



## **OPEN MEETING**

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

**Monday, May 1, 2023 at 1:30 p.m.  
24351 El Toro Road, Laguna Woods, CA 92637  
Board Room and Virtual with Zoom**

Laguna Woods Village owners/residents are welcome to participate in all open committee meetings in-person and virtually. To submit comments or questions virtually for committee meetings, please use one of the following options:

1. Join the committee meeting via Zoom by clicking this link:  
<https://us06web.zoom.us/j/81435641900> or by calling 1-669-900-6833, Webinar ID: 81435641900.
2. Via email to [meeting@vmsinc.org](mailto:meeting@vmsinc.org) any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and unit number must be included.

### **NOTICE AND AGENDA**

*This Meeting May Be Recorded*

1. Call Meeting to Order
2. Approval of the Agenda
3. Approval of the Meeting Report from March 6, 2023
4. Remarks of the Chair
5. Member Comments – *(Items Not on the Agenda)*
6. Response to Member Comments
7. Department Head Update
  - Garden Villa Rec Room Subcommittee Staff Liaison
  - Garden Villa Building 2399 Trash Area Door Replacement
  - Rubber Feet Installation on 3-Story Buildings' Washers and Dryers
  - Contract for Pressure Regulator Value Installations
8. Consent: *All matters listed under the Consent Calendar are considered routine and will be enacted by the committee by one motion. In the event that an item is removed from the Consent Calendar by members of the committee, such item(s) shall be the subject of further discussion and action by the committee.*
  - a. Project Log
  - b. Solar Production Report

9. Items For Discussion and Consideration
  - a. Non-Standard Electrical Use Reimbursement Request
  - b. Review M&C Committee Charter
  - c. Mailbox Replacement Options for Buildings 3434-3438
  - d. Laundry Appliance (Washers) Replacement
  - e. Gate 11 Seepage Update – Verbal Report
  - f. Replace Windows in Rec Rooms Status Update – Verbal Report
  - g. Shepherd’s Crook Alternatives for 2024 – Verbal Report
10. Items for Future Agendas: *All matters listed under Future Agenda Items are items for a future committee meeting. No action will be taken by the committee on these agenda items at this meeting.*
  - a. Under 32 SF and Under 100 SF Asbestos Abatement To Be Performed As Chargeable Service
  - b. Incentive to Upgrade Pipes/Dedicated Water Shut-Off Valves in Walls During Remodeling
  - c. Minimize Water Waste While Waiting for Water to Heat
  - d. Garden Village Garage Leaks
11. Committee Member Comments
12. Date of Next Meeting: Monday, July 3, 2023 at 1:30 p.m.
13. Adjournment

\*A quorum of the Third Board or more may also be present at the meeting.

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## **OPEN MEETING**

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

**Monday, March 6, 2023 at 1:30 p.m.  
24351 El Toro Road, Laguna Woods, CA 92637  
Board Room and Virtual with Zoom**

### **REPORT**

**MEMBERS PRESENT:** Ralph Engdahl - Chair, Jim Cook, Mark Laws, SK Park, Moon Yun

**MEMBERS ABSENT:** None

**OTHERS PRESENT:** **Third:** Andy Ginocchio (Alternate)  
Peter Henschel and Judith Troutman, Advisors

**STAFF PRESENT:** Manuel Gomez, Maintenance & Construction Director, Bart Mejia – Maintenance & Construction Assistant Director, Ian Barnette – Maintenance & Construction Assistant Director, Adam Feliz – Maintenance Operations Manager, Guy West, Projects Division Manager, Laurie Chavarria – Sr. Management Analyst, Sandra Spencer – Administrative Assistant

#### **1. Call Meeting to Order**

Chair Engdahl called the meeting to order at 1:30 p.m.

#### **2. Approval of the Agenda**

The agenda was amended to remove Item 9a and add items to Future Agendas previously on the Third Architectural Controls and Standards Committee agenda. Hearing no objection, the agenda was approved as amended.

#### **3. Approval of the Meeting Report from January 9, 2023**

Hearing no objection, the meeting report was approved by unanimous consent.

#### **4. Remarks of the Chair**

Chair Engdahl requested the committee members review the provided suggested changes to the M&C Committee Charter and be prepared to discuss at the May 1, 2023 meeting of this committee.

**5. Member Comments – (Items Not on the Agenda)**

- Two members commented on the mailbox replacement options not being on the current agenda.
- A member commented on water intrusion event procedures and washer/dryer repair delays.
- A member commented on rain gutters.

Director Yun arrived at 1:35 p.m.

**6. Response to Member Comments**

- Chair Engdahl indicated that additional mailbox replacement options will be presented at a future M&C committee meeting.
- Advisor Troutman commented on mailbox location options.
- Mr. Gomez offered to provide advance notice to members in buildings 3434-3438 of the May 1, 2023 committee meeting.
- Mr. Gomez shared the process for reporting water intrusion and offered to provide additional details to the member.
- Mr. Barnette commented on the shortage of repair parts for washer/dryers.
- Mr. Gomez will have staff inspect the manor requesting rain gutters.

**7. Department Head Update**

Mr. Gomez introduced Adam Feliz, Maintenance Operations Manager, who is responsible for various maintenance operations work centers including carpentry and painting and oversees the termite and fumigation programs. Mr. Feliz spoke briefly about his construction experience and expressed his enjoyment in working with VMS for the past few weeks.

Mr. Gomez introduced Bart Mejia, Maintenance & Construction Assistant Director, who gave a brief summary of his recent meeting with the Garden Villa Association regarding potential individual washer/dryer installations in three-story buildings. Results of upcoming discussions will be presented to the Third M&C Committee at a future meeting.

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

- a. Project Log
- b. Solar Production Report

The Project Log was pulled for discussion. Director Laws asked for a status update on the installation of water pressure regulator valves and for that item to be added to the project log.

Hearing no objections, the motion to approve the Consent Calendar was passed by unanimous consent.

## **9. Items For Discussion and Consideration**

### **a. Review M&C Committee Charter**

This item was removed by the Chair in order to provide time for the committee to review suggested edits to the Charter. Staff was directed to add this item to a future agenda.

### **b. 2023 Asphalt Seal Coat Program – Verbal Report**

Mr. West presented the item via a PowerPoint presentation and answered questions from the committee regarding the seal coating process. Staff will present a recommendation for this item in closed session.

### **c. Annual Termite Inspection Program – Verbal Report**

Mr. Barnette presented the topic and answered questions from the committee regarding the process for residents to report concerns; confirmed that carports and laundry rooms are included; and the contract includes inspections only, no repairs. Staff will present a recommendation for this item in closed session.

### **d. Garden Villa Building 2399 Trash Area Door Replacement**

Mr. Gomez presented the topic and answered questions from the committee. The committee unanimously recommended staff proceed with replacing the rolling door with a metal swinging door, estimated at less than \$15,000, in Building 2399.

**10. Items for Future Agendas:** *All matters listed under Future Agenda Items are items for a future committee meeting. No action will be taken by the committee on these agenda items at this meeting.*

- a. Shepherd's Crook Alternatives for 2024
- b. Mailbox Replacement Options for Buildings 3434-3438
- c. Under 32 SF and Under 100 SF Asbestos Abatement To Be Performed As Chargeable Service
- d. Incentive to Upgrade Pipes/ in Walls During Remodeling/Possible Sharing Cost of Repiping During Renovation
- e. Adding Dedicated Potable Water Isolation (Shut-Off) Valve to a Manor and Possible Cost Sharing With Owner Desiring To Do So
- f. Methods to Minimize Water Waste While Waiting For Hot Water
- g. Washer/Dryers Parts Supply Status Update
- h. Garden Village Garage Leaks Status Update
- i. Replace Windows in Rec Rooms Status Update

## **11. Committee Member Comments**

- Director Moon suggested establishing a priority system for responding to water intrusion events.

- Director Cook suggested the Security staff be trained to turn off water at the valve in the event of an after-hours water intrusion event.
- Advisor Troutman thanked the committee for allowing her to participate.

**12. Date of Next Meeting:** Monday, May 1, 2023 at 1:30 p.m.

**13. Recess**

The meeting was recessed at 3:03 p.m.

