



## **OPEN MEETING**

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

**Wednesday, February 22, 2023 - 9:30 a.m.  
24351 El Toro Road, Laguna Woods, CA 92637  
Board Room and Virtual with Zoom**

Laguna Woods Village owners/residents are welcome to participate in all open committee meetings in-person and virtually. To submit comments or questions virtually for committee meetings, please use one of the following options:

1. Join by Zoom by clicking this link: <https://us06web.zoom.us/j/91797258413>, Webinar ID 91797258413
2. Via email to [meeting@vmsinc.org](mailto:meeting@vmsinc.org) any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and unit number must be included.

### **NOTICE and AGENDA**

*This Meeting May Be Recorded*

1. Call to Order
2. Acknowledgement of Media
3. Approval of Agenda
4. Approval of Meeting Report from December 28, 2022
5. Chair's Remarks
6. Member Comments - *(Items Not on the Agenda)*
7. Department Head Update
  - *Introduction of Adam Feliz, Maintenance Operations Manager*

Consent: *All matters listed under the Consent Calendar are considered routine and will be enacted by the committee by one motion. In the event that an item is removed from the Consent Calendar by members of the committee, such item(s) shall be the subject of further discussion and action by the committee.*

8. Project Log
9. Solar Production Report

#### **Items for Discussion and Consideration:**

10. 707-G Reimbursement Request (reagendized from December 28, 2022)
11. 2023 Asphalt Seal Coat Program (verbal update)

Items for Future Agendas: *All matters listed under Future Agenda Items are items for a future committee meeting. No action will be taken by the committee on these agenda items at this meeting.*

- Options for Improving Delivery of Hot Water to Individual Manors
- Water Heater Replacement Policy

Concluding Business:

12. Committee Member Comments
13. Date of Next Meeting: April 26, 2023
14. Recess - At this time, the meeting will recess for a short break and reconvene to Closed Session to discuss the following matters.

Closed Session Agenda

*Approval of the Agenda*

*Chair's Remarks*

*Discuss and Consider Contractual Matters*

*Adjournment*

\*A quorum of the United Board or more may also be present at the meeting.

Lenny Ross, Chair  
Manuel Gomez, Staff Officer  
Telephone: 949-268-2380

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**OPEN MEETING**

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

**Wednesday, December 28, 2022 - 9:30 a.m.  
24351 El Toro Road, Laguna Woods, CA 92637  
Board Room and Virtual with Zoom**

**MEMBERS PRESENT:** Lenny Ross (Interim Chair for R. Bastani), Maggie Blackwell (for R. Bastani), Pearl Lee

**MEMBERS ABSENT:** Reza Bastani

**OTHERS PRESENT:** **GRF:** Juanita Skillman

**STAFF PRESENT:** Manuel Gomez – Maintenance & Construction Director, Bart Mejia – Maintenance & Construction Assistant Director, Ian Barnette – Maintenance & Construction Assistant Director, Sandra Spencer – Administrative Assistant, Josh Monroy – Manor Alterations Coordinator

**REPORT**

**1. Call to Order**

Director Ross called the meeting to order at 9:30 a.m.

**2. Acknowledgement of Media**

The meeting was being broadcast on Granicus and Zoom. No media was present.

**3. Approval of Agenda**

The agenda was amended to include a discussion of lighting improvements as Item 13. Hearing no objection, the agenda was unanimously approved as amended.

**4. Approval of Meeting Report from October 26, 2022**

Hearing no objection, the meeting report was unanimously approved as written.

## **5. Chair's Remarks**

Director Ross wished the committee members and staff a Happy New Year and invited members of United to attend the meetings to let the committee know what issues are important to them.

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

- A member requested an inspection of her roof for possible standing water; inquired about the roof inspection schedule; the gutter cleaning schedule; and a landscaping issue.

Mr. Gomez responded to the member's concerns. Staff will follow up with the member regarding her roof. Director Lee recommended the member attend the next meeting of the United Landscaping Committee and Resident Services Committee to discuss the landscaping concern.

## **7. Department Head Update**

Mr. Gomez introduced Josh Monroy, the new Manor Alterations Coordinator, who recently joined VMS staff to support the Manor Alterations Department and ACSC Committees for United and Third mutuals.

