



OPEN MEETING

**REGULAR MEETING OF THE UNITED LAGUNA WOODS MUTUAL
MAINTENANCE AND CONSTRUCTION COMMITTEE**

**Wednesday, June 26, 2019 - 9:00 a.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road**

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 for April 24, 2019
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. Maintenance Programs Reports
10. Expenditures Report & Variance Explanations
11. Solar Production Report

Reports:

12. Alternative Water Detection Devices
13. Review of Handyman Services Pilot Program
14. Solar Power Plant Task Force Update (oral discussion by Sue Margolis)

Items for Future Agendas:

- Building & CDS Address Sign Installation Program
- Copper Pipe Supply Line Leak Report (August & December 2019)
- Drainage Improvements to Prevent Foundation Issues

Concluding Business:

Committee Member Comments

Date of Next Meeting – August 28, 2019

Adjournment

Carl Randazzo, Chair
Ernesto Munoz, Staff Officer
Telephone: 949-268-2281



OPEN MEETING

**REPORT OF REGULAR MEETING OF THE UNITED LAGUNA WOODS
MUTUAL MAINTENANCE AND CONSTRUCTION COMMITTEE**

**Wednesday, April 24, 2019 - 9:00 a.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road**

MEMBERS PRESENT: Carl Randazzo – Chair, Sue Margolis, Reza Bastani, Gary Morrison, Cash Achrekar

MEMBERS ABSENT: None

ADVISORS PRESENT: Ken Deppe, Walter Ridley, Janey Dorrell

STAFF PRESENT: Ernesto Munoz – Staff Officer, Laurie Chavarria

1. Call to Order

Chair Randazzo called the meeting to order at 9:00 a.m.

2. Acknowledgement of Media

Chair Randazzo noted no members of the media were present.

3. Approval of the Agenda

Director Margolis pulled the Project Log from the Consent Calendar. The agenda was approved as amended.

4. Approval of Meeting Report for February 27, 2019

The Meeting Report for February 27, 2019 was approved as written.

5. Chairman's Remarks

Chair Randazzo commented on the discussion items and asked everyone to stay on topic. He provided a copy of VMS Staff and Board Director Interaction Guidelines that he'd like all committee members and advisors to follow. He reviewed the rules verbally.

Chair Randazzo's thought for the day is "To me, follow through is everything, if you accept responsibility for the task, then follow through and complete it without being asked."

6. Member Comments - (Items Not on Agenda)

- Maxine McIntosh (68C) commented on the difference between benches on Serpentine Walk and asked that the Kaplan bench that was removed behind Building 95 be replaced with the new green powder coated mesh style.

Staff Officer Ernesto Munoz and Chair Randazzo responded briefly to the comment.

7. Department Head Update

Staff Officer Ernesto Munoz had no 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.

The Project Log was pulled for discussion. A motion was made and unanimously carried to approve the remainder of the Consent Calendar.

8. Project Log

Item #2 Pushmatic Electric Panel Replacement – Chair Randazzo asked about a contract extension with the current vendor. Director Morrison questioned the expenditure listed in the budget section and asked if SCE was going to upgrade the transformers. Advisor Ridley asked about load calculations and Advisor Dorrell asked that staff bring the number of Pushmatic electric panels have been upgraded by members to the upcoming 2020 Business Planning meeting on May 31st.

Item #3 Walkway Lighting Program – Chair Randazzo asked about expenditures and if any lights have been installed this year.

Item #5 Gutter Replacement & Repair – Chair Randazzo commented on the budget expenditures.

Item #7 Prior to Paint Program – Director Margolis commented on a typo in first sentence. The update should read CDS 90, not CDS 9.

Item #14 Shepherd's Crook Installation – Director Margolis asked for the location of the work that will be performed in 2019.

Item #15 Common Wall Replacement – Chair Randazzo commented on a leaning wall that he sees this on his daily walk and if this is the budget that would be used to repair it.

Item #17 Water Lines – Copper Pipe Remediation – Director Achrekar asked how buildings are selected for epoxy lining.

Item #18 Gutter Cleaning – Chair Randazzo asked the reason for the expenditures.

Item #20 Energy Consultant Services – Chair Randazzo asked when the Committee will be able to review the consultant's report.

Staff Officer Ernesto Munoz responded to all questions and comments.

Director Morrison commented on the shortage of staff in the Maintenance and Construction Department. He requested that Staff Officer Ernesto Munoz add this issue at the upcoming 2020 Business Planning meeting.

9. Maintenance Programs Reports

10. Expenditures Report & Variance Explanations

Reports:

11. Water Detection Devices (Flood Buzz)

Staff Officer Ernesto Munoz summarized the report and answered questions from the Committee.

Discussion ensued regarding Flood Stop devices, water heater shut off valves, water heaters plumbed to the outside, the decibel level of leak detection devices and an educational article in the Village Breeze on how to shut off water during a leak.

Richard Radar (270-D) commented on water heater failures and plumbing drained to the outside of a manor.

Andre Torng (389-Q) commented on the potential cost benefits of purchasing water detection devices.

By consensus, staff was directed to research other water detection devices that offer a sharper/louder water detection sound and bring this information back to a future meeting.

12. Service Order Status Report

Staff Officer Ernesto Munoz summarized the report and answered questions from the Committee.

Discussion ensued regarding ways to link repeat calls on a service order created by Resident Services, checklists for plumbing work, tags denoting main valves and exercising water shut-off valves.

13. Solar Power Plant Task Force Update (oral discussion by Sue Margolis)

Director Margolis provided the written update below and discussed each item with the Committee.

"The solar task force has had two meetings.

In the first meeting we brainstormed what we felt we needed to do in order to complete the task. A list of 10 items was generated and each participant select the item they felt they could assist on. In the second meeting we reported on the progress so far. We will be having a third meeting in the next few weeks when the work is completed to compose a report for the board.

1. Should we renew the contract with JCI - **Have written to cancel contract due to time constraints it had to be done immediately.**
2. Determine if it was built to specifications - **Using current design criteria it is spec'ed correctly**
3. Review and see if we qualify for a tax rebate -**no rebate possible**
4. Understand the terminology used in JCI documents –**found better copies of documents**
5. Review Gov Doc for purchasing policy -**policy in place but was not followed**
6. How to maintain the system going forward -
Power plant manager – IN PLACE
Trees were trimmed - still a little work to be done – Thanks to Ken Photos
Panels are being cleaned this week
Schedule a meeting with Phoenix IN THE WORKS
Determine if increasing the slant of the panels would result in improvement for cleaning and collecting solar power. Study to be done at 2% now design was for 5%
7. Check if installation is complete of the monitor the system, Locus **in the works**
8. Determine if there is a shortfall in electrical generation -**waiting on SCE data at this time there does not seem to be a problem.**
9. Determine the savings produced so far -**incomplete data**
10. Provide a ROI for the system - **incomplete data very complex situation with the heaters etc."**

Vice Chair Randazzo commented that Director Margolis is working on his behalf and has the authority to communicate directly with staff.

14. Drainage Issue at Avenida Sevilla & El Toro Rd. (oral discussion by Ken Deppe)

Advisor Deppe displayed pictures showing the flow of water between Gate1 and Gate 3; ponding in parking areas of cul-de-sac 4 and discussed a proposed Drainage Coordination Program attached to this meeting report.

Discussion ensued regarding size of drain/inlet capacity, adding a secondary inlet on Avenida Sevilla or other areas in the village to prevent street flooding, slurry sealing, and how the current street and drainage system is working as designed.

