



**REGULAR MEETING  
THIRD LAGUNA HILLS MUTUAL LANDSCAPE COMMITTEE**

**Thursday, March 4, 2021 – 9:30 a.m.  
VIRTUAL MEETING  
Laguna Woods Village  
24351 El Toro Road, Laguna Woods, CA**

*Laguna Woods Village owners/residents are welcome to participate in all open committee meetings and submit comments or questions regarding virtual meetings using one of two options:*

- 1. Join the meeting via Zoom by using this link: <https://zoom.us/j/92325659805>*
- 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 Third Landscape Committee in the subject line of the email. Name and unit number must be included.*
- 3. By calling (949) 268-2020 beginning one half hour before the meeting begins and throughout the remainder of the meeting. You must provide your name and unit number.*

**AGENDA**

1. Call to Order
2. Acknowledgment of Media
3. Approval of the Agenda
4. Approval of Meeting Report for February 4, 2021
5. Chair Remarks
6. Department Head Update

**Consent:**

None

**Items for Discussion and Consideration**

7. Tree Trimming Request: 3076-C Via Serena S. (Serifin) – One Rusty Leaf Fig
8. Landscape Revision Request: 5589-A Avenida Sosiega
9. Staff Request for Tree Removals: Building 5358 – Two Carrotwood trees
10. Member Comments (Items Not on the Agenda)
11. Response to Member Comments

### Reports

12. Project Log
13. Tree Work Status Report
14. KPI Report; Shrub Bed Maintenance Cycles
15. KPI Report; Resident Requests

### Future Agenda Items

### Concluding Business:

16. Committee Member Comments
17. Date of Next Meeting – Thursday, April 1, 2021 at 9:30 a.m.
18. Adjournment

Lynn Jarrett, Chair  
Kurt Wiemann, Staff Officer  
Eve Morton, Landscape Coordinator  
Telephone: 949-268-2565



## **OPEN MEETING**

### **REGULAR MEETING OF THE THIRD LAGUNA HILLS MUTUAL LANDSCAPE COMMITTEE**

**Thursday, February 4, 2021 – 9:30 a.m.**

#### **VIRTUAL MEETING**

**Laguna Woods Village Community Center Board Room  
24351 El Toro Road**

#### **REPORT**

**COMMITTEE MEMBERS PRESENT:** Chair - Lynn Jarrett, Annie McCary, Reza Karimi, Ralph Engdahl, Donna Rane-Szostak

**COMMITTEE MEMBERS ABSENT:**

**OTHERS PRESENT:**

**ADVISORS PRESENT:**

**STAFF PRESENT:** Kurt Wiemann, Eve Morton

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

Chair Jarrett called the meeting to order at 9:30 a.m.

#### **2. Acknowledgement of Media**

No media was present.

#### **3. Approval of the Agenda**

Chair Jarrett made a motion to amend the agenda by removing agenda item #10. The motion passed with a unanimous vote.

#### **4. Approval of the January 7, 2021 Report**

Director Karimi moved to approve the Report. Director McCary reported a correction. The motion passed to approve the report, with the correction, with a unanimous vote.

#### **5. Committee Chair Remarks**

Chair Jarrett stated that, each month, she visits the location of each tree request on the agenda. She urged the committee members to visit them each month also, prior to the committee meeting. It gives a better perspective than just looking at the photos provided with the Staff Reports.

## **6. Department Head Update**

Mr. Wiemann reported that he will have year-end reports next month and service improvement recommendations; it's time to start thinking about the 2022 budget. Next month, he will also report on the accomplishments of the Landscape Department, also any shortcomings from 2020, and where Landscape is headed this year. Landscape came in under budget for 2020. He is happy about that. A supplemental project awarded last year, regarding a slope at 3195, has been completed.

Chair Jarrett stated that Mr. Wiemann is working on FAQs to put onto the website. She asked the committee members to bring the FAQs they hear to next month's agenda to discuss. She requested that this topic be added to the agenda for next month.

Mr. Wiemann stated that many calls into Resident Services are within 30 days of Members' next service date which tells us that Members aren't aware of the landscape schedules. Informing residents about the landscape schedules would reduce a lot of these tickets. We need to inform residents and educate them about using resources available to them on the Village website to help reduce the number of calls to Resident Services.

### Consent Calendar:

None.

### Reports:

## **7. Project Log**

Mr. Wiemann reviewed the 2020 and 2021 Project Logs with the committee and answered some of the committee members' questions.

## **8. Tree Work Status Report**

Mr. Wiemann reviewed this report with the committee. A contractor is working on the species-based tree trimming cycle and staff is helping to get caught up on the deferred tree trimming from previous years.

## **9. Proposed Landscape Modernization/Turf Reduction Project 2021**

Mr. Wiemann reviewed the three areas staff is proposing for turf reduction to save water. The majority of Third doesn't qualify for turf reduction rebates due to recycled water restrictions as rebates aren't available for recycled water at this time. We are focusing on the smaller, more difficult-to-maintain areas for turf reduction. They take more time than they should to maintain and some of these areas involve safety concerns for staff, such as steep areas.

These proposed projects are already in the budget for this year.

Director McCary made a motion to start construction on these projects. Director Rane-Szostak seconded. No objections. Approved by consensus.

Items for Discussion and Consideration

**10. Tree Removal Request: 4006-3C Calle Sonora (Pearlstone) - One Canary Island Pine tree**

This item was removed from the agenda, per the committee's request.

**11. Tree Removal Request: 4026-2G (Kim) - Two Canary Island Pine trees**

Director McCary made a motion to accept staff recommendation and remove these trees. Director Engdahl seconded. The committee was in unanimous support.

Director Karimi asked if the third tree there should also be removed and Mr. Wiemann explained why it shouldn't be at this time. The cost to remove a tree that may not need to be removed right now takes away from money to trim trees since the money is from the same line item in the budget.

**12. Tree Removal Request: 5333-B Bahia Blanca (Hsu) - One Camphor Tree**

Director McCary made a motion to accept the staff recommendation and deny this request and instead perform a root trench, as well as a crown reduction and thinning during the next scheduled trim cycle. Director Rane-Szostak seconded. The committee was in unanimous support.

**13. Tree Removal Request: 5589-A (Pullman) – Bottle Brush Tree**

Director McCary made a motion to accept the staff recommendation and deny this request. Director Engdahl seconded. The committee was in unanimous support.

**14. Proposed Revisions to Tree Trimming and Removal Guidelines**

Mr. Wiemann explained that he would like to condense the two existing tree resolutions with the tree guidelines so all the rules regarding trees are clear and are all in one place for Members. He added the fruit tree maintenance policy to this resolution also. Rodent guards will be provided as a chargeable service. Staff will not be installing rodent guards on all the trees.

Director Rane-Szostak said this might be a good item for the FAQ section we are working on. Mr. Wiemann stated that it will be included.

Chair Jarrett that the Breeze is another good location for information such as this.

Director Rane-Szostak made a motion to approve an all-inclusive tree resolution to supersede the previous resolutions and to recommend it to the Board. Director McCary seconded. This proposed resolution will be brought to the next Board meeting.

#### Future Agenda Items

#### Concluding Business:

#### **15. Member Comments (Items Not on the Agenda)**

N. Ira Lewis (3449-A)

- *Will you be using Kurapia in the upcoming turf reduction project(s)? If not, why not? It is in the very low water and maintenance category.*

Mr. Wiemann stated that we do use this a lot and when it is available. It is a popular ground cover and sometimes it is sold out at the nurseries. They are slow growing and drought tolerant and are in high demand. It may be used in these upcoming projects, if available.

- *Do you intend to establish Owl Boxes in the community? Areas of perfect usage are near the Laguna Wilderness area. If not, why not? They are more efficient in eradicating all rodents, rats, mice, gophers, etc. (i.e. a family of 3 owls eats 2,000 – 3,000 rodents a year with no poison) lowering costs dramatically as it will eliminate the need for bait stations.*

Mr. Wiemann stated that are not currently plans to do this. That would be a committee decision.

- *Do you have plans to retrofit the walkway areas with drip to lower water usage but more importantly reduce general liability eliminating slip and fall events on wet/moist cement walkways. This will qualify for an insurance cost reduction.*

Mr. Wiemann stated there are no plans to put in drip irrigation on walkways as there are miles of walkways in the Village.

#### **16. Response to Member Comments**

Above.

#### **17. Committee Member Comments**

Director Engdahl thanked Mr. Wiemann for putting the vendor category onto the project log.

Director McCary thanked the committee, Mr. Wiemann and his staff. Great meeting.

Director Rane-Szostak thanked Mr. Wiemann for combining the tree policies and creating the FAQs for the website.

Mr. Wiemann stated that the Landscape Manual is intended to be a living document. If something in the manual must be clarified, please let him know. He asks that Members not make requests to the crews but kudos are appreciated.

Chair Jarrett stated that Mr. Wiemann teaches us a lot.

**18. Date of Next Meeting – Thursday, March 4, 2021 at 9:30 a.m.**

**19. Adjournment at 10:54 a.m.**

A handwritten signature in black ink, appearing to read 'LJ/em', is written over a horizontal line.

Lynn Jarrett, Chair  
Kurt Wiemann, Staff Officer  
Eve Morton, Landscape Coordinator – 268-2565







## STAFF REPORT

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**DATE:** March 4, 2021  
**FOR:** Landscape Committee  
**SUBJECT:** Request: 3076-C Via Serena S. (Serifin) – One Rusty Leaf Fig tree

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### **RECOMMENDATION**

Deny the request for an off-schedule trimming of one Rusty Leaf Fig tree.

### **BACKGROUND**

Ms. Serifin purchased the manor in September 2017, and is requesting the off-schedule trimming of one Rusty Leaf Fig tree, *Ficus, rubiginosa* located at the rear of 3075-C. The reason cited for the off-schedule trimming is it is overgrown. Ms. Serifin further states the tree needs topping and thinning to allow more sunlight and warmth to her manor. There are no additional signatures on the Mutual Request Form (Attachment 1).

The tree was last pruned in June 2019. Future trimming is tentatively scheduled for fiscal year 2021. The height of the tree is approximately 40 feet with a trunk diameter of approximately 26 inches. The tree is approximately 18 feet from 3075-C's patio and approximately 60 feet from the requestor's manor at 3076-C. (Attachment 2).

### **DISCUSSION**

At the time of inspection, the tree was found to be in good condition with a well-balanced, adequate, open canopy. There is no noticeable trunk damage and no pests were present. Also, there is no visible previous damage from pests.

There are some surface roots which are typical for this species, however, no damage to infrastructure was detected.

The tree has never been topped nor has it had a crown reduction. Previous trimming has maintained the tree in a healthy state. It is the opinion of staff that a substantial (hard) trim on this tree would result in aggressive re-growth and cause the tree to require additional trimming between the current two-year cycle.

Given the distance from the manor, it is the opinion of staff that any measure of trimming would not produce any substantial warmth to her manor. To add any significant additional sunlight, fifty percent of the canopy would need to be removed.

### **FINANCIAL ANALYSIS**

The cost to remove the tree is estimated at \$1,850, the cost to trim the tree is estimated at \$100. The estimated cost to do a crown reduction and topping is \$900, and the estimated value of the tree is \$9,830 based on the tree inventory data.

**Prepared By:** Bob Merget, Landscape Manager

**Reviewed By:** Kurt Wiemann, Director of Landscape Services

**ATTACHMENT(S)**

**Attachment 1:** Mutual Landscape Request Form

**Attachment 2:** Photographs

# ATTACHMENT 1



Laguna Woods Village

## MUTUAL LANDSCAPE REQUEST FORM

**PLEASE NOTE: THIS FORM IS NOT INTENDED FOR ROUTINE MAINTENANCE REQUESTS**

For all non-routine requests, please fill out this form. Per the policy of your Mutual, if your request falls outside the scope of the managing agent's authority, it will be forwarded to the Mutual's Landscape Committee for review. If you are unsure whether your request falls into this category, first contact Resident Services at 597-4600 in order to make that determination.