*Consent: All matters listed under the Consent Calendar are considered routine and will be enacted by the committee by one motion. In the event that an item is removed from the Consent Calendar by members of the committee, such item(s) shall be the subject of further discussion and action by the committee.*

## **8. Project Log**

## **9. Solar Production Report**

The project log and solar production report were pulled for discussion. Staff answered questions from the committee and members. Director Lee confirmed the importance of reporting maintenance issues to Resident Services. A member commented on the future of EV charging within United. A motion was made and passed unanimously to approve the consent calendar.

## **Items for Discussion and Consideration:**

## **10. 707-G Reimbursement Request**

Mr. Gomez provided a summary of the request and answered questions from the committee. A motion was made and seconded to deny the reimbursement request. By a vote of 2/0/1 the motion passed (Director Ross recused himself).

## **11. Supplemental Funding for Shepherd's Crook Installation**

Mr. Gomez updated the committee via a PowerPoint presentation on the Shepherd's Crook installation project and answered questions from the committee. A motion was made and unanimously approved to recommend the United Finance Committee approve a supplemental appropriation in the amount of \$40,000 to increase the number of linear feet to be completed in 2023 from approximately 300 l.f. to approximately 700 l.f. thereby completing the section fronting El Toro Road.

## **12. Solar System Payback**

Mr. Mejia introduced the topic and shared data regarding the solar program costs, projected annual rate increases, and estimated savings over the course of 30 years. Staff answered questions from the committee and addressed a member's comment regarding sharing information with Third Mutual. After discussion, staff was directed to present the same information at the January 10, 2023 United Laguna Woods Mutual Board meeting.

## **13. Lighting Improvements**

Director Ross asked staff to explain the application process and options available for additional lighting requests.

Mr. Gomez outlined the process for residents to submit an application to Resident Services if additional walkway lighting is requested. The application should include photos or a drawing of the requested location and be signed by adjacent members who may be affected by additional lighting. Those applications would then be reviewed and if approved, a quote from the vendor would be obtained, the work would be scheduled and the location added to the project log.

Staff was directed to provide copies of the application to President Ross so he may make them available at the United Town Hall meeting scheduled for January 13, 2023.

Items for Future Agendas: *All matters listed under Future Agenda Items are items for a future committee meeting. No action will be taken by the committee on these agenda items at this meeting.*

- Options for Improving Delivery of Hot Water to Individual Manors
- Water Heater Replacement Policy

Concluding Business:

**14. Committee Member Comments**

- Director Blackwell commented that she was pleased to have resolved the issues regarding exterior/pathway lighting and Shepherd's Crook installations.
- Director Ross concurred with Director Blackwell, offered best wishes to all present for a Happy New Year and also thanked staff for their support.