By consensus, Staff Officer Ernesto Munoz was directed to contact the city to inquire about the diameter of their storm drains.

Items for Future Agendas:

- Main Valve Shut-off Replacement
- Copper Pipe Supply Line Leak Report (August & December 2019)
- Drainage Improvements to Prevent Foundation Issues
- ~~Stove Fire Prevention Devices (Fire Avert or Ionized Smoke Detector)~~
- ~~Appliance Repair Cost Review for Staff vs. Vendor~~

Staff was directed to remove stove fire prevention devices and the appliance repair cost review from Items for Future Agendas.

Concluding Business:

Committee Member Comments

- Director Bastani commented on the Staff and Board of Directors Interaction Guidelines, timeframe of service calls; the Pushmatic Electric Panels and Gate Renovation projects.
- Advisor Dorrell commented on Advisor Deppe's Drainage presentation.
- Vice Chair Randazzo commented on the Staff and Board Director Interaction Guidelines.

Date of Next Meeting – June 26, 2019

Adjournment

The meeting was adjourned at 11:43 p.m.



Carl Randazzo, Chair

DRAINAGE COODINATION PROGRAM

4-24-19

Please find attached a plan showing areas of **Drainage Concerns** and a plan showing **Projects** that are budgeted for United in 2019 that could be reviewed with respect to coordinating drainage improvements. Labor and budgets constraints may play a role in implementing some of the needed improvements. However if we begin coordinating our drainage improvement this year we have time to work out the procedures so that we can roll into our 2020 Projects with procedures and coordination tested and ready to implement.

The key to coordinating the various disciplines would be to have a drainage inspection for each Cul de Sac that is scheduled work that may affect drainage. I have only looked at portion of these area. I will update these observation for our next meeting.

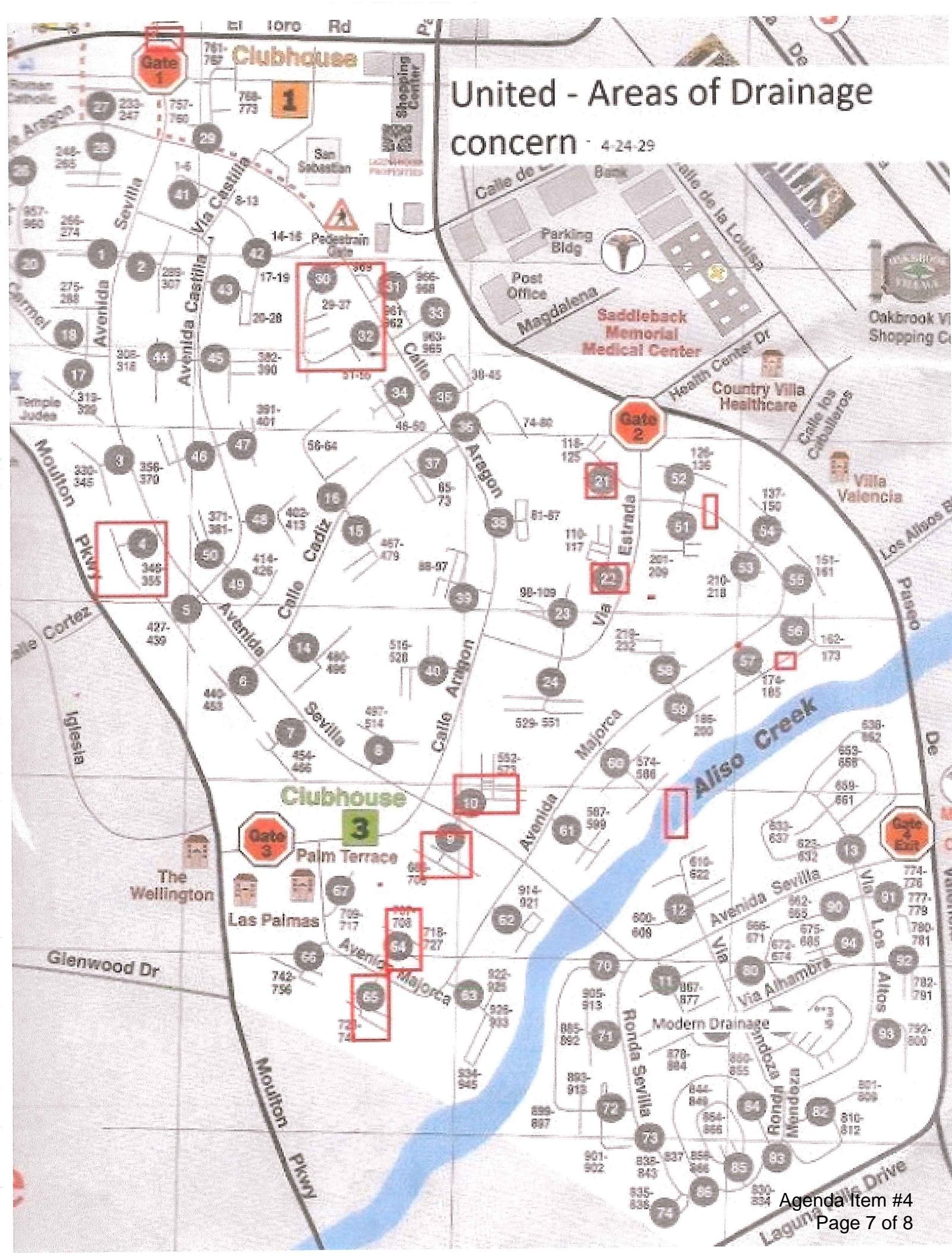
A brief inspection of the east side of Aliso Creek where the Exterior Paint Program is currently under way revealed a more modern construction than the West side of the Creek. There are gutters, downspouts and area drain systems in place. These include CDS 90,91,94,82. Further inspection may determine that this area that this has good modern drainage but need some improvements.

Prior to Paint- This is the time that we should be installing facies that support roof gutters and downspouts. Efforts should be made to determine where downspouts can be places. Concentrated water can do more harm than good if improperly placed. Downspouts should installed with an area drain system planned out.

Once the building repairs and modifications are complete the **New Paint** will cover this work.

It does not appear that there is a program devoted to installing the **area drain system**. Trenching and placing 4 inch drain lines in an existing improved environment can be tricky. It is important to identify utility lines, irrigation line and other below ground improvement prior to excavation. Tree roots are also a consideration.

