



**OPEN MEETING**

**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**

**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 February 27, 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

**Reports:**

11. Water Detection Devices (Flood Buzz)
12. Service Order Status Report
13. Solar Power Plant Task Force Update (oral discussion by Sue Margolis)
14. Drainage Issue at Avenida Sevilla & El Toro Rd. (oral discussion by Ken Deppe)

**Items for Future Agendas:**

- 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

**Concluding Business:**

Committee Member Comments  
Date of Next Meeting – June 26, 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, February 27, 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**

Chair Randazzo revised the order of oral discussion agenda items and the Project Log was pulled from the Consent Calendar. The agenda was approved as amended.

**4. Approval of Meeting Report for October 24, 2018**

The Meeting Report for October 24, 2018 was approved as written.

**5. Chairman's Remarks**

Chair Randazzo commented on the guidelines he'd like to follow during the oral discussion of items 14 through 17. Chair Randazzo's quote for the day is "Mistakes are a fact of life. Learning from your mistakes is what counts..."

## **6. Member Comments - (Items Not on Agenda)**

- Manuel Armendariz (917-D) commented on the budgeting process and water detection devices.
- Steve Leonard (696-D) commented water detection devices.
- Andre Torng (389-Q) commented on recommendations made by staff.

Staff Officer Ernesto Munoz, Chair Randazzo, and Director Morrison responded briefly to all comments.

Staff was directed to add the topic of water detection devices to Items for Future Agenda's.

## **7. Department Head Update**

Staff Officer Ernesto Munoz provided an update on the dryers that were purchased from Third Mutual and placed in various stand-alone laundry rooms.

### **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 #14 Shepherd's Crook – Chair Randazzo asked if the same contractor will be used for the Shepherd's Crook installation work this year.

Item #19 Termite Fumigation Program – Chair Randazzo commented on the budget amount shown in the log.

Item #6 Prior-to-Paint (PTP) Program – Director Margolis commented on the locations being worked on by the Prior-to-Paint crew.

Staff Officer Ernesto Munoz responded to all questions and comments.

## **9. Maintenance Programs Reports**

### **10. Expenditures Report & Variance Explanations**

### **11. Toilet Replacement Report**

### **12. Copper Pipe Supply Line Leak Report**

**Reports:**

**13. Supplemental Funding for Fumigation Program**

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

The number of buildings requiring whole structure tenting varies each year and is unknown at the time the budget is adopted. Although the 2019 budget was originally proposed at \$218,000, deliberations during the budget review process reduced this budget to \$111,200, an amount that was still higher than the three-year historical average. Based on current pricing, the operating budget will only cover 14 fumigations and related accommodations.

To proceed with the necessary pest control treatments this year for all 37 building structures, which encompass 216 units and 3 carports, supplemental funding will be required.

Discussion ensued regarding budget recommendations from staff for the 2020 budget and other methods of fumigation.

A motion was made and unanimously approved to recommend the Board authorize a supplemental appropriation in the amount of \$104,762 to be funded from the Contingency Fund, to be used in addition to the annual operating budget, to provide whole structure fumigation and hotel accommodations during the 2019 Fumigation Program at an estimated total program cost of \$215,964.

**14. Performance of Solar Installations (oral discussion)**

Chair Randazzo read a recommendation to enact a United Solar Power Plant Task Force to research their concerns about the solar installation project by JCI.

Discussion ensued regarding energy generation and who will volunteer to be a part of the task force.

The following members volunteered to be part of the "United Solar Power Plant Task Force" - Dick Rader, Reza Bastani, Walter Ridley, Andre Torng, Manuel Armendariz & Sue Margolis.

The task force was asked to provide an update at the next United M&C Committee meeting.

**15. Laundry Pedestals (oral discussion)**

Chair Randazzo discussed adding laundry pedestals to the Mutual's laundry machines. Staff Officer Ernesto Munoz provided a rough estimate on the cost of laundry pedestals.

Discussion ensued regarding earthquake safety, height of equipment, return on investment, revenue generated by washing machines and top load washing machines versus front load machines.

By consensus, the Committee agreed not to move forward with purchasing laundry pedestals.

#### **16. Painting of Exterior Alterations (oral discussion)**

Chair Randazzo commented on the complaints being received from residents regarding the fact that buildings were being painted, without paint being applied to exterior alterations and the disparity between the painted and unpainted areas is unsightly. The question was raised as to why those areas were not painted."

Discussion ensued regarding notification to residents, possible costs for alteration maintenance, correction notices for alteration repairs and staff resources.

A motion was made and unanimously approved to not modify the current alteration paint policy.

By consensus, staff was directed to ensure that all owner occupants of the upcoming buildings that are scheduled for the annual exterior paint program are informed that they will be responsible to paint their alterations so as to be consistent with the remainder of the building. This notification will consist of a copy of the current alteration paint policy to be included with the paint color notification letter that is sent to the resident.

#### **17. Drainage Concerns (oral discussion)**

Advisor Deppe summarized his concerns regarding drainage, gutters and downspouts in various cul-de-sacs, using pictures he took with his drone (see attached report).