  
Ralph Engdahl, Chair

Ralph Engdahl, Chair  
Manuel Gomez, Staff Officer  
Telephone: 949-268-2380

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Third Mutual Project Log March 2023 (Prepared April 14)						
#	Dept	Name	Description	Status	Estimated Completion/On-going Programs	Budget
1	910 Bldg. Maint	<b>Pest Control for Termites</b>	This annual program is funded to eradicate dry wood termites from inaccessible areas by tenting buildings for fumigation and includes hotel accommodations during whole structure fumigation. The program also includes funding for local termite treatments and the removal of bees/wasps as needed.	59 buildings scheduled for tenting between May and October.	May to November 2023	Budget: \$313,200 Exp: \$8,990 Balance: \$304,210
1.a.	910 Bldg. Maint	<b>Annual Termite Inspections</b>	This annual program is funded to provide pest control inspection services.	Inspections are scheduled to begin mid May 2023.	Annual Program	Budget: \$46,800 Exp: \$0 Balance: \$46,800
2	920 Projects	<b>Building Structures</b>	This ongoing program is funded to repair or replace building structural components that are not performing as designed. As building structural issues are reported and inspection requests are received, staff schedules an engineer to field inspect and, if required, provide a recommendation for repairs. In addition, roofing repairs are performed after Prior to Paint crews replace fascia due to dry rot. As part of this budget, staff will proactively inspect buildings for drainage issues and provide repairs as needed.	Building 2276: Construction underway, scheduled for completion mid-May.  Building 5059 Drainage Correction. Project is complete.	Annual Program	Budget: \$500,000 Exp: \$28,144 Balance: \$471,856
3	920 Projects	<b>Senate Bill 326 Load Bearing Component Inspections</b>	This program is funded to conduct an assessment of exterior elevated elements, defined as the load-bearing components, in selected buildings and facilities within the community. Inspection submittal requirements due January 2025, as outlined in Senate Bill 326.	45 buildings were inspected between February and April 2023  19 Buildings are scheduled to be inspected in June: 2117, 2118, 2120, 2134, 2135, 2136, 2225, 2227, 2229, 2231, 2232, 2237, 2239, 2240, 2241, 2242, 2244, 2249, 2250		Budget: \$50,000 Exp: \$0 Balance: \$50,000
4	920 Projects	<b>Dry Rot Program</b>	This program is funded to implement a systematic approach to eradicating wood rot throughout Third Mutual.	None Scheduled.	Annual Program	Budget: \$210,000 Exp: \$0 Balance: \$210,000

5	920 Projects	<b>Foundations Program</b>	This ongoing program is funded to replace foundations showing signs of distress or impending failure. These repairs or replacements are performed on an as-needed basis. Staff performs field observations when a foundation inspection request is received. If needed, a structural engineer is then scheduled to inspect the foundation and provide a recommendation.	None Scheduled.	Annual Program	Budget: \$35,000 Exp: \$0 Balance: \$35,000
6	904 Maint Svc	<b>Electrical Systems</b>	This ongoing program is funded to repair or replace electrical equipment failures as needed.	None Scheduled.	Annual Program	Budget: \$30,000 Exp: \$0 Balance: \$30,000
7	910 Bldg. Maint	<b>Gutters - Replacement and Repair</b>	Gutter replacement and repairs are performed on original construction building rain gutters and downspout systems that are exhibiting deterioration. The Board authorized installation of new gutters using a "seamless" gutter system in conjunction with the Mutual's exterior painting of the building to address drainage issues and to prevent foundation problems.	Gutters scheduled to be replaced in June of 2023: Buildings 2197, 2334, 2341, 2342, 2347, 2348, 2351 and 2201.	Annual Program	Budget: \$113,127 Exp: \$9,503 Balance: \$103,624
8	910 Bldg. Maint	<b>Exterior Paint Program</b>	This 15-year full cycle program is funded to paint all exterior components of each building including the body (stucco/siding); fascia boards; beams; overhangs; doors; closed soffits; structural and ornamental metal surfaces. Decks are top coated and damaged building address signs are replaced. Lead abatement activities are also performed in conjunction with this program.	CDS scheduled for 2023: CDS 202, 221, 401, 402, 403, 404, 405 and 406.  Paint program has completed CDS 202 and has moved into CDS221.	Annual Program	Budget: \$1,597,812 Exp: \$237,061 Balance: \$1,360,751
9	910 Bldg. Maint	<b>Prior to Paint Program (PTP)</b>	This 15-year full cycle program is funded to repair dry rot and decking surfaces prior to painting.	CDS scheduled in 2023: 221, 401, 402, 403, 404, 405 and 406.  Prior to paint program is in CDS221 which consists of 8 Garden Villa buildings.	Annual Program	Budget: \$1,167,546 Exp: \$169,976 Balance: \$997,570
10	920 Projects	<b>Asphalt Paving Program</b>	This annual program is funded to preserve the integrity of CDS street paving. Annual inspections are conducted and repaving is scheduled as needed.	Overlay paving work scheduled in 2023: CDS 224, 321, 325, 375 Full depth paving work is scheduled at: CDS 338, 3162, 3181, 3294, 3296. Asphalt paving work will be completed during the month of July.	Annual Program July 2023	Budget: \$392,929 Exp: \$0 Balance: \$392,929

11	920 Projects	<b>Seal Coat Program</b>	This ongoing program is funded to extend the life of the asphalt paving by sealing asphalt cracks and applying a bituminous slurry seal to the asphalt surface preventing water intrusion and protecting the asphalt from deterioration.	Seal coat maintenance work scheduled in 2023: CDS 202, 215, 217, 218, 220, 221, 222, 225, 2353, 2402, 301, 302, 311, 312, 313, 320, 322, 333, 368, 370, 3286, 3291, 3328, 3333, 3339/40 & 3501.	Annual Program August 2023	Budget: \$46,492 Exp: \$0 Balance: \$46,492
12	920 Projects	<b>Roof Replacement - BUR to PVC Cool Roofing</b>	This ongoing program is funded to replace roofs at the end of their serviceable life with a PVC Cool Roof system. Built-up roofs are inspected 15 years after installation.	Flat BUR roof replacement work with PVC cool roofing will be completed at the following buildings in 2023: 2278, 2282, 2292, 2309, 2319, 2383, 3012, 3034, 3038, 3149, 3157, 3241, 3271, 3303, 3405, 3475, 3487, 3501, 3513, 4024, 5011, 5349, 5460, 5465, 5468, 5474, 5526, 5536, 5537, & 5539.	May - November 2023	Budget: \$1,094,077 Exp: \$0 Balance: \$1,094,077
13	920 Projects	<b>Emergency Roof Repair &amp; Preventive Maintenance Programs</b>	This ongoing program is funded as a contingency to preserve and prolong the serviceable life of roofs by performing emergent repairs as needed. As emergency roof leak requests are received, staff schedules the roofing contractor to investigate roof related issues. If required, the roofing contractor will perform the necessary repairs.	Preventive roof maintenance is scheduled on roofs that were replaced 5 and 10 years ago.  5 Year Maintenance - 53 buildings are scheduled for 2023  10 Year Maintenance - 58 buildings; 5 carpools are scheduled for 2023  A supplemental appropriation was approved by the Third Board in April for emergency roof repairs.	Annual Program	Budget: \$197,007 Supplemental: \$300,000 Exp: \$89,610 Balance: \$407,397
14	920 Projects	<b>Roof Replacement - Light Weight Tile to Comp Shingle Roofs</b>	Beginning with the 2020 Business Plan, the Board elected to initiate the Light Weight Tile Replacement program to address premature failure of existing tile roofs. Light weight tile roofs will be replaced with composition shingle roof systems.	Lightweight tile roofs will be removed and replaced with triple laminate composition shingles at the following buildings in 2023: B3215 & B3343	May - June 2023	Budget: \$119,925 Exp: \$0 Balance: \$119,925
15	920 Projects	<b>Shepherd's Crook</b>	This ongoing program is funded to remove and replace barbed wire with Shepherd's Crook on all perimeter block on a phased approach.	To date, a total of 6,702 LF out of 33,525 LF of Shepherd's Crook has been installed.  2023 program is on hold.	Annual Program	Budget: \$35,000 Exp: \$0 Balance: \$35,000
16	904 Maint Svc	<b>Epoxy Wasteline Remediation</b>	This ongoing program is funded to install seamless epoxy liners within existing interior and exterior waste pipes to mitigate future root intrusion as well as to resolve and prevent future back-up problems related to compromised pipes.	Total number of buildings in Third Mutual: 1405 Number of buildings left to complete: 1038  16 Buildings scheduled in 2023 Building in progress: B3365 Buildings complete as of April 2023: B3241	Annual Program	Budget: \$1,000,000 Exp: \$72,397 Balance: \$927,603
17	920 Projects	<b>Water Lines - Copper Pipe Remediation</b>	This ongoing program is funded to install epoxy liners in copper water lines in all buildings which experience a high frequency of copper pipe leaks.	Buildings scheduled for 2023: B2109, B2111, B2112, B2115, B2117, B2135, B2196 and B4005.  Buildings complete in 2023: B2110, B2113, B2136 and B2192.	Annual Program	Budget: \$500,000 Exp: \$1,395 Balance: \$498,605

18	920 Projects	<b>Elevator Replacement Program</b>	This ongoing program is funded to replace mechanical equipment and interior renovations as needed. The annual budget will allow for 2 elevator cab upgrades.	Buildings 3243 and 3244 are scheduled for equipment upgrades. Construction to be completed by the end of December.	Annual Program	Budget: \$125,000 Exp: \$0 Balance: \$125,000
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**Third Mutual Solar Production Report**