**PLEASE RETURN COMPLETED REQUEST FORM TO RESIDENT SERVICES.**

### Resident/Owner Information

*You must be an owner to request non-routine Landscape requests.*

3076C Via Serena South

Address

1-11-2021

Today's Date

MARILYN SERAFIN

Resident's Name

818-927-5727

Telephone Number

### Non-Routine Request

*Please checkmark the item that best describes your request. If none apply, please checkmark "Other" and explain.*

☐ Tree Removal

☐ New Landscape

☒ Off-Schedule Trimming

☐ Other (explain): \_\_\_\_\_

### Reason for Request

*Please checkmark the item(s) that best explain the reason for your request.*

☐ Structural Damage ☐ Sewer Damage ☒ Overgrown ☐ Poor Condition

☐ Litter/Debris ☐ Personal Preference

☐ Other (explain): \_\_\_\_\_

### GUIDELINES:

- **Structural/Sewer Damage:** Damage to buildings, sidewalks, sewer pipes, or other facilities may justify removal if corrective measures are not practical.
- **Overgrown/Crowded:** Trees or plants that have outgrown the available space may justify removal.
- **Damaged/Declining Health:** Trees or plants that are declining in health will be evaluated for corrective action before removal/replacement is considered.
- **Litter and Debris:** Because all trees shed litter seasonally, generally this is not an adequate reason to justify removal. However, if granted, removal/replacement may be at the resident's expense.
- **Personal Preference:** Because one does not like the appearance or other characteristics of the tree or plant generally does not justify its removal. However, if granted, removal/replacement is usually at the resident's expense.

### Description & Location of Request

Please briefly describe the situation and the exact location of the subject of the request (e.g., "roots of pine tree in front of manor XYZ are lifting the sidewalk"). Attach pictures as necessary.

SEE ATTACHMENT

### Signatures of All Neighbors Affected By This Request

Because your request may affect one or more of your neighbors, it is imperative that you obtain their signatures, manor numbers, and whether they are for, undecided, or against this request.

Signature	Manor #	For	Undecided	Against
<i>Marilyn Serafin</i>	3076c	X		

(Please attach a separate sheet if more signatures are necessary.)

### Acknowledgement - Owner

By signing, you are acknowledging this request.

*Marilyn Serafin*  
Owner's Signature

MARILYN SERAFIN  
Owner's Name

### OFFICE USE ONLY

MOVE-IN DATE: \_\_\_\_\_

DATE: \_\_\_\_\_ INITIALS: \_\_\_\_\_

530 \_\_\_\_\_ 540 \_\_\_\_\_

570 \_\_\_\_\_ LAST PRUNED: \_\_\_\_\_

RELANDSCAPED: \_\_\_\_\_

NEXT TIME: \_\_\_\_\_

TREE SPECIES: \_\_\_\_\_

COMMENTS: \_\_\_\_\_

TREE VALUE: \_\_\_\_\_ TREE REMOVAL COST: \_\_\_\_\_

January 11, 2021

Laguna Woods Village

Resident Services – Landscape Request

24351 El Toro Road

Laguna Woods, CA 92637

Dear Landscape Department,

I live in Gates 7/8 and in cul de sac 307. I am writing about a tree located behind Unit 3075-C Via Serena South at the bottom of a slope on the property of the Mutual. Unit 3075-C has been a vacant unit for four years that I know of.

This tree hasn't been trimmed or topped in the four years I have lived at 3076-C. Sunset is earlier for us living at the bottom of the slope, and this tree cuts off sunlight during the day. It would help brighten and warm things up if this tree could be trimmed and thinned out to let in the day's warmth and sunshine.

Thank you for your time and consideration.

Sincerely,

A handwritten signature in cursive script that reads "Marilyn Serafin".

Marilyn Serafin

3076-C Via Serena South

Laguna Woods, CA 92637

Phone - 818.927.5727

E-mail - mserafin@aol.com



ATTACHMENT 2















## STAFF REPORT

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**DATE:** March 4, 2021  
**FOR:** Landscape Committee  
**SUBJECT:** Landscape Revision Request: 5589-A Avenida Sosiega

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### **RECOMMENDATION**

Approve the request for revisions to the landscaping adjacent to 5589-A, at the expense of the requestor.

### **BACKGROUND**

Ms. Pullman is requesting permission to revise the landscape area adjacent to the subject manor.

### **DISCUSSION**

The requesting resident seeks permission to install artificial turf in lieu of the existing landscape since the existing is difficult to maintain due to limited access. The subject area is approximately 600 square feet and encompasses the Common Area adjacent to the sidewalk on the rear and side of the residence (Attachment 2).

The residents will bear the cost of maintenance. Staff recommends the approval of this request with the following conditions:

1. All costs for design, construction, and maintenance of the improvement are the responsibility of the Property's Member Owner at 5589-A.
2. All materials and installation shall be approved by the Landscape Department prior to start of work.
3. The requesting Members understand that the area will remain Common Area subject to the use and passage of all members of Third Mutual.

### **FINANCIAL ANALYSIS**

There is no cost involved in this request.

**Prepared By:** Kurt Wiemann, Director of Landscape Services

**Reviewed By:** Eve Morton, Landscape Coordinator

### **ATTACHMENT(S)**

**Attachment 1:** Photographs

**Attachment 2:** Plan

**Attachment 3:** Mutual Landscape Request Form

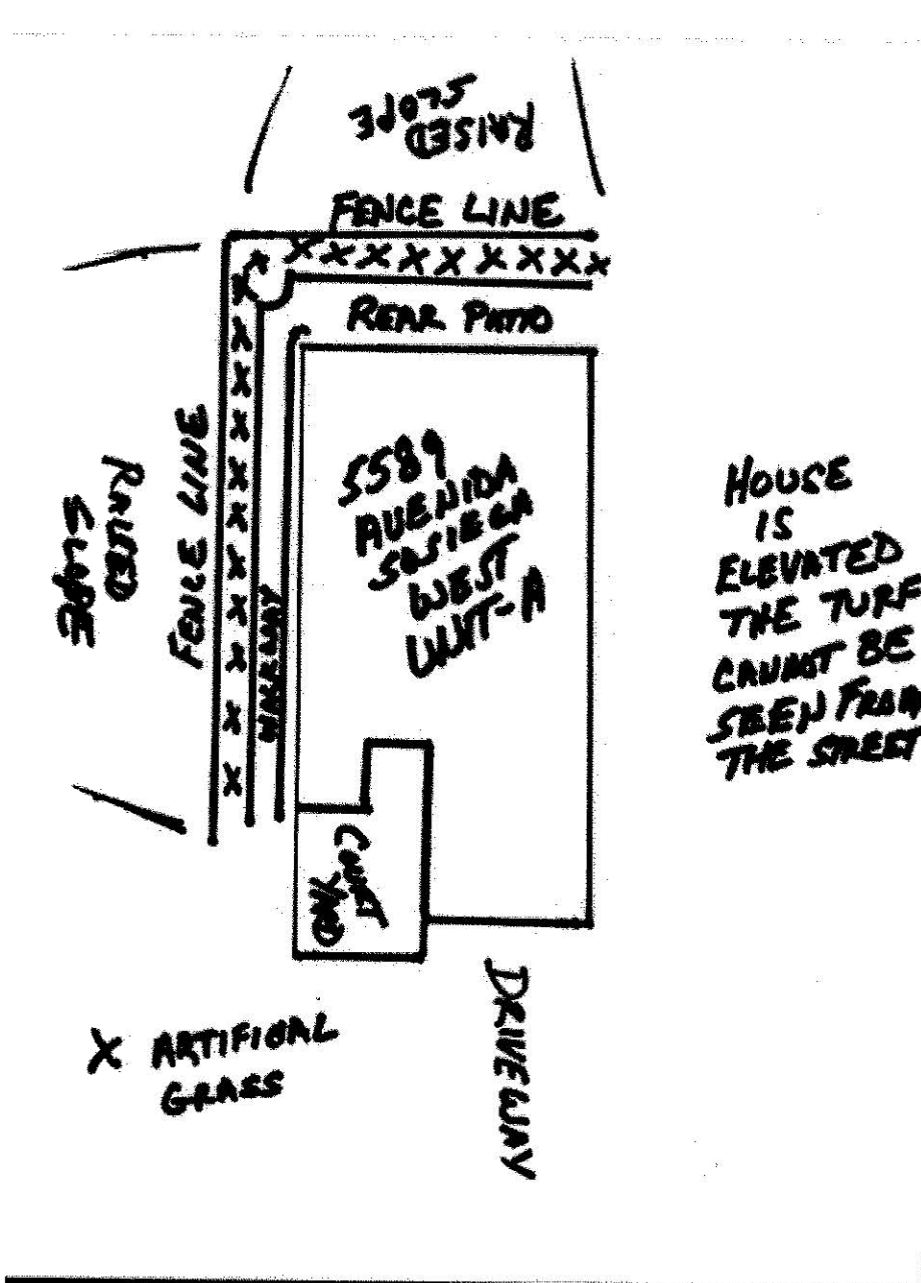
ATTACHMENT 1







ATTACHMENT 2



SynLawn will be used and they will install it.

The approximate dimensions:

Side= 2 feet x 72 feet

Back= 8 feet x 55 feet

Approx. 600 sq. feet.



## ATTACHMENT 3

### MUTUAL LANDSCAPE REQUEST FORM

PLEASE NOTE: THIS FORM IS NOT INTENDED FOR ROUTINE MAINTENANCE REQUESTS.

For all non-routine requests, please fill out this form. Per the policy of your Mutual, if your request falls outside the scope of the managing agent's authority, it will be forwarded to the Mutual's Landscape Committee for review. If you are unsure whether your request falls into this category, first contact Resident Services at 597-4600 in order to make that determination.

**PLEASE RETURN COMPLETED REQUEST FORM TO RESIDENT SERVICES.**

#### Resident/Owner Information

*You must be an owner to request non-routine Landscape requests.*

5589 Avenida Sosiega West Unit A

Address

1-12-21

Today's Date

Victoria Pullman

Resident's Name

310-292-4028

Telephone Number

#### Non-Routine Request

*Please checkmark the item that best describes your request. If none apply, please checkmark "Other" and explain.*

☐ Tree Removal

☒ New Landscape

☐ Off-Schedule Trimming

☐ Other (explain): \_\_\_\_\_

#### Reason for Request

*Please checkmark the item(s) that best explain the reason for your request.*

☐ Structural Damage ☐ Sewer Damage ☐ Overgrown ☐ Poor Condition

☐ Litter/Debris ☒ Personal Preference ☐ View Obstruction

☐ Other (explain): \_\_\_\_\_

#### **GUIDELINES:**

- Structural/Sewer Damage: Damage to buildings, sidewalks, sewer pipes, or other facilities may justify removal if corrective measures are not practical.
- Overgrown/Overcrowd: Trees or plants that have outgrown the available space may justify

### Description & Location of Request

Please briefly describe the situation and the exact location of the subject of the request (e.g., tools of pine tree in front of manor XYZ are lifting the sidewalk). Attach pictures as necessary.

I would like to put in nice looking artificial grass in the back and side of my house. It will look like nice green grass and won't require any water or maintenance.

Upon approval I will install this at my own expense.

### Signatures of All Neighbors Affected By This Request

Because your request may affect one or more of your neighbors, it is imperative that you obtain their signatures, manor numbers, and whether they are for, undecided, or against this request.