Discussion ensued regarding drainage solutions, the annual concrete and gutter repair program, adding funding for future budgets, the Mutual's priority for maintenance programs and reviewing solutions that can be made within this year's budget. We also acknowledged that this whole issue cannot be resolved in one year but needs to be planned for multiple years due to the costs and priorities

By consensus, staff was directed to propose funding for addressing drainage issues at the upcoming 2020 budget meeting.

#### Items for Future Agendas:

- Water Detection Devices (Flood Buzz)
- Solar Discussion Group Update
- Drainage Issue at Avenida Sevilla & El Toro Rd.

- Copper Pipe Supply Line Leak Report (April, 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

**Concluding Business:**

**Committee Member Comments**

There were no member comments.

Date of Next Meeting – April 24, 2019

**Adjournment**

The meeting was adjourned at 12:04 p.m.



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Carl Randazzo, Chair

## Drainage

*(This is a report prepared by the M&C Advisor Ken Deppe to address drainage issues in the community and what may need to be done in order to address some of these issues in order to alleviate potential dry rot issues, waterfalling of rain water from gutters, undermining of foundations due to the rain water and other associated issues. This is some information to start the discussion on drainage that is part of our M&C meeting on Wednesday, 2/27/19.)*

Our association was built and graded over 50 years ago. Many of the standard practices would not be used today. In spite of the natural change elevation the original grading did not take advantage of the natural lay of the land. Without adequate drainage control most of our runoff is directed to the driveways and out to the street. Our carports were built on a flat grade rather than stepped between segments. This resulted in flat poorly draining Cul De Sacs (CDS). The concrete center parkway drain cannot adequately accommodate the drainage. The result is that the channel spreads to the AC paving. AC paving is only as good as the soil beneath it. Poorly draining driveways allow water to drain into the subsurface. When vehicles drive over AC (asphalt) with a soft underlying surface the AC cracks, allowing more water to intrude. The result is pot holes and settlement of AC pavement. These repairs are costly. We spend millions of dollars repairing and maintaining our paving. Our poor drainage contributes greatly to this expense.

Modern houses and buildings are built with roof gutters connected to area drain system that conducts runoff away from the building foundation and other improvements. Very few of our building have complete gutter, downspouts and drain lines that out let through a curb core. Many two-story buildings without roof gutters allow rain water that falls 20 feet onto the surface below. The splash from this fall is roughly 6 feet, is hitting our buildings. Overtime dry rot and deterioration will occur. In many cases where gutters have been installed, the downspouts outlets next to the foundation. This is a leading cause of foundation settlement. The cost to relevel one building is \$300,000 - \$600,000. Most of our gutters are poorly designed with long flat runs and no leaf screen that actually make the more of a hazard than functional.

There are many pressing needs in maintaining our community. Drainage is just one. However, we need to go about addressing these issues on an annual basis within our budget by coordinating our programs.

We currently have programs that can we can coordinate to be

We can begin with the paint preparation program. Fascia boards should be install on the buildings scheduled for painting. This will allow roof gutters to be installed. If we have a large volume of fascia's installed we can hire profession gutters installer that have the most modern methods.

Connecting the downspouts to a modern area drain system within and existing paved and landscape system has its challenges. Our landscape crew are best equipped to install 4" PVC pipe and area drain. Many irrigation lines will get cut and destroyed. They are well qualified to solve these issues. These drain lines should outlet to the street through a curb core. Some of the captured can be recharge into the ground away from building and improvement. The volume of water collect by this system will take a tremendous load off our paved CDS.

It would be costly and impractical to change the grade of our Cul De Sacs. However if we capture our runoff before it drains onto these paved areas we could better preserve and maintain these areas. Prior to Seal coat we should identify areas that are poorly draining or ponding, and take corrective measures. CDC 4 is an example where a Seal Coat was applied with not regard to drainage corrections. There is a 50' pond that remains for week after a rain.

CDS 30- 32 is another example of a poorly graded driveway that did not take advantage of the lay of the land. This long drive way is flat and poorly draining. However at the end it abruptly drops to meet the street. The pavement is deteriorating. This area is on our SEAL COAT LIST. Are we going to continue our uncoordinated and costly repairs without regard to drainage, such as CDS - 4?

