



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

**Tuesday, August 8, 2017 - 9:30 AM  
Laguna Woods Village Community Center Board Room 24351 El Toro Road**

**NOTICE OF MEETING AND AGENDA**

- 1. Call meeting to order / Establish Quorum - Juanita Skillman, President**
- 2. Pledge of Allegiance - Director Cash Achrekar**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of Minutes**
  - 5a. July 11, 2017 Regular Open Session
- 6. Report of the Chair**
- 7. Update from VMS - Director Mary Stone**
- 8. CEO Report**
- 9. Open Forum (Three Minutes per Speaker) - *At this time Members may address the Board of Directors regarding items not on the agenda and within the jurisdiction of this Board of Directors. There is a maximum time limit of three minutes per speaker and a speaker may only address the Board once during this period. The Board reserves the right to limit the total amount of time allotted for the Open Forum.***
- 10. Responses to Open Forum Speakers**
- 11. Consent Calendar - *All matters listed under the Consent Calendar are recommended for action by committees and will be enacted by the Board by one motion. In the event that an item is removed from the Consent Calendar by***

*members of the Board, such item(s) shall be the subject of further discussion and action by the Board.*

11a. Architectural Control and Standards Committee Recommendations:

[11a ACAS Committee Recommendations.pdf](#)

935-A Approve Non-Standard Atrium Enclosure

2067-C Approve Non-Standard Entry Door Color

11b. Landscape Committee Recommendations:

None

11c. Finance Committee Recommendations:

Approval of Resolution to Record Lien against Members ID: 947-421-04

Approval of Resolution to Record Lien against Members ID: 947-427-30

Approval of Resolution to Record Lien against Members ID: 947-411-24

Approval of Resolution to Record Lien against Members ID: 947-372-70

Approval of Resolution to Record Lien against Members ID: 947-454-74

11d. Entertain a Motion to Approve Standard Manor Alteration Conditions - Resolution (initial notification - must postpone to September to conform to the 30-day notification requirement)

11e. Entertain a Motion to Approve Amendments to the Administrative Guidelines for Financial Qualifications - Resolution (initial notification - must postpone to September to conform to the 30-day notification requirement)

11f. Entertain a Motion to Approve Hot Tub Policy – Resolution (initial notification - must postponed to September to conform to the 30-day notification requirement)

## **12. Unfinished Business**

12a. Entertain a Motion to Approve the Revisions to the Drone Policy - Resolution (initial 30-day notification has been satisfied)

12b. Entertain a Motion to Approve Revisions to the Qualifiers for Subleasing Manors regarding Short Term Rentals - Resolution (initial 30-day notification has been satisfied)

12c. Entertain a Motion to Approve Amendments to the Shareholder Financial Qualifications Requirements - Resolution (initial 30-day notification has been satisfied)

12d. Discuss and Consider the Methods to Replenish Contingency Fund

**13. New Business**

13a. Entertain a Motion to Approve Implementing Fees for Missed Maintenance Appointments - Resolution (initial notification - must postpone to September to conform to the 30-day notification requirement)

**14. 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 for comment. A Member may only address the Chair once for each agenda item. There is a maximum time limit of three minutes on items before the Board. The Board reserves the right to limit the total amount of time allotted.*

14a. Report of the Finance Committee / Financial Report – Pat English

14b. Report of the Architectural Control and Standards Committee - Janey Dorrell

14c. Report of the Maintenance & Construction Committee - Don Tibbetts

14d. Report of the Landscape Committee - Maggie Blackwell

14e. Report of the Laguna Woods Village Traffic Hearings - Don Tibbetts

14f. Report of the Communications Committee - Maggie Blackwell

14g. Report of the Governing Documents Review Committee - Juanita Skillman

14h. Report of the Preparedness for Disaster Task Force - Andre Torng

14i. Report of Disciplinary Cases - Juanita Skillman

**15. GRF Committee Highlights**

15a. Report of the Community Activities Committee

15b. Report of the Finance Committee

15c. Report of the Landscape Committee

15d. Report of the Maintenance & Construction Committee

15e. Report of the Media and Communication Committee

15f. Report of the Mobility and Vehicles Committee

15g. Report of the Security and Community Access Committee

**16. Future Agenda Items**

- 16a. Entertain a Motion to Approve Implementing Fees for Missed Maintenance Appointments - Resolution (postponed to September to conform to the 30-day requirement)
- 16b. Entertain a Motion to Approve Standard Manor Alteration Conditions - Resolution - Resolution (postponed to September to conform to the 30-day requirement)
- 16c. Entertain a motion to Approve Amendments to the Administrative Guidelines for Financial Qualifications - Resolution (postponed to September to conform to the 30-day requirement)
- 16d. Entertain a Motion to Approve a Resolution Regarding Use of Common Area for Certain Improvements – Resolution (postponed to September to conform to the 30-day requirement)
- 16e. Entertain a Motion to Approve a Resolution to Remove Standard Specifications for Atrium Enclosures Between Common Walls - Resolution (postponed to September to conform to the 30-day requirement)
- 16f. Entertain a Motion to Approve Hot Tub Policy – Resolution (postponed to September to conform to the 30-day requirement)
- 16g. Entertain a Motion to Increase Assessment Late Charge
- 16h. Entertain a Motion to Suspend Cable / Internet in the event of disciplinary action

**17. Director's Comments**

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

**Closed Executive Session Agenda - Approval of Agenda**

*Approval of the Following Meeting Minutes;*

*(a) July 11, 2017 - Regular Executive Session*

*Discuss and Consider Member Matters*

*Discuss Personnel Matters*

*Discuss and Consider Contractual Matters*

*Discuss and Consider Litigation Matters*

## OPEN MEETING

### **REGULAR MEETING OF THE UNITED LAGUNA WOODS MUTUAL ARCHITECTURAL CONTROL AND STANDARDS COMMITTEE**

**Tuesday, July 25, 2017 – 9:00 a.m.  
Laguna Woods Village Community Center Cypress Room  
24351 El Toro Road**

*(There was no Bus Tour for this meeting)*

### **REPORT**

**MEMBERS PRESENT:** Janey Dorrell - Chair, Don Tibbets, Juanita Skillman, and Cash Achrekar

**MEMBERS ABSENT:** None.

**ADVISORS PRESENT:** Kay Anderson

**STAFF PRESENT:** Brett Crane, Gavin Fogg, and Eve Morton

#### **1. Call to Order**

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

#### **2. Acknowledgement of Media**

No media were present.

#### **3. Approval of the Agenda**

Director Tibbets made a motion to approve the agenda and it was without opposition.

#### **4. Approval of the Meeting Report for June 27, 2017**

The committee was in unanimous support of approval of the Report.

#### **5. Committee Chair Remarks**

Chair Dorrell stated that several Directors are doing alterations and she would like to get the handout called *Guidelines for Altering or Remodeling Your Manor* updated. Her hope is, in the near future, residents would come up to the Resident Services counter and receive the part of that document which pertains to them and then have a meeting with staff if they have further questions. She also feels scheduling needs to be worked on when installing hot water heaters.

The committee discussed some wording in the document which needed to be updated. The committee asked staff to make the updates discussed and have a revised version as an agenda item at the next meeting.

Staff was asked to bring a staff report to the next meeting on raising the \$100 permit fee and rationale. Mr. Crane said he will look at other communities to see what they charge.

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

None.

**7. Department Head Update**

Mr. Crane stated that it's the buying season, things are busy, and some people are being hired in the Manor Alterations department.

Director Skillman asked how the relationship with the City is going and if there is any delays with City inspections. Mr. Crane said the City looks for ways to make things easy for residents and to get on the same page as the Village.

Director Achrekar recommended that a first inspection should occur as soon as a home is listed for sale so that the buyer isn't surprised late in the sale about any home alterations that they would be responsible for.

Director Skillman said at the next realtor meeting, realtors should be told a first inspection needs to happen as soon as they get the listing. Committee felt that the buyer would need to get the first inspection report from their realtor.

Director Achrekar felt United should recommend to new residents to obtain a home warranty and adequate insurance. Director Skillman commented that insurance is brought up at New Resident Orientations.

Consent:

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

None.

Reports:

None.

Items for Discussion and Consideration:

**8. 935-A Avenida Castilla – Non- Standard Atrium Enclosure**

The committee requested staff take current photos, versus Google images, for any atrium enclosures with a common wall variance requests.

A motion was made and the Committee voted unanimously to recommend the Board approve this Non- Standard Atrium Enclosure with the following conditions:

1. All costs and maintenance of the alteration, present and future, are the responsibility of the Mutual member(s) at 935-A.
2. A required Mutual Consent for a Manor Alteration Permit Application must be submitted to Manor Alterations Division office located in the Laguna Woods Community Center.
3. A required 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 Division office located in the Laguna Woods Community Center. The City permit must be finalized within the prescribed timeframe.
4. Prior to the Issuance of a Mutual Consent for Manor Alterations Permit, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed alterations must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed alterations.
5. Prior to the Issuance of a Mutual Consent for Manor Alterations Permit, a required Mutual Roof Alteration Notification (Tie-In Form) must be submitted to the Laguna Woods Village Manor Alterations Department prior to the issuance of a Mutual Consent, if applicable. All roof tie-ins must be performed by a C-39 Licensed Contractor. The Member may hire a C-39 Licensed Contractor of their own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's roofing contractor at the Member's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects must first be replaced or repaired during the alteration.
6. Prior to the Issuance of a Mutual Consent for Manor Alteration Permit, a Neighbor Awareness Form(s) must be obtained from the affected neighbor(s) at 932-B. No construction may proceed prior to receiving this executed form and approval by the Manor Alterations Department and the City of Laguna Woods.

7. Prior to the Issuance of a Mutual Consent for Manor Alteration Permit, the Mutual Member shall request a Broadband infrastructure inspection to assure that mutual property is appropriately addressed during construction.
8. All alterations must be installed in accordance to California State Building Code, and United Mutual Standard Section 31: Windows and Window Attachments.
9. During construction, both the Mutual Consent for Manor Alterations and the city building permit must be on display at all times in the front window.
10. Under no circumstances is construction waste allowed to be dumped in the Village trash bins. Construction waste must be disposed offsite by the contractor. Violation of this condition may result in disciplinary action to the owner!
11. The Mutual Consent for a Manor Alteration Permit expires within six months of the date of the Mutual Board's approval.

**9. 2067-C – Request for Non-Standard Entry Door Color**

A motion was made and the Committee voted unanimously to recommend the Board approve this Request for Non-Standard Entry Door Color with the following conditions:

1. All costs and maintenance of the alteration, present and future, are the responsibility of the Mutual member(s) at 2067-C.
2. A required Mutual Consent for a Manor Alteration Permit Application must be submitted to Manor Alterations Division office located in the Laguna Woods Community Center.
3. Prior to the Issuance of a Mutual Consent for Manor Alteration Permit, a Neighbor Awareness Form(s) must be obtained from the affected neighbor(s) at 2068-B. No work may proceed prior to receiving this executed form and approval by the Manor Alterations Department and the City of Laguna Woods.
4. Under no circumstances is construction waste allowed to be dumped in the Village trash bins. Construction waste must be disposed offsite by the contractor. Violation of this condition may result in disciplinary action!



5. The Mutual Consent for a Manor Alteration Permit expires within 6 months of the date of the Mutual Board's approval.

#### **10. Review Exterior Materials**

Staff has been looking at alternative exterior materials to battle dry rot in the future. Mr. Crane explained that he has gone through the standards to allow some other materials other than wood or wrought iron. Director Skillman asked Mr. Crane to speak to Patrick Cleary and Ernesto Munoz because they said there are cases when treated wood would be best. The committee requested that this agenda item be brought back next month.

The committee went over the Conditions of Approval and Mr. Crane answered questions.

Director Skillman said that Security needs some rules in places regarding storage PODS.