United - Areas of Drainage concern - 4-24-29





United Mutual Project Log (May 2019)				Estimated Completion/On-going Program	Budget
#	Type	Name	Description	Status	
1	920 Projects	Building Structures	<p>This program is dedicated to replacing and repairing building structural components that are not performing as designed.</p> <p>As building structure issues are reported and inspection requests are received, staff schedules a structural engineer to field inspect the structure and if required provide a recommendation report for repairs. In addition, as part of this budget, staff will proactively inspect buildings for drainage issues and provide repairs as needed.</p> <p>604-A, 648-B, 741-G & 753-B: The structural observation reports recommended repairs which will be completed by the Maintenance Operations Division.</p>	December 2019	Budget: \$134,880 Exp: \$24,343 Balance: \$110,536
2	920 Projects	Pushmatic Electrical Panel Replacement	<p>This project is funded to replace 2,750 Pushmatic electric panels over a 10 year period. The Pushmatic panels are unreliable and no longer supported. The Board entered into a five year contract with Coastal Current Electric Corp. to install 1,375 Pushmatic electric panels. This contract expires in May 2021, at which time a new five year contract will be required to complete the remaining 1,375 electric panels.</p> <p>Estimated Project Completion: Year 2026</p>	The estimated number of manors scheduled for 2019: 275 Number of manors completed in 2019 as of this update: 113 Number of manors completed to date: 744 Number of manors left to complete: 2006	Budget: \$425,000 Exp: \$163,170 Balance: \$261,831 Cumulative Expenditures 2016 through 2018: \$1,085,724
3	904 Maint Svc	Walkway Lighting Program	<p>This program is dedicated to improving walkway lighting through additional fixture installation, or the upgrade of existing lighting. Alternatives to the existing pagoda style fixtures are evaluated as needed. Requests for additional lighting are received from residents on an ongoing basis. Those requests are vetted and additional lighting is installed if it meets the program requirements.</p>	Currently there are 3 requests submitted for additional walkway lighting. These request have been reviewed and assigned to an outside contractor for installation. A total of 11 walkway lights have been installed this year.	Budget: \$60,691 Exp: \$17,213 Balance: \$43,478
	920 Projects	Foundations Program	<p>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.</p>	As foundation issues are reported and inspection requests are received, staff schedules a structural engineer to field inspect the foundation and if required, provide a recommendation report for repairs. In addition, as part of this budget, staff will proactively inspect buildings for drainage issues and provide repairs as needed. 651-A: concrete slab repair was completed on March 21. 806-A: block wall and slab replacement. No drainage issues were identified. 822-B requires slab repair. No drainage issues were identified.	Budget: \$43,836 Exp: \$615 Balance: \$43,221

5	910 Bldg. Maint	Gutters - Replacement and Repair	Gutter replacement is performed on original construction building rain gutters and downspout systems that are exhibiting deterioration. This program also addresses gutter repairs performed by VMS staff.	Funds have been budgeted for repairs by in-house staff on an as-needed basis throughout the year. There are currently 20 open tickets for Gutter Repair/Replacement.	December 2019 Annual	Budget: \$47,383 Exp: \$42,538 Balance: \$4,845
6	910 Bldg. Maint	Exterior Paint Program	Starting in 2019, the Mutual has implemented a 10-year full cycle exterior paint program. All exterior components of each building are to be painted every 10 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.	All buildings within the following cul-de-sacs are scheduled for painting and resurfacing this year: 91, 90, 80, 94, 95, 82, 9, 10 & 60. Staff is currently working in CDS 94, which includes 11 buildings, 8 carports and 3 laundry room. We anticipate completing CDS 94 by the last week of May and then move into CDS 95. CDS 80, 90 and 91 has already been completed.	December 2019 Annual	Budget: \$1,823,867 Exp: \$442,961 Balance: \$1,380,906
7	910 Bldg. Maint	Prior to Paint Program	The prior to paint program prepares building surfaces for painting and includes repair and mitigation of Dry Rot, Decking and Welding repairs performed every 10 years in conjunction with the Exterior Paint Program.	Staff is currently working in CDS 9 and is expected to be completed by the end of June. CDS 82, 91, 90, 80, 94, and 95 have already been completed. Additionally, PTP staff will start inspecting cul-de-sacs 61 & 62 from the 2020 Paint Program in the last quarter of the year. All buildings within the following cul-de-sacs are scheduled for inspection and repair this year: 91, 90, 80, 94, 95, 82, 9, 10 & 60.	December 2019 Annual	Budget: \$987,116 Exp: \$235,318 Balance: \$751,798
8	910 Bldg. Maint	Balcony & Breezeway Resurfacing	This mid-cycle program provides for the waterproof topcoat sealing of balcony and breezeway deck surfaces every 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.	Staff is currently working in CDS 21, 38, and 52. All balcony and breezeway deck surfaces within the following cul-de-sacs are scheduled to be completed this year: 54, 55, 52, 21, 22, 23, 39, 38, 36, 37, 16 & 34. CDS 16, 22, 23, 34, 37, 54, and 55 have already been completed.	December 2019 Annual	Budget: \$137,645 Exp \$28,305 Balance: \$109,340
9	920 Projects	Parkway Concrete Program	This program is funded to repair or replace damaged concrete parkways in conjunction with the asphalt paving program. Parkway are inspected for damage and other deficiencies are repaired or replaced accordingly.	This program will run concurrently with the Asphalt Paving Program and is scheduled to begin in September.	November 2019	Budget: \$150,000 Exp: \$0 Balance: \$150,000

10	920 Projects	Asphalt Paving Program	This program is dedicated to preserving the integrity of the street paving. As part of this program, the asphalt paving is inspected and rated for wear annually. The life for asphalt paving is estimated at 20 years. The 2019 program will consist of 90,312 square feet of paving replacement.	This years program will include cul-de-sacs 9, 10 & 44. This program is scheduled to begin in September and be completed in November.	November 2019	Budget: \$366,570 Exp: \$0 Balance: \$366,570
11	920 Projects	Seal Coat Program	This program is dedicated to extending the life of the asphalt paving by sealing asphalt cracks to prevent water intrusion and adding an asphaltic slurry coating to restore the oils in the pavement.	This years program will include 14 cul-de-sacs: 2, 3, 12, 13, 17, 30, 32, 37, 39, 43, 46, 49, 51 & 59. The work is scheduled to begin in August and be completed in September.	September 2019	Budget: \$55,000 Exp: \$0 Balance: \$55,000
12	920 Projects	Roofing Emergency Repair & Preventative Maintenance Programs	This program is dedicated to emergency and preventive maintenance roof repairs and is budgeted as a contingency item.	As emergency roof leak requests are received, staff schedules the roofing contractor to investigate roof related issues, and if required, the roofing contractor will perform the necessary repairs. Over 200 roof leaks have been reported this year.	December 2019	Budget: \$133,250 Exp: \$132,611 Balance: \$639
13	920 Projects	Roofing Program	This program is dedicated to replacing and maintaining United 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.	23 building roofs are scheduled for replacement this year. This program began late-March and is scheduled to be completed in October.	October 2019	Budget: \$619,959 Exp: \$118,418 Balance: \$501,541
14	920 Projects	Shepherd's Crook Installation	As a part of the Conditional Use Permit 1135, Laguna Woods Village will remove and replace barbed wire on all perimeter walls with Shepherd's Crook. Estimated Project Completion: Year 2031	A recommendation of award for the 2019 program will be presented at the June 26, M&C Committee meeting. There is approximately 21,000 LF of perimeter block wall with barbed wire. To date approximately 1,500 linear feet of Shepherd's Crook has been installed.	September 2019	Budget: \$150,000 Exp: \$0 Balance: \$150,000 Cumulative Expenditures 2012 through 2018: \$144,103
	920 Projects	Common Wall Replacement	This is a contingency program dedicated to replacing damaged common walls as-needed.	As common wall issues are reported and inspection requests are received, staff schedules a structural engineer to field inspect the wall, and if required, provide a recommendation report for repairs. 611-P: Construction repairs to the block wall and slab have been completed.	December 2019	Budget: \$22,365 Exp: \$13,254 Balance: \$9,111