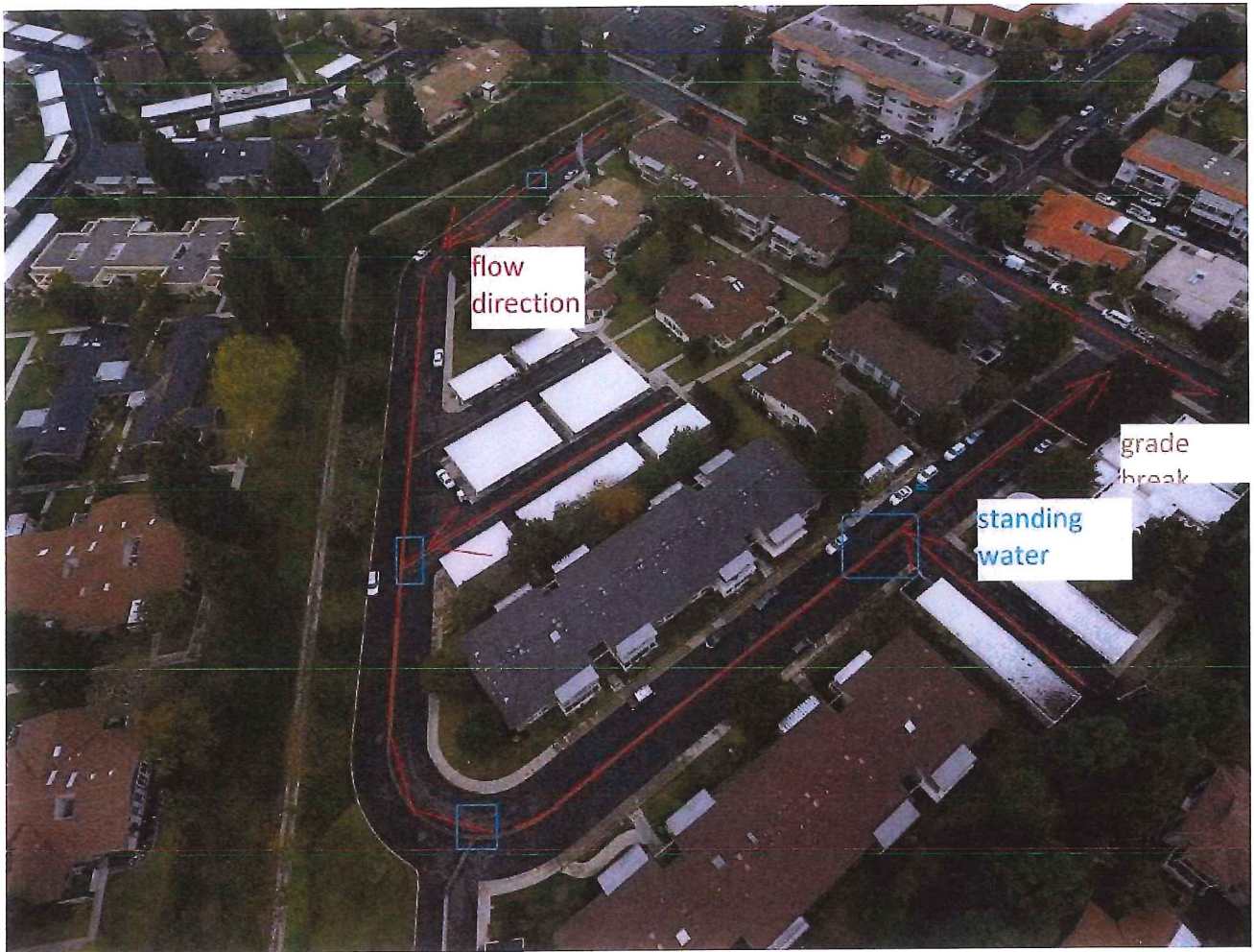
Each CDS is a mini waters head our drainage basin. We need to coordinate our programs so that each discipline addresses the drainage needs of that individual CDS. The long term results will protect our builds, driveways and improvement. The cost savings from modernizing our drainage program will pay for itself.

Ken Deppe

M & C Advisor







<b>United Mutual Project Log (April 2019)</b>						
#	Type	Name	Description	Status	Estimated Completion/On-going Program	Budget
1	920 Projects	<b>Building Structures</b>	This program is dedicated to replacing and repairing building structural components that are not performing as designed.	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.  604-A and 648-B: The structural observation reports recommended repairs which will be completed by the Maintenance Operations Division.	December 2019	Budget: \$134,880 Exp: \$0 Balance: \$134,880
2	920 Projects	<b>Pushmatic Electrical Panel Replacement</b>	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.  Estimated Project Completion: Year 2026	The estimated number of manors scheduled for 2019: 275 Number of manors completed in 2019 as of this update: 76  Number of manors completed to date: 707 Number of manors left to complete: 2043	October 2019	Budget: \$425,000 Exp: \$80,208 Balance: \$344,792  Cumulative Expenditures 2016 through 2018: \$1,002,762
3	904 Maint Svc	<b>Walkway Lighting Program</b>	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.	There are 6 requests for additional walkway lighting that are currently under review by staff at various locations throughout the Mutual.	December 2019 Annual	Budget: \$60,691 Exp: \$12,116 Balance: \$48,575

4	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.	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: Purchasing advertised an RFP for construction bids. Bids are due May 2.	December 2019	Budget: \$43,836 Exp: \$0 Balance: \$43,836
5	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. 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 10 open tickets for Gutter Repair/Replacement.	December 2019 Annual	Budget: \$47,383 Exp: \$28,736 Balance: \$18,647
6	910 Bldg Maint	<b>Exterior Paint Program</b>	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.	Staff is currently working in CDS 90, which includes 10 buildings, 7 carpools and 1 laundry room. We anticipate completing CDS 90 by the first week of May and then move into CDS 80.  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.  CDS 91 has already been completed.	December 2019 Annual	Budget: \$1,823,867 Exp: \$299,847 Balance: \$1,524,020
7	910 Bldg Maint	<b>Prior to Paint Program</b>	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, 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: \$154,164 Balance: \$832,952