Director Skillman requested that United's attorney, Jeff Beaumont, review the final version of the Conditions of Approval and if he has any changes that they be brought back to the August Board Meeting for re-approval by the Board.

The committee requested that Dan Yost also review the Conditions of Approval.

#### **Concluding Business**

#### **11. Committee Member Comments**

None.

#### **12. Date of Next Regular Meeting and Bus Tour - August 22, 2017**

The committee was unanimous in their support of changing the start time of future committee meetings from 9:00 a.m. to 9:30 a.m.

#### **13. Adjournment at 10:36 a.m.**

  
Janey Dorrell, Chair

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## **ENDORSEMENT**

### **Ms. Beth A. Page of 935-A Avenida Castilla – Non-Standard Atrium Enclosure.**

A motion was made and the Committee unanimously voted to recommend the Board approve the request for a Non-Standard Atrium Enclosure with the following conditions:

1. All costs and maintenance of the alteration, present and future, are the responsibility of the Mutual member(s) at 935-A.
2. A required Mutual Consent for a Manor Alteration Permit Application must be submitted to Manor Alterations Division office located in the Laguna Woods Community Center.
3. A required 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 Division office located in the Laguna Woods Community Center. The City permit must be finalized within the prescribed timeframe.
4. Prior to the Issuance of a Mutual Consent for Manor Alterations Permit, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed alterations must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed alterations.
5. Prior to the Issuance of a Mutual Consent for Manor Alterations Permit, a required Mutual Roof Alteration Notification (Tie-In Form) must be submitted to the Laguna Woods Village Manor Alterations Department prior to the issuance of a Mutual Consent, if applicable. All roof tie-ins must be performed by a C-39 Licensed Contractor. The Member may hire a C-39 Licensed Contractor of their own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's roofing contractor at the Member's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects must first be replaced or repaired during the alteration.
6. Prior to the Issuance of a Mutual Consent for Manor Alteration Permit, a Neighbor Awareness Form(s) must be obtained from the affected neighbor(s) at 932-B. No construction may proceed prior to receiving this executed form and approval by the Manor Alterations Department and the City of Laguna Woods.

7. Prior to the Issuance of a Mutual Consent for Manor Alteration Permit, the Mutual Member shall request a Broadband infrastructure inspection to assure that mutual property is appropriately addressed during construction.
8. All alterations must be installed in accordance to California State Building Code, and United Mutual Standard Section 31: Windows and Window Attachments.
9. During construction, both the Mutual Consent for Manor Alterations and the city building permit must be on display at all times in the front window.
10. Under no circumstances is construction waste allowed to be dumped in the Village trash bins. Construction waste must be disposed offsite by the contractor. Violation of this condition may result in disciplinary action to the owner!
11. The Mutual Consent for a Manor Alteration Permit expires within six months of the date of the Mutual Board's approval.

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

### **Variance Request**

**RESOLVED**, August 8, 2017, that the variance request of Ms. Beth A. Page of 935-A Avenida Castilla – Non-Standard Atrium Enclosure, 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 935-A.

**RESOLVED FURTHER**, a required Mutual Consent for a Manor Alteration Permit Application must be submitted to Manor Alterations Division office located in the Laguna Woods Community Center.

**RESOLVED FURTHER**, a required 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 Division office located in the Laguna Woods Community Center. The City permit must be finalized within the prescribed timeframe.

**RESOLVED FURTHER**, prior to the Issuance of a Mutual Consent for Manor Alterations Permit, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed alterations must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed alterations.

**RESOLVED FURTHER**, prior to the Issuance of a Mutual Consent for Manor Alterations Permit, a required Mutual Roof Alteration Notification (Tie-In Form) must be submitted to the Laguna Woods Village Manor Alterations Department prior to the issuance of a Mutual Consent, if applicable. All roof tie-ins must be performed by a C-39 Licensed Contractor. The Member may hire a C-39 Licensed Contractor of their own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's roofing contractor at the Member's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects must first be replaced or repaired during the alteration.

**RESOLVED FURTHER**, prior to the Issuance of a Mutual Consent for Manor Alteration Permit, a Neighbor Awareness Form(s) must be obtained from the affected neighbor(s) at 932-B. No construction may proceed prior to receiving this executed form and approval by the Manor Alterations Department and the City of Laguna Woods.

**RESOLVED FURTHER**, prior to the Issuance of a Mutual Consent for Manor Alteration Permit, the Mutual Member shall request a Broadband infrastructure inspection to assure that mutual property is appropriately addressed during construction.

**RESOLVED FURTHER**, all alterations must be installed in accordance to California State Building Code, and United Mutual Standard Section 31: Windows and Window Attachments.

**RESOLVED FURTHER**, during construction, both the Mutual Consent for Manor Alterations and the city building permit must be on display at all times in the front window.

**RESOLVED FURTHER**, under no circumstances is construction waste allowed to be dumped in the Village trash bins. Construction waste must be disposed offsite by the contractor. Violation of this condition may result in disciplinary action to the owner!

**RESOLVED FURTHER**, the Mutual Consent for a Manor Alteration Permit expires within six months of the date of the Mutual Board's approval.

**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. Phyllis Posner Gilbert 2067-C Via Mariposa E, Request for a Non-Standard Entry Door Color.**

A motion was made and the Committee unanimously voted to recommend the Board approve the request for a Non-Standard Entry Door Color with the following conditions:

1. All costs and maintenance of the alteration, present and future, are the responsibility of the Mutual member(s) at 2067-C.
2. A required Mutual Consent for a Manor Alteration Permit Application must be submitted to Manor Alterations Division office located in the Laguna Woods Community Center.
3. Prior to the Issuance of a Mutual Consent for Manor Alteration Permit, a Neighbor Awareness Form(s) must be obtained from the affected neighbor(s) at 2068-B. No work may proceed prior to receiving this executed form and approval by the Manor Alterations Department and the City of Laguna Woods.
4. Under no circumstances is construction waste allowed to be dumped in the Village trash bins. Construction waste must be disposed offsite by the contractor. Violation of this condition may result in disciplinary action!
5. The Mutual Consent for a Manor Alteration Permit expires within 6 months of the date of the Mutual Board's approval.

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

### **Variance Request**

**RESOLVED**, August 8, 2017, that the variance request of Ms. Phyllis Posner Gilbert of 2067-C Via Mariposa E, for a Non-Standard Entry Door Color, is hereby approved; and

**RESOLVED FURTHER**, that all costs and maintenance of the alteration, present and future, are the responsibility of the Mutual member(s) at 2067-C.

**RESOLVED FURTHER**, a required Mutual Consent for a Manor Alteration Permit Application must be submitted to Manor Alterations Division office located in the Laguna Woods Community Center.

**RESOLVED FURTHER**, prior to the Issuance of a Mutual Consent for Manor Alteration Permit, a Neighbor Awareness Form(s) must be obtained from the affected neighbor(s) at 2068-B. No work may proceed prior to receiving this executed form and approval by the Manor Alterations Department and the City of Laguna Woods.

**RESOLVED FURTHER**, under no circumstances is construction waste allowed to be dumped in the Village trash bins. Construction waste must be disposed offsite by the contractor. Violation of this condition may result in disciplinary action!

**RESOLVED FURTHER**, the Mutual Consent for a Manor Alteration Permit expires within 6 months of the date of the Mutual Board's approval.

**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.

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

### **Recording of a Lien**

**WHEREAS**, Member ID 947-421-04; 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**, August 8, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-421-04 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 947-427-30; 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**, August 8, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-427-30 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.

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

### **Recording of a Lien**

**WHEREAS**, Member ID 947-411-24; 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**, August 8, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-411-24 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 947-372-70; 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**, August 8, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-372-70 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.

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

### **Recording of a Lien**

**WHEREAS**, Member ID 947-454-74; 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**, August 8, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-454-74 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.

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## STAFF REPORT

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**DATE:** August 8, 2017  
**FOR:** Board of Directors  
**SUBJECT:** Standard Manor Alteration Conditions

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### **RECOMMENDATION**

Staff recommends approval of the attached standard form for use by the Manor Alterations Division.

### **BACKGROUND**

Staff has experienced several issues with manor alterations including illegal dumping in Village dumpsters, excessive noise and smoking by contractors, parking in resident spaces by contractors, damage to mutual property during construction, and working after hours. The Architectural Control and Standards Committee meet and reviewed the attached document, Amended Conditions of Approval (Attachment 1).

### **DISCUSSION**

As part of the Conditions of Approval a Conformance Deposit (Good Faith Deposit) is being required, that will be held until the project is finalized by both the Manor Alterations Division and City of Laguna Woods. For all improvements exceeding a total of \$5000, a 10 percent deposit is required. Conformance Deposit will be held to assure no damages to Mutual property occurs during construction, including, but not limited to, internet/TV, landscaping, or exterior walls/roof.

The Mutual Attorney and Risk Manager reviewed the document and changes are incorporated.

### **FINANCIAL ANALYSIS**

None.

**Prepared By:** Lori Moss, Community Manager

**Reviewed By:** Leslie Cameron, Assistant Corporate Secretary

### **ATTACHMENT(S)**

ATT 1 – Standard Manor Alteration Conditions

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# Standard Manor Alteration Conditions

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1. No improvement shall be installed, constructed, modified or altered at Manor \_\_\_\_\_, ("Property") within the United Laguna Woods Mutual ("Mutual") without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member s ("Member ") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Manor Alterations has been granted at xxx for \_\_\_\_\_, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member at xxx and all future Mututal members at xxx.
5. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, damage to Mutual property, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees

that all such persons are his/her invitees. Member shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.

6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
7. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. Member(s) of the Property must sign and submit to the Mutual, c/o VMS, Inc., at the Division office located in the Laguna Woods Village Community Center, an executed and notarized "Recordable Common Area Agreement" for a proposed improvement that would utilize any portion of the Mutual's Common Area. Prior to the issuance of a Mutual Consent for Manor Alterations, that "Recordable Common Area Agreement" must be filed with the Orange County Clerk/Recorder.
10. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Manor Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.
11. Prior to the issuance of a Mutual Consent for Manor Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required

structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.

12. Prior to the Issuance of a Mutual Consent for Manor Alterations, the Member must have conducted an inspection of the waste lines, by a VMS Plumber, to assure no repairs are needed. The inspection will be a chargeable service to the member. Inspection appointments are to be made with Resident Services, by authorized persons only. Findings from the video inspection will be recorded on the chargeable service ticket for Manor Alterations staff to review.
13. Prior to the issuance of a Mutual Consent for Manor Alterations, if required, a Mutual Roof Alteration Notification ("Tie-In Form") must be submitted to the Division. All roof tie-ins must be performed by a C-39 Licensed Contractor. The Member may hire a C-39 Licensed Contractor of his/her own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's roofing contractor at the Member's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects, must be repaired at the Mutual's expense prior to installation.
14. Prior to the Issuance of a Mutual Consent for Manor Alterations, the Member shall request a Landscape Department inspection in order to assure all landscape, irrigation, and drainage modifications associated with the improvements are identified and completed by the Landscape Department at the expense of the Member. All gutter drainage shall be directed away from structures, free standing walls, foundations, and pedestrian walkways.
15. Prior to the Issuance of a Mutual Consent for Manor Alterations, the Member shall request a Broadband infrastructure inspection to assure that Mutual property is appropriately identified in order to be addressed during construction.
16. Prior to the Issuance of a Mutual Consent for Manor Alterations, the Member shall request a Maintenance and Construction Department inspection to assure that Mutual property is appropriately addressed during construction.
17. Prior to the Issuance of a Mutual Consent for Manor Alterations, the approved exterior surface colors should match the Building color; fence/gate color of white

vinyl or black or white tubular steel or wrought iron is approved as identified on Attachment \_\_\_\_\_.