16	904 Maint Svc	Epoxy Wasteline Remediation	<p>The Wasteline Remediation Program involves the installation of a seamless epoxy-based liner within the existing pipes to mitigate future interior leaks and root intrusion as well as to resolve and prevent future back up problems related to compromised pipes. The program addresses interior as well as exterior waste lines. The program to line exterior pipes commenced in 2011 but did not include interior pipes. Starting in 2017, both, interior and exterior lines are receiving an epoxy liner. Estimated Project Completion: Year 2025.</p>	<p>Total number of buildings in United Mutual: 1124 Number of buildings left to complete: 902 Number of buildings completed from inception to 2018: 188 Estimated number of buildings scheduled for 2019: 145 Number of buildings completed in 2019: 34</p>	<p>December 2019 Annual</p>	<p>Budget: \$2,100,000 Exp: \$330,240 Balance: \$1,769,760 Cumulative Expenditures 2008 through 2018: \$5,910,685</p>
17	920 Projects	Water Lines - Copper Pipe Remediation	<p>This program started in 2008 as a pilot program, and staff was directed to epoxy line buildings on an as-needed basis.</p> <p>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.</p>	<p>The following 10 buildings have qualified and were selected for epoxy lining in 2019: 32, 200, 302, 419, 584, 645, 646, 668, 2023 & 2058. The project started on March 22, and is scheduled to be completed in August. A total of 15 buildings have been epoxy lined to date since 2008.</p>	<p>August 2019</p>	<p>Budget: \$250,000 Exp: \$33,496 Balance: \$216,504</p>
18	910 Bldg. Maint	Gutter Cleaning	<p>Gutter cleaning is performed as needed throughout the year by General Services. In addition, an outside contractor performs annual cleaning of all Mutual and alteration gutters once a year.</p>	<p>General Services performs gutter cleaning as requested using in-house staff. The annual gutter cleaning program performed by an outside contractor will begin in late September and is scheduled to be completed at the end of December.</p>	<p>December 2019 Annual</p>	<p>Budget: \$174,032 Exp: \$43,108 Balance: \$130,924</p>
19	910 Bldg. Maint	Pest Control for Termites	<p>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 hotel accommodations during tenting.</p>	<p>Local termite treatments and the removal of bees/wasps are performed as-needed throughout the year. There are more buildings that require whole structure fumigation than anticipated. The Board approved a request for supplemental funding in order to fumigate all buildings found to have active dry wood termite infestations. The 2019 full structure tenting will include the fumigation of 34 buildings and 3 carports.</p>	<p>November 2019 Annual</p>	<p>Budget: \$148,987 Supplemental: \$104,762 Exp: \$7,415 Balance: \$246,334</p>
20	920 Projects	Energy Consultant Services	<p>An energy consultant will be used as-needed in order to advance United's and the Community's future energy initiatives.</p>	<p>The Infrastructure Assessment reports have been drafted and are pending receipt of additional SCE Transformer data. TEC has been working with SCE since August 2018, however they are still awaiting the most critical information to complete the reports. Currently they are researching and pre-planning the community-wide EV charging implementation roadmap for Task 2.</p>	<p>On-going</p>	<p>Supplemental: \$50,000 Exp: \$15,613 Balance: \$34,387</p>

UNITED LAGUNA HILLS MUTUAL

2019 PTP & PAINT PROGRAM REPORT

Through April 30,2019

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

COMPLETIONS - PTP PROGRAM					
Item	Budget	Projected to Date	Actual Expenditures	Variance % Fav / (Unfav)	
A98100 Dry Rot Repairs PTP	\$ 559,243	\$ 185,875	\$ 228,186	-23%	
A98101 Decking Repairs PTP	\$ 122,684	\$ 40,768	\$ 40,476	1%	
A98103 Welding Repairs PTP	\$ 9,039	\$ 2,997	\$ -	100%	
A98102 Lead Abatement PTP	\$ 2,500	\$ 832	\$ -	100%	
Total Repairs Prior To Paint:	\$ 693,466	\$ 230,472	\$ 268,662	-17%	

PAINT PROGRAM SCOPE				
Item	Budget	Projected	Total Actual	% Complete
Buildings	117	117	44	38%
Carports	67	67	18	27%
Laundries	19	19	7	37%
Square Ft	1,695,603	1,695,603	559,666	33%

COMPLETIONS - PAINT PROGRAM				
Item	Budget	Projected Expenditures	Actual Expenditures	Variance % Fav / (Unfav)
Materials	\$ 149,338	\$ 49,776	\$ 76,597	-53.9%
Labor	\$ 1,450,742	\$ 482,446	\$ 478,643	0.8%
Lead Paint Abatement	\$ 31,000	\$ 10,332	\$ -	100.0%
Lexan Signs	\$ 1,076	\$ 356	\$ 37	89.6%
Total Cost	\$ 1,632,156	\$ 542,910	\$ 555,277	-2.3%

ROOF REPLACEMENTS

The 2019 budget for Roof Replacements totals \$619,959 for work on 23 structures.

	Bldgs Planned		Bldgs Complete		Retention Due		Annual Budget		Actual To Date	
	Sq. Ft Planned		Sq. Ft. Complete		Replacement Cost		Plywood & Other Costs		Total Costs	
Comp Shingle	0		0		\$ -		\$ -		\$ -	
Capistrano Tile	0		0		\$ -		\$ -		\$ -	
BUR-PVC Cool Roof	23		0		\$ -		\$ 619,959		\$ 130,603	
Totals	23		10		\$ -		\$ 619,959		\$ 130,603	
Comp Shingle	-		-		\$ -		\$ -		\$ -	
Capistrano Tile	-		-		\$ -		\$ -		\$ -	
BUR-PVC Cool Roof	90,368		19,053		\$ 130,323		\$ 281		\$ 130,603	
Totals	90,368		19,053		\$ 130,323		\$ 281		\$ 130,603	

(1) APPLIANCE & FIXTURE REPLACEMENTS

ITEM	Annual Budgeted Units	YTD Actuals Complete	Pending Requests
APPLIANCES:			
Refrigerators	280	59	8
Ranges (Cooktops)	138	67	7
Hoods	113	22	6
Dishwashers	133	64	8
Washers - Laundries	18	2	2
Dryers - Laundries	20	-	1
Ovens	176	40	3
FIXTURES:			
Water Heaters - Manors	1,527	837	4
Water Heaters - Laundries	-	1	2
Garbage Disposals	526	168	5
Sinks	115	59	10
Basins	221	50	4
Toilets	250	59	21
Faucets	788	201	28

(2) COUNTERTOP & FLOOR REPLACEMENTS

ITEM	Annual Budgeted Units	YTD Actuals Complete	Pending Requests
COUNTERTOPS:			
Kitchen-Replaced by Mutual	165	54	3
Kitchen-Reimbursed by Mutual*	66	15	-
Bath-Replaced by Mutual	346	52	10
Bath-Reimbursed by Mutual*	100	6	-
FLOORS:			
Kitchen-Replaced by Mutual	127	7	1
Kitchen-Reimbursed by Mutual*	36	4	-
Bath-Replaced by Mutual	167	11	9
Bath-Reimbursed by Mutual*	39	4	

* Pending Requests for Reimbursements are made up of items qualified for replacement and on hold pending action by the member.