8	910 Bldg. Maint	<b>Balcony &amp; Breezeway Resurfacing</b>	<p>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.</p>	<p>Staff is currently working in CDS 54.</p> <p>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 &amp; 34.</p> <p>CDS 55 and 23 have already been completed.</p>	December 2019 Annual	<p>Budget: \$137,645 Exp \$10,169 Balance: \$127,476</p>
9	920 Projects	<b>Parkway Concrete Program</b>	<p>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.</p>	<p>This program will run concurrently with the Asphalt Paving Program and is scheduled to begin in September.</p>	November 2019	<p>Budget: \$150,000 Exp: \$0 Balance: \$150,000</p>
10	920 Projects	<b>Asphalt Paving Program</b>	<p>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.</p>	<p>This years program will include cul-de-sacs 9, 10 &amp; 44. This program is scheduled to begin in September and be completed in November.</p>	November 2019	<p>Budget: \$366,570 Exp: \$0 Balance: \$366,570</p>
11	920 Projects	<b>Seal Coat Program</b>	<p>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.</p>	<p>This years program will include 14 cul-de-sacs: 2, 3, 12, 13, 17, 30, 32, 37, 39, 43, 46, 49, 51 &amp; 59.</p> <p>The work is scheduled to begin in August and be completed in September.</p>	September 2019	<p>Budget: \$55,000 Exp: \$0 Balance: \$55,000</p>
12	920 Projects	<b>Roofing Emergency Repair &amp; Preventative Maintenance Programs</b>	<p>This program is dedicated to emergency and preventive maintenance roof repairs and is budgeted as a contingency item.</p>	<p>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.</p>	December 2019	<p>Budget: \$133,250 Exp: \$30,298 Balance: \$102,952</p>
13	920 Projects	<b>Roofing Program</b>	<p>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.</p>	<p>23 building roofs are scheduled for replacement this year. This program began late-March and is scheduled to be completed in October.</p>	October 2019	<p>Budget: \$619,959 Exp: \$125 Balance: \$619,834</p>

14	920 Projects	<b>Shepherd's Crook Installation</b>	<p>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.</p> <p>Estimated Project Completion: Year 2031</p>	<p>The 2018 program has been completed with approximately 1,500 linear feet of Shepherd's Crook installed.</p> <p>A pre-bid meeting for the 2019 program was held on March 7, and the proposals have been received. Staff is preparing a recommendation for a contract award to be presented at a future M&amp;C Committee meeting.</p> <p>There is approximately 21,000 LF of perimeter block wall with barbed wire.</p> <p>To date approximately 1,500 linear feet of Shepherd's Crook has been installed.</p>	September 2019	<p>Budget: \$150,000 Exp: \$0 Balance: \$150,000</p> <p>Cumulative Expenditures 2012 through 2017: \$7,519 2018 Expenditures are Pending</p>
15	920 Projects	<b>Common Wall Replacement</b>	<p>This is a contingency program dedicated to replacing damaged common walls as-needed.</p>	<p>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.</p> <p>611-P: Construction repairs to the block wall and slab are in progress.</p>	December 2019	<p>Budget: \$22,365 Exp: \$0 Balance: \$22,365</p>
16	904 Maint Svc	<b>Epoxy Wasteline Remediation</b>	<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.</p> <p>Estimated Project Completion: Year 2025.</p>	<p>Estimated number of buildings scheduled for 2019: 145 Number of buildings completed to date: 211 Number of buildings left to complete: 913</p>	December 2019 Annual	<p>Budget: \$2,100,000 Exp: \$183,009 Balance: \$1,916,991</p> <p>Cumulative Expenditures 2008 through 2018: \$5,910,685</p>
17	920 Projects	<b>Water Lines - Copper Pipe Remediation</b>	<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 &amp; 2058.</p> <p>The project started on March 22, and is scheduled to be completed in August.</p> <p>A total of 13 buildings have been epoxy lined to date since 2008.</p>	August 2019	<p>Budget: \$250,000 Exp: \$0 Balance: \$250,000</p>

18	910 Bldg. Maint	<b>Gutter Cleaning</b>	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.	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.	December 2019 Annual	Budget: \$174,032 Exp: \$35,974 Balance: \$138,058
19	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 hotel accommodations during tenting.	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 drywood termite infestations.  The 2019 program will include the fumigation of 34 buildings and 3 carpools. The program is scheduled to start in May and be completed in November.	November 2019 Annual	Budget: \$148,987 Supplemental: \$104,762 Exp: \$0 Balance: \$253,749
20	920 Projects	<b>Energy Consultant Services</b>	An energy consultant will be used as-needed in order to advance United's and the Community's future energy initiatives.	TEC is in the process of developing infrastructure assessment reports, pending additional load information requested from SCE. They will be preparing a map with proposed locations for EV charging stations based on their recommendations for infrastructure upgrades.	On-going	Supplemental: \$50,000 Exp: \$12,719 Balance: \$37,281