18. Prior to the Issuance of a Mutual Consent for Manor Alterations, the Member shall post a Conformance Deposit for all improvements exceeding a total of \$5000, a 10 percent Deposit is require. Conformance Deposit will be held until both a Final Mutual Consent for Manor Alterations and a Final City Building Permit Issuance if required, to assure no damages to Mutual property occurs during construction, including, but not limited to, internet/TV, landscaping, or exterior walls/roof.
19. The Conformance Deposit shall be held by the Mutual and applied, at the Mutual's sole discretion, to any fine levied against the Member or the Property, to cover and/or recoup any costs whatsoever, including, but not limited to, administrative and legal costs, incurred by the Mutual or VMS, Inc., in connection with the Property, or to any unpaid charges or assessments on the Mutual's account for the Property. For example, the Mutual could apply all or a portion of the Conformance Deposit to cover the following: fines levied against any invitee of Member; fines levied for construction violations; costs incurred by the Mutual in repairing damage to Mutual property caused by Member 's contractor or other invitee; costs incurred by the Mutual in curing a violation on the Property; costs incurred in removing or altering an improvement upon the Property; or to an unpaid assessment, special assessment, late charge, interest or collection costs posted to the Mutual's account for the Property. The foregoing list is illustrative only and in no way represents the only situations where the Mutual could apply all or a portion of the Conformance Deposit.
20. If at any time the amount of the Conformance Deposit falls below 3/4ths of the amount originally required to be posted, Member agrees to immediately deposit additional sums with the Mutual in an amount sufficient to return the Conformance Deposit to the originally required level. Until the Conformance Deposit is so replenished, an automatic stop work order shall be in effect.
21. Any remaining Conformance Deposit is refundable if the Member notifies the Division, in writing, that the improvement(s) for which the Conformance Deposit was posted have been completed in accordance with the approval, and the Division agrees with the same. The Mutual will mail the unused portion of the Conformance Deposit, if any, to the Member's address of record with the Mutual. Under no circumstances shall Member be entitled to any interest on any portion of the Conformance Deposit. If no written request for return of a Conformance

Deposit is made by Member within two years from the date when the Conformance Deposit is posted with the Mutual, the Conformance Deposit will be deemed forfeited to the Mutual.

22. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
23. Paver install must be set in compacted subgrade.
23. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
24. During construction, both the Mutual Consent for Manor Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
25. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
26. A dumpster is approved for placement at the location identified on Attachment \_\_\_\_\_. Dumpsters must be ordered from the approved City of Laguna Woods waste hauler and must be maintained at all times.
27. A portable bathroom is approved for placement at the location identified on Attachment \_\_\_\_\_.
28. The Mutual Consent for Manor Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
29. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left

unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.

30. Mutual member shall indemnify, defend and hold harmless United and its officers, directors, committee members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual member's improvements and installation, construction, design and maintenance of same.



## **Resolution 01-17-XX**

### **Standard Manor Alteration Conditions**

**WHEREAS**, staff has experienced several issues with manor alterations including illegal dumping in Village dumpsters, excessive noise and smoking by contractors, parking in resident spaces by contractors, damage to mutual property during construction, and working after permitted work hours; and

**WHEREAS**, the standard Manor Alteration Conditions impose requirements, in order to protect the Mutual and neighbors, on members who wish to conduct alterations; and

**NOW THEREFORE BE IT RESOLVED**, on September 12, 2017, as part of the Conditions of Approval a Conformance Deposit (Good Faith Deposit) is being required, which will be held until the project is finalized by both the Manor Alterations Division and City of Laguna Woods; and

**RESOLVED FURTHER**, that for all improvements exceeding a total of \$5,000, a 10 percent deposit is required. Conformance Deposit will be held to assure no damages to Mutual property occurs during construction, including, but not limited to, internet/TV, landscaping, or exterior walls/roof, and that no violations of rules occur during construction; 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.

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## STAFF REPORT

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**DATE:** August 8, 2017  
**FOR:** Board of Directors  
**SUBJECT:** Amended Administrative Guidelines for Financial Qualifications

---

### **RECOMMENDATION**

Staff recommends approval of amendments to the Administrative Guidelines for Financial Qualifications.

### **BACKGROUND**

In June the Board approved removal of the secondary financing waiver allowance. Since then the Governing Documents Review Committee has been discussing ways to clarify the administrative guidelines for financial qualifications.

### **DISCUSSION**

Amendments recommended are as follows:

- Incorporate the requirement for credit report and score for each prospective Shareholder.
- When there is more than one occupant, using the manor as their primary residents, the income and assets can be calculated collectively.
- General corrections to be consistent with the newly adopted By-laws.

These changes are recommended to protect the financial integrity of the Corporation, preserve property values and to provide transparency and clarity to prospective Shareholders and the realty community. The Governing Documents Review Committee is looking at other amendments including but not limited to increase in the minimum income requirement, elimination of guarantors, and a requirement to provide a balance sheet reflecting assets minus liabilities with specific inclusion of other liabilities (e.g. mortgages).

### **FINANCIAL ANALYSIS**

None.

**Prepared By:** Pamela Bashline, Community Services Manager

**Reviewed By:** Lori Moss, Community Manager

### **ATTACHMENT(S)**

ATT 1 - Redline of Administrative Guidelines for Financial Qualifications

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# **Policy to Follow Under Seperate Cover**

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## STAFF REPORT

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**DATE:** August 8, 2017  
**FOR:** Board of Directors  
**SUBJECT:** Proposed Hot Tub Standard

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### **RECOMMENDATION**

Staff recommends approval of a Hot Tub Standard and Resolution.

### **BACKGROUND**

In United no standard exists for exterior hot tubs. Similarly, the City of Laguna Woods has no standards for exterior hot tubs.

### **DISCUSSION**

The Governing Documents Review Committee met on April 24, 2017 to discuss a standard for hot tubs (Attachment 1). The Board reviewed the document in July and sent it back for Attorney review. Item 3.6 of the policy dealing with nuisance was better defined.

The standard specifically prohibits hot tubs in atriums or balconies with common walls. Additionally the standard requires that the hot tubs be portable and drain only in the sanitary sewer. The requesting member must maintain insurance and name United Mutual and VMS as additional insureds and obtain a Mutual Consent for Manor Alterations.

### **FINANCIAL ANALYSIS**

None

**Prepared By:** Eve Morton, Administrative Assistant

**Reviewed By:** Lori Moss, Community Manager  
Jeffrey A. Beaumont, Esq.

### **ATTACHMENTS:**

ATT 1 – Hot Tub Standards  
ATT 2 - Resolution

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## United Laguna Woods Mutual Standard Regarding Exterior Hot Tubs

### UNITED LAGUNA WOODS MUTUAL SECTION XX HOT TUBS

#### 1.0 **DEFINITIONS**

- 1.1 For the purpose of this Standard, a Hot Tub shall be defined as a large tub that can accommodate two or more persons, and is filled with hot aerated water and used for recreation and/or physical therapy.

#### 2.0 **OBLIGATIONS**

- 2.1 The member is hereby noticed that the Mutual may need to perform repairs and maintenance to the manor and patio walls, and any damage that could result to the hot tub, during any such repairs or maintenance, absent negligence or willful misconduct by United Mutual or VMS, would be the responsibility of the Member, and not United Mutual.
- 2.2 Further, the member is responsible to move and/or remove the hot tub as necessary to facilitate the performance of any needed maintenance and repairs to Mutual property.
- 2.3 The member is required to provide proof of personal liability insurance with limits of at least \$200,000 per occurrence with an insurer with an AM Best rating of A-VIII or higher and to name United Laguna Woods Mutual and VMS, Inc. as an additional insured with written proof to be forwarded to the Village Management Services Risk Management Division annually. Limits may be a combination of homeowners and/or umbrella or excess liability insurance.
- 2.4 Installation must be performed by a California licensed contractor of the appropriate trade.

#### 3.0 **APPLICATIONS**

- 3.1 A hot tub may only be installed on top of a concrete patio slab surrounded by patio walls at least five feet in height, and at ground level with no adjacent common walls. A hot tub must be portable and may not be permanently installed in any fashion.
- 3.2 Hot tubs on balconies, atriums with adjacent common walls, or raised platforms are prohibited.

- 3.3** A Mutual Consent for Manor Alterations is required for the hot tub and, if required, the member must obtain a City of Laguna Woods building permit for electrical or plumbing modifications made to accommodate the hot tub.
- 3.4** A hot tub may only drain into the sanitary sewer system, and not into the street, the storm drains, or adjacent landscaped areas.
- 3.5** A hot tub must be covered and should be locked when not in use, subject to the California Building Code.
- 3.6** Hot tubs and the use of hot tubs shall not create a nuisance or otherwise create an unreasonable interference with another resident's use and enjoyment of their Manor. The determination of a nuisance or unreasonable interference pursuant to this section shall be at the Board's sole discretion, based on a reasonable investigation.

## **Resolution 01-17-XX**

### **Hot Tub Standard**

**WHEREAS**, in United Mutual, no standard exists for exterior hot tub; and

**WHEREAS**, the City of Laguna Woods has no standards for the installation and use of exterior hot tubs; and

**WHEREAS**, it is in the best interests of United Mutual and its members to adopt standards regulating the installation and use of exterior hot tubs; and

**WHEREAS**, the Board of Directors has consulted with staff, the Governing Document Review Committee and legal counsel to develop a standard for the installation and use of hot tubs;

**WHEREAS**, the standard specifically prohibits hot tubs in atriums with common walls and on balconies. Additionally the standard requires that hot tubs be portable, drain only in the sanitary sewer, not create a nuisance or otherwise create an unreasonable interference with another resident's use and enjoyment of their Manor, and obtain a Mutual Consent for Manor Alterations; and

**WHEREAS**, the requesting member is required to provide proof of personal liability insurance with limits of at least \$200,000 per occurrence with an insurer with an AM Best rating of A-VIII or higher and to name United Laguna Woods Mutual and VMS, Inc. as additionally named insured; and

**WHEREAS**, a hot tub must be covered and may require a lock when not in use, subject to the California Building Code; and

**NOW THEREFORE BE IT RESOLVED**, that on September 12, 2017, the Board of Directors of this Corporation hereby approves a Hot Tub 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.

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## **ENDORSEMENT**

### **Drone Policy**

Tim Moy, Chief of Security, presented the amended Drone Policy. The Committee and audience members made comments and asked questions.

Director Blackwell recommended modifying the policy under Section III. A. to read "A drone is not allowed to operate unless a permit is granted by the Chief of Security or his designee, for approved Community events or purposes."

Director Achrekar made a motion to approve the amended Drone Policy with the recommended changes. Director Sabol seconded the motion.

By unanimous vote, the Motion carried.

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## STAFF REPORT

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**DATE:** June 13, 2017  
**FOR:** Board of Directors  
**SUBJECT:** Drone Policy

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### **RECOMMENDATION**

Staff recommends adoption of a Drone Policy.

### **BACKGROUND**

A drone is an aircraft without a human pilot onboard. Instead, the drone is controlled from an operator on the ground.

Drones are regulated by the Federal Aviation Administration (FAA). The FAA requires that all recreational drones with a weight above 0.55 pounds and less than 55 pounds be registered. Registration costs \$5 and is valid for three years.

A staff member of the Compliance Department attended the CAI Legal Forum where the importance of a drone policy was discussed by an expert panel that specializes in community association needs.

On March 7, 2017, the Golden Rain Foundation (GRF) Board reviewed and discussed the proposed policy. The Board unanimously approved the policy and the resolution was scheduled for the June meeting in order to satisfy the 30 day notification requirement.

On March 14, 2017, the United Laguna Woods Mutual (ULWM) Board reviewed and discussed the proposed policy. The Board unanimously approved the policy and the resolution was scheduled for the May meeting in order to satisfy the 30 day notification requirement.

On March 21, 2017, the Third Laguna Hills Mutual (TLHM) Board reviewed and discussed the proposed policy. The Board tabled the discussion to the April meeting and directed staff to provide further information. During Member comments, concerns were raised regarding privacy, hours of operations, an application fee for each flight plan, speed limits, and enforcement. Most importantly the Board felt that drones should be prohibited by anyone other than Village Management Services, Inc. (VMS) staff or those commissioned by staff.

