguna Woods Village Residents in 1989 and consists of volunteers who function under the Golden Rain Foundation of Laguna Woods and in cooperation with the Security Department. The task force's purpose always has been to educate, inform and prepare our Community in the event of a major disaster.

Each of the two buildings of The Towers has 14 floors, so ideally The Towers needs 28 Good Neighbor Floor Captains at any given time. We are always looking for new volunteers to fill vacancies. Participating in the Good Neighbor Floor Captain program is a great way to get involved, get to know your neighbors and help out in the event of an emergency. To learn more, contact Alex Banegas at [949-434-5614](tel:949-434-5614).



IN YOUR NEIGHBORHOOD

To find out what's going on in and around your neighborhood click on the project logs below.

GRF PROJECT LOG

[CLICK HERE TO DOWNLOAD](#)

UNITED MUTUAL PROJECT LOG

[CLICK HERE TO DOWNLOAD](#)

THIRD MUTUAL PROJECT LOG

[CLICK HERE TO DOWNLOAD](#)

GRF FACILITIES SWEEPING SCHEDULE

1ST FRIDAY OF THE MONTH

4 to 5:30 a.m. Clubhouse 1
5:30 to a.m. Clubhouse 2

2ND FRIDAY OF THE MONTH

4 to 5:30 a.m. Clubhouse 3
5:30 to 6 a.m. Clubhouse 4

3RD FRIDAY OF THE MONTH

4 to 6 a.m. Clubhouse 7
6 to 7 a.m. Clubhouse 5
7 to 8 a.m. Clubhouse 6

4TH FRIDAY OF THE MONTH

4 to 7 a.m. Maintenance Center
Garden Centers
Equestrian Center Lot

5TH FRIDAY OF THE MONTH (WHEN APPLIES)

4 to 7 a.m. RV Lots
Golf Maintenance

STREET SWEEPING SCHEDULE

MONDAY TO FRIDAY

7:30 a.m. to 3:30 p.m.
Cul-de-sacs

MONDAY

7:30 to 11:30 a.m.
Gates 1, 2, 3 – Calle Aragon to Via Estrada North

11:30 a.m. to 3:30 p.m.
Gates 1, 2, 3 – Calle Aragon to Via Estrada South

TUESDAY

7:30 to 11:30 a.m.
Gates 5, 6 - All streets in this area

11:30 a.m. to 3:30 p.m.
Gates 11, 14 – All streets in this area

WEDNESDAY

7:30 to 11:30 a.m.
Gates 7, 8 – Calle Sonora/Alta Vista (East Area)

11:30 a.m. to 3:30 p.m.
Gates 7, 8, 9 – Calle Sonora/Alta Vista (West Area)

THURSDAY

7:30 to 11:30 a.m.
Gate 10 – East of Ave. Sosiega & North of Monte Hermoso

11:30 a.m. to 3:30 p.m.
Gate 9 – South of Monte Hermoso

FRIDAY

GRF Facilities. Please see GRF
Facilities Sweeping Schedule.

Every other week
Gate 9 – Towers Parking Lot
Gate 11 – Check area and re-sweep if needed

*All times are approximate and subject to change



STAFF REPORT

DATE: January 9, 2019
FOR: Third Communications Committee
SUBJECT: Letters to Residents

RECOMMENDATION

Review Marketing and Communications Report regarding Letters.

BACKGROUND

Marketing and Communications (MarComm) Staff prepares a bi-monthly report for the Third Communications Committee. This report covers letters sent to Residents.

DISCUSSION

a. Fumigation

Eileen Paulin, Jackie Brown and Siobhan Foster met with Rosemarie DiLorenzo following Director DiLorenzo's experience having had her manor fumigated. Her personal experience brought a number of issues to light that could be clarified by reviewing the process and how it is communicated to Residents. Subsequently, numerous meetings were held with key members of the Maintenance and Construction team who are directly involved in the fumigation process. An updated information package that took into consideration all input was delivered to the Maintenance and Construction Fumigation Team on January 7. The package is complete for Third. Staff is currently reviewing it for necessary customization for use in United. The United version will be complete on January 14. A copy of the revised Fumigation Communication Package is a part of the agenda packet.

b. Trash

A significant campaign to inform and educate Residents is in development and will be ready for preliminary approval by January 22. The project was setback by failure of the ad agency we had a relationship with to deliver by December 31. Eileen Paulin will take responsibility for creating the campaign.

c. Water

A water conservation letter was revised in the second half of 2018, and is sent regularly at the direction of Director Tung. A copy of the water conservation letter is a part of the agenda packet.