**(1) APPLIANCE & FIXTURE REPLACEMENTS**

ITEM	Annual Budgeted Units	YTD Actuals Complete	Pending Requests
<b>APPLIANCES:</b>			
Refrigerators	280	32	6
Ranges (Cooktops)	35	35	12
Hoods	113	13	7
Dishwashers	133	22	15
Washers - Laundries	18	-	4
Dryers - Laundries	20	-	1
Ovens	176	22	5
<b>FIXTURES:</b>			
Water Heaters - Manors	1,527	359	6
Water Heaters - Laundries	-	1	2
Garbage Disposals	526	89	4
Sinks	115	34	14
Basins	221	30	10
Toilets	250	36	13
Faucets	788	110	22

**(2) COUNTERTOP & FLOOR REPLACEMENTS**

ITEM	Annual Budgeted Units	YTD Actuals Complete	Pending Requests
<b>COUNTERTOPS:</b>			
Kitchen-Replaced by Mutual	165	33	4
Kitchen-Reimbursed by Mutual*	66	6	-
Bath-Replaced by Mutual	346	31	8
Bath-Reimbursed by Mutual*	100	3	-
<b>FLOORS:</b>			
Kitchen-Replaced by Mutual	127	5	2
Kitchen-Reimbursed by Mutual*	36	3	-
Bath-Replaced by Mutual	167	6	8
Bath-Reimbursed by Mutual*	39	1	-

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



**UNITED LAGUNA HILLS MUTUAL  
2019 PTP & PAINT PROGRAM REPORT**

Through February 28, 2019

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

<b>COMPLETIONS - PTP PROGRAM</b>				
<b>Item</b>	<b>Budget</b>	<b>Projected to Date</b>	<b>Actual Expenditures</b>	<b>Variance % Fav / (Unfav)</b>
A98100 Dry Rot Repairs PTP	\$ 559,243	\$ 91,858	\$ 112,122	-22%
A98101 Decking Repairs PTP	\$ 122,684	\$ 20,137	\$ 22,108	-10%
A98103 Welding Repairs PTP	\$ 9,039	\$ 1,481	\$ -	100%
A98102 Lead Abatement PTP	\$ 2,500	\$ 416	\$ -	100%
Total Repairs Prior To Paint:	\$ 693,466	\$ 113,892	\$ 134,230	-18%

<b>PAINT PROGRAM SCOPE</b>				
<b>Item</b>	<b>Budget</b>	<b>Projected</b>	<b>Total Actual</b>	<b>% Complete</b>
Buildings	117	117	22	19%
Carports	67	67	10	15%
Laundries	19	19	5	26%
Square Ft	1,695,603	1,695,603	332,113	20%

<b>COMPLETIONS - PAINT PROGRAM</b>				
<b>Item</b>	<b>Budget</b>	<b>Projected Expenditures</b>	<b>Actual Expenditures</b>	<b>Variance % Fav / (Unfav)</b>
Materials	\$ 149,338	\$ 24,888	\$ 35,359	-42.1%
Labor	\$ 1,450,742	\$ 238,175	\$ 238,181	0.0%
Lead Paint Abatement	\$ 31,000	\$ 5,166	\$ -	100.0%
Lexan Signs	\$ 1,076	\$ 178	\$ -	100.0%
Total Cost	\$ 1,632,156	\$ 268,407	\$ 273,540	-1.9%