On May 2, 2017, the GRF Board returned the previously approved Drone Policy to Security and Community Access Committee (SCAC) for further review. The TLHM and ULWM Boards referred the policy back to staff on April 18, 2017 and May 9, 2017 respectively.

On May 18, 2017, the SCAC reviewed and discussed the amended Drone Policy. The Committee and audience members made comments and asked questions.

Tim Moy, Chief of Security, explained how Residents did not feel comfortable with the previous proposed policy and brought their concerns to the Boards who returned the policy to this

Committee. The changes include only allowing VMS staff or delegated individuals to operate drones.

Members commented that the Drone Policy did not clearly document how the drones will be used only for VMS authorized events; how someone can be delegated to operate a drone; how residents would know if a drone was authorized or not; and the need for a million dollar policy and also when the regulations go into effect.

Staff and Committee Members responded that residents may contact the Security Department regarding any concerns about a drone flying overhead; permits will be closely scrutinized to ensure policy is strictly followed; drones could be flown at the nearby elementary school or at a park and VMS has no control over those flights; drones can be used as an investigative tool as well as for publicity purposes highlighting many of the activities occurring within the Village; drones would be flown by professionals commissioned by him or his designee; the Mutuals want to make sure that the insurance coverage is sufficient in the event of an accident; and that the Drone Policy will be highly restricted, only by professionals, and for the good of the community.

The committee amended the policy to add that no drone is allowed to operate unless a permit is granted by the Chief of Security or his designee, for approved Community events, or purposes, and recommended approval of the document.

## **DISCUSSION**

Multiple groups and individuals have expressed interest in using Drones in Laguna Woods Village. Several residents have sought GRF permission to fly drones in the community; in particular, members of the Video Club and “Thrive” have expressed interest in utilizing the device to film community events and activities. Further, drones are a popular means for real estate professionals to photograph and/or film properties for marketing purposes.

However, as each Mutual Board reviewed the proposed policy, a large number of residents and Board Members voiced concerns regarding safety, privacy, noise, nuisance, and the overall management and enforcement of a Drone policy.

The amended Drone Policy prohibits drones in the Village unless they are flown by staff or an individual commissioned by staff, and that staff, in order to meet the standards of the policy (Attachment 1) and Federal law, be required to complete a flight plan that is submitted for review by the Security Chief. This review is important in order to assure that the proposed flight plan does not interfere with Residents rights and privacy. Insurance is required for both VMS staff and commissioned users. VMS will obtain an annual policy for staff and commissioned users will be required to acquire \$1M liability policy.

## **FINANCIAL ANALYSIS**

\$1,000 annual insurance policy, per drone for two VMS pilots.

**Prepared By:** Francis Rangel, Operations Manager  
Debbie Ballesteros, Administrative Coordinator



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

**ATTACHMENT(S)**

Attachment 1: Drone Policy  
Attachment 2: Resolution

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## **Drone Policy**

Adopted June 6, 2017

Resolution 90-17-XX

### **I. Purpose**

It is the policy of the Golden Rain Foundation (GRF) to prohibit drones in the Village unless they are flown by staff or an individual commissioned by staff, and that staff, in order to meet the standards of any policy and Federal law, be required to complete a flight plan that is submitted for review by the Security Chief. The individuals designated by the Security Division may operate Drones in the Laguna Woods Village Community in compliance with the following rules and regulations.

### **II. Definitions**

For the purpose of this policy:

- a. A Remote Pilot in Command (PIC) is directly responsible for the operation of the Drone, and must ensure the Drone will pose no undue hazard to people, aircraft, or property in the event of loss or control of the Drone. PIC is VMS Staff and/or commissioned individual
- b. A Drone as used in this Policy is defined as a Small unmanned aircraft system as that term is defined in 14 C.F.R. §107.3.
- c. Federal Aviation Administration (FAA) of the United States is a national authority with powers to regulate all aspects of civil aviation.
- d. Visual Observer means a person who is designated by the PIC to assist the PIC in seeing and avoiding other air traffic or objects aloft or on the ground.

### **III. Conditions**

- a. A Drone is not allowed to operate unless a permit is granted by the Chief of Security or his designee, for approved Community events, or purposes.
- b. VMS Staff or commissioned individual user to whom a permit for the operation of a Drone is granted is deemed the PIC, and only the PIC may manipulate the controls of the Drone.
- c. The PIC must submit a flight plan prior to each and every flight of the Drone which must occur wholly within the bounds of Laguna Woods Village.
- d. Each PIC may operate only one drone at a time within Laguna Woods Village.
- e. The PIC must provide proof the Drone is registered with the FAA.
- f. The PIC must be at least 18 years of age and must not operate in a careless or reckless manner so as to endanger the life or property of another.
- g. A Visual Observer is encouraged, but not required, as an additional measure of safety protecting life and property within Laguna Woods Village. However, the Drone must remain within visual line-of-sight of the PIC. Visual line-of-sight means that the PIC has an unobstructed view of the drone.
- h. The FAA registration number must be displayed on the aircraft decal.
- i. The PIC must provide flight software (version and manufacturer) that has the FAA "Return to Home" safety feature (in case of low battery or loss of signal).
- j. The time period during which a drone may be used within the Village is limited to the hours between sunrise and 30 minutes before sunset.
- k. Commissioned individual users operating a Drone for VMS must provide proof of

- liability insurance with \$1 million policy limits. The approved user agrees to indemnify GRF, Village Management Services, Inc. (VMSI), United Laguna Woods Mutual (ULWM) and/or Third Laguna Hills Mutual (TLHM) in the event a claim is asserted against GRF, VMSI, ULWM, and/or TLHM relating to an act or omission involving Drone use, with GRF, ULWM, and/or TLHM named as an additional insured on their liability insurance policy.
- l. The PIC agrees to yield the right-of-way to other aircraft; the Drone must not exceed 35 MPH; may not carry hazardous materials; and must fly below 400 feet. The only exception is to allow takeoff and landing of the drone. Takeoff and landing of the drone must be carried out in open, common area.
  - m. The Drone cannot be operated above anyone not directly participating in the operation, from under a covered structure, or from either a moving or stationary vehicle.
  - n. The PIC must adhere to all state and federal laws regarding Drones.

#### **IV. Procedure**

- a. Staff and/or commissioned individual user must complete and submit "Application for Use of a Drone Permit" for review, one time only.
- b. Staff and/or commissioned individual user must complete and submit a flight plan every time the drone goes up into the air with an approved permit on file.
- c. Staff and/or commissioned individual user must provide a copy of their FAA registration and liability insurance listing GRF, VMSI and ULWM or TLHM as additional insurer.
- d. The application will be reviewed by the Chief of Security or his designee and the Staff and/or commissioned individual user will be notified of the results within seven business days. Special circumstances may be granted.
- e. If approved, the Drone Permit must be present with the PIC whenever the Drone is operated.

## **RESOLUTION 90-17-XX**

### **Drones Policy**

**WHEREAS**, the Security & Community Access Committee recommended adoption of a Drone Policy, to fairly and reasonably address small unmanned aircraft systems, known as Drones, in Laguna Woods Village; and

**WHEREAS**, Drones are regulated by the Federal Aviation Administration (FAA); and

**WHEREAS**, the Golden Rain Foundation prohibits drones in the Village unless they are flown by staff or an individual commissioned by staff, and that staff, in order to meet the standards of any policy and Federal law, be required to complete a flight plan that is submitted for review by the Chief of Security; and

**WHEREAS**, A Drone is not allowed to operate unless a permit is granted by the Chief of Security or his designee, for approved Community events, or purposes;

**NOW THEREFORE BE IT RESOLVED**, July 11, 2017, that the Board of Directors of this Corporation hereby adopts the "Drone 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.

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## STAFF REPORT

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**DATE:** June 13, 2017  
**FOR:** Board of Directors  
**SUBJECT:** Qualifiers for Subleasing Manors – Short Term Rentals

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### **RECOMMENDATION**

Staff recommends the Qualifiers for Subleasing Manors be amended to contain language regarding short term rentals.

### **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 amend the Qualifiers for Subleasing Manors (Attachment 1).

The Board authorizes Members to sublease their units, subject to certain sublease qualifiers. On March 20, 2013 the Board adopted 15 sublease qualifiers which are intended to, among other things, help maintain and promote the unique age restricted and stock cooperative nature of United Laguna Woods Mutual (Resolution 01-13-50).

On May 22, 2017, the Governing Documents Review Committee reviewed the amended language. By unanimous vote, the Committee recommended the Board adopt the new language.

### **DISCUSSION**

There is an increase in reports of illegal occupancy violations in Laguna Woods Village. Several residents have witnessed and reported individuals residing in the units that are being used as short-term or vacation rentals. Short-term or vacation rentals are properties that are rented for less than 30 consecutive days. United's rules are 90 days; approved on December 2, 2016 (Resolution 01-13-50). Additionally, the Compliance Department reviews and monitors websites that advertise these types of rentals (i.e. Airbnb, VRBO powered by HomeAway, etc).

The purpose of the amendment (Attachment 1) is to incorporate language prohibiting advertising less than 90 days for short-term or vacation rentals. The policy was reviewed by legal counsel and their comments were incorporated.

### **FINANCIAL ANALYSIS**

None

**Prepared By:** Francis Rangel, Operations Manager

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

### **ATTACHMENT(S)**

Attachment 1 – Amended Qualifiers for Subleasing Manors  
Attachment 2 – Proposed Resolution

**QUALIFIERS FOR SUBLEASING MANORS**

**Resolution 01-13-50, Adopted March 20, 2013**

**Amended February 9, 2016; Amended December 2, 2016; Amended April 11, 2017**

1. A cap on the number of manors that may be subleased at any one time in United's development equal to 20% of the total manors (as set forth under United Resolution 01-10-222); and
2. Subleases may be no shorter in duration than 90 days and no longer than 12 months; subsequent renewal subject to # 7 below. No manor may be advertised for sublease shorter in duration than 90 days in any print media (such as newspapers, magazines, local bulletin boards, etc.) and/or on any website (including without limitation Airbnb, VRBO, social media, listing service and/or any other hosting platform); and
3. Under United's Interim Dual Ownership Agreement (as provided in Resolutions U-02-164, 01-10-222 and 01-03-147), including but not limited to the requirements that (i) a shareholder may not sublease a manor listed for sale during any permitted period of dual ownership, (ii) the shareholder must reasonably proceed to sell the manor listed for sale within six months from the shareholder's signing of the Interim Dual Ownership Agreement, (iii) the Board is prohibited from approving any individual shareholder's request for an Interim Dual Ownership Agreement more frequently than one time in any two year period and (iv) with respect to dual ownership, both trustees and beneficiaries under any trust having any ownership interest in a manor/membership shall be considered a shareholder with respect to such manor/membership; and
4. The requirement that no shareholder may sublease his/her manor if delinquent in carrying charges or assessments at the time of the proposed/intended sublease, except with Board approval and subject to an assignment of rents (as set forth in Resolutions U-91-73 and U-01-10); and
5. The requirement that all sublessees meet the age requirements for occupancy and residency as required and established under United's governing documents and California Civil Code Section 51.3 (and any successor statute); and
6. The requirement that shareholders provide to United, as set forth in United's governing documents and pursuant to yearly renewal requirement obligations, the following information with respect to each sublessee of the shareholder's manor, on such form(s) as United may prescribe from time to time: full name; age and birth date; statistical information; identity verification; written agreement to comply with United's governing documents; telephone number; and other information and documentation required by United under its Application for Permit to Lease Premises and any related documents; and
7. The requirement that the shareholder pay certain fees related to the sublease of the shareholder's manor, including without limitation fees related to lease permits processing; lease permits, lease permit extensions, lease permit renewals, secured deposits of third-party charges and application costs. Sublease materials must be submitted to the Managing Agent no less than 30 days or no more than ninety (90)



days in advance of the sublease date. Sublease materials may be submitted on a rush basis subject to a fee of up to \$500; and

8. The requirement that the shareholder transfer his/her rights to use the common areas, facilities and amenities of United's development to the shareholder's sublessee, and that the shareholder and his/her sublessee comply with any and all prohibitions and/or restrictions established by Golden Rain Foundation ("GRF") with respect to the use of GRF's common amenities and facilities; and
9. The requirement that sublessees of a shareholder's manor must, at all times, comply with all of the provisions of United's governing documents applicable to the residency, occupancy and use of manors and United's development; and
10. The right of United to levy fines and impose discipline against a shareholder for the violation of United's governing documents by the shareholder's sublessee, and/or, to the extent permitted by United's Bylaws and applicable laws, to impose discipline against the sublessee for such violation; and
11. A non-exclusive grant to United of the shareholder's rights to enforce United's governing documents against the shareholder's sublessee if the shareholder fails to gain the sublessee's compliance, including but not limited to the ability of United to evict the sublessee under an unlawful detainer action; and
12. An assignment of rents in favor of United in the event the shareholder is delinquent in the payment of their carrying charges and/or assessments, as provided in United's Occupancy Agreement, and the requirement that the sublessee pay his/her rent payments to United upon United's notice and demand of such assignment; and
13. The requirement that the shareholder be financially liable to United for any damage within the shareholder's manor or other portions of United's development caused by the sublessee; and
14. The requirement that the shareholder be the responsible party to obtain any required approval from United for any and all proposed alterations, additions, improvements and modifications to the shareholder's manor; and
15. The requirement that only a shareholder of United named under an Occupancy Agreement has the right to sublease their entire manor.