Signature	Manor #	For	Undecided	Against
Carol Kagan-B	5377-B	✓		

(Please attach a separate sheet if more signatures are necessary.)

### Acknowledgement - Owner

By signing, you are acknowledging this request.

(POA)

Flaminia Abraham for  
Owner's Signature

VICTORIA PULLMAN  
Owner's Name

Agenda Item #8 Page 6 of 6

### OFFICE USE ONLY

APPROVED DATE: \_\_\_\_\_ DATE: \_\_\_\_\_ INITIALS: \_\_\_\_\_

300 \_\_\_\_\_ 340 \_\_\_\_\_ 570 \_\_\_\_\_ LAST PRINTED \_\_\_\_\_

RELANDSCAPED \_\_\_\_\_ NEXT TIME: \_\_\_\_\_



## STAFF REPORT

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**DATE:** March 4, 2021  
**FOR:** Landscape Committee  
**SUBJECT:** Building 5358 Tree Removals – Two Carrotwood trees

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### **RECOMMENDATION**

- Approve staff recommendation for removal of two Carrotwood trees.
- Approve the staff recommendation to perform turf reduction at this location

### **BACKGROUND**

Staff is recommending the removal of two Carrotwood trees, *Cupaniopsis, anacardioides* located on the side of Building 5358; Manors A, N, and Q. The reason staff is recommending the removals is the proximity to the building's roof which is causing the trees to need annual off-schedule trimming in lieu of the current two-year cycle.

All three residents have been contacted; Manors Q and N have agreed to the removals and Manor A is against the removals.

The trees were last pruned off-schedule in January 2021; a clearance trim from the building's roof line was performed. Future trimming is tentatively scheduled for fiscal year 2021. The height of the trees are approximately 30 feet with trunk diameters of approximately 12 inches. The trees are approximately ten feet from the building and approximately six feet from the sidewalk. The two trees are approximately 20 feet apart (Attachment 2).

### **DISCUSSION**

At the time of inspection, the trees were found to be in fair condition with unbalanced canopies as a result of the emergency clearance away from the roof. These two trees require annual trimming to maintain proper clearance from the building. One of the trees has some trunk damage and both trees have some root damage.

There have been 40 tickets generated in the Tree, Pest Control, and Building Maintenance departments regarding rodent and mice concerns in and around the manors close to these trees. In an effort to reduce the amount of resident calls, staff is suggesting the removal of the trees rather than an annual heavy trimming which causes rapid re-growth in these species. Removal will also reduce the rodent access to the roof that occurs between pruning.

Once the two trees are removed, staff is suggesting a small turf reduction, of approximately 300 square feet. The turf under these trees has been very shaded and has never filled in properly. The conversion to a shrub bed would be the logical choice to remedy the situation.

Staff will replace one tree and place it in the turf area, further away from the building.

## **FINANCIAL ANALYSIS**

The cost to remove the trees is estimated at \$1,300, the cost to hard trim the trees is estimated at \$580 annually. The estimated combined value of the trees is \$4,600 based on the tree inventory data. The estimated cost to convert the turf area is \$1,200.

**Prepared By:** Bob Merget, Landscape Manager

**Reviewed By:** Kurt Wiemann, Director of Landscape Services

## **ATTACHMENT(S)**

**Attachment 1:** Photographs



ATTACHMENT 1













### Third Mutual Landscape Project Log March 2021

#### 2021 Reserve Fund Projects

Project	Contractor	Description	Status	Estimated Completion	Completion*	Budget	YTD*	Balance
Tree Maintenance	West Coast Arborists; In-House Tree Crew	The annual program will be a combination of contracted work and in-house staff.	In January, the in-house crew trimmed 128 and removed 33 trees. Contracted tree crews trimmed 131 trees, removed 2, and planted 0 trees.	Annual Program	0%	\$921,369	\$0	\$921,369
Landscape Modernization	Staff	Elimination of highest water using turf areas; replacing with water efficient landscapes.	Committee approved locations 2/4/21; Estimated start date Spring 2021	TBD	0%	\$141,121	\$0	\$141,121
Slope Maintenance Outsourced	Mission Landscape	Annual Maintenance	In progress	Annual Program	16%	\$473,650	\$78,107	\$395,543
Fire Risk Reduction	TBD	Project includes the removal of vegetation with a high risk of fire.	Staff is negotiating with OC Parks and Nature Preserve for extension of fire fuel reduction.	TBD	0%	\$180,000	\$0	\$180,000

\*Completion based upon invoices received to-date.



Third Mutual Off Schedule Tree Work						
Date	Manor	Description	Tree Type	Labor Hours	Reason	Decision Level
10/12/2020	5144	Clearance	Ca Pepper	4	Touching roof	Staff
10/12/2020	4007-1A	Clearance	Ficus	4	Touching roof	Staff
10/13/2020	4022-P	Clearance	Carrotwood	3	Touching roof	Staff
10/19/2020	2405-2A	Clearance	Queen Palm	2	On Patio	Staff
10/20/2020	2119-S	Removal	CA Pepper	4	DEAD	Staff
10/20/2020	5487-b	Trim20/20	Queen Palm	3	Seed Pods	Staff
10/20/2020	5358-O	Removal	Volunteer palms	2.5	Volunteers	Staff
10/20/2020	5266	Clearance	Carrotwood	3	On Patio	Staff
10/20/2020	3215-D	Removal	Metrosideros	3.5	Pest/trunk decay	Staff
10/20/2020	3215-D	Trim	Brazilian Peppers	5	Remove end weight	Staff
10/20/2020	5483-C	Trim	Rusty leaf fig	3	Remove end weight and thin	Staff
10/20/2020	3492-B	Trim	Crape Myrtle	2	Remove deadwood	Staff
10/20/2020	3514-C	Trim	Magnolia	2	Remove deadwood	Staff
10/23/2020	3436-A	Trim	Silk Oaks (4)	8	Remove end weight and thin	Staff
11/3/2020	2392	Removal	Liquid Amber	4	Dead	Staff
11/4/2020	2391	Removal	Fern Pine	5	Dead	Staff
11/6/2020	3355	Removal	Sweetshade	4	Decay in root system	Staff
11/20/2020	3355	Removal	Queen Palm	3	Tree uprooted, poor rooting	Staff
11/30/2020	3351	Removal	Carrotwood	5	Dieback due to pest	Staff
12/4/2020	3356	Trim	Peppermint	4.5	End weight, full trim to balance	Staff
12/4/2020	3355	Trim	Red Iron Bark	4	End weight, full trim	Staff
12/7/2020	3491	Clearance	Olive	3	Clearance trim on roof	Staff
12/7/2020	3491	Clearance	Olive	3	Clearance trim on building	Staff
12/7/2020	3491	Clearance	Carrotwood	3	Clearance trim on building	Staff
12/11/2020	5463	Removal	Star Pine	5	Sharp lean growing into other tree	Staff
12/11/2020	5463	Trim	Red Gum Euc	2.5	Dead branch Hanger and end weight	Staff
12/17/2020	2326	Removal	Ca. Pepper	5.5	Dead due to pest/disease	Staff
12/18/2020	4001	Removal	Atlas Cedar	6	Dead, pest, Poly Shot hole bore	Staff
12/22/2020	5377	Clearance	Podocarpus	4	Clearance trim of manor	Staff
12/29/2020	3335	Clearance	Cajeput	3	Clearance trim off of roof	Staff
12/29/2020	3335	Clearance	Bottle Brush	2.5	Clearance trim off of manor	Staff
12/30/2020	3114	Clearance	Bottle Brush	2.5	Clearance trim off of manor	Staff

1/4/2021	5395	Removal	Weeping Fig	25	Board Approved Removal	Board
1/4/2021	3275-O	Clearance	Bushy Yate	3	Clearance from manor	Staff
1/4/2021	3224-B	Clearance	Carolina cherry	3.5	Clearance from sunroom	Staff
1/7/2021	5371-3D	Clearance	Bottle Tree	3	Clearance from manor	Staff
1/15/2021	3498-2B	Clearance	Rusty leaf fig	4	Clearance from manor	Staff
1/21/2021	5323-Q	Clearance	Red Iron Bark	3	Clearance from manor	Staff
1/25/2021	5518	Remove Branch	Carob	2	Storm related branch down	Staff
1/26/2021	5356	Remove Branch	Lemon scented gum	3	Storm related branch down	Staff
1/26/2021	3384	Remove Tree	Queen Palm	2	Storm related removal	Staff
1/26/2021	3143	Hanging branch	Bazilian pepper	2	Storm related	Staff
1/26/2021	3487	Hanging branch	Spotted gum	3	Storm related	Staff
1/26/2021	3487	Removal	Carrotwood	5	Storm related	Staff
1/26/2021	3488	Removal	Carrotwood	4	Storm related	Staff
1/26/2021	5479	Removal	Bottle brush	4	Storm related	Staff
1/26/2021	3064	Hanging branch	Cajeput tree	3	Storm related	Staff
1/26/2021	3057	Removal	Aleppo pine	4	Storm related	Staff
1/26/2021	5547	Removal	Ca Pepper	3	Storm related	Staff
1/26/2021	5111	Hanging branch	Ca Pepper	2	Storm Related	Staff
1/27/2021	2377	Removal	Australian willow	4	Storm Related	Staff
1/27/2021	430	Hanging branch	Brazilian pepper	3	Storm Related	Staff
1/27/2021	3104	Hanging branch	Silver Dollar Gum	3	Storm Related	Staff
1/28/2021	5329	Removal	Australian Willow	5	Storm Related	Staff
1/29/2021	5517	Hanging branch	Fern pine	3	Storm Related	Staff
1/29/2021	3150	Lean/uprooting	Austrailian Willow	3	Storm Related	Staff





## **STAFF REPORT**

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**DATE: March 4, 2021**

**FOR: Landscape Committee**

**SUBJECT: KPI Report; Shrub Bed Maintenance Cycles**

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### **RECOMMENDATION**

Receive and File Report

### **BACKGROUND**

For fiscal year 2020, the Landscape Department had a budget for Third Mutual of \$2,286,931 for shrub bed maintenance. This work consists of all of the components required for shrub bed maintenance; pruning, cleaning, weeding, mulching, re-planting, and edging of the planters around buildings. The shrub bed maintenance cycle varies seasonally and is performed on 83.1 shrub bed acres in Third Mutual.

### **DISCUSSION**

Within the budget mention above, the man-hour allocation is sufficient to perform four complete cycles; a cycle is considered complete when every building has received shrub bed maintenance services. There are many issues that can interrupt or delay the completion of a cycle; weather, staff shortages, equipment issues, and off-schedule requests. For 2020, staff has successfully endeavored to reduce the effect these issues have on the efficiency of the department and is near to completing four cycles in all sections (Exhibit 1).

Third Mutual is divided into five sections, with Section One containing a portion of United Mutual (there a few Garden Villas in Section Three). The sections are divided by geographical boundaries, acreage, and logistics (Attachment 1). Each section is assigned a separate crew, which vary in size from six to ten staff, with a foreman in the lead position. The exception is Section One, which is contracted; three staff members were added to Section One in January 2021, to perform non-shrub related landscaping activities such as turf weeds, turf hard edges, non-shrub related service requests, and other related tasks.

While the service itself varies seasonally, the intention is to provide service to each building four times annually, although due to seasonal variance it doesn't occur exactly quarterly. The bulk of the heavy trimming is performed in the cooler months (first and fourth quarter), while mowing takes precedence in the warmer months (second and third quarter). In the mowing season, since all of the crews perform mowing operations two days a week, shrub bed maintenance is limited to weeding and minor pruning (Exhibit 2).

