

**OPEN MEETING**

**REGULAR MEETING OF THE BOARD OF DIRECTORS OF  
UNITED LAGUNA WOODS MUTUAL  
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

**Tuesday, February 14, 2017 - 9:30 AM  
Laguna Woods City Hall - 24264 El Toro Road**

**NOTICE AND AGENDA**

*Before an action item is open for discussion a motion and a second must be recognized by the Chair. After the Board discusses the issue, the Chair will open the floor to the audience on the immediately pending motion or resolution. There is a maximum time limit of three (3) minutes per member during the Member Comments period. There is a maximum time limit of three (3) minutes for member comments on motions before the Board. A Member may only address the Chair once for each agenda item.*

1. Call Meeting to Order / Establish Quorum – Lenny Ross
2. Pledge of Allegiance – Director Tornng
3. Acknowledge Media
4. Approval of Agenda
5. Member Comments

*At this time the members may address the Board of Directors regarding any item within the jurisdiction of the Board of Directors of the United Laguna Woods Mutual. There is a maximum time limit of three (3) minutes per member and a member may only address the Board once during this period. The Board reserves the right to limit the total amount of time allotted for the Member's Forum.*

6. Response to Member Comments (Time Limit of three (3) Minutes per Director)
7. Report of the Chair
8. Update from VMS – Joe Rainey
9. Report of the CEO
10. Approval of Minutes
  - (a) January 10, 2017 – Regular Open Session
  - (b) January 26, 2017 – Special Open Session

11. Consent Calendar

*All matters listed under the Consent Calendar are considered routine and will be enacted by the Board by one motion in the form listed below. In the event that an item*

*is removed from the Consent Calendar by a member(s) of the Board, such item(s) shall be the subject of further discussion and action by the Board.*

(a) Maintenance & Construction Committee Recommendations:

- 317-C Approve request for room extension
- 317-C Approve request to change location, size and type of front entry door
- 317-C Approve request to change size and type of patio sliding glass door
- 317-C Approve request to change the size and type of living room and bedroom 1 windows
- 448-B Approve request to deny extending patio & relocate gate
- 786-C Approve request to install a room addition, with contingencies
- 2012-D Approve request to extend living room into the front patio area, with contingencies

(b) Landscape Committee Recommendations:

- 315-A Approve Request for Lawn Replacement with Xeriscape Planting (see Agenda Item 14 page 3 of 3)
- 2148-C Deny Request for Tree Removal (see Agenda Item 14 page 3 of 3)

(c) Finance Committee Recommendations:

- Approval of Resolution to Record Lien against Members ID; 947-420-77
- Approval of Resolution to Record Lien against Members ID; 947-379-70
- Approval of Resolution to Record Lien against Members ID; 947-434-34
- Approval of Resolution to Record Lien against Members ID; 947-363-14
- Approval of Resolution to Record Lien against Members ID; 947-385-17
- Approval of Resolution to Record Lien against Members ID; 947-416-10
- Approval of Resolution to Record Lien against Members ID; 947-453-21

## **COMMITTEE REPORTS**

*Before an action item is open for discussion a motion and a second must be recognized by the Chair. After the Board discusses the issue, the Chair will open the floor to the audience on the motion or resolution. A Member may only address the Chair once for each agenda item. There is a maximum time limit of three (3) minutes on motions before the Board. The Board reserves the right to limit the total amount of time allotted.*

12. Finance Committee Report – Pat English

- (a) United Financial Update
- (b) Report of Delinquencies
- (c) Report on Resale & Sub-Lease Activity

13. Report of the Maintenance & Construction Committee – Don Tibbetts

14. Report of the Landscape Committee – Maggie Blackwell

- (a) Rescind Resolution 1-15-58 Regarding Trimming of Trees in United - **Resolution**
- 15. Report of the Governing Documents Review Committee – Juanita Skillman
- 16. Report of the Communications Committee – Jan LaBarge
- 17. Report of the Laguna Woods Village Traffic Hearings – Don Tibbetts
- 18. Report of the Preparedness for Disaster Task Force – Andre Torng
- 19. Report of Disciplinary Cases – Lenny Ross
- 20. Unfinished Business
  - (a) Entertain Motion to Approve the United Mutual Non-Smoking Policy – **Resolution (the 30 day notification requirement has been satisfied)**
  - (b) Entertain Motion to Approve an Additional Occupant Fee in the Amount of \$90 for Each Additional Occupant Over Two – **Resolution (the 30 day notification requirement has been satisfied)**
  - (c) Entertain Motion to Approve Revisions to Deactivation of Cable Service at a Delinquent Member's (Shareholder's) Unit – **Resolution (the 30 day notification requirement has been satisfied)**
  - (d) Entertain Motion to Approve the Care Provider Policy and Forms – **Resolution (the 30 day notification requirement has been satisfied)**
- 21. New Business
  - (a) Entertain Motion to Approve Single Sourcing to Martin & Chapman Inspector of Election Services for 2017 – **Resolution**
  - (b) United Board Review of Proposed Meeting schedule
  - (c) Entertain Motion to Approve Revisions to the United Mutual Committee Appointments – **Resolution**
  - (d) Entertain Motion to Approve Revisions to the GRF Committee Appointments – **Resolution**
  - (e) Town Hall for Land Use on Tuesday February 28, 2017 at 4:30 P.M. in the Laguna Woods Village Performing Arts Center
- 22. GRF Committee Highlights
- 23. Directors' Forum (Time Limit of 3 Minutes per Director)

24. RECESS

CLOSED EXECUTIVE SESSION AGENDA

At this time the Meeting will recess for lunch and reconvene to Executive Session to discuss the following matters per California Civil Code §4935.

1. Approval of Agenda
2. Approval of Minutes of Meeting
  - (a) January 10, 2017 – Regular Executive Session
  - (b) January 27, 2017 – Special Executive Committee Hearing
3. Discuss and Consider Membership Matters
4. Discuss and Consider Probate Petition
5. Discuss and Consider Contractual
6. Discuss Personnel Matters
7. Discuss and Consider Contractual Matters
8. Discuss and Consider Litigation Matters

**MINUTES OF THE OPEN MEETING OF THE  
BOARD OF DIRECTORS OF UNITED LAGUNA WOODS MUTUAL  
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

**January 10, 2016**

The Regular Meeting of the Board of Directors of United Laguna Woods Mutual, a California Non-Profit Mutual Benefit Corporation, was held on Tuesday, December 13, 2016, at 9:30 AM at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Lenny Ross, Juanita Skillman, Don Tibbetts, Jan LaBarge, Janey Dorrell (via phone conference), Pat English, Steve Leonard, Maggie Blackwell, Andre Torng, Gary Morrison, Prakash (Cash) Achrekar

Directors Absent: Janey Dorrell (Executive Session Only)

Staff Present: Open Session: Brad Hudson, Lori Moss, Kim Taylor, Leslie Cameron, Betty Parker  
Executive Session: Brad Hudson, Lori Moss, Leslie Cameron, Francis Rangel, Jacob Huanosto

Others Present: Jeffrey Beaumont Esq. of Beaumont Gitlin Tashjian

**(1) CALL TO ORDER**

Lenny Ross, President of the Corporation, chaired and opened the meeting, and stated that it was a Regular Meeting held pursuant to notice duly given. A quorum was established, and the meeting was called to order at 9:31 AM.

**(2) PLEDGE OF ALLEGIANCE**

Director Maggie Blackwell led the Pledge of Allegiance to the Flag.

**(3) ACKNOWLEDGEMENT OF MEDIA**

A representative of the Laguna Woods Globe was present for the meeting, and the Channel 6 Camera Crew, by way of remote cameras, was acknowledged as present.

**(4) APPROVAL OF AGENDA**

Director Torng moved to approve the agenda as written. Director Leonard seconded the motion. By a vote of 9-0-0 the motion carried.

**(5) UNITED MUTUAL MEMBER COMMENTS AND PUBLIC FORUM**

United Mutual Members were given the opportunity to speak to items within the jurisdiction of the Board of Directors.

- Director Mary Stone (356-C) commented on her manor being painted today and wanted to thank United for being appointed to the VMS Board and hoped to hear concerns to hear any concerns from the Board.
- The Laguna Woods Foundation thanked the Board, the Social Services Department and the Clubs for their support of the Laguna Woods Foundation.

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- Maryalice Rey (2146-B) commented on December 29, 2016 'Letters to the Editor' that contained help and suggestions for self-management, a one year review and commented on GRF services and amenities.
- Rader (270-D) commented on the television program called This Day.

**(6) RESPONSE TO MEMBER COMMENTS**

United Mutual Directors briefly responded to Member Comments. Staff will reach out to Maryalice Rey to address her concerns.

**(7) REPORT OF THE CHAIR**

President Lenny Ross commented on Ms. Taylor's resignation and the phenomenal help she has given to the Boards. The Solar Program, hot water heaters, and electric water heaters are all coming to a completion. Once the solar is turned on the program can then be paid back in 7-8 yrs. President Ross commented on the Traffic Hearings held within the community. When a Resident receives a fine there is an opportunity for that Resident to come into the traffic hearing and plead their case. President Ross stressed the importance of driving safely in the community and adhering to traffic rules. January 26, 2017 is the All Boards training meeting which will include Mr. Beaumont, Esq., who will speak to the Directors of all boards about legal etiquette. A presentation by Ms. Betty Parker, Financial Services Director, will give a presentation on how finance works within the Community. Brad will give a presentation on how the boards can work together and how staff can provide the best services for the residents.

**(8) REPORT OF CEO**

Brad Hudson, CEO President, welcomed Director Prakash (Cash) Achrekar to the first board meeting and Ms. Leslie Cameron as the interim Corporate Secretary after Ms. Taylor's departure. Mr. Hudson spoke towards customer service calls and the implementation of voluntary staff during the holidays. Bus services were available to residents for transportation to all holiday events. A Town hall for TV-6 programming is scheduled in the board room where residents will be able to discuss the programming they would like to see. The new cable package has allowed for lower Cable costs with 60 plus HD channels. Residents are encouraged to call and hear the new cable packages and pricing. Grass will not be mowed this week as grass needs to be dried out before mowing occurs. Residents should receive their 2017 RIFD sticker in the mail. Gates 5 and 6 have been running for a few days now and has been monitored through video. Compliments were given to staff on the technological challenge, gate ambassadors for properly manning the gates and the residents (Community) who have adapted to the new gates. An old garage has been turned into a Par 3 lounge for golfers to relax and hang out in. The Downstairs fitness center will be completed by mid-February which will clear up the third floor for a state of the art customer service call center. Gate 3 is currently being worked on and problems, landscaping specifically, are being addressed in the area.

**(9) Update from VMS Director – Director Anthony Liberatore (move before Report of CEO)**

Director Anthony Liberatore, of Village Management Services, Inc. (VMS) gave a VMS report and Mary Stone was welcomed as the new appointee. Director Liberatore Interpreted what a

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deliverable is and how it is mandated by VMS to deliver products and services to the 3 corporations. He invited Board Members to discuss the deliverables with VMS. The deliverables have been taken out of the management agreements and put in a service format. A chart has been created by Director Parsons showing the deliverables with specific columns clarifying details of each deliverable. Ms. Moss, Community Manager, implemented a strategic plan that is accessible for all Directors in regards to customer service.

Ms. Moss spoke about the Bus Buddies training at 1:30 p.m. in Clubhouse 1 on January 12, 2017 and invited the community to come out and participate. A number was provided for contact information (949)597-4662.

Mr. Hudson spoke towards a new route schedule and the slight changes that are being implemented in regards to driver and rider input. Residents can call the transportation number and express ideas and concerns for the bus transportation.

Director Skillman encouraged all Directors to come to the Bus Buddy meeting to become informed and help answer questions.

Director Achrekar thanked the Board for electing him onto the Board and Brad for welcoming him. First goal for the year is service in the community.

Director Leonard commented on the bus system and the communication used for efficiency and the improvements coming to the routes.

President Ross invited everyone to the United meeting in the afternoon on January 26, 2017 following the All Board Training. President Ross thanked staff and Mr. Hudson for the extra clean up during the storms and addressing the damage caused by the storms.

#### **(10) APPROVAL OF MINUTES**

Director Skillman moved to approve the Regular minutes of December 13, 2016, the Special minutes of December 2, 2016 and the Special minutes of December 20, 2016 as written. Director Morrison seconded the motion. By a vote of 9-0-0 the motion carried.

#### **(11) CONSENT CALENDAR**

Director Tibbets moved to approve the Consent Calendar as written. Director LaBarge seconded the motion. By a vote of 10-0-0 the motion carried.

#### **(a) Maintenance and Construction Committee Recommendations:**

#### **RESOLUTION 01-17-01**

#### **Variance Request**

**RESOLVED**, January 10, 2017, that the variance request of Suk Soo Kim of Manor 360-A, to install room addition by entry, is hereby approved; and

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**RESOLVED FURTHER**, all future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 360-A Avenida Castilla; and

**RESOLVED FURTHER**, a required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center; and

**RESOLVED FURTHER**, Unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition; and

**RESOLVED FURTHER**, Neighbor Awareness Forms are not required as the alterations will be installed within a gated and limited access front patio, therefore not visible to neighboring Manors; and

**RESOLVED FURTHER**, the room addition must be installed in accordance with United Laguna Woods Mutual Standards Section 6: Air Conditioning, Section 11: Doors, Exterior, Section 24: Skylight, Section 25: Tubular Skylight (Solar Tubes), and Section 31: Window and Window Attachments; and

**RESOLVED FURTHER**, the room addition is prohibited from containing a closet; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

**RESOLUTION 01-17-02**

**Variance Request**

**RESOLVED**, January 10, 2017, that the variance request of Suk Soo Kim of Manor 360-A to install a nonstandard window in the living room, is hereby denied; and

**RESOLVED FURTHER**, the denial is due to the finding that the proposed alteration fails to follow Mutual Standard; and



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**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

**RESOLUTION 01-17-03**

**Variance Request**

**RESOLVED**, January 10, 2017, that the variance request of Suk Soo Kim of Manor 360-A to replace common area brick sidewalk with concrete slab, is hereby denied; and

**RESOLVED FURTHER**, the denial is due to the finding that the proposed alteration fails to follow Mutual Standard; and

**RESOLVED FURTHER**, The Members are required to remove the brick sidewalk within 30 days of the Board's decision; and

**RESOLVED FURTHER**, The Members will be noticed for a disciplinary hearing due to the rule violation; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

**RESOLUTION 01-17-04**

**Variance Request**

**RESOLVED**, January 10, 2017, that the variance request of Sandra Smith of Manor 172-D, to install nonstandard window in living room, is hereby approved; and

**RESOLVED FURTHER**, all future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 172-D Avenida Majorca; and

**RESOLVED FURTHER**, a required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center; and

**RESOLVED FURTHER**, detailed site specific plans, wet-stamped and signed by a California licensed architect or engineer, must be submitted to the Permits

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and Inspections office located in the Laguna Woods Village Community Center prior to issuance of a permit. These plans must detail the required structural modifications necessary to ensure that the structural integrity of the building is maintained upon completion of the window additions; and

**RESOLVED FURTHER**, Neighborhood Awareness Forms received from Manors 171-C Avenida Majorca and 172-D Avenida Majorca; and

**RESOLVED FURTHER**, the window(s) must be installed in accordance with United Laguna Woods Mutual Standard Section 31: Window and Window Attachments; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

**RESOLUTION 01-17-05**

**Variance Request**

**RESOLVED**, January 10, 2017, that the variance request of James and Kathleen Mathews of Manor 500-C, to install electrical vehicle charging station in carport, is hereby approved; and

**RESOLVED FURTHER**, all costs and maintenance of the alteration, present and future, are the responsibility of the Mutual member(s) at 500-C Avenida Sevilla; and

**RESOLVED FURTHER**, all required Mutual and City of Laguna Woods permits must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Permits and Inspections office located in the Laguna Woods Community Center; and

**RESOLVED FURTHER**, detailed site specific plans, wet-stamped and signed by a California licensed architect or engineer, must be submitted to the Permits and Inspections office located in the Laguna Woods Village Community Center prior to issuance of a permit. These plans must detail the required structural modifications necessary to ensure that the structural integrity of the building is maintained upon completion of the window additions; and

**RESOLVED FURTHER**, the electric charging station must be installed in accordance with United Laguna Woods Mutual Standard Section 41: Electric Vehicle Charging Station; and

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**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

**(b) Landscape Committee Recommendations:**  
None

**(c) Finance Committee Recommendations:**

**RESOLUTION 01-17-06**

**Recording of a Lien**

**WHEREAS**, Member ID 947-413-22 is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, January 10, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-413-22; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

**RESOLUTION 01-17-07**

**Recording of a Lien**

**WHEREAS**, Member ID 947-405-86 is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, January 10, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-405-86; and

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**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

**RESOLUTION 01-17-08**

**Recording of a Lien**

**WHEREAS**, Member ID 947-455-38 is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, January 10, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-455-38; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Director Skillman moved to approve the resolution and postpone the resolution to the February meeting to satisfy the 30-day notification requirement, to comply with Civil Code §4360. Director Blackwell seconded the motion. Discussion ensued.