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

### **Qualifiers for Subleasing Manors**

**WHEREAS**, the governing documents of United Laguna Woods Mutual (“United”) require and contemplate owner-occupancy. United’s Bylaws and Occupancy Agreement require Members, and no others, to reside in their Manors (also referred to as “dwelling units” or “units” in certain of United’s governing documents), unless otherwise approved by the Board. (Bylaws, Article III; Occupancy Agreement, Article 5 & 7.) Specifically, Members are prohibited from subletting a Manor without the prior written consent of United. (Occupancy Agreement, Article. 7); and

**WHEREAS**, under United’s governing documents (which include, without limitation, the Bylaws, Occupancy Agreement, operating rules and Board resolutions), United members may sublease their Manors, subject to certain sublease qualifiers; and

**WHEREAS**, Resolution 01-13-50 contains fifteen sublease Qualifiers which are intended to, among other things, help maintain and promote the unique age restricted and stock cooperative nature of United’s community (collectively, the “Qualifiers” and each, a “Qualifier”); and

**WHEREAS**, it is the policy and procedure of the Board to approve sublease applications so long as Members meet the qualifiers attached to Resolution 01-13-50 (as Exhibit A); and

**WHEREAS**, among other Qualifiers, Resolution 01-13-50 provides: “Subleases may be no shorter in duration than 90 days and no longer than 12 months”; and

**WHEREAS**, the Board has experienced a recent increase in sublease applications. Many of the applications have been submitted by “investors”, i.e., individuals who have expressed no intent to occupy their manor. Frequently, within days after the close of escrow, some new members submitted a request to sublet their manor, and have continuously sublet. In some circumstances, the new members have never resided in the community; and

**WHEREAS**, pursuant to its governing documents, the Board of Directors has the power and authority to adopt reasonable operating rules; and

**WHEREAS**, rules and regulations are generally considered reasonable if they are rationally related to the protection, preservation and proper operation of the property and the purposes of the corporation as set forth in its governing instruments, and are fair and nondiscriminatory. (*Friars Village Homeowners Assn. v. Hansing* (2013) 220 Cal. App. 4th 405, 405.); and

**NOW THEREFORE, BE IT RESOLVED**, August 8, 2017, that the Board of Directors hereby amends Qualifier #2 for Subleasing Manors, violations of which are subject to the Schedule of Monetary Penalties:

“No manor may be advertised for sublease shorter in duration than 90 days in any print media (such as newspapers, magazines, local bulletin boards, etc.) and/or on any website (including without limitation Airbnb, VRBO, social media, listing service and/or any other hosting platform).”

**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.

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## ENDORSEMENT

### Amend Shareholder Financial Qualifications

On May 22, 2017 the United Governing Documents Review Committee reviewed changes to Resolution 01-15-89, adopted July 14, 2015, and recommended removal of the section below.

“The Board may consider waiving financial requirements if the applicant obtains secondary financing from a financial institution of at least 50 percent and no more than 70 percent of the purchase price. It is recommended that any applicant who does not meet the minimum financial requirement consider submitting the application with a financial guarantor.”

By consensus the committee agreed to submit the above amendment to the Board in June.

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## STAFF REPORT

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**DATE:** August 8, 2017  
**FOR:** Board of Directors  
**SUBJECT:** Amended Administrative Guidelines for Financial Qualifications

---

### **RECOMMENDATION**

Staff recommends approval of amendments to the Administrative Guidelines for Financial Qualifications.

### **BACKGROUND**

In June the Board approved removal of the secondary financing waiver allowance. Since then the Governing Documents Review Committee has been discussing ways to clarify the administrative guidelines for financial qualifications.

### **DISCUSSION**

Amendments recommended are as follows:

- Incorporate the requirement for credit report and score for each prospective Shareholder.
- When there is more than one occupant, using the manor as their primary residents, the income and assets can be calculated collectively.
- General corrections to be consistent with the newly adopted By-laws.

These changes are recommended to protect the financial integrity of the Corporation, preserve property values and to provide transparency and clarity to prospective Shareholders and the realty community. The Governing Documents Review Committee is looking at other amendments including but not limited to increase in the minimum income requirement, elimination of guarantors, and a requirement to provide a balance sheet reflecting assets minus liabilities with specific inclusion of other liabilities (e.g. mortgages).

### **FINANCIAL ANALYSIS**

None.

**Prepared By:** Pamela Bashline, Community Services Manager

**Reviewed By:** Lori Moss, Community Manager

### **ATTACHMENT(S)**

ATT 1 - Redline of Administrative Guidelines for Financial Qualifications

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## **ATTACHMENT 1 (Redline of Financial Qualifications Policy)**

### ADMINISTRATIVE GUIDELINES FOR FINANCIAL QUALIFICATIONS

#### UNITED LAGUNA WOODS MUTUAL

Revised August 9, 2016

Adopted by Resolution 01-15-89

Prospective shareholders/transferees of manors in United Laguna Woods Mutual are required to meet minimum financial requirements for membership as set forth below. All income and assets claimed must be verified by presenting documentation acceptable to the Mutual Board of Directors.

All applicants shall submit the most recent year's Federal income tax return, signed and dated, including Schedules A and B, in addition to other verification documents. If income is derived from an owned business, the appropriate business tax schedules and a profit and loss statement is also required.

Where there is more than one perspective shareholder/transferee, income and assets can be calculated collectively.

If a shareholder/transferee is presently a member in United Laguna Woods Mutual, he/she will not be required to provide verification of financial qualifications for a new purchase in the same mutual provided:

- a. The shareholder is selling his present manor and is in escrow; and
- b. The person(s) in whose name(s) title will be held for the manor being purchased is (are) identical to the person(s) in whose name(s) the certificate is held for the present manor.

Guarantor's assurances cannot be transferred. A shareholder/transferee will be required to obtain a new guarantor's qualification, if needed.

Membership applicants to United Laguna Woods Mutual are required to submit a completed Financial Statement/Credit Information form, together with satisfactory verification of identity, income and assets, except under the following condition:

Once a shareholder has qualified within United Mutual, said shareholder need not re-qualify for purchase of a replacement manor as long as the person or persons in whose name the Membership Certificate is held remain the same.

#### ASSET REQUIREMENT

The prospective transferee of a manor shall submit satisfactory verification of assets equal to the purchase price of the manor plus \$125,000. Prospective transferees are required to demonstrate a minimum asset base of \$125,000 only.

Acceptable assets will be those that are considered to be liquid, marketable or income producing. Examples of acceptable assets include:

United Laguna Woods Mutual  
Shareholder Financial Requirements  
May 22, 2017  
Page 2

- Equity in U.S. residential property
- Savings accounts in U.S. financial institutions
- Cash value life insurance
- Certificates of deposit, money market accounts in U.S. financial institutions.
- IRA, SEP, 401(k) and Keogh accounts
- US, state or municipal government bonds - valued at current market prices
- American traded investments, (NYSE, Amex, OTC, NASDAQ, etc.) valued at current market prices
- Mortgages and promissory notes, provided that interest is reported on the applicant's tax return
- Equity in U.S. income producing real estate

Excluded from consideration are the following:

- Mobile Homes
- Recreational vehicles, boats and trailers
- Vacant land
- Automobiles
- Artwork, jewelry, furs and collections such as coins, dolls, stamps and other similar items
- Term life insurance
- Annuity funds, which cannot be withdrawn in lump sum
- Anticipated bequests or inheritances
- Promissory Notes whose income is not reported on the perspective transferee tax return

## INCOME REQUIREMENTS

Prospective shareholders must provide satisfactory verification of income of at least \$36,000 per year at the time of purchase.

1. Acceptable verifications include:

- The most recent Federal Tax returns
- W - 2 Forms or paycheck stubs
- Bank, credit union or investment account statements
- Letters from bankers
- Notices of annuities and Social Security payments
- Pensions
- Trust income
- Disability income
- Residential / commercial property rental income

2. Unacceptable income verifications include:

United Laguna Woods Mutual  
Shareholder Financial Requirements  
May 22, 2017  
Page 3

- Letters from employers, accountants, bookkeepers and attorneys
- Income not reported on Federal income tax returns
- Funds held outside US borders

#### GUARANTORS

The Mutual will permit the prospective shareholder who does not meet the financial requirements to have a Guarantor. The Guarantor in United Mutual shall provide satisfactory verification of annual income of at least \$90,000 and marketable or income producing assets of at least \$250,000 plus the manor purchase price.

Shareholder Financial Requirements for the occupying shareholder(s) when they have a Guarantor:

- Minimum Annual Income - \$24,000
- Minimum Verifiable Liquid, Marketable and/or Income Producing Assets - \$75,000 at the close of escrow

The income and assets of the Guarantor are not a substitute for the minimum income and assets needed by the prospective shareholder(s) occupant(s).

#### FINANCIAL QUALIFICATION WAIVERS AND RECIPROCITY

Shareholders who purchase a replacement manor do not have to re-qualify financially for membership, if there is no change to the membership vesting and the previous manor is already in escrow.

Current members of one Mutual who wish to purchase in another Mutual are required to meet the financial requirements of the Mutual in which they are purchasing.

A former member may obtain a waiver of financial qualifications if the replacement manor is purchased within 90 days of the closing of the sale of the previously owned manor, and vesting in the new manor is exactly the same as the vesting in the manor previously owned.

~~The Board may consider waiving financial requirements if the applicant obtains secondary financing from a financial institution of at least 50% and no more than 70% of the purchase price. It is recommended that any applicant who does not meet the minimum financial requirement consider submitting the application with a financial guarantor.~~

#### SPECIAL CIRCUMSTANCES

The United Mutual Board of Directors will give appropriate, special consideration to prospective shareholders whose financial qualifications have special merit, e.g., minimal assets but large income, or vice versa.

#### OWNERSHIP OF MULTIPLE MEMBERSHIPS

United Laguna Woods Mutual does not permit ownership of more than one (1) cooperative membership, except under very limited and specific circumstances.

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

### **UNITED LAGUNA WOODS MUTUAL FINANCIAL QUALIFICATIONS**

**WHEREAS**, it is in the best interest of the Corporation to protect and preserve the financial integrity of this Corporation:

**WHEREAS**, the current Financial Qualifications Policy establishes a minimum annual income requirement of \$36,000 or a minimum annual income requirement of \$24,000 when a Guarantor is obtained.

