

OPEN MEETING

REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL MAINTENANCE AND CONSTRUCTION COMMITTEE

Monday, November 6, 2017 at 1:00 PM

Laguna Woods Village Community Center, Board Room

24351 El Toro Road

NOTICE AND AGENDA

- 1. Call to Order
- 2. Acknowledgement of Media
- 3. Approval of Agenda
- 4. Approval of Meeting Report for August 29, 2017
- 5. Chair's Remarks
- 6. Member Comments (Items Not on the Agenda)
- 7. Department Head Update

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

Consent:

- 8. Project Log
- 9. Maintenance Program's Reports
- 10. Maintenance Expenditures Report & Variance Explanations

Reports:

- 11. Laundry Room Dryer Replacement
- 12. Policy for Mandatory Water Heater Replacement During Resale
- 13. Laundry Room Water Heater Alternatives
- 14. Trash Chute Cleaning & Repairs
- 15. Trellis Removal
- 16. Solar Project O&M Update
- 17. 3-story Building Address Sign Locations
- 18. Handyman Services Program
- 19. Street Light Acquisition Consultant (oral discussion)
- 20. GV Recessed Areas (oral discussion)
- 21. Attic Rodent Cleanout Program (oral discussion)



Items for Future Agendas:

- Non-wood Alternatives for Dry Rot Repair (Patrick)
- Washing Machine Coin Box Change Out (Mark)
- GV Inspection and Replacement of Receptacles in Garages (Mark)
- GV Garage Cabinet Costs per Building

Concluding Business:

- Committee Member Comments
- Date of Next Meeting January 8, 2018
- Adjournment

Bert Moldow, Chair Ernesto Munoz, Staff Officer Telephone: 268-2281



OPEN MEETING

REPORT OF REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL MAINTENANCE AND CONSTRUCTION COMMITTEE

Tuesday, August 29, 2017 – 9:00 AM
Laguna Woods Village Community Center Sycamore Room
24351 El Toro Road

MEMBERS PRESENT:

Bert Moldow - Chair, John Frankel, Burt Baum,

Annette Sabol Soule, Jules Zalon, Bunny Carpenter

Advisor: Marty Lopata

MEMBERS ABSENT:

Susan Caine, Rosemarie di Lorenzo-Dickens, Bill

Walsh, Steve Parsons, James Tung

STAFF PRESENT:

Ernesto Munoz – Staff Officer, Laurie Chavarria

1. Call to Order

Chair Moldow called the meeting to order at 9:03 AM stated that the meeting is being held pursuant to notice duly given and established that a quorum of the Committee was present.

2. Acknowledgement of Media

The Press was not present for the meeting.

3. Approval of the Agenda

Chair Moldow added a verbal discussion on Dryer Replacement as Item #18. The Project Log was pulled from the Consent Calendar for discussion and remains as Item #8. The agenda was approved as amended.

4. Approval of Committee Report for June 29, 2017

The reference to building model Casa Vista should be changed to Casa Rosa on Item #6, Member Comments. The comment that Director John Frankel left the meeting at

Third Laguna Hills Mutual Maintenance & Construction Committee August 29, 2017 Page 2 of 6

4:45pm will be stricken from the record. The meeting report was approved as amended.

5. Chairman's Remarks

Chair Moldow had no remarks.

6. Member Comments

 Jeffrey Wu (5519-2C) commented on maintenance issues at his Garden Villa building.

Lynn Jarrett (4010-1C) commented on water heater installations, leak rates in 3-

story buildings and mailroom floor replacement.

 Ed McGill (2390-2C) commented on the exterior painting that hasn't been completed yet at Manor 2390-1A. He also stated that damage has occurred to the floor of the 3rd floor laundry room at his building.

Ernesto Munoz, Director Sabol Soule, and Chair Moldow addressed the comments.

7. Department Head Update

Ernesto Munoz introduced Velny Soren and Kurt Wiemann and provided the Committee with a brief background on each.

8. Project Log

Item #4 GV Lobby Renovations: Director Carpenter questioned if there is still wallpaper on any of the lobby walls.

Item #7 Exterior Paint Program: Director Baum would like to see a percentage of completed added to the status, in addition of the list of buildings.

Item #17 GV Breezeway Recessed Areas: Director Carpenter asked how many buildings would be completed in 2018.

Item #19 Elevator Tile Replacement at B4026: This project is complete and can be removed.

Item #21 Gutter Cleaning: Director Sabol Soule asked that eucalyptus trees near 3-story buildings be trimmed more often so the gutters aren't clogged with leaves.

Item #24 Copper Pipe Epoxy Program: Director Carpenter and Chair Moldow asked how was the leak rate formula was determined and expressed concern on the how the leaks were affecting the residents. A copy of the previous staff report on copper pipe leak rates will be sent to Directors Carpenter and Sabol Soule via email.

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Consent:

9. Maintenance Program's Reports (June 30, 2017)

10. Maintenance Expenditures Report & Variance Explanations (June 30, 2017)

A motion was made and unanimously carried to approve all items listed in the Consent Calendar.

Reports:

11. Villa Paraisa & Casa Grande Parapet Wall Removal

Ernesto Munoz provided a brief summary of the need for parapet wall removal and answered questions from the Committee.

Staff is recommending the parapet walls be eliminated for the five (5) buildings that had active leak issues this past rainy season. The recommendation requires approval of a Supplemental Appropriation in the amount of \$230,000 to eliminate the parapet walls on the following five (5) buildings (5193, 5212, 5219, 5265, and 5312).

 Maggie Smeltzer (5312) commented that her parapet wall has leaked three times since she has lived here and would like that feature removed from her home.

A motion was made to accept staff's recommendation and approve a Supplemental Appropriation in the amount of \$230,000, to be funded from the Unappropriated Expenditures Fund for the removal of the parapet walls located on Villa Paraisa & Casa Grande style buildings.

By a vote of 5/0/0, the motion carried.

12. Painting of Repairs Associated with Moisture Intrusion Events

Ernesto provided a brief summary about the revised list of repairs for which the Mutual will provide painting labor service for interior touchup paint subsequent to moisture intrusion events. The labor and paint supplies are furnished by the Mutual and the paint product will be supplied by the resident.

A motion was made to approve the list of repairs for which the Mutual will provide painting service.

By a vote of 5/0/0, the motion carried.

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13. Epoxy Costs for Garden Villa Rec Room Floors

Ernesto provided a brief summary on epoxy and carpet flooring alternatives and answered questions from the Committee.

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

The estimated cost to install epoxy flooring in a GV Rec Room including testing and sealing of the floor is \$15,684. The total cost for buildings 3241, 3242 and 2401 is \$47,052. This cost does not include black mastic abatement.

Removal and replacement of the carpet in Garden Villa Recreation Rooms 3241, 3242 and 2401 would cost approximately \$10,500 and includes sealing of the concrete.

A motion was made to remove and replace carpet in GV Rec Rooms and approve a supplemental appropriation of \$10,500 to be funded from the GV Rec Room Fund.

By a vote of 5/0/0, the motion carried.

By consensus, staff was directed to provide the Committee with a cost for epoxy coating in kitchens and bathrooms and as an alternative, also provide a cost for replacing vinyl over vinyl. Chair Moldow will present this information to the Finance Committee for review and approval.

14. Reflective 3-Story Building Address Signs

Ernesto provided a brief summary on reflective building signs and monument signs. Discussion ensued regarding sign placement, monument signage needs, solar lamps, types of monument signs and landscaping issues with monument signs.

By consensus, staff was directed to table this matter until further information is provided on sign locations from the Garden Villa Association.

15. Attic Rodent Remediation Request for 3215-B

Ernesto provided a brief summary of the attic rodent remediation program and answered questions from the Committee. Discussion ensued regarding baiting, sealing; CDC requirements and the attic clean out process.

Lourdes Hortinela (3215-B) commented that she has had rodent issues for several years and that her home smells from rodent decomposition. She is also worried about any illnesses that could be contracted from rodents in the attic.

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A motion was made to have a contractor perform the attic cleanout at Mutual expense from the Operating Fund.

By a vote of 5/0/0, the motion carried.

16. Garden Villa Rec Room Improvements

Ernesto provided a brief summary on the Garden Villa Rec Room renovations and answered questions from the Committee.

At the March 8, 2017 Garden Villa Rec Room Sub-Committee meeting, the suggested renovation budget was adopted. However, upon further review of costs, it was determined that additional monies will be required in order to complete all scheduled work.

A motion was made to approve a Supplemental Appropriation in the amount of \$8,000 for budget overages regarding improvements at various Garden Villa Recreation Rooms, to be funded from the Garden Villa Recreation Room Fund.

By a vote of 5/0/0, the motion carried.

17. Southern California Edison Street Light Acquisition Contract (oral discussion)

Ernesto provided a brief summary on the status of the Street Light Acquisition agreement with Southern California Edison and answered questions from the Committee. Discussion ensued regarding the SCE agreement, attorney recommendations, the need for an energy consultant and an operations and maintenance agreement.

A motion was made to recommend that the Board move forward with the procurement of the street light standards (poles) and have the agreement signed prior to the October 12, 2017 deadline.

By a vote of 5/0/0, the motion carried.

By consensus, staff was directed to submit the November 7, 2016 staff report relative to the ROI on the purchase of the street lights and costs associated with the conversion of LED technology to the Finance Committee. In addition, staff will provide an estimated cost for consultant services that will include assistance with the pole acquisition, LED fixture conversion and annual operating and maintenance of the poles.

Third Laguna Hills Mutual Maintenance & Construction Committee August 29, 2017 Page 6 of 6

18. Dryer Replacement (oral discussion)

Chair Moldow commented on the need for commercial size dryers in the laundry rooms. Discussion ensued regarding dryer replacement costs, coin boxes, dryer venting and tankless water heaters.

By consensus, staff was directed to bring back a report showing the costs for commercial size dryers with coin boxes.

Items for Future Agendas:

- Laundry Room Water Heater Alternatives
- Requirement for Water Heaters over 10 Years Old to be Replaced During Resale (Brett)
- Non-wood Alternatives for Dry Rot Repair (Patrick)
- Washing Machine Coin Box Change Out (Mark)
- Mailbox Replacement Program with Bus Tour (Rolando)
- GV Inspection and Replacement of Receptacles in Garages (Mark)
- GV Garage Cabinet Costs per Building (December)

CONCLUDING BUSINESS

Date of Next Meeting - November 6, 2017

Adjournment

The meeting was adjourned at 12:47 PM.

Bert Moldow, Chair

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17.	Last Updated	23-Oct	20-0ct	20-0ct	23-Oct
	Budget	'17 Budget: \$750,000 Invoiced: \$467,310 Balance: \$282,690	2017 Budget: \$930,824 Invoiced: \$435,203 Balance: \$495,621	Budget: \$1,502,944 Invoiced: \$1,298,795 Balance: \$204,149	Budget: \$223,808 Invoiced: \$147,721 Balance: \$76,087
Estimated	Completion/On- going Programs	December 2017	December 2017/Annual Program	December 2017/Annual Program	November 2017/Annual Program
Third Mutual Project Log (10/31/17)	Status	The Third Board approved Nu-Flow America to perform the Wastelining Remediation Program during the March Board Meeting. Nu-flow is now operating as Specialized Pipe Technologies, or SPT. Work began July 13th. To date 75 buildings have been completed.	Carpentry Crews will be working at buildings on Via La Mesa through December The buildings and cul-de-sacs to be completed on the 2017 Prior to Paint Program are: CDS 355, 356 & 357, Buildings 3232-3235, 3241-3244, 5520-5543 and 5544-5598 (110 Club). The Cul-de-sacs and Buildings completed to date are: CDS 355, 356 & 357; Buildings 5544-5598 and 3232-3235,3241-3244. 84 percent of buildings have been completed to date.	Paint Crews will be complete the painting of Building 3244 in October and will be painting manors on Via La Mesa through December. The buildings and cul-de-sacs to be completed on the 2017 Paint Program are: CDS 355, 356 & 357, Buildings 3232-3235, 3241-3244, 5520-5543 and 5544-5598 (110 Club). The Cul-de-sacs and Buildings completed to date are: CDS 355, 356 & 357; Buildings 5544-5598 and 3232-3235,3241. 74 percent of buildings have been completed to date.	The 2017 Fumigation program includes 41 buildings in Third Mutual. The fumigations started May 1st and will continue through November. Buildings Completed: 2403, 3446, 2207,2127, 2292, 3336, 3084, 3104, 3108, 3028, 3113, 3156, 3500, 5368, 2272, 3224, 3245, 5516, 3236, 3349, 3279, 3376, 3469, 5407, 3387, 3419, 3422, 3516, 3511, 2247, 3493, 5531, 5216, 5526, 5572 & 5171. To be done: 3188, 3191, 3205, 3246,
	Description	The wastelline remediation program involves the installation of a seamless liner within the existing pipes to help mitigate future root intrusion as well as resolve and prevent future back up problems. If there are consistent internal issues, these are also investigated and addressed during the wasteline remediation program. The program commenced 2011.	This project is dedicated to repairing or replacing dry rotted building components in preparation for painting.	This project is dedicated to applying paint to exterior building components. Effective 9/13/16 a Full Paint Program was established in place of the Trim Cycle.	This project is dedicated to eradicating drywood termites from inaccessible areas by tenting buildings for fumigation.
	Name	Wasteline Remediation	2017 Prior to Paint Program (PTP)	2017 Exterior Paint Program	2017 Fumigation Program
	Type	904 Mąlnt Svc	ado aniem ote	rqO tnieM ote	ado mism ote
	Priority #	T	2	en e	Agenda II