**RESOLUTION 01-17-09**

**Recording of a Lien**

**WHEREAS**, Member ID 947-451-20 is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, January 10, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-451-20; and

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**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

### **COMMITTEE REPORTS**

#### **(12a-c) Finance Report**

Director Pat English reported from the Finance Committee, gave a United Mutual financial update, gave a brief update on delinquencies, and commented on the Resale Activities Report.

#### **(12d) Entertain Motion to Approve an Additional Occupant Fee in the Amount of \$90 for Each Additional Occupant Over Two – Resolution (initial notification – must postpone to February to conform to the 30 day notification requirement)**

Secretary of the Board, Director Juanita Skillman, read the following proposed resolution approving revisions to the Additional Occupant Fee:

#### **RESOLUTION 01-17-XX**

**WHEREAS**, the basic assessment for United Laguna Woods Mutual is divided equally by the number of units in the Mutual, regardless of how many individuals occupy a unit; and

**WHEREAS**, the Mutual desires to recover incremental operating expenses, such as utilities and maintenance, incurred as a result of additional occupants; and

**WHEREAS**, an additional occupant fee will be calculated annually at 25% of the Total Basic Assessment (excluding property tax, property insurance, and GRF amounts), rounded to the nearest whole dollar; and

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors of this Corporation hereby approves charging an Additional Occupant Fee in the amount of \$90 per manor per month for each additional occupant over two, effective April 1, 2017; and

**RESOLVED FURTHER**, that such fee shall be reflected on the Fee Schedule; and

**RESOLVED FURTHER**, that the officers and agents of this corporation are hereby authorized on behalf of the corporation to carry out the purpose of this resolution.

Director English moved to approve the resolution and postpone the resolution to the February meeting to satisfy the 30-day notification requirement, to comply with Civil Code §4360. Director Morrison seconded the motion. Discussion ensued. Questions were asked by the Board, and addressed by the Board and Ms. Parker, Financial Services Director.

Member Dick Rader (270-D) and Barbara Copley (410-D) commented on the resolution.

By a vote of 8-0-2 (President Ross and Director Achrekar abstained) the motion carried.

(e) Entertain motion to approve revisions to Deactivation of Cable Services at a Delinquent Member's (Shareholder's) Unit – **Resolution (initial notification – must postpone to February to conform to the 30 day notification requirement)**

Secretary of the Board, Director Juanita Skillman, read the following proposed resolution approving revisions to the Deactivation of Cable Service at a Delinquent Member's (Shareholder's) Unit Policy:

**RESOLUTION 01-17-XX**

**Deactivation of Cable Service at a Delinquent Member's (Shareholder's)  
Unit**

**WHEREAS**, United Laguna Woods Mutual desires to strengthen delinquency collection procedures; and

**WHEREAS**, the Collection and Lien Enforcement Policy And Procedures For Assessment Delinquencies states "Until the Shareholder has paid all amounts due, including delinquent assessments, late charges, interest and fees and costs of collection, including attorneys' fees, the Board of Directors may suspend the Shareholder's right to vote, and suspend the Shareholder's right to use United's recreational facilities and/or the facilities or services provided by the Golden Rain Foundation of Laguna Woods after providing the Shareholder with a duly noticed hearing pursuant to Civil Code Section 5855"; and

**WHEREAS**, the GRF Board adopted Resolution 90-15-09 which authorizes GRF, at the request of the Mutual, to take disciplinary or suspension action against a Mutual Member which includes, but is not limited to, the suspension of the Mutual Member's right to use the cable TV system; and

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors hereby approves deactivation of cable service at a delinquent Member's unit when an assessment amount is 60 days or more past due and after providing the Member with an opportunity to be heard, except when a Member's payment plan is approved by the Board and remains current; and

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**RESOLVED FURTHER**, that Resolution 01-15-61, adopted May 12, 2015, is hereby superseded and canceled; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Director Skillman moved to endorse the resolution and postpone final vote on the resolution to the February meeting to satisfy the 30-day notification requirement, to comply with Civil Code §4360. Director Leonard seconded the motion. Discussion ensued.

By a vote of 10-0-0 the motion carried.

**(13) Maintenance and Construction Committee**

Director Tibbetts reported from the Maintenance and Construction Committee. Discussion ensued and questions were addressed.

**(a) Authorize Staff to Correct the Monterey Style Buildings Classification from a 1 Bedroom Plus a Den to a 2 Bedroom Unit for Manors with Original Construction Only.**

Director Leonard moved to approve and Authorize Staff to Correct the Monterey Style Buildings Classification from a 1 Bedroom Plus a Den to a 2 Bedroom Unit for Manors with Original Construction Only. Director English seconded the motion.

Member Barbara Copley (410-D) commented on the Monterey Style Bedrooms.

By a vote of 8-0-1 (*Director LaBarge abstained; Director Dorrell did not vote*) the motion carried.

Pictures were presented on TV-6 exhibiting the completion of the solar panels that have been installed on the roofs of United Mutual carports.

**(14) Landscape Committee**

Director Maggie Blackwell reported from the Landscape Committee.

**(15) Governing Documents Review Committee**

Director Skillman reported from the Governing Documents Review Committee. Director Skillman reminded Residents and the Board that a 30 day notice is required when selling your share/unit and United Mutual has right to first refusal. The Committee is working to update the Bylaws by simplifying the language and bringing the legal codes and statutes up to date.

**(15a) Entertain Motion to Approve the United Mutual Non-Smoking Policy – Resolution (initial notification – must postpone to February to conform to the 30 day notification requirement)**

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Secretary of the Board, Director Juanita Skillman, read the following resolution approving the United Mutual Non-Smoking Policy:

**RESOLUTION 01-17-XX**

**WHEREAS**, the Governing Documents Review Committee has recommended adopting a Non-Smoking Policy, to fairly and reasonably address smoking in Laguna Woods Village; and

**WHEREAS**, United Laguna Woods Mutual has received numerous complaints from various residents concerning odors and annoyance in and around manors caused from residents second-hand smoke and smoke infiltration;

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors of this Corporation hereby adopts the "Non-Smoking Policy," as attached to the official minutes of this meeting; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution as written.

Director Skillman moved to approve the resolution and postpone the resolution to the February meeting to satisfy the 30-day notification requirement, to comply with Civil Code §4360. Director LaBarge seconded the motion. Discussion ensued.

By a vote of 9-0-0 (Director Dorrell did not vote) the motion carried.

**(16) Report of the Communications Committee – Jan LaBarge**

Director LaBarge reported from the Communications Committee. A video from the Christmas dinner was shown on TV-6 and Director LaBarge thanked all of the Directors and Staff for helping to create a successful event for the Residents.

Director Blackwell read the Charter for the Communications Committee.

**(17) Laguna Woods Village Traffic Hearings**

Director Tibbetts reported from the Laguna Woods Village Traffic Hearings.

**(18) Report on Disciplinary Cases**

President Lenny Ross provided an update on the Disciplinary cases.

**(19) UNFINISHED BUSINESS**

**(a) Discuss Holding a Town Hall Meeting on Land Use**

President Ross commented on sending out a poll to the community for a yes or no vote for the Common Area Land Use. Discussion Ensued.



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Mr. Beaumont, Esq., Corporate Counsel, recommended that he be present at the Town Hall Meeting for legal issues. Mr. Beaumont, Esq. will be able to inform the board and residents of the previous Board issues as this has been an ongoing topic.

Director Skillman clarified that we are not giving away land and that United still owns it.

Dick Rader (270-D) and Barbara Copley (410-D) commented on Common Area Land Use.

A motion was made by Director LaBarge to hold a town hall meeting to let the Community discuss the pros and cons of the Common Area Land Use. Director Torng seconded the motion. Discussion ensued and an amendment to the motion was made by Director English to include Mr. Beaumont, Esq., in the Town Hall Meeting. Director Torng seconded. By a vote 6-2-0 (Skillman and Morrison opposed) the amendment carried.

By a vote of 6-5-0 (Director's Skillman, Tibbets, Morrison, Achrekar, Leonard opposed) the motion carried to hold a Town Hall Meeting for Common Area Land Use issues.

#### **(20) NEW BUSINESS**

##### **(a) Discuss Training, Goals, and Objectives**

Nor further discussion was held as the topic was discussed in Chair's Comments.

##### **(b) Discuss GRF Solar Program**

Director Leonard commented that GRF has decided to apply for two of the state grant categories. Discussion ensued.

##### **(c) Discuss Response Procedure to Letters Addressed to the Board of Directors**

Ms. Moss commented that the accessibility to check the status of letters addressed to the Board of Directors is about one to two months out.

Director Torng commented that it would be nice for residents to be able to check the status of their letters they sent as well.

#### **(21) GRF COMMITTEE HIGHLIGHTS**

Director LaBarge and Director Skillman reported on the Communications Committee.

#### **(22) DIRECTOR'S FORUM**

Director Achrekar inquired on the finance report Slide 2 Funds Column. Director English will explain it to him offline.

Director Labarge gave thanks in support of the 2016 Annual Holiday Dinner to the following; Mr. Beaumont, Esq., of Beaumont Gitlin Tashjia, for their generous donation, Scott Marvel for his video of the event, all of the volunteers, ticket services, Ms. Moss and Mr. Gruner for the room, Mr. Hudson for the gift certificates, the Transportation Department and bus drivers for bringing guests to and from the event and the community for showing up and wished everyone a Happy a New Year.

January 10, 2017

Director Skillman reminded residents of the Resident Advisory Committee which is held on the Thursday at 3:00 P.M. for residents who wish to discuss their concerns.

**(23) MEETING RECESS**

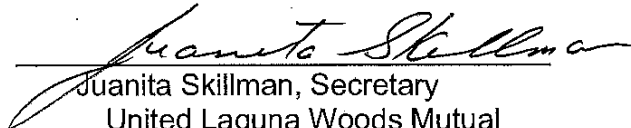
The Regular Open Session Meeting recessed for lunch at 1:06 PM and reconvened into the Regular Executive Session at 1:49 PM.

**ADJOURNMENT**

With no further business before the Board of Directors, the meeting was adjourned at 4:55 PM.

**Summary of Previous Closed Session Meetings per Civil Code Section §4935**

During the December 13, 2016, Regular Executive Session meeting, the Board reviewed and approved the minutes of November 8, 2016 – Regular Executive Session; the Board held no Disciplinary Hearings; discussed and considered numerous Member Disciplinary matters; discussed and considered Member Requests; discussed Personnel matters; discussed and considered Membership and Occupancy matters; discussed and considered Contractual matters; and discussed and considered Litigation matters; discussed recording of a notice of sale for three units.

  
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Juanita Skillman, Secretary  
United Laguna Woods Mutual

**Non-Smoking Policy**  
Adopted Month, Day, 2017  
Resolution 01-17-XX

**I. Purpose**

The purpose of this document is to define the policies of United Laguna Woods Mutual (ULWM) regarding smoking in private units and common area.

**II. Definitions**

For the purposes of this policy:

- a. Common area means the area which is available for use by more than one person.
- b. Community Rules are defined as the Bylaws, Occupancy Restrictions, Articles of Incorporation, or any rules and regulations of ULWM.
- c. Enclosed is defined as an area closed in by a roof and contiguous walls or windows, connected floor to ceiling with appropriate opening for ingress and egress.
- d. Member is defined as any person entitled to membership in ULWM.
- e. Multi-unit residential facility means a building or portion thereof that contains more than one dwelling unit.
- f. Private residence is defined as that portion of any Cooperative which is not in common with other owners.
- g. Smoking is defined as inhaling, exhaling, burning, or carrying any lighted cigar, cigarette, e-cigarette, pipe, cannabis, or other combustible substance in any manner or in any form.

**III. Conditions**

Smoking is prohibited in the following areas:

- a. Enclosed areas of all public places, including lobbies, elevators, hallways and other areas used by members of the public.
- b. Elevators, hallways, recreation rooms, laundry rooms, stairs, and other common areas in multi-unit residential facilities.
- c. Unenclosed hallways, entryways, breezeways, stairways and other common areas accessible and useable by more than one residence.
- d. Balconies and patios in residential facilities. For the purpose of this policy, balconies and patios shall include unenclosed and screened patios and balconies as well as enclosed patios and balconies unless windows and doors are closed to prevent the escape of smoke.
- e. Carports and parking areas.
- f. In an enclosed vehicle.

- g. Any common area within 20 feet from any building so long as smoke does not enter any enclosed area in which smoking is prohibited.
- h. Private residence with open windows and/or doors.
- i. Smoking marijuana is only permitted inside a residence.

#### **IV. Enforcement**

ULWM is authorized to take disciplinary action against a Member found to be in violation of the Non-Smoking Policy. When a violation occurs the Board is obligated to evaluate and impose if appropriate, member-discipline as set forth in the governing documents. The Board of Directors has the authority to impose monetary fines, suspend Member privileges, and/or bring forth legal action.

The Member is entirely responsible for ensuring that the rules, regulations, and policies are following by anyone they allow into the community. This includes any Co-occupant, lessee, or guest, care provider, vendor, invitee, or contractor.

Per Resolution 01-08-21, adopted February 12, 2018,, the following guidelines define the responsibility for remediation costs associated with second-hand smoke infiltration:

- a. Remediation costs considered reasonable would be paid for by the Member responsible for the second-hand smoke.
- b. Remediation costs due to defects or damages to property which is ULWM responsibility would be paid for by ULWM.
- c. Remediation costs beyond those which would be construed as reasonable would be borne by complainant.

A complaint may be registered with the Compliance Department by calling 949-268-CALL or by calling the Security Department at 949-580-1400

**MINUTES OF THE SPECIAL OPEN MEETING OF THE  
BOARD OF DIRECTORS OF UNITED LAGUNA WOODS MUTUAL  
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

January 26, 2017

A Special Open Meeting of the United Laguna Woods Mutual Board of Directors, a California non-profit mutual benefit corporation, met on Thursday, January 26, 2017, at 1:00 PM at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Lenny Ross - Chair, Juanita Skillman, Don Tibbetts, Janey Dorrell, Pat English (entered at 1:38 PM), Steve Leonard, Maggie Blackwell, Andre Torng, Jan LaBarge, Gary Morrison (left at 3:17 PM), Cash Achrekar

Directors Absent: None

Staff Present: Leslie Cameron

Others Present: None

**CALL TO ORDER**

Lenny Ross - Chair, opened the meeting and stated that it was a Special Meeting held pursuant to notice duly given. A quorum was established and the meeting was called to order at 1:00 PM.