**UNITED LAGUNA WOODS MUTUAL  
FUND EXPENDITURES REPORT  
AS OF FEBRUARY 28, 2019**

DESCRIPTION	CURRENT MONTH		YEAR-TO-DATE		2019		%		VARIANCE	
	ACTUAL	BUDGET	ACTUAL	BUDGET	BUDGET	BUDGET	EXPENDED	EXPENDED	\$	%
<b>REPLACEMENTS</b>										
BUILDING STRUCTURES	\$2,626	\$73,183	\$10,330	\$148,717	\$898,320	\$898,320	1%	93%	\$138,387	93%
ELECTRICAL SYSTEMS	42,707	38,216	80,208	76,432	458,610	458,610	17%	(5%)	(3,776)	(5%)
EXTERIOR WALKWAY LIGHTING	12,000	4,964	12,116	10,058	60,691	60,691	20%	(20%)	(2,058)	(20%)
FOUNDATIONS	0	3,653	0	7,306	43,836	43,836	0%	100%	7,306	100%
GUTTER REPLACEMENT	19,819	3,806	28,736	7,812	47,383	47,383	61%	(268%)	(20,923)	(268%)
LANDSCAPE RENOVATION	862	29,166	12,380	58,332	350,000	350,000	4%	79%	45,952	79%
PAINT - EXTERIOR	128,819	144,875	299,847	299,911	1,823,867	1,823,867	16%	0%	64	0%
PRIOR TO PAINT	69,231	78,303	154,164	162,158	987,116	987,116	16%	5%	7,994	5%
PAVING	1,556	42,371	3,131	85,191	512,560	512,560	1%	96%	82,060	96%
ROOF REPLACEMENTS	28,564	62,766	31,053	125,532	753,209	753,209	4%	75%	94,479	75%
TREE MAINTENANCE	107,738	97,962	229,132	202,723	1,232,529	1,232,529	19%	(13%)	(26,410)	(13%)
WALL REPLACEMENT	0	15,029	0	30,058	180,365	180,365	0%	100%	30,058	100%
WASTE LINE REMEDIATION	122,287	174,999	183,009	349,999	2,100,000	2,100,000	9%	48%	166,990	48%
WATER LINE - COPPER PIPE REMEDIATION	0	20,833	0	41,666	250,000	250,000	0%	100%	41,666	100%
WINDOW/SLIDING SCREEN DOOR	3,980	7,094	8,991	14,368	86,676	86,676	10%	37%	5,377	37%
SUPPL. APPROPRIATIONS	0	0	0	0	0	0	0%	0%	0	0%
<b>SUB-TOTAL</b>	<b>\$540,188</b>	<b>\$797,219</b>	<b>\$1,053,096</b>	<b>\$1,620,262</b>	<b>\$9,785,161</b>	<b>\$9,785,161</b>	<b>11%</b>	<b>35%</b>	<b>\$567,166</b>	<b>35%</b>
<b>APPLIANCE AND FIXTURE REPLACEMENTS</b>										
COOKTOPS	\$11,687	\$5,857	\$22,807	\$11,795	\$70,999	\$70,999	32%	(93%)	(\$11,011)	(93%)
DISHWASHERS	4,848	6,979	12,356	14,134	85,280	85,280	14%	13%	1,777	13%
BASINS/SINKS/TOILETS	17,821	26,203	48,705	52,729	317,250	317,250	15%	8%	4,023	8%
GARBAGE DISPOSALS	10,154	9,484	22,229	19,135	115,257	115,257	19%	(16%)	(3,094)	(16%)
HOODS	1,550	2,908	5,351	5,894	35,574	35,574	15%	9%	544	9%
COUNTER TOPS/FLOORS/SHOWER ENCLOSURES	74,869	100,183	154,678	203,487	1,228,721	1,228,721	13%	24%	48,809	24%
OVENS	12,404	9,191	22,501	18,463	110,999	110,999	20%	(22%)	(4,038)	(22%)
RANGES	1,531	2,054	2,170	4,149	25,000	25,000	9%	48%	1,979	48%
REFRIGERATORS	18,255	18,741	32,431	37,767	227,359	227,359	14%	14%	5,336	14%
WATER HEATERS & PERMITS	252,488	92,264	461,937	187,646	1,133,990	1,133,990	41%	(146%)	(274,292)	(146%)
DRYERS	3,400	1,108	3,400	2,236	13,474	13,474	25%	(52%)	(1,164)	(52%)
WASHING MACHINES	255	2,415	332	4,855	29,200	29,200	1%	93%	4,523	93%
OTHER - INVESTMENT EXPENSE	9,202	9,202	9,202	9,202	9,202	9,202	100%	0%	0	0%
<b>SUB-TOTAL</b>	<b>\$418,463</b>	<b>\$286,588</b>	<b>\$798,100</b>	<b>\$571,492</b>	<b>\$3,402,305</b>	<b>\$3,402,305</b>	<b>23%</b>	<b>(40%)</b>	<b>(\$226,608)</b>	<b>(40%)</b>
<b>TOTAL RESERVE FUND</b>	<b>\$958,652</b>	<b>\$1,083,808</b>	<b>\$1,851,196</b>	<b>\$2,191,755</b>	<b>\$13,187,469</b>	<b>\$13,187,469</b>	<b>14%</b>	<b>16%</b>	<b>\$340,559</b>	<b>16%</b>