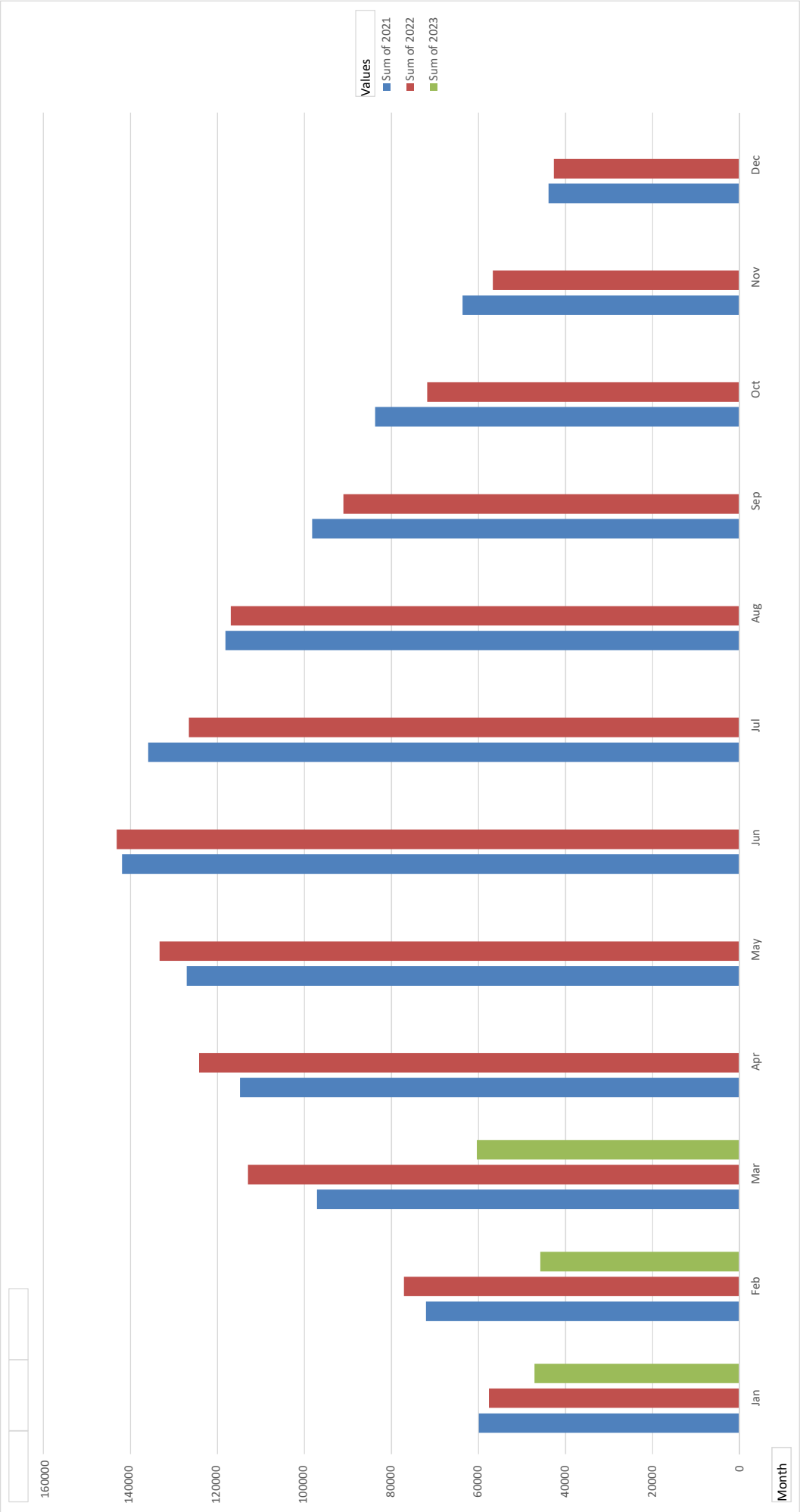
2023 Production													
Third Mutual Project	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Total
2353 Via Mariposa	5,600	7,180	8,920										21,700
2381 Via Mariposa	4,550	6,520	8,260										19,330
2393 Via Mariposa West	4,360	5,730	7,170										17,260
2394 Via Mariposa West	1,570	4,900	8,770										15,240
2397 Via Mariposa West	4,980	6,330	7,900										19,210
2399 Via Mariposa West	2,460	3,090	3,840										9,390
2400 Via Mariposa West	5,250	6,730	8,520										20,500
3242 San Amadeo	4,180	5,310	7,010										16,500
3243 San Amadeo	4,150	0	0										4,150
3420 Calle Azul	3,082	0	0										3,082
5372 Punta Alta	3,982	0	0										3,982
5510 Paseo Del Lago West	2,958	0	0										2,958
Total Production of kWh =	47,122	45,790	60,390	0	0	0	0	0	0	0	0	0	153,302

2394 and 2399 partially down due to failed inverters. Equipment being replaced under warranty, installation by Phoenix.  
3243, 3420, 5372 and 5510 awaiting replacement of cell modems. Units are producing but data not available. Updates to be provided on next report.

2022 Production													
Third Mutual Project	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Total
2353 Via Mariposa	6,271	8,173	11,371	12,534	13,240	14,110	14,130	12,910	10,110	8,120	6,890	5,220	123,079
2381 Via Mariposa	2,278	4,028	10,280	9,590	11,910	13,010	12,770	11,940	9,360	7,450	5,130	3,570	101,316
2393 Via Mariposa West	4,949	6,633	9,573	10,936	11,650	12,570	12,480	11,240	8,550	5,090	4,740	4,010	102,421
2394 Via Mariposa West	6,819	8,884	12,408	13,703	14,480	14,360	6,850	11,745	9,864	8,631	6,570	2,110	116,424
2397 Via Mariposa West	5,716	7,562	10,613	11,735	12,370	12,410	7,920	7,180	5,650	4,550	3,830	3,500	93,036
2399 Via Mariposa West	5,037	6,673	9,332	10,348	11,010	11,820	11,340	10,860	8,470	4,330	2,990	2,270	94,480
2400 Via Mariposa West	5,672	7,722	10,925	12,174	12,940	13,780	13,770	12,530	9,760	7,710	6,400	4,830	118,213
3242 San Amadeo	4,784	6,324	9,028	10,355	11,180	11,840	11,880	10,800	8,140	6,220	4,910	3,860	99,321
3243 San Amadeo	4,716	6,091	8,630	9,203	9,405	9,433	10,538	8,122	6,728	5,495	4,173	3,705	86,239
3420 Calle Azul	3,502	4,605	6,397	7,172	7,608	8,362	7,479	5,873	2,746	4,347	3,426	2,949	64,466
5372 Punta Alta	4,525	6,003	8,367	9,333	9,824	12,007	9,860	7,762	6,621	5,746	4,396	3,897	88,340
5510 Paseo Del Lago West	3,361	4,467	6,087	7,172	7,659	9,433	7,564	6,000	5,030	4,109	3,287	2,754	66,924
Total Production of kWh =	57,630	77,165	113,011	124,255	133,276	143,135	126,581	116,962	91,030	71,798	56,742	42,675	1,154,259

2394, 2399: Inverter not operational. Processing RMAs and repairs.

Third Laguna Woods Mutual  
March 2023



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## STAFF REPORT

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**DATE:** May 1, 2023  
**FOR:** Maintenance and Construction Committee  
**SUBJECT:** Non-Standard Electrical Use Reimbursement Request

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### **RECOMMENDATION**

Consider the request for an additional reimbursement in the amount of \$50.00 from Mr. and Mrs. Bassili, owner occupants of Manor 2398-3E, for electricity consumption related to restoration work resulting from a moisture intrusion event, and provide direction to staff.

### **BACKGROUND**

On January 3, 2023 a roof leak in the ceiling of the primary bedroom was reported at Manor 2398-3E Via Mariposa West, a Villa Capri manor. Restoration equipment was used to dry the ceiling and surrounding drywall.

Mr. and Mrs. Bassili spoke during member comments at the March 21, 2023 Third Mutual board meeting to request an additional reimbursement from the Mutual, due to the high cost of their February electricity bill, which they attribute to the drying equipment used in their manor. At the meeting, the Bassili's provided a written request and copies of their utility bills for January, February and March 2023 (Attachment 1).

Staff was directed to review the reimbursement request and bring a recommendation to a future Third M&C Committee meeting.

### **DISCUSSION**

Staff contacted the Bassili's and asked if they had a specific amount they were seeking as an additional reimbursement for their electricity usage. On March 31, 2023, staff received written correspondence from the Bassili's requesting an additional \$50.00 (Attachment 2).

Staff reviewed the Mutual's current, established Electricity Usage Reimbursement Policy (Attachment 3), which provides members with a reimbursement for electricity used in the dry down of Mutual-controlled property, for a moisture intrusion event. The reimbursement is based on a flat rate of \$32.00 for each room where drying equipment was present.

During restoration for the rain leak at Manor 2398-3E, drying equipment consisting of one dehumidifier and two fans, were placed in the primary bedroom, for six days to completely dry the ceiling and surrounding drywall.

Per policy, a check request was sent to Finance on March 21, 2023 to provide a reimbursement to Mr. Taher Bassili in the amount of \$32.00, for utility expenses incurred from drying equipment used in one room. A check in the amount of \$32 was issued on April 11, 2023.

**FINANCIAL ANALYSIS**

If the committee approves the Bassili's request, the additional reimbursement amount would be paid from Third's Disaster Fund budget.

**Prepared By:** Laurie Chavarria, Senior Management Analyst

**Reviewed By:** Jay Allen, Damage Restoration Manager  
Manuel Gomez, Maintenance and Construction Director

**ATTACHMENT(S)**

Attachment 1 – Written Request for Reimbursement (3/21/23)

Attachment 2 – Written Request for Reimbursement (3/31/23)

Attachment 3 – Resolution 03-18-45 Electricity Usage Reimbursement Policy

*Elec. Use Reimb. Request*

*Rec'd M.C.*  
**MAR 21 2023** *RC*

Date: March 21<sup>st</sup>, 2023

To: Compliance Committee Board Members Third Mutual

From: Taher & Maida Bassili, [REDACTED]

Subject: Reimbursement Appeal of the increase difference in February'2023 Electricity Bill

*2398-3E*

Dear Board Members,

I am writing you today to appeal for a fair reimbursement amount of the increase balance in our February electricity bill caused by the usage of two fans and one big humidifier. The three equipment were running for an entire week (Feb 1<sup>st</sup>, 2023 through February, 7<sup>th</sup>, 2023) 24/7 to dry moisture caused by roof leakage in our master bedroom on New Year's Eve, 2023.