**MEMBER COMMENTS**

None

**Entertain a Motion to Authorize Pamela Bashline and Catherine Laster as Authorized Agents to sign on behalf of the Corporation; the Memorandum of Occupancy Agreement, the Interim Dual Ownership Agreement and Lease Permits – Resolution**

**RESOLUTION 01-17-10**

**Appoint Pamela Bashline and Catherine Laster as Authorized Agents  
for the Purpose of Signing Specific Documents**

**WHEREAS**, the Memorandum of Occupancy Agreement, Memorandum of Termination of Occupancy Agreement, Occupancy Agreement, the Interim Dual Ownership Agreement and Lease Permits are signed on a daily basis on behalf of the Corporation;

**NOW THEREFORE BE IT RESOLVED**, January 26, 2017, that the Board of Directors of this Corporation hereby authorizes Pamela Bashline and Catherine Laster as Authorized Agents to sign on behalf of the Corporation as directed by the Board of Directors to approve; the Memorandum of Occupancy Agreement, Memorandum of Termination of Occupancy Agreement, Occupancy Agreement, the Interim Dual Ownership Agreement and Lease Permits, effective immediately; and

January 26, 2017

**RESOLVED FURTHER**, that resolution 01-16-91, approved August 8, 2016 is hereby superseded and cancelled; and

**RESOLVED FURTHER** that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Director Torng moved to approve the Resolution as amended in the section **NOW THEREFORE BE IT RESOLVED** from "Authorized Agents to sign on behalf of the Corporation;" to add "Authorized Agents to sign on behalf of the Corporation as directed by the Board of Directors to approve;". Director Leonard seconded. By a vote of 7-0-1 the motion passed (Director Leonard, and Director English were not present for the vote and Director Blackwell opposed).

**Key Legal issues related to United including roles and responsibilities – Jeff Beaumont, Esq.**

Jeff Beaumont, Esq. spoke about some of the following key issues for the Board of Directors to take into consideration with their roles and responsibilities as Directors Including; Directors conducting research or investigating matters, Resident E-mail responses, Resident phone calls, and Resident inquiries in general. The engagement of replies should be handled properly and through any of the official communication that is approved by the Board. Discussion ensued and Jeff Beaumont, Esq. answered questions from the Board.

**Goals of Objectives for 2017 – Depending on a few specific goals (current or new projects) from each of the United committee chairs and co-chairs – Discussion about these goals and objective and game plan moving forward to accomplish them.**

Goals that were discussed are as follows:

*Revising labor agreement (Union Contract) in 2018*

Director Dorrell made a motion to recommend outsourcing services over using Union laborers to VMS. Due to a lack of a second the motion died.

Director Dorrell made a motion to ask United's VMS representatives to investigate if research has been conducted between outsourcing services in United Mutual versus renewing Union Contracts. Director Torng Seconded.

By a vote of 6-4-1 (Directors Blackwell, English, Skillman, and LaBarge opposed and Director Tibbets abstained)

January 26, 2017

Upgrading manors

A motion was made by Director Morrison for Director Dorrell and her group to investigate ways to receive alternative funding for upgrading United's Units. Director Leonard seconded and the motion carried unanimously.

Director Leonard commented on United's first right of refusal or acceptance to purchase a Manor.

Director Leonard made a motion to direct counsel to provide a memorandum for United's rights for the purchase, rehabilitation, and resale of United's Manors. Director English seconded and the motion carried unanimously.

Parking

The Board will continue their efforts towards the parking issues in the community.

Trust Research

Governing Documents will review the Trust. Jeff Beaumont, Esq. recommendation is to extend the Trust.

Director English made a motion to have Jeff Beaumont, Esq. prepare the paperwork to extend the Trust. Director Blackwell Seconded.

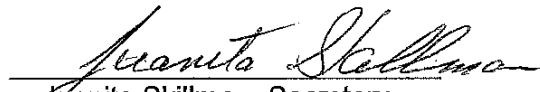
By a vote of 5-6-0 the motion failed (Directors Ross, Torng, LaBarge, Tibbetts, Achrekar approved).

Director Leonard made a motion to have United Governing Documents Committee perform an analysis and recommend to the board on how to proceed regarding the Trust. Director Achrekar Seconded. Discussion ensued.

By a vote of 7-2-0

**ADJOURNMENT**

With no further business before the Board of Directors, the meeting was adjourned at 3:25 PM.

  
Juanita Skillman, Secretary  
United Laguna Woods Mutual





## **ENDORSEMENT**

### **Ms. Cheryl L Blik of 317-C Avenida Castilla to Extend Living Room by 4.5 feet into the Patio Area**

A motion was made to recommend the Board approve the request to extend living room into the front patio area. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition.
4. The living room extension must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments.
5. All alterations must be in accordance with the State Building Code regulations.
6. No Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would be installed within a gated and limited access front patio, therefore not visible to neighboring Manors.



## **RESOLUTION 01-17-XX**

### **Variance Request**

**RESOLVED**, February 14, 2017, that the variance request of Ms. Cheryl L Blik of Manor 317-C Avenida Castilla to extend living room into the front patio area, is hereby approved; and

**RESOLVED FURTHER**, all future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla; and

**RESOLVED FURTHER**, a required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center; and

**RESOLVED FURTHER**, unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition; and

**RESOLVED FURTHER**, the living room extension must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments.; and

**RESOLVED FURTHER**, all alterations must be in accordance with the State Building Code regulations; and

**RESOLVED FURTHER**, no Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would be installed within a gated and limited access front patio, therefore not visible to neighboring Manors; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.



## **ENDORSEMENT**

### **Ms. Cheryl L Blik of 317-C Avenida Castilla to Change Location, Size and Type of Front Entry Door**

A motion was made to recommend the Board approve the request to change location, size and type of front entry door. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Detailed site specific plans, wet-stamped and signed by a California licensed architect or engineer, must be submitted to the Permits and Inspections office located in the Laguna Woods Village Community Center prior to issuance of a permit. These plans must detail the required structural modifications necessary to ensure that the structural integrity of the building is maintained upon completion of the window additions.
4. The door must be installed in accordance with United Laguna Woods Mutual Standard Section 31: Window and Window Attachments.
5. All alterations must be in accordance with the State Building Code regulations.
6. No Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would be installed within a gated and limited access front patio, therefore not visible to neighboring Manors.



## **RESOLUTION 01-17-XX**

### **Variance Request**

**RESOLVED**, February 14, 2017, that the variance request of Ms. Cheryl L Blik of Manor 317-C Avenida Castilla to change location, size and type of front entry door, is hereby approved; and

**RESOLVED FURTHER**, all future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla; and

**RESOLVED FURTHER**, a required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center; and

**RESOLVED FURTHER**, detailed site specific plans, wet-stamped and signed by a California licensed architect or engineer, must be submitted to the Permits and Inspections office located in the Laguna Woods Village Community Center prior to issuance of a permit. These plans must detail the required structural modifications necessary to ensure that the structural integrity of the building is maintained upon completion of the window additions; and

**RESOLVED FURTHER**, the door must be installed in accordance with United Laguna Woods Mutual Standard Section 31: Window and Window Attachments; and

**RESOLVED FURTHER**, all alterations must be in accordance with the State Building Code regulations; and

**RESOLVED FURTHER**, no Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would be installed within a gated and limited access front patio, therefore not visible to neighboring Manors; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.





## **ENDORSEMENT**

### **Ms. Cheryl L Blik of 317-C Change Size and Type of Patio Sliding Glass Door**

A motion was made to recommend the Board approve the request to change the size and type of patio sliding glass door. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Detailed site specific plans, wet-stamped and signed by a California licensed architect or engineer, must be submitted to the Permits and Inspections office located in the Laguna Woods Village Community Center prior to issuance of a permit. These plans must detail the required structural modifications necessary to ensure that the structural integrity of the building is maintained upon completion of the window additions.
4. The door must be installed in accordance with United Laguna Woods Mutual Standard Section 11: Door, Exterior.
5. All alterations must be in accordance with the State Building Code regulations.
6. No Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would be installed within a gated and limited access front patio, therefore not visible to neighboring Manors.



## **RESOLUTION 01-17-XX**

### **Variance Request**

**RESOLVED**, February 14, 2017, that the variance request of Ms. Cheryl L Blik of Manor 317-C Avenida Castilla to change the size and type of patio sliding glass door, is hereby approved; and

**RESOLVED FURTHER**, all future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla; and

**RESOLVED FURTHER**, a required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center; and

**RESOLVED FURTHER**, detailed site specific plans, wet-stamped and signed by a California licensed architect or engineer, must be submitted to the Permits and Inspections office located in the Laguna Woods Village Community Center prior to issuance of a permit. These plans must detail the required structural modifications necessary to ensure that the structural integrity of the building is maintained upon completion of the window additions; and

**RESOLVED FURTHER**, the door must be installed in accordance with United Laguna Woods Mutual Standard Section 11: Door, Exterior; and

**RESOLVED FURTHER**, all alterations must be in accordance with the State Building Code regulations; and

**RESOLVED FURTHER**, no Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would be installed within a gated and limited access front patio, therefore not visible to neighboring Manors; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.



## **ENDORSEMENT**

### **Ms. Cheryl L Blik of 317-C Change Size and Type Living Room and Bedroom 1 Windows**

A motion was made to recommend the Board approve the request to change the size and type of living room and bedroom 1 windows. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Detailed site specific plans, wet-stamped and signed by a California licensed architect or engineer, must be submitted to the Permits and Inspections office located in the Laguna Woods Village Community Center prior to issuance of a permit. These plans must detail the required structural modifications necessary to ensure that the structural integrity of the building is maintained upon completion of the window additions.
4. The windows must be installed in accordance with United Laguna Woods Mutual Standard 31: Window and Window Attachments
5. All alterations must be in accordance with the State Building Code regulations.
6. No Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would face a common area wall with no views from other manors.



**RESOLUTION 01-17-XX**

**Variance Request**

**RESOLVED**, February 14, 2017, that the variance request of Ms. Cheryl L Blik of Manor 317-C Avenida Castilla to change the size and type of living room and bedroom 1 windows, is hereby approved; and

**RESOLVED FURTHER**, all future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla; and

**RESOLVED FURTHER**, a required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center; and

**RESOLVED FURTHER**, detailed site specific plans, wet-stamped and signed by a California licensed architect or engineer, must be submitted to the Permits and Inspections office located in the Laguna Woods Village Community Center prior to issuance of a permit. These plans must detail the required structural modifications necessary to ensure that the structural integrity of the building is maintained upon completion of the window additions; and

**RESOLVED FURTHER**, the windows must be installed in accordance with United Laguna Woods Mutual Standard 31: Window and Window Attachments; and

**RESOLVED FURTHER**, all alterations must be in accordance with the State Building Code regulations; and

**RESOLVED FURTHER**, no Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would face a common area wall with no views from other manors; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.





## **ENDORSEMENT**

### **Mr. & Mrs. Larry Kordower of 448-B Avenida Sevilla to Extend Patio and Relocate Gate Across Walk Path and Onto Flower Bed**

By way of the Consent Calendar, the Committee unanimously voted to recommend the Board deny the request to extend patio and relocate gate across walk path and onto flower bed as it fails to follow Mutual Standards.

## **RESOLUTION 01-17-XX**

### **Variance Request**

**RESOLVED**, February 14, 2017, that the variance request of Mr. & Mrs. Larry Kordower of Manor 448-B Avenida Sevilla to extend patio and relocate gate across walk path and onto flower bed; and

**RESOLVED FURTHER**, the denial is due to the finding that the proposed alteration fails to follow Mutual Standard; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.



## **ENDORSEMENT**

### **Mr. Timothy Oestmann of 786-C San Sebastien- Living Room Extension into the Front Patio**

By way of the Consent Calendar, the Committee unanimously voted to recommend the Board approve the request to extend the living room into the front patio. The following contingencies will apply:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 786-C San Sebastien.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition.
4. All alterations must be in accordance with the state building code regulations.
5. The living room extension must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments.
6. Neighbor Awareness Forms are required to be submitted from affected neighbors at 787-C San Sebastien.



## **RESOLUTION 01-17-XX**

### **Variance Request**

**RESOLVED**, February 14, 2017, that the variance request of Mr. Timothy Oestmann of Manor 786-C San Sebastien to change the size and type of living room and bedroom 1 windows, is hereby approved; and

**RESOLVED FURTHER**, all future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 786-C San Sebastien; and

**RESOLVED FURTHER**, a required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center; and

**RESOLVED FURTHER**, unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition; and

**RESOLVED FURTHER**, all alterations must be in accordance with the State Building Code regulations; and

**RESOLVED FURTHER**, the living room extension must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments; and

**RESOLVED FURTHER**, neighbor Awareness Forms are required to be submitted from affected neighbors at 787-C San Sebastien; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.



## **ENDORSEMENT**

### **Mr. & Mrs. Jacinto B Holland of 2012-D Via Mariposa West- Living Room Extension into the Front Patio**

A motion was made to recommend the Board approve the request to extend living room into the front patio area. By a vote of 5/0/0 the motioned carried with the following contingencies:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 2012-D Via Mariposa West.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition.
4. All alterations must be in accordance with the state building code regulations.
5. The living room extension must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments.
6. A copy of the Roof Alteration Notification (Tie-In Form) must be submitted to the Laguna Woods Village Manor Alterations Department.
7. Installation of room addition and roof must follow the architectural plane of the existing exterior wall of the manor and shall not jog out.





## **RESOLUTION 01-17-XX**

### **Variance Request**

**RESOLVED**, February 14, 2017, that the variance request of Mr. & Mrs. Jacinto B Holland Manor of 2012-D Via Mariposa West to change the size and type of living room and bedroom 1 windows, is hereby approved; and

**RESOLVED FURTHER**, all future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 2012-D Via Mariposa West; and

**RESOLVED FURTHER**, a required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center; and

**RESOLVED FURTHER**, unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition; and

**RESOLVED FURTHER**, all alterations must be in accordance with the State Building Code regulations; and

**RESOLVED FURTHER**, the living room extension must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments; and

**RESOLVED FURTHER**, a copy of the Roof Alteration Notification (Tie-In Form) must be submitted to the Laguna Woods Village Manor Alterations Department; and

**RESOLVED FURTHER**, installation of room addition and roof must follow the architectural plane of the existing exterior wall of the manor and shall not jog out; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.



**RESOLUTION 01-17-XX**

**Recording of a Lien**

**WHEREAS**, Member ID 947-420-77; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors hereby approves the recording of a Lien for Member 947-420-77 and;

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

**RESOLUTION 01-17-XX**

**Recording of a Lien**

**WHEREAS**, Member ID 947-379-70; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors hereby approves the recording of a Lien for Member 947-379-70 and;

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.



**RESOLUTION 01-17-XX**

**Recording of a Lien**

**WHEREAS**, Member ID 947-434-34; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors hereby approves the recording of a Lien for Member 947-434-34 and;

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

**RESOLUTION 01-17-XX**

**Recording of a Lien**

**WHEREAS**, Member ID 947-363-14; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors hereby approves the recording of a Lien for Member 947-363-14 and;

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.



**RESOLUTION 01-17-XX**

**Recording of a Lien**

**WHEREAS**, Member ID 947-385-17; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors hereby approves the recording of a Lien for Member 947-385-17 and;

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

**RESOLUTION 01-17-XX**

**Recording of a Lien**

**WHEREAS**, Member ID 947-416-10; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors hereby approves the recording of a Lien for Member 947-416-10 and;

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.