**UNITED LAGUNA WOODS MUTUAL
FUND EXPENDITURES REPORT
AS OF APRIL 30, 2019**

DESCRIPTION	CURRENT MONTH		YEAR-TO-DATE		2019		%		VARIANCE	
	ACTUAL	BUDGET	ACTUAL	BUDGET	BUDGET	EXPENDED			\$	%
RESERVE EXPENDITURES										
REPLACEMENTS										
BUILDING STRUCTURES	\$32,159	\$74,751	\$78,608	\$299,027	\$898,320	9%		\$220,419		74%
ELECTRICAL SYSTEMS	43,951	38,216	163,170	152,864	458,610	36%		(10,306)		(7%)
EXTERIOR WALKWAY LIGHTING	3,035	5,052	22,883	20,207	60,691	38%		(2,677)		(13%)
FOUNDATIONS	0	3,653	615	14,612	43,836	1%		13,997		96%
GUTTER REPLACEMENT	1,081	3,940	43,619	15,760	47,383	92%		(27,858)		(177%)
LANDSCAPE RENOVATION	25,287	29,166	37,667	116,664	350,000	11%		78,997		68%
PAINT - EXTERIOR	171,671	151,654	614,632	606,670	1,823,867	34%		(7,962)		(1%)
PRIOR TO PAINT	99,633	82,008	334,951	328,084	987,116	34%		(6,867)		(2%)
PAVING	5,961	42,671	10,770	170,695	512,560	2%		159,926		94%
ROOF REPLACEMENTS	218,393	62,766	249,446	251,064	753,209	33%		1,618		1%
TREE MAINTENANCE	106,943	102,184	436,068	410,854	1,232,529	35%		(25,214)		(6%)
WALL REPLACEMENT	0	15,029	(3,416)	60,116	180,365	(2%)		63,532		106%
WASTE LINE REMEDIATION	3,322	174,999	318,443	699,997	2,100,000	15%		381,554		55%
WATER LINE - COPPER PIPE REMEDIATION	33,496	20,833	33,496	83,332	250,000	13%		49,836		60%
WINDOW/SLIDING SCREEN DOOR	7,786	7,214	23,496	28,858	86,676	27%		5,362		19%
SUPPL. APPROPRIATIONS	0	0	25,000	25,000	25,000	100%		0		0%
SUB-TOTAL	\$752,717	\$814,137	\$2,389,448	\$3,283,804	\$9,810,161	24%		\$894,356		27%
APPLIANCE AND FIXTURE REPLACEMENTS										
COOKTOPS	\$12,202	\$5,912	\$43,480	\$23,648	\$70,999	61%		(\$19,832)		(84%)
DISHWASHERS	12,001	7,099	33,570	28,391	85,280	39%		(5,179)		(18%)
BASINS/SINKS/TOILETS	18,762	26,420	90,355	105,678	317,250	28%		15,323		14%
GARBAGE DISPOSALS	7,055	9,597	42,838	38,386	115,257	37%		(4,452)		(12%)
HOODS	2,358	2,961	8,340	11,843	35,574	23%		3,503		30%
COUNTER TOPS/FLOORS/SHOWER ENCLOSURES	116,903	102,264	333,790	409,068	1,228,721	27%		75,277		18%
OVENS	12,711	9,246	43,467	36,984	110,999	39%		(6,484)		(18%)
RANGES	638	2,082	3,389	8,326	25,000	14%		4,937		59%
REFRIGERATORS	13,543	18,935	62,394	75,734	227,359	27%		13,340		18%
WATER HEATERS & PERMITS	360,583	94,364	1,144,525	377,445	1,133,990	101%		(767,080)		(203%)
DRYERS	151	1,122	3,551	4,486	13,474	26%		935		21%
WASHING MACHINES	200	2,432	764	9,728	29,200	3%		8,963		92%
SUB-TOTAL	\$557,108	\$282,433	\$1,810,463	\$1,129,715	\$3,393,103	53%		(\$680,748)		(60%)
TOTAL RESERVE FUND	\$1,309,826	\$1,096,570	\$4,199,911	\$4,413,519	\$13,203,267	32%		\$213,608		5%

*Waste Line Remediation: Board authorized an early release of \$200,000 from the adopted 2019 Business Plan for additional work in 2018.

**UNITED LAGUNA WOODS MUTUAL
FUND EXPENDITURES REPORT
AS OF APRIL 30, 2019**

DESCRIPTION	CURRENT MONTH		YEAR-TO-DATE		2019		VARIANCE	
	ACTUAL	BUDGET	ACTUAL	BUDGET	BUDGET	EXPENDED	\$	%
OPERATING EXPENDITURES								
1 PLUMBING SERVICE	\$132,760	\$102,975	\$562,232	\$411,880	\$1,239,218	45%	(\$150,352)	(37%)
2 CARPENTRY SERVICE	48,663	40,205	182,188	160,846	483,906	38%	(21,342)	(13%)
3 CONCRETE REPAIR/REPLACEMENT	16,473	30,605	128,530	122,463	369,203	35%	(6,067)	(5%)
4 ELECTRICAL SERVICE	25,485	34,197	98,874	136,785	411,587	24%	37,911	28%
5 APPLIANCE REPAIRS	26,782	25,472	97,753	101,853	306,455	32%	4,100	4%
6 INTERIOR PREVENTIVE MAINTENANCE	26,852	28,878	100,493	115,507	347,649	29%	15,014	13%
7 JANITORIAL SERVICE	27,037	30,703	108,497	122,777	369,615	29%	14,280	12%
8 PEST CONTROL	2,710	12,414	6,500	49,656	148,987	4%	43,156	87%
9 GUTTER CLEANING	363	14,488	43,471	57,955	174,032	25%	14,484	25%
10 COUNTERTOP/FLOOR/TILE REPAIRS	10,411	12,206	45,317	48,827	146,872	31%	3,510	7%
11 WELDING	6,702	6,928	24,436	27,724	83,626	29%	3,288	12%
12 ENERGY PROGRAM	0	4,166	5,377	16,664	50,000	11%	11,287	68%
13 MISC. REPAIRS BY OUTSIDE SERVICE	2,338	2,083	3,018	8,332	25,000	12%	5,314	64%
14 TRAFFIC CONTROL	1,195	1,403	4,692	5,613	16,935	28%	921	16%
15 FIRE PROTECTION	76	1,058	781	4,232	12,700	6%	3,451	82%
TOTAL MAINTENANCE PROGRAMS	\$327,846	\$347,783	\$1,412,160	\$1,391,114	\$4,185,785	34%	(\$21,046)	(2%)

**UNITED LAGUNA HILLS MUTUAL
MAINTENANCE PROGRAMS
OPERATING FUND VARIANCE EXPLANATIONS
As of April 30, 2019**

1. PLUMBING SERVICE Unfavorable variance:	- (\$150,352) YTD (\$29,785) April <i>The required level of service dictates the utilization of O/S for emergency calls causing a significant delta. In addition, plumbing staff has been addressing an average of 44 service orders per day which has caused the overage.</i>
2. CARPENTRY SERVICE Unfavorable variance:	- (\$21,342) YTD (\$8,457) April <i>The unfavorable variance in this line item of the operating expenditure is attributed to the completion of 1,710 service orders this year. Actual expenditures will vary, contingent on the quantity of work orders generated by Member request in addition to follow up work requested by in-house divisions.</i>
3. CONCRETE REPAIR/REPLACEMENT	- under 10% variance YTD \$14,132 April <i>Staff focused on concrete/paving improvements in the first few months of the year, due to safety concerns. However, service requests have started to slow down.</i>
4. ELECTRICAL SERVICE Favorable variance:	- \$37,911 YTD \$8,712 April <i>Contingency funding for the maintenance, repair and replacement of all lighting and electrical systems and fixtures and is predicated on service requests from shareholders. There have been fewer requests for repairs than anticipated.</i>
5. APPLIANCE REPAIRS	- under 10% variance YTD (\$1,309) April n/a
6. INTERIOR PREVENTATIVE MAINTENANCE Favorable variance:	- \$15,014 YTD \$2,026 April <i>This proactive program includes preventive maintenance to residential units and common area laundry room. Once the laundry PM program starts in July, expenditures will even out.</i>
7. JANITORIAL SERVICE Favorable variance:	- \$14,280 YTD \$3,666 April <i>Currently there are a few vacancies in the Janitorial Department.</i>
8. PEST CONTROL Favorable variance:	- \$34,824 YTD \$7,621 April <i>Although this expenditure item is distributed evenly by 12 months encompassing both localized treatment of pest as well as fumigation by whole structure tenting, the bulk of this line item is allocated to fumigation by whole structure, which begins in May and runs through October.</i>