**15. Date of Next Meeting:** Wednesday, February 22, 2023 at 9:30 a.m.

**16. Adjournment:** The meeting was adjourned at 11:06 a.m.

  
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Lenny Ross, Director

Reza Bastani, Chair  
Manuel Gomez, Staff Officer  
Telephone: 949-268-2380



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United Mutual Project Log - January 2023 (Prepared February 13)						
#	Type	Name	Description	Status	Estimated Completion/On-going Program	Budget
1	910 Bldg. Maint	Pest Control for Termites	<p>This program is funded to eradicate dry wood termites from inaccessible areas by tenting buildings for fumigation.</p> <p>The budget also includes funding for local termite treatments and hotel accommodations during tenting. Local termite treatments and the removal of bees/wasps are performed as-needed throughout the year.</p>	Planning to schedule 37 buildings for tenting between May and October.	Annual Program May to November	Budget: \$257,655 Exp: \$0 Balance: \$257,655
2	920 Projects	Building Structures	<p>This program is funded to replace and repair building structural components that are not performing as designed. As building structural issues are reported and inspection requests are received, staff schedules an engineer to field inspect and, if required, provide a recommendation for repairs. In addition, with this program roofing repairs are also performed after the Prior to Paint program crews replace fascia due to dry rot. As part of this budget, staff proactively inspects buildings for drainage issues and provides repairs as needed.</p>	Building 554 Drainage Correction: Rain Gutter Installation is scheduled for February 15.	Annual Program	Budget: \$80,000 Exp: \$0 Balance: \$80,000
3	920 Projects	Senate Bill 326 Load Bearing Component Inspections	<p>This program is funded to conduct an assessment for inspection and testing of exterior elevated elements, defined as the load-bearing components and associated waterproofing systems in randomly selected buildings and facilities within the community.</p> <p>Staff will continue the planning and budgeting process to complete the necessary inspection submittal requirements due January 2025, as outlined in Senate Bill 326.</p>	<p>63 buildings were inspected in 2022.</p> <p>Inspections for the following 16 buildings were completed in January 2023: 561, 591, 606, 610, 611, 614, 615, 616, 617, 620, 621, 622, 625, 626, 629, 630, and 631</p> <p>Inspections for the following 16 buildings are scheduled for March 2023: 634, 635, 636, 637, 653, 654, 655, 656, 659, 660, 331, 371, 678, 680, 682, and 692</p>		Budget: \$50,000 Exp: \$0 Balance: \$50,000
Age						

4	920 Projects	<b>Pushmatic Electrical Panel Replacement</b>	This program is funded to replace 2,750 Pushmatic electric panels over a 10-year period. The Pushmatic panels are unreliable and no longer supported.	<p>Number of units planned for 2023: 225 The number of units completed in 2022: 297 The total number of units completed to date: 1,646 The total number of units left to complete: 1,104</p>	Annual Program	Budget: \$475,000 Exp: \$0 Balance: \$475,000
5	904 Maint Svc	<b>Walkway Lighting Program</b>	This program is funded to improve 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 program requirements are met.	<p>Open requests for additional lighting: B86, B168, B362 and B507.</p> <p>Completed installations in 2023: B446, B935</p>	Annual Program	Budget: \$75,550 Exp: \$0 Balance: \$75,550
6	920 Projects	<b>Foundations Program</b>	This program is funded to replace foundations showing signs of distress or impending failure. These repairs or replacements are performed on an as-needed basis. Staff performs field inspections to evaluate building foundations and schedules any needed repairs and replacements as they are identified.	No projects pending.	Annual Program	Budget: \$43,436 Exp: \$0 Balance: \$43,436
7	910 Bldg. Maint	<b>Gutters - Replacement and Repair</b>	Gutter replacement and repairs are performed on original construction building rain gutters and downspout systems that are exhibiting deterioration. The Board authorized installation of new gutters using a "seamless" gutter system in conjunction with the Mutual's exterior painting of the building to address drainage issues and to prevent foundation problems.	Gutters scheduled to be replaced on the following buildings in 2023: Buildings 2022, 2030, 2034, 2037, 2214, 2057, 2060, 2061, 2069, 2158, 2162 and 2164.	Annual Program	Budget: \$113,127 Exp: \$0 Balance: \$113,127

8	910 Bldg. Maint	<b>Exterior Paint Program</b>	Starting in 2021, the Mutual has implemented a 15-year full cycle exterior paint program. All exterior components of each building are to be painted every 15 years. The painted components include the body (stucco/siding) as well as the following trim elements: 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.	CDS scheduled for 2023: 208, 209, 210, 211, 11, 19, 20 and 25.	Annual Program	Budget: \$1,734,242 Exp: \$0 Balance: \$1,734,242
9	910 Bldg. Maint	<b>Prior to Paint Program</b>	This program prepares building surfaces for painting and includes repair and mitigation of dry rot, decking and welding repairs performed every 15 years in conjunction with the Exterior Paint Program.	CDS scheduled for the following locations in 2023: CDS 208, 209, 210, 211, 11, 19, 20 and 25.	Annual Program	Budget: \$933,223 Exp: \$0 Balance: \$933,223
10	910 Bldg. Maint	<b>Balcony &amp; Breezeway Resurfacing</b>	This mid-cycle program provides for the waterproof topcoat sealing of balcony and breezeway deck surfaces every 7.5 years. This waterproofing process protects the deck substructure against future dry rot and improves the aesthetics of the deck surface. Prior to applying topcoat, crews conduct an inspection of the deck structure to locate any dry rot or potential safety hazards.	Buildings scheduled for 2023: 254, 255, 256, 257, 259, 260, 263, 264, 280, 281, 282, 283, 284, 324, 325, 326, 327, 328, 329, 331, 342, 344, 345, 346, 347, 353, 354, 355, 757, 762, 764, 766, and 768	Annual Program March to June	Budget: \$63,249 Exp \$0 Balance: \$63,249
11	920 Projects	<b>Parkway Concrete Program</b>	This program is funded to repair or replace damaged concrete parkways in conjunction with the asphalt paving program. Concrete areas that are adjacent to the asphalt being replaced are inspected for damage and other deficiencies and are repaired or replaced accordingly.	The concrete work for 2023 is scheduled for the following locations: CDS 13 (partial), 59, 204	Annual Program May to June	Budget: \$150,000 Exp: \$0 Balance: \$150,000