**RESOLUTION 01-17-XX**

**Recording of a Lien**

**WHEREAS**, Member ID 947-453-21; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

**WHEREAS**, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors hereby approves the recording of a Lien for Member 947-453-21 and;

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.



OPEN MEETING

REPORT OF THE REGULAR MEETING OF THE  
UNITED LAGUNA WOODS MUTUAL FINANCE COMMITTEE

Wednesday January 4, 2017 – 2:00 p.m.

Laguna Woods Village Community Center Sycamore Room, 24351 El Toro Road

**MEMBERS PRESENT:** Gary Morrison, Juanita Skillman, Andre Torng, Janey Dorrell  
Advisor – Cynthia Statsmann

**OTHERS PRESENT** Lenny Ross, Don Tibbets, Maggie Blackwell, Steven Leonard

**MEMBERS ABSENT:** Pat English

**STAFF PRESENT:** Betty Parker, Leslie Cameron

**Call to Order**

Director Morrison chaired the meeting and called it to order at 2:05 p.m.

**Approval of the Regular Meeting Report of December 5, 2016**

The Committee Report was approved as presented.

**Member Comments**

Dick Rader (270-D) inquired about the JCI energy project and reimbursement to the Contingency Fund.

**Chair Remarks**

None

**Review Preliminary Financial Statements dated November 30, 2016**

Ms. Parker, Financial Services Director, presented the financials through November 30, 2016. Discussion ensued and questions were addressed.

It was noted that the committee should review the investment policy and discuss any questions prior to the BlackRock presentation in February.

**Additional Occupancy Fee**

The committee reviewed a handout showing potential fee calculations, to address incremental operating and maintenance costs when more than two residents occupy a manor.

A motion was made and seconded to recommend the Board approve implementing an Additional Occupancy Fee using Option 2, in the amount of \$50.00, for each additional occupant over two. The vote was split 2-2-0, (Director Morrison and Director Dorrell opposed).

After further discussion a second motion was made and carried unanimously to recommend the Board approve implementing an Additional Occupancy Fee using Option 1, in the amount of \$90 for each additional occupant over two.

**Committee Member Comments**

Director Skillman commented on the need for enforcement of rule violations and the use of penalties.

**Date of Next Meeting** – Monday, February 6, 2017 at 2:00 p.m.

**Adjournment** – The meeting recessed to closed session at 3:12 p.m.

**DRAFT**

Gary Morrison, Chair

REPORT OF THE REGULAR MEETING OF THE  
UNITED LAGUNA WOODS MUTUAL FINANCE COMMITTEE

Monday February 6, 2017 – 2:00 p.m.  
Laguna Woods Village Community Center Sycamore Room, 24351 El Toro Road

**MEMBERS PRESENT:** Pat English, Gary Morrison, Juanita Skillman, Andre Torng,  
Advisor – Cynthia Statsmann

**OTHERS PRESENT** Lenny Ross

**MEMBERS ABSENT:** Janey Dorrell

**STAFF PRESENT:** Betty Parker, Kelly Farano

**Call to Order**

Chair English called the meeting to order at 2:00 p.m.

**Approval of the Regular Meeting Report of January 4, 2017**

The Committee Report was approved as presented.

**Member Comments**

Safiyeh Golpa (140-D) commented on the toilet replacement program.

**Chair Remarks**

Chair English commented on the solar project and requested staff contact SCE to obtain the final inspection and authorization to operate.

**Review Preliminary Financial Statements dated November 30, 2016**

Ms. Parker, Financial Services Director, presented the financials through December 31, 2016. Discussion ensued and questions were addressed.

It was noted that the committee should review the investment policy and discuss any questions prior to the BlackRock presentation on February 28, 2017.

**Rescind Tree Trimming Schedule**

Director Skillman provided an overview of the tree trimming reporting, stating the community is now utilizing the Arbor Pro software which will determine the trim cycle based on the species, age and height.

A motion was made and carried unanimously to recommend the Board rescind Resolution 01-15-58 and appropriate an additional \$375,000 to be used to complete the tree pruning cycle in United in 2017.

**Committee Member Comments**

None

**Date of Next Meeting** – Monday, March 6, 2017 at 2:00 p.m.

**Adjournment** – The meeting recessed to closed session at 2:45 p.m.

**DRAFT**

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Pat English, Chair

United Treasurers Report

as of December 31, 2016 (in Thousands)

INCOME STATEMENT	ACTUAL
------------------	--------

TOTAL REVENUE	
---------------	--

\$38,809
----------

TOTAL EXPENSE	
---------------	--

<u>39,868</u>
---------------

Revenue over Expense	
----------------------	--

(\$1,059)
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# United Treasurers Report

as of December 31, 2016 (in thousands)

FUNDS INCOME STATEMENT	OPERATING	FUNDS	TOTAL
Assessment Revenue	\$25,353	\$11,914	\$37,267
Non-assessment Revenue	1,068	474	1,542
Total Revenue	\$26,421	\$12,388	\$38,809
Total Expense	26,400	13,468	39,868
Revenue Over Expense	\$21	(\$1,080)	(\$1,059)
Plus Non-Operating	222		
Revenue Over Expense	\$243		



## United Treasurers Report

as of December 31, 2016 (in thousands)

With an unfavorable bottom line of (\$1,059K), compared to a planned deficit of (\$310K) through December, United was worse than budget by (\$749K) primarily due to:

- Higher property taxes from County Tax Assessor. Property valuations are no longer under the temporary economic relief and have been restored to market.
- Solar Energy Project, funded from the Contingency Fund. To date, \$3,612,690 has been expensed.

# United Treasurers Report as of December 31, 2016 (in thousands)

Offset by:

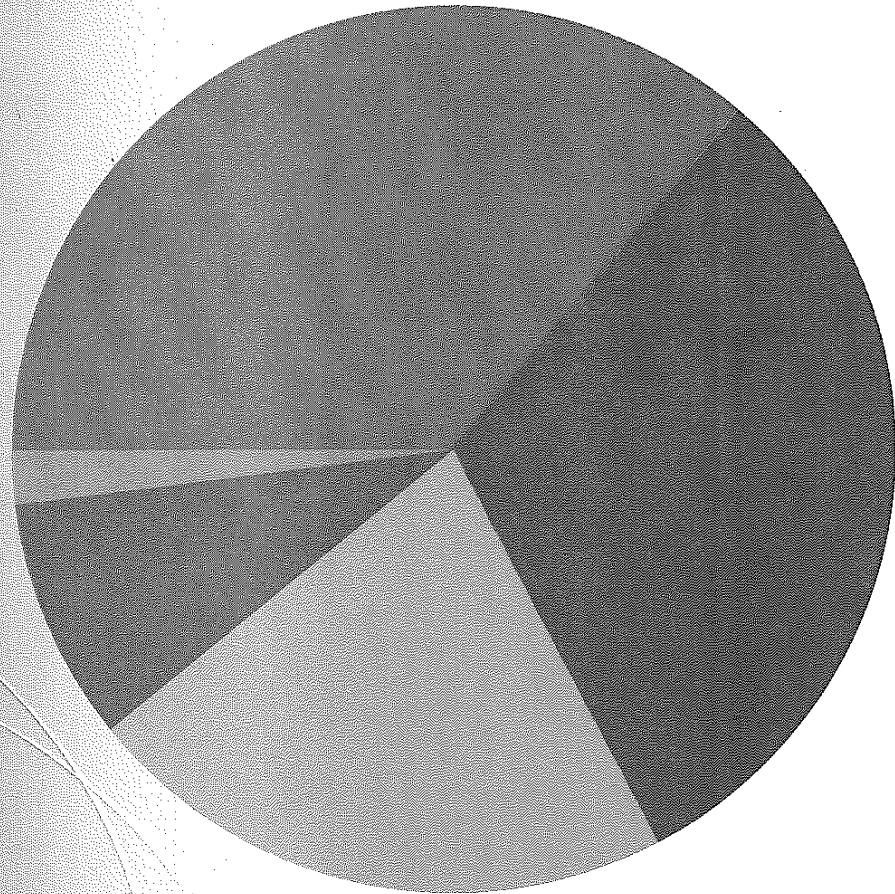
More Revenue

- More assessment revenue than anticipated due to changes from the Orange County tax assessor.

## Lower Expenses

- Workers compensation actuarial adjustment
- Timing of union medical and 401(k) contributions
- Fewer materials for reserve programs (i.e. Water Heaters)
- Elimination of management fee

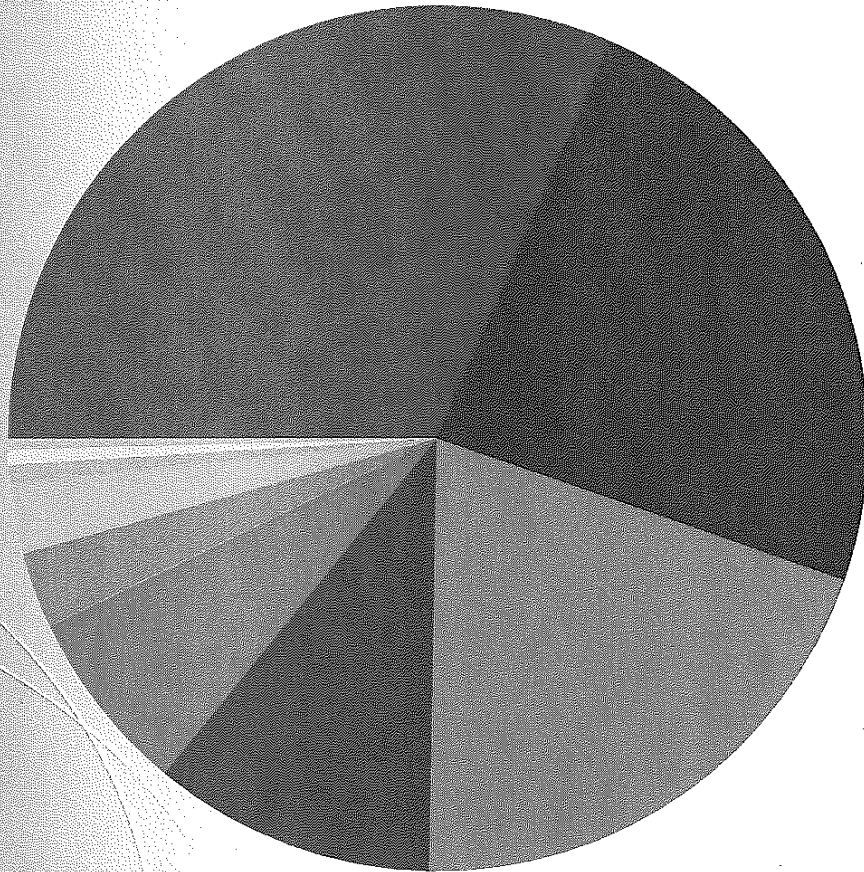
# Total Non Assessment Revenues \$1,542,439 as of December 31, 2016



- 36% Fees and Charges to Residents
- 31% Miscellaneous
- 22% Interest Income
- 9% Laundry
- 2% Merchandise Sales



# Total Expenses \$39,867,652 as of December 31, 2016



- 31% Employee Compensation and Related
- 24% Property and Sales Tax
- 20% Outside Services
- 10% Utilities and Telephones
- 6% Material and Supplies
- 3% Insurance
- 3% Net Allocation to Mutuals
- 1% Legal Fees
- 1% Depreciation and Amortization
- 1% Other Operating Expense

# United Treasurers Report

as of December 31, 2016 (in thousands)

## FUND BALANCES

## ACTUAL

BEGINNING BALANCES: 1/1/16

\$21,527

Contributions & Interest

12,389

Expenditures

(13,468)

Current Balances: 11/30/16

\$20,448



# Monthly Resale Report

PREPARED BY

Community Services Department

MUTUAL

All Mutuals

REPORT PERIOD

January, 2017

MONTH	NO. OF RESALES		TOTAL SALES VOLUME IN \$\$		AVG. RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	76	78	\$23,481,992	\$20,660,350	\$308,974	\$264,876
February		* 70		* \$20,379,400		* \$291,134
March		* 89		* \$22,910,361		* \$257,420
April		* 97		* \$28,616,128		* \$295,012
May		* 91		* \$24,537,100		* \$269,638
June		* 86		* \$22,067,900		* \$256,603
July		* 91		* \$27,013,400		* \$296,851
August		* 104		* \$32,699,074		* \$314,414
September		* 83		* \$23,485,500		* \$282,958
October		* 76		* \$21,449,050		* \$282,224
November		* 88		* \$27,762,000		* \$315,477
December		* 70		* \$20,628,100		* \$294,687
<b>TOTAL</b>	76.00	78.00	\$23,481,992	\$20,660,350		
<b>MON AVG</b>	76.00	78.00	\$23,481,992	\$20,660,350	\$308,974	\$264,876

\* Amount is excluded from percent calculation

Agenda Item # 12c  
Page 1 of 4

# Monthly Resale Report

PREPARED BY  
Community Services Department

MUTUAL  
United

REPORT PERIOD  
January, 2017

MONTH	NO. OF REALES		TOTAL SALES VOLUME IN \$\$		AVG RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	38	46	\$8,968,930	\$9,883,000	\$236,024	\$214,848
February	*	38	*	\$9,023,400	*	\$237,458
March	*	45	*	\$8,501,500	*	\$188,922
April	*	48	*	\$10,445,600	*	\$217,617
May	*	47	*	\$10,833,200	*	\$230,494
June	*	44	*	\$9,229,600	*	\$209,764
July	*	45	*	\$10,900,900	*	\$242,242
August	*	48	*	\$11,613,874	*	\$241,956
September	*	42	*	\$10,834,000	*	\$257,952
October	*	36	*	\$8,062,550	*	\$223,960
November	*	45	*	\$11,308,800	*	\$251,307
December	*	34	*	\$8,099,300	*	\$238,215

TOTAL	38.00	46.00	\$8,968,930	\$9,883,000		
MON AVG	38.00	46.00	\$8,968,930	\$9,883,000	\$236,024	\$214,848
% CHANGE YTD	-17.4%		-9.2%		9.9%	

% Change calculated (ThisYear - LastYear)/LastYear

\* Amount is excluded from percent calculation

Agenda Item # 12C  
Page 2 of 4



# Monthly Resale Report

PREPARED BY  
Community Services Department

MUTUAL  
Third

REPORT PERIOD  
January, 2017

MONTH	NO. OF RESALES		TOTAL SALES VOLUME IN \$\$		AVG. RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	38	30	\$14,513,062	\$10,663,350	\$381,923	\$355,445
February		*		\$11,354,000		* \$366,258
March		*		\$14,408,861		* \$327,474
April		*		\$18,170,528		* \$370,827
May		*		\$13,703,900		* \$311,452
June		*		\$12,838,300		* \$305,674
July		*		\$16,112,500		* \$350,272
August		*		\$21,085,200		* \$376,521
September		*		\$12,651,500		* \$308,573
October		*		\$13,386,500		* \$334,663
November		*		\$16,453,200		* \$382,633
December		*		\$12,528,800		* \$348,022

TOTAL	38.00	30.00	\$14,513,062	\$10,663,350		
MON. AVG.	38.00	30.00	\$14,513,062	\$10,663,350	\$381,923	\$355,445
% CHANGE YTD	26.7%		36.1%		7.4%	

% Change calculated (ThisYear - LastYear)/LastYear

\* Amount is excluded from percent calculation

# UNITED LAGUNA WOODS MUTUAL

## MONTHLY LEASING REPORT

Report Period:  
Jan-17

MONTH	LEASES IN EFFECT				Total this year		Total last year		New Monthly Transactions		
	1 Month	3 Months	6 Months	12 Months	12+Months				Leases	Renewals	Extensions
JAN	1	35	67	408	8	519	435		38	2	0
FEB											
MARCH											
APRIL											
MAY											
JUNE											
JULY											
AUGUST											
SEPT											
OCT											
NOV											
DEC											
Monthly Average	1	35	67	408	8	519			38	2	0

519/6323 = 8.2%

519/6323

New Leases = Units Sublet

Agenda Item # 12C  
4 of 4

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

**Wednesday, January 25, 2017 - 9:00 a.m.  
Laguna Woods Village Community Center Board Room  
24351 El Toro Road**

**MEMBERS PRESENT:** Don Tibbetts - Chair, Steve Leonard, Jan LaBarge, Juanita Skillman in for Janey Dorrell, Pat English

**MEMBERS ABSENT:** Janey Dorrell (entered meeting at 9:30am)

**ADVISORS PRESENT:** Del Ng

**OTHERS PRESENT:** Andre Torng, Dick Rader

**STAFF PRESENT:** Ernesto Munoz - Staff Officer, Brett Crane, Nazli Boroshan, Mark Stal, Laurie Chavarria

**1. Call to Order**

Chair Tibbetts called the meeting to order at 9:02 a.m.