	M \$30 Jects	Garden Villa Beam Replacements	This project is dedicated to replacing exterior wood rotted gluelam beams at Garden Villa style buildings.	On July 18, 2017, the Board awarded the Garden Villa Beam Replacement contract to B. Foster Construction. Building S372 began construction on 8/9/2017. All new exterior beams have been installed. The crew has begun the stucco process. Estimated completion date is early November 2017.	November 2017	Budget: \$150,000 Invoiced: \$113,654 Balance: \$36,346	24-0ct
	a a a a a a a a a a a a a a a a a a a	Dry Rot Program	Staff was directed to retain a consultant to create a dry rot remediation program for 2017.	The Third Board approved staff's recommendation to enter into a contract with SGE for the dry rot remediation program. The contract has been executed and work is scheduled to start in early November 2017.	December 2017	Budget: \$118,800 Invoiced: \$ 0 Balance: \$118,800	24-0ct
#1 HIGH PRIORITY	r − stoeler4 0x6	LH21 Stairway Beam Replacements	This LH-21 project is dedicated to replacing wood rotted stairwell beams with steel beams.	On July 18, 2017 the Board awarded the LH-2.1 Beam replacement contract to B. Foster Construction. Buildings to be repaired : 3336, 3363, 3364, 3365, 3371, 3486, 3500, 3501, 4025, 4026. Construction began 8/9/2017. Buildings 3336, 3371, 4025, 4026 3500 and 3501 are under construction.	December 2017	Budget: \$1,000,000 Invoiced: \$122,757 Balance: \$877,243	24-0ct
#1 HIGH PRIORITY	oo stooleests	Parapet/Stucco Wall Repairs - Gate 11 Area	Several Villa Paraisa and Casa Grande style homes in the Gate 11 area have had parapet wall leaks causing wood rot and wall damage. Construction repairs are being made as each building is reported and inspected.	The M&C Committee and Third Board approved a program to remove parapet walls from Villa Paraisa and Casa Grande style buildings in the Gate 11 area, beginning with buildings B5193, B5212, B5219, B5265 and B5312. A supplemental appropriation was approved to begin this work in 2017. Work will commence after Board approval of contractor selection report and contract is signed.	December 2017	Supplemental: \$230,000 Invoiced: 0 Balance: \$230,000	24-0ct
#1 HIGH PRIORITY	av staeleri (158	SCE Street Light Acquisition	Purchase of SCE Street Light Infrastructure.	The Board approved and executed the agreements to acquire the street light poles from SCE. There is a 6 to 9 month acquisition period before the mutual takes possession of the poles. Staff was directed to begin the RFP process, convert existing lighting to LED technology, and perform the subsequent maintenance. Staff is evaluating the consultants that responded to the RFP and will prepare a report to present at a future M&C meeting.	N/A	Budgeted for 2018	23-Oct
1	10 oxe spelerif	Street Lights Conversion to LED	This report will give recommendations for converting the street lights in Third Mutual to LED.	Once SCE poles are acquired, a report will be provided to the Committee regarding the street light future upgrade to LED technology.	N/A	Budgeted for 2018	23-0ct
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	2303(o19-056	Garden Villa Breezeway Recessed Areas	Third M&C directed Staff to investigate replacement of the recessed area flooring. Report was submitted and reviewed by Third M&C on November 7, 2016.	On September 19, 2017 the Board awarded this contract to B. Foster Construction with an appropriation of \$150,000 to complete buildings 2384, 2385 and 2386. The start of construction has been placed on hold until the Board adopts the walkway color scheme and potted plant policy.	December 2017 and on-going	2017 Budget: \$150,000 Invoiced: \$0 Balance: \$150,000	24-0ct
12	etralora 658	Roofing Program	This program is the re-roofing work and emergency repairs requested for Mutual-owned buildings.	The Roof Replacement Program started in April. As of October 15th , 35 of the 35 roofs scheduled, have been replaced. At direction of Management, 4 additional buildings added to use the whole budget. The emergency rain leak repairs are ongoing. Maintenance of 5 and 10 year old roofs has been completed.	December 2017/Annual Program	2017 Budget: \$1,544,289 Invoiced: \$1,144,862 Balance: \$399,427	24-0ct
13	राज्नीकान सरह	Gutter Cleaning	This program is for the annual cleaning of Mutual and alteration gutters.	Gutter cleaning program started September 5th and will be completed in December. As of 10/15/17 no contractor invoicing has been submitted for payment.	December 2017/Annual Program	2017 Budget: \$142,728 Invoiced: \$0 Balance: \$142,728	24-0ct
14	Not Assigned	Split Rail Fencing Options	This program is to replace 70,000 linear feet of split rail fence with Black Locus throughout Third Mutual.	The Committee directed staff to put this project on hold. Staff is waiting on further direction.	ON HOLD	Budget: \$101,905 Invoiced: \$0 Balance: \$101,905	N/A
15	ayolotid Q/6	Storage Cabinets in GV Parking Garages	This report is dedicated to removing and replacing storage cabinets in GV garages to create proportional storage capacity for all manors.	This is a low priority project. Staff will bring a report to the M&C Committee in 2018.	N/A	Not Budgeted until 2023	N/A
16	abelory 856	Copper Pipe Epoxy Program	This program started in 2011 and is dedicated to epoxy lining interior copper water lines within high leak buildings/manors. At the March 2017, Third M&C meeting the Committee directed Staff to only spend 80% of the Copper Pipe Epoxy Lining (\$160,000) Budget using the preset leak rate guidelines to allow for some of the budget to be used for emergency needs. The following Buildings have been added to the list for late 2017: 3031, 3063, 3200, 3516, 5535, 3020, and 3127.	During the October 17, 2017 Third Board meeting, staff submitted a bid recommendation report to epoxy line at least five buildings and identify more candidate buildings before the end of 2017. Third Board directed staff to provide the original leak rate report for review before awarding a contract. Staff has prepared and distributed notifications to the residents of the buildings to be epoxy lined. Contract has been executed and work will begin in November.	December 2017/Annual Program	Budget: \$200,000 invoiced: \$0 Balance: \$200,000	24-Oct
17	Standorff OXP	Red Curb Reset Program	Staff has been requested to determine costs to eliminate red curb areas in order to make those areas available for resident and guest legal parking.	Contractor is scheduled to complete work by the end of December. Program consists of 138 map pages. Through October 20, 2017, 47 of the 138 map pages have the red curb removal work completed.	December 2017	Budget: \$71,818 Invoiced: \$6,215 Balance: \$65,603	24-0ct

	138	Building Address Signs for LH-21 & Garden Villa Buildings	Staff was directed to investigate larger building address signs. Residents have complained the existing signs are too small to be legible at distance for guests and emergency responders.	Staff was provided a list of potential sign locations from the Garden Villa Association for review. The list will be discussed at the November M&C Committee meeting.	December 2017	Budget: \$100,000 Invoiced: \$4,195.88 Balance: \$95,804.12	20-0ct
	61	Trash Chutes Repair and Cleaning Three Story Buildings	Staff is researching companies and costs to repair and clean trash chutes in three story buildings.	Staff has solicited for estimates and will present a staff report at the November M&C Committee meeting.	December 2017	Not Budgeted	23-0ct
	20	The Willows Wrought Iron Fence Replacement	This project will entail a review of the deteriorated fence line between the boundaries of The Willows and Third Mutual.	This project is on hold while staff reconciles the terms of the agreement.	ON HOLD	Budget: \$6,225 Supplemental: \$45,075 Invoiced:0 Balance:\$51,300	20-Oct
	21	Bahia Blanca Curb Cuts	Two curb cut requests were submitted and approved by the Board - one for CDS 345 to Clubhouse 5 and the other to modify corners from CDS 351 to 345 in order to expedite the use of walkers and wheel chairs.	The contract for the curb cuts is fully executed with the project to begin early November.	December 2017	2017 Supplemental Appropriation: \$62,500 invoiced: \$0 Balance: \$62,500	24-0ct
	77	Garden Villa Beam Replacements B2393 and B2398	This project is dedicated to replacing exterior wood rotted gluelam beams at Garden Villa style buildings 2393 and 2398. Dry rot damage discovered by carpentry staff and transferred to projects department to complete the work.	The structural engineering review and plan preparation is completed. The contractor bidding process has also been completed. The contract was awarded and the construction is scheduled to start October 30, 2017.	December 2017	Budget: \$19,000 Invoiced: \$0 Balance: \$19,000	24-0ct
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		Solar Project	This project is dedicated to installing solar panels on 12 Garden Villa Buildings.	COMPLETED	October 2017	'16 Budget: \$2,312,750 Invoiced: \$2,302,750 Balance: \$10,000 '17 Change orders: \$250,385 Invoiced: \$250,385 Balance: \$0	N/A
		LH-21 Railing Replacement - Pilot Program	Third M&C directed staff to replace wooden spindles with tubular steel railing at Building 3510 as a pilot program. At the November 7, 2016 Third M&C, a motion was made to approve staffs recommendation and direct staff to locate an outside contractor to manufacture the railings.	COMPLETED	May 2017	2017 Budget: \$92,378 Invoiced: \$83,979 Balance: \$8,399	N/A
Agei	ľ	Mailbox Mailbox Replacement Program	Staff has been directed to replace mailboxes in Third Mutual	COMPLETED	December 2017	Budget: \$11,590 Involced: \$7,899 Balance: \$3,691	N/A
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N/A	N/A	N/A	N/A	N/A	N/A	N/A
'17 Budget:\$28,392 Invoiced: \$28,392 Balance \$0	2017 Reserves Budget: \$14,657 Invoiced: \$14,225.69 Balance: \$432	2017 Reserves Budget: \$26,160 Invoiced: \$26,160 Balance: \$0	2017 Budget: \$319,566 Invoiced: \$213,788 Balance: \$105,778	Budget: \$16,456 Invoiced: \$14,965 Balance: \$1,491	Budget: \$7,600 Invoiced: \$6,874 Balance:\$726	2017 Budget: \$11,000 Invoiced: \$10,594 Balance: \$405
September 2017	September 2017	October 2017	November 2017	October 2017	June 2017	May 2017
COMPLETED	COMPLETED	COMPLETED	COMPLETED	COMPLETED	COMPLETED	COMPLETED
CON	NOO	CON	NOO	CON	NOO	
This project is funded through the operating fund and is dedicated to removal and replacement of wall paneling with drywall, installation of new molding, diffuser panel replacement, and painting of the walls, molding, doors and door trim. Install new mailboxes. Mailrooms completed in 2017: 2393, 2370, 2389, 5511, 2387, 2403, 5500, 2401	This reserve fund is dedicated to refinishing laundry room flooring in Garden Villas and LH21 style buildings that have 3 floors. The 6 buildings completed in 2017 are: 2405, 2404, 3335, 2395, 2397	The Reserve Fund for this project is dedicated to renovating Garden Villa Lobbies , the work includes removing acoustic ceilings, wall paper, repairing Garden Villa Lobby walls and painting. Lobby Renovations completed in 2017 were at Buildings 2387, 2403, 5500, 2388, 2384, 22391, 5372 and 3243. The carpet replacement is paid for by Miscellaneous Repairs by Outside Services in the Operating Fund.	This project is dedicated to remodeling and upgrading Third Mutual elevators. Ten elevators were selected for completion in 2017: B2387, B2401, B2388, B2386, B2384, B2370, B2389, B2403, B3407 and B2294.	This project is dedicated to cleaning and sealing approximately 30 elevator and 20 mailroom tile floors.	Garage foundation has cracking damage due to spalled concrete and/or rusted rebar.	Dry rot repairs discovered by prior to paint crew and passed over to projects department due to location of repairs needed.
Garden Villa Mail Room Renovations	Garden Villa/LH21 laundry room floor renovations	Garden Villa Lobby Renovations	Elevator Replacement Program	Elevator and Mailroom Tile Floor Deep Cleaning	B5212 Garage Foundatíon Repair	Dry Rot 5500-3E & 5510-1C Balcony Dry Rot Repairs
140 Inlain: 016	rqO JnisM D1e	ndO misM 016	920 Projects	stocketts	920 2130(619	stieloi9 056
						Age

