



## **OPEN MEETING**

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

**Monday, January 3, 2022 at 1:30 PM  
24351 El Toro Road – Board Room & 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 three options:

1. Join by Zoom by clicking this link: <https://us06web.zoom.us/j/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.
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.

### **NOTICE AND AGENDA**

*This Meeting May be Recorded*

1. Call to Order
2. Acknowledgement of Media
3. Approval of Agenda
4. Approval of Meeting Report from November 1, 2021
5. Chair's Remarks
6. Member Comments – *(Items Not on the Agenda)*
7. Department Head Update

#### **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.*

8. Project Log
9. Solar Production Report

#### **For Discussion and Consideration:**

10. Reimbursement for Expenses Related to MI Event at 3067 B Via Serena N (Laurie Chavarria)
11. SCE Charge Ready Application Update and Recommendation to Approve the Next Steps (Bart Mejia)

#### **Items for Future Agendas:**

- Cost Estimate for Motion Sensor Lights to Replace Photocell Controllers in Common Areas for Three-Story Buildings (Maintenance Services)
- Estimates for a 3-Year Termite Inspection Schedule (Koh Shida)

#### **Concluding Business:**

12. Committee Member Comments
13. Date of Next Meeting – March 7, 2022
14. Adjournment

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**OPEN MEETING**

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

**Monday, November 1, 2021 – 1:30 PM**

**24351 El Toro Road, Board Room & Zoom**

**MEMBERS PRESENT:** Ralph Engdahl – Chair, John Frankel, Jim Cook, Craig Wayne, Robert Mutchnick

**MEMBERS ABSENT:** None

**OTHERS PRESENT:** Cush Bhada, Bill Walsh

**STAFF PRESENT:** Manuel Gomez – Maintenance & Construction Director, Baltazar Mejia – Facilities Manager, Ian Barnette – Maintenance Services Manager, Guy West – Projects Manager, Laurie Chavarria – Sr. Management Analyst

**1. Call to Order/Establish a Quorum**

Chair Engdahl called the meeting to order at 1:31 p.m. and stated that the meeting is being held pursuant to notice duly given and established that a quorum of the Committee was present.

**2. Acknowledgement of Media**

The media was not present.

**3. Approval of the Agenda**

Add 3-story light clock to the agenda. The meeting agenda was approved as amended.

**4. Approval of Meeting Report for September 13, 2021**

The meeting report for September 13, 2021 was approved as written.

**5. Chair's Remarks**

Chair Engdahl had no remarks.

**6. Member Comments (Items Not on the Agenda)**

- A member commented on the solar and street light programs.
- A member commented on gutters needed for her manor.
- A member commented via email on the removal of architectural details from buildings, during the Prior-to-Paint Program and asked how often termite and dry rot inspections are conducted.
- A member commented on stop sign violations, common area benches that need repair, and buildings where stucco/plaster is falling off the exterior walls.

Mr. Gomez responded to all member comments and will direct staff appropriately.

Staff will look into the frequency of building inspections for termite infestations and bring a recommendation back to a future committee meeting.

By consensus staff was asked to look into the request for a downspout at 5357-Q and the non-working solar light at Via Del Faro/Ave. Sosiega.

## **7. Department Head Update**

Mr. Gomez introduced the committee to two new staff members to Maintenance & Construction; Facilities Manager Baltazar (Bart) Mejia & Maintenance Operations Manager Koh Shida. Interviews for consultants to conduct a feasibility study for Building E are scheduled for November 19, 2021.

### **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.*

The Consent Calendar was approved unanimously.

## **8. Project Log (moved for discussion)**

## **9. Solar Production Report**

### **For Discussion and Consideration**

## **10. Alternatives to Mitigate Nuisance Seepage at Brazo and Calzado in Gate 11**

Mr. Mejia summarized the staff report and answered questions from the Committee.

Discussions ensued regarding drains that were previously installed to address the seepage at Building 5127; the depth and width of the proposed French drain; the source of the seepage is from an underground natural spring water between the layers of soil; the proposed areas where drains will be needed; can the drained water be collected and reused

for landscape; staff has coordinated with the water district to confirm that their mains are not leaking.

By consensus, staff was asked to prepare a Scope of Work (with alternate bid items including inspection at end of drain so ensure there is no blockage) and send the RFP via email to the committee for review prior to publication.

### **11. Common Area Lighting Controllers for Three-Story Buildings**

Mr. Barnette informed the Committee that most of the lighting controllers have already been converted to photocell light sensors. Staff received a quote by an outside contractor for replacement of light timer controllers for photocell controller where needed.

Staff was directed to prepare a report for the cost of photocell controllers and motion-sensor lightbulbs in various areas within Garden Villas as appropriate.

### **12. Project Log Review/Update**

Director Mutchnick asked for an update on line items of the project log. This will be sent to the Committee via email.

Director Frankel asked for an update on the SB326 requirement.

The project log was approved by consensus.

### **Items for Future Agendas**

- TBD

### **Concluding Business:**

### **12. Committee Member Comments**

- Director Frankel congratulated Laurie Chavarria on her new role within the department.

### **13. Date of Next Meeting – January 3, 2022**

**14. Adjournment** - This meeting was adjourned at 2:55 p.m.

  
Ralph Engdahl, Chair

Ralph Engdahl, Chair  
Manuel Gomez, Staff Officer  
(949) 268-2380

### Third Mutual Project Log (December 2021) Prepared 12-27-21

#	Type	Name	Description	Status	Estimated Completion/On-going Programs	Budget
1	920 Projects	<b>Senate Bill 326 Load Bearing Component Inspections</b>	This program is funded to conduct an assessment for inspection and testing of exterior elevated elements, defined as the load-bearing components and associated waterproofing systems in all buildings and facilities within the community.	Staff will be developing the special provisions for an RFP to be advertised to licensed engineers at a later date. Staff will continue the planning and budgeting process to complete the necessary inspection submittal requirements due January 2025, as outlined in Senate Bill 326.	RFP by February 2022	Budget: \$50,000 Exp: \$0 Balance: \$50,000
2	920 Projects	<b>Building Structures</b>	This program is funded to repair or replace building structural components that are not performing as designed. This funding also includes roofing repairs related to dry rot work. 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 5125 garage wall footing repairs are complete. Buildings 5510 and 5517 have stair case damage. Construction is scheduled to be completed the first week of January 2022.	Annual Program - December 2021	Budget: \$500,000 Exp: \$212,307 Balance: \$287,693
3	920 Projects	<b>Foundations Program</b>	This 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.	Staff performs field inspections to evaluate building foundations and schedules any needed upgrades as they are identified.  The following buildings will begin concrete spalling repair in January 2022; 2387, 2394, 2395 and 2397. Building 3299 for foundation repairs will also begin in 2022.	Annual Program - December 2021	Budget: \$75,000 Exp: \$19,142 Balance: \$55,858
4	910 Bldg. Maint	<b>Exterior Paint Program</b>	The Mutual has a 15-year full cycle exterior paint program. All exterior components of each building are to be painted every 15 years. The painted components include the body (stucco/siding) as well as the following list in regards to the trim: 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.	The following cul-de-sacs/buildings are scheduled for painting during the 2021 Exterior Paint Program: CDS 213, 212, 219, and 226.  Staff has completed work in CDS 219 and has moved onto CDS 212 which consists of 24 buildings, 18 carports, and 5 laundry rooms. CDS 213 and 226 are scheduled for completion by December 2021. (Weather permitting)	Annual Program - December 2021	Budget: \$1,506,039 Exp: \$1,128,2899 Balance: \$223,140

