

OPEN MEETING

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

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

NOTICE AND AGENDA

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

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

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

6. Response to Member Comments (Time Limit of three (3) Minutes per Director)
7. Report of the Chair
 - (a) Update on Town Hall Meeting for Land Use
8. Update from VMS – Joe Rainey
9. Report of the CEO
10. Approval of Minutes
 - (a) February 14, 2017 – Regular Open Session
 - (b) February 23, 2017 – Special Open Session
 - (c) March 3, 2017 – Special Open Session
 - (d) March 3, 2017 – Special Open Session

11. Consent Calendar

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

(a) Maintenance & Construction Committee Recommendations:

- 318-D Approve request to retain paint colors inside atrium and patio
- 703-B Deny request to extend kitchen into the front patio area as incomplete
- 587-D Approve request to extend living room into existing front patio & add windows

(b) Landscape Committee Recommendations:

- 715-N Deny Request for Tree Removal (see Agenda Item 14 Page Nos. 1 and 2)

(c) Finance Committee Recommendations:

- Approval of Resolution to Record Lien against Members ID; 947-389-86
- Approval of Resolution to Record Lien against Members ID; 947-454-74

COMMITTEE REPORTS

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

12. Finance Committee Report – Pat English

- (a) United Financial Update
- (b) Report of Delinquencies
- (c) Report on Resale & Sub-Lease Activity
- (d) Discuss and Consider Investment Policy
- (e) Discussion on Status of Reserves

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

- (a) Discuss and consider Increasing the Washing Machine Cost in Laundry Rooms from \$0.50 to \$1.00 Per Load – Steve Leonard
- (b) Discuss Meeting with Johnson Controls staff regarding Maintenance and Warranty for the Solar Project

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14. Report of the Landscape Committee – Maggie Blackwell
15. Report of the Governing Documents Review Committee – Juanita Skillman
16. Report of the Communications Committee – Maggie Blackwell
17. Report of the Laguna Woods Village Traffic Hearings – Don Tibbetts
18. Report of the Preparedness for Disaster Task Force – Andre Torng
19. Report of Disciplinary Cases – Juanita Skillman
20. Unfinished Business
 - (a) Entertain Motion to Approve Revisions to the Parking Decal Policy – **Resolution (initial notification – must postpone to May to conform to the 30 day notification requirement)**
 - (b) Collection and Lien Enforcement Policy Revisions Approved on March 3, 2017 – **Resolution (initial notification – postponed to April 11, 2017, Regular Board Meeting to conform to the 30 day notification requirement)**
 - (c) Request for a Vinyl Chaseway at 107-G
21. New Business
 - (a) Entertain Motion to Approve a Drone Policy – **Resolution (initial notification – must postpone to May to conform to the 30 day notification requirement)**
22. GRF Committee Highlights
23. Directors' Forum (Time Limit of 3 Minutes per Director)
24. RECESS

CLOSED EXECUTIVE SESSION AGENDA

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

1. Approval of Agenda
2. Approval of Minutes of Meeting
 - (a) February 14, 2017 – Regular Executive Session
 - (b) February 23, 2017 – Special Executive
 - (c) March 3, 2017 – Special Executive Session
3. Discuss and Consider Membership Matters
4. Discuss Personnel Matters
5. Discuss and Consider Contractual Matters
6. Discuss and Consider Litigation Matters

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

February 14, 2017

The Regular Meeting of the Board of Directors of United Laguna Woods Mutual, a California Non-Profit Mutual Benefit Corporation, was held on Tuesday, February 14, 2017 at 9:30 AM at 24264 El Toro Road, Laguna Woods, California.

Directors Present: 1st VP - Jan LaBarge, Janey Dorrell, Juanita Skillman, Don Tibbetts, Pat English, Steve Leonard, Maggie Blackwell, Andre Tornig, Gary Morrison, and Prakash (Cash) Achrekar

Directors Absent: Lenny Ross

Staff Present: Open Session: Brad Hudson and Leslie Cameron
Executive Session: Brad Hudson, Leslie Cameron, and Blessilda Fernandez

Others Present: Jeffrey Beaumont Esq. of Beaumont Gitlin Tashjian

(1) CALL TO ORDER

Jan LaBarge, 1st VP of the Corporation, chaired and opened the meeting, and stated that it was a Regular Meeting held pursuant to notice duly given. A quorum was established, and the meeting was called to order at 9:30 AM.

(2) PLEDGE OF ALLEGIANCE

Director Andre Tornig led the Pledge of Allegiance to the Flag.

(3) ACKNOWLEDGEMENT OF MEDIA

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

(4) APPROVAL OF AGENDA

Director Leonard asked to pull 317-C variance request and place as 13 (a). Without objection the agenda was approved as amended.