N/A	N/A	N/A	N/A
Budget: \$75,000 Involced: \$68,784 Balance: \$6,216	Budget: \$53,450 Invoiced: \$48,150 Balance: \$5,300	Budget: \$258,000 Invoiced: \$257,870 Balance: \$130	Budget: \$38,814 Invoiced: \$38,259 Balance: \$555
April 2017	Complete	August 2017/Annual Program	December 2017/Annual Program
COMPLETED	COMPLETED	COMPLETED	COMPLETED
This project is to repair non-load bearing CMU walls in the garage area of GV buildings. These walls support the electrical supply meters to the buildings. The walls rotated out of plumb and a Structural Engineer was hired to prepare documents for the repair work needed at buildings B2391, B2394, B2395, and B2396. Storm drainage channels and piping repairs have been completed to address the potential of future flooding. Repairs to the four buildings were completed in June 2016 and Staff received reports of similar damage at B2384 and B969. A structural engineer was hired to prepare plans for repairs needed at B2384 and B969.	This project is dedicated to increasing security within Gate 11 by replacing barbed wire with shepherds crook atop the north perimeter wall. The City required a Conditional Use Permit (CUP) for this project to ensure compatibility with surrounding land uses. The CUP application was submitted the first week of August 2016 and accepted in April 2017.	The Paving Program ensures the longevity and good condition of the Mutual's roadways, and cul-de-sacs. The Pavement Program includes overlay pavement work, removal and replacement of failed pavement areas, and repair of damaged concrete components.	The Pavement Sealcoat Program is completed on a 4-year cycle in Third Mutual and provides a pavement surface coat to seal micro cracks in the pavement in an effort to extend pavement life. The 2017 Program includes the following Cul-de-Sacs and Buildings: CDS 301, 304, 309, 310, 312, 314, 317, 333, 370, 371, 372, 378, 402, 403, 404, 405, 406, 407, 408, 409 Bldgs:: 2353, 2396, 2401, 2402, 3190, 3333, 3363, 3395, 5326, 5329, 5333, 5336, 5345, &
Garden Villa CMU Wall Rotation & Shoring	Wall Security at Gate 11	2017 Paving Program	2017 Paving Sealcoat Program
atomical ace	950 bushetts	stoelord 026	stasioni 026

THIRD LAGUNA HILLS MUTUAL 2017 EXTERIOR PAINT PROGRAM REPORT

Through September 30, 2017

Shown below is the cost breakdown for structures completed through the reporting period:

		2017 PROGE			
	Planned	Complete	Sq Ft Planned	Sq Ft Complete	Sq Ft % Complete
Buildings	155	. 121	2,147,386	1,489,443	
Carport Structures	18	2	36,432	14,366	39%
Total Carport Stalls	73	21			
Laundry Buildings	12	0	9,705	0	0%

	COMPLETION	SNC	- PAINT PRO)GR	AM	
item	Budget		Projected penditures	Ex	Actual penditures	Variance % Fav / (Unfav)
Materials	\$ 180,960	\$	104,816	\$	115,860	-10.5%
Lead Paint Testing	\$ 29,166	\$	_	\$	-	N/A
Labor	\$ 1,195,083	\$	984,347	\$	848,746	13.8%
Total Cost	\$ 1,405,209	\$	1,089,162	\$	964,606	11.4%

		COMPLET	TIONS	- TOP COA	TING	;	
ltem	E	3udget	l	ojected enditures		Actual enditures	Variance % Fav / (Unfav)
Materials	\$	14,836	\$	8,435	\$	4,958	41.2%
Labor	\$	69,875	\$	24,468	\$	13,362	45.4%
Total Cost	\$	84,711	\$	32,903	\$	18,320	44.3%

		COMPLE	TIONS	- LEXAN S	IGNS		
Item	E	Budget		ojected enditures	i -	Actual enditures	Variance % Fav / (Unfav)
Materials	\$	13,024	\$	2,349	\$	2,349	0.0%

Shown below is the cost breakdown for total expenditures through the reporting period. These figures include costs associated with the above-referenced completions and work in progress:

	TO	TAL 2017 P	ROGR	AM EXPE	NDIT	URES		
Item	Co	mpletions	Com	6 Work pleted in 2017		17 Work in Process	Ex	Total penditures
Materials	\$	123,167	\$	_	\$	5,064	\$	128,231
Labor	\$	862,108	\$	-	\$	155,619	\$	1,017,727
Lead Paint Testing	\$	-	\$	_	\$	-	\$	-
Total Cost	\$	985,275	\$		\$	160,683	\$	1,145,958

THIRD LAGUNA HILLS MUTUAL 2017 PRIOR TO PAINT PROGRAM REPORT

Through September 30, 2017

Shown below is the cost breakdown for structures completed through the reporting period:

	2017 PROG	RAM SCOPE		
	Budget	Planned	Complete	% Complete
Buildings (Dry Rot)	154	154	67	42%
Carport Structures	32	32	2	6%
Laundry Buildings	15	15	0	0%
Buildings (Decking)	62	62	21	44%

	COMPLETION	S - P	P PROGRAM			
Item	Budget	Proje	ected to Date	Ex	Actual penditures	Variance % Fav / (Unfav)
A98100 Dry Rot Repairs PTP	\$ 704,893	\$	275,582	\$	163,592	41%
A98101 Decking Repairs PTP	\$ 211,876	\$	78,881	\$	88,010	-12%
A96235 Welding Repairs PTP	\$ 3,603	\$	-	\$	_	N/A
A98102 Lead Abatement PTP	\$ 2,736	\$	-	\$	-	N/A
Total Repairs Prior To Paint:	\$ 923,108	\$	354,463	\$	251,603	29%

Shown below is the cost breakdown for total expenditures through the reporting period. These figures include costs associated with the above-referenced completions and work in progress:

	Т	OTAL 2017 PRO	GRA	M EXPENDITUR	RES		
ltem		Completions	Cor	2016 Work npleted in 2017		2017 Work in Process	Total Expenditures
A98100 Dry Rot Repairs PTP	\$	163,592	\$		\$	50,610	\$ 214,202
A98101 Decking Repairs PTP	\$	88,010	\$	-	\$	11,562	\$ 99,572
A96235 Welding Repairs PTP	\$	_	\$	-	\$	-	\$ -
A98102 Lead Abatement PTP	\$	_	\$	-	\$	_	\$ -
Total Repairs Prior To Paint:	\$	251,603	\$	-	\$	62,172	\$ 313,774

^{***} Outside Services includes lift rentals, city permits, repairs by contractors

THIRD LAGUNA HILLS MUTUAL PROGRAMS EXPENDITURES REPORT AS OF SEPTEMBER 30, 2017

TEMS JIMBERS FRUCTURES STRUCTURES - DRY ROT SYSTEMS IGHTING NS ICA CARPETWALLPAPER OM WATER HEATER/HEAT PUMP	ENT M	ONTH BUDGET	YEAR-TO-DATE ACTUAL BUDG IT FUND	DATE BUDGET	TOTAL BUDGET	% EXPENDED	VARIANCE \$	ш %
- DRY ROT WALLPAPER HEATER/HEAT PUMP			T FUND					
- DRY ROT 1 WALLPAPER HEATEWINP	\$0	REPLACEMENT FUND					•	
- DRY ROT WALLPAPER HEATER/HEAT PUMP	\$0							
- DRY ROT 1 S WALLPAPER HEATER/HEAT PUMP		80	\$	0\$	\$0	%0	\$0	%0
- DRY ROT S WALLPAPER HEATER/HEAT PUMP	0	8.333	4.196	75,000	100,000	4%	70,804	94%
- DRY ROT S WALLPAPER HEATER/HEAT PUMP	2.549	21,725	78,282	195,521	260,695	n	117,239	%09
	141,507	166,998	288,265	1,502,984	2,003,978	14%	1,214,719	81%
	0	9,991	5,322	90,394	120,368		85,072	94%
	0 !	4,167	0	37,500	50,000		37,500	100%
	617	20,833	97,854	187,500	250,000	39%	88,646	45%
	12,0 <i>7</i> 3 0	8,492	68,059 75,658	76,429 56,250	75,000		(19.408)	(35%)
	25 719	6.571	144.707	59,139	78,852		(85,568)	(145%)
	11.420	7,235	44,781	65,115	86,820		20,334	31%
	0	556	6,313	5,006	6,675		(1,307)	(56%)
MAILBOXES	0	996	12,988	8,693	11,590	_	(4,295)	(49%)
SRAM - EXTERIOR	145,381	125,245	1,298,795	1,127,208	1,502,944		(171,587)	(15%)
,	46,171	77,569	435,203	698,118	930,824		262,915	38%
	3,826	24,725	296,128	222,521	296,694	_	(73,608)	(33%)
S	181,569	99,441	703,452	894,967	1,193,289		016,191	21%
	96,963	91,812	464,047	826,310	1,101,747		362,264	44%
	0	4,167	15,375	37,500	50,000		22,125	26.
	30,812	62,500	127,666	562,500	750,000	1/%	434,834	10,00
EMEDIATION			(2,704)	150,000	200,000		152,704	102%
TOTAL REPLACEMENT FUND \$698,608		\$764,242	\$4,164,386	\$6,878,654	\$9,171,381	45%	\$2,714,268	39%
	ELEVATO	R REPLAC	ELEVATOR REPLACEMENT FUND	ΑĐ				
TATALLY A TOTAL COLLARS	¢15 202	\$28 631	\$215 GRS	\$239 675	\$319 566	%29	\$23,989	10%
ACEMENT FUND		\$26,631	\$215,685	\$239,675	\$319,566		\$23,989	10%
	LAUNDR	Y REPLAC	LAUNDRY REPLACEMENT FUND	Q)				
SECURE INDEX	\$1,944	\$4.710	\$7,923	\$42,389	\$56,519	14%	\$34,467	81%
RS	7,523	2,498	32,347	22,479	29,972		(9,868)	(44%)
	\$9,468	\$7,208	\$40,269	\$64,868	\$86,491	47%	\$24,599	38%
	GARDEN VILLA RECREATION ROOM FUND	A RECRE	TION ROOM	A FUND				
GARDEN VILLA RECREATION ROOMS \$26	\$26.602	\$5.838	\$38,640	\$52,546	\$70,061	1 55%	\$13,906	76%
S FUND	\$26,602	\$5,838	\$38,640	\$52,546	\$70,061	92%	\$13,906	%97