5	910 Bldg. Maint	<b>Prior to Paint Program (PTP)</b>	The Mutual has a 15-year full cycle exterior paint program. Prior to Paint, dry rot and decking repairs will be performed every 15 years to prepare building surfaces for painting.	Staff has completed 2021 Prior to Paint program in CDS 212, 213, 226 and 219. Staff has started on 2022 Prior to Paint cycle starting with CDS 215 which consists of 5 buildings. PTP staff has also started moving into CDS 206 and 217 which consists of 29 buildings, 14 carports and 6 free standing laundries.	Annual Program - December 2021	Budget: \$1,071,350 Exp: \$726,390 Balance: \$344,960
6	920 Projects	<b>Emergency Roof Repair Program</b>	This program is funded as a contingency to preserve the serviceable life of roofs by performing emergent requests for roof repairs as they are received.	During inclement weather when emergency roof leak requests are received, staff schedules the roofing contractor to investigate roof related issues. If required, the roofing contractor will provide the necessary repairs.	Annual Program - December 2021	Budget: \$110,000 Exp: \$49,771 Balance: \$60,229
7	904 Maint Svc	<b>Epoxy Wasteline Remediation</b>	The Waste Line Remediation Program's objective is to install seamless liners within the existing waste pipes to mitigate future root intrusion as well as to resolve and prevent future back-up problems related to compromised pipes. If there are consistent internal issues, these are also investigated and addressed during the program execution. The program addresses interior as well as exterior waste lines. The program to line pipes commenced in 2011 but did not include interior pipes. Starting in 2017, both interior and exterior lines are receiving an epoxy liner.	While the primary focus is on three-story buildings this year, other buildings with a high risk for stoppages will also be evaluated for epoxy lining. The three-story buildings take an average of 10-12 weeks to complete.  Total number of buildings in Third Mutual: 1407 Number of buildings left to complete: 1098  Building 4004 is in progress and scheduled to be completed in January 2022.	Annual Program - November 2021	Budget: \$1,000,000 Exp: \$352,764 Balance: \$647,235  Cumulative Expenditures from 2011 through 2019: \$3,708,372
<b>Completed Projects/Programs</b>						
	920 Projects	<b>Preventive Roof Maintenance</b>	This program is funded to preserve the serviceable life of the roofs through a 5 and 10-year inspection cycle. Roofs are inspected and maintained accordingly. 5 year inspections: 36 bldgs. = 202,877 SF 10 year inspections: 72 bldgs. = 170,732 SF	<b>COMPLETED</b>	Annual Program - March 2021	Budget: \$66,585 Exp: \$66,585 Balance: \$0
	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.	<b>COMPLETED</b>	Annual Program - December 2021	Budget: \$109,392 Exp: \$109,133 Balance: \$259
	910 Bldg. Maint	<b>Garden Villa (GV) Laundry Room Flooring Renovations</b>	This program is funded to replace the laundry room floors of the GV and LH-21 style buildings with epoxy flooring when the existing vinyl flooring is damaged.	<b>COMPLETED</b>	Annual Program - December 2021	Budget: \$46,565 Exp: \$25,733 Balance: \$20,832



	920 Projects	<b>Parapet &amp; Stucco Wall Repairs</b>	This program is funded to address the Villa Paraisa and Casa Grande style homes in the Gate 11 area that have had parapet wall leaks causing wood rot and wall damage. A phased program to remove these parapet walls was adopted by the Board to remove five walls per year. A total of five buildings are scheduled for 2021: 5028, 5294, 5298, 5413 and 5423.	<b>COMPLETED</b> 27 out of 40 buildings have been completed to date.	Annual Program - 2021 August	Budget: \$300,000 Exp: \$253,820 Balance: \$46,180
	920 Projects	<b>Golf Cart Parking and Striping</b>	This program is funded to add golf cart & vehicle parking spaces where there is adequate spacing. In 2021, cul-de-sac 216 will receive 18 new golf cart spaces and 7 new vehicle parking spaces and cul-de-sac 212 will receive 4 golf cart stalls this year.	<b>COMPLETED</b> The Golf Cart Parking Committee recommended a scope reduction. The planned spaces at cul-de-sac 216 were eliminated. The approved work in cul-de-sac 212 was completed in June.	Annual Program - July 2021	Budget: \$50,000 Exp: \$7,925 Balance: \$42,075
	910 Bldg. Maint	<b>Garden Villa (GV) Lobby Renovations</b>	This program is funded to address the replacement of the existing acoustic ceiling, wallpaper and carpet in GV lobbies. All walls, ceilings and doors are patched and painted and the carpet is replaced. A total of 9 lobbies are scheduled for 2021: 2381, 2401, 5518, 4011, 3244, 4010, 5511, 5510, and 2402	<b>COMPLETED</b>	Annual Program - December 2021	Budget: \$112,500 Exp: \$111,882 Balance: \$618
	920 Projects	<b>Elevator Replacement Program</b>	This program is funded to replace mechanical equipment. In addition, a specified number of elevator cars are scheduled for interior renovations. In 2021, the elevators at buildings 3363, 3366, 4026, 5369, and 5371 are scheduled for equipment replacement & interior renovation.	<b>COMPLETED</b>	Annual Program - September 2021	Budget: \$255,000 Exp: \$200,409 Balance: \$54,591
	920 Projects	<b>Asphalt Paving Program</b>	This program is funded to preserve the integrity of cul-de-sac street paving. As part of this program, asphalt paving is inspected and rated for wear annually. The 2021 program will consist of 158,441 SF of paving replacement.	<b>COMPLETED</b>	Annual Program - August 2021	Budget: \$467,763 Exp: \$458,273 Balance: \$9,490
	920 Projects	<b>Seal Coat Program</b>	This 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. The 2021 program consists of 28 cul-de-sacs.	<b>COMPLETED</b>	Annual Program - August 2021	Budget: \$51,386 Exp: \$45,956 Balance: \$5,430

	920 Projects	<b>Parkway Concrete Program</b>	This program is funded to repair or replace damaged concrete parkways in conjunction with the asphalt paving program. Parkways are inspected for damage and other deficiencies are repaired or replaced accordingly.	<b>COMPLETED</b>	Annual Program - July 2021	Budget: \$125,000 Exp: \$106,831 Balance: \$18,169
	920 Projects	<b>Water Lines - Copper Pipe Remediation</b>	This program started in 2008 as a pilot program, and epoxy lining of buildings as-needed, was approved by the Board in 2010. Epoxy lining is intended to extend the life of copper pipe water lines in all buildings which experience a high frequency of copper pipe leaks.	<b>COMPLETED</b> Buildings 2302, 3026, 3039, 2271, 2282, 2323, 5387, 4004, and 2279 are completed.	Annual Program - September 2021	Budget: \$500,000 Exp: \$367,397 Balance: \$132,603
	910 Bldg. Maint	<b>Balcony &amp; Breezeway Resurfacing</b>	This mid-cycle program provides for the waterproof topcoat sealing of balcony and breezeway deck surfaces every 7.5 years. This waterproofing process protects the deck substructure against future dry rot and improves the aesthetics of the deck surface. Prior to applying topcoat, crews conduct an inspection of the deck structure to locate any dry rot or potential safety hazards.	<b>COMPLETED</b> The buildings scheduled for resurfacing in 2021 are located in the following buildings or CDS: 340, 341, 344, and 340-B, buildings 3367, 3335, 3336, 3337, 3338, 5368, 5369, 5370, 5371, and 5372. Staff has completed CDS 340, 341, 344, and 340-B, buildings 3367, 3335, 3336, 3337, 3338, 5368, 5369, 5370, 5371, and 5372. Invoices are pending.	Annual Program - December 2021	Budget: \$101,168 Exp: \$62,783 Balance: \$38,385
	920 Projects	<b>Roof Replacement - BUR to PVC Cool Roofing</b>	This program is dedicated to replacing and maintaining Mutual roofs. Built-up roofs are inspected 15 years after installation. Roofs determined to have reached the end of their serviceable life are scheduled to be replaced with a new PVC cool roof system. 28 buildings totaling 145,535 SF received a roof replacement with a PVC cool roof system.	<b>COMPLETED</b> Invoices are pending.	Annual Program - November 2021	Budget: \$1,123,317 Exp: \$1,059,680 Balance: \$63,637
	920 Projects	<b>Illuminated Building Numbers</b>	This program is funded to upgrade building signage to improve their visibility. The M&C Committee is focused on replacement of the existing building address signs with larger, more visible signs. Staff is using larger, traffic-rated, highly-reflective materials to improve their visibility at night.	<b>COMPLETED</b> Building signs are completed in conjunction with the paint program. Building sign installations are completed at cul-de-sacs 219, 203, 212, 213, and 226. Invoices are pending.	Completed November 2021	Budget: \$30,000 Exp: \$3,561 Balance: \$26,439
	920 Projects	<b>Dry Rot Program</b>	This program is funded to develop and implement a systematic approach to eradicating wood rot throughout Third Mutual.	<b>COMPLETED</b>	December 2021	Budget: \$1,025,000 Exp: \$599,470 Balance: \$425,530

	910 Bldg. Maint	<b>Gutters - Replacement and Repair</b>	Gutter replacement is 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.  This program also addresses gutter repairs performed by VMS staff.	<b>COMPLETED</b>	Annual Program - December 2021	Budget: \$76,206 Exp: \$20,872 Balance: \$55,334
	904 Maint Svc	<b>Electrical Systems</b>	This program is funded to repair or replace electrical equipment failures as needed.	<b>COMPLETED</b>	Annual Program - December 2021	Budget \$50,000 Exp: \$13,015 Balance: \$36,985
	920 Projects	<b>Shepherd's Crook</b>	As a part of the Conditional Use Permit 1135 with the City of Laguna Woods, the Mutual will remove and replace barbed wire on all perimeter block walls with Shepherd's Crook on a phased approach.	<b>COMPLETED</b> The installation of a minimum 300 lineal feet of Shepherd's Crook fencing is planned for 2021.  All planned Shepherd's Crook fence panels for 2021 have been installed and the contractor is working on completing final inspection items by the end of December.  To date, a total of 6,702 LF out of 33,525 LF of Shepherd's Crook has been installed.	Annual Program - December 2021	Budget: \$35,000 Exp: \$3,467 Balance: \$31,532
	910 Bldg. Maint	<b>Pest Control for Termites</b>	This program is dedicated to eradicating dry wood termites from inaccessible areas by tenting buildings for fumigation. The budget also includes funding for local termite treatments and the removal of bees/wasps on an as-needed basis and hotel accommodations during whole structure fumigation.	<b>COMPLETED</b> Local termite treatments and the removal of bees/wasps are performed as needed throughout the year.  The fumigation program commenced in May and has been completed for 2021. 73 buildings were fumigated in 2021.	Annual Program - November 2021	Budget: \$645,800 Exp: \$295,722 Balance: \$350,078