FINANCIAL ANALYSIS

None.

Prepared By: Eileen Paulin, Marketing and Communications Manager

Reviewed By: Becky Jackson, Public Relations Specialist

Siobhan Foster, COO

Committee Routing: None.

ATTACHMENT(S)
None

Mutual Logo

Date

Resident

Address

City, State, Zip

Notice of Upcoming Building Fumigation

Total number of notice pages, including attachments: 8

Attachments: 3

- **Attachment 1: Fumigation Preparation Checklist**
- **Attachment 2: Fumigation Program Manor Key Instructions**
- **Attachment 3: Frequently Asked Questions**

Dear Resident,

We in the Maintenance and Construction Department hope this letter finds you well. We are contacting you because routine professional inspections of your building have found evidence of termite infestation. As you know, termites and the damage they cause can compromise your largest investments—your home and your residential community.

Our department is committed to protecting your home and peace of mind, which is why we thank you in advance for your cooperation throughout the fumigation process scheduled to begin soon for your building. This letter outlines the fumigation procedure, Village Management Services' three-step fumigation process, what you need to do prior to fumigation, such as planning for temporary residence, and how Village Management Services can assist you throughout the process.

To help ensure a smooth process for all parties as well as full compliance, please read this letter and information packet carefully and contact Resident Services with any questions or concerns.

THE FUMIGATION PROCESS

When a building is fumigated, people, pets and plants must be moved from the premises to ensure the health and safety of all. Newport Exterminating, your Mutual's bonded fumigation contractor, uses Vikane,[®] a colorless, odorless, nonstaining, noncorrosive and nonflammable gas approved by the Environmental Protection Agency (EPA) that dissipates into the atmosphere and does not deplete ozone. The building must remain unoccupied for the entire fumigation procedure, which takes two days. After fumigation is complete, Newport Exterminating aerates and certifies that the fumigant has dissipated from your home, allowing you to re-enter.

Please turn to page 2 for:

- **Your individual three-step fumigation procedure**
- **Days, dates and times when your three-step fumigation procedure occurs**

YOUR INDIVIDUAL THREE-STEP FUMIGATION PROCEDURE

STEP 1: Your Mutual's pest control contractor visits you in person

A representative from Newport Exterminating pest control will arrive at your manor to meet with you and explain the fumigation process, furnish an information packet with a to-do checklist, provide the bags and tape you will need in order to secure your food and medical products, and answer any questions you might have. **A representative will be conducting visits between the hours of 9 a.m. and 3 p.m. on [DAY, DATE].** Newport Exterminating also will provide you with the following documents:

- **Occupants Fumigation Notice and Pesticide Disclosure**
- **Fact sheet on Vikane® gas**
- **Instructions for bagging food and medical products**

STEP 2: Landscape staff assists with household plants

Common Interest Developments are not required to assist with potted plant removal for fumigation. However, as a courtesy, landscape personnel will arrive at your manor between **[TIME] and [TIME] on [DAY, DATE]** to help you move large potted plants from your home or patio. The landscape crew will tag and house your plants and return after **[TIME] on [DAY, DATE]** to help replace the plants.

Neither the Mutual, managing agent or fumigation contractor will be responsible for damage to plants, pots or in-ground/root-bound plants. You have the option to move your plants as you see fit.

STEP 3: Newport Exterminating arrives to fumigate your building and manor

The fumigation crew will arrive at your manor between **[TIME] and [TIME] on [DAY, DATE]**. You may remain in your manor until Newport Exterminating notifies you of their arrival. Please note, you may not return to your manor until after **[TIME] and [DAY, DATE]**. You will receive notification if fumigation cancellation becomes necessary due to high winds or rain.