THIRD LAGUNA HILLS MUTUAL PROGRAMS EXPENDITURES REPORT AS OF SEPTEMBER 30, 2017

	DENOM HADOOS O	THICK!	STAC OT GABY	E PACE		%	VARIANCE	<u>"</u>
DESCRIPTION	ACTUAL	BUDGET	ACTUAL	BUDGET	TOTAL BUDGET	EXPENDED	\$	%
		OPERATING FUND	G FUND					
JANITORIAI SERVICE	\$28,293	\$55,125	\$531.684	\$496,124	\$661,499		(\$35,559)	(%2)
	72.864	45 749	591.924	411,737	548,982		(180,188)	(44%)
BIJI DING REHAB/DRY ROT	11.403	38.304	121,965	344,735	459,647	27%	222,771	65%
CARPENTRY SERVICE	42.904	31,961	397,587	287,652	383,536	•	(109,935)	(38%)
ROOF REPAIRS	11.787	29,267	224,312	263,400	351,200		39,088	15%
PEST CONTROL FOR TERMITES	83,383	25,058	202,250	225,522	300,696	%29	23,272	10%
CONCRETE REPAIR/REPLACEMENT	34,853	23,946	228,803	215,515	287,353		(13,288)	(%9)
BALCONY/BREEZEWAY RESURFACING	18,471	22,811	243,892	205,296	273,728		(38,596)	(19%)
PAINT- EXTERIOR TOUCHUP	8,816	12,240	97,980	110,163	146,884		12,183	11%
PAVING MAINTENANCE & REPAIRS	916	12,034	60,106	108,310	144,413		48,204	45%
GITTER CI EANING	1.147	11,774	12,277	105,965	141,287		83'688	88%
ELECTRICAL SERVICE	9,292	9,905	87,889	89,142	118,856		1,253	1%
MISC REPAIRS BY OUTSIDE SERVICE	8,986	9,359	25,883	84,229	112,305		58,346	%69
APPLIANCE REPAIRS	770,6	8,650	99,543	77,848	103,797		(21,696)	(28%)
FIRE PROTECTION	15,848	8,103	57,353	72,929	97,238		15,576	21%
SNIC IAM	6,442	5,734	69,211	51,609	68,812	•	(17,602)	(34%)
GV MAII ROOM RENOVATIONS	16,933	2,366	50,922	21,294	28,392	•	(29,628)	(139%)
PAINT-INTERIOR TOUCHUP	3,839	1,809	24,696	16,279	21,705	•	(8,417)	(25%)
TRAFFIC CONTROL	1,439	1,798	13,551	16,181	21,574		2,630	16%
STAIR TREAD REPLACEMENTS	334	1,437	409	12,936	17,248		12,527	97%
CURB CUT/SIDEWALK RAMPS	0	833	0	7,500	10,000	%0	7,500	100%
CHARGEABLE SERVICES	61,952	33,850	243.641	304.646	406,195		61.006	20%
TOTAL MAINTENANCE PROGRAMS	\$387,027	\$358,263	\$3,142,235	\$3,224,364	\$4,299,152	73%	\$82,129	3%
		DISASTER FUND	R FUND					
MOISTURE INTRUSION - BAIN LEAKS	\$40.249	\$25,833	\$396,876	\$232,500	\$310,000	`	(\$164,376)	(71%)
MODEL INTERIOR OF THE WAR TO THE TOTAL OF THE PARTY OF THE PRINCIPLE OF THE PARTY O	90 442	40.250		362,250	483,000		32,126	%6

MOISTURE INTRUSION - RAIN LEAKS	\$40,249	\$25,833	\$396,876	\$232,500	\$310,000	128%	(\$164,376)	(71%)
MOISTURE INTRUSION - PLUMBING LEAKS	90,442	40,250	330,124	362,250	483,000	. %89	32,126	%6
MOISTURE INTRUSION - PLUMBING STOPPAGES	21,510	19,471	59,199	175,242	233,656	25%	116,043	%99
MOISTURE INTRUSION - MISCELLANEOUS	13,013	5,625	34,395	50,621	67,495	21%	16,226	32%
DAMAGE RESTORATION SERVICES	861	36,910	26,970	332,188	442,917	%9	305,217	95%
TOTAL DISASTER FUND	\$166,076	\$128,089	\$847,565	\$1,152,801	\$1,537,068	55%	\$305,236	792

UNAPPROPRIATED EXPENDITURES FUND

SUPPELMENTAL APPROPRATIONS	80	\$0	\$336,073	\$336,073	\$336,073	100%	0\$	%0
TOTAL DISASTER FUND	\$0	\$0	\$336,073	\$336,073	\$336,073	100%	\$0	%0

THIRD LAGUNA HILLS MUTUAL MAINTENANCE PROGRAMS **VARIANCE EXPLANATIONS** As of September 30, 2017

- JANITORIAL \$(35,559) YTD \$26,832 September .
- Unfavorable variance: Several corrections made; trending more in line with budget. <BH>
- PLUMBING SERVICE \$(180,188) YTD \$(27,116) September તં

Unfavorable YTD variance. Higher than average leaks have resulted in an increased workload. Also the United Water Heater Replacement program has been on hold, allowing more time for staff to address plumbing issues elsewhere, <MS>

BUILDING REHAB/DRY ROT - \$222,771 YTD \$26,900 September က်

Favorable variance: During the summer months, work was conducted at the White elephant buildings that consist mostly of stucco and much fewer Dry Rot issues compared to other Cul-de-Sacs. <PC>

CARPENTRY SERVICE - \$(109,935) YTD \$(10,942) September 4

Unfavorable variance: Materials and labor increased during September. <PC>

ROOF REPAIRS - \$39,088 YTD \$20,552 September

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Favorable variance: This is a reactive program - less work needed than budgeted so far. <GW>

PEST CONTROL FOR TERMITES - 10% variance YTD \$(58,325) September ڼ

The budget is distributed evenly and work began in May. <PC>

- CONCRETE REPAIR/REPLACEMENT under 10% variance YTD \$(10,907) September ۲.
- BALCONY/BREEZEWAY RESURFACING -\$(38,596) YTD \$4,339 September ò
- Unfavorable variance: Staff has seen an influx in decking repairs due to damage from the rain this year; based on previous 4-year trend, the 2017 budget is insufficient to cover actual expenses. <PC>
- PAINT EXTERIOR TOUCHUP \$12,183 YTD \$3,424 September oi

Favorable variance: This is a reactive program – less work needed than budgeted so far, <PC>

Favorable variance: This is a reactive program – less work needed than budgeted so far. <BH>

PAVING MAINTENANCE & REPAIRS - \$48,204 YTD \$11,119 September

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ξ.

GUTTER CLEANING — \$93,688 YTD \$10,627 September Favorable variance: Timing of program. <GW>

The budget is distributed evenly and the bulk of work is scheduled to begin in September. ELECTRICAL SERVICE - under 10% variance YTD \$613 September

2

- Favorable variance: This is a reactive program less work needed than budgeted so far. <PC> MISC REPAIRS BY OUTSIDE SERVICE - \$58,346 YTD \$373 September ~
- **APPLIANCE REPAIRS** \$(21,696) YTD \$(427) September Unfavorable variance: Increased Washing Machine repairs are the greatest factor in this variance. <MS> 4

THIRD LAGUNA HILLS MUTUAL MAINTENANCE PROGRAMS **VARIANCE EXPLANATIONS** As of September 30, 2017

- FIRE PROTECTION \$15,576 YTD \$(7,745) September Favorable variance: Waiting for vendors to submit invoicing <GW> 5,
- WELDING \$(16,602) YTD \$(708) 16.

Unfavorable variance: Significant stairway repair in previous months. <BH>

- Unfavorable variance: Additional lobbies were renovated per board decision. <PC> GV MAILROOM RENOVATIONS - \$(29,628) YTD \$(14,567) September 7,
- **PAINT INTERIOR TOUCHUP** \$(8,417) YTD \$(2,030) September Unfavorable variance: Staff has seen an influx in leaks due to the rain, which required interior painting. <PC> ₹.
- 19. TRAFFIC CONTROL \$2,630 YTD \$359 September
- Favorable variance: This is a reactive program less work needed than budgeted so far, <BH>
- STAIR TREAD REPLACEMENTS \$12,527 YTD \$1,104 September 20.

Favorable variance: One larger project recently completed, not yet charged; 5 outstanding tickets. When repairs are completed and charged, it is anticipated that expenditures will be in line with appropriations. <BH>

CURB CUT/SIDEWALK RAMPS - \$7,500 YTD \$833 September

21.

Favorable variance: This is a contingency item and is subject to variances. <GW>

DISASTER FUND

MOISTURE INTRUSION - RAIN LEAKS - \$(164,376) YTD \$(14,416) September

Unfavorable variance: Extraordinary amount of rain events in the first quarter. <KW>

Favorable variance: Invoicing is behind; several vendors have been submitting invoices late and incorrectly; many have been sent back to vendor for correction. <KW>

MOISTURE INTRUSION - PLUMBING LEAKS - \$32,126 YTD \$(50,192) September

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MOISTURE INTRUSION - PLUMBING STOPPAGES - \$116,043 YTD \$(2,038) September Favorable variance: Lower amount of stoppages than expected. <KW> ς,

MOISTURE INTRUSION – MISCELLANEOUS – \$16,226 YTD \$(7,389) September 4

Favorable variance: Invoicing is behind; several vendors have been submitting invoices late and incorrectly; many have been sent back to vendor for correction. <KW>

DAMAGE RESORATION SERVICES - \$305,217 YTD \$36,048 September សុំ

Favorable variance: Invoicing is behind; several vendors have been submitting invoices late and incorrectly; many have been sent back to vendor for correction. <KW>



STAFF REPORT

DATE:

November 6, 2017

FOR:

Maintenance and Construction Committee

SUBJECT: Laundry Room Dryer Replacement

RECOMMENDATION

Review and provide direction.

BACKGROUND

Staff was directed to bring a report with additional information on costs and ROI for the Committee to review in order to provide further direction to staff.

DISCUSSION

The Purchasing Department was asked to source a commercial dryer to replace the existing residential models. The unit selected by Purchasing was a Maytag brand, which is the same brand as the existing washers. The cost for the unit is approximately \$900. With the small amount of parts required and the labor for installation, the total cost for installation is estimated at \$1000.

The revenue generated from washing machines in 2016 was \$101,554. If the inventory for dryers is reduced to 331 as previously suggested, the cost of installation would be \$331,000. If the dryer cost is set to \$0.50, similar to the charge for the washing machines, it will generate additional revenue of \$101,554. This calculates to a simple ROI of 3.26 years.

There are several other sources of income or savings that are unknown variables at this time and not included in this ROI. It does not include any income that would come from the sale of the existing machines. Additionally, there would be energy savings from several sources. First, the commercial dryers are more energy efficient, and thus would use less electricity per load. It has been noted that in the current situation where the dryers are free, residents are more likely to put the dryer on for much longer than is necessary. There are also residents that wash their clothes in their manors and bring the clothes to the laundry room for drying. A coin operated dryer would greatly reduce both of these situations. Lastly, with all new machines, the cost of repairs and maintenance would be greatly reduced. Most likely these factors would bring the ROI below 3 years.

There are costs associated with the collection of the coins from the dryers. Additionally, if the machines need to be stored while switching them out, there would be costs for the labor and possible container rental to house the machines. These costs are relatively small compared to the purchase price, and are estimated to balance out with the energy savings mentioned previously.

Third Laguna Hills Mutual Laundry Room Dryer Replacement 11/6/2017 Page 2

if this replacement is to be done with in-house staff, installations would be limited by staff and vehicle availability. The estimated time for replacement of all machines by existing staff is one year. If replacement is to be done by an outside service or the hiring of additional staff, the Union would have to be consulted and additional research would be needed.

FINANCIAL ANALYSIS

If coin operated commercial dryers were to be purchased and installed, a supplemental appropriation not to exceed \$350,000 from the Laundry Replacement Fund would be required.

Prepared By:

Mark Stal, Maintenance Service Manager

Reviewed By:

Guy West, Projects Manager



STAFF REPORT

DATE:

November 6, 2017

FOR:

Maintenance and Construction Committee

SUBJECT:

Policy for Mandatory Water Heater Replacement During Resale

RECOMMENDATION

Review and provide direction to staff on implementing a policy requiring members to replace their water heaters, if over 10 years of age, during the resale process, effective January 1, 2019.

BACKGROUND

The Maintenance and Construction Committee directed staff to prepare a policy (Attachment 1) and draft a resolution (Attachment 2) that would require owners to replace water heaters as a requirement in the resale process. The parameters for the program would include the age and location of the water heater.

DISCUSSION

Water heater failure due to age is a serious ongoing issue throughout the Village. In the original construction, the majority of the manors had the water heater installed in the interior of the unit; moisture intrusion caused by water heater leaks is one of the major causes of damage to both Mutual and personal property within the Village. In 2016, Third Mutual experienced 33 moisture intrusion events caused by leaking water heaters, resulting in damage restoration costs with an average of \$1,700 per occurrence, resulting in a total of \$85,000 in damages. These costs do not include damages to personal property such as alterations, flooring and furniture.

Mutual policy places the responsibility for damages caused by water heaters over ten years old, or installed by alteration, on the Manor owner. Although some of the costs are recovered through the reimbursement process, considerable staff time is devoted to the process.

Leaks from aged water heaters not only affect the unit in which the leak occurs; they also cause damage to neighboring units, resulting in significant inconvenience and

Third Laguna Hills Mutual Policy for Mandatory Water Heater Replacement During Resale 11/6/2017

hardship. In 2016, 50 separate units were affected by the 33 water heater leaks. When owners fail to perform timely replacement, or properly maintain water heaters, they pose a risk to themselves, their neighbors, and Mutual property.