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### Third Mutual Solar Production Report

2021 Production													
Third Mutual Project	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total
2353 Via Mariposa	6,440	7,700	10,750	11,550	12,880	13,770	13,870	12,020	10,130	8,790	6,690		114,590
2381 Via Mariposa	4,560	5,330	9,090	10,740	11,950	13,370	12,560	11,020	9,290	5,510	4,010		97,430
2393 Via Mariposa West	4,130	5,230	7,640	8,390	9,520	10,580	9,820	8,480	8,550	7,290	5,350		84,980
2394 Via Mariposa West	6,050	7,150	11,110	12,700	14,090	15,800	14,910	13,050	10,960	9,590	7,300		122,710
2397 Via Mariposa West	6,050	7,220	1,080	10,720	11,980	13,460	12,700	11,070	9,340	8,200	6,290		98,110
2399 Via Mariposa West	5,310	6,410	8,870	9,590	10,710	12,070	11,510	10,030	8,420	7,270	5,560		95,750
2400 Via Mariposa West	6,110	7,360	10,390	11,230	12,540	14,130	13,260	11,540	9,700	8,370	6,300		110,930
3242 San Amadeo	4,510	5,650	8,570	9,670	10,930	12,450	11,840	10,140	8,400	6,860	5,210		94,230
3243 San Amadeo	5,000	5,800	9,267	8,651	9,125	10,202	10,538	9,025	7,476	6,105	4,637		85,826
3420 Calle Azul	3,616	4,339	6,164	6,565	7,201	7,819	7,479	6,525	3,051	4,830	3,807		61,396
5372 Punta Alta	4,750	5,688	8,116	8,395	8,837	10,242	9,860	8,624	7,357	6,384	4,884		83,137
5510 Paseo Del Lago West	3,447	4,188	6,094	6,595	7,307	8,018	7,564	6,667	5,589	4,566	3,652		63,687
<b>Total Production of kWh =</b>	<b>59,973</b>	<b>72,065</b>	<b>97,141</b>	<b>114,796</b>	<b>127,070</b>	<b>141,911</b>	<b>135,911</b>	<b>118,191</b>	<b>98,263</b>	<b>83,765</b>	<b>63,690</b>	<b>0</b>	<b>1,112,776</b>

(3243 - Jul-Nov 2021): Modem Failure - all solar panes and inverters are operational. Estimated values based on the production from 3242 and the number of solar panels at 3243.

(3420 - Sept 2021): Low production due to SCE power outage and repairs from 9/16 to 10/1

2020 Production													
Third Mutual Project	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Total
2353 Via Mariposa	3,378	8,145	9,186	10,730	13,940	12,100	14,310	13,210	9,590	7,860	6,700	5,560	114,709
2381 Via Mariposa	5,150	6,493	6,816	8,450	12,980	11,260	13,380	12,350	8,820	6,640	5,480	4,050	101,869
2393 Via Mariposa West	5,067	6,794	8,166	9,830	11,690	7,540	8,940	7,120	4,950	5,560	3,560	3,160	82,377
2394 Via Mariposa West	7,064	8,883	10,050	11,760	15,260	13,210	15,690	14,600	10,570	8,620	7,350	5,350	128,407
2397 Via Mariposa West	6,068	7,604	8,603	10,080	13,080	11,370	13,440	12,490	9,080	7,360	6,250	5,230	110,655
2399 Via Mariposa West	5,356	6,763	7,630	8,970	11,690	10,220	12,020	11,160	8,150	6,560	5,510	4,580	98,609
2400 Via Mariposa West	6,159	7,797	8,910	10,490	13,680	11,940	14,070	12,950	9,350	7,500	5,130	3,450	111,426
3242 San Amadeo	4,642	6,160	7,423	8,700	11,380	9,850	11,700	10,700	7,350	5,790	3,270	1,790	88,755
3243 San Amadeo	4,876	5,804	6,880	7,832	9,912	8,431	10,115	10,296	7,362	6,044	5,128	4,383	87,063
3420 Calle Azul	3,805	4,863	5,637	6,500	8,460	7,327	8,861	8,361	5,890	4,794	4,046	3,212	71,756
5372 Punta Alta	4,782	6,646	8,045	8,284	10,751	5,673	8,414	11,525	8,666	7,034	5,402	4,322	89,544
5510 Paseo Del Lago West	3,508	4,514	5,308	4,646	5,995	6,933	7,551	7,754	5,236	4,509	3,625	2,967	62,546
<b>Total Production of kWh =</b>	<b>59,855</b>	<b>80,466</b>	<b>92,654</b>	<b>106,272</b>	<b>138,818</b>	<b>115,854</b>	<b>138,491</b>	<b>132,516</b>	<b>95,014</b>	<b>78,271</b>	<b>61,451</b>	<b>48,054</b>	<b>1,147,716</b>

(2353 - Jan 2020): This was due to 1 out of 3 inverter's wiring harnesses malfunctioning and needing replacement through the manufacturer. Production data was not recorded but estimated based on 2/3 of the production of an identical setup.

2019 Production													
Third Mutual Project	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Total
2353 Via Mariposa	3,368	5,552	8,329	11,520	11,880	10,870	14,370	13,230	10,120	9,850	5,920	2,720	107,729
2381 Via Mariposa	4,951	5,431	8,366	9,418	9,650	8,761	11,590	10,590	8,100	7,920	4,950	3,940	93,667
2393 Via Mariposa West	4,762	5,917	9,176	10,480	11,170	10,230	13,470	12,000	7,267	8,380	5,070	4,080	102,002
2394 Via Mariposa West	6,393	789	8,618	12,420	13,060	11,910	15,680	14,370	10,910	10,800	6,790	5,580	117,320
2397 Via Mariposa West	5,506	6,497	9,682	10,880	11,210	10,250	13,500	12,440	9,480	9,250	5,840	4,770	109,305
2399 Via Mariposa West	4,889	5,796	1,841	X	4,692	7,812	12,100	11,170	8,540	8,240	5,210	4,220	74,510
2400 Via Mariposa West	3,778	5,036	8,142	9,948	11,760	10,790	14,170	12,930	9,830	9,500	5,940	4,860	106,684
3242 San Amadeo	3,856	3,756	8,158	9,671	10,250	9,200	12,000	10,860	8,180	7,510	4,660	3,670	91,771
3243 San Amadeo	4,509	4,952	7,669	8,607	8,162	7,510	8,447	8,849	7,359	7,161	4,706	3,832	81,763
3420 Calle Azul	3,547	4,197	6,116	7,037	7,019	6,540	7,120	7,838	5,803	5,617	3,799	3,016	67,649
5372 Punta Alta	5,133	6,126	9,022	10,380	10,391	9,551	10,742	10,739	7,271	7,731	5,010	4,184	96,280
5510 Paseo Del Lago West	3,287	3,939	5,822	6,766	6,759	6,167	7,837	7,520	5,404	5,424	3,520	2,786	65,231
<b>Total Production of kWh =</b>	<b>53,979</b>	<b>57,988</b>	<b>90,941</b>	<b>107,127</b>	<b>116,003</b>	<b>109,591</b>	<b>141,026</b>	<b>132,536</b>	<b>98,264</b>	<b>97,383</b>	<b>61,415</b>	<b>47,658</b>	<b>1,113,911</b>

(2394 - Feb 2019): Replaced power supply due to the power to communication comes on once communication enclosure is opened.

(2399 - Apr 2019): This was due to a conduit becoming damaged after heavy rains.

(2353 - Dec 2019): This was due to 1 out of 3 inverter's wiring harnesses malfunctioning and needing replacement through the manufacturer. Production data was not recorded but estimated based on 2/3 of the production of an identical setup.