Please turn to page 3 for:

- **What you need to do prior to fumigation, including:**
 - **How to plan your temporary residency**
 - **How to provide current keys to Resident Services**

WHAT YOU NEED TO DO PRIOR TO FUMIGATION

STEP 1: Plan your temporary residency

Some residents may choose to stay with family or friends while fumigation is taking place. If you prefer, Village Management Services and your Mutual make it easy for you to stay close to home.

Per CA Civil Code (Davis Sterling Common Interest development Act) Sect. 4775: The costs of temporary relocation during the repair and maintenance of the areas within the responsibility of the association shall be borne by the owner of the separate interest affected. However, as a courtesy your Mutual will provide you with free accommodation for the two nights at the Ayres Hotel. (Free accommodation is restricted to occupants of the manor only at one room per manor). Simply call the hotel by **[DATE]**, identify yourself as a Laguna Woods Village Resident whose home is being fumigated, and reserve your room for the days your manor is scheduled for fumigation. **Be sure to contact the Ayres Hotel by [DATE] to secure your reservation**, which includes complimentary full breakfast on **[DAY and DATE] and [DAY and DATE]**. Transportation to and from the Laguna Woods Village Community Center, which is adjacent to the Ayres Hotel, is available.

AYRES HOTEL
24341 El Toro Road
Laguna Woods, CA 92637
949-588-0131

While the Ayres Hotel does not accept pets, pet owners seeking alternative lodging during the fumigation procedure may be eligible for reimbursement of costs associated with lodging elsewhere. Contact Resident Services to request information on eligibility requirements and how to submit for reimbursement.

STEP 2: Provide current keys to Resident Services

It is a legal requirement that the fumigators have access to all rooms of your manor, storage closets, garage, locked safes, file cabinets, etc. This process assures that the gas reaches equilibrium throughout the building and is easily aerated from the structure. The fumigation licensees also must inspect every compartment in the building prior to introducing the gas to ensure no people, plants, food or medicines are present. If we cannot access all areas a locksmith will be called to gain access as needed. Village Management Services Inc. will bill any locksmith service or noncompliance to that owner. Our records indicate that a key to your manor is on file with Resident Services. However, we recommend you supply a new key or verify the current key at the Laguna Woods Village Community Center.

If you do not have keys on file with Resident Services, you may remain at your manor until the fumigation crew arrives to gain entry. If you give the fumigation company any keys, make arrangements with them about returning your keys.

Please turn to Page 4 for:

- **STEP 3: Bag your food and medical products**
- **STEP 4: Prepare your manor for contractor access on fumigation day**

STEP 3: Bag your food and medical products

Certain food items, medical products and other perishable goods must be bagged by you, the Resident, prior to the fumigation process. A representative from the fumigation contractor will be visiting you to explain food bagging and provide written information. The representative will be conducting visits between the hours of 9 a.m. and 3 p.m. on the scheduled date provided to you on Page 2 of this letter. If you cannot be available, contact Newport Exterminating at 949-261-0700, extension 200 for an appointment.

In accordance with the Vikane® Label EPA registration No. 1015-78, all food and medicines not in factory-sealed jars or cans must be double bagged in Nylo-Fume protective bags. Any food not bagged or improperly bagged found on fumigation day will be bagged by fumigation staff and charged to the resident owner at a cost of \$25 per bag. Should you need assistance bagging your food and medication, you may make arrangements for Newport Exterminating to bag your food prior to the fumigation at a cost of \$10 per bag.

STEP 4: Prepare your manor for contractor access on fumigation day

Security will use the key(s) on file with Resident Services to access building manors. Please note that if you leave your manor prior to the arrival of Newport Exterminating personnel, you may lock the door, but **do not lock the deadbolt**.