In reviewing the graph provided in Exhibit 2, it is important to note that with the reorganization in August of 2020, the Foreman in Section Seven was promoted to Supervisor and it took the replacement Foreman a while to get up to speed. In 2021, we expect the performance in Section Seven to be more consistent with the other sections.

In 2020, staff made significant improvements in cycle completion over previous years (Exhibit 3). As mentioned above, due to a lack of available staff in the marketplace, Section One was contracted for the first time last year. This is also the first time that the Mutual contracted out any shrub bed maintenance services. The contract was not in place until March, therefore started one cycle late which had a drastic impact on the completion data. Due to several other factors that have since been rectified, cycle completion for that section was behind the other sections. These issues, unfamiliarity with the Village logistically, herbicide application complications, COVID19 staffing shortages, and reporting issues, have all been addressed and staff expects Section One to be on par with the other sections for 2021.

The department underwent a reorganization in August 2020, and became fully staffed in January of 2021, including the eight positions contracted out. Combined with the changes made over the past two years, staff expects to execute the positive changes in cycle completion (Exhibit 4) to increase to full four budgeted cycles in 2021.

**FINANCIAL ANALYSIS:**

None

**Prepared By:** Kurt Wiemann, Director of Landscape Services  
**Reviewed By:** Eve Morton, Landscape Coordinator

**ATTACHMENT 1:** Section Location Map

Exhibit 1

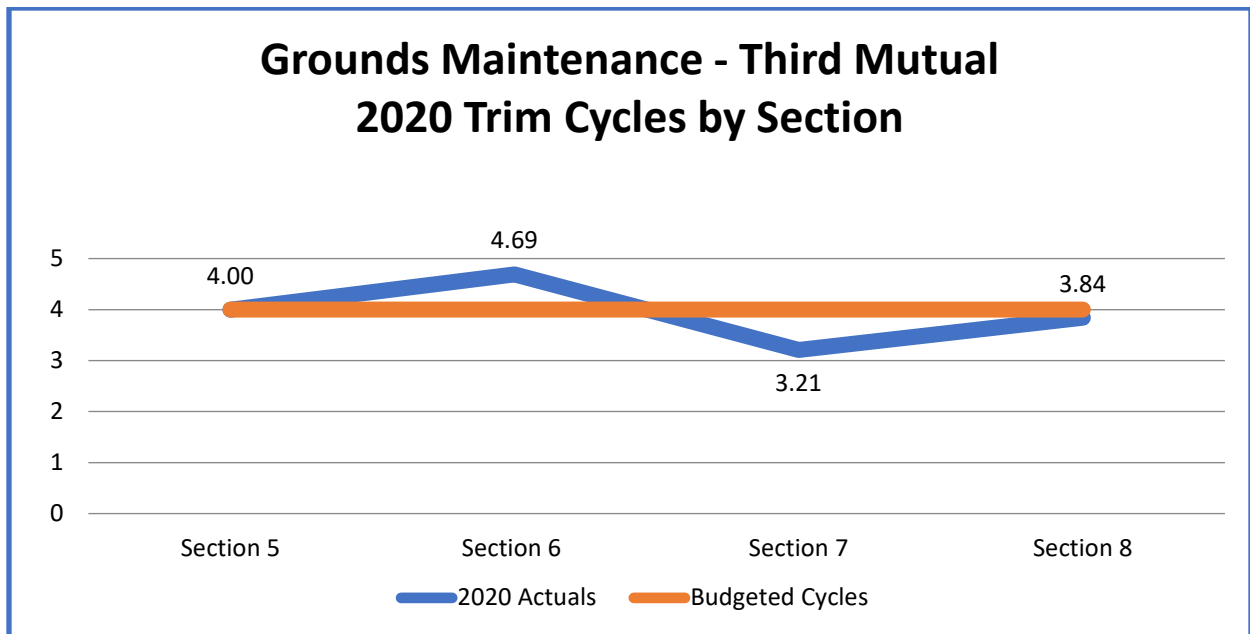


Exhibit 2

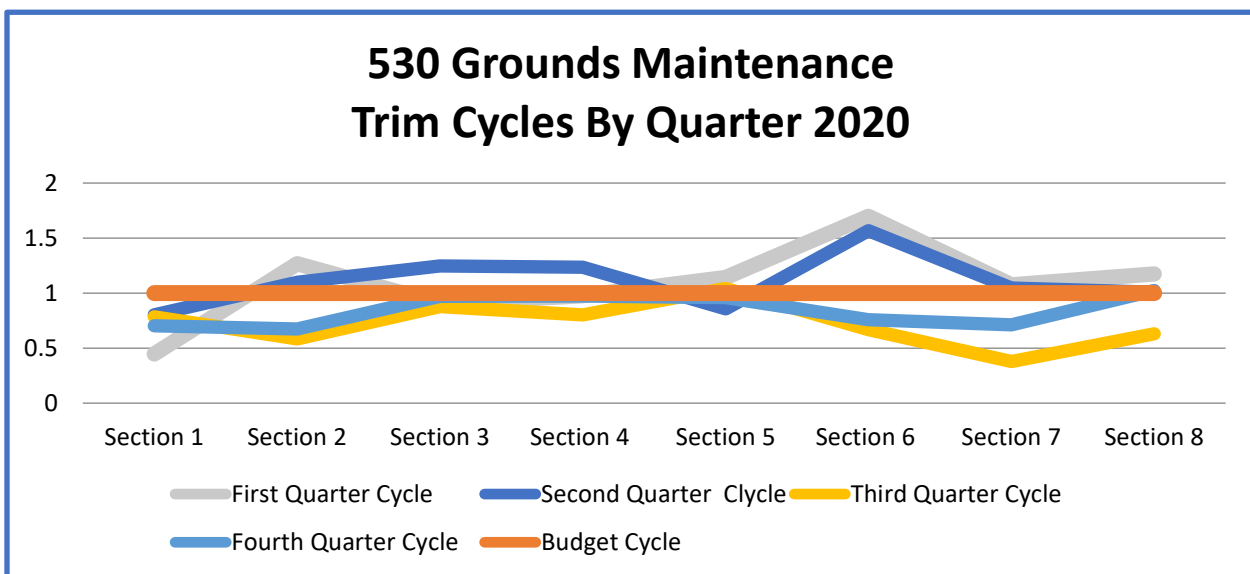


Exhibit 3

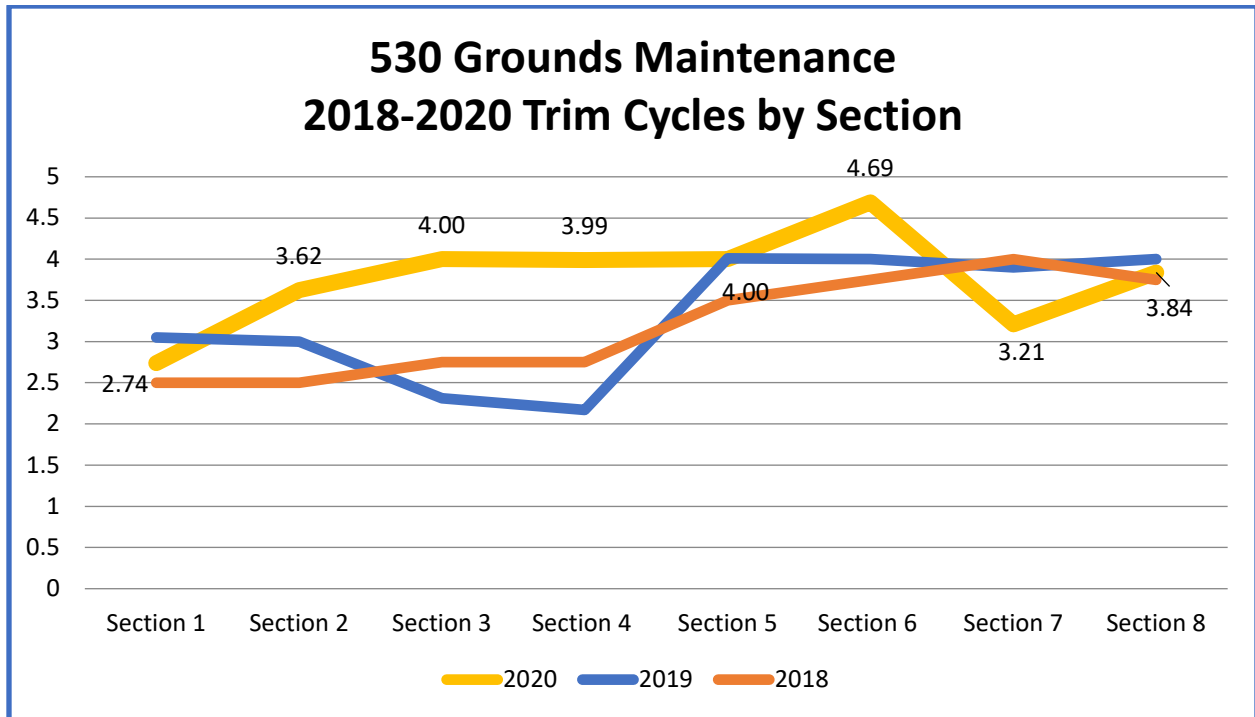
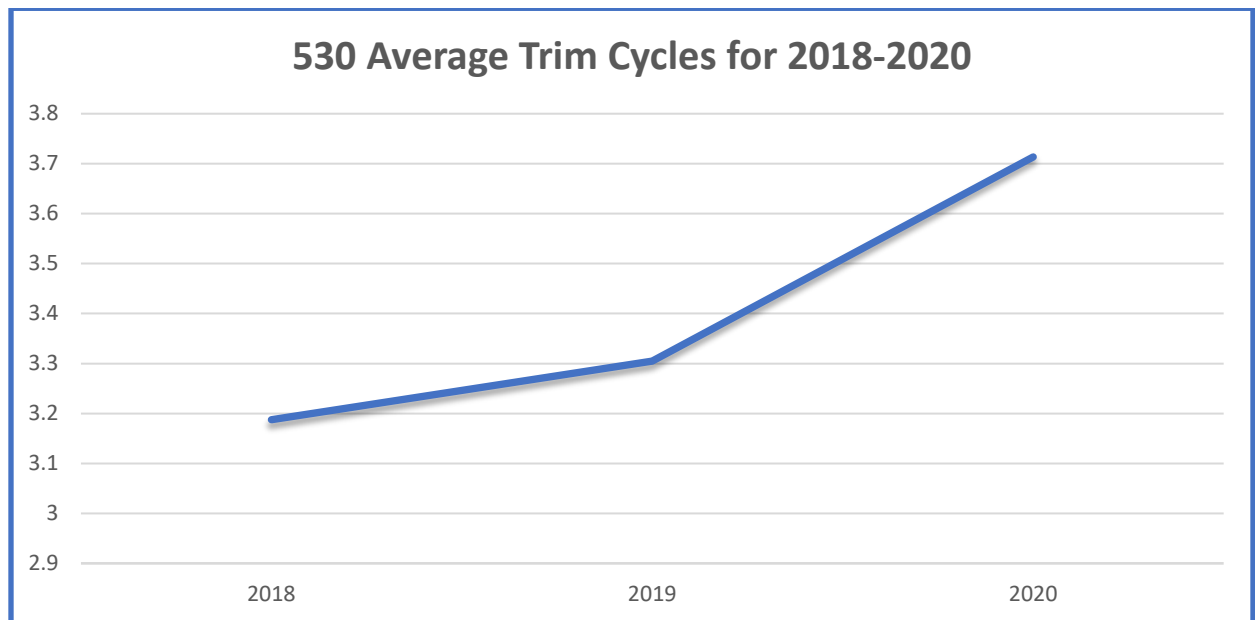
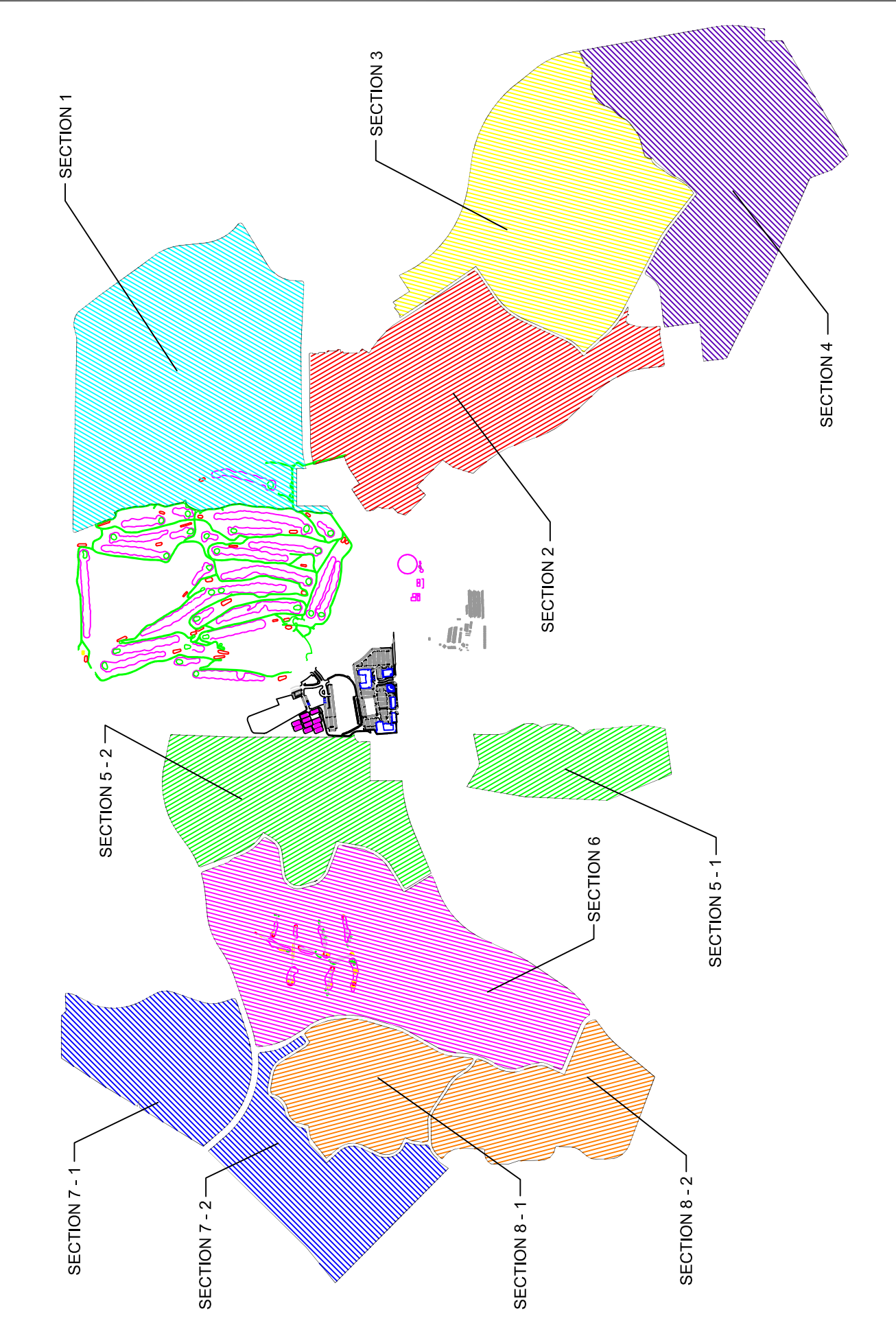