12	920 Projects	<b>Asphalt Paving Program</b>	This program is funded to preserve the integrity of the CDS paving. As part of this program, the asphalt paving is inspected and rated for wear annually.	Overlay paving work for 2023 is scheduled for the following locations: CDS 13 (Partial), 59, 204	Annual Program July 2023	Budget: \$206,867 Exp: \$0 Balance: \$206,867
13	920 Projects	<b>Seal Coat Program</b>	This program is funded to extend the life of the asphalt paving by sealing asphalt cracks and applying a bituminous seal coat to the asphalt surface preventing water intrusion and protecting the asphalt from deterioration.	Seal coat work for 2023 is scheduled for the following locations: CDS 7, 14, 15, 16, 18, 19, 20/26, 28, 30/32, 41, 62, 67, 2153	Annual Program - August 2023	Budget: \$41,504 Exp: \$0 Balance: \$41,504
14	920 Projects	<b>Roofing Emergency Repair &amp; Preventive Maintenance Programs</b>	This program is funded to provide 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. If required, the roofing contractor will perform the necessary repairs.	Preventive roof maintenance is scheduled on roofs that were replaced 5 and 10 years ago. Buildings scheduled for 2023: <b>5 yrs</b> - 218, 625, 634, 636, 639, 663, 666, 674, 676, 689, 774, 776, 777, 789, 791, 803, 806, 813, 815, 821, 822, 834, 850, 854, 866, 896, 898, 901, 902, 919, 923, 924, 926, 927, 928, 929, 2050, 2062, 2067, 2092, 2214. <b>10 yrs</b> - 81, 153, 155, 156, 160, 203, 205, 221, 261, 262, 266, 274, 301, 309, 217, 318, 333, 334, 341, 362, 372, 393, 396, 409, 418, 432, 433, 434, 437, 438, 441, 491, 493, 497, 498, 503, 518, 570, 571, 572, 588, 590, 615, 644, 646, 654, 687, 773, 795, 814, 841, 863, 2063, 2081.	Annual Program	Budget: \$208,634 Exp: \$0 Balance: \$208,634
15	920 Projects	<b>Roof Replacement - BUR to PVC Cool Roofing</b>	This ongoing program is funded to replace built-up roofs (BUR) at the end of their serviceable life with a PVC Cool Roof system. Built-up roofs are inspected 15 years after installation.	Flat BUR roof replacement work with PVC cool roofing will be completed at the following buildings in 2023: 68, 74, 243, 246, 490, 566, 677, 827, 828, 2027, 2028, 2077, 2083	Annual Program April to September	Budget: \$759,608 Exp: \$0 Balance: \$759,608
16	920 Projects	<b>Shepherd's Crook Installation</b>	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.	To date, a total of 3,564 linear feet out of 21,000 linear feet of Shepherd's Crook has been installed. A supplemental appropriation is being requested from the United Board in February to complete an additional 400 linear feet in 2023.	Annual Program	Budget: \$35,000 Exp: \$0 Balance: \$35,000  Cumulative Expenditures 2012 through 2022: \$340,077