**2. Acknowledgement of Press**

Chair Tibbetts noted no members of the press were present.

**3. Approval of Meeting Report for December 28, 2016**

The Meeting Report for December 28, 2016 was approved as written.

**4. Approval of the Agenda**

Director Leonard added JCI Solar Project Update as Item 16 and Parking Update as Item 17 to Reports.

Chair Tibbetts pulled Variance Request Items 7 & 10 from the consent calendar (317-C and 2012-D) and moved them to Items for Discussion and Consideration as Items 18 & 19.

The Agenda was approved as amended.

**5. Chairman's Remarks**

Chair Tibbetts had no remarks

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

Dwight McBain (677-B) Commented that he was told he cannot have exterior shades on his balcony because it will impede ingress by the Fire Department. Brett Crane volunteered to explain the Mutual Standards to the member.

Dick Rader (270-D) Commented on the pagoda walkway lighting replacement. He wanted to know the reason for the replacement and the cost. Ernesto Munoz responded to his questions.

**7. Committee Member Comments**

Director LaBarge commented on lighting expenditures and if the 8 year paint program should be revisited. She saw a building being repainted that looked like it was just painted, instead of 8 years ago.

Chair Tibbetts welcomed new advisor Del Ng. He is the Director of Facility Operations at Kaiser in Southern California.

Director Skillman commented on the walkway lighting program and the improvements made in the last two years.

Director Leonard requested a report on the unfinished Monterey lighting project. He would like to know where we are on the lights that still need to be replaced.

**CONSENT CALENDAR** - *All matters listed under the Consent Calendar are considered to be routine and will be acted upon in one motion. There will be no separate discussion of these items unless Committee Members, staff or residents request specific items to be discussed and/or removed from the Consent Calendar for discussion.*

**CONSENT**

Without objection, the Committee approved the Consent Calendar as written.

**8. Extend Patio & Relocate Gate at Manor 448-B – Kordower**

By way of the Consent Calendar, the Committee unanimously voted to recommend the Board deny the request to extend patio and relocate gate across walk path and onto flower bed as it fails to follow Mutual Standards.

**9. Install a Room Addition at Manor 786-C – Oestmann**

By way of the Consent Calendar, the Committee unanimously voted to recommend the Board approve the request to extend the living room into the front patio. The following contingencies will apply:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 786-C San Sebastian.
  2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
  3. Unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition.
  4. The alterations must be in accordance to the state building code regulations.
  5. All Alterations must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments.
  6. Neighbor Awareness Forms are required to be submitted from affected neighbors at 787-C San Sebastian.
10. Project Log
  11. Programs Report (*December 31, 2016*)
  12. Maintenance Expenditures Report (*December 31, 2016*) – *Not Available*
  13. Repair Costs on Damaged Coin Boxes

#### **REPORTS**

14. Revised Solar Panel Brochure for Residents (Verbal Discussion – Steve Leonard)

Director Leonard provided an update on the Solar Panel Brochure.

15. Heavy Water Usage Letter for e-Blast

The Committee reviewed the letter regarding heavy water usage.

A motion was made to approve the letter as written and staff's recommendation to send the letter to residents signed up for the Code Red email and e-blast.

By a vote of 4/0/0, the motion passed.

**16. JCI Solar Project Update (verbal by Steve Leonard)**

Director Leonard provided an update on the solar project. He commented that several issues have arisen since the weekly meetings were discontinued. He would like to schedule a meeting this week to discuss and address the issues that have come up.

Ernesto Munoz commented that issues from SCE are not new and that staff is working diligently to make sure this project is completed on time.

Advisor Ng suggested that we contact someone from the Manager level at SCE so we no longer have to worry about engineering staff turnover, which could delay the project.

**17. Parking Updates (verbal by Steve Leonard)**

Director Leonard gave an update on the parking issues. Discussion ensued.

Director Leonard wants to look at the current vehicle decal policy. He is concerned about the possibility that 18,000 vehicle decals could be handed out based on the current policy allotment. He would like to see a report from staff that shows the number of decals that have been deleted due to resales, and the number of member ID's that have been deleted vs. the new number of ID's that have been created to see if more people are moving in per manor than before.

Director English commented that Third Mutual's parking issues are different than United's. She would like to limit 2 cars per unit and that variance requests for a 3<sup>rd</sup> decal can be reviewed if they have a 3<sup>rd</sup> car for a working member. She is concerned about the extra work given to staff with Steve's request for a report on decals and member ID's.

Advisor Ng agrees with Director Leonard that we need this report so we can control and manage parking issues.

Ernesto Munoz commented on the study that Urban Crossroads provided for Third Mutual. He suggests that current decals be grandfathered, but moving forward, decals should be limited to future members with a revision to the current policy. There are certain constraints due to the size of the community - narrow roads and limited parking areas. Mr. Munoz suggested that red curbs could be looked at to increase parking. Some red curbs are in excess of what is really needed. There are a number of things to consider in order to increase parking. We may need to get a consultant involved since staff is not able to provide this level of study and recommendation. We will prepare a SOW for Urban Crossroads to provide a quote on red curb resets in Mutual cul-de-sacs in addition to some GRF roads. We will bring back the decal policy for review.

Director Dorrell commented that she appreciates the red curb reset idea and believes that it is needed.

Director English wants minutes reviewed from the previous Parking Committee to see what recommendations were made and followed before we get a consultant to do something that we have already done.

### **ITEMS FOR DISCUSSION AND CONSIDERATION**

#### **18. Room Addition, Non-Standard Door & Windows at Manor 317-C – Blik**

##### **a. Extend Living Room by 4.5 feet into the Patio Area:**

A motion was made to recommend the Board approve the request to extend living room into the front patio area. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition.
4. The living room extension must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments.
5. All alterations must be in accordance with the State Building Code regulations.
6. No Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would be installed within a gated and limited access front patio, therefore not visible to neighboring Manors.

**b. Change Location, Size and Type of Front Entry Door:**

A motion was made to recommend the Board approve the request to change location, size and type of front entry door. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Detailed site specific plans, wet-stamped and signed by a California licensed architect or engineer, must be submitted to the Permits and Inspections office located in the Laguna Woods Village Community Center prior to issuance of a permit. These plans must detail the required structural modifications necessary to ensure that the structural integrity of the building is maintained upon completion of the window additions.
4. The door must be installed in accordance with United Laguna Woods Mutual Standard Section 31: Window and Window Attachments.
5. All alterations must be in accordance with the State Building Code regulations.
6. No Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would be installed within a gated and limited access front patio, therefore not visible to neighboring Manors.

**c. Change Size and Type of Patio Sliding Glass Door:**

A motion was made to recommend the Board approve the request to change the size and type of patio sliding glass door. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor



Alterations Department office located in the Laguna Woods Community Center.

3. Detailed site specific plans, wet-stamped and signed by a California licensed architect or engineer, must be submitted to the Permits and Inspections office located in the Laguna Woods Village Community Center prior to issuance of a permit. These plans must detail the required structural modifications necessary to ensure that the structural integrity of the building is maintained upon completion of the window additions.
4. The door must be installed in accordance with United Laguna Woods Mutual Standard Section 11: Door, Exterior.
5. All alterations must be in accordance with the State Building Code regulations.
6. No Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would be installed within a gated and limited access front patio, therefore not visible to neighboring Manors.

**d. Change Size and Type Living Room and Bedroom 1 Windows:**

A motion was made to recommend the Board approve the request to change the size and type of living room and bedroom 1 windows. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 317-C Avenida Castilla.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Detailed site specific plans, wet-stamped and signed by a California licensed architect or engineer, must be submitted to the Permits and Inspections office located in the Laguna Woods Village Community Center prior to issuance of a permit. These plans must detail the required structural modifications necessary to ensure that the structural integrity of the building is maintained upon completion of the window additions.
4. The windows must be installed in accordance with United Laguna Woods Mutual Standard 31: Window and Window Attachments

5. All alterations must be in accordance with the State Building Code regulations.
6. No Neighbor Awareness Forms are required from manor 317-C Avenida Castilla, as the proposed alterations would face a common area wall with no views from other manors.

**19. Install a living room extension at Manor 2012-D**

A motion was made to recommend the Board approve the request to extend living room into the front patio area. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 2012-D Via Mariposa West.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition.
4. The alterations must be in accordance to the state building code regulations.
5. The living room extension must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments.
6. A copy of the Roof Alteration Notification (Tie-In Form) must be submitted to the Laguna Woods Village Manor Alterations Department.
7. Installation of room addition and roof must follow the architectural plane of the existing exterior wall of the manor and shall not jog out.

**20. Monterey Manors – Revised (Brett Crane)**

Agenda Item # 13  
Page 8 of 9

Brett provided an update on Monterey Manors. There is only one alteration enclosure that needs to be modified to meet building code. Discussion ensued.

**21. Storm Damaged Roof Repair**

Ernesto Munoz provided an update and answered questions from the Committee.

Advisor Ng asked if the flooding was evaluated during the storms. Ernesto Munoz commented that the Winter Program includes evaluating storm drains, slopes, etc.

Ernesto Munoz also addressed the damage to the Aliso Creek Bridge. There is undermining at the walkways. Director Leonard requests that an update along with pictures be brought back to the meeting.

**ITEMS FOR FUTURE COMMITTEE MEETINGS**

- 22. Chargeable Services
- 23. Walkway Lighting Bollard Alternatives

**CONCLUDING BUSINESS**

- 24. Date of Next Meeting – February 22, 2017
- 25. Adjournment - The meeting was adjourned at 10:42 a.m.

  
Don Tibbetts, Chair



**OPEN MEETING**

**REPORT OF THE REGULAR MEETING OF THE  
UNITED LAGUNA WOODS MUTUAL LANDSCAPE COMMITTEE**

Wednesday, January 25, 2017 – 1:30 p.m.

Laguna Woods Village Community Center Pine Room – 24351 El Toro Road

**MEMBERS PRESENT:** Maggie Blackwell, Chair; Juanita Skillman, Andre Torng

**MEMBER ABSENT:** Pamela Grundke (Advisor), Paula Minnehan (Advisor)

**OTHER DIRECTORS  
PRESENT:** None

**STAFF PRESENT:** Kurt Rahn, Mike Swingholm, Raul Arceo

**Call to Order**

The Chair called the meeting to order at 1:28 p.m.

**Acknowledgement of the Press**

The press was not represented.

**Approval of the Agenda**

The agenda was approved as presented.

**Approval of Committee Report of November 23, 2016**

The report was approved as written.

**Resident Comments (Items Not on the Agenda)**

Mr. and Mrs. Pedersen (674-P) commented on the topping of liquidamber trees and pine trees and expressed concerns that trees are pruned too frequently. Staff explained that topping of trees is not an ordinary practice, however in the case of some trees topping is done to remove dead wood in an attempt to get a few more years of life out of the trees. The alternative is removal of the trees. Staff also explained the impending implementation of the ArborPro system and how that will help determine appropriate tree pruning cycle rates.

Mrs. and Mrs. Moser (587-C) commented on problems related to an area of lawn that has been replaced with ground cover. Staff will follow up with the situation.

Barbara Copley (410-D) commented on the small size of replacement plants used to replace mature plantings that had to be removed in order to perform sewer repairs.

**Chairman's Remarks**

Chair Blackwell commented about how well the trees have performed during the latest storms, and that the storms have knocked the crews off schedule by a few weeks. She also touched on the advantages of the ArborPro system, and pesticide usage and application is following appropriate IPM practices.

## **ACTION ITEMS**

Committee Tour (conducted following the meeting)

Committee Members Present: Maggie Blackwell, Andre Torng

### **315-A Avenida Castilla (Pi) – Request for Replace Lawn with Xeriscape Planting**

The Committee reviewed the proposed planting concept at the site and had no objection to allowing the resident to transform the lawn area into a xeriscape as proposed as long as the resident maintains the site appropriately and follows the Mutual's standard for setting stepping stones. Also, any irrigation or drainage work must be performed by the Irrigation Department as a chargeable service.

Recommendation: the board representatives of this corporation unanimously recommend approval of this request to change the lawn area to xeriscape at the Mutual Member's expense with the caveat that any irrigation or drainage modifications are to be performed by the Irrigation Department, and the stepping stones must be set according to the Mutual's standard.

### **2148-C Ronda Granada (Scalett) – Request for Tree Removal – (4) Cupaniopsis anacardioides (Carrotwood)**

The Committee found the trees to be in good health, not causing any structural damage, and located in a suitable area for their size. Seasonally, this species of tree drops numerous seeds, but litter alone is not a valid reason for removal. Overall, the Committee does not agree that the trees warrant removal.

Recommendation: the board representatives of this corporation unanimously recommend denying this request to remove the four Carrotwood trees.

### **Rescind Resolution 1-15-58 Regarding Trimming of Trees in United**

The Committee reviewed and discussed the staff report. A motion was made by Director Skillman and seconded by Director Torng to recommend the Board rescind Resolution 1-15-58 and appropriate an additional \$375,000 to be used to complete the tree pruning cycle in United in 2017. The motion carried unanimously.

### **Potential Irrigation Retro-Fit Project**

The Committee reviewed and discussed the staff report regarding utilizing the \$250,000 budgeted in reserves for potential landscape renovation projects for retro-fitting the irrigation system, reducing turf areas, and replacing high maintenance or poorly performing landscaping in cul-de-sacs 8 and 40. During their tour, the Committee visited these cul-de-sacs and directed staff to proceed with formulating a cost estimate to be presented at the next meeting.

## **ITEMS FOR DISCUSSION AND CONSIDERATION**

### **Committee Charter**

The Committee reviewed their charter and unanimously approved eliminating paragraph 2d as oversight of solid waste disposal and recycling is no longer exercised by the Landscape Division.

### **Meeting Schedule**

The Committee endorsed the Board's concept of adopting a policy of bi-monthly committee meetings. Tentatively, the Committee will meet on the regular date in February in order to provide direction regarding the renovation project in CDS's 8 and 40.

## **STATUS REPORTS**

### **Rain Update**

The Committee and staff discussed the recent rain events.

## **CONCLUDING BUSINESS**

### **Committee Member Comments**

There were none.

### **Date of Next Meeting**

The date of the next meeting of the United Laguna Woods Mutual Landscape Committee is tentatively scheduled for Wednesday, February 22, 2017 at 1:30 p.m. in the Pine Room of the Corporation's principal offices, 24351 El Toro Road, Laguna Woods, California.