Since water heater leaks have such an adverse effect on the community, staff seeks committee input in instituting a policy to ensure proper replacement protocols are followed. Although industry average for residential water heaters is six years, the warranty on water heaters installed by the Mutual is ten years. Of the 33 water heater leaks in 2016, only four (12%) were still within the 10 year threshold. The remaining leaking water heaters were an average age of 20 years old, with the oldest being 34 years old. Some of the water heaters within the Mutual were installed as an alteration and would have the shorter warranty.

In the interest of ensuring adequate replacement timing, staff recommends that if the Committee is to institute a policy requiring owners to replace indoor water heaters at the time of resale, that the threshold be set at least 10 years or older. Water heaters that show deterioration or are of an unknown age should also be included in the policy.

Instituting a policy to require mandatory replacement of water heaters during resale does have some inherent issues. The resale process is very time sensitive, requiring coordination between several divisions in a fixed time frame. Adding this requirement could significantly increase the length of the resale process, as well as increasing staff time to coordinate and implement the policy.

Currently, staff does not inspect the interiors of Manors during resale; implementing the proposed water heater policy and adding the task to the process would also require modification of the existing resale policy. With an average of 41 resales per month in Third Mutual, implementing the new policy would significantly increase staff time necessary to complete the process.

There are two methods available for replacing an aged water heater; as a chargeable service or by a licensed outside contractor. Both methods have significant time restraints and both methods require a City permit and City inspection. Using an outside contractor would also require the issuance of a Mutual Consent. Historically, outside contractors have had trouble obtaining the City required leak detection water shut off devices, which potentially increases the time frame for replacement of the water heater.

Replacing the aging water heaters through the chargeable service method has challenges as well; the increase in demand for water heaters would significantly increase the demand on staff in Maintenance Services. Each water heater replacement requires three hours of plumbers' time for the actual replacement and an additional one hour of electricians' time for the installation of the leak detection water shut off device.

Based on 2016 data of water heater leaks, 78% of water heaters would need to be replaced in the 41 monthly resales, resulting in the need to replace an average of 32 water heaters monthly. Maintenance Services does not currently have sufficient staff to

Third Laguna Hills Mutual Policy for Mandatory Water Heater Replacement During Resale 11/6/2017

perform this work. Timely scheduling of the work would also be problematic as plumbing emergencies take precedence over scheduled replacement work.

A third option, not currently available to Members, is for the Mutual to obtain, via the bidding process, an outside contractor to offer a fixed price option to replace the aging water heaters. Using a qualified and vetted contractor would eliminate the demand on Maintenance Services and may reduce the difficulty in obtaining leak detection water shut off devices. This method would also relieve some of the additional burden on staff by eliminating the need for Members to go through the Mutual Consent process.

Due to the scale of the issue, the financial effect on Members, and the potential increase in staff necessary to implement the policy; Staff recommends that, if the Board were to institute this policy, it be made effective January 1, 2019.

FINANCIAL ANALYSIS

None at this time. Additional staffing may be required in the Manor Alterations Department for the additional inspections and the Plumbing and Electrical Departments if water heater replacements were to be provided by in-house staff.

Prepared By: Kurt Wiemann, PIR Manager

Reviewed By: Laurie Chavarria, Executive Assistant

Brett Crane, Alterations Supervisor Guy West, Projects Manager

Attachment(s)

Attachment 1: Policy and Procedure Attachment 2: Proposed Resolution

ATTACHMENT 1

Policy for Mandatory Water Heater Replacement During Resale

I. Definitions

- A. Water Heater: As related to this policy, a water heater is defined as a household appliance consisting of a gas or electric heating unit under a tank in which water is heated and stored.
- B. Warranty: As related to this policy, a warranty is a written guarantee given to the purchaser of a new appliance by the manufacturer, specifying that the manufacturer will make any repairs or replace defective parts free of charge for a stated period of time.
- II. Replacement Responsibility upon Resale of a Manor

The Manor owner shall be responsible to replace the water heater at the time of resale under one of more of the following conditions:

- a. The age of the existing water heater is ten years or more.
- b. The age and warranty of the existing water heater is unknown.
- c. The existing water heater shows signs of deterioration.

III. Methodology

Inspection and documentation of the condition of the water heater shall be as follows:

- a. Member or their Agent shall apply and pay for a First Inspection per Resale Policy.
- b. Upon receipt of the Resale First Inspection form and fee, the Mutual shall inspect the water heater of the Manor to determine the age and condition of the water heater.
- c. Should the Mutual determine that the water heater meets the above criteria, notice shall be given to the owner, via the First Inspection Report, to replace the water heater.
- d. A sum equal to the amount of a replacement water heater, leak detection water shut off device, and all applicable labor and administrative costs shall be withheld from escrow until the water heater is replaced.

Third Laguna Hills Mutual Policy for Mandatory Water Heater Replacement During Resale 11/6/2017

IV. Replacement Method

- A. The owner may choose for the water heater to be replaced by in-house staff as a chargeable service.
- B. The owner may choose for the water heater to be replaced by a private contractor of their choosing provided:
 - a. A Mutual Consent application is submitted and approved.
 - b. A City of Laguna Woods permit is obtained.
 - c. All Building Codes, Rules and Regulations are followed including, but not limited to, installation of the City approved leak detection water shut off device.

V. Documentation

- A. The owner shall provide the Alterations Department with a copy of the warranty for the <u>existing</u> water heater if the appliance is to remain in place.
- B. The owner shall provide the Alterations Department with a copy of the warranty for the <u>new</u> water heater and copies of the complete and signed permits and Mutual Consent.

VI. Failure to Comply

- A. A sum equal to the amount of a replacement water heater, leak detection water shut off device and all applicable labor costs plus administrative costs shall be withheld from escrow.
- B. The owner may be subject to a Disciplinary Hearing for failing to comply with this policy.

Third Laguna Hills Mutual Policy for Mandatory Water Heater Replacement During Resale 11/6/2017

ATTACHMENT 2

RESOLUTION 03-17-XXX

Water Heater Replacement During Resale

WHEREAS, Third Laguna Hills Mutual has experienced significant damages to both Mutual and Members' property from the failure of aging water heaters; and

WHEREAS, Third Laguna Hills Mutual has determined that the majority of those failed water heaters are older than 10 years and beyond the term of the manufacturer's warranty; and

NOW THEREFORE BE IT RESOLVED, November 16, 2017, that the Board of Directors of the Corporation hereby adopt a policy directing the Alterations Department to perform interior inspections during the resale process to verify the age of water heaters; and

RESOLVED FURTHER, Members will be required to replace all water heaters, at their expense, that are found to be in service over 10 years, of an indeterminable age, or in disrepair; Village Management Services Inc. will make available several avenues for Members to replace the water heater; and

RESOLVED FURTHER, Effective January 1, 2019 the Board of Directors hereby approves a policy to require mandatory replacement of water heaters during resale; 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.



STAFF REPORT

DATE:

November 6, 2017

FOR:

Maintenance and Construction Committee

SUBJECT: Laundry Room Water Heater Alternatives

RECOMMENDATION

Continue utilizing the 50 gallon water heaters in stock.

BACKGROUND

Staff was directed to compare operating costs of existing 50 gallon water heaters versus the cost to replace with new 20 gallon units. Each laundry room has (2) 50 gallon water heaters, one of which was recently disconnected and left in place in the water heater closet.

DISCUSSION

The existing water heater is an A&O Smith 50 gallon traditional glass lined tank style water heater. The proposed replacement is a 20 gallon polybutene Rheem water heater. The cost of the Rheem unit is \$750 plus the cost for installation. Since the size and configuration of the new heater is much different, some additional plumbing adjustments would have to be made. The estimated cost of the Rheem tank with installation is \$1100. The cost to replace the existing water heater with the available backup unit is \$120 for labor and materials. The cost to replace the existing water heater with a similar 50 gallon unit is \$700.

The estimated yearly energy usage for the existing 50 gallon water heater is \$579. The estimated yearly energy usage for the new 20 gallon heater is \$440. This provides for a yearly savings of \$139. Thus the simple ROI on the 20 gallon heater is 7.9 years. The warranty on the Rheem unit is 5 years on the tank and 1 year on parts. The estimated lifespan of the Rheem heater is 10 years.

The estimated energy consumption of the 20 gallon units was formulated by comparing a variety of different size and efficiency water heaters. Rheem does not provide estimated energy consumption on units under a 30 gallon capacity. Staff does not recommend replacement at this time based on the possible inaccuracy of the energy consumption and the length of ROI versus warranty and expected lifespan.

FINANCIAL ANALYSIS

None at this time.

Prepared By:

Mark Stal, Maintenance Services Manager

Reviewed By:

Guy West, Projects Manager

Agenda Item #13



STAFF REPORT

DATE:

November 6, 2017

FOR:

Maintenance and Construction Committee

SUBJECT: Trash Chute Cleaning and Repair

RECOMMENDATION

Receive and provide direction.

BACKGROUND

On May 24, 2017, staff was directed to pursue quotes for repairs and cleaning of trash chutes for all three story buildings in Third Mutual. During the contractor inspection, many existing doors and chutes were found in need of major repair due to repeated usage. Additionally, during initial construction some trash chute doors were not properly installed in the correct configuration and need to be modified.

DISCUSSION

Staff has actively sought quotes from three vendors for repair and cleaning of LH-21 and Garden Villa building trash chutes. At this time, only one company has submitted a quote.

The quote received is based on repairs and equipment replacement necessary for standard operation. The repairs include door and handle replacements, new custom collars, and new hoods. All suggested equipment replacement will meet the NFPA-82 code standards on Waste and Handling Systems and Equipment. The standard presents the minimum fire protection requirements for the construction, installation, maintenance, and use of waste storage rooms and handling systems. Otherwise, the existing equipment will be repaired. The quote does not include drywall patch or stucco repairs, which will require a quote from a remediation contractor for abatement and subsequent repairs.

The price breakdown for the LH-21 and Garden Villa buildings are based on contractor recommended improvements for each building. Each discharge room and trash chute has different repair needs. A detailed breakdown of these line items is shown in Attachments 1 and 2.

The repair estimate for 28 LH-21 buildings is \$59,587.85 and for 53 Garden Villa buildings is \$246,484.84. Trash chute cleaning and pressure wash services for three level buildings is estimated at \$270 per building.

Third Laguna Hills Mutual Trash Chute Cleaning and Repair 11/6/2017 Page 2

FINANCIAL ANALYSIS

The project is an unbudgeted item and will need a supplemental appropriation from the Unappropriated Expenditures Fund approved by the Board.

Prepared By:

Grace Shin, Assistant Engineer

Reviewed By:

Guy West, Projects Manager

ATTACHMENT(S)

Attachment 1 – LH-21 Buildings Trash Chute Repairs Quote Attachment 2 – Garden Villa Buildings Trash Chute Repairs Quote

Third Laguna Hills Mutual Trash Chute Cleaning and Repair 11/6/2017 Page 3

Attachment 1 LH-21 Buildings Trash Chute Repairs Quote

LH-21 Repairs	Price	Quantity	Tax	Total
Intake Door - 18" x 18" Wil Type with ADA Handle	\$433.00	45	7.75%	\$20,995.09
Hydraulic Closer 10"	\$72.60	1	7.75%	\$78.23
Thumb Latch	\$8.06	1	7.75%	\$8.68
Latch Plunger	\$17.00	1	7.75%	\$18.32
Trash Chute Door Maintenance	\$25.00	4	0%	\$100.00
Discharge Door - 30" Accordion Damper Square	\$508.00	5	7.75%	\$2,736.85
Custom Housing for 30" Square Discharge Door	\$146.00	5	7.75%	\$786.58
Collar for 30" Square AC Discharge Door - 3"	\$62.45	5	7.75%	\$336.45
Custom Collar for 30" AC Discharge Door	\$163.00	5	7.75%	\$878.16
Discharge Door, 24" Accordion Damper	\$412.00	14	7.75%	\$6,215.02
Collar for 24" Square for AC Discharge Door	\$62.45	14	7.75%	\$942.06
Custom Collar 24" Square for AC Discharge Door	\$163.00	8	7.75%	\$1,405.06
Discharge Door - 22" AC Square	\$467.00	7	7.75%	\$3,522.35
Custom Chute Repair/Installation - Intake Door Installation	\$7,600.00	1	0%	\$7,600.00
Chute Installation & Repair Services	\$13,965.00	1	0%	\$13,965.00
TOTAL:	<u> </u>			\$59,587.85

Third Laguna Hills Mutual Trash Chute Cleaning and Repair 11/6/2017 Page 4

Attachment 2

Garden Villa Buildings Trash Chute Repairs Quote

Garden Villa Repairs	Price	Quantity	Тах	Total
Intake Door - 15" x 18" Mid Type with ADA Handle	\$349.00	157	7.75%	\$59,039.46
Intake Door - 18" x 18" Wil Type with ADA Handle	\$433.00	1	7.75%	\$466.56
Metal Panel (Hood) and Trash Chute Section Removal and Disposal	\$1,000.00	52	0%	\$52,000.00
24" Round Chute Section - 36" length with mounting clips	\$350.00	52	7.75%	\$19,610.50
Discharge Door, 24" Accordion Damper	\$412.00	52	7.75%	\$23,084.36
Discharge Door, 30" Square AC Door for Square Chute	\$1,032.00	1	7.75%	\$1,111.98
Custom Housing - 30" AC Door Housing	\$148.00	1 ,	7.75%	\$159.47
Custom Collar - 12" Custom Collar with 3" Flange	\$503.00	1	7.75%	\$541.98
Collar for 30" Round AC Discharge Door - 12"	\$116.50	1	7.75%	\$125.53
Chute Installation & Repair Services - Intake Doors and Labor	\$59,755.00	1	0%	\$59,755.00
Chute Installation & Repair Services	\$30,590.00	1	0%	\$30,590.00
TOTAL:				\$ 246,484.84



STAFF REPORT

DATE:

November 6, 2017

FOR:

Maintenance and Construction Committee

SUBJECT: Trellis Removal at Mutual Expense

RECOMMENDATION

Remove original floor plan trellises during the Prior to Paint Program (PTP), at Mutual expense.