**WHEREAS**, to accomplish this, removing the following provision is necessary: "The Board may consider waiving financial requirements if the applicant obtains secondary financing from a financial institution of at least 50 percent and no more than 70 percent of the purchase price. It is recommended that any applicant who does not meet the minimum financial requirement consider submitting the application with a financial guarantor."; and

**WHEREAS**, No minimum income or asset requirements were ever established for prospective shareholders who requested such a waiver. More importantly, United Mutual has not granted this waiver since about 2007; and

**WHEREAS**, The Financial Qualification Policy would be improved by removing the secondary financing waiver provision. Prospective borrowers will continue to obtain loans, but the Shareholder must meet the minimum income and asset requirements, with or without a Guarantor; and

**NOW THEREFORE BE IT RESOLVED**, August 8, 2017, that the minimum financial requirements are revised, effective for any escrow opened on or after August 8, 2017; and

**RESOLVED FURTHER**, that Resolution 01-15-89, adopted July 14, 2015 is hereby amended as indicated above; 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.

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United Laguna Woods Mutual  
Finance Committee – Open Session  
July 25, 2017

**Endorsement: Implementing Fees for Missed Maintenance Appointments**

A motion was made, seconded and passed by a vote of 3-0-1 (Director Torng abstained), to accept the M&C endorsement for a \$50.00 charge for missed maintenance appointments.

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## STAFF REPORT

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**DATE:** August 8, 2017  
**FOR:** Board of Directors  
**SUBJECT:** Fees for Missed Maintenance Appointments

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### **RECOMMENDATION**

Staff recommends implementing a \$50 fee for “no show” or missed maintenance appointments in order to discourage residents from missing scheduled appointments.

### **BACKGROUND**

The Board adopted a “Chargeable Maintenance Services Policy” by way of Resolution 01-04-28 on June 12, 2007.

### **DISCUSSION**

When a resident schedules a maintenance appointment and then misses the appointment, valuable staff time is used, resulting in delays for scheduled repairs. The Maintenance and Construction (M and C) Committee met on June 29, 2017 to recommend approval of the proposed fee. The Finance Committee met on July 25, and concurred with the M and C recommendation.

### **FINANCIAL ANALYSIS**

Proposed fee will assist in deferring costs.

**Prepared By:** Leslie Cameron, Assistant Corporate Secretary

**Reviewed By:** Lori Moss, Community Manager

### **ATTACHMENT(S)**

ATT 1 – Revised Summary of Chargeable Service  
ATT 2 - Resolution

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## UNITED LAGUNA WOODS MUTUAL SUMMARY OF CHARGEABLE MAINTENANCE SERVICES

The following are examples of the most common items in/around **United Laguna Woods Mutual** manors that occasionally require repair or replacement. The Mutual may perform certain repair services in addition to those provided under the General Conditions of the Occupancy Agreement. Some repair services are performed by the Mutual that are the responsibility of the Mutual member will be charged to the Mutual member. **The charge for the service will include a \$10 service charge; the cost of direct materials used, and prorated labor.**

**Please note: there will be a \$50 Missed Maintenance Appointment Fee charged to residents who are a "no-show" during their scheduled appointment time frame or do not cancel/reschedule 24 hours prior to their scheduled appointment.**

Please contact **Resident Services at 597-4600** with specific questions or in regard to areas not addressed in the following document.

Party responsible for repair or replacement under normal conditions:

MUTUAL	MEMBER	APPLIANCES
The Mutual will install and maintain major appliances in accordance with Resolution 01-03-43		
X		Major Standard appliances [oven, range/cooktop, hood, refrigerator and dishwasher]
	X	Dishwashers not of Mutual record
	X	Upgraded appliance features
	X	Appliance pans and rings
	X	Appliance alterations
MUTUAL	MEMBER	ELECTRICAL
X		Radiant heat (except when damaged by member)
X		Thermostat
X		Electrical fixtures (outlets, switches, panels, breakers, starters, transformers)
X		Doorbells
X		Original installation fans and wall heaters
X		Interior duplex plates, damaged, cracked
	X	Ceiling light chrome rings <i>(for cosmetic reasons)</i>
X		Temp tray
	X	Resident controlled light bulbs
	X	Dimmer switch
	X	Electrical alteration
MUTUAL	MEMBER	CARPENTRY
X		Roof (excluding alterations)
X		Flashing, gutters, downspouts (original)
X		Window screens (non-alteration)
X		Main entry door locks
X		Storage cabinets, built into patios (original)
	X	Storage cabinets, free standing (not original)
	X	Rekeying of locks (entry, mail box)
	X	Dead bolts
	X	Entry door peep holes, mail slots and entry door screen doors
X		Sliding screen doors (original)
X		Broken or cracked windows (unknown cause)

**UNITED LAGUNA WOODS MUTUAL  
SUMMARY OF CHARGEABLE MAINTENANCE SERVICES**

<b>MUTUAL</b>	<b>MEMBER</b>	<b>CARPENTRY (continued)</b>
	X	Broken or cracked windows (resident cause)
X		Wall cracks
	X	Wall holes – from picture hangers
X		Bath accessories (soap dish, glass holder, etc.)
X		Built in clothes hamper
X		Closet poles and brackets (non-alteration)
X		Replacement of medicine cabinet
X		Shower and tub enclosures
X		Kitchen cabinets, building movement only
X		Carport cabinets (original)
	X	Carport condensation panels
X		Towel bars, repair of (non-alteration)
	X	Towel bars, replacement
	X	Grab bars
X		Interior doors and locks
	X	Size interior doors for new flooring
	X	Door bumpers/stops
X		Ceramic tile tub (non-alteration)
X		Shower door sweep
X		Wardrobe doors
X		Hinges, catches
X		Chop board/breadboard
	X	Diffuser light panel
X		Tile (non-alteration)
X		Baseboards and moldings (non-alteration)
X		Countertops and floors (non-alteration)
X		Drawer guides
X		Structural repairs
	X	Alterations
<b>MUTUAL</b>	<b>MEMBER</b>	<b>PAINT</b>
X		Entry doors (on program)
	X	Entry doors (by request, off program)
X		Plumbing leak damage
X		Rain leak damages
X		Appliance leak damage (Mutual owned appliances)
X		Building exterior
<b>MUTUAL</b>	<b>MEMBER</b>	<b>PLUMBING</b>
X		Faucets (non-alteration, non-upgraded)
X		Kitchen sinks, fittings, traps, etc. (non-alteration)
X		Toilets, fittings, traps, etc. (non-alteration)
X		Bath tubs and fittings (non-alteration)
	X	Shower head
X		Water heaters & fittings
X		Stoppers, tub and basin
X		Garbage disposals (non-alteration)
	X	Toilet seats

**UNITED LAGUNA WOODS MUTUAL  
SUMMARY OF CHARGEABLE MAINTENANCE SERVICES**

<b>MUTUAL</b>	<b>MEMBER</b>	<b>PLUMBING (continued)</b>
	X	Stoppages caused by resident
X		Stoppages (multi, main line or lateral)
X		Stoppages (single fixture)
X		Water leaks (in wall, below slab, under fixture)
	X	Plumbing alterations
<b>PAVING</b>		

The Mutual is responsible for the maintenance, repair and replacement of concrete and asphalt within the Mutual, except for alterations. VMS staff may provide services for non-Mutual items as a charge to the Mutual member.

**RESPONSIBILITIES SUBJECT TO CHANGE PER BOARD RESOLUTION**

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

**WHEREAS**, the Board adopted to establish a “Chargeable Maintenance Services Policy” by way of Resolution 01-04-28; and amended it on June 12, 2007 to remove single fixture stoppages as a chargeable service; and

**WHEREAS**, missed maintenance appointments use up valuable staff time and delay scheduled repairs; and

**NOW THEREFORE BE IT RESOLVED**, September 12, 2017, the Board of Directors of this Corporation hereby establishes a charge of \$50 for a Missed Maintenance Appointment Fee charged to residents who are a "no-show" during their scheduled appointment time frame or do not cancel/reschedule 24 hours prior to their scheduled appointment; and

**RESOLVED FURTHER**, Resolution 01-04-28, adopted February 10, 2004 to establish the Board's “Chargeable Maintenance Services Policy”, is hereby amended to add a Missed Maintenance Appointment Fee; 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.

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United Treasurers Report  
as of June 30, 2017 (in Thousands)

**INCOME STATEMENT**

**ACTUAL**

**TOTAL REVENUE**

**\$19,728**

**TOTAL EXPENSE**

**17,688**

**Revenue over Expense**

**\$2,040**

## United Treasurers Report as of June 30, 2017 (in Thousands)

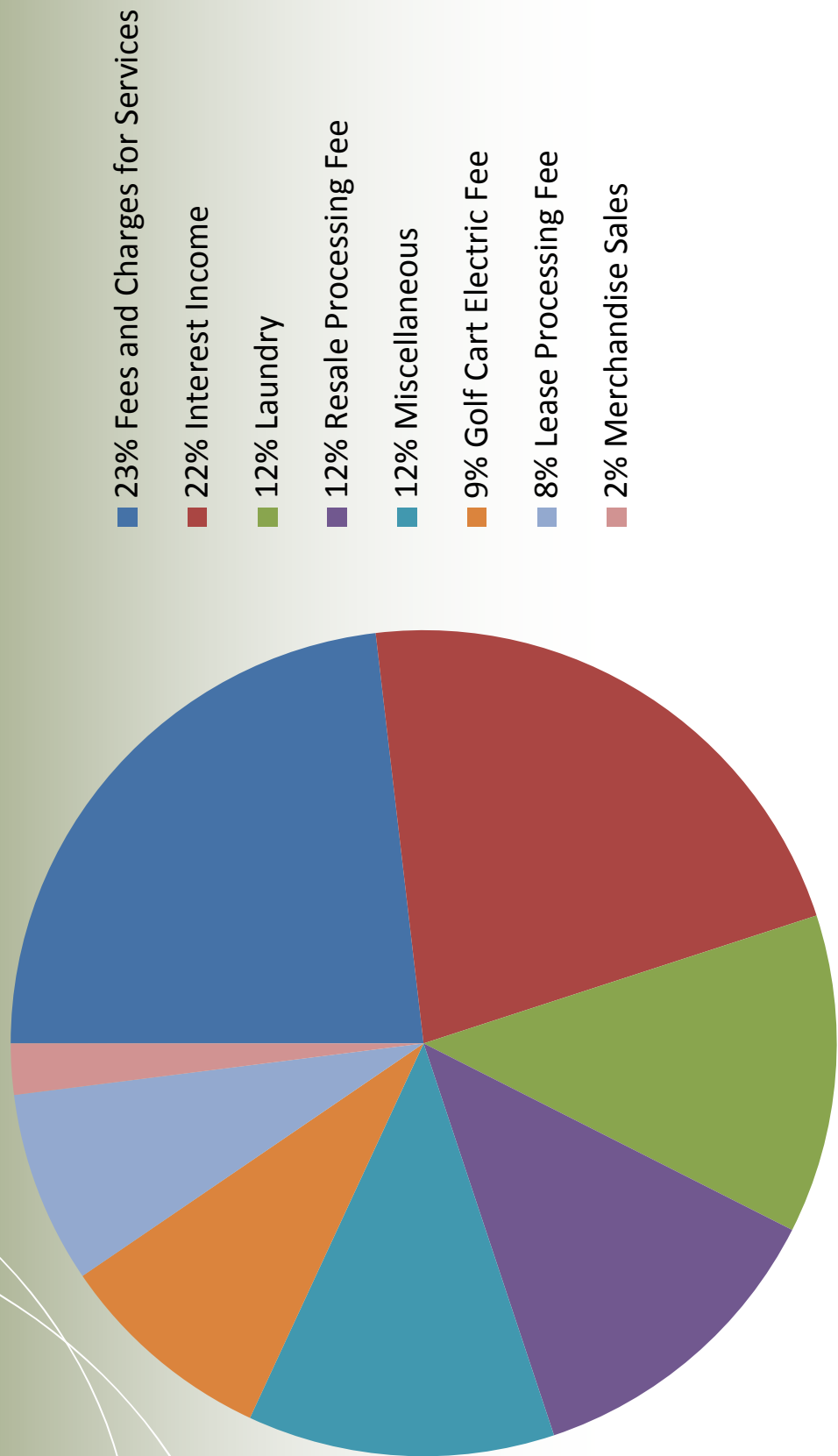
With a favorable bottom line of \$2,040K, compared to a planned deficit of (\$238K) through June, United was better than budget by \$2,278K primarily due to timing of reserve programs:

### Expenditures

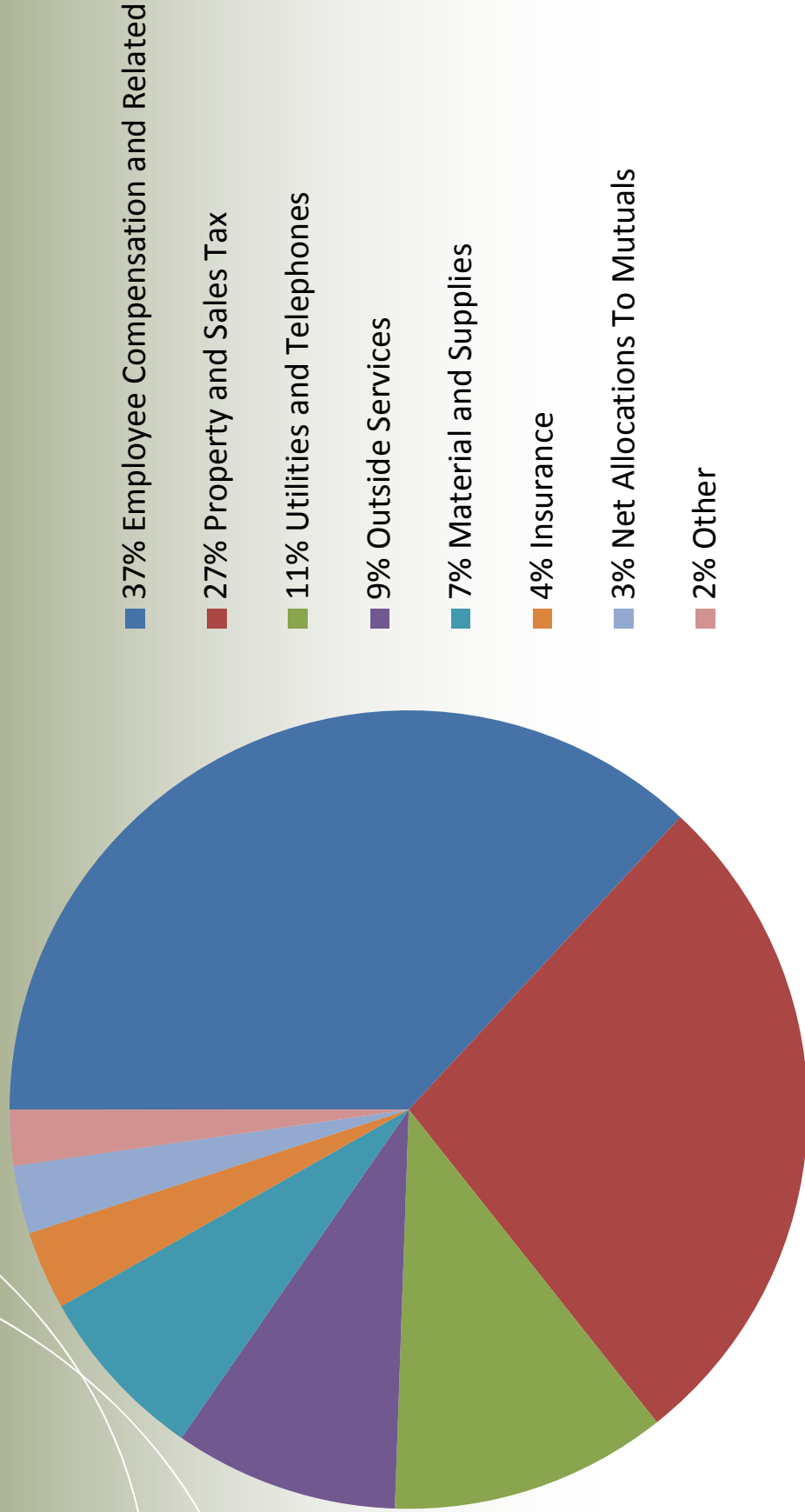
- **Wasteline Replacements, work started late May**
- **Building Structure, fewer replacements**
- **Roof Replacements, work started late May**

# Total Non Assessment Revenues \$708,432

## as of June 30, 2017



# Total Expenses \$17,688,187 as of June 30, 2017



United Treasurers Report  
as of June 30, 2017 (in Thousands)

**FUND BALANCES**

**ACTUAL**

**BEGINNING BALANCES: 1/1/17**

**\$20,412**

**Contributions & Interest**

**6,121**

**Expenditures**

**(4,210)**

**Current Balances: 6/30/17**

**\$22,323**

# Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

All Mutuals

July, 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	76	78	\$23,481,992	\$20,660,350	\$308,974	\$264,876
February	64	70	\$18,628,200	\$20,379,400	\$291,066	\$291,134
March	80	89	\$24,765,800	\$22,910,361	\$309,573	\$257,420
April	88	97	\$29,024,579	\$28,616,128	\$329,825	\$295,012
May	105	91	\$34,046,751	\$24,537,100	\$327,373	\$269,638
June	90	86	\$31,945,600	\$22,067,900	\$354,951	\$256,603
July	68	91	\$19,989,120	\$27,013,400	\$302,865	\$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>	571.00	602.00	\$181,882,042	\$166,184,639		
<b>MON AVG</b>	81.00	86.00	\$25,983,149	\$23,740,663	\$317,804	\$275,934

\* Amount is excluded from percent calculation

# Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

United

July, 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	36	38	\$8,740,700	\$9,023,400	\$242,797	\$237,458
March	38	45	\$9,580,000	\$8,501,500	\$252,105	\$188,922
April	43	48	\$10,177,429	\$10,445,600	\$236,684	\$217,617
May	60	47	\$15,888,800	\$10,833,200	\$264,813	\$230,494
June	40	44	\$10,744,150	\$9,229,600	\$268,604	\$209,764
July	31	45	\$7,648,100	\$10,900,900	\$246,713	\$242,242
August		*		\$11,613,874		* \$241,956
September		*		\$10,834,000		* \$257,952
October		*		\$8,062,550		* \$223,960
November		*		\$11,308,800		* \$251,307
December		*		\$8,099,300		* \$238,215
<b>TOTAL</b>	286.00	313.00	\$71,748,109	\$68,817,200		
<b>MON AVG</b>	40.00	44.00	\$10,249,730	\$9,831,029	\$249,677	\$220,192
<b>% CHANGE - YTD</b>	-8.6%		4.3%		13.4%	

% Change calculated (ThisYear - LastYear)/LastYear

\* Amount is excluded from percent calculation

# Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

Third

July, 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	30	\$14,513,062	\$10,663,350	\$381,923	\$355,445
February	28	31	\$9,887,500	\$11,354,000	\$353,125	\$366,258
March	42	44	\$15,185,800	\$14,408,861	\$361,567	\$327,474
April	45	49	\$18,847,150	\$18,170,528	\$418,826	\$370,827
May	44	44	\$18,157,951	\$13,703,900	\$412,681	\$311,452
June	49	42	\$21,011,450	\$12,838,300	\$428,805	\$305,674
July	37	46	\$12,341,020	\$16,112,500	\$352,601	\$350,272
August		* 56		* \$21,085,200		* \$376,521
September		* 41		* \$12,651,500		* \$308,573
October		* 40		* \$13,386,500		* \$334,663
November		* 43		* \$16,453,200		* \$382,633
December		* 36		* \$12,528,800		* \$348,022
<b>TOTAL</b>	283.00	286.00	\$109,943,933	\$97,251,439		
<b>MON AVG</b>	40.00	40.00	\$15,706,276	\$13,893,063	\$387,075	\$341,057
<b>% CHANGE - YTD</b>	-1.0%		13.1%		13.5%	

% Change calculated (ThisYear - LastYear)/LastYear

\* Amount is excluded from percent calculation



# UNITED LAGUNA WOODS MUTUAL

MONTHLY LEASING REPORT

Report Period:  
Jul-17

		LEASES IN EFFECT					Total this year			Total last year	Total Expirations			New Monthly Transactions		
MONTH		1 Month	3 Months	6 Months	12 Months	12+Months								Leases	Renewals	Extensions
JAN.		1	35	67	408	8	519		484		44			38	2	0
FEB.		0	33	66	406	9	514		481		33			40	0	1
MARCH		1	32	60	415	10	518		468		65			60	0	1
APRIL		2	20	38	406	13	479		471		71			42	0	11
MAY		1	31	34	412	12	490		489		45			68	0	11
JUNE		0	41	33	407	11	492		510		63			47	0	1
JULY		0	43	35	411	14	503		519		27			36	0	4
AUGUST									521							
SEPT.									514							
OCT.									516							
NOV.									518							
DEC.									516							
Monthly Average		0.7	33.6	47.6	409.3	11.0	502.1		488.9		49.7			47.3	0.3	4.1
Percentage Leased		503 / 6323 = 8%														

New Leases = Units Sublet

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**OPEN MEETING**

**REGULAR MEETING OF THE UNITED LAGUNA WOODS MUTUAL  
ARCHITECTURAL CONTROL AND STANDARDS COMMITTEE**

**Tuesday, July 25, 2017 – 9:00 a.m.  
Laguna Woods Village Community Center Cypress Room  
24351 El Toro Road**

*(There was no Bus Tour for this meeting)*

**REPORT**

**MEMBERS PRESENT:** Janey Dorrell - Chair, Don Tibbets, Juanita Skillman, and  
Cash Achrekar

**MEMBERS ABSENT:** None.

**ADVISORS PRESENT:** Kay Anderson

**STAFF PRESENT:** Brett Crane, Gavin Fogg, and Eve Morton

**1. Call to Order**

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

**2. Acknowledgement of Media**

No media were present.

**3. Approval of the Agenda**

Director Tibbets made a motion to approve the agenda and it was without  
opposition.

**4. Approval of the Meeting Report for June 27, 2017**

The committee was in unanimous support of approval of the Report.

**5. Committee Chair Remarks**

Chair Dorrell stated that several Directors are doing alterations and she would like  
to get the handout called *Guidelines for Altering or Remodeling Your Manor*  
updated. Her hope is, in the near future, residents would come up to the Resident  
Services counter and receive the part of that document which pertains to them and  
then have a meeting with staff if they have further questions. She also feels  
scheduling needs to be worked on when installing hot water heaters.

The committee discussed some wording in the document which needed to be  
updated. The committee asked staff to make the updates discussed and have a  
revised version as an agenda item at the next meeting.

Staff was asked to bring a staff report to the next meeting on raising the \$100 permit fee and rationale. Mr. Crane said he will look at other communities to see what they charge.

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

None.

**7. Department Head Update**

Mr. Crane stated that it's the buying season, things are busy, and some people are being hired in the Manor Alterations department.

Director Skillman asked how the relationship with the City is going and if there is any delays with City inspections. Mr. Crane said the City looks for ways to make things easy for residents and to get on the same page as the Village.

Director Achrekar recommended that a first inspection should occur as soon as a home is listed for sale so that the buyer isn't surprised late in the sale about any home alterations that they would be responsible for.

Director Skillman said at the next realtor meeting, realtors should be told a first inspection needs to happen as soon as they get the listing. Committee felt that the buyer would need to get the first inspection report from their realtor.