### **Adjourn**

There being no further business, the meeting adjourned at 2:51 p.m.

  
\_\_\_\_\_  
Maggie Blackwell, Chair





# UNITED LAGUNA WOODS MUTUAL

## STAFF REPORT

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**DATE:** January 25, 2017  
**FOR:** Landscape Committee  
**SUBJECT:** Rescind Resolution 1-15-58 Regarding Trimming of Trees in United

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### RECOMMENDATION

Staff recommends Resolution 1-15-58 be rescinded and routine tree trimming activities be scheduled based on the ArborPro system. Using the tree trimming schedule produced in ArborPro will require the board to approve an unbudgeted reserve expenditure of approximately \$375,000.

### BACKGROUND

On April 14, 2015, the Board approved Resolution 1-15-58 that restricts routine tree trimming activities to the months of August through January. Since that time, GRF has approved the purchase of the ArborPro software system and is in the process of inventorying all of the trees in the Community. The inventory database will be completed by the end of January 2017, and the ArborPro system will become the principle tool for managing the tree trimming schedule.

### DISCUSSION

The purpose of Resolution 1-15-58 was to maximize the benefits of full canopy cover during the heat of the summer months, and to minimize potential harm to the trees by restricting pruning to the dormant season. Also, due to concerns that the trees are pruned too frequently, it was intended to increase the time between pruning cycles. While this approach conforms in some ways with textbook models, generally it is unnecessary in Southern California where there is not the weather extremes experienced elsewhere in the county and tree trimming is performed year round. A better approach is to utilize the ArborPro system to tailor the pruning schedule to the individual tree on the basis of multiple factors such as species, growth patterns, and proximity to structures.

ArborPro is in the process of collecting information about each individual tree in the Community and creating a tree inventory database. This information is input into their proprietary asset management tool and will be used by Staff to help determine the best and most efficient scheduling of routine tree trimming work. The creation of this inventory is expected to be completed by the end of the month.

It is important to note that the calendar restriction stipulated in Resolution 1-15-58 led to halting scheduled tree pruning for the six months between February 1 and July 31, 2016. Also, the 2017 budget for scheduled tree maintenance is based on this restriction. As a result, routine tree trimming is planned only for January 2017. Tree trimming could be allowed to begin again in August, but because by that time the tree crews will have moved into Third Mutual, it was decided to forgo beginning at that time and extend the cycle period.. This means that, depending upon when in 2018 the tree trimming would resume, an estimated 350 buildings may not receive service for up to 54 months after the last pruning cycle vs. the 34 month or better service level that has been in place for many years.

United Laguna Woods Mutual  
Rescind Resolution 1-15-58 Regarding Trimming of Trees in United  
January 25, 2017

Rescinding the resolution results in more scheduled tree maintenance than budgeted for in 2017. Completing the pruning cycle for United will take several more months, however, it will allow the scheduled tree work to be completed in approximately the normal time frame of 34 months.

The 2016 budget did not reflect the calendar restriction stipulated in Resolution 1-15-58; therefore the cessation of scheduled pruning for six months resulted in a favorable budget variance of approximately \$400,000 (estimated through November 2016).

**FINANCIAL ANALYSIS**

The 2017 budget for tree maintenance is \$165,839 and is based on the calendar restriction stipulated in Resolution 1-15-58. Lifting the restriction will allow the tree pruning cycle for United to be completed in 2017; however, it will require approval of an unbudgeted reserve expenditure of approximately \$375,000.

**Prepared By:** Mindra Fielding, Landscape Management Analyst

**Reviewed By:** Kurt Rahn, Landscape Director  
Betty Parker, Financial Services Director

**ATTACHMENT(S)**  
Resolution 1-15-58

United Laguna Woods Mutual  
Landscape Committee  
January 25, 2017

**Rescind Resolution 1-15-58 Regarding Trimming of Trees in United**

A motion was made by Director Skillman and seconded by Director Tornig to recommend the Board rescind Resolution 1-15-58 and appropriate an additional \$375,000 to be used to complete the tree pruning cycle in United in 2017. The motion carried unanimously.

United Laguna Woods Mutual  
Finance Committee – Open Session  
February 6, 2017

**Rescind Tree Trimming Schedule**

A motion was made and carried unanimously to recommend the Board rescind Resolution 01-15-58 and appropriate an additional \$375,000 to be used to complete the tree pruning cycle in United in 2017.

**RESOLUTION 01-17-XX**

**Trimming of Trees in United Mutual**

**WHEREAS**, the ArborPro software system is in the process of inventorying all of the trees in the Community; and

**WHEREAS**, the ArborPro system will become the principle tool for managing the tree trimming schedule; and

**WHEREAS**, Resolution 01-15-58 restricted tree trimming to occur only during the period of August 1 through January 31<sup>st</sup>, with the exception of trees that may pose a hazard and young trees that may require more frequent trimming; and

**WHEREAS**, the cost to complete the tree trimming cycle in 2017 in United is \$375,000; and

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, the Board of Directors of this Corporation hereby rescinds Resolution 01-15-58 and

approves an unbudgeted expenditure of \$375,000 from the Reserve Fund  
– Tree Maintenance to allow tree work to be completed in 2017; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation  
are hereby authorized on behalf of the Corporation to carry out the  
purpose of this resolution.

# ULWM Membership Disciplinary Report

	Nov.	Dec	Jan
Total Number of Cases:	210	233	228
Cases Resolved this Month:	19	23	23

## Allegations:

Abandoned Vehicle:	5	6	8	First Letter	4
				Final Letter	2
				Hearing	2
Alteration Maintenance:	1	4	6	First Letter	4
				Final Letter	2
				Hearing	-
Animal Nuisance:	21	34	20	First Letter	17
				Final Letter	3
				Hearing	-
Assessment Delinquency:	0	2	2	First Letter	-
				Final Letter	-
				Hearing	2
Balcony Clutter:	5	5	5	First Letter	3
				Final Letter	2
				Hearing	-
Breezeway Clutter:	6	9	8	First Letter	4
				Final Letter	3
				Hearing	1
Carport Clutter:	25	25	25	First Letter	13
				Final Letter	7
				Hearing	5
Common Area Clutter:	3	25	3	First Letter	2
				Final Letter	1
				Hearing	-
Electrical Upgrade:	0	0	1	First Letter	1
				Final Letter	-
				Hearing	-
Illegal Occupancy	20	18	19	First Letter	14
				Final Letter	
				Hearing	5
Interior Clutter:	7	7	7	First Letter	5
				Final Letter	1
				Hearing	-
Landscape:	8	9	10	First Letter	6
				Final Letter	3
				Hearing	1
Nuisance:	27	23	28	First Letter	23
				Final Letter	-
				Hearing	5
Other:	0	2	4	First Letter	4
				Final Letter	-
				Hearing	-

## ULWM Membership Disciplinary Report

### Allegations:

Short Term Rentals:	20	12	27	First Letter	21
				Final Letter	6
				Hearing	
Traffic Violations:	13	3	4	First Letter	2
				Final Letter	2
				Hearing	-
Patio Clutter:	17	20	20	First Letter	10
				Final Letter	5
				Hearing	5
Unauthorized Alteration:	28	26	28	First Letter	15
				Final Letter	7
				Hearing	6
Vehicle Oil:	4	3	3	First Letter	2
				Final Letter	1
				Hearing	-

The increase in violations is due to the newly created Compliance Hotline. Members can call 949-268-CALL and leave information on possible violations for the Compliance Department to investigate.

The clutter violations are common during this time of year and we anticipate that they will decrease by February.

The Compliance and Security Departments are proactively working with the Members so they comply.



## STAFF REPORT

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**DATE:** February 14, 2017  
**FOR:** Board of Directors  
**SUBJECT:** Non-Smoking Policy

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### **RECOMMENDATION**

Staff recommends adoption of a Non-Smoking Policy.

### **BACKGROUND**

The Board created a Governing Documents Review Committee to review policies and processes for consistency. The committee and staff have identified areas of improvement including, but not limited to, the need to adopt a Non-Smoking Policy.

The Community does not have a non-smoking policy however; Article 5, Use of Premises, of the Occupancy Agreement, contains nuisance restrictions that declares: "The Member shall not permit or suffer anything to be done or kept in or about the dwelling unit or other premises of the Corporation... which will obstruct or interfere with the rights of other members of the Corporation or annoy them by unreasonable noises or otherwise nor will it commit or permit any nuisance in or about the dwelling unit or other premises of the Corporation..." A nuisance as defined under California Civil Code §3479 is "anything which is ...offensive to the senses, or an obstruction to the free use of property." Additionally, the City of Laguna Woods has adopted an ordinance regulating smoking in public places and places of employment (Ord. No. 11-03, § 2, 3-16-2011).

On February 12, 2008, the Board adopted rules defining responsibility for remediation costs associated with second-hand smoke infiltration (Resolution 01-08-21). The rules were adopted as numerous complaints were received from various residents concerning second-hand smoke odors.

On September 9, 2014, the Board developed and adopted a procedure under which Members occupying units in a building can collectively petition for the designation of their building as "smoke-free" (Resolution 01-14-117). This innovative procedure was designed in response to Members' concerns about the health effects of second-hand smoke and the nuisance that tobacco and other smoke can cause. There are two buildings that have been formally designated smoke-free through successful completion of the smoke free building designation process.

On November 8, 2016, the State of California passed Proposition 64 legalizing the recreational use of marijuana for adults age 21 years and older. The Proposition permits smoking in private homes but does not permit smoking in public.

On December 29, 2016, the Governing Documents Review Committee discussed the proposed policy. By way of consensus, the committee recommends adopting the policy.

**Non-Smoking Policy**

February 14, 2017

Page 2

On January 10, 2017, the Board reviewed and discussed the proposed policy. By a vote of 9-0-0 the Board approved the policy and the resolution was scheduled for the February meeting in order to satisfy the 30-day notification requirement.

**DISCUSSION**

There is a recent increase in reports of smoking nuisance violations in Laguna Woods Village. Several residents have experienced second hand smoke infiltration as a cause of other residents smoking outside their private units and/or in common areas.

The purpose of the Non-Smoking Policy (Attachment 1) is to fairly and reasonably address smoking in Laguna Woods Village. The policy defines the areas where smoking is prohibited.

The proposed policy was reviewed by legal counsel and their comments were incorporated.

**FINANCIAL ANALYSIS**

There is no financial impact.

**Prepared By:** Francis Rangel, Compliance Supervisor

**Reviewed By:** Tim Moy, Chief of Security  
Lori Moss, Community Manager

**ATTACHMENT(S)**

Attachment 1: Proposed Non-Smoking Policy





**Non-Smoking Policy**  
Adopted February 14, 2017  
Resolution 01-14-XX

**I. Purpose**

The purpose of this document is to define the policies of United Laguna Woods Mutual (ULWM) regarding smoking in private units and common area.

**II. Definitions**

For the purposes of this policy:

- a. Common area means the area which is available for use by more than one person.
- b. Community Rules are defined as the Bylaws, Occupancy Restrictions, Articles of Incorporation, or any rules and regulations of ULWM.
- c. Enclosed is defined as an area closed in by a roof and contiguous walls or windows, connected floor to ceiling with appropriate opening for ingress and egress.
- d. Member is defined as any person entitled to membership in ULWM.
- e. Multi-unit residential facility means a building or portion thereof that contains more than one dwelling unit.
- f. Private residence is defined as that portion of any Cooperative which is not in common with other owners.
- g. Smoking is defined as inhaling, exhaling, burning, or carrying any lighted cigar, cigarette, e-cigarette, pipe, cannabis, or other combustible substance in any manner or in any form.

**III. Conditions**

Smoking is prohibited in the following areas:

- a. Enclosed areas of all public places, including lobbies, elevators, hallways and other areas used by members of the public.
- b. Elevators, hallways, recreation rooms, laundry rooms, stairs, and other common areas in multi-unit residential facilities.
- c. Unenclosed hallways, entryways, breezeways, stairways and other common areas accessible and useable by more than one residence.

- d. Balconies and patios in residential facilities. For the purpose of this policy, balconies and patios shall include unenclosed and screened patios and balconies as well as enclosed patios and balconies unless windows and doors are closed to prevent the escape of smoke.
- e. Carports.
- f. In an enclosed vehicle.
- g. Any common area within 20 feet from any building so long as smoke does not enter any enclosed area in which smoking is prohibited.
- h. Private residence, but residents are required to use adequate ventilation devices such as air-purifiers, etc.
- i. Smoking marijuana is only permitted inside a residence.

#### **IV. Enforcement**

ULWM is authorized to take disciplinary action against a Member found to be in violation of the Non-Smoking Policy. When a violation occurs the Board is obligated to evaluate and impose if appropriate, member-discipline as set forth in the governing documents. The Board of Directors has the authority to impose monetary fines, suspend Member privileges, and/or bring forth legal action.

The Member is entirely responsible for ensuring that the rules, regulations, and policies are following by anyone they allow into the community. This includes any Co-occupant, lessee, or guest, care provider, vendor, invitee, or contractor.

Per Resolution 01-08-21, adopted February 12, 2008, the following guidelines define the responsibility for remediation costs associated with second-hand smoke infiltration:

- a. Remediation costs considered reasonable would be paid for by the Member responsible for the second-hand smoke.
- b. Remediation costs due to defects or damages to property which is ULWM responsibility would be paid for by ULWM.
- c. Remediation costs beyond those which would be construed as reasonable would be borne by complainant.

A complaint may be registered with the Compliance Department by calling 949-268-CALL or by calling the Security Department at 949-580-1400.

**RESOLUTION 01-17-XX**

**Non-Smoking Policy**

**WHEREAS**, the Governing Documents Review Committee has recommended adopting a Non-Smoking Policy, to fairly and reasonably address smoking in Laguna Woods Village; and

**WHEREAS**, United Laguna Woods Mutual has received numerous complaints from various residents concerning odors and annoyance in and around manors caused from residents second-hand smoke and smoke infiltration;

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors of this Corporation hereby adopts the "Non-Smoking Policy," as attached to the official minutes of this meeting; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution as written.

**January initial Notification**

**Initial notification has been satisfied to comply with Civil Code §4360.**





## STAFF REPORT

**DATE:** January 10, 2017  
**FOR:** Board of Directors  
**SUBJECT:** Additional Occupant Fee

### RECOMMENDATION

Staff recommends charging an Additional Occupant Fee of \$90 per month, per occupant over two, effective April 1, 2017 to help offset the incremental operating expenses incurred by the Mutual.

### BACKGROUND

Currently, the Golden Rain Foundation charges an Additional Occupant Fee of \$49 per manor, per month, when more than two people occupy a unit. The fee provides an offset to GRF for incremental wear and tear to community facilities and use of services. The fee is updated annually and included with the assessment coupon or EZ pay auto debit amount.

United Mutual board members have expressed an interest in charging a similar fee to recover incremental operating costs when more than two people reside in a manor, as it pertains to mutual-specific maintenance and operations. Staff was directed to analyze the implementation of an additional occupant fee.

### DISCUSSION

The basic assessment for United is divided equally by the number of units in the Mutual, regardless of how many individuals occupy a unit. The majority of the units within United are occupied by one or two residents; however, in 2016 approximately 103 units had occupancy of three people. These additional occupants contribute to increased cost for items such as electricity, water, sewer, trash and maintenance.

At their January 4, 2016 meeting, the United Finance Committee recommended the initiation of an additional occupancy fee at 25 percent of the basic mutual assessment (excluding property tax, property insurance, and GRF amounts). Based on the 2017 Business Plan, the fee would be set at \$90 per manor, per month for any occupants in excess of two.