Please turn to page 5 for:

- Important contact information
- Online fumigation process documents

IMPORTANT CONTACT INFORMATION

Again, thank you in advance for your cooperation with the fumigation process. We strive to provide the highest quality service and workmanship possible to the Laguna Woods Village community. Please do not hesitate to contact us if you have questions, concerns or comments regarding this fumigation procedure. If you require additional assistance preparing for fumigation, please contact Resident Services. For your convenience, we've provided important phone numbers:

| | |
|------------------------------|-----------------------|
| RESIDENT SERVICES | (949) 597-4600 |
| PROGRAMS COORDINATOR | (949) 268-2286 |
| NEWPORT EXTERMINATING | (949) 261-0700 |

ONLINE FUMIGATION PROCESS DOCUMENTS

All documents pertaining to the fumigation process can be found for download and printing at www.lagunawoodsvillage.org/fumigation2019.

Please turn to the following pages for three attachments:

- Attachment 1: Fumigation Preparation Checklist
- Attachment 2: Fumigation Program Manor Key Instructions
- Attachment 3: Frequently Asked Questions

ATTACHMENT 1: FUMIGATION PREPARATION CHECKLIST

☐ **CONFIRMATION**

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

☐ **GET INFORMATION**

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

☐ **PLANTS**

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

☐ **PETS**

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

☐ **KEYS**

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

☐ **SAFES OR LOCKED CLOSETS**

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

☐ **VEHICLES**

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

| | |
|------------------------------|-----------------------|
| RESIDENT SERVICES | (949) 597-4600 |
| PROGRAMS COORDINATOR | (949) 268-2286 |
| NEWPORT EXTERMINATING | (949) 261-0700 |

ATTACHMENT 2: FUMIGATION PROGRAM MANOR KEY INSTRUCTIONS

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

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

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

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

LOCKING INSTRUCTIONS TO FUMIGATOR

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

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

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

| | |
|-----------------------|----------------|
| RESIDENT SERVICES | (949) 597-4600 |
| PROGRAMS COORDINATOR | (949) 268-2286 |
| NEWPORT EXTERMINATING | (949) 261-0700 |

ATTACHMENT 3: FREQUENTLY ASKED QUESTIONS

IS FUMIGATION OF THE BUILDING REQUIRED?

If you are receiving this letter, your building has been identified as containing an infestation of termites. Per the California Structural Pest Control Act, sect. 1991, the Mutual is required to fumigate entire building structures where drywood termites have been identified in areas that are inaccessible for localized treatment. It is important that the procedure be completed to limit further damage to Mutual property and avoid further costly structural repairs.

CAN INDIVIDUAL UNITS BE EXCLUDED FROM TREATMENT?

No, individual units cannot be excluded from the fumigation procedure.

IS THE FUMIGATION PROCEDURE SAFE?

The safety of residents, pets and property is of the utmost importance to your Mutual. To protect your health and safety, Newport Exterminating follows stringent Environmental Protection Agency guidelines to aerate the property before allowing the reentry of residents and pets. Additional safety protocols include increased Security patrols around properties being fumigated and strengthened screening of contractors entering Laguna Woods Village.

CAN ALTERNATIVE TREATMENT METHODS BE USED?

In October of 2016, Laguna Woods Village partnered with experts at the University of California, Berkely Entomology department and determined that the use of Vikane® was the most effective way to guarantee 100 percent eradication of drywood termites. Alternative treatment methods, organic and otherwise, were explored and found to be ineffective.

WHO IS RESPONSIBLE FOR LODGING ACCOMODATIONS?

While the Mutual is not obligated to provide temporary accommodations during the fumigation procedure, the Mutual has established an agreement with the Ayres Hotel to provide manor residents with accommodations at one room per manor for the two nights Residents will be required to vacate the property. No reimbursement will be provided for persons not registered as occupants of the property or for meals, supplemental room requirements, pet boarding fees, extended stays or additional expenses incurred.

WHAT SHOULD I DO WITH MY PETS?

While some residents with pets may choose to keep their pets with a family member or friend, the cost for boarding pets is the responsibility of the resident. While the Ayres Hotel does not accept pets, pet owners seeking alternative lodging during the fumigation procedure may be eligible for reimbursement of costs associated with lodging elsewhere. Contact Resident Services to request information on eligibility requirements and how to submit for reimbursement.

ENFORCEMENT OF FUMIGATION PROCEDURE

The Mutual is authorized to take disciplinary action against a Member to be found in noncompliance with the fumigation process. The Board of Directors has the authority to impose monetary fines, suspend privileges and/or bring forth legal action upon a Member who is in violation of the Governing Documents and rules.