Director Achrekar felt United should recommend to new residents to obtain a home warranty and adequate insurance. Director Skillman commented that insurance is brought up at New Resident Orientations.

Consent:

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

None.

Reports:

None.

Items for Discussion and Consideration:

**8. 935-A Avenida Castilla – Non- Standard Atrium Enclosure**

The committee requested staff take current photos, versus Google images, for any atrium enclosures with a common wall variance requests.



A motion was made and the Committee voted unanimously to recommend the Board approve this Non- Standard Atrium Enclosure with the following conditions:

1. All costs and maintenance of the alteration, present and future, are the responsibility of the Mutual member(s) at 935-A.
2. A required Mutual Consent for a Manor Alteration Permit Application must be submitted to Manor Alterations Division office located in the Laguna Woods Community Center.
3. A required 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 Division office located in the Laguna Woods Community Center. The City permit must be finalized within the prescribed timeframe.
4. Prior to the Issuance of a Mutual Consent for Manor Alterations Permit, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed alterations must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed alterations.
5. Prior to the Issuance of a Mutual Consent for Manor Alterations Permit, a required Mutual Roof Alteration Notification (Tie-In Form) must be submitted to the Laguna Woods Village Manor Alterations Department prior to the issuance of a Mutual Consent, if applicable. All roof tie-ins must be performed by a C-39 Licensed Contractor. The Member may hire a C-39 Licensed Contractor of their own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's roofing contractor at the Member's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects must first be replaced or repaired during the alteration.
6. Prior to the Issuance of a Mutual Consent for Manor Alteration Permit, a Neighbor Awareness Form(s) must be obtained from the affected neighbor(s) at 932-B. No construction may proceed prior to receiving this executed form and approval by the Manor Alterations Department and the City of Laguna Woods.

7. Prior to the Issuance of a Mutual Consent for Manor Alteration Permit, the Mutual Member shall request a Broadband infrastructure inspection to assure that mutual property is appropriately addressed during construction.
8. All alterations must be installed in accordance to California State Building Code, and United Mutual Standard Section 31: Windows and Window Attachments.
9. During construction, both the Mutual Consent for Manor Alterations and the city building permit must be on display at all times in the front window.
10. Under no circumstances is construction waste allowed to be dumped in the Village trash bins. Construction waste must be disposed offsite by the contractor. Violation of this condition may result in disciplinary action to the owner!
11. The Mutual Consent for a Manor Alteration Permit expires within six months of the date of the Mutual Board's approval.

**9. 2067-C – Request for Non-Standard Entry Door Color**

A motion was made and the Committee voted unanimously to recommend the Board approve this Request for Non-Standard Entry Door Color with the following conditions:

1. All costs and maintenance of the alteration, present and future, are the responsibility of the Mutual member(s) at 2067-C.
2. A required Mutual Consent for a Manor Alteration Permit Application must be submitted to Manor Alterations Division office located in the Laguna Woods Community Center.
3. Prior to the Issuance of a Mutual Consent for Manor Alteration Permit, a Neighbor Awareness Form(s) must be obtained from the affected neighbor(s) at 2068-B. No work may proceed prior to receiving this executed form and approval by the Manor Alterations Department and the City of Laguna Woods.
4. Under no circumstances is construction waste allowed to be dumped in the Village trash bins. Construction waste must be disposed offsite by the contractor. Violation of this condition may result in disciplinary action!

5. The Mutual Consent for a Manor Alteration Permit expires within 6 months of the date of the Mutual Board's approval.

#### **10. Review Exterior Materials**

Staff has been looking at alternative exterior materials to battle dry rot in the future. Mr. Crane explained that he has gone through the standards to allow some other materials other than wood or wrought iron. Director Skillman asked Mr. Crane to speak to Patrick Cleary and Ernesto Munoz because they said there are cases when treated wood would be best. The committee requested that this agenda item be brought back next month.

The committee went over the Conditions of Approval and Mr. Crane answered questions.

Director Skillman said that Security needs some rules in places regarding storage PODS.

Director Skillman requested that United's attorney, Jeff Beaumont, review the final version of the Conditions of Approval and if he has any changes that they be brought back to the August Board Meeting for re-approval by the Board.

The committee requested that Dan Yost also review the Conditions of Approval.

#### **Concluding Business**

#### **11. Committee Member Comments**

None.

#### **12. Date of Next Regular Meeting and Bus Tour - August 22, 2017**

The committee was unanimous in their support of changing the start time of future committee meetings from 9:00 a.m. to 9:30 a.m.

#### **13. Adjournment at 10:36 a.m.**

**DRAFT**

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Janey Dorrell, Chair

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REGULAR MEETING OF THE UNITED LAGUNA WOODS MUTUAL  
GOVERNING DOCUMENTS REVIEW COMMITTEE

Monday, July 24, 2017 – 2:00 PM  
Laguna Woods Village Community Center, Sycamore Room  
24351 El Toro Road, Laguna Woods, CA 92637

**MEMBERS PRESENT:** Juanita Skillman - Chair, Steve Leonard, Maggie Blackwell and  
Advisors - Bevan Strom and Mary Stone

**MEMBERS NOT PRESENT:**

**OTHERS PRESENT:** United Director Janey Dorrell, United Mutual's Attorney Jeff  
Beaumont, Dick Rader, Kay Anderson, and Barbara Copley

**STAFF PRESENT:** Lori Moss, Eve Morton, and Pamela Bashline

**REPORT**

**1. Call to Order**

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

**2. Acknowledgement of Press**

No Press present.

**3. Approval of the Agenda**

Director Leonard made a motion to add a closed session item that came up after the posting of the agenda. Ms. Moss requested to continue agenda #9. The committee unanimously agreed. Director Leonard moved to approve the agenda. The committee unanimously agreed.

**4. Approval of Report from the June 26, 2017 meeting**

Director Blackwell requested to take out an incorrect comment from her; on page 2 of 5 of the Report. The committee unanimously agreed.

**5. Chair's Remarks**

Chair Skillman commented that so far 1,803 ballots have been received, a 29 percent return; the quorum was received at 949.

**6. Member Comments (Items not on the agenda)**

No comments from Members.

Advisor Stone said the 2012 update to the Bylaws did not need to be voted on by Members. The definition of a Member was updated, which was the only change to the Bylaws in 2012.

Director Dorrell brought up that 15 alterations are being done by people who buy a home and then transfer their share into an LLC. Director Leonard asked if this was legal and Mr. Beaumont said no. They could lose their right to occupy. Director Blackwell commented that this practice violates the word "exclusive."

## **7. Department Head Update**

None.

### Consent:

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

## **8. None**

### Reports:

None

### Items for Discussion and Consideration:

## **9. Review and Discuss Investors/Contractors as Purchasers for resale**

This item was postponed to next meeting.

## **10. Review and Discuss Guarantors and Shareholder Financial Requirements**

### **a. Potential of eliminating Guarantors**

Ms. Bashline discussed her staff report on this topic. Chair Skillman said last year the amount required for a guarantor was raised.

Arguments for eliminating guarantors are:

- Uncollectable debt if guarantor moves out of state
- Efficiencies for staff if guarantors are eliminated, less paperwork.
- Director Leonard said many problems come up with people who can't afford to live here that are a drain on staff/resources.

Chair Skillman said there are familial guarantors and commercial guarantors.

Advisor Stone said as long as we have family members willing to support a parent that should be allowed. HUD authorized children buying for their parents some time ago.

Mr. Beaumont stated that Seal Beach does not have guarantors.

The committee decided to postpone a decision on this item until new Board members are elected.

**b. Minimum one and two person household income levels**

Ms. Bashline discussed that staff recommends an increase in the financial requirements for people moving into the Village to \$41,000 based on HUD numbers.

Director Leonard feels the HUD data income is for the general population and is higher income than needed for retirees. He distributed income data he has collected from other sources. He reviewed a sample budget with a scenario of people living in the Village. He suggested a worksheet where numbers are easily plugged in to see a better picture of a person's income/debt to determine overall financial health.

Ms. Bashline said new residents are younger and still have salaries, and, they may have income properties.

Advisor Stone and Director Leonard had concerns that people use their current salary to qualify, retire, and that income is gone.

Advisor Strom said the usual guide is income should be four times the current assessment.

Kay Anderson felt that searching out people's liabilities is on the right track.

Dick Rader asked how a higher income requirement will impact sales, and should be considered.

Director Blackwell said a credit report is important, as well as having the same financial requirements as Third Mutual.

The committee wants to recommend a change to the operating rules as to the financial requirements and require a credit report and credit score from perspective buyers and transferees. Further, to require a change to include requirements that prospective buyers and transferees state whether they file tax returns jointly or separately. Chair Skillman asked that Resolution 01-15-89 be amended for review at the August board meeting to include those changes.

The committee asked Mr. Beaumont to make sure the existing resolution matches the bylaws.

**11. Review and Discuss Requirements for Sublessors**

The committee was in agreement to amend the sublease process to include the written lease agreement, credit report, and credit score in the leasing packets

submitted to the Board for approval. Staff was asked to have the Board approve this new process at their September board meeting.

#### **12. Review and Discuss Benefits of Potential Assessment Increases**

Chair Skillman stated that the Board hasn't finished with the budget yet so it is unknown if there will be an assessment increase. Chair Skillman suggested postponing this item until after the August budget meeting. The committee unanimously agreed.

Chair Skillman asked the committee to bring a list of projects which make an assessment increase necessary to the next meeting.

#### **13. Review and Discuss Governing Documents Review Committee Charter**

Staff was asked to correct the resolution number for the most recent charter.

Discussion about future Town Hall format should be an informational presentation at the beginning and then allow only questions, not comments.

#### **14. Lien History for United Mutual**

Committee asked that there be monthly reports regarding unoccupied units given to the committee. The reports should include current liens and foreclosures, so staff can make sure that steps are taken to keep up the home until it is sold. Also, a periodic report, as requested, on how many people pay all cash versus financing their home and also how many people have guarantors.

The committee asked Mr. Beaumont draft a letter regarding a notice of stock certificate termination of members and non-members based on not paying their assessments.

#### **15. Entertain a Motion to Approve a Hot Tub Standard and Resolution**

The committee endorsed this proposed resolution to go the Board. Mr. Beaumont suggested speaking to Dan Yost to see if a million dollar policy is reasonable for this type of risk and the committee asked Ms. Moss to do so. She reported back the Mr. Yost recommended \$200,000.

**Future Agenda Items:** None

#### **CONCLUDING BUSINESS:**

##### **14. Committee Member Comments**

None.

##### **15. Date of Next Meeting**

Date of next meeting will be Monday, August 28, 2017

**16. Adjournment**

Adjournment at 4:30 p.m.

  
Chair Skillman, Chair

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## ULWM Membership Disciplinary Report

	May	June	July
Total Number of Cases:	385	360	348
Cases Resolved this Month:	33	135	99

### Allegations:

Abandoned Vehicle:	22	32	26
Alteration Maintenance:	9	9	14
Animal Nuisance:	23	12	3
Assessment Delinquency:	4	8	5
Balcony Clutter:	13	14	13
Breezeway Clutter:	9	10	10
Carport Clutter:	45	57	57
Common Area Clutter:	17	18	16
Electrical Upgrade:	0	0	0
Electrical Vehicle:	0	0	0
Illegal Occupancy	53	59	51
Interior Clutter:	10	9	9
Landscape:	28	30	28
Maintenance:	6	2	1
Nuisance:	48	8	12
Other:	2	3	1
Short Term Rentals:	23	9	6
Smoking Policy:	0	0	19
Traffic Violations:	14	9	12
Patio Clutter:	23	28	28
Unauthorized Alteration:	32	40	34
Vehicle Oil:	4	3	3

Abandoned Vehicles, Animal Nuisance, Illegal Occupancy, and Unauthorized Alteration has gone down. Maintenance of Alterations and Smoking Violations have increased.

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