(5) UNITED MUTUAL MEMBER COMMENTS AND PUBLIC FORUM

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

- Chris Collins (336-Q) from the Laguna Woods Foundation gave a brief update and thanked everyone for their support of the Laguna Woods Foundation.
- Mark Carlson (2294-A) commented on the Trust Facilities Fee, remodeling, and the Realtors Meeting on February 3, 2017
- Roberta Berk (933-B) commented on the first right of refusal and asked how it works
- Tom Bice (591-N) presented his appeal for guarantor on 463-B

- Maxine Macintosh (68-C) commented on the Board Room remodel and the positioning of the lectern
- Pamela Grundke (2214-B) commented on the bus drivers and honored a passed Board Member
- Connie Grundle (2214-B) honored a passed Board Member
- Roberta Berk (4214-B) honored a passed Board Member and thank the Board for their continued effort
- Katrina Pederson (674-B) Commented on the pruning of Village trees

(6) RESPONSE TO MEMBER COMMENTS

United Mutual Directors Achrekar, Blackwell, Torng, Morrison, English, Dorrell, Skillman, Leonard, Tibbetts, and Mr. Hudson briefly responded to Member Comments.

(7) REPORT OF THE CHAIR

^{1st} VP LaBarge commented the following:

- The town hall meeting will be held on February 28, at 4:30 PM Performing Arts Center
- Permission has been granted to operate United's solar panels
- A goal Meeting was held to find effective ways to use funds for infrastructure
- United Mutual is working with VMS Board on ways to save money on maintenance

(9) Update from VMS Director – Director Liberator

Director Liberator, VMS Director, gave an update on goals from VMS, the Strategic Plan, and gave kudos to specific staff members.

(8) REPORT OF CEO

Brad Hudson, CEO President, spoke about the following;

- Free movies are being offered at the Performing Arts Center.
- Resident transportation will be available for destination shopping to the Aliso Viejo Town Center every Tuesday beginning March 7, 2017.
- The Easy Rider Bus Guide is now available to the community.
- Gates 5 and 6 are still operating successfully.
- Improvements for TV-6 will continue to improve into the next year.
- Theft of bikes and golf cart chargers are on the rise and Mr. Hudson advised the Community to lock up all valuables.
- Compliance is moving quickly through Resident issues and if you feel you have a compliance issue please call and make an appointment.
- 2016 end of year projections came in under budget while more services are being provided.
- Chris Spahr is the new customer service administrator and is currently in the process of streamlining customer service.

(10) APPROVAL OF MINUTES

Director Skillman moved to amend page 16 of 16 on the non-smoking policy to state, ***Per Resolution 01-08-21, adopted February 12, 2008,*** and moved to approve the Regular

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minutes of January 10, 2017 as amended and approved the Special Open Session minutes of January 26, 2017 as written. By a vote of 9-0-0 the motion carried.

(11) CONSENT CALENDAR

Director Morrison moved to move item 11 (a) to item 13 (a) and the Consent Calendar was approved as amended. Director English seconded the motion. By a vote of 9-0-0 the motion carried.

RESOLUTION 01-17-12

Variance Request

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

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

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

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

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

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

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

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

RESOLUTION 01-17-13

Variance Request

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

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

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

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

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

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

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

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

RESOLUTION 01-17-14

Variance Request

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

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

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

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

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

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

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

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

ENDORSEMENT

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

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

RESOLUTION 01-17-15

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Variance Request

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

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

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

RESOLUTION 01-17-16

Variance Request

RESOLVED, February 14, 2017, that the variance request of Mr. Timothy Oestmann of Manor 786-C San Sebastien to to extend the living room into the front patio, is hereby approved; and

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

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

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

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

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

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

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

RESOLUTION 01-17-17

Variance Request

RESOLVED, February 14, 2017, that the variance request of Mr. & Mrs. Jacinto B Holland Manor of 2012-D Via Mariposa West request to extend living room into the front patio area, is hereby approved; and

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

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

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

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

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

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

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

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

(b) Landscape Committee Recommendations:

315-A Approve Request for Lawn Replacement with Xeriscape Planting
2148-C Deny Request for Tree Removal

(c) Finance Committee Recommendations:

RESOLUTION 01-17-18

Recording of a Lien

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

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

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

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

RESOLUTION 01-17-19

Recording of a Lien

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

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

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

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

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RESOLUTION 01-17-20

Recording of a Lien

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

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

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

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

RESOLUTION 01-17-21

Recording of a Lien

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

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

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

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

RESOLUTION 01-17-22

Recording of a Lien

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

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

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

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

RESOLUTION 01-17-23

Recording of a Lien

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

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

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

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

RESOLUTION 01-17-24

Recording of a Lien

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

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

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

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

COMMITTEE REPORTS

(12a-c) Finance Report

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

(13) Maintenance and Construction Committee

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

(a) 317-C Variance Request to Change the size and type of living room and bedroom windows

Co-chair LaBarge was concerned about the architectural issue with the size, proportion, and consistencies of the windows with no contingencies. Staff explained the size of the windows and Director Leonard included further clarification that the consistency of the window sizes will not differ much.