17	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 waste 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 2035.</p>	<p>The following buildings are scheduled for 2023: B454, B687, B691, B692, B693, B694, B695, B696, B697, B698 and B700.</p> <p>All buildings listed below are complete: B141, B388, B436, B651, B679, B686, B688, B689, B690 and B773.</p>	Annual Program	<p>Budget: \$2,300,000 Exp: \$0 Balance: \$2,300,000</p> <p>Cumulative Expenditures 2008 through 2022: \$14,204,020</p>
18	920 Projects	<b>Water Lines - Copper Pipe Remediation</b>	<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 program will commence in March.</p> <p>The following buildings are scheduled for 2023: B529</p>	Annual Program	<p>Budget: \$100,000 Exp: \$0 Balance: \$100,000</p>

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## United Mutual Solar Production Report

2022 Production													
United Mutual Project													
	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Total
23	6,455	8,327	11,596	12,376	13,561	14,260	14,667	13,421	9,624	7,627	6,348	5,152	123,414
24	6,088	8,157	11,554	12,500	13,835	14,636	14,852	12,934	9,794	7,817	6,259	5,094	123,520
50	7,811	10,354	14,523	13,810	15,562	16,828	13,897	14,566	10,603	8,461	5,314	6,012	137,741
52	6,583	8,477	10,862	12,349	13,128	14,616	15,126	14,255	10,129	7,914	6,989	5,368	125,796
88	7,376	9,503	13,728	14,440	13,597	13,228	13,133	12,262	8,949	7,141	6,157	5,110	124,624
90	7,834	9,726	13,963	15,316	16,217	17,007	17,234	16,035	11,500	9,504	8,479	6,553	149,368
91	7,186	9,244	12,980	14,348	15,463	16,262	16,458	14,930	10,820	8,779	7,687	6,048	140,205
92	7,891	10,203	14,407	16,222	17,109	17,968	18,123	16,609	11,972	9,718	8,385	6,488	155,095
Total Production of kWh =	57,224	73,991	103,613	111,361	118,472	124,805	123,490	115,012	83,391	66,961	55,618	45,824	1,079,762

2021 Production													
United Mutual Project													
	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total
23	6,755	8,202	11,768	11,292	12,727	15,287	14,313	11,399	9,635	9,098	6,673	5,043	122,192
24	6,474	8,151	11,797	11,285	12,881	14,166	14,660	11,650	9,780	9,030	6,373	4,780	121,027
50	8,263	10,246	14,475	14,531	15,782	16,444	15,429	14,580	12,238	11,508	8,381	6,063	147,940
52	6,748	8,411	12,135	12,444	13,670	15,868	14,857	12,175	10,129	9,416	6,981	5,105	127,939
88	7,821	9,645	13,742	12,878	12,854	13,937	13,148	10,072	9,127	10,713	7,923	5,739	127,599
90	8,092	9,861	13,838	13,387	13,716	15,495	14,698	10,903	9,558	10,980	8,392	6,160	135,080
91	7,215	8,836	12,417	12,578	13,179	14,526	13,728	10,277	8,878	10,082	7,672	5,688	125,076
92	7,897	9,770	13,945	14,465	15,192	16,549	15,504	11,574	9,904	11,241	8,531	6,227	140,799
Total Production of kWh =	59,265	73,122	104,117	102,860	110,001	122,272	116,337	92,630	79,249	82,068	60,926	44,805	1,047,652