### FINANCIAL ANALYSIS

Assuming 100 additional occupants per year, a fee of \$90 per additional occupant would generate annual revenue of approximately \$108,000. The basic assessment would be reduced by this amount, lowering assessments by approximately \$1.42 per manor per month.

**Prepared By:** Kelly Farano, Financial Services Manager

**Reviewed By:** Betty Parker, Financial Services Director

**ATTACHMENTS(S)**

ATT-1: Occupancy Fee Options

ATT-2: Additional Occupant Fee Resolution

**ADDITIONAL OCCUPANCY FEE CALCULATIONS**  
**UNITED LAGUNA WOODS MUTUAL**

**Option 1: Based on 25% of Basic Assessment**

DESCRIPTION	2017 PLAN	Per Manor Per Month
<b>REVENUES:</b>		
Non-assessment Revenues:		
Merchandise Sales	\$15,000	\$0.20
Fees and Charges to Residents	708,024	9.33
Laundry	146,000	1.92
Miscellaneous	461,008	6.08
<b>Total Revenue</b>	<b>\$1,330,032</b>	<b>\$17.53</b>

<b>EXPENSES:</b>		
Employee Compensation	\$6,328,965	\$83.40
Expenses Related to Compensation	2,594,054	34.19
Material and Supplies	1,076,468	14.19
Electricity	185,320	2.44
Sewer	1,771,800	23.35
Water	1,892,480	24.94
Trash	335,417	4.42
Legal Fees	200,000	2.64
Professional Fees	128,970	1.70
Management Fee	0	0.00
Equipment Rental	9,202	0.12
Outside Services	1,009,216	13.30
Repairs and Maintenance	33,830	0.45
Other Operating Expense	113,652	1.50
(Gain)/Loss on Sale	(7,500)	(0.10)
Property Tax*	n/a	n/a
Property Insurance*	n/a	n/a
Insurance	507,097	6.68
Allocated Expenses	862,286	11.36
Uncollectible Accounts	0	0.00
<b>Total Expenses</b>	<b>\$17,041,257</b>	<b>\$224.58</b>
(Surplus)/Deficit Recovery	(37,400)	(0.49)
<b>Total Operating</b>	<b>\$17,003,857</b>	<b>\$206.56</b>

<b>RESERVE CONTRIBUTIONS</b>	\$11,912,532	\$157.00
<b>Basic Mutual Assessment*</b>	<b>\$27,586,356</b>	<b>\$363.56</b>
<b>25% of Basic Mutual Assessment</b>		<b>\$90.00</b>

**Option 2: Based on 50% of Incremental Costs**

DESCRIPTION	2017 PLAN	Per Manor Per Month
<b>REVENUES:</b>		
Utilities		
Electricity	\$185,320	\$2.44
Sewer	1,771,800	23.35
Water	1,892,480	24.94
Trash	335,417	4.42
<b>Total Expenses</b>	<b>\$4,185,017</b>	<b>\$55.15</b>

<b>EXPENSES:</b>		
Maintenance Operations		
Plumbing Service	\$1,241,972	\$16.37
Carpentry Service	430,644	5.68
Concrete Repair/Replace	350,630	4.52
Electrical Service	337,547	4.45
Appliance Repairs	318,294	4.19
Janitorial Service	228,851	3.02
Balcony/Breezeway/Resurface	189,981	2.50
Countertop/Floor/Tile Repair	138,282	1.82
Paint Touchup	128,873	1.70
Paving Maint & Repairs	87,228	1.15
Misc Repairs by Outside Service	30,822	0.41
Traffic Control	15,817	0.21
<b>Total Expenses</b>	<b>\$3,498,941</b>	<b>\$46.11</b>
<b>Total Incremental Expenses</b>	<b>\$7,683,958</b>	<b>\$101.26</b>

50% of Assessment - Incremental Cost

Estimated Number of Residents (1 or 2)

Estimated Charge Per Resident Per Month

**Option 3: Based on Incremental Cost per Resident**

DESCRIPTION	2017 PLAN	Per Manor Per Month
<b>REVENUES:</b>		
Utilities		
Electricity	\$185,320	\$2.44
Sewer	1,771,800	23.35
Water	1,892,480	24.94
Trash	335,417	4.42
<b>Total Expenses</b>	<b>\$4,185,017</b>	<b>\$55.15</b>

<b>EXPENSES:</b>		
Maintenance Operations		
Plumbing Service	\$1,241,972	\$16.37
Carpentry Service	430,644	5.68
Concrete Repair/Replace	350,630	4.52
Electrical Service	337,547	4.45
Appliance Repairs	318,294	4.19
Janitorial Service	228,851	3.02
Balcony/Breezeway/Resurface	189,981	2.50
Countertop/Floor/Tile Repair	138,282	1.82
Paint Touchup	128,873	1.70
Paving Maint & Repairs	87,228	1.15
Misc Repairs by Outside Service	30,822	0.41
Traffic Control	15,817	0.21
<b>Total Expenses</b>	<b>\$3,498,941</b>	<b>\$46.11</b>
<b>Total Incremental Expenses</b>	<b>\$7,683,958</b>	<b>\$101.26</b>

\*Excludes property tax and property insurance





## **RESOLUTION 01-17**

### **Additional Occupant Fee**

**WHEREAS**, the basic assessment for United Laguna Woods Mutual is divided equally by the number of units in the Mutual, regardless of how many individuals occupy a unit; and

**WHEREAS**, the Mutual desires to recover incremental operating expenses, such as utilities and maintenance, incurred as a result of additional occupants; and

**WHEREAS**, an additional occupant fee will be calculated annually at 25% of the Total Basic Assessment (excluding property tax, property insurance, and GRF amounts), rounded to the nearest whole dollar; and

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors of this Corporation hereby approves charging an Additional Occupant Fee in the amount of \$90 per manor per month for each additional occupant over two, effective April 1, 2017; and

**RESOLVED FURTHER**, that such fee shall be reflected on the Fee Schedule; and

**RESOLVED FURTHER**, that the officers and agents of this corporation are hereby authorized on behalf of the corporation to carry out the purpose of this resolution.

**January Initial Notification**

**Initial notification has been satisfied to comply with Civil Code §4360.**

Agenda Item # 20b  
Page 4 of 4



**RESOLUTION 01-17**

**Deactivation of Cable Service at a Delinquent Member's  
(Shareholder's) Unit**

**WHEREAS**, United Laguna Woods Mutual desires to strengthen delinquency collection procedures; and

**WHEREAS**, the Collection and Lien Enforcement Policy And Procedures For Assessment Delinquencies states "Until the Shareholder has paid all amounts due, including delinquent assessments, late charges, interest and fees and costs of collection, including attorneys' fees, the Board of Directors may suspend the Shareholder's right to vote, and suspend the Shareholder's right to use United's recreational facilities and/or the facilities or services provided by the Golden Rain Foundation of Laguna Woods after providing the Shareholder with a duly noticed hearing pursuant to Civil Code Section 5855"; and

**WHEREAS**, the GRF Board adopted Resolution 90-15-09 which authorizes GRF, at the request of the Mutual, to take disciplinary or suspension action against a Mutual Member which includes, but is not limited to, the suspension of the Mutual Member's right to use the cable TV system; and

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors hereby approves deactivation of cable service at a delinquent Member's unit when an assessment amount is 60 days or more past due and after providing the Member with an opportunity to be heard, except when a Member's payment plan is approved by the Board and remains current; and

**RESOLVED FURTHER**, that Resolution 01-15-61, adopted May 12, 2015, is hereby superseded and canceled; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.





## STAFF REPORT

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**DATE:** February 14, 2017  
**FOR:** Board of Directors  
**SUBJECT:** Care Provider Policy

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### **RECOMMENDATION**

Staff recommends approval of the amended Care Provider Policy.

### **BACKGROUND**

The Board created a Governing Documents Review Committee to review policies and processes for consistency. The committee and staff have identified areas of improvement including, but not limited to, the need to revise the Care Provider Policy.

The Community does not offer caregiver services however; Social Workers from the Social Services Department can connect a resident with a licensed full-service home care organization. Residents seek assistance from family members and friends who traditionally are not licensed.

On October 16, 2013, the Board adopted a Permitted Health Care Provider Policy (Resolution 01-13-176). The policy is to establish guidelines for an applicant wishing to reside in the unit as a permitted health care provider.

On January 1, 2016, California passed a new law, Home Care Consumer Protection Act, which requires any home care organization and independent home care aid to be licensed with the Home Care Services Bureau. The license process includes a criminal background check for the protection of individuals requiring aid.

The Community Services and Resident Services Departments coordinate the health care applications and gate passes. For the current year, there are approximately 103 registered live-in care providers.

### **DISCUSSION**

The purpose of the amendment (Attachment 1) is to fairly and reasonably address independent home care aids who provide part-time, long-term, and terminal health services to residents. The current policy addresses live-in care providers only. The recommended revisions add standards to verify that all individuals in the Community are authorized and ultimately licensed. The amendment is in compliance with new legislation.

The proposed amendment was reviewed by home care agencies that work in the Village. Additionally, legal counsel reviewed the proposed policy. Comments were incorporated in the amendment.

**Care Provider Division Policy**

February 14, 2017

Page 2

On November 28, 2016, the Governing Documents Review Committee reviewed and discussed the proposed policy. By unanimous vote, the committee approved the policy with some edits. The edits were for clarification purposes.

On December 13, 2016, the Board reviewed and discussed the proposed policy. By a vote of 9-0-0 the Board approved the amended policy and the resolution was scheduled for the February meeting in order to satisfy the 30-day notification requirement.

**FINANCIAL ANALYSIS**

There is no financial impact.

**Prepared By:** Francis Rangel, Compliance Supervisor

**Reviewed By:** Pamela Bashline, Community Services Manager  
Betty Curley, Social Services Manager  
Tim Moy, Chief of Security  
Lori Moss, Community Manager

**ATTACHMENT(S)**

Attachment 1: Proposed Care Provider Policy

Attachment 2: Application for Care Provider Permit

Attachment 3: Physician's Certification of Need for a Care Provider Permit



**Care Provider Policy**  
Adopted February 14, 2017  
Resolution 01-17-XX

**I. Purpose**

The purpose of this document is to define the policies of United Laguna Woods Mutual (ULWM) regarding individuals who provide care to residents.

**II. Definitions**

For the purposes of this policy:

- a. Care Provider, also known as Caregiver and Home Care Aide, is a person who has been approved by ULWM in writing on the basis of being a provider of primary support to the Resident. Care Provider services include, but are not limited to, assistance with the following:
  - Bathing
  - dressing
  - feeding
  - exercising
  - positioning
  - transferring
  - ambulating
  - personal hygiene and grooming
  - toileting and incontinence care
  - housekeeping
  - assisting with medication
  - meal planning and preparation
  - laundry
  - transportation
  - correspondence
  - making telephone calls
  - shopping for personal care items or groceries
  - companionship
- b. Resident is defined as any person who has been approved by the Board of Directors for occupancy.
- c. Community Facilities are defined as the facilities and services operated by the Golden Rain Foundation (GRF).
- d. Community Rules are defined as the Bylaws, Occupancy Agreement, Articles of Incorporation, or any rules and regulations of ULWM and of GRF.

**III. Conditions**

- a. All Care Provider(s) must be Board approved in writing **prior** to commencing support.
- b. A licensed medical physician must certify that the Resident has a need for care.
- c. The Care Provider must be 18 years old or older.

- d. The Care Provider must provide part-time, live-in, long-term or terminal health care for daily activities, medical treatment, or both to the Resident.
- e. The Care Provider must be registered with the California Department of Social Services Home Care Registry.
- f. The Care Provider must provide a copy of a government issued photo ID with the application.
- g. The Care Provider must provide a copy of their driver's license, vehicle registration, and proof of vehicle insurance with the application if he/she will be operating a vehicle within Laguna Woods Village.
- h. The Care Provider permit is approved for a period of up to one year. Residents are required to re-apply and obtain a new certification statement from a licensed medical physician annually.
- i. The total number of persons residing in a unit shall not exceed the number of bedrooms, plus one (i.e. no more than two persons in a one-bedroom unit; no more than three persons in a two-bedroom unit). Fees for a third individual in the unit may be assessed.
- j. Each Care Provider shall not have been convicted of a felony or a misdemeanor involving moral turpitude (e.g., fraud, perjury, criminal threats).
- k. The Resident and/or Mutual Member is responsible for the conduct of the Care Provider, and shall ensure that he/she complies with all community rules, regulations, and policies.
- l. Upon approval by the Board of Directors, a one year renewable pass shall be issued to the Care Provider that will permit gate access into the community, if needed.
- m. The Care Provider must wear, in clear sight, the Laguna Woods Village ID at all times. If a gate pass is supplied, it must be displayed on their car dashboard at all times.
- n. The Care Provider ID and gate pass may not be transferred or lent to anyone.
- o. The Care Provider is authorized to use the Community Facilities **only** as necessarily incidental to provide support to the Resident.
- p. Part-time Care Providers may only use the laundry facilities for the Resident's use. Full-time Care Providers may use the laundry facilities for their personal use and the Residents use.
- q. The live-in Care Provider requires written permission from the Board of Directors to remain in the unit without the Resident only if both of the following are applicable:
  - i. The Resident is absent from the unit due to hospitalization or other necessary medical treatment and expects to return to the unit within 90 days from the date the absence began; and
  - ii. The Resident submits a written request desiring the live-in Care Provider be allowed to remain in order to be present



when the Resident returns to reside in the unit. [Civil Code §51.11.b.7]

- r. Care Providers may not bring family members, pets or guests into the Community.
- s. The Resident must surrender the Care Provider ID and vehicle pass to the Resident Services Department at the conclusion of the care service.
- t. The Care Provider shall meet all applicable GRF requirements relating to operating a motor vehicle within the community.

#### **IV. Procedures**

- a. The Resident must complete and submit "Application for Care Provider Permit" for Board review.
- b. The Resident must complete and submit "Physician's Certification of Need for Care Provider"
- c. Application and Physician Certification can be submitted to the Resident Services Department located in the Laguna Woods Village Community Center.
- d. The Board will review the application and approve or deny request.
- e. The Resident Services Department will notify the Resident of the results within 5 – 7 business days. Special circumstances may be granted.
- f. Upon request for renewal, the Community Services Department will check if the Resident has received notices of rules violations.