2018 Production													
Third Mutual Project	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total
2353 Via Mariposa	5,860	7,790	10,400	12,370	10,730	14,030	13,573	12,057	9,830	8,750	6,630	3,390	115,410
2381 Via Mariposa	4,730	3,340	6,210	8,130	8,260	10,360	9,905	10,918	9,090	8,040	6,120	4,000	89,103
2393 Via Mariposa West	5,166	6,867	7,876	2,799	10,380	13,260	12,820	11,288	8,970	7,480	5,440	4,440	96,786
2394 Via Mariposa West	5,450	8,840	11,420	13,590	12,130	15,450	14,888	13,236	10,770	9,530	7,260	6,100	128,664
2397 Via Mariposa West	5,590	7,560	9,400	11,660	10,420	13,510	13,295	11,817	9,610	8,350	6,280	5,250	112,742
2399 Via Mariposa West	5,240	6,780	8,680	10,380	9,340	12,030	11,993	10,669	8,680	7,450	5,580	4,640	101,462
2400 Via Mariposa West	5,990	7,730	10,130	12,060	10,870	14,150	13,794	12,137	9,850	8,540	6,380	4,580	116,211
3242 San Amadeo	4,960	6,340	8,600	10,480	9,570	12,220	12,005	10,177	8,290	6,790	5,090	4,160	98,682
3243 San Amadeo	4,192	5,428	7,896	8,896	7,932	9,953	10,144	9,481	8,054	6,514	5,035	4,278	87,803
3420 Calle Azul	2,016	2,705	5,128	7,581	6,910	8,744	8,736	7,770	6,221	5,212	4,008	3,334	68,365
5372 Punta Alta	5,296	7,220	8,918	11,074	10,012	12,649	12,412	11,369	9,215	7,392	5,853	4,621	106,031
5510 Paseo Del Lago West	3,138	4,451	5,679	7,130	6,098	8,283	8,253	7,509	6,151	4,990	3,747	2,965	68,394
<b>Total Production of kWh =</b>	<b>57,628</b>	<b>75,051</b>	<b>100,337</b>	<b>116,150</b>	<b>112,652</b>	<b>144,639</b>	<b>141,818</b>	<b>128,428</b>	<b>104,731</b>	<b>89,038</b>	<b>67,423</b>	<b>51,758</b>	<b>1,189,653</b>

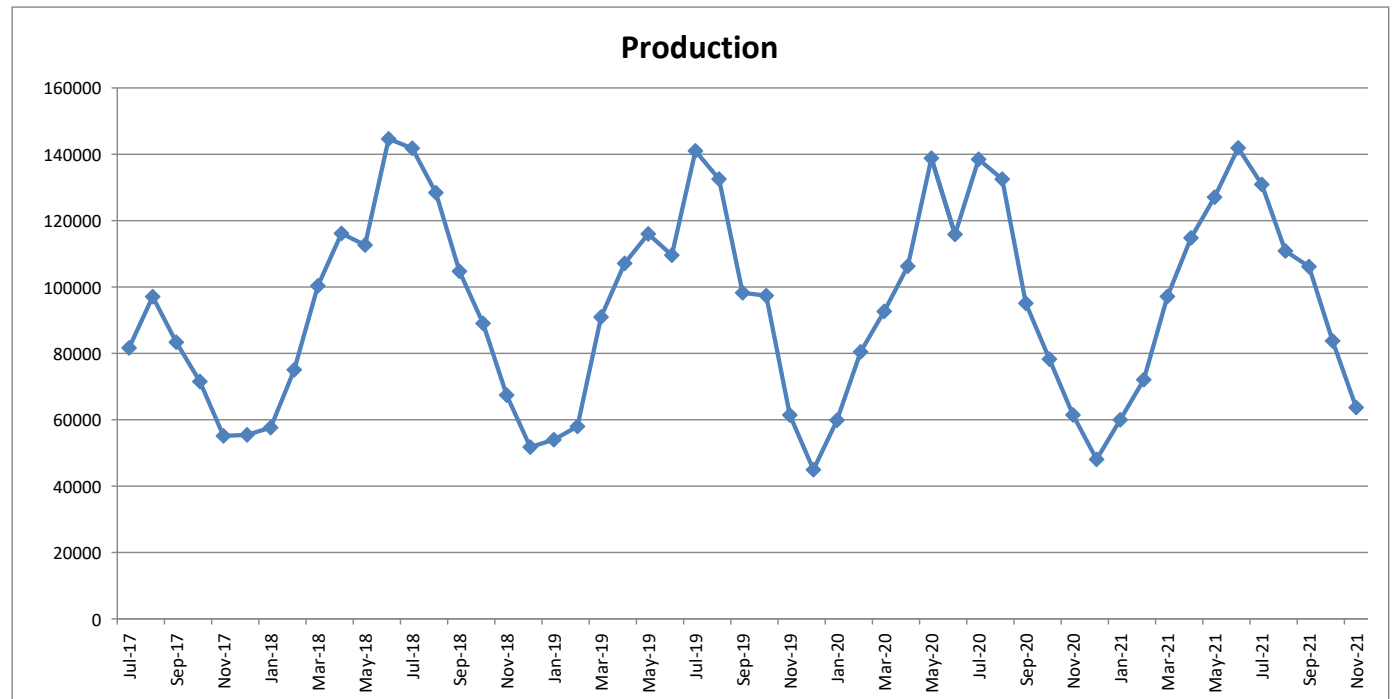
2017 Production													
Third Mutual Project	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Total
2353 Via Mariposa							7,336	11,749	9,151	8,125	5,756	5,807	47,924
2381 Via Mariposa							X	8,566	5,922	6,211	4,410	5,622	30,731
2393 Via Mariposa West							6,283	8,423	7,967	6,712	4,671	4,157	38,213
2394 Via Mariposa West							1,789	X	2,203	1,029	5,542	5,826	16,389
2397 Via Mariposa West							12,437	11,011	8,431	7,446	5,330	3,627	48,282
2399 Via Mariposa West							6,206	10,194	7,617	6,703	4,770	4,678	40,168
2400 Via Mariposa West							7,282	5,400	8,697	7,668	5,468	5,514	40,029
3242 San Amadeo							11,193	9,736	7,256	6,312	4,341	4,433	43,271
3243 San Amadeo							10,351	9,449	6,901	4,708	3,409	4,397	39,215
3420 Calle Azul							8,381	7,141	5,666	4,971	3,325	3,288	32,772
5372 Punta Alta							2,439	8,332	8,216	7,016	5,004	5,081	36,088
5510 Paseo Del Lago West							7,962	7,090	5,329	4,628	3,110	3,015	31,134
<b>Total Production of kWh =</b>							<b>81,659</b>	<b>97,091</b>	<b>83,356</b>	<b>71,529</b>	<b>55,136</b>	<b>55,445</b>	<b>444,216</b>

(2381 - Jul 2017): Unknown Outage  
(2394 - Aug 2017): Unknown Outage

<b>Lifetime Production (kWh)</b>
<b>5,008,272</b>

<b>Total 2021 Repair Costs</b>
<b>\$0</b>

<b>Recent Panel Cleanings</b>
<b>5/22/21, 9/23/21</b>



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## STAFF REPORT

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**DATE:** January 3, 2022  
**FOR:** Maintenance and Construction Committee  
**SUBJECT:** Reimbursement for Expenses Related to MI Event at 3067-B Via Serena North

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### **RECOMMENDATION**

Deny the request from Ms. Lois Wilson, the non-occupant owner of 3067-B, in which she requests that the Mutual reimburse her for expenses she incurred related to an in-wall plumbing leak at her manor, in the amount of \$2,191.12 (Attachment 1).

### **BACKGROUND**

On November 22, 2021, the non-occupant owner of Manor 3067-B reported that the hallway carpet in her unit was wet from an unknown source. An emergency service order was entered in the database at 9:13am and the Mutual's in-house Plumbing Foreman printed the service order at 9:20am. There were 56 reported plumbing emergencies received that day, and a plumbing technician was unable to respond until 3:25pm. The hand-written note on the service order states that an outside plumber was already performing a repair to the Mutual's water pipe and a dry down company was setting up equipment. Staff was informed that a pin hole leak was found in the hot water line between the hallway closet and an adjacent bathroom (Attachment 2).

On November 23, 2021, Mr. Joe Ceja, a Damage Restoration Coordinator made a same day appointment to inspect the unit for damage. Mr. Ceja was informed by the lessee that the non-occupant owner contacted her insurance company and that they hired their own plumber and restoration company. An air scrubber and a dehumidifier were setup inside the hallway closet. During the inspection, secondary damage (mold) was found on the hall closet walls near the plumbing manifold, where the copper line was repaired (Attachment 3). This indicates the leak had gone unnoticed for some time. The lessee indicated that they were waiting for the closet walls to be tested for asbestos.

On November 29, 2021, M&C Department Management was made aware of the situation and due to the nature of the restoration, Mr. Ceja was asked to notify the owner and their contractors that the Mutual will take over the remaining repairs and to remove their equipment.