Exhibit 4





Laguna Woods Village© - Laguna Woods  
Projects Department  
24351 El Toro Road, Laguna Woods, California 92653  
P.O. Box 2220, Laguna Woods, California 92654

MAINTENANCE CREW AREA ASSIGNMENTS  
AREA MAP





## **STAFF REPORT**

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**DATE: March 4, 2021**

**FOR: Landscape Committee**

**SUBJECT: KPI Report; Resident Requests**

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### **RECOMMENDATION**

Receive and File Report

### **BACKGROUND**

The Landscape Department responds to numerous resident service requests and concerns annually which cover a variety of issues. These service requests and concerns are documented in the database that is maintained by Village Management Services. Resident service requests and concerns are colloquially referred to as “tickets” and will be referred to as such for the remainder of this report. An average of 6% of all calls to Resident Services are attributable to landscaping.

### **DISCUSSION**

The number of tickets assigned to landscaping had risen steadily since the landscape staffing reduction in 2016. Prior to that time, the average annual number of tickets for landscaping for all corporations had been 14,813. With the staffing cuts in 2016, the service levels were decreased from five cycles annually to four cycles annually. The sudden decrease in service levels had increased the number of tickets exponentially, to a high of 21,190 in 2018 for all corporations (Exhibit 1).

In 2018, partially in response to the rising number of tickets in landscaping, Village Management Services made changes to the management of the Landscaping Department, which in turn set out to improve services and resident satisfaction. Through many changes in personnel, crew make up, material and equipment usage, and a full reorganization in 2020, staff has significantly increased the quality of service provided to residents and subsequently reduced the number of tickets in Third Mutual to below the pre-2017 levels (Exhibit 2).

As mentioned above, the tickets are comprised of numerous issues; a ticket is created whenever a resident calls Resident Services. Some of the tickets are merely a question regarding scheduling or methodology and require no action other than a return phone call. Of the 7,019 tickets created for landscaping in Third in 2020, only 4,714 were related to grounds maintenance activities (Exhibit 3). Of those ground maintenance tickets, only 2,940 were actual complaints about service levels (Exhibit 4).

Some of the balance of the tickets were for other issues such as irrigation (Exhibit 5) which indicates a downward trend. Tickets for trees in 2020 (Exhibit 6) show a small increase over the previous two years which is indicative of previous year's fluctuating budgets, which caused a backlog of untrimmed trees. In early 2020, Third Mutual instituted a five-year tree maintenance plan and began contracting out tree maintenance activities at a reduced cost per tree over previous years. These two factors will give staff the ability to reduce the backlog of maintenance trimming, which in turn should reduce the number of tree-related concerns.

After a large drop in calls for pest control in 2019, which includes rodents, ants, bees, dead animal pickups, and shrub and tree infestations, the data shows a slightly higher total in 2020 (Exhibit 7). There was a slight seasonal uptick in rodent and ant tickets in late summer/early fall, which has been addressed in the reorganization of the department in the summer of 2020. Also, an additional staff member was added to the pest control work center to respond to the increase in tickets. Although there were 339 more calls for these issues, staff does not believe it is indicative of a trend or dissatisfaction in service levels.

Following an informational campaign in late 2019 and early 2020 in an effort to facilitate efficient scheduling of the landscape crews, residents were encouraged to call Resident Services to request clipping and leaf pick-ups. As a result, the trends for those tickets have increased (Exhibit 8). These are service requests and are not considered complaints.

From an operational stand point, landscape management focuses on "key" tickets (Exhibit 9). These are the issues that can be directly addressed through managing staff levels in certain areas and focusing on tasks such as chemical weed control and mulch application.

Issues that are shrub and weed related are often tied to service level (cycle) timing. Many of these tickets are often resolved with a phone call informing the resident that the grounds crew would be servicing their area in the coming weeks. With the assistance of the Landscape Committee, staff is of the opinion that educating the residents on the service levels and frequency of service could significantly reduce the number of tickets generated for this type of issue. September is historically the month that sees the highest number of service level related tickets, which is primarily weeds and shrub pruning. Staff analyzed the data for September 2020 and found that 74 percent of the tickets received for these items were received prior to the scheduled service visit (Exhibit 10).

Additionally, in the Second Quarter 2019, the landscape department created two two-man ticket response crews, one for each Mutual. Tickets are triaged and assigned to these ticket crews or other landscape staff by the Landscape Coordinator. These crews are dispatched daily to respond to tickets for grounds maintenance requests which can be resolved by the two-man ticket crew, usually in under 30 minutes.

Larger requests are scheduled for full crews when they are in the area of the request. This methodology has significantly reduced the response times (Exhibit 11) and has generated numerous compliments from residents, which is indicative of greater resident satisfaction.



Overall, the number of tickets has decreased and related resident satisfaction of the services provided by the Landscape Department has increased significantly over the past few years. With the full reorganization occurring late in the Third Quarter 2020, the benefits have yet to be fully realized statistically. Quarterly reports will be provided to the committee on this subject.