# Application for Care Provider Permit

☐ ULWM  
☐ TLHM  
☐ Mutual 50  
 Unit: \_\_\_\_\_

Return completed application to: Resident Services Department, 24351 El Toro Road, Laguna Woods, CA 92637; Phone: 949-597-4600, E-mail: residentservices@vmsinc.org

Resident Information			
Name:		<input type="checkbox"/> Member <input type="checkbox"/> Occupant	
Address:			
Telephone:		Cell Phone:	
E-mail:			
What is the expected duration of the Care Provider?			
<input type="checkbox"/> Temporary		<input type="checkbox"/> Permanent <input type="checkbox"/> Terminal Health Care	
What is the expected schedule of the Care Provider?			
<input type="checkbox"/> Part-Time/Day Only		<input type="checkbox"/> Part-Time/Night Only <input type="checkbox"/> Full-Time/24 hours/day	
When is the Care Provider service expected to end?			
What is the service the Care Provider is expected to provide? (check all that apply)			
<input type="checkbox"/> bathing <input type="checkbox"/> dressing <input type="checkbox"/> feeding <input type="checkbox"/> exercising <input type="checkbox"/> positioning <input type="checkbox"/> transferring <input type="checkbox"/> ambulating <input type="checkbox"/> personal hygiene and grooming <input type="checkbox"/> toileting and incontinence care <input type="checkbox"/> Other: _____		<input type="checkbox"/> housekeeping <input type="checkbox"/> assisting with medication <input type="checkbox"/> meal planning and preparation <input type="checkbox"/> laundry <input type="checkbox"/> transportation <input type="checkbox"/> correspondence <input type="checkbox"/> making telephone calls <input type="checkbox"/> shopping for personal care items or groceries <input type="checkbox"/> companionship	
Care Provider Information			
Name:			
Address:			
Telephone:		Cell Phone:	
E-mail:			
Relationship to Resident:			
<input type="checkbox"/> Employee; Name of Agency (if any) _____ <input type="checkbox"/> Family Member; Relationship _____			
Driver License No:		Expiration Date:	
Vehicle Color:	Make:	Model:	License:
Insurance Company:		Expiration Date:	
What is the Care Provider's state registration ID number?			
Has the Care Provider been convicted of a felony?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Has the Care Provider been convicted of a misdemeanor involving moral turpitude?		<input type="checkbox"/> Yes <input type="checkbox"/> No	

### Care Provider Permit Agreement

The undersigned acknowledges that the issuance of a Care Provider Permit does not constitute approval of the Care Provider nor does it represent any direct or indirect liability on behalf of United Laguna Woods Mutual, a California non-profit mutual benefit corporation, Third Laguna Hills Mutual (TLHM), Mutual 50, a California non-profit mutual benefit corporation, the Golden Rain Foundation of Laguna Woods, a California non-profit mutual benefit corporation, and Village Management Services, Inc. a California corporation, and each of their respective directors, officers, employees, and agents. Further, I/we have read and received a copy of the Care Provider Policy and agree to wear the ID and display the pass at all times while in this Community. I/we also understand that falsification of any information related to this application is subject to disciplinary action.

Resident Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Members Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Care Provider Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### For Office Use Only

Received By: _____	WO#: _____
Reviewed By: _____	<input type="checkbox"/> WO Updated
Requirements: <input type="checkbox"/> ID <input type="checkbox"/> Gate Pass <input type="checkbox"/> Other _____	
Will approval cause the unit to exceed the no. of occupants permitted?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is state registration active for the Care Provider?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Was Physician's Certification verified?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Has the resident received notices of rules violation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does staff recommend approval of this application?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If No, state reason: _____	

### For Board of Directors Use Only

Application <b>DENIED</b>	Application <b>APPROVED</b>
The Board of Directors of this Mutual Corporation has reviewed this application. Based on the information provided, the application is <b>denied</b> .	The Board of Directors of this Mutual Corporation has reviewed this application. Based on the information provided, the application is <b>approved</b> .
SIGNATURE _____	SIGNATURE _____
SIGNATURE _____	SIGNATURE _____
SIGNATURE _____	SIGNATURE _____

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### For Office Use Only

Resident Notified By: _____
<input type="checkbox"/> WO Updated/Closed <input type="checkbox"/> Documents Scanned



## Physician's Certification of Need for a Care Provider Permit

☐ ULWM  
☐ TLHM  
☐ Mutual 50  
Unit: \_\_\_\_\_

Return completed certification to: Resident Services Department, 24351 El Toro Road, Laguna Woods, CA 92637; Phone: 949-597-4600, E-mail: residentservices@vmsinc.org

### Resident/Patients Information (To be Completed by Resident)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

### Authorization to Release Information (To be Completed by the Resident)

I authorize the physician named below to release information about me to a representative of Laguna Woods Village only for the purpose of confirming my request for a Care Provider Permit. I understand that my authorization will remain effective for one year from the date of my signature, and that the information will be handled confidentially in compliance with all applicable laws. I understand that I may revoke the authorization at any time by written, dated communication.

Residents Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Physician's Information (To be Completed by Physician)

Name: \_\_\_\_\_

Office Stamp: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

License#: \_\_\_\_\_

The person named above is a resident of an active senior Community. The Community is age-restricted. The information you provide is used for approval of an application for a Care Provider. Please refer to the back of this certification for definitions and further information.

Are you the applicant's treating physician? ☐ Yes ☐ No

If yes, length of time you've been treating the patient: \_\_\_\_\_

Does the applicant have a mental or physical disability: ☐ Yes ☐ No

Does the applicant need the services of a care provider: ☐ Yes ☐ No

If yes, please answer the following:

What is the recommended expected duration of the Care Provider?

☐ Temporary

☐ Permanent

☐ Terminal Health Care

What is the recommended schedule of the Care Provider?

☐ Part-Time/Day Only

☐ Part-Time/Night Only

☐ Full-Time/24 hours/day

When is care expected to end? \_\_\_\_\_

I certify that the information provided herein is true and accurate to the best of my knowledge.

Physician's Signature (required): \_\_\_\_\_ Date: \_\_\_\_\_

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The person named is a resident of an age-restricted community. The information that you provide is used for approval of a permit for a care provider. Please refer to these definitions from **CAL. GOV. CODE Sections 12926 and 12926.1:**

**Medical Condition** means either of the following:

1. Any health impairment related to or associated with a diagnosis of **cancer**, or a record or history of cancer.
2. Genetic characteristics, including (a) Any scientifically or medically identifiable gene or chromosome, or combination or alteration thereof, that is **known to be a cause** of a disease or disorder in a person or his or her offspring, or that is determined to be associated with a statistically increased risk of development of a disease or disorder, and that is presently not associated with any symptoms of any disease or disorder. (b) **Inherited characteristics** that may derive from the individual or family member, that are known to be a cause of a disease or disorder in a person or his or her offspring, or that are determined to be associated with a **statistically increased risk** of development of a disease or disorder, and that are presently not associated with any symptoms of any disease or disorder.

**Mental Disability** includes, but is not limited to, all of the following:

1. Having any mental or **psychological disorder or condition**, such as mental retardation, organic brain syndrome, emotional or mental illness, or specific learning disability, **that limits a major life activity**. For purposes of this section: (a) **Limits**" shall be determined **without regard to mitigating measures**, such as medications, assistive devices, or reasonable accommodations, unless the mitigating measure itself limits a major life activity. (b) **A mental or psychological disorder or condition limits a major life activity if it makes the achievement of the major life activity difficult.** (c) **Major life activities**" shall be broadly construed and shall include physical, mental, and social activities and working.

**Mental Disability** also includes:

1. Any other mental or psychological disorder or condition not described in paragraph (1) that **requires special education or related services**.
2. Having a record or **history** of a mental or psychological disorder or condition.
3. Being regarded or treated as having, or having had, any mental condition that **makes achievement of a major life activity difficult**.
4. Being regarded or treated as having, or having had, a mental or psychological disorder or condition that has no present disabling effect, but that **may become a mental disability** as described in paragraph (1) or (2).

**Physical Disability** includes, but is not limited to, all of the following:

1. Having any physiological disease, disorder, condition, cosmetic disfigurement, or anatomical loss that does both of the following: (a) **Affects** one or more of the following **body systems**: neurological, immunological, musculoskeletal, special sense organs, respiratory, including speech organs, cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine. (b) **Limits a major life activity**.
2. Being regarded or treated as having, or having had, a disease, disorder, condition, cosmetic disfigurement, anatomical loss, or health impairment that has no present disabling effect but **may become a physical disability** as described in paragraph (1).

Mental Disability and Physical Disability does not include sexual behavior disorders, compulsive gambling, kleptomania, pyromania, or psychoactive substance use disorders resulting from the current unlawful use of controlled substances or other drugs.

If the definition of "disability" used in the Americans with Disabilities Act, or in Cal. Gov. Code Section 12926.1 would result in broader protection of the civil rights of individuals with a mental disability or physical disability, or would include any medical condition not included within those definitions, then that broader protection or coverage shall prevail.

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Care Provider Policy  
Frequently Asked Questions

**1. Who is a Care Provider?**

A Care Provider, also known as Caregiver and Home Care Aide, is a person who has been approved by TLHM in writing on the basis of being a provider of primary support to the Resident. Care Provider services include, but are not limited to, assistance with the following:

- bathing
- dressing
- feeding
- exercising
- positioning
- transferring
- ambulating
- personal hygiene and grooming
- toileting and incontinence care
- housekeeping
- assisting with medication
- meal planning and preparation
- laundry
- transportation
- correspondence
- making telephone calls
- shopping for personal care items or groceries
- companionship

**2. Can I hire an independent Care Provider or do I have to hire someone from an agency?**

You can hire a Care Provider of your choosing. However, all Care Providers must be registered with the California Department of Social Services. Be advised that agencies that provide Care Aid/Care Providers are required to be licensed with the California Department of Social Services (CDSS) already and all their home care aids/care providers are already registered.

**3. What if my Care Provider is already registered with CDSS?**

If your Care Provider is already registered with the CDSS, you will need to provide t along with the completed Care Provider Permit application and Physician's Certification of need for a Care Provider to the Resident Services Department. If your Care Provider works thru an agency which requires registration with the CDSS and fingerprinting, we will need the name of the agency and their contact number along with a copy of the Care Provider's state issued ID and the completed Application and Physician Certification form.

**4. If I hire an independent Care Provider do they still have to register with the California Department of Social Services?**

Yes, the policy requires that all Care Providers be registered.

**5. How does a Care Provider get registered?**

The Care Provider can submit the required application by visiting <http://www.cdss.ca.gov/cdssweb/entres/forms/English/HCS100.pdf>. The Care Provider will also need to get fingerprinted as part of the application process. Further information can be obtained at <https://secure.dss.ca.gov/ccld/hcsregistry/About.aspx>.

**6. What is the cost to get registered?**

The California Department of Social Services (CDSS) charges an application fee of \$25. Care Providers who work through an agency are already registered with the CDSS as it is mandatory. The cost of fingerprints will depend on the agency of your choice and varies from \$10 - \$22.

**7. Who pays for the registration?**

That is held to your discretion. You can pay for the Members registration or require that any Care Provider that you hire pay his/her own registration.

Care Provider Policy  
Frequently Asked Questions

**8. When will the mandate take place?**

The new policy begins March 1, 2017

**9. Do I have to re-apply and obtain a new certification statement from a licensed medical physician if I continue with the same Care Provider?**

Yes, the policy requires annual verification.

**10. Why do I have to obtain a Care Provider permit?**

The Board has received numerous complaints from various residents regarding individuals inside the Village claiming they are Care Providers. The Board has also dealt with an increase of violations from Care Providers and has been made aware of residents who have been taken advantage of by these individuals. As a result, the Board and staff recognized a need to provide for a systematic, fair, and reasonable manner to address concerns associated with Care Providers.

**11. Who is expected to abide by the amended Care Provider Policy?**

All residents that need a Care Provider must abide by the amended policy. Residents with existing Care Providers must abide by the amended policy when their current permit expires.

**12. How do I find out when my current permit is up for renewal?**

By calling the Resident Services Department at 949-597-4600, any customer service representative can assist you.

**13. Are there any exemptions or exceptions?**

There is no set list of exemptions. If there are "special circumstances" to which the member would like to have taken in to account, the member may file this request in writing stating why that cannot abide by the policy. This Statement will be reviewed by the Board for consideration.

**14. How can I file an exception/ exemption?**

Members may file for an exception/exemption by submitting a written request to the Community Services Department located on the first floor of the Community Center.



**RESOLUTION 01-17-XX**

**Care Provider Policy**

**WHEREAS**, the Governing Documents Review Committee has recommended revising the Care Provider Policy, to fairly and reasonably address part-time, long-term, and terminal health care providers; and

**WHEREAS**, the current Permitted Health Care Provider policy addresses live-in care providers only:

**NOW THEREFORE BE IT RESOLVED**, February 14, 2017, that the Board of Directors of this Corporation hereby amends the "Permitted Health Care Provider Policy," and renames it to "Care Provider Policy," as attached to the official minutes of this meeting; and

**RESOLVED FURTHER**, that Resolution 01-13-176 adopted October 16, 2013 is hereby superseded and canceled; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution as written.

**January initial Notification**

**Initial notification has been satisfied to comply with Civil Code §4360.**



**RESOLUTION 01-17-XX**

**Approve Inspector of Election Services to  
Martin and Chapman**

**RESOLVED**, February 14, 2017, that due to Martin and Chapman's agreement to conform to the criteria established in the specifications as an Inspector of Election, carrying the proper insurance, and its familiarity with the Community, the Board of Directors of this Corporation hereby approves Martin and Chapman as the Inspectors of Election for the 2017 Director election and agrees to single-source the contract; and

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.



## **RESOLUTION 01-17**

### **United Laguna Woods Mutual Committee Appointments**

**RESOLVED**, February 14, 2017 that the following persons are hereby appointed to serve the Corporation in the following capacities:

#### **Communications Committee**

Jan LaBarge, Chair  
Maggie Blackwell, Co-Chair

#### **Executive Hearings Committee**

Juanita Skillman, Chair  
Lenny Ross, Co-Chair  
Janey Dorrell

#### **Finance Committee**

Pat English, Chair  
Gary Morrison, Co-Chair  
Juanita Skillman  
Andre Torng  
Non-voting Advisors: Cynthia Statsmann

#### **Governing Documents Review Committee**

Juanita Skillman, Chair  
Maggie Blackwell, Co-Chair  
Steve Leonard  
Non-voting Advisor: Bevan Strom, Mary Stone, Barbara Copley

#### **Laguna Canyon Foundation**

TBD

#### **Laguna Woods Village Traffic Hearings**

Lenny Ross – Morning  
Don Tibbetts – Afternoon

#### **Landscape Committee**

Maggie Blackwell, Chair  
Juanita Skillman, Co-Chair  
Andre Torng  
Non-voting Advisors: Pamela Grundke, Paula Minnehan

**Maintenance and Construction Committee**

Don Tibbetts, Chair  
Steve Leonard, Co-Chair  
Jan LaBarge  
Janey Dorrell  
Pat English  
Non-voting Advisor: Del Ng

**New Resident Orientation**

Per Rotation List

**Preparedness for Disaster**

Andre Torng, Chair  
Janey Dorrell, Co-Chair  
Non-voting Advisors: Kathleen Matthews

**Resident Advisory Committee**

Juanita Skillman, Chair  
Andre Torng, Co-Chair  
Non-voting Advisors: Kay Anderson, Nancy Lannon

**RESOLVED FURTHER**, that Resolution 01-16-114, adopted December 13, 2016 is hereby superseded and canceled.

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

## **RESOLUTION 01-16-115**

### **Golden Rain Foundation Committee Appointments**

**RESOLVED**, December 13, 2016, that, in compliance with Article 7, Section 7.3 of the Golden Rain Foundation Bylaws, adopted September 29, 2014, the following persons are hereby appointed to serve on the committees of the Golden Rain Foundation:

#### **Business Planning**

Pat English  
Lenny Ross

#### **Community Activities**

Jan LaBarge  
Janey Dorrell

#### **Finance**

Pat English  
Lenny Ross

#### **Financial Reporting Study Group**

Pat English  
Lenny Ross

#### **Landscape Committee**

Juanita Skillman  
Maggie Blackwell

#### **Maintenance & Construction**

Don Tibbetts  
Steve Leonard

#### **Media and Communications Committee**

Jan LaBarge  
Juanita Skillman

#### **Mobility and Vehicles Committee**

Janey Dorrell  
Steve Leonard

#### **Security and Community Access**

Gary Morrison  
Andre Torng

**Town Hall Meetings**  
Per Rotation

**RESOLVED FURTHER**, that Resolution 01-16-115, adopted December 13, 2016, is hereby superseded and cancelled.

**RESOLVED FURTHER**, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

**January initial Notification**  
Initial notification has been satisfied to comply with Civil Code §4360.