Please note below bill amounts before the leakage, month of leakage, and month after leakage:

Dec'22-Jan'23 \$202.21

**Jan'23-Feb'23 \$317.88**

Feb'23-Mar'23 \$169.13 (please note we received CA credit for this period of \$71.00) so the actual bill would have been \$240.13

Please be advised that we e-mailed Resident services twice and received two ticket numbers with no one reaching out or responding to us for an entire month.

Ticket # SA21769065 issued on 2/15/23 (Please see attached)

Follow up e-mail to Resident Services (Please see attached)

Ticket #S021772802 issued on 2/27/2023 (Please see attached)

(Please note that the above reported leakage was the second leakage that we experienced in the same bedroom from the same location). The first leakage was in Dec 2021 two weeks after we moved to LW and we went through the same scenario and we paid a higher electric bill in January 2022 but did not ask for any reimbursement because we were new and unaware of the policies.

Damage Restoration Services returned our call on March 16<sup>th</sup>, 2023 and I inquired about the reimbursement and I was informed that it would be \$32.00 per room. I explained that we only had the leakage in one room and that this is an unreasonable amount with the difference in the electricity bill between two months.

So, my husband and myself are pleading that the board would consider our request for a fair refund as this added an extra financial burden on us. Also, please consider the inconvenience of sleeping outside our bedroom for the entire week, hearing the loud noise of the fans and humidifier for two years in a row.

Thank you for your consideration.

Respectfully, Taher & Maida Bassili



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For billing and service inquiries  
1-800-684-8123  
[www.sce.com](http://www.sce.com)

## Your electricity bill

BASSILI, TAHER/MAIDA / Page 1 of 4

Jan. 2023

**Customer account**

[REDACTED]

**Rotating outage**

Group N001

**Amount due \$202.21**

**Due by 02/02/23**

**Service account**

[REDACTED]

**POD-ID**

[REDACTED]

2398 VIA MARIPOSA W UNIT  
3E  
LAGUNA WOODS, CA 92637

**Date bill prepared**

01/13/23

### Your account summary

Previous Balance	\$181.85
Payment Received 12/29/22	-\$181.85
Balance forward	\$0.00
Your new charges	\$202.21
<b>Total amount you owe by 02/02/23</b>	<b>\$202.21</b>



Go paperless at [www.sce.com/ebilling](http://www.sce.com/ebilling). It's fast, easy and secure.

For billing and service inquiries  
1-800-684-8123  
[www.sce.com](http://www.sce.com)

## Your electricity bill

BASSILI, TAHER/MAIDA / Page 1 of 6

March. 2023

**Customer account**

[REDACTED]

**Rotating outage**

[REDACTED]

**Amount due \$169.13**

**Due by 04/04/23**

**Service account**

[REDACTED]

**POD-ID**

[REDACTED]

2398 VIA MARIPOSA W UNIT  
3E  
LAGUNA WOODS, CA 92637

**Date bill prepared**

03/15/23

### Your account summary

Previous Balance	\$317.88
Payment Received 02/24/23	-\$317.88
Balance forward	\$0.00
Your new charges	\$169.13
<b>Total amount you owe by 04/04/23</b>	<b>\$169.13</b>



Go paperless at [www.sce.com/ebilling](http://www.sce.com/ebilling). It's fast, easy and secure.  
For billing and service inquiries  
1-800-684-8123  
[www.sce.com](http://www.sce.com)

## Your electricity bill

BASSILI, TAHER/MAIDA / Page 1 of 4

Feb. 2023

### Customer account

[REDACTED]

### Rotating outage

[REDACTED]

**Amount due \$317.88**

**Due by 03/06/23**

### Service account

[REDACTED]

### POD-ID

[REDACTED]

2398 VIA MARIPOSA W UNIT  
3E  
LAGUNA WOODS, CA 92637

Date bill prepared  
02/13/23

## Your account summary

Previous Balance	\$202.21
Payment Received 01/27/23	-\$202.21
Balance forward	\$0.00
Your new charges	\$317.88
<b>Total amount you owe by 03/06/23</b>	<b>\$317.88</b>

## Your past and current electricity usage

For meter 222013-297094 from 01/13/23 to 02/12/23

Total electricity you used this month in kWh

874

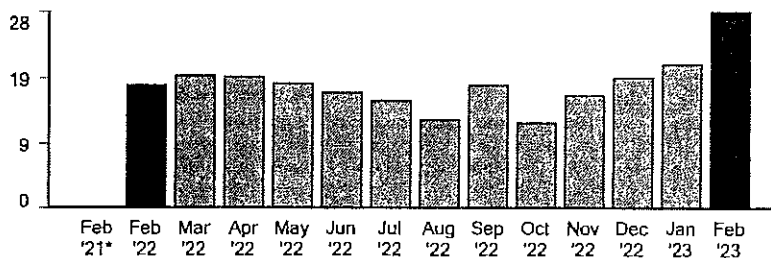
Your next billing cycle will end on or about 03/14/23.

### Your daily average electricity usage (kWh)

2 Years ago: N/A

Last year: 17.74

This year: 28.19

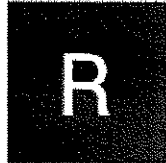


**Your monthly usage may be higher than usual...**  
Based on your historical usage pattern, your monthly usage is trending higher than normal. As a result, you may notice an increase in your bill. If you would like information on tips and programs that can help you lower your energy usage and your bill, please visit [www.sce.com/billhelper](http://www.sce.com/billhelper).

\* No data available

Ticket Created SA21769065 - Electrical Use  
Reimbursement Request-Drying Equip

Inbox



Resident Services [via sendgrid.net](https://sendgrid.net)

Wed, Feb  
15,  
11:32 AM

to me

## Laguna Woods Village

### Service Confirmation SA21769065

Laguna Woods Village is confirming that a service request

### Electrical Use Reimbursement Request-Drying Equip

was received on 2/15/2023 for manor number 2398-3E.

Please call 949-597-4600 with reference number **SA21769065** if you have  
any questions or need to cancel this service request.

Thank you for contacting Laguna Woods Village.

## Need additional service?

[Contact Us](#)

## Follow Up - Ticket Created SA21769065 - Electrical Use Reimbursement Request-Drying Equip



**Maida Bassili** [REDACTED]

Feb 27,  
2023,  
10:13 AM

to residentservices

Hello Resident Services,

This email to follow up on the above request submitted two weeks ago.

When we called we were informed that someone from Damage Restoration office will call us to advise us of what we need to submit. Unfortunately, no one reached out to us as yet.

Our January bill (Jan13th -Feb12th) was \$115.67 more the Dec/Jan bill.

Note:

Dec/Jan bill was \$202.21

Jan/Feb bill is \$317.88

Please note that two big fans and one powerful humidifier was running continuously from February 1st through February 7th to dry the ceiling from the moisture that was caused by the leakage from the roof midnight of New Year's Eve.

Appreciate advising us of which documents you need from us in order to proceed.

Thank you,  
Taher & Maida Bassili

Sent from my iPhone

Begin forwarded message:

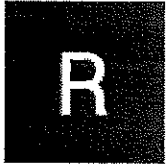
**From:** Resident Services <[sendgrid@vmsinc.org](mailto:sendgrid@vmsinc.org)>

**Date:** February 15, 2023 at 11:32:57 AM PST

**To:** [REDACTED]

**Subject:** Ticket Created SA21769065 - Electrical Use Reimbursement Request-Drying Equip

## Email Request Confirmation 2398-3E



Resident Services via sendgrid.net

Mon, Feb  
27,  
10:22 AM

to me

### Laguna Woods Village

#### Email Request Confirmation

Your reference number is:

**S021772802**

Someone will follow up with you within the next 24 – 48 hours or the next business day if this is a holiday or weekend.

For requests related to your Manor, you may log in to [LagunaWoodsVillage.com](http://LagunaWoodsVillage.com) to check the status of your request; if you have additional questions or for further assistance, please contact Resident Service at 949-597-4600, Monday thru Friday, 8 AM – 5 PM.

Thank you for contacting Laguna Woods Village.

**Have a nice day!**

## Attachment 2 - Written Request for Reimbursement (3/31/23)

Date: March 31<sup>st</sup>, 2023

To: Third Maintenance & Construction Committee Members

From: Taher & Maida Bassili, 2398 Via Mariposa W, 3E

Subject: Re Additional reimbursement of the SCE electric utility Cost for the month of February 2023

Dear Third M&C Committee Members,

Thank you for considering the additional reimbursement request due to the remarkable increase in our February electricity bill.

Comparing the **February** electric bill amount of **\$317.88** the month when the devices were running in our bedroom for one week, and the month before (Jan'23) which was \$202.21 and the month after (Mar'23) which was \$169.00 after the \$71.00 credit from Edison that month, it seems that the reasonable and fair amount would be **\$50.00** to be added to the standard \$32.00 amount, i.e. total of \$82.00.

Please note that I have already attended and presented my case to The Third Laguna Hills Mutual Board of Directors on March 21<sup>st</sup>, 2023 and provided the board members 15 copy sets of my letter of appeal along with copies of our electric bills of the three months.

Should you wish additional information, please let us know.

Thank you for your consideration with the above appeal request.