On November 30, 2021, the Mutual contacted a certified abatement contractor to inspect Manor 3067-B and provide an estimate for containment and to perform the necessary remediation.

Late in the afternoon of December 1, 2021, an in-house plumbing technician responded to an emergency leak that was reported at Manor 3067-B. The technician found water leaking out of the hot water line that was previously repaired by an outside plumbing company. Plumbing staff

capped the line to secure the leak. Early the next morning a new hot water line was run through the attic. No additional leaks were found.

On December 7, 2021, abatement of the damaged drywall was completed and the unit was left ready for testing and restoration. Following the abatement and environmental clearance testing, the Mutual's carpentry staff made an appointment to restore the drywall and closet shelving.

## **DISCUSSION**

On November 30, 2021, the Non-Occupant Owner, Ms. Lois Wilson sent an email to the General Managers office explaining why she felt she had to call an outside plumber and restoration company to fix the leak and begin remediation instead of waiting for the Mutual's staff to arrive.

The member alleges that the leak was an emergency and that she could not wait for the in-house plumbers to inspect and complete the repairs. Ms. Wilson brought in outside company who performed repairs improperly or incompletely, which caused the second leak in the same copper pipe, that had to be capped and rerouted by the Mutual's staff. Had Ms. Wilson allowed staff enough time to respond and perform the repairs to Mutual property, she would not have incurred expenses for a plumbing repair, remediation and environmental testing and the Mutual would not have incurred additional expenses to repair the second leak in the copper pipe supply line.

In the email to the General Manager, she requests reimbursement for the costs she incurred for this expense. Ms. Wilson submitted paid receipts and a statement from her insurance company (Attachment 4) for the Committee to review.

Although Ms. Wilson contacted her insurance company, they have stated that this work is the Mutual's responsibility and cannot be covered under her policy.

## **FINANCIAL ANALYSIS**

If the requested reimbursement to Ms. Lois Wilson is approved by the Board, the cost would be funded by the Disaster Fund.

**Prepared By:** Laurie Chavarria, Sr. Management Analyst

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

## **ATTACHMENT(S)**

Attachment 1 – Reimbursement Request

Attachment 2 – Emergency Service Order S021638736

Attachment 3 – Pictures of Secondary Damage in Hallway Closet

Attachment 4 – Paid Receipts, Bank Statement & Insurance Statement

**Attachment 1 – Reimbursement Request (2 pages)**

**From:** Lois <[lowil@cox.net](mailto:lowil@cox.net)>  
**Sent:** Tuesday, November 30, 2021 10:17 AM  
**To:** General Manager <[GeneralManager@vmsinc.org](mailto:GeneralManager@vmsinc.org)>  
**Subject:** 3067 B Via Serena N

November 30, 2021

Attn: General Manager,

The morning of November 22, 2021 I stood on hold for exactly 57 minutes trying to reach someone/anyone in the maintenance department. I spoke to a very helpful man named Ruben. I explained to Ruben we had a leak and it seems to be spreading. Ruben scheduled the plumber to come out. By noon same day the leak was actively sprouting water and there was no show of the plumber. I called again, I was on hold for your customer service and the phone just rang and rang. Frustrated and concerned of more possible damage it was suggested that I shut the water. Honestly, I or Shula have no idea how to do that nor do we have any tools. A neighbor came out (seemingly annoyed and upset) told us not to shut the water because we could possibly shut his water. So of course, not affecting another resident I didn't shut the water (which I had no idea how to do.) I tried again to reach your customer service and the phone just rings and rings.

To continue, by 2:00pm no plumber and still the water is just sprouting out even more. I was afraid the pipe would just POP, so I called my homeowners insurance and asked what I do. The leak was in common wall (condo) closet and they gave me a contact company Dry Master. Dry Master and the plumber came immediately and put a sleeve on the leak, set up fans, took pictures and explained this is wear and tear and the responsibility belong to LW. By late afternoon the LW plumber showed up looked at the pipe and left. If I was able to reach someone on a timely timeframe, if the plumber came out or at least contacted us of his timeframe we could have explained the water is just sprouting out. More damage is being done to the walls, carpet, paint, wallpaper. At that point it only made sense to call someone for immediate assistance. For all we knew the plumber would never show up. When we have zero contact, lack of communication the only recourse I had was to call Dry Master for immediate assistance.

Next day Joe came, he was extremely kind and helpful. Thank you for sending him. In the meantime, I still have the fans and set up from Dry Master and I was told that I needed an Asbestos inspection. Which I had and found out my manor has Asbestos that needs to be removed ASAP.

Also note, I have submitted emails with no replies. Honestly, the communication is lacking. However once Joe Ceja came to the rescue, he has been wonderful and very communicative with us. Joe is an asset to Laguna Woods. He answers calls and text right away, he gives us updates. Joe offers the kind of quality service of a professional.

Once it was confirmed that LW would be out to set up repairs and remove the Asbestos I am submitting the bills for reimbursement of money I paid.

See attachments of statements and reports.

Third Laguna Woods Mutual  
Reimbursement for Expenses Related to MI Event at 3067-B Via Serena North  
January 3, 2022  
Page 4

Please make check payable to Lois Wilson upon receipt of this letter.

Thank you,

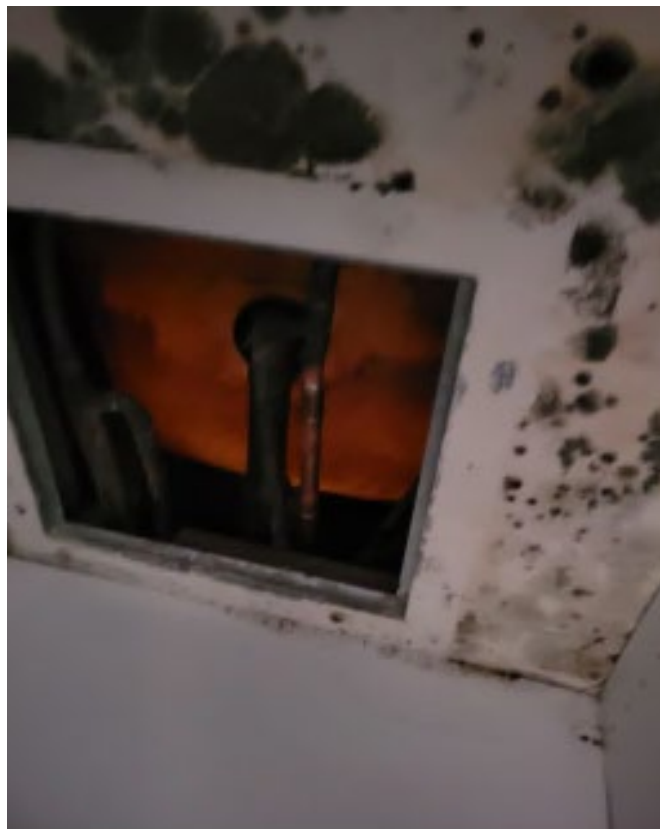
Lois Wilson  
3067 B Via Serena N  
Laguna Woods, CA 92637  
949-463-6825  
[lowil@cox.net](mailto:lowil@cox.net)

Date	Company	Description	Amount Due
11/22/2021	Dry Master	Plumber / Stop the immediate active pipe leak.	301.50
11/22/2021	Dry Master	Dry out residential, multiple days of service	1302.62
11/29/2021	Patriot Environmental Lab Services	Asbestos Survey	587.00
		<b>Reimburse Total</b>	<b>\$2,191.12</b>

Sent from my iPhone

## Attachment 2 - Emergency Service Order S021638736

**Attachment 3 – Pictures of Secondary Damage in Hall Closet**



**Attachment 4 – Paid Receipts, Bank Statement & Insurance Statement (18 pages)**



26021 Pala Drive, Suite 150  
Mission Viejo, CA 92691

## Invoice

Date	Invoice #
11/24/2021	2021-2222

Bill To
Lois Wilson 3067 Via Serena N. #B Laguna Woods, CA 92637 USA

Project
Lois Wilson 3067 Via Serena N. #B Laguna Woods, CA 92637 USA

Phone #	Job #	P.O. No.	Terms
(949) 492-1161	21-2136-PLM		Due on receipt

*Plumber*

Description	Amount
Technician (Hogue) was called out for a pinhole leak below tub behind access panel in closet . Leak was the 1/2" copper pipe going down to the hot manifold. Turned water off, drained system, cut out defective section of pipe and soldered in a new piece of copper L pipe. Turned on water and tested for leaks. No further leaks at this time.	301.50
<div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>We are forwarding a copy of the invoice we sent to your insurance company for your records. Please contact our office upon receipt of the insurance payment.</p> <p style="text-align: center;">Crystal Heckman Office Manager DryMaster Direct Line (949) 492-1161 Email crystal@drymaster.com</p> </div>	
<b>Total</b>	<b>\$301.50</b>
<b>Payments/Credits</b>	<b>\$0.00</b>
<b>Balance Due</b>	<b>\$301.50</b>

Please reference our invoice # on your payments. Thank You.