BACKGROUND

Staff was directed to provide a report for removal of originally constructed trellises (Attachment 1) at Mutual expense in lieu of a chargeable service.

DISCUSSION

To facilitate this removal program, PTP staff will reach out to those Members with manors scheduled for the Paint Program to offer trellis removal at Mutual expense. If Members are agreeable, staff will schedule the original trellis to be removed during the prior to paint process.

Only originally constructed trellises will qualify for removal. However, if the existing original trellis is attached to an alteration, it will not be removed. In addition, the Mutual will not be responsible for alteration flooring (Attachment 2) at locations where the removal of the structural posts leaves a void in the alteration flooring. If the member does not wish to participate in this removal program, the PTP staff will leave the trellis in place and proceed with repairs and paint.

FINANCIAL ANALYSIS

Staff estimates the cost for a single trellis removal to be \$1,922. This program will be funded by the Replacement Reserves Fund - Prior to Paint.

Prepared By:

Patrick Cleary, Maintenance Operations Manager

Reviewed By:

Guy West, Projects Manager

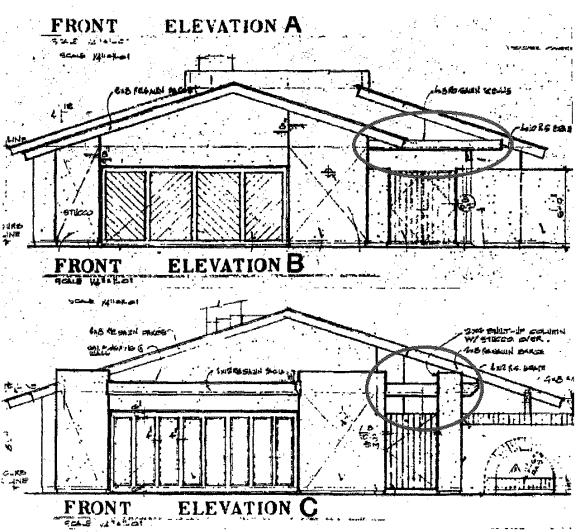
Attachment(s)

Attachment 1: Plans that include originally constructed trellises

Attachment 2: Photo of alteration flooring



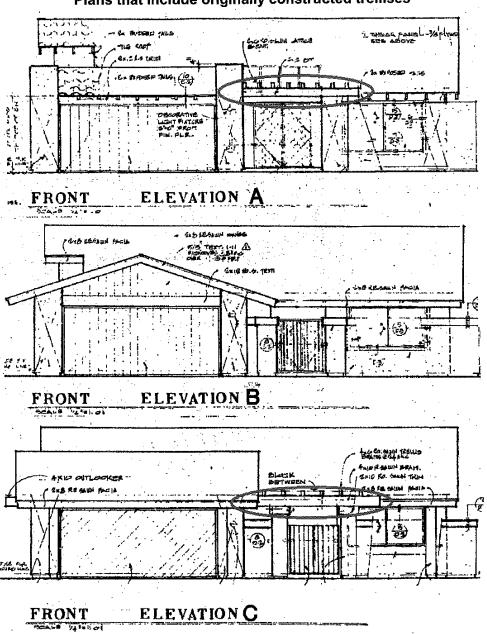
Attachment 1 Plans that include originally constructed trellises



Trinidad/Villa Reposa(C11)



Attachment 1 (continued) Plans that include originally constructed trellises



Columbia/Villa Terraza(C10)



Attachment 2 Photo of alteration flooring





STAFF REPORT

DATE:

November 6, 2017

FOR:

Maintenance and Construction Committee

SUBJECT: Solar O&M Update

RECOMMENDATION

Receive and file.

BACKGROUND

Third Mutual has 12 buildings (2353, 2381, 2393, 2394, 2397, 2399, 2400, 3242, 3243, 3420, 5372 and 5510) with solar equipment installed. Permission to Operate (PTO) was received for the last of the solar sites on July 17, 2017.

DISCUSSION

In order to keep a photovoltaic system fully operational and performing at its highest potential it is necessary to maintain the system. This work will be performed by an outside contractor. Contractors submitted bid proposals based on the attached specification of work (Attachment 1). The contract was awarded to Phoenix Renewable Services.

FINANCIAL ANALYSIS

A 12-month annual contract was awarded for Solar Operations and Maintenance to Phoenix Renewable Services in the amount of \$18,647 and is funded from the Replacement Fund – Energy Systems.

Prepared By:

Mark Stal, Maintenance Services Manager

Reviewed By:

Guy West, Projects Manager

Attachment(s)

Attachment 1: Specification of Work

EXHIBIT A SPECIFICATION OF WORK

SUMMARY

- 1.1. Contractor shall provide all labor, materials, equipment, supervision and transportation necessary to provide the Services outlined in this Contract.
- 1.2. Contractor shall supply Third Solar Operations and Maintenance (O&M) Services.

PROJECT LOCATION

1.3. Contractor shall carry out all Services at the following location within Laguna Woods Village, Laguna Woods, CA 92637:

Cul-De-Sac	Building Numbers
219	2393, 2394, 2397 and 2399
, 221	2400
222	2381
343	3420
364	5510
No CDS number	2353, 3242, 3243 and 5372

PROJECT DOCUMENTS

- 1.4. Contractor shall carry out all O&M Solar Services for Third Solar Project in conformance with the Description of Work as follows:
 - See Description of Work
- 1.5. Where drawings refer to Owner, Architect, Agency, Permittee, Engineer, Geologist, Designer, Insurance Company, City or County, Contractor shall include "Agent representative".
- 1.6. Should plans, details or specifications conflict, the more stringent specification or detail shall apply.
- 1.7. Contractor must field verify site conditions and dimensions prior to ordering materials.

DESCRIPTION OF WORK

- 1.8. Contractor shall:
 - a. Provide Operation and Maintenance (O&M) services set forth below
 - b. Daily:
 - 1. Real-time performance monitoring and alert triage
 - 2. Product warranty administration (creating/tracking/logging)
 - 3. 24/7 customer support

c. Annually:

- 1. Inverter inspection, maintenance and thermal scans
- 2. DC wiring and electrical equipment inspections, maintenance, thermal scans and performance testing (current at maximum power (IMP) & operating circuit voltage (VOC) on 100% of the strings
- 3. Solar module inspection and thermal scans
- 4. Array racking and component inspection and maintenance
- 5. Inspection, cleaning and maintenance of meters and sensors
- 6. Pyranometer calibration
- 7. Removal of material within arrays and balance of system (BOS)
- 8. Repairs and replacements as required
- 9. Maintenance summary report
- 10. 2x Annual Module washing.



STAFF REPORT

DATE:

November 6, 2017

FOR:

Maintenance and Construction Committee

SUBJECT: 3-story Building Address Sign Locations

RECOMMENDATION

Receive and provide direction.

BACKGROUND

The Maintenance and Construction Committee requested the Garden Villa Association provide a list of locations to install building address signs at the 3-story buildings.

DISCUSSION

Staff has reviewed the list of building address sign locations for Garden Villa and LH-21 buildings that was provided by the Garden Villa Association (Attachment 1). However, staff is requesting clarification and direction to implement the sign installation program.

In addition, staff was directed to provide costs for two different materials for the monument sign posts (Attachment 2). A selection from the Committee for one of the two proposed post materials is needed along with direction to implement a monument sign pilot program.

FINANCIAL ANALYSIS

None at this time.

Prepared By:

Guy West, Projects Manager

ATTACHMENT(S)

Attachment 1 - Garden Villa & LH-21 Address Sign Location List

Attachment 2 - Monument Post Material Price Comparison

oigh Locations - Galden) 	The state of the s
Signs	Monuments	Building	Description of Sign Placement
2	-1	696	Place monument in grassy area. Add Sign on garage entrance.
3		2353	Replace sign on garage w/new one higher above light on stairs I. side of bldg. Also New one facing golf course.
4		2354	Replace signs on I. & r. side of bldg. also r. side of back of bldg facing cul de sac. Replace lobby sign.
2	,	2355	Place new sign on I. side of garage entrance. Remove old one. Replace one on Lobby entrance.
2		2369	Put new sign over front entrance. Replace freestanding sign "Entrance 2369" w/monument sign
m	-	2370	Replace signs over garage and lobby. Put new monument on corner of cul de sac and street.
5		2381	Put new sign at second level or high in front. Repl. Sign over garage. Replace lobby sign w/one facing
			Mariposa in the 2nd from left panel above existing light. Center over light. Replace r. & I. signs on front.
4		2384	Replace sign on r. at street side. New sign high above lobby entrance. Repl signs on I. & r. side of lobby side.
33		2385	Replace signs on r. & I. side of bldg. facing cul de sac & golf course. Replace sign above garage.
4		2386	Replace all 3 signs on bldg. facing cul de sac. New sign above garage.
က		2387	Replace sign above garage w/new one on L. on the Brown paint. Rep. L.& R. side signs facing golf course.
2		2388	Replace sign on garage w/one on r. side of garage side of bldg. Replace lobby sign.
m		2390	Replace signs over garage entrance and on side of bldg facing Mariposa. Repl over Lobby entrance.
33		2391	Place one sign on front closer to entryway. Place one at East: on back end by garage entry.
			New one visible as people drive up into cul de sac.
რ		2392	New sign facing bldg. 2393. New one above & to r. of garage, Replace one over garage.
		2393	УО
33	~ I	2394	Replace sign on I. side of stairs on Garage entrance side. Place monument at cul de sac & Mariposa St.
			so light from foyer will be reflected. New larger sign replacing existing sign on corner of bldg at cul de sac
			Add sign on back of bldg. above small garage door opening — to the right and high abve.
7	T	2395	Replace sign on entrance to garage. Remove old. Add monument to R. or L. of driveway
2	Н	2396	Replace Lobby sign. At garage entrance place one between 1st and 2nd level on I. side of entrance; back
			side faces golfcourse so replace current sign by walk-thru to garage & also one on r. side. Place
			monument in front of street going to garage.
4		2397	Replace Lobby sign. Place sign on r. side of bldg. between 1st & 2nd floors closest to golf course.
			and at garage entrance. Place sign o bldg. golf course side.
r.		. 2398	Replace Lobby sign. New sign on I. side of bldg. between 2nd & 3rd floors on wall facing 2397 and on
			r. side at garage entrance. Replace 2 signs on golf course side.
4		2399	Replace Lobby sign. Add new sign on r. side of garage entrance and new sign I. side of bldg. closer to 2nd floor
			Add sign to back of bldg. above Rec Room windows. Remove small signs at in front of garage.