Respectfully,

Taher & Maida Bassili

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**Resolution 03-18-45**

**Revised Electricity Usage Reimbursement Policy**

**WHEREAS**, the Mutual has historically reimbursed members for electricity consumption related to the restoration of manors as a result of moisture intrusion, as well as for excess electricity consumed due to hot water supply line leaks; and

**NOW THEREFORE BE IT RESOLVED**, March 20, 2018, that the Board of Directors of this Corporation hereby adopts the revised Electricity Usage Reimbursement Policy, in accordance with Resolution 03-17-68 (Damage Restoration Policy), as follows:

- For moisture-intrusion events where dry-down of property is required, the Mutual will reimburse for electricity used at a flat rate of \$32.00 for each room requiring the use of dry-down equipment, as verified by the Moisture Intrusion Coordinator. A closet or hallway will be considered as a room for reimbursement purposes.
- For hot water leaks where excess electricity has been consumed, the Mutual will reimburse for excess electricity consumption for a maximum period of three Southern California Edison billing periods, as evidenced by detailed billing statements for each of the three periods involved. Additional electricity use beyond the period of three billing cycles is the responsibility of the Member and is not reimbursable by the Mutual.
- All reimbursements will be charged to the Disaster Fund.

**RESOLVED FURTHER**, that Resolution 03-11-48 adopted April 19, 2011 is hereby superseded and cancelled; and

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

**MARCH Initial Notification**

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

Director Baum made a motion to adopt a resolution for electrical use reimbursement policy revision. Director Tung seconded the motion and the motion passed by unanimous consent.

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PROPOSED REVISION

THIRD LAGUNA HILLS MUTUAL  
**MAINTENANCE AND CONSTRUCTION COMMITTEE CHARTER**  
**RESOLUTION 03-XX-XX**

**RESOLVED**, that pursuant to Bylaws, Article 7, Section 7.1, the Maintenance and Construction (M&C) Committee (Committee) has been established as a standing committee of this Corporation for the purpose of providing general oversight of policies, programs, procedures and budget to maintain, repair and replace the assets and improvements of the Third Laguna Woods Mutual (Mutual).

**RESOLVED FURTHER**, that the Board of Directors of this Corporation hereby amends the Membership and Responsibilities for the M&C Committee as follows:

I. Membership

1. The Board of Directors shall appoint the M&C Committee Chair upon recommendation of the Board President.
2. The Committee shall consist of no more than 5 Board Directors, including the Chair, to be appointed by the Board upon recommendation of the Committee Chair. All appointed Directors shall be voting members.
3. The Committee may include Resident non-board member Advisors appointed by the Board of Directors upon recommendation of the Committee Chair. Advisors shall be non-voting members.
4. The Committee shall serve at the direction of and at the pleasure of the Board of Directors.
5. A Committee Member or Advisor absent from three consecutive, regularly scheduled committee meetings shall no longer qualify for the Committee, unless excused by the Chair.

II. Scope

The Scope of the M&C Committee responsibilities Includes but is not limited to:

1. Structures, and components, including roofs, walls, foundations, balconies, elevators, carports, laundry rooms, etc. ~~(excluding "separate interest" or "exclusive use common areas,"~~
2. Common areas, such as streets, sidewalks, walkways, driveways, fencing except those assigned as the responsibility of the Landscape Committee as set forth in Resolution 03-XX-XXX \_\_\_\_\_ or within the responsibility of the Golden Rain Foundation (GRF).
3. Ground water and storm drainage ~~(not specifically designated as the responsibility of the Landscape Committee as set forth in Resolution 03-XX-XXX , particularly storm damage which may threaten the integrity of TLWM structures.~~
4. Plumbing systems for both potable water and waste lines ~~except as modified as part of permitted alterations~~

5. Electrical power systems including golf cart and EV charging facilities except those within “separate interest” or “exclusive use common areas,” or those modified as part of permitted alterations.
6. Lighting of common areas including streets, and designated walkways
7. Solar installations which are not member-owned and maintained.
8. Parking, including open carports, Garden Villa under-building parking, and cul-de-sac parking.

### III Responsibilities

The primary responsibility of the M&C Committee is to assure adequate maintenance, serviceability, and functionality of the physical assets of the Mutual, including but not limited to:

1. Develop and recommend to the board, in cooperation with the managing agent, programs, procedures and policies, intended to maintain and improve the functional and operational standards and responsibilities of the Mutual, as set forth in the managing documents.
2. Coordinate with the Third Board and managing agency to develop an annual budget suitable to provide the desired maintenance standards and goals of the Mutual.
3. Focus on future planning to reduce costs, increase efficiency and improve member satisfaction.
4. Review progress of the M & C Programs and goals on a regular basis to assure conformance with the approved budget.
5. Develop proactive procedures and programs in cooperation with the managing agent, where feasible
6. Evaluate and propose solutions to the Board for unforeseen situations which may arise beyond anticipated budget items.
7. Establish and maintain an adequate Reserves program capable of supporting anticipated future needs based upon commonly used appropriate criteria and procedures. Periodically review the Reserves Program, revising it when appropriate.
8. Ensure establishment of policies and procedures to minimize safety hazards to residents and guests.
9. Assure adoption of procedures consistent with applicable safety, industrial and governmental standards and requirements.
10. Provide liaison between Maintenance Staff and Community Members to promote owner/resident satisfaction.
11. Research and investigate technological developments in materials equipment and procedures which may improve maintenance and value of the community

12. Perform such additional functions as may be assigned or referred to this Committee by the Board President as well as those that are necessary to fulfill the Committee's general duties and responsibilities.
13. Function as an advisory and liaison body to the managing agent in matters pertaining to M&C governing document changes and implementation.
13. Coordinate with other standing committees having related concerns.

**NOW THEREFORE BE IT RESOLVED**, that the Board of Directors of the Third Laguna Woods Mutual adopts this Resolution 03-XX-XX, effective \_\_\_\_\_, \_\_, 2023,

**RESOLVED FURTHER**, that Resolution M3-88-52 dated October 18, 1988, Resolution M3-95-71 dated July 18, 1995, Resolution M3-88-57 dated October 18, 1995, and Resolution M3-95-92 adopted [MMDDYYYY] are hereby canceled and superseded.

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

**PROPOSED REVISION**

Needs a date of revision added somewhere.

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### THIRD M&C COMMITTEE CHARTER

Upon motion duly made, seconded and unanimously carried, the following resolution was adopted:

#### Resolution No. M3-95-92

RESOLVED, that pursuant to Article VII, Section 1 of the Bylaws, a Maintenance and Construction Committee ("M & C") is hereby established as a standing committee of this corporation;

RESOLVED FURTHER, that the board of directors of this corporation hereby assigns to the M & C the duties and responsibilities assigned to the Architectural Control Committee pursuant to Article X of the amended and restated Declaration of Covenants, Conditions and Restrictions appurtenant to the mutual corporations now comprising Third Laguna Hills Mutual, with the following exceptions:

- (1) The board of directors shall retain the authority to approve or deny all requests by members for nonstandard alterations to their units or to the common or limited common area property, and
- (2) The board of directors shall retain the authority to approve, rescind or amend all architectural standards and to approve new architectural standards;

RESOLVED FURTHER, that the board of directors of this corporation hereby accepts the current Architectural Control Standards ("Standards") regarding the use of common and limited common areas with which all proposed alterations must comply;

RESOLVED FURTHER, that it shall be the duty and responsibility of the M & C to:

- (a) Review advancements in technology and methods that could produce increased efficiencies and/or cost savings in regular maintenance and/or preventive maintenance programs.
- (b) Review proposed changes in regular maintenance preventive maintenance procedures and to make recommendations to the board of directors on same.
- (c) Review the M & C budget vs. spending on a continuing basis.
- (d) Review on a continuing basis the long range needs and plans for facilities maintenance, in consultation with the appropriate committees, and to recommend to the Board the various means for meeting those needs.
- (e) Uphold the Architectural Control Standards approved by the Board.
- (f) Recommend to the Board changes, amendments or modifications of the current Standards, or new Standards, related to the use of common or limited common area property and incorporate said board-approved changes, amendments or modifications within the Standards.

- (g) Review all requests of members for alterations or modifications of their respective dwelling units and all requests for variances from the Standards or for a non-standard alteration, addition to, modification, removal or use of the common and/or limited common area, and to recommend to the Board either approval or denial of said requests. Further, if the costs of said alterations are to be borne by the corporation, to present a recommendation to the Finance Committee and the Board for approval or denial; and

RESOLVED FURTHER, that the officers and agents of this corporation are hereby authorized, on behalf of the corporation, to take such action as they deem appropriate to carry out the purposes of this resolution; and

RESOLVED FURTHER, that Resolution Nos. M3-95-71, dated 7-18-95; M3-88-52, dated 10-18-88, and M3-88-57 dated 10-18-95, are hereby canceled and superseded.