Payment receipt

[Manage payment](#)



**You paid \$301.50**

to DryMaster on November 27, 2021

## Payment details

Invoice no.	<a href="#">2021-2222</a>
Invoice amount	\$301.50
Total amount	\$301.50

Payment method	personal checking ....0756
Authorization ID	APZ19M2L

**Thank you,**

**DryMaster**

[don@drymaster.com](mailto:don@drymaster.com)





Third Laguna Woods Mutual  
Reimbursement for Expenses Related to MI Event at 3067-B Via Serena North  
January 3, 2022  
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**DryMaster**

DryMaster  
26021 Pala Drive, Suite 150  
Mission Viejo, CA 92691  
Lic. # 959916  
Fax:: (949) 492-1166

Insured: Wilson, Lois  
Property: 3067 Via Serena N. #B  
Laguna Woods, CA 92637

Home: (949) 389-8244  
E-mail: lowil@cox.net

Claim Rep.: Mikel Finley  
Position: Estimator

Business: (949) 492-1161  
E-mail: mikel@drymaster.com

Estimator: Mikel Finley  
Position: Estimator

Business: (949) 492-1161  
E-mail: mikel@drymaster.com

**Claim Number:** 21-2136-WTR-  
WILSON

**Policy Number:**

**Type of Loss:** Water Damage

Date of Loss: 11/22/2021 2:04 PM  
Date Inspected: 11/22/2021 2:04 PM

Date Received:  
Date Entered: 11/22/2021 2:03 PM

Price List: CAOG8X\_NOV21  
Restoration/Service/Remodel  
Estimate: 21-2136-WTR-FINAL

This is preliminary estimate designed to provide you a more accurate assessment of your project. The estimate is subject to change during/after final completion as additional demo may be necessary and/or containment need to be adjusted to complete the project.

If this project is a mold remediation and/or asbestos abatement clearance testing may be required. The cost of such testing is NOT included in our scope of work and is typically handled with the owner and testing agency directly. DryMaster is not affiliated with any Industrial Hygienist or testing agency, but we can refer such vendors if needed.

If this preliminary estimate is used to file a claim with the insurance company the estimate may be voided as there are additional requirements required by the insurance companies.

Third Laguna Woods Mutual  
Reimbursement for Expenses Related to MI Event at 3067-B Via Serena North  
January 3, 2022  
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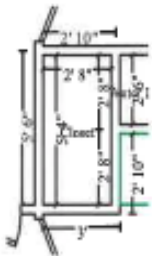
DryMaster  
26021 Pala Drive, Suite 150  
Mission Viejo, CA 92691  
Lic. # 959916  
Fax:: (949) 492-1166

**21-2136-WTR-FINAL**

**Main Level**

**Main Level**

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
1. Emergency service call - during business hours	1.00 EA	0.00	190.72	0.00	190.72
2. Equipment setup, take down, and monitoring (hourly charge)	5.00 HR	0.00	66.98	0.00	334.90
3. Personal protective mask (N-95)	4.00 EA	0.00	3.84	1.19	16.55
4. Personal protective gloves - Disposable (per pair)	4.00 EA	0.00	0.27	0.08	1.16
Total: Main Level				1.27	543.33



**Closet**

**Height: 8'**

128.00 SF Walls	14.22 SF Ceiling
142.22 SF Walls & Ceiling	14.22 SF Floor
1.58 SY Flooring	16.00 LF Floor Perimeter
16.00 LF Ceil. Perimeter	

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
5. Dehumidifier (per 24 hour period) - Large - No monitoring	7.00 EA	0.00	81.20	0.00	568.40
6. Air mover (per 24 hour period) - No monitoring	7.00 EA	0.00	27.27	0.00	190.89
Totals: Closet				0.00	759.29
Total: Main Level				1.27	1,302.62
Line Item Totals: 21-2136-WTR-FINAL				1.27	1,302.62



## DryMaster

---

DryMaster  
26021 Pala Drive, Suite 150  
Mission Viejo, CA 92691  
Lic. # 959916  
Fax:: (949) 492-1166

### Grand Total Areas:

1,012.00 SF Walls	179.23 SF Ceiling	1,191.23 SF Walls and Ceiling
179.23 SF Floor	19.91 SY Flooring	126.50 LF Floor Perimeter
0.00 SF Long Wall	0.00 SF Short Wall	126.50 LF Ceil. Perimeter
179.23 Floor Area	208.95 Total Area	1,012.00 Interior Wall Area
450.67 Exterior Wall Area	57.33 Exterior Perimeter of Walls	
0.00 Surface Area	0.00 Number of Squares	0.00 Total Perimeter Length
0.00 Total Ridge Length	0.00 Total Hip Length	

Third Laguna Woods Mutual  
Reimbursement for Expenses Related to MI Event at 3067-B Via Serena North  
January 3, 2022  
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**DryMaster**

DryMaster  
26021 Pala Drive, Suite 150  
Mission Viejo, CA 92691  
Lic. # 959916  
Fax:: (949) 492-1166

**Summary for Dwelling**

Line Item Total	1,301.35
Material Sales Tax	1.27
<b>Replacement Cost Value</b>	<b>\$1,302.62</b>
<b>Net Claim</b>	<b>\$1,302.62</b>

Mikel Finley  
Estimator



**DryMaster**

DryMaster  
26021 Pala Drive, Suite 150  
Mission Viejo, CA 92691  
Lic. # 959916  
Fax:: (949) 492-1166

**Recap by Category**

Items	Total	%
<b>WATER EXTRACTION &amp; REMEDIATION</b>	<b>1,301.35</b>	<b>99.90%</b>
<b>Subtotal</b>	<b>1,301.35</b>	<b>99.90%</b>
<b>Material Sales Tax</b>	<b>1.27</b>	<b>0.10%</b>
<b>Total</b>	<b>1,302.62</b>	<b>100.00%</b>

Patriot Environmental Lab Services, Inc.  
1041 South Placentia Ave.  
Fullerton, CA 92831

## INVOICE

Invoice Number:  
218670

Invoice Date:  
Nov 29, 2021

Page:  
1

**TO:**

Lois Wilson  
12 Thornbird  
Aliso Viejo, CA 92656

**CLAIM #:**

**Representative:** JL-OC

**P.O. #:**

**Project No:** OC151864zzz

Project Name		Payment Terms	Due Date	Tax ID Number
Lois Wilson		C.O.D	12/29/21	33-0906719
Quantity	Item	Description	Unit Price	Extended Price
1.00	OR2240ZZZ	Asbestos Survey Investigation	395.00	395.00
12.00	OR2290ZZZ	Asbestos PLM Analysis	16.00	192.00
		On 11/27/21		
		Job Site: Lois Wilson		
		3067 Via Serena N, Unit B		
		Laguna Woods , 92637		
3.00	OR2271			

**Payment / Credit Memo#:** 036651

**Subtotal**

**587.00**

**Payment/Credit Applied**

**395.00**

**TOTAL**

**192.00**

*For your convenience we accept VISA & MASTERCARD payments.*

Or you may make a check payable to: Patriot Environmental Lab Services, Inc.

For billing inquiries, please call (714) 899-8900 ext. 1240 or 1220 or fax to (714) 899-1188. Thank you for your business.

-In any action to enforce collection of past due invoices from Patriot Environmental Lab Services, the Customer shall pay for all of the costs, collection agency fees, expenses, and reasonable attorney's fees incurred by Patriot and/or its agents.