**UNITED LAGUNA HILLS MUTUAL
MAINTENANCE PROGRAMS
OPERATING FUND VARIANCE EXPLANATIONS
As of April 30, 2019**

9.	GUTTER CLEANING Favorable variance:	-	\$14,484	YTD	\$14,125	April	Although this budget item is distributed evenly by 12 months, this program conducted by outside services does not begin until September and runs through the end of the year.
10.	COUNTERTOP/FLOOR/TILE REPAIRS	-	under 10% variance	YTD	\$1,795	April	n/a
11.	WELDING Favorable variance:	-	\$3,288	YTD	\$227	April	Overall expenses are in line with budget, however, expect additional work due to lead abatement and remediation.
12.	ENERGY PROGRAM Favorable variance:	-	\$11,287	YTD	\$4,166	April	The variance was caused by the cancellation of the Management Contract with JCI.
13.	MISC. REPAIRS BY OUTSIDE SERVICE Favorable variance:	-	\$5,314	YTD	(\$255)	April	There is currently a delay in vendor invoicing. Once staff receives all outstanding invoices for work contracted to the outside vendors, the variance should diminish.
14.	TRAFFIC CONTROL Favorable variance:	-	\$921	YTD	\$208	April	Overall expenses are in line with budget.
15.	FIRE PROTECTION Favorable variance:	-	\$3,451	YTD	\$982	April	Inspection and servicing of fire extinguishers in the Mutual started in May. Once staff receives all outstanding invoices, the variance will diminish.

United Solar Powerplant Generation

Year One Production		Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
United Mutual Project		12,912	11,266	8,066	6,655	3,790	5,055	6,133	7,970	10,824	12,639	10,582
23		12,437	10,889	7,971	6,679	3,793	5,054	6,097	7,957	10,509	12,139	10,650
24		16,209	14,200	10,276	8,626	4,593	5,771	7,561	9,808	13,595	15,689	13,076
50		14,359	12,308	8,822	7,333	3,984	5,258	6,835	8,847	11,669	13,633	11,379
52		14,957	12,701	9,181	7,669	4,330	6,301	8,007	10,247	12,945	14,728	12,065
88		15,993	13,819	10,035	8,359	4,643	6,467	7,996	9,699	12,869	15,056	12,157
90		14,611	12,319	8,959	7,428	4,256	6,123	7,231	9,173	11,752	13,726	11,960
91		17,149	14,486	10,562	8,670	4,799	6,771	8,125	10,027	13,430	15,890	13,127
92												
Total Production of kWh =		118,627	101,988	73,872	61,419	34,188	46,800	57,985	73,728	97,593	113,500	94,996

Year Two Production		Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19
United Mutual Project		12,808	11,466	9,306	8,418	6,101	5,229	5,623	6,887	10,504	11,168	12,475
23		13,130	11,695	9,831	8,591	6,143	5,165	5,596	6,536	9,547	10,379	11,250
24		16,540	14,795	12,026	11,245	7,445	6,091	6,795	8,740	13,088	14,470	15,113
50		14,280	12,785	10,398	9,544	6,586	5,708	6,105	7,385	10,651	12,542	13,358
52		16,019	14,617	11,883	10,379	7,601	6,702	6,935	8,640	13,034	14,131	14,905
88		15,033	13,787	11,200	10,344	7,797	7,010	7,288	8,702	12,811	14,008	14,661
90		14,822	13,548	10,951	9,414	7,136	6,432	6,841	8,159	11,981	13,263	13,967
91		16,369	15,066	12,066	10,510	7,924	7,091	7,402	8,931	12,736	14,773	15,223
92												
Total Production of kWh =		119,001	107,759	87,661	78,445	56,733	49,428	52,585	63,980	94,352	104,734	110,952
YOY Change =		0.3%	5.5%	17.1%	24.3%	49.6%	5.5%	-9.8%	-14.2%	-3.4%	-8.0%	15.5%

2017/2018 kWh Production	
	874,696
2018/2019 kWh Production	
	925,630
YOY Total Change in kWh	
	50,934
YOY % Change	
	5.82%



STAFF REPORT

DATE: June 26, 2019
FOR: Maintenance and Construction Committee
SUBJECT: Water Detection Device Analysis

RECOMMENDATION

Receive and file.

BACKGROUND

The M&C Committee requested that staff analyze the potential benefits & costs of installing water detection devices in each of the 6,323 units & 175 laundries.

A report on Flood Buzz Water Detectors was brought to the Committee for review on August 22, 2018. After discussion ensued regarding the sound level of the device, practicality of the equipment, ways to mitigate moisture intrusion, water shut-off devices for water heaters, and the cost of a proactive approach versus costs due to moisture intrusion events, staff was directed to not move forward with this product.

At the February 27, 2019 M&C Committee meeting, staff was directed to place the Flood Buzz water detection devices back on the agenda for further discussion.

At the April 24, 2019 M&C Committee meeting, staff was directed to research other water detection devices that offer a sharper/louder water detection sound and bring this information back to a future meeting.

DISCUSSION

While researching water detection devices, staff recognized there are remarkable similarities with the many products available. Each of the detectors is a small, battery powered device with two metal prongs that sound an alarm when they come in contact with water.

Staff contacted fourteen different organizations to discuss the benefits of their particular product and encountered prohibitive language barriers with three companies without US offices; three companies chose not to respond to our inquiries for additional information and two products were too quiet to fit decibel level requirements.

The remaining six companies were reviewed based on the following data:

United Laguna Woods Mutual
Water Detection Device Analysis
June 26, 2019
Page 2

Contacted Water Detector Companies	Alarm dB	Cost including Shipping	Disposable vs Resuable	Includes Battery	Low Battery Indicator?	Estimated Battery Life	Warranty
Xtreme Mat	110 dB	\$5.50	Reusable	Yes - 23A	No	2-3 Years	30 days
Zircon	85 dB	\$7.15	Reusable	No - 9V	Yes	6 Months	1 Year
Mindful Design	95 dB	\$6.05	Reusable	Yes - 9V	Yes	1 year	180 Days
FloodBuzz	110 dB	\$5.50	Disposable	Yes	No	3 Years	None
Honeywell	85 dB	\$7.25	Resusable	No - 9V	Yes	1+ Year	None
Fosmon	120 dB	\$8.80	Resusable	Yes - 9V	Yes	1+ Year	Lifetime

During a review of the design and competitor models, staff found large differences in the reported battery life which seem to indicate that many of these batteries will need to be replaced annually. This is common in detectors with a low battery indicator.

Staff's analysis concluded that there are 45,000+ locations where detectors may have some benefit but based on historical repair work 23,707 units would be more appropriate.