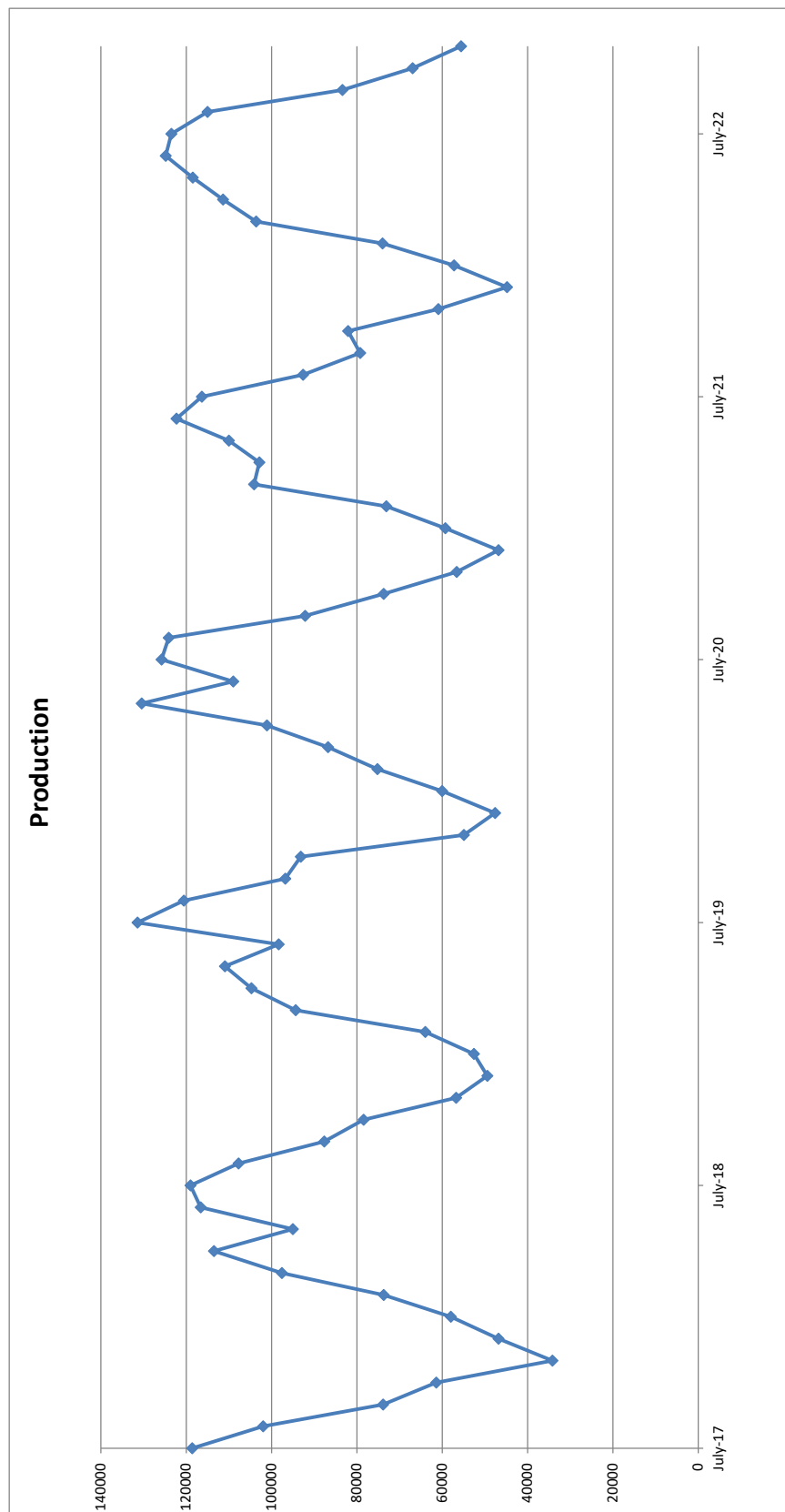
2020 Production													
United Mutual Project													
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Total
23	6,737	8,474	9,766	11,333	14,425	12,271	14,593	14,063	10,474	8,447	6,167	5,193	121,943
24	6,478	8,368	9,862	11,487	14,755	12,683	14,966	14,210	10,628	8,497	6,151	5,078	123,163
50	8,205	10,486	11,948	13,977	17,887	15,131	14,721	16,761	12,682	9,995	8,300	6,626	146,719
52	6,832	8,631	10,114	11,149	15,238	12,888	15,431	14,887	10,906	8,482	6,917	5,550	127,025
88	8,070	10,150	11,582	13,453	17,084	13,164	15,635	15,927	11,784	9,560	7,186	5,914	139,509
90	8,143	10,012	11,224	13,289	17,075	14,303	16,978	16,433	12,220	9,877	7,481	6,274	143,309
91	7,517	9,209	10,587	12,496	16,157	13,630	15,906	15,074	11,206	9,053	6,865	5,795	133,495
92	8,041	9,849	11,695	13,892	17,844	14,905	17,546	16,754	12,251	9,819	7,562	6,388	146,546
Total Production of kWh =	60,023	75,179	86,778	101,076	130,465	108,975	125,776	124,109	92,151	73,730	56,629	46,818	1,081,709