Third Laguna Woods Mutual  
Reimbursement for Expenses Related to MI Event at 3067-B Via Serena North  
January 3, 2022  
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Certificate of Analysis  
**PLM Asbestos Identification**

tel - 714-607-5227  
free - 855-968-7522  
OCLab@patriotlab.com  
1041 S. Placentia Avenue, Fullerton, CA 92831

**PATRIOT LAB**

Lois Wilson  
Lois Wilson  
12 Thornbird  
Aliso Viejo, CA 92656

Report Number: 888842  
Project Number: OC151864zzz  
Project Name: Lois Wilson  
Project Location: 3067 Via Serena N, Unit B  
Laguna Woods, 92637

Date Collected: 11/27/2021  
Date Received: 11/27/2021  
Date Analyzed: 11/27/2021  
Date Reported: 11/27/2021

Collected By: Frank Gallegos  
Claim Number:  
PO Number:  
Number of Samples: 15

Lab/Client ID/Layer	Location	Material Description	Color	Composition (%)
888842-001 01	Bathroom 1 Wall	Drywall	White	85% Non-Fibrous Material 15% Cellulose
<b>Total Asbestos</b>	<b>None Detected</b>			
888842-002A 02	Bathroom 1 Wall	Joint Compound	White	98% Non-Fibrous Material
Chrysotile	2 %			
<b>Total Asbestos</b>	<b>2 %</b>			
888842-002B 02	Bathroom 1 Wall	Joint Compound	White	98% Non-Fibrous Material
Chrysotile	2 %			
<b>Total Asbestos</b>	<b>2 %</b>			
888842-002C 02	Bathroom 1 Wall	Drywall and Joint Compound	White	95% Non-Fibrous Material 5% Cellulose
Chrysotile	< 1 %			
<b>Total Asbestos</b>	<b>&lt; 1 %</b>			
888842-003 03	Hallway Closet Water Heater Closet Wall	Drywall	White	85% Non-Fibrous Material 15% Cellulose
<b>Total Asbestos</b>	<b>None Detected</b>			

Third Laguna Woods Mutual  
Reimbursement for Expenses Related to MI Event at 3067-B Via Serena North  
January 3, 2022  
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Certificate of Analysis  
**PLM Asbestos Identification**

tel - 714-607-5227  
free - 855-968-7522  
OCLab@patriotlab.com  
1041 S. Placentia Avenue, Fullerton, CA 92831

**PATRIOT LAB**

Lois Wilson  
Lois Wilson  
12 Thornbird  
Aliso Viejo, CA 92656

Report Number: 888842  
Project Number: OC151864zzz  
Project Name: Lois Wilson  
Project Location: 3067 Via Serena N, Unit B  
Laguna Woods, 92637

Date Collected: 11/27/2021  
Date Received: 11/27/2021  
Date Analyzed: 11/27/2021  
Date Reported: 11/27/2021

Collected By: Frank Gallegos  
Claim Number:  
PO Number:  
Number of Samples: 15

Lab/Client ID/Layer	Location	Material Description	Color	Composition (%)
888842-004A 04	Hallway Closet Water Heater Closet Wall	Joint Compound	White	98% Non- Fibrous Material
Chrysotile	2 %			
<b>Total Asbestos</b>	<b>2 %</b>			
888842-004B 04	Hallway Closet Water Heater Closet Wall	Joint Compound	White	98% Non- Fibrous Material
Chrysotile	2 %			
<b>Total Asbestos</b>	<b>2 %</b>			
888842-004C 04	Hallway Closet Water Heater Closet Wall	Drywall and Joint Compound	White	95% Non- Fibrous Material 5% Cellulose
Chrysotile	< 1 %			
<b>Total Asbestos</b>	<b>&lt; 1 %</b>			
888842-005 05	Bathroom 2 Wall	Drywall	White	85% Non- Fibrous Material 15% Cellulose
<b>Total Asbestos</b>	<b>None Detected</b>			
888842-006A 06	Bathroom 2 Wall	Joint Compound	White	98% Non- Fibrous Material
Chrysotile	2 %			
<b>Total Asbestos</b>	<b>2 %</b>			



Third Laguna Woods Mutual  
Reimbursement for Expenses Related to MI Event at 3067-B Via Serena North  
January 3, 2022  
Page 17

Certificate of Analysis  
**PLM Asbestos Identification**

tel - 714-607-5227  
free - 855-968-7522  
OClab@patriotlab.com  
1041 S. Placentia Avenue, Fullerton, CA 92831

**PATRIOT LAB**

Lois Wilson  
Lois Wilson  
12 Thornbird  
Aliso Viejo, CA 92656

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Claim Number:  
PO Number:  
Number of Samples: 15

Lab/Client ID/Layer	Location	Material Description	Color	Composition (%)
888842-006B 06	Bathroom 2 Wall	Joint Compound	White	98% Non-Fibrous Material
Chrysotile	2 %			
<b>Total Asbestos</b>	<b>2 %</b>			
888842-006C 06	Bathroom 2 Wall	Drywall and Joint Compound	White	95% Non-Fibrous Material 5% Cellulose
Chrysotile	< 1 %			
<b>Total Asbestos</b>	<b>&lt; 1 %</b>			
888842-007 07	Hallway Closet Water Heater Closet Wall	Texture	White	98% Non-Fibrous Material
Chrysotile	2 %			
<b>Total Asbestos</b>	<b>2 %</b>			
888842-008 08	Hallway Closet Water Heater Closet Wall	Texture	White	98% Non-Fibrous Material
Chrysotile	2 %			
<b>Total Asbestos</b>	<b>2 %</b>			
888842-009 09	Hallway Closet Water Heater Closet Wall	Texture	White	98% Non-Fibrous Material
Chrysotile	2 %			
<b>Total Asbestos</b>	<b>2 %</b>			

Third Laguna Woods Mutual  
Reimbursement for Expenses Related to MI Event at 3067-B Via Serena North  
January 3, 2022  
Page 18

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**PATRIOT LAB**

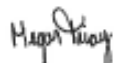
Lois Wilson  
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12 Thornbird  
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Report Number: 888842  
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Laguna Woods, 92637

Date Collected: 11/27/2021  
Date Received: 11/27/2021  
Date Analyzed: 11/27/2021  
Date Reported: 11/27/2021

Collected By: Frank Gallegos  
Claim Number:  
PO Number:  
Number of Samples: 15

Lab/Client ID/Layer	Location	Material Description	Color	Composition (%)
888842-002A	Samples contained layers.			
888842-004A	Samples contained layers.			
888842-006A	Samples contained layers.			



Megan Triay - Analyst



Kwin Sheena Legaspi - Approved By

Bulk sample(s) submitted was (were) analyzed in accordance with the procedure outlined in the US Federal Register 40 CFR 763, Subpart F, Appendix A; EPA-600/R-93/116 (Method for Determination of Asbestos in Building Materials), and EPA-600/M4-82-020 (US EPA Interim Method for the Determination of Asbestos in Bulk Insulation Samples). Samples were analyzed using Calibrated Visual Estimations (CVES); therefore, results may not be reliable for samples of low asbestos concentration levels. Samples of wall systems containing discrete and separable layers are analyzed separately and reported as composite unless specifically requested by the customer to report analytical results for individual layers. This report applies only to the items tested. Results are representative of the samples submitted and may not represent the entire material from which the samples were collected. "None Detected" means that no asbestos was observed in the sample. "<1%" (less than one percent) or Trace means that asbestos was observed in the sample but the concentration is below the quantifiable level of 1%. This report was issued by a NIST/NVLAP (Lab Code 200358-0) and CADOHS- ELAP (Cert. No. 2540) accredited laboratory and may not be reproduced, except in full without the expressed written consent of Patriot Environmental Laboratory Services, Inc. This report may not be used to claim product certification, approval or endorsement by NIST, NVLAP, ELAP or any government agency.

ASB\_Rep\_8.14

Third Laguna Woods Mutual  
 Reimbursement for Expenses Related to MI Event at 3067-B Via Serena North  
 January 3, 2022  
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12/9/21, 10:59 AM

Account Detail - Wells Fargo

## WELLS FARGO

### Lois checking

Account

Routing Numbers

Available balance

12/9/21, 10:59 AM

Account Detail - Wells Fargo

Date	Description	Deposits/Credits	Withdrawals/Debits	Ending Daily Balance
11/26/21	PURCHASE AUTHORIZED ON 11/24 PATRIOT ENVIRONMEN 714-899-8900 CA S581328659333582 CARD 1273		\$395.00	
12/02/21	PURCHASE AUTHORIZED ON 11/30 PATRIOT ENVIRONMEN 714-899-8900 CA S301334603942517 CARD 1273		\$192.00	
12/02/21	[REDACTED]			
12/01/21	DIMAR ENTERPRISE SALE 211201 LOIS WILSON		\$1,302.62	

State Farm General Insurance Company  
Home Office, Bloomington, IL



December 2, 2021

Douglas and Lois Wilson  
12 Thornbird  
Aliso Viejo CA 92656-1937

State Farm Claims  
PO Box 106169  
Atlanta GA 30348-6169

RE: Claim Number: 75-27N1-23C  
Date of Loss: November 21, 2021  
Our Insured: Douglas W Wilson and Lois P Wilson

Dear Douglas and Lois Wilson:

Thank you for allowing us to investigate your above claim. I am writing to summarize our November 26, 2021 conversation.

Our investigation and evaluation of your loss has determined the damage is not covered by your policy. Our investigation included discussions with you and resident Shulamith Merton as well as the physical inspection of the property.