Signs	Monuments	Building	Description of Sign Placement
æ		2400	Replace sign at Lobby entrance and place on r. side between 1st & 2nd floors. Replace sign at front
			end of bldg. (close to r. side) . Place new sign at garage entrance on wall between 1st & 2nd floors.
4	2	2401	Replace sign at Lobby entrance w/new sign on r. side of bldg facing Bldg 2396. Remove old sign at
			garage entrance. Place new one on side of bldg which faces street above Rec Room window.
			Add new sign on I. sideof that bldg. Place monument near Lobby path and one near Garage entrance.
4	-	2402	Replace lobby sign w/one on wall I, of current sign between 1st & 2nd floors. New sign at garage entrance
			at r. side between 1st & 2nd floors. Replace sign at back of bldg. closest to B2401 facing Mariposa.
			Place new monument on street next to garage entrance.
m		2403	Replace lobby sign and put on top of door/window area (after cutting banana branches?). Add new
			sign at garage entrance to wall on r. side. Add new sign at back of bldg. above windows of RecRoom/Door
			Add monument right before entrance to garage.
2		2404	Replace sign on E. side of bldg. at garage entrance. Place above light on stairs. Add new sign on r. side of
			bldg. facing B2405. Add monument leading up to the garage entrance.
4	1	2405	Place 2 new signs at garage entrance on 2nd floor level. Repl. Sign on back of bldg. Replace sign on I. side
			bldg. at lobby. Add monument right before garage entrance.
		3241	Replace signs over garage and replace sign centered over lobby entrance.
		3242	Replace signs on corner of bldg. & sign centered over center of garage (remove existing sign & patch).
	-	3243	Replace signs over lobby and center of garage. Add sign to bldg. on back facing street.
5	2	3244	Place sign in ctr. In upper area between first floor manors and above the Rec Room.
			Add double-sided sign on posts at entrance of driveway. Replace sign above garage.
7		3420	Replace signs centered over garage and lobby.
2		3421	Replace signs centered over garage and lobby.
2		3499	Replace signs centered over garage and lobby.
m		4006	Place new sign on L. side of bldg. above light on stairs at level of top of windows on 1st floor.
m			Replace new sign on Lobby entrance. Replace sign on R. side of bldg.
2		4007	Place new sign on R. front side of bldg. above light on stairs at level of top of windows on 1st floor.
			Replace sign on Lobby entrance.
7		4008	Replace sign above Lobby entrance. Place sign on front R. side of bldg. above the light on stairs over
4		4009	Replace sign on front R. side of bldg. facing cul de sac 403. Replace sign above Lobby Entrance.
			Remove sign and patch above Garage entrance. Place new sign on L. side of stairs at level of top of
			windows on 1st flooor. Replace single monument at sidewalk/street with a double-sided sign.
F	-	4010	Install monument at entrance to cul de sac 405.
3	-	4011	Replace sign above Lobby entrance. Place sign on front R. side of bldg. above the light on stairs over

Signs	Monuments	Building	Monuments Building Description of Sign Placement
			the 1st floor windows level. Install monument at entrance to cul de sac 405.
3		5370	Replace signs centered over garage and lobby. Add new sign on back of bldg. facing cul de sac
2		5371	Replace sign centered above garage entrance. Add new over lobby.
2		5372	Replace sign centered above garage entrance. Add new over lobby.
2	2	5499	Repace sign on front of garage over light on I. side above stairs. Place monument at street entrance.
			Place sign over lobby. Replace monument sign saying "Entrance 5499"
2	Н	2500	Place sign on front of garage. Replace monument at street entrance. Place new one over lobby
2	-	5510	Put up monument for both 5510 & 5511 together if possible. Replace sign above garage.
2	1	5511	Put up monument for both 5510 & 5511 together if possible. Replace sign above garage.
		5515	Replace sign over garage.
4	П	5517	Remove small sign above garage & patch. Replace sign next to top of stairs on I. front side of garage
			Put sign above lobby. Put monument at street entrance.
33	~	5518	Remove small sign above garage & patch. Replace sign next to top of stairs on I. front side of garage
	4 404 404		by front side of garage. Place sign above lobby. Put sign on monument at street entrance.
2	1	5519	Remove small sign above garage. Place new sign on front above garage over light on R. side of stairs.
			Place monument in front by street. Place new sign above lobby.
145	24	52	

Signs Monuments But 2 1 3 3 1 3 3 1 3 3 1 5 4 2 3 2 0 3 3 1 5 4 2 3 4 1 3 1 1 4 1 1 4 2 1 6 3 1 6 3 1 6 3 1 6 3 1 6 3 1 6 3 1 6 3 1 6 3 1 6 4 1 7 5 2 1 6 6 1 1 7 7 1 1 7 8 2 1	3335 3335 3335 3337 3338 5369 5369 3364 3365 3365 3365 3367 3371	Description of Sign Placement New sign in ctr. of elevator bldg. New monument at Punta Alta St. Replace sign on elevator bldg., New monument at Punta Alta St. Replace signs on R. & Ctr. Of bldg., New monument at Punta Alta St. Replace signs on R. & Ctr. Of bldg., New monument at Algaroba Replace sign on I. side of elevator bldg., New monument at Algaroba New signs on middle of elevator bldg., New monument at Algaroba New signs on middle of elevator bldg. & side of bldg. facing Algaroba. Monument at Algaroba Replace signs on L. & ctr. Of bldg. New on side facing Monte Hermoso. New monument at entrance. Replace sign on front of elevator bldg. New one on R. side of bldg.; Monument in front. Place new sign on 2nd floor side of elevator bldg. New monument at entrance near mailboxes. Replace sign on punta Alta side, and on elevator bldg. New monument at entrance near mailboxes. Replace sign on front of bldg. over mailboxes; New ones on R. & L. sides of front of bldg. Replace sign on front of elevator bldg; New sign on bldg. facing Bahia Blanca New monuments at Bahia Blanca entrance & under tree in front of bldg. Replace sign on elevator bldg. (place higher and centr.) New one on monument at Monte Hermosa Couple w/sign on monument w/ 3499 GV bldg.
		New sign in ctr.of elevator bldg. New monument at Punta Alta St. Replace sign on elevator bldg., New monument at Punta Alta St. Replace signs on R. & Ctr. Of bldg., New monument at Punta Alta St. Replace signs on R. & Ctr. Of bldg., New monument at Punta Alta St. Replace signs on I. side of elevator bldg., New sign on side of bldg. facing Punta Alta. Monument at Punta Alta Replace sign on I. side of elevator bldg., New monument at Algaroba New signs on middle of elevator bldg., New on side facing Monte Hermoso. New monument at entrance. Replace sign on front of elevator bld., New one on R. side of bldg., Monument in front. Replace sign on front of elevator bldg. New monument at entrance near mailboxes. Replace sign on punta Alta side, and on elevator bldg. New monument at entrance near mailboxes. Replace one on front of bldg. over mailboxes; New ones on R. & L. sides of front of bldg. Replace one on front of elevator bldg.; New sign on bldg. facing Bahia Blanca New monuments at Bahia Blanca entrance & under tree in front of bldg. Replace sign on elevator bldg. (place higher and centr.) New one on monument at Monte Hermosa Couple w/sign on monument w/ 3499 GV bldg.
		Replace sign on elevator bldg., New monument at Punta Alta St. Replace signs on R. & Ctr. Of bldg., New monument at Punta Alta St. Replace signs on R. & Ctr. Of bldg., New sign on side of bldg. facing Punta Alta. Monument at Punta Alta St. Replace sign on I. side of elevator bldg., New monument at Algaroba New signs on middle of elevator bldg. & side of bldg. facing Algaroba. Monument at Algaroba New signs on L. & ctr. Of bldg. New on side facing Monte Hermoso. New monument at entrance. Replace sign on front of elevator bld., New one on R. side of bldg.; Monument in front. Replace sign on front of elevator bldg. New monument near mailboxes. Replace sign on Punta Alta side, and on elevator bldg. New monument at entrance near mailboxes. Replace one on front of bldg. over mailboxes; New ones on R. & L. sides of front of bldg. Replace sign on front of elevator bldg.; New sign on bldg. facing Bahia Blanca New monuments at Bahia Blanca entrance & under tree in front of bldg. Replace sign on elevator bldg., (place higher and centr.) New one on monument at Monte Hermosa Couple w/sign on monument w/ 3499 GV bldg.
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	3500	Monument sign at entrance
	3501	New signs on 2nd floor Elevator bldg. & center of elevator bldg. Monuments at each entrance
1 1	3510	Monument sign on lawn in front of mailboxes.
	4001	Replace sign Ctr. of bidg. & new one on monument at cul de sac entrance at Calle Sonora
	4002	Replace sign on ctr. Of bldg. & new one on monument at cul de sac entrance at Calle Sonora
	4003	Replace signs on R., L & Ctr. Of bldg.
	4004	Replace signs on R., L. & Ctr. Of bldg.
	4005	Replace signs on R., L. & Ctr. Of bldg.
	4012	Replace signs on front ctr. Of bldg. & install new one on side of bldg. facing Calle Sonora
-	4013	Replace signs on R., L. & Ctr. Of bldg.
3	4014	Replace signs on R., L. & Ctr. Of bldg.
-1	4015	New sign on Right side of bldg. facing Calle Sonora. Current sign on r. side cannot be seen at night
3 1	4025	Replace signs on L. & C. Of bldg & new one on monument at cul de sac entrance
3 1	4026	Replace signs on R. & Ctr. Of bidg & new one on monument at cui de sac entrance
77 23	28	

Monument Post Material Price Comparison

The tables below compare the estimated costs to install reflective aluminum address signs on black locust or aluminum posts:

BLACK L	OCUST MONUMENT SIGN COST ESTIMATES			
MONUMENT TYPE	QUANTITY	UNIT COST	TOTAL COST	
One (1) Address Sign	10	\$567	\$5,670	
on Black Locust Posts	>100	\$505	>\$50,500	
Two (2) Address Signs	10	\$752	\$7,520	
on Black Locust Posts	>100	\$689	>\$68,900	

ALUMI	NUM MONUME	INT SIGN COST EST	MATES
MONUMENT TYPE	QUANTITY	UNIT COST	TOTAL COST
One (1) Address Sign	10	\$535	\$5,350
on Aluminum Posts	>100	\$470	>\$47,000
Two (2) Address Signs	10	\$725	\$7,250
on Aluminum Posts	>100	\$650	>\$65,000



STAFF REPORT

DATE:

November 6, 2017

FOR:

Maintenance and Construction Committee

SUBJECT:

Handyman Services Program

RECOMMENDATION

Provide direction on implementing a Handyman Services Program.

BACKGROUND

Laguna Woods Village is considering implementing a handyman service for its residents. The service would help residents with everyday repairs and other help not covered by monthly assessments. Although handyman services are readily available to the residents from a third party vendor, an in-house handyman service may be more convenient and potentially more cost effective for residents of Laguna Woods Village.

As directed by the VMS Board, staff researched the handyman program provided at Rossmoor of Walnut Creek. Their program started off gradually using one dedicated handyman staff member to respond to requests. By the end of the first year, 800 manors were enrolled and this number has steadily increased since the program began causing the number of handymen to be increased to 2.5.

<u>DISCUSSION</u>

The proposed Handyman Services Program will be staffed by skilled VMS employees that have a particular expertise in this unique Community.

For one low annual fee of \$200 to enroll, residents will receive up to 3 service calls per month, not to exceed 2 hours per service call. In order for this program to be favorable, an estimated 500 residents would need to enroll.

Handyman service requests will be called into Resident Services and an appointment would be scheduled for the authorized service (Attachment 1). If this program is implemented, staff anticipates that the call volume to Resident Services will increase by approximately 5 percent.

For your review and consideration, provided are samples of Frequently Asked Questions (FAQs) as well as the Terms and Conditions from the Rossmoor of Walnut Creek Handyman Service Program (Attachment 2 and 3). These documents may require some modification to fit the needs of Third Laguna Hills Mutual.

Third Laguna Hills Mutual Handyman Services Program November 6, 2017

The approved 2018 annual budget provides the necessary funding for an additional employee that could be utilized for this program. In addition, a vehicle and tools will be necessary and are estimated to cost \$50,000, which will require approval and funding by the Golden Rain Foundation.

FINANCIAL ANALYSIS

None at this time.