\*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 FEBRUARY 28, 2019**

DESCRIPTION	CURRENT MONTH		YEAR-TO-DATE		2019		VARIANCE	
	ACTUAL	BUDGET	ACTUAL	BUDGET	BUDGET	EXPENDED	\$	%
<b>OPERATING EXPENDITURES</b>								
1 PLUMBING SERVICE	\$117,556	\$98,449	\$257,712	\$203,619	\$1,239,218	21%	(\$54,092)	(27%)
2 CARPENTRY SERVICE	44,326	38,428	97,546	79,520	483,906	20%	(18,027)	(23%)
3 CONCRETE REPAIR/REPLACEMENT	33,527	29,414	69,091	60,611	369,203	72%	(8,480)	(14%)
4 ELECTRICAL SERVICE	24,206	32,603	49,418	67,570	411,587	12%	18,152	27%
5 APPLIANCE REPAIRS	18,951	24,382	48,327	50,367	306,455	16%	2,040	4%
6 INTERIOR PREVENTIVE MAINTENANCE	21,750	27,414	48,175	56,999	347,649	14%	8,824	15%
7 JANITORIAL SERVICE	24,175	29,267	52,224	60,672	369,615	14%	8,448	14%
8 PEST CONTROL	2,540	12,414	2,540	24,828	148,987	2%	22,288	90%
9 GUTTER CLEANING	23,109	14,379	35,974	28,921	174,032	21%	(7,053)	(24%)
10 COUNTERTOP/FLOOR/TILE REPAIRS	7,362	11,682	17,481	24,150	146,872	12%	6,669	28%
11 WELDING	8,049	6,642	13,977	13,713	83,626	17%	(265)	(2%)
12 ENERGY PROGRAM	2,109	4,166	2,109	8,332	50,000	4%	6,223	75%
13 MISC. REPAIRS BY OUTSIDE SERVICE	0	2,083	680	4,166	25,000	3%	3,486	84%
14 TRAFFIC CONTROL	956	1,348	2,654	2,778	16,935	16%	124	4%
15 FIRE PROTECTION	321	1,058	422	2,116	12,700	3%	1,695	80%
<b>TOTAL MAINTENANCE PROGRAMS</b>	<b>\$328,937</b>	<b>\$333,730</b>	<b>\$698,330</b>	<b>\$688,362</b>	<b>\$4,185,785</b>	<b>17%</b>	<b>(\$9,968)</b>	<b>(1%)</b>

**UNITED LAGUNA HILLS MUTUAL  
MAINTENANCE PROGRAMS  
OPERATING FUND VARIANCE EXPLANATIONS  
As of February 28, 2019**

- 1. PLUMBING SERVICE**  
Unfavorable variance:

  - (\$54,092) YTD (\$19,106) February  
*This is a combination of 12 days of heavy rain which caused an increase in leak investigations and an aging infrastructure that is under constant repair.*
  
- 2. CARPENTRY SERVICE**  
Unfavorable variance:

  - (\$18,027) YTD (\$5,898) February  
*The unfavorable variance in this line item of the operating expenditure is attributed to the completion of 606 service orders to date. Actual expenditures will vary, contingent on the quantity of work orders generated by Member request in addition to follow up work requested by other in-house divisions.*
  
- 3. CONCRETE REPAIR/REPLACEMENT**  
Unfavorable variance:

  - (\$8,480) YTD (\$4,113) February  
*Staff focused on concrete/paving improvements in United for the first few months due to liability exposure.*
  
- 4. ELECTRICAL SERVICE**  
Favorable variance:

  - \$18,152 YTD \$8,397 February  
*There were further than expected requests for service so far this year, which has resulted in a favorable outcome.*
  
- 5. APPLIANCE REPAIRS**

  - under 10% variance YTD \$5,431 February  
*This is a small variance, which usually occurs during normal business operations.*
  
- 6. INTERIOR PREVENTATIVE MAINTENANCE**  
Favorable variance:

  - \$8,824 YTD \$5,664 February  
*Several units rescheduled their appointments for a later date. The variance should balance out as we complete the rescheduled inspections.*
  
- 7. JANITORIAL SERVICE**  
Favorable variance:

  - \$8,448 YTD \$5,092 February  
*Less work was performed due to a few janitorial staff positions open.*
  
- 8. PEST CONTROL**  
Favorable variance:

  - \$22,288 YTD \$9,874 February  
*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.*
  
- 9. GUTTER CLEANING**  
Unfavorable variance:

  - (\$7,053) YTD (\$8,730) February  
*This is due to the heavy rains causing necessary gutter cleanings this year by in-house staff from General Services.*

**UNITED LAGUNA HILLS MUTUAL  
MAINTENANCE PROGRAMS  
OPERATING FUND VARIANCE EXPLANATIONS  
As of February 28, 2019**

- 10. COUNTERTOP/FLOOR/TILE REPAIRS**  
Favorable variance:

  - \$6,669 YTD      \$4,320 February

*This expenditure item is in response to both Member requests, resale inspections, and follow-up work generated and/or identified by other in-house divisions. There were fewer service requests for repair/replacement of tiles and bath enclosure repairs to date than anticipated.*
  
- 11. WELDING**

  - under 10% variance YTD      (\$1,408) February

*This is a small variance, which usually occurs during normal business operations.*
  
- 12. ENERGY PROGRAM**  
Favorable variance:

  - \$6,223 YTD      \$2,057 February

*The management contract was cancelled, which created a favorable variance.*
  
- 13. MISC. REPAIRS BY OUTSIDE SERVICE**  
Favorable variance:

  - \$3,486 YTD      \$2,083 February

*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**

  - under 10% variance YTD      \$392 February

*This is a small variance, which usually occurs during normal business operations.*
  
- 15. FIRE PROTECTION**  
Favorable variance:

  - \$1,695 YTD      \$737 February

*Inspection and servicing of fire extinguishers in the Mutual has not yet started. Staff is working with the vendor to create the schedule. Once the program is underway, the variance will*



**STAFF REPORT**

**DATE:** April 24, 2019  
**FOR:** Maintenance and Construction Committee  
**SUBJECT:** Flood Buzz Water Detection Device

**RECOMMENDATION**

Receive and file.