The predominant cause of the failure of the supply line, copper pipe is wear, tear and deterioration resulting in a pinhole leak. The pinhole leak allowed water to escape on a continuous or repeated basis resulting in water damage. This type of damage is specifically excluded by your policy FP 6131 along with endorsement FE 1205.1. The policy, with the endorsement, excludes coverage for wear and tear, and a continuous or repeated seepage or leakage of water from your plumbing system and states in part:

#### **SECTION I - LOSSES INSURED**

##### **COVERAGE A - BUILDING PROPERTY, COVERAGE B - PERSONAL PROPERTY AND COVERAGE D - LOSS ASSESSMENT**

We insure for accidental direct physical loss to the property covered under this policy except as provided in Section I - Losses Not Insured.

#### **AMENDATORY ENDORSEMENT (California)**

FE1205.1

**SECTION I - LOSSES NOT INSURED** is replaced by the following:

1. We do not insure under any coverage for any loss consisting of the items in paragraphs 2., 3., 4. or 5. below. This exclusion does not apply if the loss is caused by a peril which is not otherwise excluded.

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Page 2  
December 2, 2021

2. We do not insure for any loss to the property described in Coverage A, Coverage B and Coverage D which is caused by one or more of the items below, regardless of whether the loss occurs suddenly or gradually, involves isolated or widespread damage, arises from natural or external forces, or occurs as a result of any combination of these:

h. wear, tear, marring, scratching, deterioration, inherent vice, latent defect or mechanical breakdown;

However, we do insure for any resulting loss from items a. through n. unless the resulting loss is itself a Loss Not Insured by this Section.

4. We do not insure under any coverage for any loss which is caused by one or more of the items below, regardless of whether the event occurs suddenly or gradually, involves isolated or widespread damage, arises from natural or external forces, or occurs as a result of any combination of these:

c. **Water Damage**, meaning:

(4) continuous or repeated seepage or leakage of water or steam from a:

(a) heating, air conditioning or automatic fire protective sprinkler system;

(b) household appliance; or

(c) plumbing system, including from, within or around any shower stall, shower bath, tub installation, or other plumbing fixture, including their walls, ceiling or floor.

However, we do insure for any direct loss by fire, explosion or theft resulting from water damage, provided the resulting loss is itself a Loss Insured.

f. **Fungus**, including the growth, proliferation, spread or presence of **fungus**, and including:

(1) any loss of use or delay in rebuilding, repairing or replacing covered property, including any associated cost or expense, due to interference at the described premises or location of the rebuilding, repair or replacement of that property, by **fungus**;

(2) any remediation of **fungus**, including the cost or expense to:

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December 2, 2021

- (a) remove or clean the **fungus** from covered property or to repair, restore or replace that property;
  - (b) tear out and replace any part of the building or other property as needed to gain access to the **fungus**;
  - (c) contain, treat, detoxify, neutralize or dispose of or in any way respond to or assess the effects of the **fungus**; or
  - (d) remove any property to protect it from the presence of or exposure to **fungus**;
- (3) the cost of any testing or monitoring of air or property to confirm the type, absence, presence or level of **fungus**, whether performed prior to, during or after removal, repair, restoration or replacement of covered property.

However, we will pay for loss as specified under **SECTION I - PROPERTY SUBJECT TO LIMITATIONS.**

5. We do not insure for loss described in paragraphs 2., 3. and 4. immediately above regardless of whether one or more of the following: (a) directly or indirectly cause, contribute to or aggravate the loss; or (b) occur before, at the same time, or after the loss or any other cause of the loss:
- a. conduct, act, failure to act, or decision of any person, group, organization or governmental body whether intentional, wrongful, negligent or without fault;
  - b. defect, weakness, inadequacy, fault or unsoundness in:
  - c. weather conditions.
- (1) planning, zoning, development, surveying, siting;
  - (2) design, specifications, workmanship, construction, grading, compaction;
  - (3) materials used in construction or repair; or
  - (4) maintenance;
- of any property (including land, structures or improvements of any kind) whether on or off the **residence premises**; or
- c. weather conditions.

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Page 4  
December 2, 2021

However, we do insure for any resulting loss from items a., b. and c. unless the resulting loss is itself a Loss Not Insured by this Section.

Additionally; State Farm Insurance was not allowed to inspect the failed water heater prior to disposal hindering our ability to conduct a more thorough investigation in breach of the policy's Conditions section regarding your duties after loss:

#### SECTION I – CONDITIONS

2. **Your Duties After Loss.** After a loss to which this insurance may apply, you shall see that the following duties are performed:
  - a. give immediate notice to us or our agent. Also notify the police if the loss is caused by theft, vandalism, or malicious mischief;
  - b. protect the property from further damage or loss, make reasonable and necessary temporary repairs required to protect the property, and keep an accurate record of repair expenditures;
  - c. prepare an inventory of damaged or stolen personal property showing in detail, the quantity, description, actual cash value and amount of loss. Attach to the inventory all bills, receipts and related documents that substantiate the figures in the inventory;
  - d. as often as we reasonably require:
    - (1) exhibit the damaged property;
    - (2) provide us with records and documents we request and permit us to make copies; and
    - (3) submit to and subscribe, while not in the presence of any other **insured**, statements and examinations under oath;
  - e. submit to us, within 60 days after the loss, your signed, sworn proof of loss which sets forth, to the best of your knowledge and belief:
    - (1) the time and cause of loss;
    - (2) interest of the **insured** and all others in the property involved and all encumbrances on the property;
    - (3) other insurance which may cover the loss;
    - (4) changes in title or occupancy of the property during the term of this policy;

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Page 5  
December 2, 2021

- (5) specifications of any damaged building and detailed estimates for repair of the damage;
- (6) an inventory of damaged or stolen personal property described in 2.c.;
- (7) records supporting the fair rental value loss.

We are required by California Insurance Regulations, Section 2695.7(b)(3), to advise you that if you believe this claim, or any part of this claim, has been wrongfully denied or rejected, you may have the matter reviewed by the California Department of Insurance, Claims Service Bureau, 300 South Spring Street, Los Angeles, California 90013, telephone 800 927 4357.

Pursuant to California law, you may obtain upon request copies of claim-related documents, as defined by Insurance Code Section 2071(a). These documents relate to the evaluation of damages of your claim and can include repair and replacement estimates and bids; appraisals, scopes of loss; drawings, plans, reports; and third party findings on the amount of loss.

The California Fair Claims Settlement Practices Regulations state that you must be notified of the following policy provision concerning suits against State Farm:

#### **SECTION I – CONDITIONS**

8. **Suit Against Us.** No action shall be brought unless there has been compliance with the policy provisions and the action is started within one year after the date of loss or damage.

The one-year period referred to begins to run as of the date of this letter.

This Company does not intend by this letter to waive any policy defenses in addition to those stated above and reserves its right to assert such additional policy defenses at any time.

Please provide the claim number on any correspondence you send to us.

If you have any questions or need further assistance, please call us at (844) 458-4300 Ext. 3097632203.

Sincerely,

Peter Thompson  
Claim Specialist  
(844) 458-4300 Ext. 3097632203

State Farm General Insurance Company



**From:** Nancy Long <[Nancy.Long@sce.com](mailto:Nancy.Long@sce.com)>  
**Sent:** Tuesday, December 28, 2021 10:21 AM  
**To:** Mejia, Baltazar <[Baltazar.Mejia@vmsinc.org](mailto:Baltazar.Mejia@vmsinc.org)>  
**Subject:** SCE Charge Ready Application Update / 3rd Laguna Hills Mutual

Greetings Bart,

It was a pleasure speaking with you last week. I was able to give you some good news along with some not so good news. **Please respond to this email to confirm we had this conversation and that you are aware and understand the projects that SCE had to reject.** If you wish to apply for the "Customer" Installed Make Ready program (80/20), for any location, I would suggest that you get some quotes first before you apply. But it will have to be a brand new application, the existing application cannot be transferred.

**I will also need to know the maximum amount of charging stations the board is willing to install at each location not rejected.** Per our discussion, it is very important that we know the max before we can conduct a new desk top review and maybe even an in person review to see if the projects can be done within the SCE budget. Once you provide that number to me, I can request that the remaining applications be reviewed again. One or more applications could still be rejected at your maximum port count after the second review.

Please let me know if you have any questions.

App ID	Project Name	Street Address	Port Count	New Port Count	Review Notes
1341805	3RD LAGUNA HILLS MUTUAL	4008 Calle Sonora Oeste	8	What is the maximum ports you are willing to install at this location.	Location of SCE infrastructure is across from the requested port location. More ports will be required to justify cost of ADA compliance. If asked, are you willing to utilize all 19 parking spaces in this area?
1341907	3RD LAGUNA HILLS MUTUAL	4019 Calle Sonora Este	6	N/A - Rejected	No power infrastructure available nearby and site is not ADA compliant.

Application 1341805 at 4009 Calle Senora Oeste / 3<sup>rd</sup> Laguna Hills Mutual



Application 1341907 at 4019 Calle Senora Este / 3<sup>rd</sup> Laguna Hills Mutual