# **THIRD ACSC COMMITTEE CHARTER**

## **THIRD LAGUNA HILLS MUTUAL ARCHITECTURAL CONTROL AND STANDARDS COMMITTEE CHARTER**

### **RESOLUTION 03-16-128**

**RESOLVED**, that pursuant to Article 7, of the Bylaws and Article X of the Amended and Restated Declaration of Covenants, Conditions and Restrictions, the Architectural Control and Standards Committee is hereby established as a standing committee of this Corporation; and

**RESOLVED FURTHER**, December 20, 2016, that the Board of Directors of this Corporation hereby assigns the duties and responsibilities of the Architectural Control and Standards Committee of the Corporation as follows:

1. The Architectural Control and Standards Committee shall have the responsibility to recommend approval or denial of all requests for nonstandard alterations and modifications, or alterations that have generated neighbor objection. Final recommendations shall be noted on the Mutual's monthly Board meeting Agenda Consent Calendar.
2. In their decision, the Committee shall consider the following criteria:
  - Compliance with existing standards
  - Aesthetic effect
  - Cost impact on the Mutual
  - Conformity with Local and State Building Codes
  - Compliance with applicable law
  - Value impact
3. The Mutual Board may choose to become involved in a Member's appeal of the Committee's decision. Should the Board become involved, prior to the review of the appeal, the Committee will document justification of their decision. If necessary, the Committee has the authority to consult with the Mutual Legal Counsel for advice.
4. The Committee shall have the authority to recommend new Architectural Standards or any revisions of all Mutual Architectural Standards. Final approval will rest with the Mutual Board.
5. The Committee shall require Neighbor Awareness and Approval forms for all alteration requests including requests that appear to conform to standards.

6. The Committee shall review advancements in technology and methods that could result in increased efficiencies and/or cost savings to the Mutual.
7. The Committee may impose contingencies upon approvals to ensure the structural, architectural, or common area integrity of the Members' request.
8. The Committee shall insure that all structural alterations, including any internal and external physical changes, performed or caused to be performed by a Member, shall not be performed without prior written consent of the Mutual. Consent is given either by proper processing of approved alteration standard, or use of the variance request process. The Committee will recommend a Disciplinary Hearing for all alterations preceding approval or deviation from approved changes.
9. The intended activities of the Committee may include but may not be limited to meeting when necessary, meeting on a monthly basis, reviewing staff recommendations regarding compliance with architectural standards or variance requests, conducting tours, and providing communications to the Community.
10. This committee shall exist and function in accordance with bylaws and CC&Rs.
11. This Committee shall be comprised of no more than five Directors.
12. This committee may appoint up to three voting advisors, subject to the approval of the Board.

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## STAFF REPORT

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**DATE:** May 1, 2023  
**FOR:** Maintenance and Construction Committee  
**SUBJECT:** Mailbox Replacements for Buildings 3434 – 3438

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### **RECOMMENDATION**

Re-consider the request from residents at Buildings 3434, 3435, 3436, 3437, and 3438 to replace in-wall mailboxes with pedestal-style mailboxes and provide direction to staff.

### **BACKGROUND**

On January 9, 2023, the Third M&C Committee reviewed and discussed the request to replace in-wall mailboxes with pedestal-style mailboxes. By unanimous consent, the committee denied the request for pedestal boxes and instead voted to replace the existing in-wall mailbox cluster with new in-wall, post office compliant, mailbox clusters with the option for manor owners to pay the difference should the owners desire an upgraded pedestal style mailbox.

On January 11, 2023, Third Board President Laws received a request to appeal the matter to the full board.

At the February 21, 2023 Third Board meeting, the Board requested the item be sent back to Third M&C Committee for further review and consideration. A copy of the February 21 board staff report is included as Attachment 1.

### **DISCUSSION**

The residents at buildings 3434, 3435, 3436, 3437 and 3438 are requesting that the Board of Directors consider the replacement of their existing in-wall mailboxes with pedestal mailboxes similar to the LH-21 three-story buildings. Each building has two (2) existing in-wall mailbox clusters that are non-compliant with post office requirements. The new in-wall units are slightly larger than the existing units and are compliant with post office regulations. Third Mutual replaces the existing mailboxes with new upgraded compliant in-wall boxes on a request basis. There are approximately 260 buildings with existing non-compliant in-wall mailboxes.

Attachment 2 is a map of proposed locations of where five 8-door pedestal boxes can be placed in front of each building and locations where two 12-door pedestal boxes can be placed for use by multiple buildings. A sample of the pedestal boxes is included in Attachment 3.

### **FINANCIAL ANALYSIS**

The 2023 Business Plan allocates an annual budget of \$25,000 for mailbox replacements. The cost to replace the existing in-wall units with new in-wall, post office compliant, mailbox clusters is \$2,900 per building.

The estimated cost to replace the in-wall units with either a single 8-door pedestal mailbox or a single 12-door pedestal mailbox is \$4,600 per pedestal. The estimated cost to remove, patch and re-stucco the in-wall units is \$1,000 per building.

**Prepared By:** Adam Feliz, Maintenance Operations Manager

**Reviewed By:** Ian Barnette, Maintenance & Construction Assistant Director

**ATTACHMENT(S)**

**Attachment 1 – February 21, 2023 Board Staff Report**

**Attachment 2 – Site Map with Proposed Locations**

**Attachment 3 – Sample Pedestal Mailboxes**



## **STAFF REPORT**

---

**DATE:** February 21, 2023  
**FOR:** Board of Directors  
**SUBJECT:** Mailbox Replacement Request at Buildings 3434 – 3438 - Appeal

---

### **RECOMMENDATION**

Consider appeal by residents at Buildings 3434, 3435, 3436, 3437, and 3438 to replace in-wall mailboxes with pedestal-style mailboxes and provide direction to staff.

### **BACKGROUND**

On January 9, 2023, the Third M&C Committee reviewed and discussed the request to replace in-wall mailboxes with pedestal-style mailboxes (Attachment 1). By unanimous consent, the committee denied the request for pedestal boxes and instead voted to replace the existing in-wall mailbox cluster with new in-wall, post office compliant, mailbox clusters with the option for manor owners to pay the difference should the 6-manor building owners desire an upgraded pedestal style mailbox.

On January 11, 2023, Third Board President Laws received a request to appeal the matter to the full board (Attachment 2).

### **DISCUSSION**

The residents at buildings 3434, 3435, 3436, 3437 and 3438 are requesting that the Board of Directors consider the replacement of their existing in-wall mailboxes with pedestal mailboxes similar to the LH-21 three-story buildings. Each building has two (2) existing in-wall mailbox clusters that are non-compliant with post office requirements. The new in-wall units are slightly larger than the existing units and are compliant with post office regulations.

There are approximately 260 buildings with existing non-compliant in-wall mailboxes. Third Mutual replaces the existing mailboxes with new upgraded compliant in-wall boxes on a request basis.

### **FINANCIAL ANALYSIS**

The 2023 Business Plan allocates an annual budget of \$25,000 for mailbox replacements. The cost to replace the in-wall units with a pedestal mailbox is approximately \$4,100 per building compared to \$2,900 per building for the in-wall units.

**Prepared By:** Ian Barnette, Maintenance & Construction Assistant Director

**Reviewed By:** Manuel Gomez, Maintenance & Construction Director

**ATTACHMENT(S)**

**Attachment 1 – Third M&C Committee Meeting January 9, 2023 Agenda Item 9c**

**Attachment 2 – Appeal Request**



## **STAFF REPORT**

---

**DATE:** January 9, 2023  
**FOR:** Maintenance and Construction Committee  
**SUBJECT:** Mailbox Replacement Request at Buildings 3434 - 3438

---

### **RECOMMENDATION**

Authorize staff to proceed with the replacement of existing mailboxes at five buildings (3434 through 3438 Bahia Blanca) with new in-wall post office compliant mailboxes.

### **BACKGROUND**

The residents at buildings 3434, 3435, 3436, 3437 and 3438 submitted a letter, signed by owners in each building, requesting the replacement of their existing in-wall mailboxes (Attachment 1). The owners are requesting the in-wall mailboxes to be replaced with pedestal mailboxes similar to the LH-21 three-story buildings.

### **DISCUSSION**

The installation of new pedestal mailboxes requires the addition of a concrete pad for the support and attachment of the pedestal boxes, this will also require a city building permit and the removal of the in-wall units then stucco patch and paint to match. This change would be more costly to the mutual at an average of \$4,100 per building versus the like for similar replacement of the in-wall units at an average cost of \$2,900 per building.

The replacements for the in-wall units meet all requirements set forth by the Postmaster General, they are larger and can accommodate regular mail and some smaller packages. Staff recommends replacing the existing mailboxes with new upgraded in-wall boxes (Attachment 2) consistent with replacements in other similar buildings.

### **FINANCIAL ANALYSIS**

Third Mutual has approved an annual budget of \$25,000 for mailbox replacements in 2023.

**Prepared By:** Ian Barnette, Maintenance & Construction Assistant Director

**Reviewed By:** Manuel Gomez, Maintenance & Construction Director

### **ATTACHMENT(S)**

**Attachment 1 – Members Request**

**Attachment 2 – Sample In-Wall Mailboxes**

**ATTACHMENT 1 - MEMBERS REQUEST**

November 8, 2021

*Mat Boy  
Reynolds*

We had intended to present our petition in person at your November 16 meeting. However, we were informed by Resident Services that in person attendance by residents was not permitted at this meeting. Rather than waiting until we could appear in person, we are supplying each of you with a copy of the petition and relevant attachments with the request that our petition be addressed at this meeting.

Thank you.