**FINANCIAL ANALYSIS:**

None

**Prepared By:** Kurt Wiemann, Director of Landscape Services  
**Reviewed By:** Eve Morton, Landscape Coordinator

# Exhibit 1

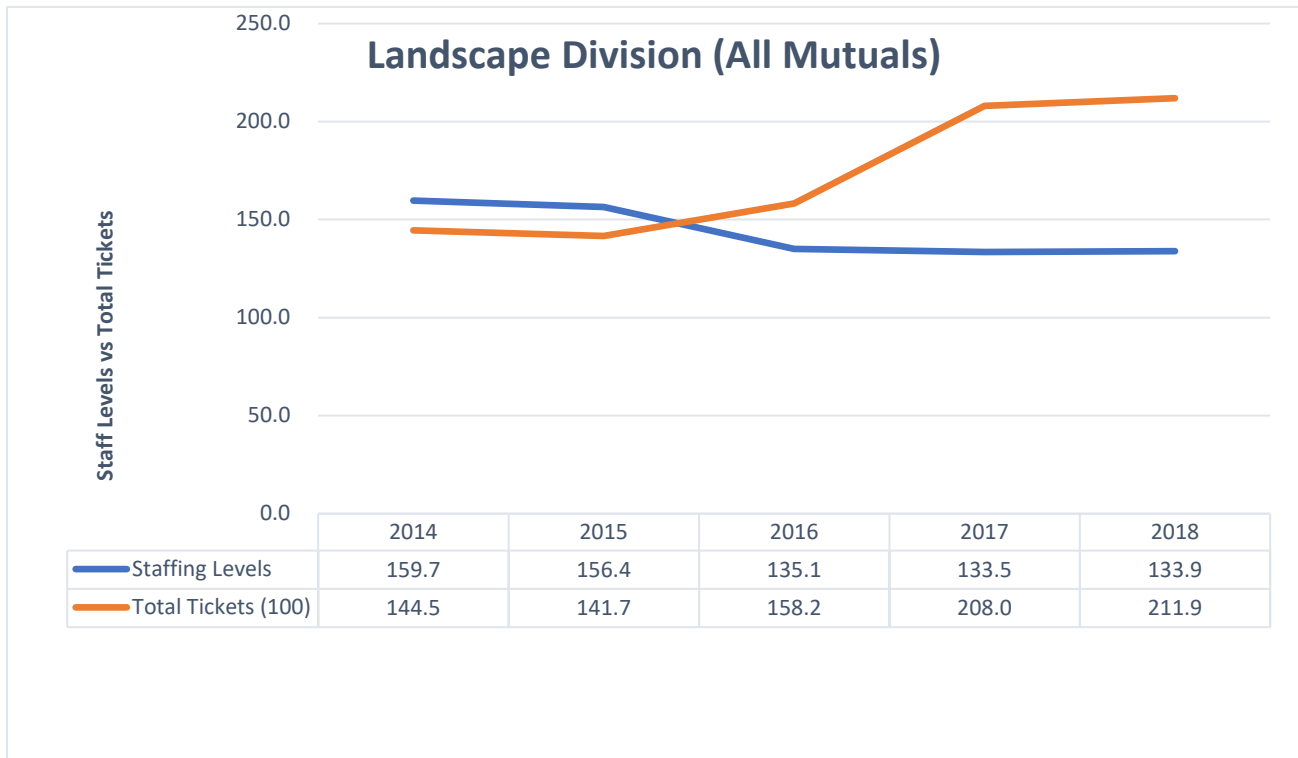


Exhibit 2

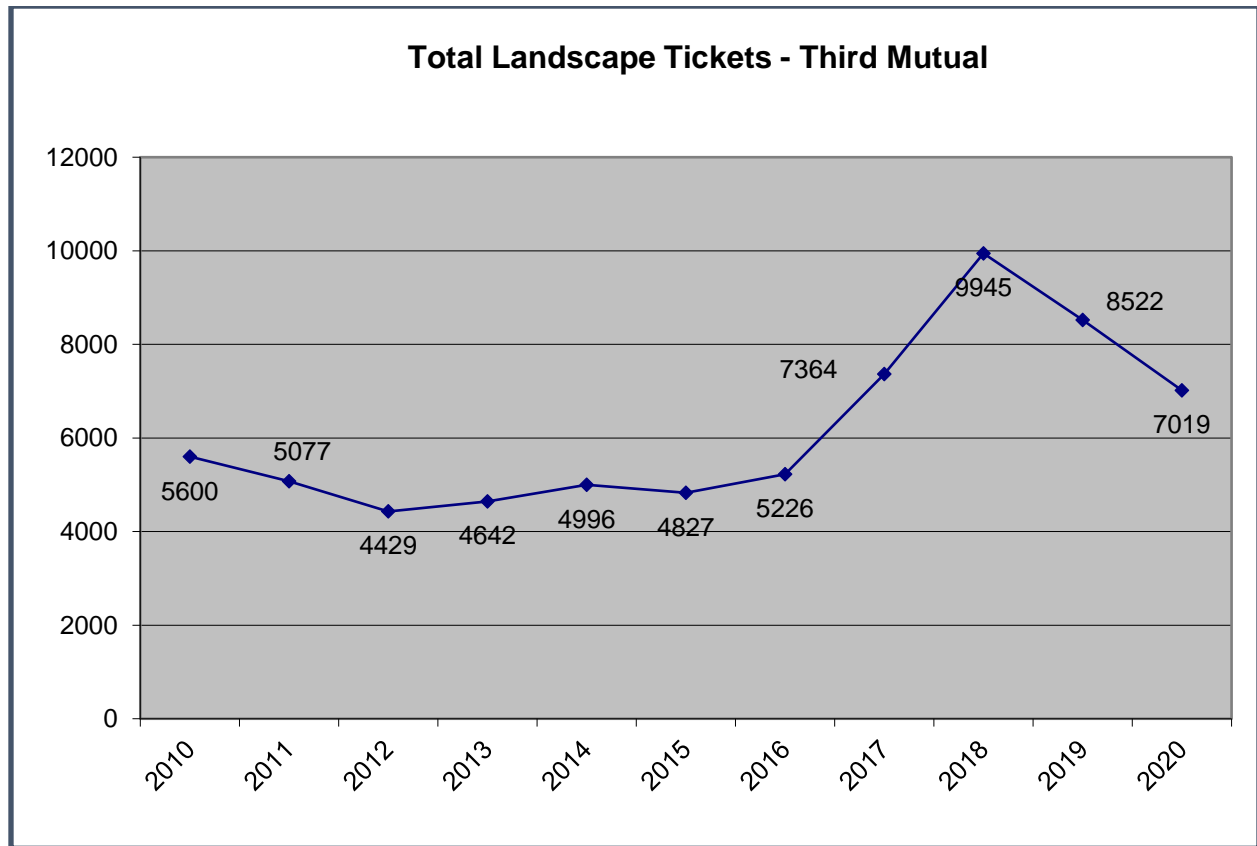


Exhibit 3

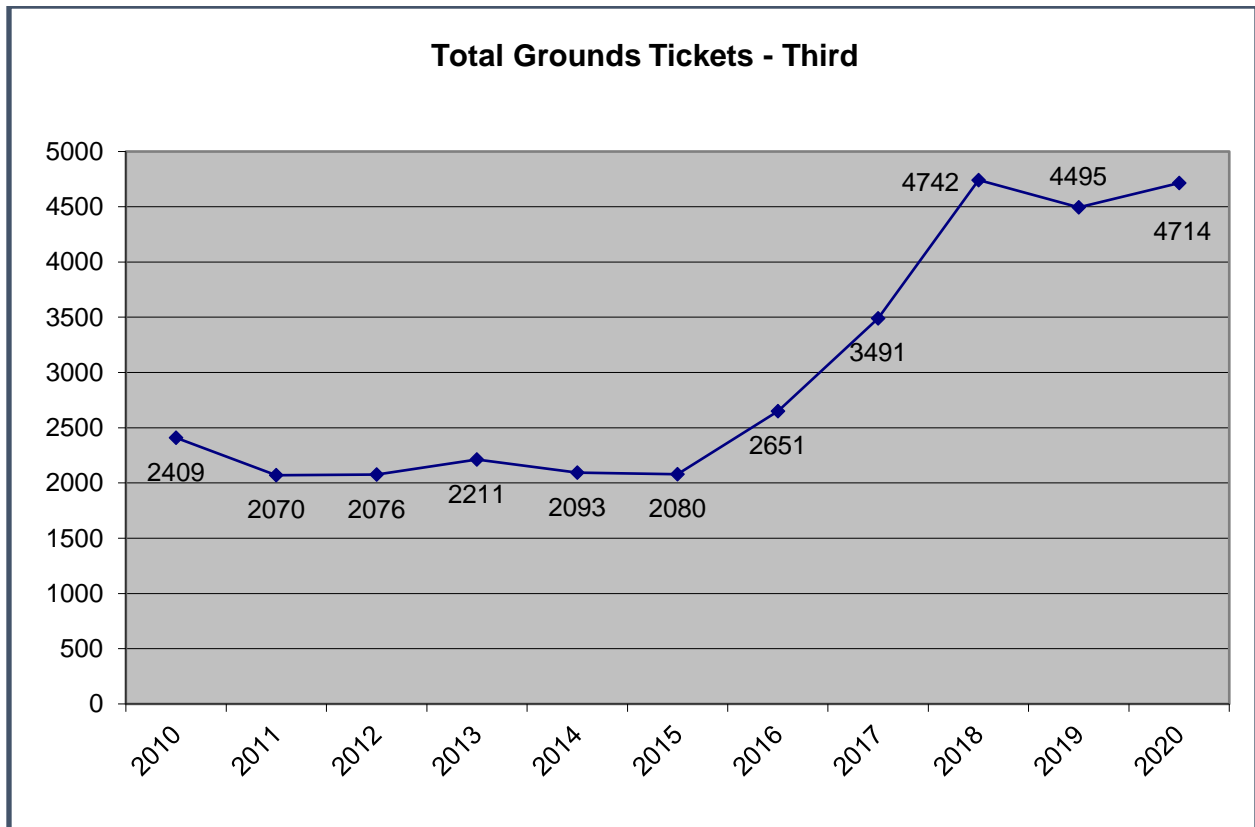


Exhibit 4

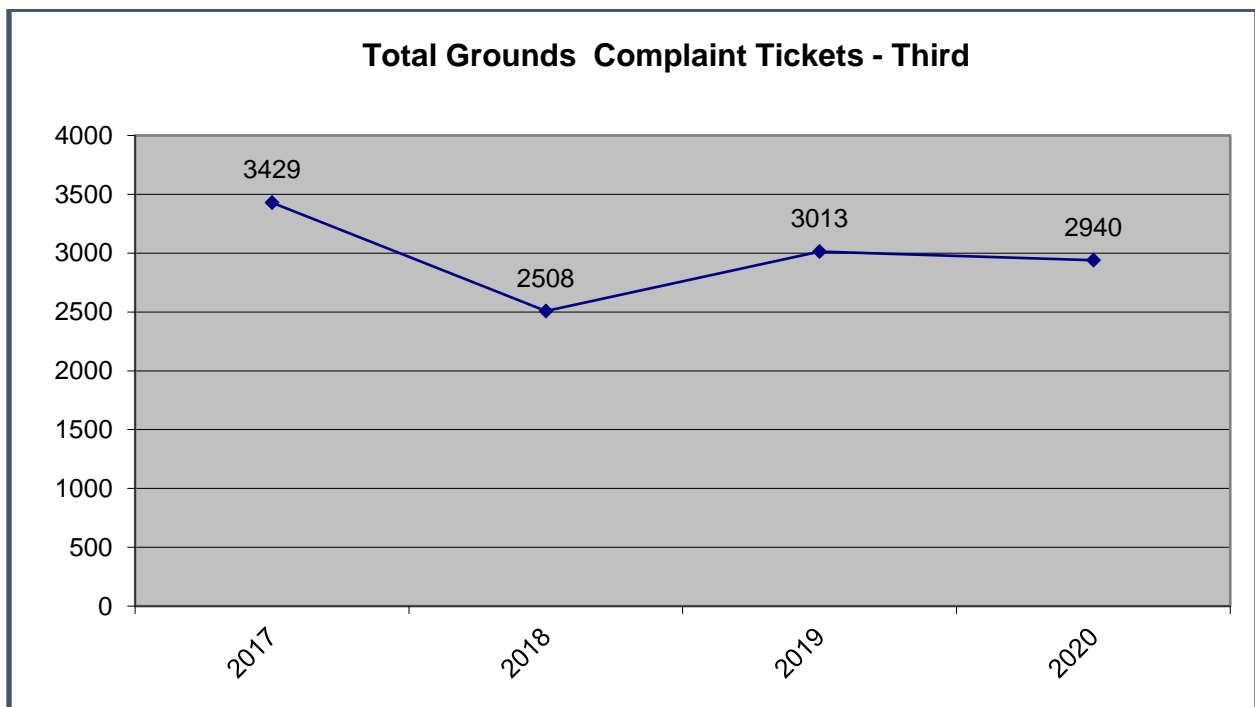


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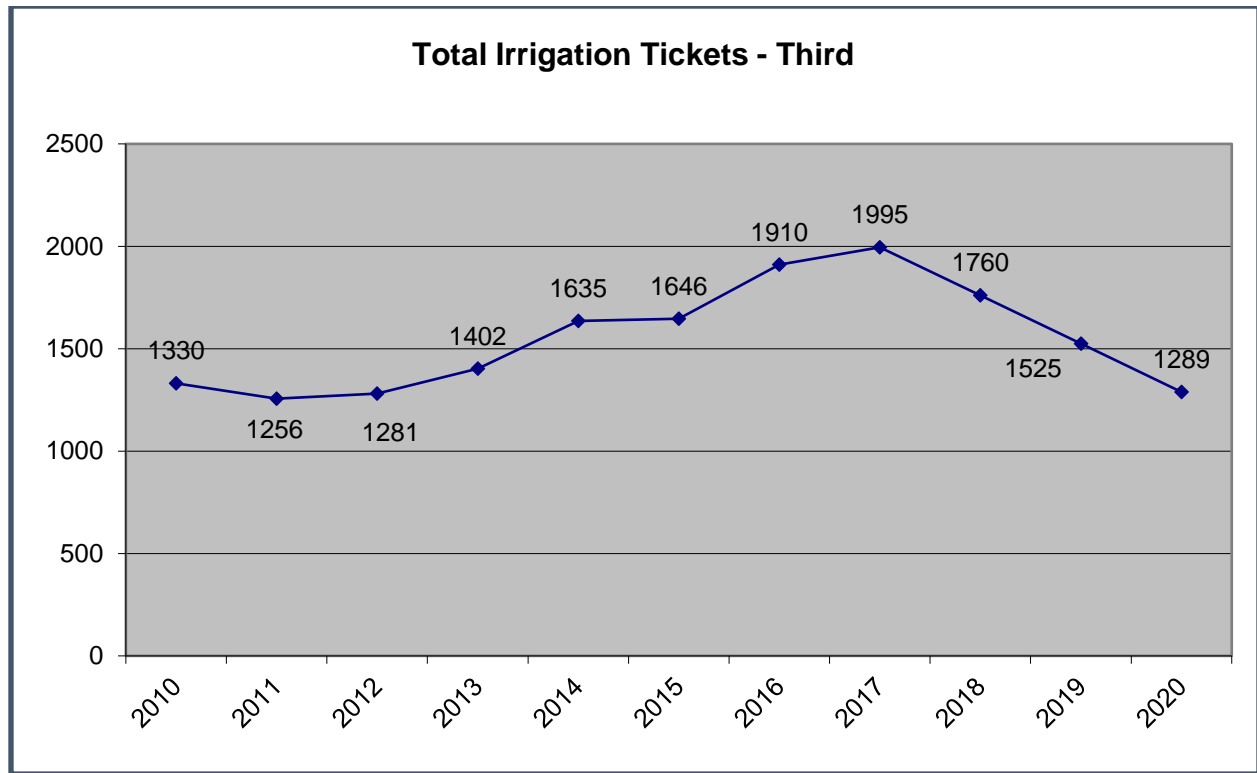