**BACKGROUND**

The M&C Committee requested that staff analyze the potential benefits & costs of installing Flood Buzz Water Detectors in each of the 6,323 units & 175 laundries. A report was brought to the Committee for review on August 22, 2018. After a brief 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.

**DISCUSSION**

The Flood Buzz product consists of a disposable water detector with 2 metal prongs that sound an alarm when they come in contact with water (Attachment 1). The primary benefit of installing these devices is that they have the potential to minimize water damage by alerting residents when water is detected due to a possible leak.

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.

<b>Item</b>	<b>Explanation for Number of Units</b>	<b>Number of Units</b>	<b>Cost Per Unit</b>	<b>Potential Cost</b>
Basins	The Valencia Model has Double Basins which only need 1 unit	11,162	\$6	\$66,972
Sinks	All Units	6,323	\$6	\$37,938
Refrigerators	Not Necessary - Very few Occurrences with Standard Appliances			
Toilets	Damage is Already Visible & Unit May Have Humidity Malfunctions			
Dishwashers	All Units	3,060	\$4	\$12,240
Water Heaters	Only 1/2 our Units Would Have Minimal Benefit	3,162	\$8	\$25,296

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			
<b>Total</b>		<b>23,707</b>		<b>\$142,446</b>

While testing the units there was a concern that the siren alarm was not loud enough to be noticed by many of our residents. During a review of the design and competitor models staff found large differences in the reported battery life that seem to indicate that these units will need to be replaced in 1-2 years making this a reoccurring cost for the Mutual.

**FINANCIAL ANALYSIS**

There is no fiscal impact associated with this report.




**Prepared By:** Christopher Naylor, Senior Management Analyst

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

**ATTACHMENT(S)**

Attachment 1 – Flood Buzz Product Spec Sheet

**ATTACHMENT 1 – Flood Buzz Product Spec Sheet**

<b>Model:</b>	<b>Features:</b>	<b>Applications:</b>
	<p><b>FB-S</b></p> <p><b>Prongs:</b> To Ground  <b>Alarms:</b> Immediately  <b>dB Level:</b> up to 95  <b>Size:</b> 1-1/2"H x 1-3/4"D</p>	<p>Sink cabinets            Sump pumps            Laundry room            Hydronic heating            Window/door ledges            Toilets</p>
	<p><b>FBP-01</b></p> <p><b>Prongs:</b> To Ground  <b>Alarms:</b> Immediately  <b>dB Level:</b> up to 110  <b>Size:</b> 2-3/4"H x 1-7/8"D</p>	<p>Water heaters            Sink cabinets            Sump pumps            Laundry room            Hydronic heating            Window/door ledges            Toilets</p>
	<p><b>FB-B</b></p> <p><b>Prongs:</b> 1/16" up  <b>Alarms:</b> When water rises to 1/16"  <b>dB Level:</b> up to 110  <b>Size:</b> 4"H x 5/8"D x 1 3/4" W</p>	<p>Water heater pans</p>





## STAFF REPORT

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**DATE:** April 24, 2019  
**FOR:** Maintenance and Construction Committee  
**SUBJECT:** Service Order Status Report

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### **RECOMMENDATION**

Review and file.

### **BACKGROUND**

The M&C Committee requested that staff research service order requests. This includes inquiries of how many repeat services are performed, how many days tickets are open, what are the biggest problems for staff and what are we doing to mitigate them.

### **DISCUSSION**

At this time a summarized report of service orders that show repeat calls to the same unit for the same repair is not readily available. All service order tickets in our data management system are not linked in a way that enables a search to easily produce information on duplicate tickets.

In 2018, VMS staff completed almost 100,000 requests for service or information. This work was completed by over 185 field staff and was performed in thousands of different manors. More than half of these requests were for United Mutual.

Each type of service request generates a service order, which has an event code attached to it that describes the basic service requested. There are hundreds of event codes that can be sorted and mined for data; however, they are not linked to a specific service that would be useful for analyzing repeat services. For example, unit 10-A may have had three separate service orders related to a toilet repair, which would seem like a repeat issue. However, unless each individual ticket is opened and the notes from the field technician read, you won't know if the service performed was for the same toilet or for the same issue reported in the original service order request. It is very likely that separate services may have occurred within the same manor, but on two different bathroom toilets.

The overall focus has been to increase efficiency and productivity in the Maintenance & Construction Department. The M&C Department routinely reviews service order aging reports to explore the process and discuss any improvements that can be implemented. The challenge has always been balancing the numerous service orders requested by residents with the service orders generated for annual maintenance improvements with limited resources. Aged service orders do occur and vary by circumstance; however, staff has demonstrated their efforts by lowering the number of aging tickets in the last 12 months.

**FINANCIAL ANALYSIS**

No financial analysis is associated with this report.

**Prepared By:** Christopher Naylor, Senior Management Analyst

**Reviewed By:** Guy West, Projects Division Manager  
Ernesto Munoz, P.E., Maintenance and Construction Director