2019 Production													
United Mutual Project													
23	5,623	6,887	10,504	11,168	12,475	11,298	14,903	13,541	10,756	10,360	6,140	5,283	118,938
24	5,596	6,536	9,547	10,379	11,250	10,493	13,895	13,742	11,011	10,443	6,071	5,111	114,074
50	6,795	8,740	13,088	14,470	15,113	13,896	18,227	16,117	13,260	12,918	7,920	6,483	147,027
52	6,105	7,385	10,651	12,542	13,358	12,034	15,679	13,782	11,355	10,730	6,597	5,444	125,662
88	6,935	8,640	13,034	14,131	14,905	13,249	17,640	16,103	12,918	12,667	7,454	6,426	144,102
90	7,288	8,702	12,811	14,008	14,661	13,148	17,488	16,059	12,776	12,388	7,347	6,462	143,138
91	6,841	8,159	11,981	13,263	13,967	10,641	15,718	14,853	11,738	11,214	6,394	5,958	130,727
92	7,402	8,931	12,736	14,773	15,223	13,566	17,865	16,370	12,979	12,415	6,997	6,450	145,707
Total Production of kWh =													1,064,407

2018 Production													
United Mutual Project													
23	6,133	7,970	10,824	12,639	10,582	13,338	12,808	11,466	9,306	8,418	6,101	5,229	114,814
24	6,097	7,957	10,509	12,139	10,650	13,769	13,130	11,695	9,831	8,591	6,143	5,165	115,676
50	7,561	9,808	13,595	15,689	13,076	16,443	16,540	14,795	12,026	11,245	7,445	6,091	144,314
52	6,835	8,847	11,669	13,633	11,379	14,238	14,280	12,785	10,398	9,544	6,586	5,708	125,902
88	8,007	10,247	12,945	14,728	12,065	16,594	16,019	14,617	11,883	10,379	7,601	6,702	141,787
90	7,996	9,699	12,869	15,056	12,157	9,338	15,033	13,787	11,200	10,344	7,797	7,010	132,286
91	7,231	9,173	11,752	13,726	11,960	15,700	14,822	13,548	10,951	9,414	7,136	6,432	131,845
92	8,125	10,027	13,430	15,890	13,127	17,190	16,369	15,066	12,066	10,510	7,924	7,091	146,815
Total Production of kWh =													1,053,439

2017 Production													
United Mutual Project													
23							12,912	11,266	8,066	6,655	3,790	5,055	47,744
24							12,437	10,889	7,971	6,679	3,793	5,054	46,823
50							16,209	14,200	10,276	8,626	4,593	5,771	59,675
52							14,359	12,308	8,822	7,333	3,984	5,258	52,064
88							14,957	12,701	9,181	7,669	4,330	6,301	55,139
90							15,993	13,819	10,035	8,359	4,643	6,467	59,316
91							14,611	12,319	8,959	7,428	4,256	6,123	53,696
92							17,149	14,486	10,562	8,670	4,799	6,771	62,437
Total Production of kWh =							118,627	101,988	73,872	61,419	34,188	46,800	436,894

Lifetime Production (kWh)	5,763,863
Total 2022 Repair Costs	\$5,949
Recent Panel Cleanings	3/9/2022, 7/13/22



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**DATE:** February 22, 2023  
**FOR:** Maintenance and Construction Committee  
**SUBJECT:** 707-G Deny Reimbursement of Plumbing Repairs and Restoration Costs

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### **RECOMMENDATION**

Deny the request for additional reimbursement for plumbing repairs and flooring replacement costs in the amount of \$1,140 from Ms. Soonjun Hannah Jhang, shareholder of Manor 707-G Avenida Majorca.

### **BACKGROUND**

On August 25, 2017 a single fixture stoppage occurred in the alteration drain line to the washing machine at 707-G, which overflowed. On August 28, 2017, staff received a written request from Ms. Jhang, the non-occupant owner of Manor 707-G asking for a reimbursement of \$100 for a plumbing repair expense she had just incurred (Attachment 1).