Exhibit 6

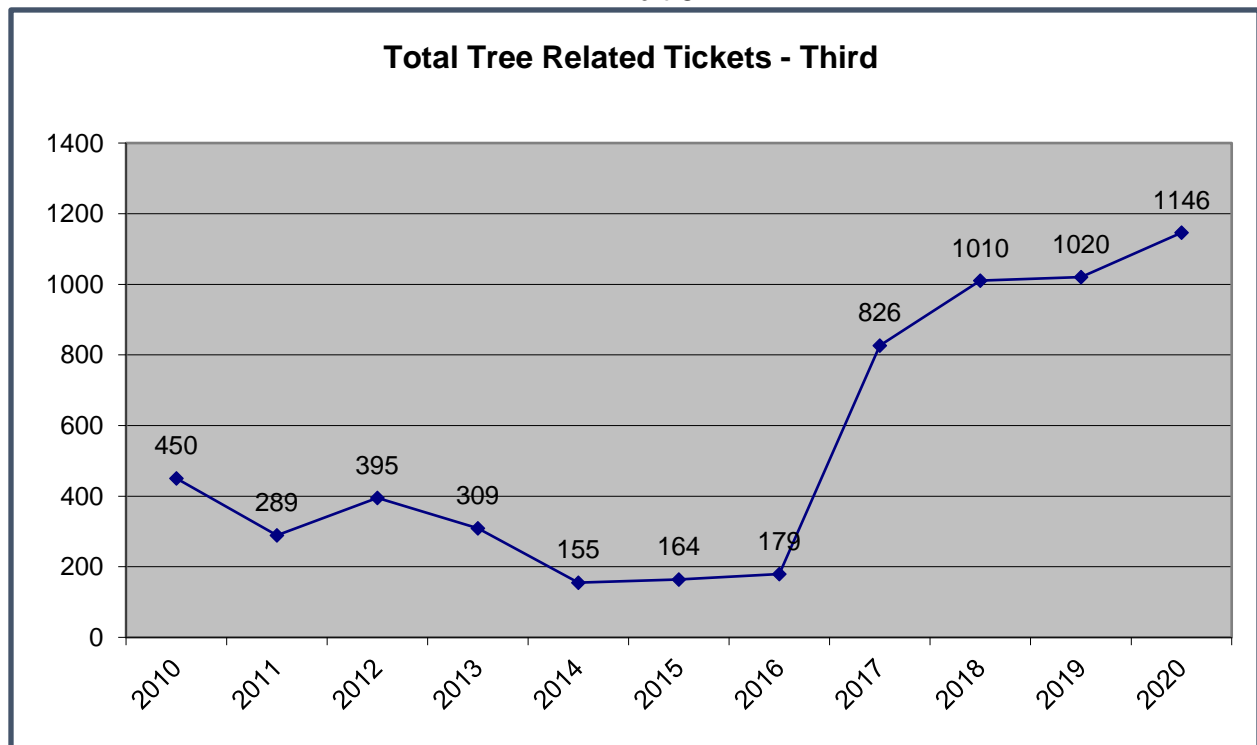


Exhibit 7

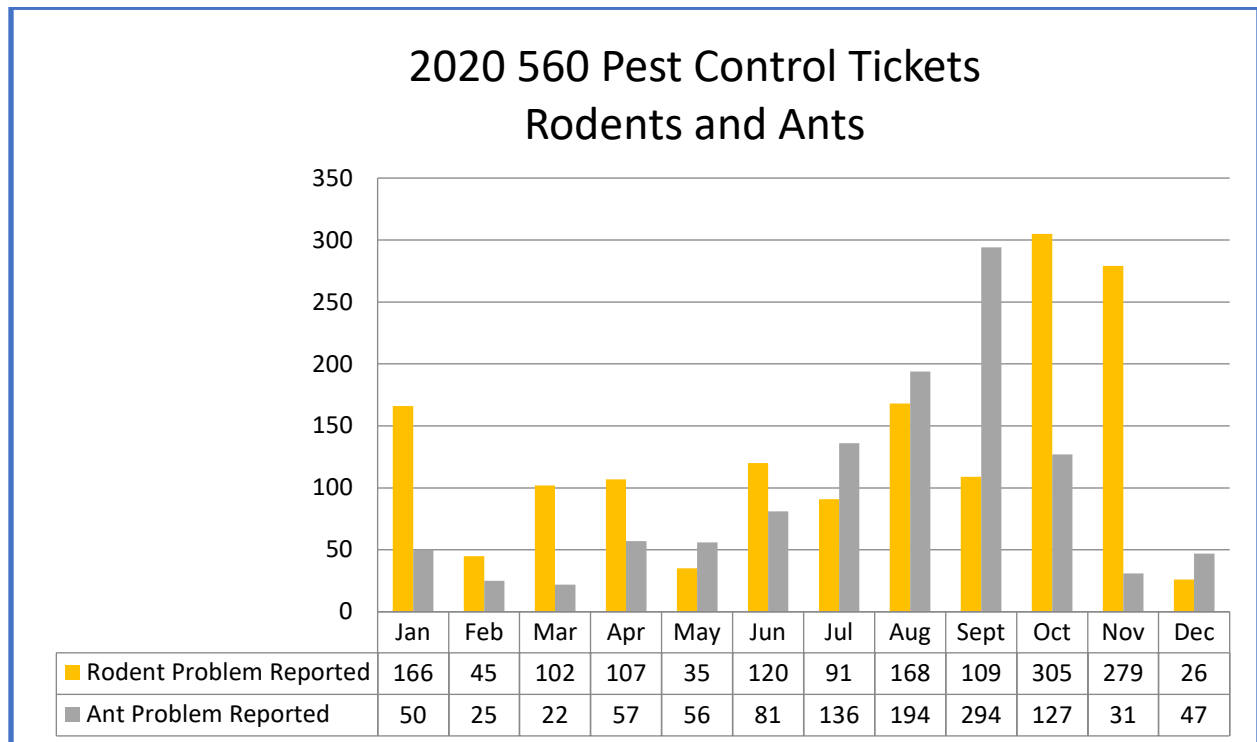
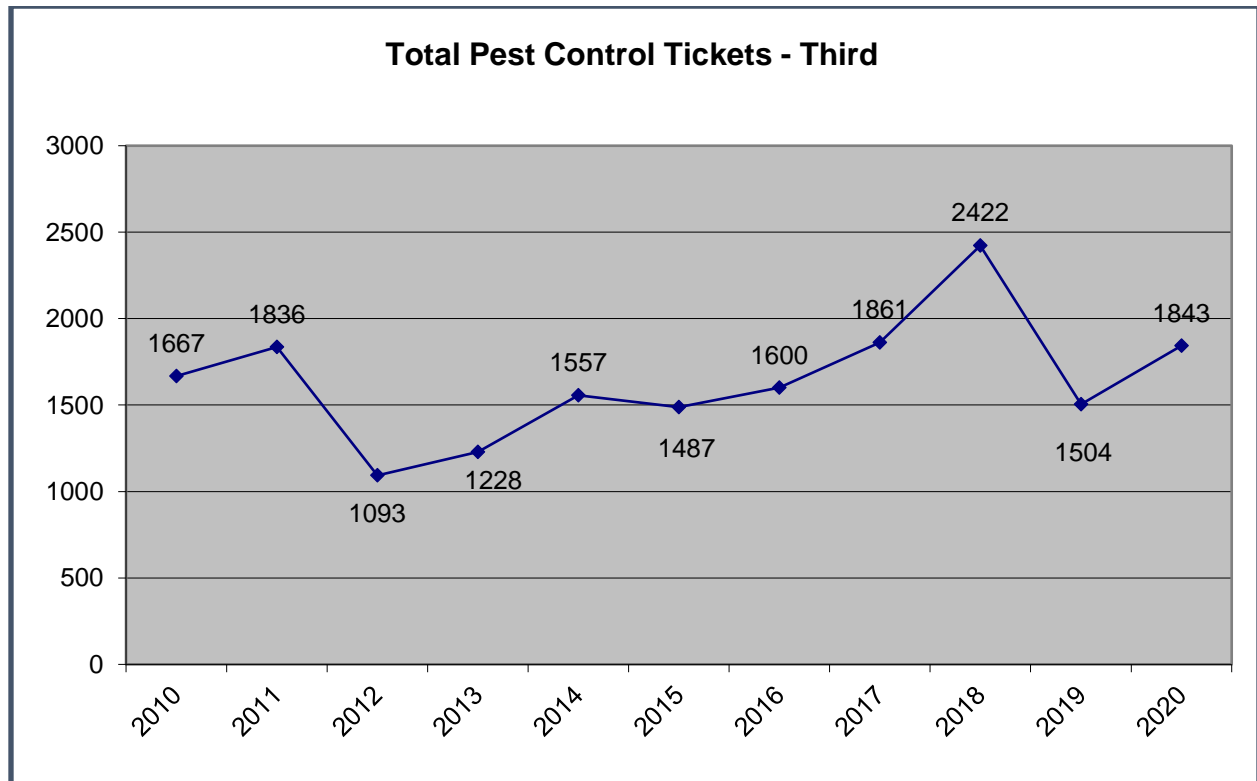