Item	Explanation for Number of Units	Number of Units
Basins	The Valencia Model has Double Basins which only need 1 unit	11,162
Sinks	All Units	6,323
Refrigerators	Not Necessary - Very few Occurrences with Standard Appliances	
Toilets	Damage is Already Visible & Unit May Have Humidity Malfunctions	
Dishwashers	All Units	3,060
Water Heaters	Only 1/2 our Units Would Have Minimal Benefit	3,162
Laundry Sinks	Not Necessary - No History of Costly Repairs	
Laundry Washers	Not Necessary - No History of Costly Repairs	
Laundry Water Heaters	Not Necessary - No History of Costly Repairs	
Total		23,707

Based on the manufacturer supplied data, the Xtreme Mat? Water Sensor may be the best option for the community. This device offers a high decibel and is relatively inexpensive (Attachment 1).

This device can be installed during the existing 3-year Interior Preventative Maintenance program and a new battery quickly inserted on the next visit. However, the batteries are not guaranteed to last between visits. The liability of providing this device will need to be reviewed by the Mutual's legal counsel.

Once deployed, residents can test the units simply placing the device's metal prongs in water and listening for the alarm. These units are reusable so they can be dried off and placed back into service. While testing the units there was a concern that the siren alarm may not be loud enough to be noticed by many of the residents depending on the devices' location.

The primary benefit of providing these devices is that they have the potential to minimize water damage by alerting residents when water is detected due to a possible leak. These units will not affect the number of leaks occurring annually but instead may reduce the cost to repair leaks when they occur.

FINANCIAL ANALYSIS

The estimated cost of deploying this project is approximately \$44,000 for the first three years and a \$4,000 reoccurring cost starting in year four. A supplemental appropriation would be required to fund this program in 2019. However, funding may be added to the proposed 2020 budget during the upcoming Business Planning Meeting.

Prepared By: Christopher Naylor, Senior Management Analyst

Reviewed By: Ernesto Munoz, P.E., Maintenance and Construction Director

ATTACHMENT(S)

Attachment 1 – Xtreme Water Sensor

ATTACHMENT 1 – Xtreme Water Sensor



Features:

- **Loud Alarm (110dB) will sound for 24 hours**
- **Cost per unit \$5.50**
- **Activates with direct water contact**
- **Internal battery lasts for up to 3 years**
- **Made of durable plastic**

Dimensions: 1.75" Round x 1.5" High



STAFF REPORT

DATE: June 26, 2019
FOR: Maintenance and Construction Committee
SUBJECT: Review of Handyman Services Pilot Program

RECOMMENDATION

Direct staff to proceed with one of the three options outlined in this report.

BACKGROUND

On January 9, 2018 the Board approved implementation of a handyman service for its residents as a pilot program. It was proposed to help with everyday repairs not covered by monthly assessments or chargeable services. The wide range of services (Attachment 1) was intended to assist participants with everyday chores that have become a burden.

When the pilot program was put in place the Board understood that although handyman services were already available to the residents from third party vendors, an in-house handyman program may be more convenient and potentially more cost effective, as well as a more secured way of delivering the services to the residents.

The pilot program was setup to allow each participant to have three appointments per month up to two hours long for a fixed fee of \$200 per year. The residents typically supply all the necessary parts for the task to be completed while the handyman brings all the required tools or equipment.

The program formally began on June 4, 2018 and as of April 30, 2019 staff has performed 1,423 service trips completing over 3,027 tasks (Attachment 2).

DISCUSSION

A substantial percentage of participant feedback has been very positive as most residents realize that the typical cost of a single repairman visit is likely more than the annual cost of the program.

One of the Handyman technicians was awarded a Recognition of Excellence for the fourth quarter of 2018 from VMS, in response to the dozens of favorable comments received.

It should be noted the program is still in its infancy and staff has identified four distinct challenges: number of participants, financial costs, capabilities of the workforce and delay receiving service.

- A) Number of participants - There are currently 504 participants. However, for the program to become cost neutral (financially break-even) the mutual would need to have 875 participants. The number of new participant sign-ups (Attachment 3) has been on a steady decline for the past seven months despite increased marketing and advertising. Additionally, Resident Services has reported that complaints and cancellations are becoming more common due to appointment availability (4-6 week wait).
- B) Financial Costs - The program is structured to allow each participant three appointments per month up to two hours long each. This would represent seventy two hours of service for \$2.78 per hour while the Mutual's cost of labor is \$51.30 per hour. The 504 participants represent yearly revenue of \$100,800 while program costs equal \$175,000 creating deficit of \$74,200.
- C) Capabilities of the workforce - Each handyman is scheduled for four appointments per day that are two hours long, and with a two handymen crew staff is able to complete 1,896 appointments per year. If the mutual had 875 participants (the break-even number) at current staffing levels, participants could only be offered less than three appointments per year but they are entitled to receive up to 36 appointments. According to the model used in Walnut Creek the number of appointments would diminish for participants. However this has not been the case in United.
- D) Delay Receiving Service - The Handyman program has 215 open tickets pending and with their current scheduling the crew is only able to accomplish eight appointments per day which represents more than a five week delay.

The Board has three options to consider below - continue the program as is; modify the current program or cancel the program.

- 1) Continue the program as is - While the program is providing a benefit to some of the community's neediest residents it is currently running at a deficit of \$203 per day. This cost impacts all of the 6,323 manors but currently only 8% are receiving any benefits. The program may be continued, provided the Mutual agrees to continue subsidizing a major portion of the cost. Also, it is important to note that in order to continue the program "as is" additional cost will be incurred by the Mutual to meet the current demand for service.
- 2) Modify the current program - The program has approximately half the participation rate necessary to be cost neutral. It has been shown that increased marketing effort has only contributed marginal enrolment results. In order to reduce the fiscal impact to the Mutual and meet the Service Agreement obligations the Mutual must minimize the programs liabilities/benefits to the resident while increasing resident participation. There is a spiral risk if the Mutual decides to reduce the scope of services, which could result in the cancellation rates to increase, creating a new need to further reduce the scope of services to make the program cost neutral. Staff has included possible changes to the pilot program which may be considered to increase financial sustainability. The following eight options may be implemented and tested.

- A) Increase the cost of participating - The program entitles participants to Handyman labor at a \$2.78 per hour which is more than 20 times cheaper than the average chargeable service bill rate.
 - B) Limiting total number of appointments per year - a 10 trip yearly limit instead of 36 will improve the Mutual's liability limit as the average trip costs the mutual about \$102 each. The top ten highest cost manors have had 153 services costing \$15,606.
 - C) Redefine "Handyman" - The pamphlet describes the program as "designed to help residents with repair issues." A few participants appear to be renovating entire manors with the handyman service instead of hiring a contractor.
 - D) Changing scheduling to 1 hour blocks - There is currently a five week delay as the technicians can only accommodate 4 appointments per day. Staff could fit 6 appointments per technician if we limited them to a strict 1 hour.
 - E) Only one scheduled appointment at a time per manor - Service has averaged between 4-6 weeks per appointment from the scheduling date until the day of arrival. Approximately 39% of the tickets were created by residents requesting multiple appointments for "renovation – style" work. This system would create equal timely access for all participants. .
 - F) Resident's should be asked to list out the services while scheduling – The top 150 services can be assigned a recommended amount of time for each, and assuming residents are restricted to schedule for up to 1 hour of service, this will allow for better scheduling, eliminate tardiness to the subsequent appointment, and reduce technician down time.
 - G) Increased marketing - The program requires 875 participants while there are currently 504. An email blast to all residents, laundry room signage or village television may be used to encourage sign-ups.
 - H) Eliminate Categories entirely - The plumbing and electrical categories require considerable time and in many instances trigger the need for additional service.
- 3) Cancel the program - Despite the value created by the pilot, the program simply didn't create the demand that Board and staff anticipated based on the Walnut Creek model. The Board may choose to cancel the pilot and focus on increasing the number of services currently provided through the Chargeable Services program.