On January 15, 2018, after a thorough investigation and review by staff, a letter was mailed to Ms. Jhang denying her request for reimbursement because the stoppage overflowed from an alteration for which the member is responsible (Attachment 2).

### **DISCUSSION**

On May 9, 2022, staff received a second written request, from Ms. Jhang, the non-occupant owner of Manor 707-G asking for a reimbursement of \$340 in plumbing repair expenses dating back to 2017 (Attachment 3).

On June 2, 2022, Maintenance and Construction Director, Mr. Manuel Gomez, denied the reimbursement after a review of the request and the information provided by staff. A letter was mailed to Ms. Jhang informing her of the denial (Attachment 4).

On September 6, 2022 Ms. Jhang sent another letter requesting a \$340 reimbursement because the stoppage was in the Mutual's drain line. Included was correspondence from July 9, 2022 that staff had not previously received (Attachment 5).

On September 20, 2022, as a gesture of good faith and in support of our mission to provide excellent customer service to Village residents, Mr. Gomez, offered to reimburse Ms. Jhang for the original incident in 2017 in the amount of \$100 (Attachment 6).

On October 21, 2022, staff telephoned Ms. Jhang and asked if she received the letter from Mr. Gomez and if so, did she want to accept the offer. Ms. Jhang declined the \$100 reimbursement and asked for a counter-offer to be made.

On October 28, 2022, staff met with Ms. Jhang in person and discussed the various stoppages that have overflowed through the alteration drain pipe in Manor 707-G in the last five years, though only two stoppages to the alteration drain line were reported. The other plumbing service orders on record were regarding a clogged kitchen sink and a clogged toilet. Staff explained the Mutual rules regarding why shareholders are responsible for all alterations, even those that are installed by previous members. Ms.

Jhang was thankful for the information and said that she would accept the \$100 reimbursement offered by Mr. Gomez.

An email correspondence between Ms. Jhang and staff began on November 1, 2022 (Attachment 7). Ms. Jhang reiterated the amount of money she has paid to contractors due to the overflows from her alteration drain pipe and the reason she feels that the Mutual is responsible for the costs.

On November 22, 2022 Ms. Jhang sent an email requesting an additional reimbursement in place of the full reimbursement amount she had previously requested (Attachment 8). Staff could not authorize an additional reimbursement and informed Ms. Jhang that the matter would be presented to the M&C Committee for review.

On December 12, 2022, Ms. Jhang provided an additional receipt for the \$900 she spent for flooring replacement in 2020 (Attachment 9) and asked that the reimbursement request include all costs she has incurred minus the \$100 reimbursement she has already received, for a total reimbursement request of \$1,140.

On December 28, 2022, the United M&C Committee reviewed this case and denied Ms. Jhang's request for additional reimbursement. However, due to a miscommunication on the start time of the Committee meeting, Ms. Jhang was not present when the Committee made its decision. Mr. Gomez sent a letter to Ms. Jhang informing her of the denial that was based on the information presented, and indicated that the matter would be reheard on the February 22, 2023 agenda, to allow her an opportunity to address the Committee (Attachment 10).

### **FINANCIAL ANALYSIS**

If the committee approves Ms. Jhang's request, the reimbursement amount would be paid from the United maintenance operating budget.

**Prepared By:** Laurie Chavarria, Senior Management Analyst

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

### **ATTACHMENT(S) - Distribution to Committee Members Only**

Attachment 1: Request for Reimbursement 08/28/2017

Attachment 2: Denial of Reimbursement Request 01/15/2018

Attachment 3: Request for Reimbursement 05/09/2022

Attachment 4: Denial of Reimbursement Request 06/02/2022

Attachment 5: Request for Reimbursement 09/06/2022

Attachment 6: Partial Reimbursement 09/20/2022

Attachment 7: Email Correspondence 11/01–11/14/2022

Attachment 8: Request for Reimbursement 11/22/2022

Attachment 9: Receipt for Flooring Replacement

Attachment 10: Denial of Reimbursement Request 1/5/2023