



Internal Dispute Resolution
Resolution 03-20-07; Adopted January 21, 2020

The Internal Dispute Resolution (“IDR”) process provides Third Laguna Hills Mutual (“Third”) as well as all Owners an alternative to the filing of any litigation related to a dispute involving their respective rights, duties or liabilities under the governing documents, the Davis-Stirling Common Interest Development Act; and/or the nonprofit mutual benefit corporation law; or any other state or federal law (a “CID Dispute”). An owner should be permitted to request IDR for a disputed assessment or charge (not a delinquency or a request for a payment plan.) The IDR process is available not only to disputes between Third and an Owner, but can also be used to help resolve disputes between Owners. It does not relate to any collection of assessments unless Third determines it needs to pursue litigation to collect same.

1. Either party (Third or an Owner) to a CID Dispute may invoke the following procedure:
 - a. The party may request the other party to meet and confer, in an effort to resolve the CID Dispute. The request shall be in writing.
 - b. An Owner may refuse a request to meet and confer. Third may not refuse an Owner’s request to meet and confer.
 - c. In response to a CID Dispute involving Third, the Board will designate two Directors (“Board Designees”) to represent Third and meet and confer with the Owner. The Board Designees shall also have the right to request the Chairperson of any applicable Committee involved in the CID Dispute to assist Third and attend the meet and confer session with the Owner.
 - d. IDR meetings between Owners and not involving Third should be held at a “neutral” location. To the extent conference rooms are available, and if the requesting Owners provide a minimum of ten (10) business days’ advance written notice, Third will provide a conference room in the Laguna Woods Village Community Center for the purpose of the IDR meeting. IDR meetings involving Third will be held in the Laguna Woods Village Community Center.
 - e. IDR meetings will be one hour in length. By requesting or agreeing to participate in IDR, the parties agree to commit one hour to the effort to resolve the dispute.
2. An Owner participating in IDR may be assisted by an attorney or another person in explaining their positions at the Owner’s cost, as also Third may be so assisted at Third’s cost. Although an Owner is permitted to bring Owner’s attorney or other representative to the IDR meeting, Third encourages direct discussions between Third representative and the Owner, without legal counsel, to further the goal of resolution through an amicable, no cost, and expeditious process.
3. If an Owner desires to bring Owner’s attorney to the IDR meeting, the Owner shall give ten (10) business days’ advance written notice to the other parties, including

Third, so that the other parties may determine if they wish their respective legal counsel to attend. Failure of Owner to advise if Owner is bringing legal counsel will require a postponement of the IDR meeting to a date at which Third counsel or the counsel of any other party is able to participate. If an Owner appears at the IDR meeting with previously unannounced counsel, the IDR will be rescheduled and will not proceed.

4. In an IDR meeting, the parties will meet promptly at a mutually convenient time and place, explain their positions to each other and confer in good faith in an effort to resolve the CID Dispute. If all parties to the IDR are not present, and no one has called to indicate a problem with arrival, the IDR will be cancelled after 15 minutes of waiting.
5. A resolution of the CID Dispute agreed to by the parties shall be memorialized in writing and signed by all participating parties, including, if Third is involved, the Board Designees on behalf of Third.
6. The Agreement reached by the Owners or the Owners and the Board Designees will bind the parties and be judicially enforceable if the following conditions are satisfied.
 - a. The Agreement is in writing and signed by all parties to the IDR process;
 - b. The Agreement is not in conflict with law or the governing documents; and
 - c. If the IDR involves Third as a participant, the Agreement is consistent with the authority granted in advance to the Board Designees by the Board or is ratified by the Board of Directors within thirty (30) days of the date that the Agreement is executed by the Owner and the Board Designees.
7. The Owner participating in the IDR Process shall not be charged a fee to participate in the IDR Process.
8. All parties participating in the IDR process should note that the goal of the meeting is not to determine who is right or who is wrong, nor does IDR determine a "winner." The purpose of the IDR meeting is to try to find a compromise between the disputing parties, and thereby enhance neighborliness and harmony. Therefore, parties participating should come to the IDR meeting with an open mind and prepared to be flexible in dealing with other parties to the IDR.
9. Resolution must be reached within two (2) months from the IDR request.