FINANCIAL ANALYSIS

There are no additional fiscal impacts associated with this report.

Prepared By: Christopher Naylor, Senior Management Analyst

Reviewed By: Ernesto Munoz, P.E., Maintenance and Construction Director
Velny Soren, Maintenance Operations Manager

ATTACHMENT(S)

Attachment 1 – Description of Services
Attachment 2 – Handyman Statistics
Attachment 3 – New Sign Ups



DESCRIPTION OF SERVICES LIST

FLUORESCENT TUBES/LIGHT BULBS:

Replace any light bulb in the manor including non-functioning appliance bulbs. *Resident is responsible for supplying bulbs.* Replace defective fluorescent ballast.

LAMPS:

Repair or replace defective switches, sockets and wiring. Replace defective cords and plugs. Replace defective cord line dimmer switches. Assemble and test new lamps. *Resident is responsible for parts.*

ALTERATION LIGHT FIXTURES:

Raise, lower and install resident-supplied chandeliers. Repair or replace defective light sockets and ballasts. Repair wiring within the fixture. *Install new resident-supplied light fixtures and parts.*

OTHER ALTERATION ELECTRICAL:

Replace defective light switches and outlets. Replace defective GFI outlets. Reset tripped circuit breakers. Repair electrical wiring shorts within the box. Replace defective doorbell, button and transformer. *Resident is responsible for parts.*

ALTERATION DRAINS:

Clear clogged drains within the unit including kitchen sink trap, garbage disposal, dishwasher air gap, bathroom sink trap, toilets, tub and shower.

ALTERATION PLUMBING:

Repair or replace traps, pipes and hoses from the floor to the wall as needed. Repair or replace tub and basin stoppers.

ALTERATION TOILETS:

Replace defective flush valves, balls and flappers. Replace seals as needed. Resolve stoppages in alteration toilets or caused by the resident.

ALTERATION FAUCETS:

Repair faucets within the unit. Replace aerators, if needed. Replace handles *(resident supplied)*.

ALTERATION SINKS, KITCHEN AND BATH:

Replace leaking hoses and supply lines. Replace defective spray heads. Unplug, clean or replace drain traps. Repair or replace defective stoppers. Repair or replace defective pull rods. Remove trap to recover items lost in drain.

ALTERATION TUB AND SHOWERS:

Repair or adjust tub and shower doors as needed. Clear clogged drains. Repair stopper. Replace shower head *(resident supplied)*. Reinstall fallen shower curtain.

ALTERATION GARBAGE DISPOSALS:

Replace resident-supplied disposal. Clear jammed disposals. Reset switch. Replace defective wall switch. Clean or replace air gap as needed. Repair or replace electrical cord.

ALTERATION OR UPGRADED DISHWASHERS:

Remove object in tub. Repair interior parts as needed. Tighten counter attachment screws as needed. Repair leaking drain hose.

ALTERATION WATER HEATERS:

Adjust temperature. Inspect for leaks. Replace supply line washers as needed. Reset tripped thermostat control. Replace defective safety valve. Repair leaking drain valve.

WINDOW AND DECK SHADES:

Adjust pull string. Tighten loose brackets. Replace worn end brackets. *Install (resident supplied) shades.*

ALTERATION CLOSET/WARDROBE DOORS:

Adjust or reset doors. Lubricate doors as needed. Replace defective rollers and missing or defective floor glides. Adjust locking handles. Lubricate hinges as needed.

CLOSETS:

Replace broken alteration clothes pole and sockets. Resident is responsible for parts.

ALTERATION SLIDING GLASS DOORS AND WINDOWS:

Lubricate and adjust rollers. Replace defective rollers. Adjust and lubricate lock. Replace defective lock. *Resident is responsible for parts.* Adjust off track door. Reinsert loose screen in frame.

ALTERATION SLIDING SCREENS:

Adjust off-track door. Lubricate as needed. Replace defective rollers. Adjust or replace latch. *Resident is responsible for parts.* Reinsert loose screen in frame.

DRAPERY RODS:

Lubricate pulley as needed. Replace defective draw cord. Replace defective cord tension device. *Resident is responsible for parts.* Replace plastic hook eyelets as needed. Reinstall rod screws. Remove drapes for cleaning and reinstall.

ALTERATION OF PERSONAL PROPERTY DRAWERS:

Repair or replace broken runners. Lubricate hinges as needed. Tighten loose screws. Lubricate or replace rollers as needed. Tighten loose pull knobs.

ALTERATION OF PERSONAL PROPERTY CABINETS:

Tighten loose hinges. Lubricate and adjust hinges as needed. Replace defective hinges. Tighten loose pull knobs.

VENT FANS:

Replace defective switch. Repair fan blade vibration.

The United Laguna Woods Mutual Handyman Services Program does not cover cleaning tasks of any kind, although you may use the service to help you access areas to make it easier for you to clean them (i.e., moving a heavy appliance to allow cleaning below or behind it). This program also does not cover landscaping or roofing services.

PERSONAL SERVICES:

These are intended to help residents with everyday chores that have become a burden. The resident will supply any necessary parts for personal services. Items covered include, but are not limited to:

- Resident assistance equipment (*all equipment supplied by resident*): Install wood blocks under bed. Install raised toilet seat. Install toilet support/grab bars. Tighten loose shower grab bars.
- Install vacuum cleaner bag.
- Remove or install table leaves.
- Turn mattress.
- Open or close convertible couches.
- Move lightweight furniture.
- Hang small lightweight shelves.
- Move or hang potted plants.
- Install paper towel hangers and cup hooks.
- Small carpentry jobs.
- Duplicate keys made.

**For more information contact
RESIDENT SERVICES:**

949-597-4600
residentservices@vmsinc.org

United Laguna Woods Mutual
Attachment #2 - Handyman Statistics

Members	Count
Participants	504

Service Trips	Count
Completed	1423
Pending	215

Individual Services	Count	%
Assembly	148	4.9%
Assistance	0	0.0%
Batteries	6	0.2%
Cabinet	115	3.8%
Carpentry	98	3.2%
Ceiling Fans	64	2.1%
Closets	29	1.0%
Dishwashers	9	0.3%
Disposals	1	0.0%
Doors	117	3.9%
Drains	4	0.1%
Drapery Rods	143	4.7%
Drawers	31	1.0%
Electric	187	6.2%
Faucets	116	3.8%
Filters	37	1.2%
Furniture	301	9.9%
Glass doors & windows	14	0.5%
Grout & Caulking	80	2.6%
Lamps	25	0.8%
Lights	250	8.3%
Locks	54	1.8%
Mattress	68	2.2%
Other	204	6.7%
Pictures	260	8.6%
Plants	5	0.2%
Plexiglass	7	0.2%
Plumbing	41	1.4%
Refrigerator	9	0.3%
Shelves	105	3.5%
Sinks	23	0.8%
Sliding Screens	59	1.9%
Toilet	41	1.4%
Tubs & Showers	99	3.3%
TV	78	2.6%
Vacuum	1	0.0%
Vent Fans	33	1.1%
Washer/Dryer	19	0.6%
Water Heaters	11	0.4%
Window Shades	135	4.5%

Handyman Statistics