Beverly Miller  
3437 Bahia Blanca W, #O  
Phone: [REDACTED]

Burt Dubois  
3435 Bahia Blanca W, #C  
Phone: [REDACTED]

*3rd Mutual mts -*

[REDACTED]

*Robert Munklich?*

*MOC meeting*

*- Jan 3*

*Time?  
Location?*

**TO: THIRD MUTUAL BOARD OF DIRECTORS**

**FROM: THE RESIDENTS OF LOWER CUL DE SAC 344**

**RE: MAILBOXES**

Attached is a petition signed by the residents of Bahia Blanca W, Manors 3434, 3435, 3436, 3437 and 3438 regarding the mailboxes on our buildings. We have consulted with the Postmaster at the Laguna Hills Post Office and understand that the current mailboxes on our buildings do not meet current Federal Regulations for the secure delivery of our mail. For example, they are not large enough to hold legal sized envelopes, nor is there any secure way for large envelopes or packages to be delivered to the residents. Anything larger than a business size envelope is put in the open bin under the mailboxes, and some packages have simply been left on the area below the mailboxes. Several residents receive medical prescriptions by mail and these are placed in the open bins available to anyone passing by. In addition, during the rainy season magazines and other sensitive items are damaged by the weather.

We are requesting that the Board take the appropriate steps to replace these mailboxes and install stand alone boxes as shown in the attached photo as soon as possible. This request is not unreasonable as several of stand alone boxes have already been installed in other areas of Third Mutual.

The rainy season is upon us and we would like to receive our letters, prescriptions, magazines, advertisements, etc. in a secure, dry (not wet and soggy) condition.

## CURRENT MAILBOXES

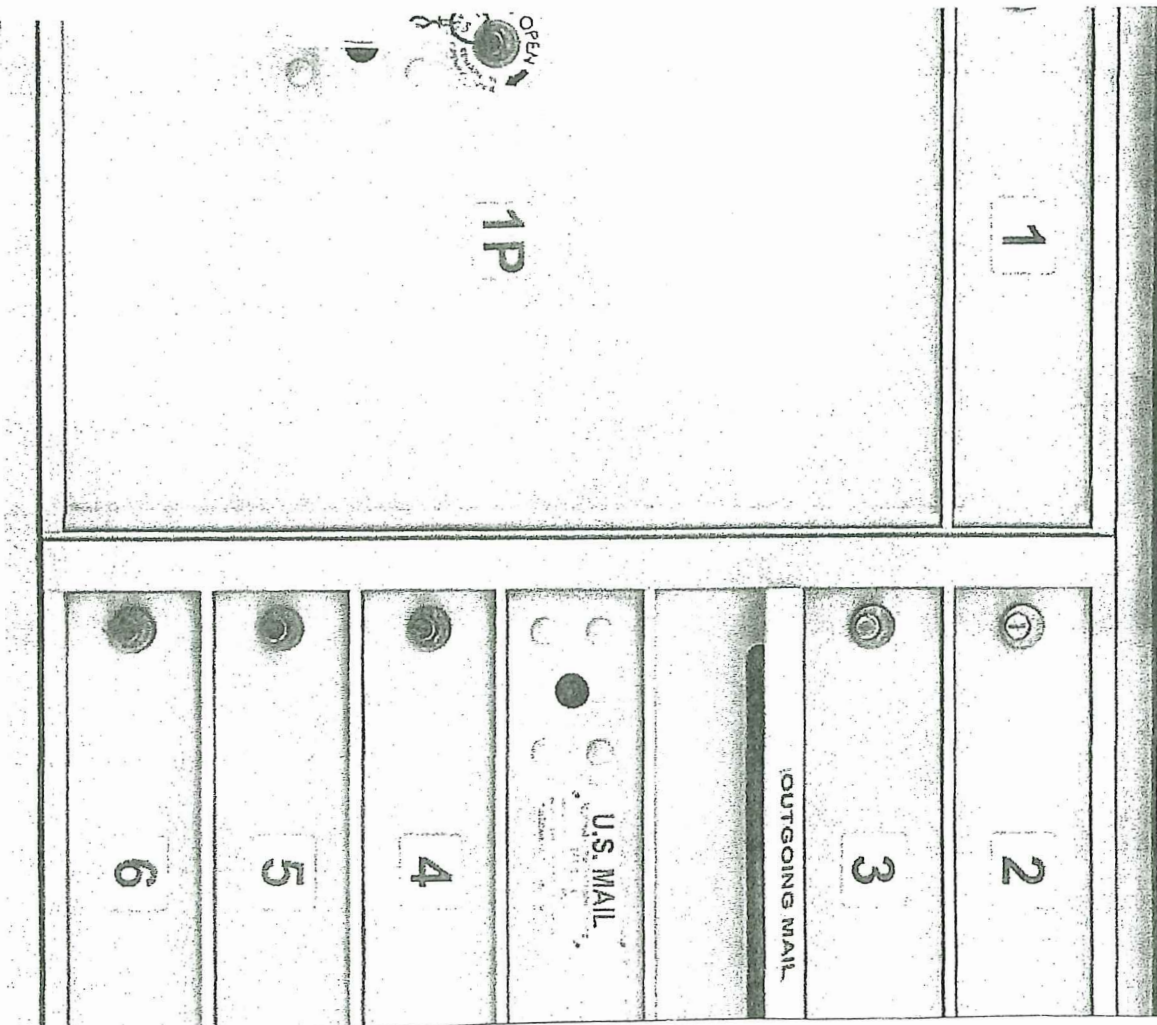
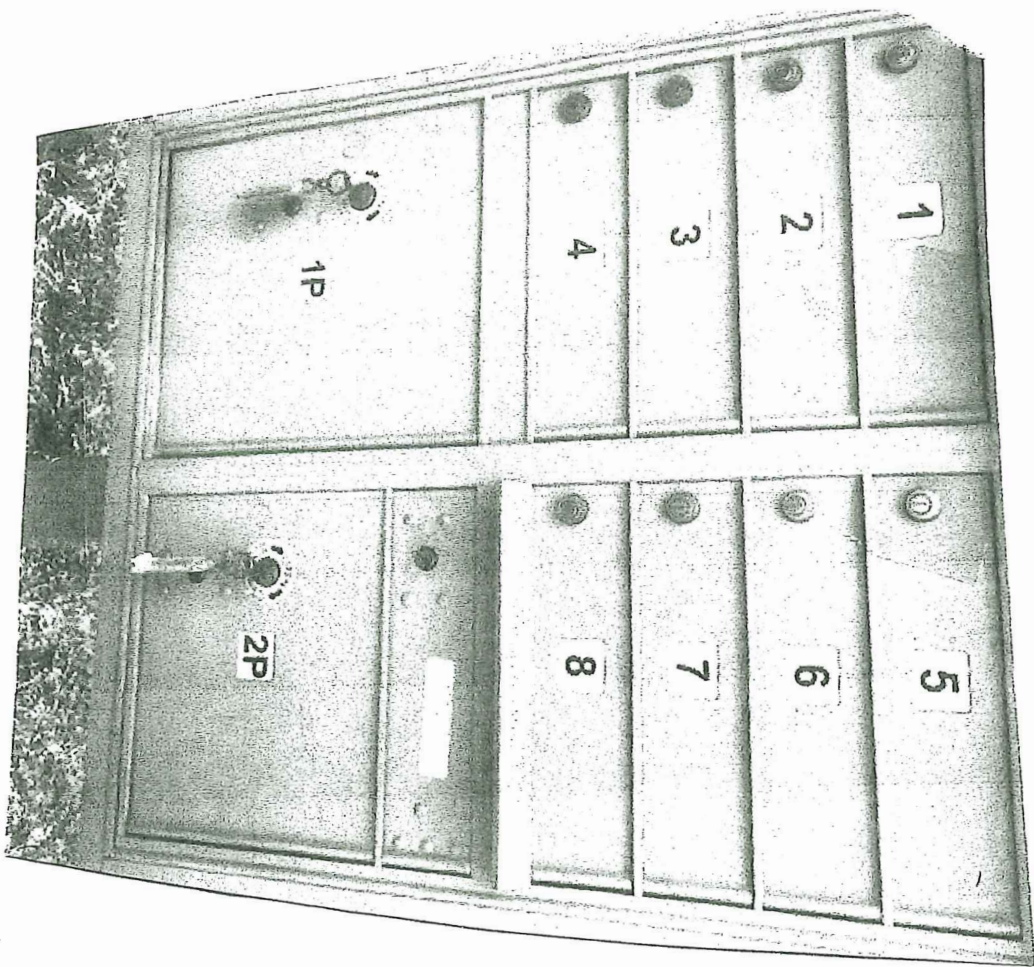


# REPLACE WITH

THIS

OR

THIS



MANOR 3434

#A

Chas ae Lee

#B

#C

Phyllis Moore

#N

and of town

#O

Lynne Chang

#P

Barbara J. Wynn

MANOR 3435

#A

and of town

#B

John H. Lee

#C

Brenda DeSair

B. J. DeSair

#N

Nancy Richards

#O

Henry Sugimae

Mitsuo Sugimae

#P

Warakristean

MANOR 3436

#A

#B

#C

Anna Laro

R. J. Kennedy

Don B. Boyle

Eugene J. Doyle

#N

#O

#P

out of town

Robin Munsey

Greg D. Stearns

MANOR 3437

#A

#B

#C

Carol Henderson

Donny Hughes

Gail Vank

Mark Wheeler

Jo

Rick Vank

#N

#O

#P

R. J. Kennedy

Larry Miller

Kent D. Vank

Mary Kennedy

MANOR 3438

# A

Out of town

#B

Out of town

#C

[Signature]