Exhibit 8

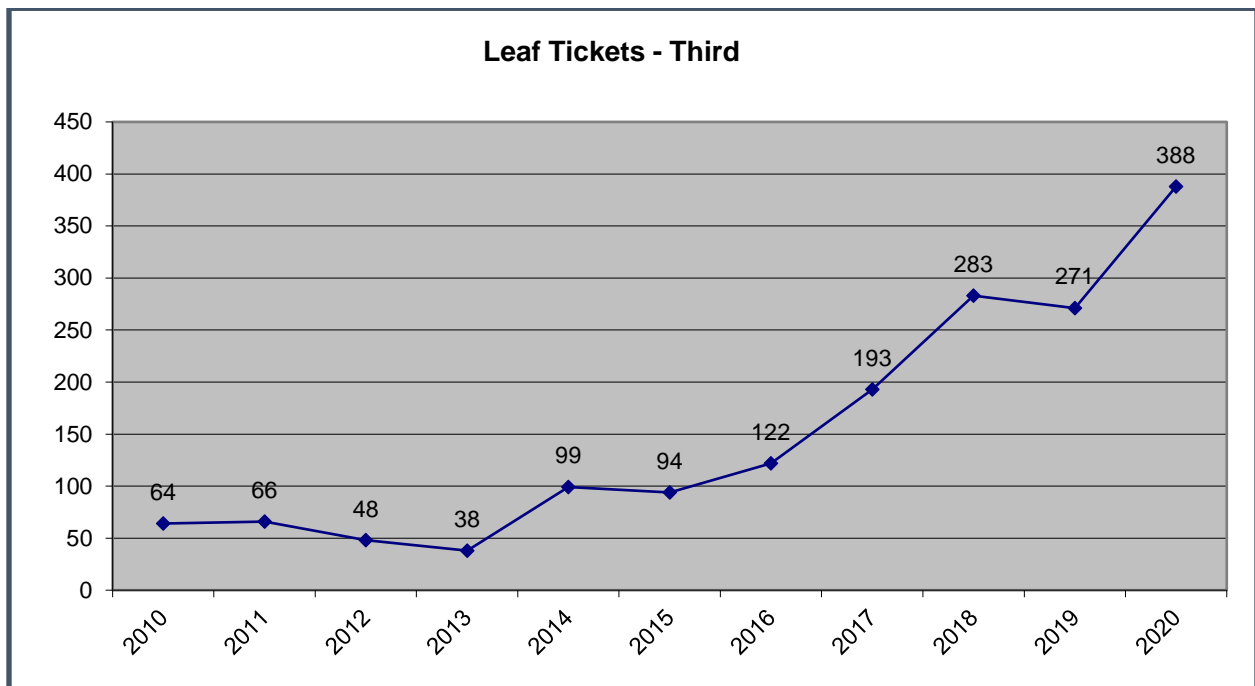
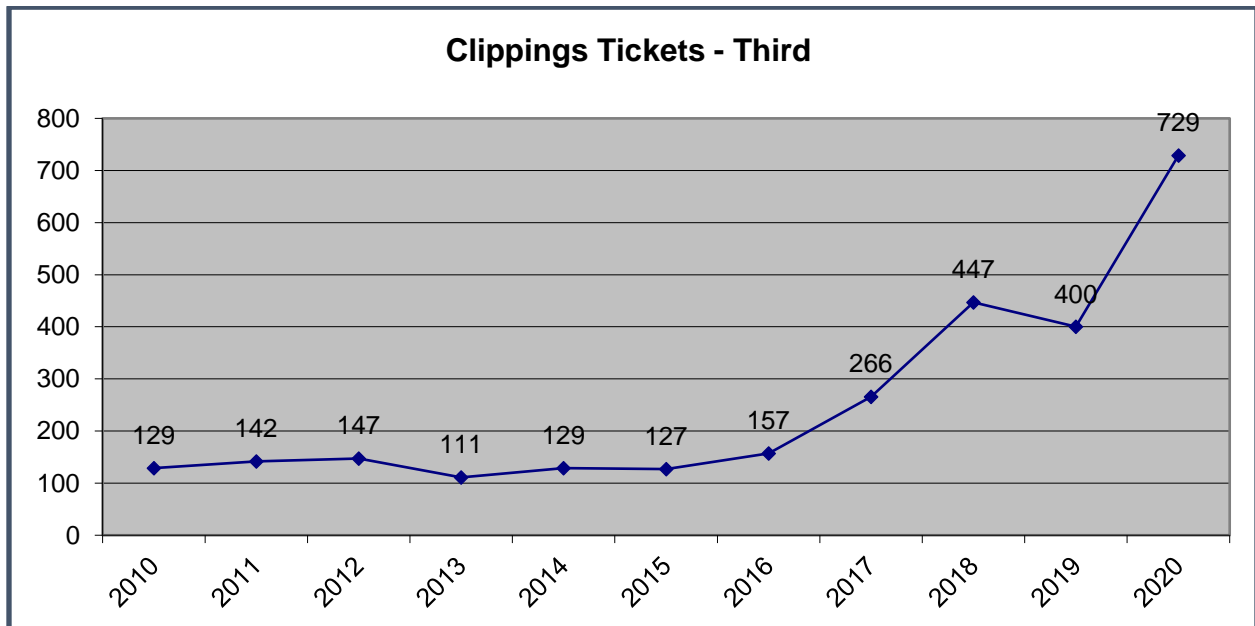


Exhibit 9

### 530 Grounds Maintenance Third Mutual Key Tickets 2018-2020

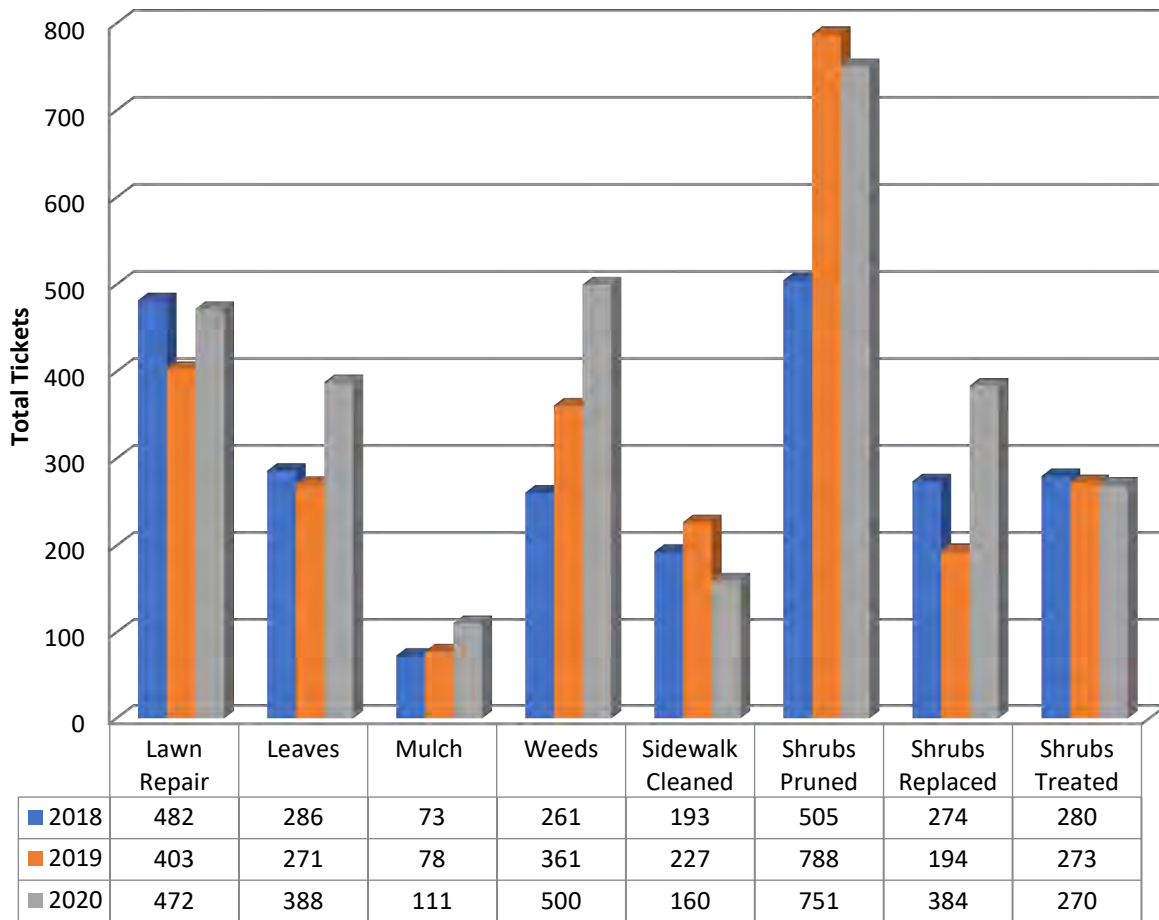
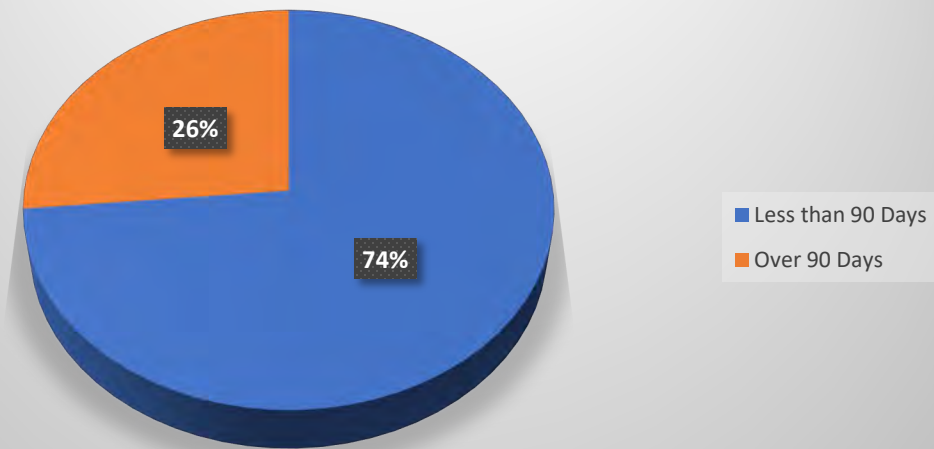




Exhibit 10

**Landscape Division - Third Mutual  
Shrubs and Weeds Tickets vs Trim Cycle  
September 2020**



**Landscape Division - Third Mutual  
Shrubs and Weeds Tickets vs Trim Cycle  
September 2020**

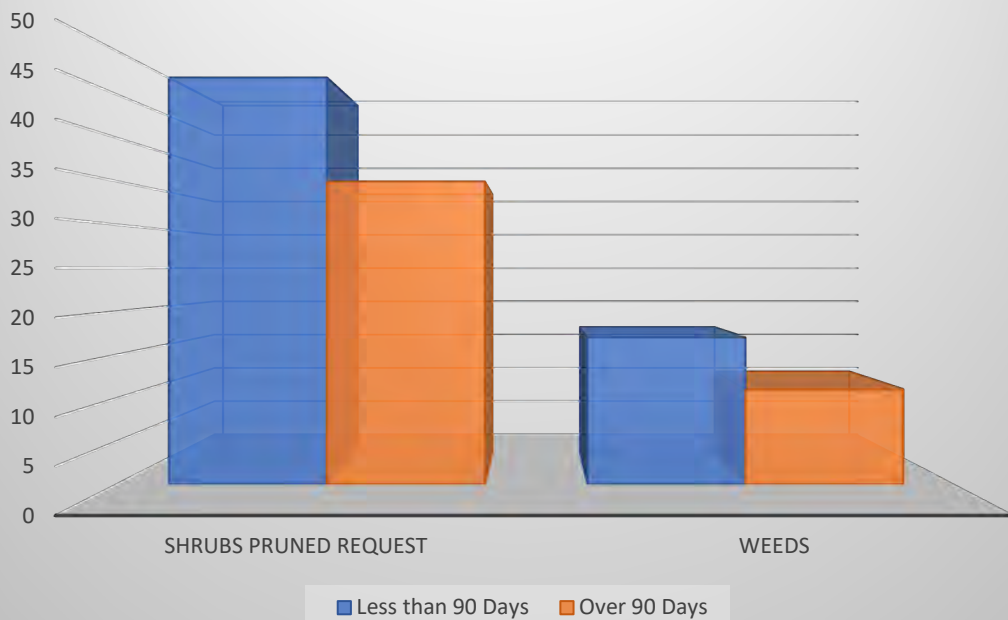


Exhibit 11

**530 Grounds Maintenance  
Average Response Time For Key Tickets  
(# of days)  
2018-2020**