WHAT OTHER RESOURCES ARE AVAILABLE?

If you are in need of assistance, please don't hesitate to call Social Services at 949-597-4267. They are there to provide you with the support you may need whenever you experience difficult circumstances.



«im_barcode»

«Name»

«Address1»

«Address2»

Dear «Name»,

We are writing to you and some of your neighbors to ask for your help and cooperation. As you may know, in Third Mutual several buildings are generally connected to one water meter, making it very difficult to isolate the source or cause of above-average water usage. We want to alert you, however, that the meter through which your building's water usage is measured shows above normal water consumption. Although the source of above-average water usage cannot be pinpointed, we encourage everyone to carefully consider how they are using water and look for any silent leaks, particularly in faucets, toilets, water heaters and lines to ice makers. (see tips at end of letter.) If you see water being wasted, please report it to Security at 949-580-1400.

There are sound environmental, economic and legislative reasons to conserve water. While the state's drought conditions have temporarily lessened, our ever-changing climate requires Village residents to adopt permanent changes to use water more wisely and prepare for more frequent and persistent periods of limited water supply.

Also, when water usage is above average, it results in increased rate charges from the El Toro Water District (ETWD), which is passed on to the mutual. Currently, the mutual pays \$2.5 million a year for water, which is reflected in a \$35 charge in your monthly assessment. We need your cooperation in keeping our costs and your assessments in check, while helping the environment.

We can work collectively to reduce water use and save money by taking a few simple steps:

- Check for leaks in kitchen, bathroom and laundry areas. Look for worn toilet flappers, dripping faucets and other leaking valves (particularly toilets). Call Resident Services at 949-597-4600 if you suspect a leak.
- While waiting for the tap water to heat up, capture the cool water to use it later for cooking or watering plants. Saves 2 or more gallons per minute.
- Turn off taps, even momentarily, when not using the water.
- Use the garbage disposal sparingly. Instead, place unwanted food items in garbage.
- Take five-minute showers instead of 10-minute showers. Saves 2.5 gallons per minute.

- Use energy-and water-efficient dishwashers and washing machines. Run these appliances with full loads during off hours.
- Do not wash your car—this is prohibited in Third Mutual.
- Use a hose with an automatic shut-off nozzle. Do not water your plantings between 10 a.m. and 5 p.m., and refrain from watering the common area landscaping altogether.
- Do not hose or wash down hard-paved surfaces (driveways, patios and sidewalks).
- Install low-flow showerheads and high-efficiency toilets.

For more information, see the attached tips. By being cognizant about our water consumption, we can save water and help make sure there is enough water now and for future generations. Thank you for your cooperation.

The Third Water Conservation Subcommittee

Around the House

...

The average Californian uses 196 gallons of water per day.
Here are some easy ways to reduce water use.



Install Aerators

Saves 1.2 gallons per person/day



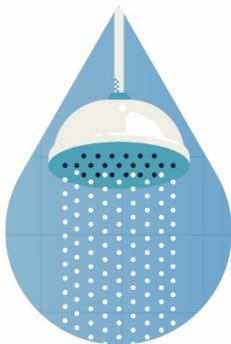
Wash Full Loads of Clothes & Dishes

Washer: saves 15–45 gallons per load
Dishwasher: saves 5–15 gallons per load



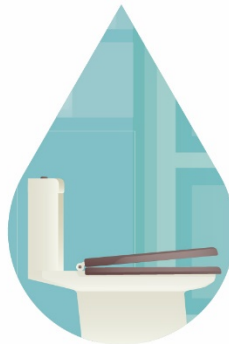
Turn Off Water When Brushing Teeth or Shaving

Saves 10 gallons per person/day



Shower for Only 5 Minutes

Saves 12.5 gallons with a water efficient showerhead per shower



Install A High-Efficiency Toilet

Saves 19 gallons per person/day



Fix Leaks

Saves 110 gallons per month

For more easy tips, visit SaveOurWater.com

Water Conservation. IT'S FOR LIFE.



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