#N

Jay M Miller

#O

De Hong Lin

#P

Raymond C. Miller

## ATTACHMENT 2 - SAMPLE IN-WALL MAILBOXES



## **ATTACHMENT 2 - APPEAL REQUEST**

---

**From:** Beverly Miller [REDACTED]  
**Sent:** Wednesday, January 11, 2023 10:54 AM  
**To:** Third Board President <[thirdmutual@lagunawoodsvillage.com](mailto:thirdmutual@lagunawoodsvillage.com)>  
**Subject:** Re: From the President of Third: Members' Top Priorities for the Third Board

My neighbor, Burt DuBois, and I attended the maintenance committee meeting on Monday, January 9, to provide additional input with respect to our request for new mailboxes. Unfortunately, the committee denied our request for stand- alone units and will be recommending new wall units, which do not provide an adequate solution to the problems we have.. We were informed that we can appeal this decision to the Third Mutual Board. I would appreciate your informing me when this item will be on your agenda, so we can take the proper steps to provide whatever documents are required for the appeal. I know that you meet on Tuesday mornings. Unfortunately, i have a ongoing commitment on Tuesday mornings, so I would appreciate having advance notice of when you will be addressing our concern so that I can make arrangements so that I can attend your meeting. Thank you.  
Beverly Miller

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## Attachment 2 - Site Map with Proposed Locations



Proposed  
Location of 8 slot with  
outgoing slot and parcel  
box

Proposed  
Location of 12 slot with  
outgoing slot and parcel  
box

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### **Attachment 3 – Sample Pedestal Mailboxes**



**8-door pedestal mailbox  
with out-going slot and parcel box**



**12-door pedestal mailbox  
with out-going slot and parcel box**

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## STAFF REPORT

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**DATE:** May 1, 2023  
**FOR:** Maintenance and Construction Committee  
**SUBJECT:** Laundry Appliance Replacement

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### **RECOMMENDATION**

Recommend that the Board of Directors approve the Speed Queen laundry appliance brand to replace the current Maytag brand for mutual owned washing machines.

### **BACKGROUND**

Maytag has been the preferred laundry appliance brand for more than two decades. In recent years, the quality of this brand has become increasingly less reliable and replacement parts are scarce. The unreliability has caused many concerns with residents unable to use their assigned laundry facilities. As a result, some residents must migrate to other facilities and generate a higher use of different machines and the inability of other residents to use machines in their laundry facility due to overuse.

Additionally, replacements are taking much longer than anticipated, caused by the manufacturing and supply chains. A more reliable machine is needed to meet residents' service levels expectations.

### **DISCUSSION**

Maintenance staff has researched different brands of commercial appliances (including Maytag, Speed Queen and G.E.) and found that Speed Queen is a reliable and highly sought-after brand for multi-dwelling laundries. The Speed Queen front load washing machines (Attachment 1) are built more robust than the Maytag brand currently in use, and they carry similar warranty provisions as the Maytag.

The cost of Maytag washing machines has increased steadily over the last few years. To keep up with the failing machines, staff must move machines from free-standing laundries to three-story buildings. The unreliability and increased costs of moving machines from free-standing laundry facilities also impacts the operations budget. This lack of availability has caused hardships for the affected residents in the three-story buildings and the free-standing laundries.

Below is a comparison of the Maytag washing machine costs over the last four years showing a steady cost increase year over year.

	2020	2021	2022	2023
Maytag washer price per machine	\$1,722	\$1,812	\$2,082	\$2,113

Third mutual maintains an inventory of 455 Maytag washing machines and replaces on average about 30 machines each year. Staff recommends replacing the Maytag machines with Speed Queen brand washing machines as failures occur.

If approved by the Board, existing Maytag washers would be replaced with new Speed Queen washers only when an existing washer has failed and is no longer repairable.

### **FINANCIAL ANALYSIS**

The cost for a Speed Queen machine is \$2,593, a \$482 increase compared to the current Maytag purchase price. The 2023 Business Plan includes funding in the amount of \$55,980 for the purchase of new washing machines. This proposed change in washing machine brand will utilize the approved funding. No additional funding is being requested at this time.

**Prepared By:** Mathew Aldaz, Maintenance Services Manager

**Reviewed By:** Ian Barnette, Maintenance and Construction Assistant Director  
Manuel Gomez, Maintenance and Construction Director

### **ATTACHMENT(S)**

**Attachment 1: Speed Queen Specification**



SPEED QUEEN® MULTI-HOUSING LAUNDRY SOLUTIONS

## Front Control Front Load Washer

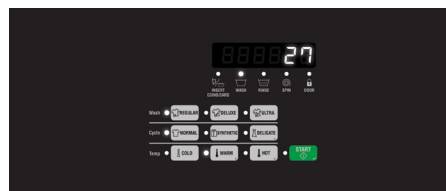
### Quantum® Gold Pro

Prep for Card | Coin Drop Installed

#### Built for Reliable Performance

Engineered and built like no other, the Speed Queen® front load washer is designed to be everything people thought a washer couldn't be, beginning with its revolutionary suspension and sensing technology. This groundbreaking innovation manages and redistributes out-of-balance loads to deliver uninterrupted cycles, virtually eliminate vibration and operate so quietly neighboring residents won't even know it's running. It also touts an incredible 440 G-Force extraction speed to maximize moisture removal, reduce dry times and minimize utility costs. And as if that's not game-changing enough, this smooth-running, laundry-optimizing machine delivers increased water efficiency. It's everything you never knew it could be. Front controlled products have met every design standard to be 100% ADA compliant.

- Revolutionary balancing technology
- Industry leading 1200 RPM spin speed exerts 440 G-force extraction
- Integrated meter case
- Extra-wide 15.5" door opening and 180° door swing
- Rugged suspension system
- Easy-to-read digital display
- Large capacity meter case standard
- Multi-level vend pricing
- Individual cycle modifier keys
- Durable stainless steel tub standard
- Four-compartment soap dispenser
- Wash Alert™ capability



#### Quantum® Gold Pro Control

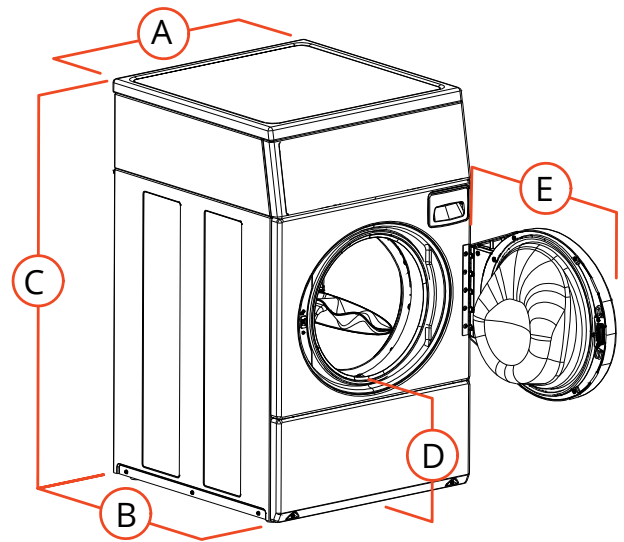
The Quantum® Gold Pro control delivers a truly premium experience to residents. From intuitive soft touch buttons that walk them through cycle options to multiple actuations (coin, card, mobile) for payment flexibility, this control gives residents the wash and dry options they want, and the revenue potential managers desire.

# Front Control Front Load Washer

## Quantum® Gold Pro

Specifications	
Control Option	Quantum Gold Pro
Color	White
Capacity - lb (kg)	21.5 (9.5)
Overall Width - in (mm)	26.875 (683)
Overall Depth - in (mm)	27.73 (704)
Overall Height - in (mm)	44.34 (1126)
Cylinder Volume - cu. ft. (liters)	3.42 (96.8)
Spin Speed G-Force (RPM)	440 (1200)
Motor Size - HP (kw)	0.9 (0.67)
Water Consumption Per Cycle - g (liter)**	13.68 (51.8)
IWF (Water Factor) - gal/ft³ (liters/liter/cycle)**	4.0 (0.53)
MEF <sub>j2</sub> (Modified Energy Factor) ft³/kWh/cycle (Liters/kWh/cycle)**	2.20 (62.3)
Available Water Temperatures	Cold, Warm, Hot
Available Cycles	Normal, Synthetic, Delicate
Electrical Requirements (v/Hz/Ph-Amp)	120/60/1 - 15 Amp
Water Pressure - p.s.i. (bar)	20-120 (1.4/8.3)
Cylinder Finish	Stainless Steel
Net Weight - lb (kg)	260 (118)
Shipping Weight - lb (kg)	270 (122.5)
Shipping Dimensions Approx. - in (mm)	Width 34 (864)
	Depth 30 (762)
	Height 44.5 (1130)
Agency Approvals	cULus

Models	Drain	Actuation
SFNNCASP116TW01	Pump	Coin Drop Installed
SFNNCASG116TW01	Gravity	
SFNNYASP116TW01	Pump	Prep for Card
SFNNYASG116TW01	Gravity	



A. Overall Width - in (mm)	26.875 (683)
B. Overall Depth - in (mm)	27.73 (704)
C. Overall Height - in (mm)	44.34 (1126)
D. Floor To Door Opening -in (mm)	14.6 (371)*
E. Door Swing - in (mm)	24 (610)

\* For ADA compliance turn legs out from base 0.5 inches

Supply inject kits available.

\*\* Average usage based on multiple load sizes and current DOE test protocol. Real usage will vary depending on load size, composition and cycle selectivity.

For the most accurate information, the installation guide should be used for all design and construction purposes. Due to continuous product improvements, design and specifications subject to change without notice. The quality management systems at Alliance Laundry Systems are registered to ISO 9001.