Prepared By:

Patrick Cleary, Maintenance Operations Manager

Reviewed By:

Guy West, Projects Manager

ATTACHMENT(S)

Attachment 1 – Description of Services Attachment 2 – Terms and Conditions

Attachment 3 - Frequently Asked Questions

Golden Rain Handyman Program - Description of Services

- <u>Fluorescent Tubes/Light Bulbs</u>: Replace any light bulb in the manor including nonfunctioning appliance bulbs. Resident is responsible for supplying bulbs. Replace defective fluorescent ballast.
- <u>Lamps</u>: Repair or replace defective switches, sockets, and wiring. Replace defective cords and plugs. Replace defective cord line dimmer switches. Assemble and test new lamps.
- <u>Light Fixtures</u>: Raise, lower and install resident-supplied chandeliers. Repair or replace defective light sockets and ballasts. Repair wiring within the fixture. Repair or replace dimmer switch. Install new resident-supplied light fixtures.
- Other Electrical: Replace defective light switches and outlets. Replace defective GFI outlets.
 Reset tripped circuit breakers. Replace defective wall dimmer switch. Repair electrical wiring shorts within the box. Replace defective door bell, button and transformer.
- <u>Drains</u>: Clear clogged drains within the unit including kitchen sink trap, garbage disposal, dishwasher air gap, bathroom sink trap, toilets, tub, and shower.
- <u>Plumbing</u>: Repair or replace traps, pipes and hoses from the floor to the wall as needed.
 Repair tub and shower mixing valves. Repair or replace tub and basin stoppers.
- <u>Toilets</u>: Replace defective flush valves, balls, and flappers. Replace seals as needed. Resolve stoppages.
- Sinks, Kitchen and Bath: Replace leaking hoses and supply lines. Replace defective spray
 heads. Unplug, clean or replace drain traps. Repair or replace defective stoppers. Repair or
 replace defective pull rods. Remove trap to recover items lost in drain.
- <u>Tub and Showers</u>: Repair or adjust tub and shower doors as needed. Repair or replace mixing valve. Clear clogged drains. Repair stopper. Replace shower head (residentsupplied). Reinstall fallen shower curtain.
- <u>Faucets</u>: Repair faucets within the unit. Replace aerators, if needed. Replace handles (resident-supplied).
- <u>Garbage Disposals</u>: Replace resident supplied disposal. Clear jammed disposals. Reset switch. Replace defective wall switch. Clean or replace air gap as needed. Repair or replace electrical cord.
- <u>Dishwashers</u>: Remove object in tub. Repair interior parts as needed. Tighten counter attachment screws as needed. Repair leaking drain hose.
- Vent Fans: Replace defective switch. Repair fan blade vibration. Replace defective motor.
- Resident Assistance Equipment (all equipment supplied by resident): Install wood blocks under bed. Install raised toilet seat. Install toilet support/grab bars. Tighten loose shower grab bars.
- Refrigerators: Test temperature. Repair defective parts as needed. Compressor excluded.
- Ovens: Repair as needed.
- Range Hoods: Repair as needed.
- Cook Tops: Repair as needed. Glass tops excluded.

- Washing Machines: Replace leaking supply lines. Remove objects from jammed tub and pump. Replace leaking pump hose. Adjust or replace pump belt. Replace defective water level or water fill switch. Replace defective door switch. Repair wiring shorts. Clothes Dryers: Replace light bulb. Temperature test. Re-attach vent hose. Clear clogged vent hose. Replace broken belt. Repair wire short. Replace limit switch. Remove jammed objects from drum. Replace defective door switch.
- <u>Furnaces</u>: Replace blown fuses. Check heating efficiency. Reset tripped circuit breakers.
 Repair leaking gas line connections. Replace defective door switch. Repair loose ducts.
 Clean filters. Explain thermostat operation. Adjust thermostat calibration. Repair minor electrical problems. <u>Central Air Conditioning</u>: Test for efficiency. Reset tripped switch.
 Replace blown fuse. Reset circuit breaker. Tighten loose supply line connectors.
- Water Heaters: Adjust temperature. Inspect for leaks. Relight pilot light. Replace supply line
 washers as needed. Replace defective thermo coupler. Replace defective heating element.
 Replaced defective thermostat control. Reset tripped thermostat control. Replace defective
 safety valve. Check for gas odor. Repair leaking drain valve. Repair wiring.
- Window and Deck Shades: Adjust pull string. Tighten loose brackets. Replace worn end brackets. Install (resident-supplied) shades.
- <u>Closet doors</u>: Adjust or reset doors. Lubricate doors as needed. Replace defective rollers and missing or defective floor glides. Adjust locking handles. Lubricate hinges as needed.
- Closets: Replace broken clothes pole and sockets.
- <u>Sliding Glass Doors and Windows</u>: Lubricate and adjust rollers. Replaced defective rollers.
 Adjust and lubricate lock. Replace defective lock. Adjust off track door. Replace fallen screens.
- <u>Sliding Screens</u>: Adjust off track door. Lubricate as needed. Replace defective rollers. Adjust or replace latch. Reinsert loose screen in frame.
- <u>Drapery Rods</u>: Lubricate pulley as needed. Replace defective draw cord. Replace defective cord tension device. Replace plastic hook eyelets as needed. Reinstall rod screws. Remove drapes for cleaning and reinstall.
- <u>Drawers</u>: Repair or replace broken runners. Lubricate hinges as needed. Tighten loose screws. Lubricate or replace rollers as needed. Tighten loose pull knobs.
- <u>Cabinets</u>: Tighten loose hinges. Lubricate and adjust hinges as needed. Replace defective hinges. Tighten loose pull knobs.

The "Personal Services" section describes chore type services. Please note that this section is not exhaustive and many other tasks/chores may be performed on a negotiable case-by-case basis.

Golden Rain Handyman Service does not cover cleaning tasks of any kind, although you may use the service to help you access areas to make it easier for you to clean them (i.e. moving a heavy appliance to allow cleaning below or behind it.)

<u>Personal Services</u> – Are intended to help residents with everyday chores that have become a burden. The resident will supply any necessary parts for personal services. Items covered include, but are not limited to:

- Install vacuum cleaner bag
- Remove or install table leaves
- Open or close convertible couches
- Turn mattress
- Move lightweight furniture
- Hang small lightweight shelves
- Move or hang potted plants
- Install paper towel hangers
- Install cup hooks
- Small carpentry jobs
- Duplicate keys made

Other tasks that take less than a half-hour will be considered on a negotiated basis.

GOLDEN RAIN HANDYMAN SERVICE TERMS AND CONDITIONS

LENGTH OF CONTRACT

This Agreement shall be effective for one full year from the date that payment for the program and this contract are received.

COST

The cost of the program is \$200.00 per year. Please make your check payable to Golden Rain Foundation or GRF

SERVICES

The resident purchasing the service program is entitled to four (3) service calls per month for his/her manor for services listed on the Service Description List attached to this Agreement for the term of the Agreement. Services not listed on the Service Description List are generally excluded except that requests for services not on the Service Description List may, at Golden Rain's sole discretion, be honored.

For purposes of this Agreement a service call is one trip to a manor to perform services provided such trip does not exceed four hours. Single trips shall be considered two service calls if they exceed two hours. If additional trips are needed to complete the services requested it will not count as another service call unless such additional trips cause the total service time to exceed the four hour limit.

PARTS

All parts required for services under this Agreement will be supplied by Golden Rain unless it states otherwise in the Service Description List. Parts required to be supplied by the resident may be purchased by the resident from Golden Rain at the time of service. Parts are subject to availability.

Golden Rain does not assume responsibility or liability for any damage or loss in any way related to Golden Rain's alleged failure to obtain parts in a timely manner.

APPOINTMENTS AND HOURS

Services will be scheduled and services will be performed during regular business hours, Monday through Friday, 8:00 AM to 4:30 PM, excluding holidays. <u>To schedule services a resident should call 597-4600 and reference the Handyman Services Program.</u>

Services requested by the resident after hours or on holidays will not be covered by this Agreement regardless of whether they fall within the scope of services set forth on the Service Description List.

Golden Rain does not assume responsibility or liability for any damage or loss in any way related to Golden Rain's alleged untimely response to any "emergency" or other request for service.

TRANSFER TO NEW OWNER

A resident's rights and obligations under this Agreement shall be transferred during the term of the Agreement to any individual that subsequently purchases his/her manor. This transfer shall occur automatically upon change in ownership and at no charge. Under no circumstances may a resident's rights under this Agreement be transferred to a different address than that under which it was purchased.

EXCLUSIONS AND LIMITATIONS

Golden Rain will not in any way pay for any services performed by anyone other than Golden Rain, unless ordered, or, authorized in writing, by Golden Rain. This Agreement shall not apply to any appliance or electronic product covered by an express warranty. Golden Rain reserves that right to refuse to service/repair any appliance or other component which in its sole discretion is too unsafe, old or worn to warrant further repair and/or service. This Agreement is intended to cover handyman service necessitated as a result of ordinary wear and tear and does not apply to repairs or services necessitated by such intervening causes as wars, floods, water, water damage, lightening, wind and windstorms, earthquakes, fires, smoke, acts of God, thefts, riots, vandalism, or misuse or abuse of a component.

LIMIT OF LIABILITY AND DAMAGES

Golden Rain's entire liability for any claim related to services provided under this Agreement shall in no event exceed the purchase price of the service package.

In addition, Golden Rain will not be responsible for any general or consequential damages arising out of or in any way related to services provided under this Agreement.

INDEMNIFICATION OBLIGATIONS

A resident agrees to defend, indemnify and hold harmless Golden Rain for any claim, injury or harm suffered by an employee or agent of Golden Rain providing services under this Agreement if such claim, injury or harm is due in whole or in part to the negligent acts or omissions of resident.

CANCELLATION

This Agreement may be cancelled within 30-days of receipt. Requests for cancellation shall be made in writing and sent to the Maintenance Operations Manager at PO Box 2220, Laguna Woods, CA 92654-2220. Upon receipt of a timely notice of cancellation, a resident shall receive a full refund of the costs for the service program provided no services have been rendered under the Agreement. If services have been rendered at the time of cancellation, a resident shall be entitled to a pro rata refund based on the retail value of services performed.

Attachment (new enrollees): Service Description List

BE SURE TO INCLUDE THIS CONTRACT, SIGNED, ALONG WITH YOUR CHECK MADE TO GRF

Owner Signature	Addres	s	Date	
GRF Signature	Date			

FOR SERVICE APPOINTMENTS CALL 988-7650

WHITE COPY: GRF - YELLOW COPY: CUSTOMER

FAQS

FREQUENTLY ASKED QUESTIONS

Below are some frequently asked questions and answers about the Handyman Services Program.

Q: How do I arrange for handyman service at my manor?

A: Call (949) 597-4600. A representative will schedule an appointment at a time that is convenient for you.

Q: What is the cost for service?

A: The rate is \$200 for a full year.

Q: Can I pay with a credit card or cash?

A: No. At this time Golden Rain Foundation is only able to accept checks for payment.

Q: How do I join?

A: By signing a Service Agreement and submitting payment. This can be done a few different ways. 1) Visit us in person at the Mutual Operations Division at 800 Rockview Drive where the receptionist can walk you through the process. 2) Call the Order Desk at (925) 988-7650. You will be sent the necessary documents along with a return envelope in which you return the signed Service Agreement and your check. 3) Call the Order Desk at (925) 988-7650 to arrange an appointment for the handyman lead to come to your manor. He will accept your signed Service Agreement and check and also perform a walk-through of your manor if you wish. This will allow you to discuss potential issues and allow him to become familiar with your manor for the future. 4) Print out a copy of the Service Agreement, fill it out and send it with a check for the correct amount to GRF to 800 Rockview Drive, Attn: Handyman Service.

Q: How many requests can I make for service?

A: You are allowed three calls per month with each call allowing up to two hours of work. If additional service is needed for a call, it may be granted at the discretion of management.

Q: Is there a charge per service call?

A: No. The only cost to you is the yearly fee. Parts that are not covered by the Service Agreement will need to be provided by the resident, or paid for at the time of service.

O: When is the service offered?

A: Appointments are available Monday through Friday from 8:00 a.m. to 3:30 p.m., excluding holidays. You may call for service during those hours, or leave a voice mail outside of those hours and your call will be returned the next business day.

Q: If I sell my unit and move to another manor within Rossmoor, does the Service Agreement move with me?

A. No. The Service Agreement is tied to the manor. The new buyer will retain the Service Agreement benefit.

Q: Can I cancel my Service Agreement?

A: Yes. You may cancel within the first 30 days of signing and receive a full refund if the

service has not been used. If the service has been used, you are entitled to a pro-rated refund based on the retail value of services performed.

Q: What is covered by the Service Agreement?

A: Many items are covered. See details of items covered on the Description of Services List.

Q: Will my Mutual coverage change?

A: No. Maintenance policies for your Mutual remain the same.