RESOLUTION 01-17-11

Variance Request

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

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

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

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

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

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

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

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

Director Tibbetts moved to accept the variance request and seconded by Director Leonard the motion carried unanimously

(14) Landscape Committee

Director Maggie Blackwell reported from the Landscape Committee.

(a) Director Skillman, Secretary, read resolution 01-17-25 to rescind resolution 1-15-58 Regarding Trimming of Trees in United. Discussion ensued.

RESOLUTION 01-17-25

Trimming of Trees in United Mutual

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

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

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

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

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

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

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

Director Skillman made a motion to approve resolution 1-17-25 and by a vote of 9-0-0 the motion carried unanimously

Katarina Pedersen (674-B) commented on keeping resolution 1-15-58

Dick Rader (276-D) commented on Arbor Pro

Director Mary Stone (356-C), Barbara Copley (410-D), and Mike Landers (693-B) commented in favor of the Resolution

Directors Blackwell, Morrison, and Leonard responded.

(15) Governing Documents Review Committee

Director Skillman reported from the Governing Documents Review Committee.

(16) Report of the Communications Committee – Jan LaBarge

Director LaBarge reported from the Communications Committee.

(17) Laguna Woods Village Traffic Hearings

Director Tibbetts reported from the Laguna Woods Village Traffic Hearings.

(18) Report of the Preparedness Disaster Committee

Director Andre Torng reported from the Report of the Preparedness Disaster Committee.

(19) Report on Disciplinary Cases

President Lenny Ross provided an update on the Disciplinary cases.

(20) UNFINISHED BUSINESS

**(a) Entertain Motion to Approve the United Mutual Non-Smoking Policy – Resolution
(the 30 day notification requirement has been satisfied)**

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

RESOLUTION 01-17-26

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

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

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

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

Director Skillman moved to approve the resolution as written. Director English seconded the motion.

By a vote of 9-0-0 the motion carried unanimously.

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

RESOLUTION 01-17-32

Additional Occupant Fee

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

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

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

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

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

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

Director Leonard moved to approve the resolution as written. Director Tornig seconded. Discussion ensued.

Director Blackwell moved to amend the motion to amend the resolution to charge a Third Occupant Fee of \$50 per Manor instead on \$90 per Manor. Seconded by Director Tibbetts and by a vote of 5-3-1 (Directors Leonard, Morrison, and Dorrell opposed and Director Tornig abstained) the amended motion carried.

Director Mary Stone (356-C) spoke in favor of the \$50 fee
Roberta Berk (933-B) commented on the occupant fee

(c) Entertain Motion to Approve Revisions to Deactivation of Cable Service at a Delinquent Member's (Shareholders) Unit (the 30 day notification requirement has been satisfied)

Secretary of the Board, Director Juanita Skillman, read the following resolution approving the Care Provider Policy and Forms:

RESOLUTION 01-17-XX

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

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

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

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

NOW THEREFORE BE IT RESOLVED, February 14, 2017, that the Board of Directors hereby approves deactivation of cable service at a delinquent Member's unit when an assessment amount is 60 days or more past due and

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after providing the Member with an opportunity to be heard, except when a Member's payment plan is approved by the Board and remains current; and

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

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

Director Skillman moved to approve the resolution as written. Director Blackwell seconded.

Director Tibbetts moved to include disciplinary fees and fines to the resolution for cable deactivation.

By a vote of 9-0-0 the amended motion carried

The Board referred to Jeffrey Beaumont, Esq. for legal guidance on adding the following verbiage to the Collection and Lien Enforcement Policy; *fees for disciplinary matters at the discretion of the Board*. Jeffrey Beaumont, Esq. suggested to the Board that they should change the Collection and Lien Enforcement Policy before adding the Board approved verbiage to the Resolution.

The amended resolution presented for 30 days initial notification should be placed on March Board Meeting.

(d) Entertain Motion to Approve the Care Provider Policy and Forms – Resolution (initial notification – (the 30 day notification requirement has been satisfied)

Secretary of the Board, Director Juanita Skillman, read the following resolution approving the Care Provider Policy and Forms:

RESOLUTION 01-17-28

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

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

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

February 14, 2017

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

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

Director Skillman moved to approve the resolution as written and seconded by Director English. By a vote of 9-0-0 the motion carried

(21) NEW BUSINESS

(a) Entertain Motion to Approve Single Sourcing to Martin & Chapman Inspector of Election Services for 2017 – Resolution

Secretary of the Board, Director Juanita Skillman, read the following resolution approving Single Sourcing to Martin & Chapman Inspector of Election Services for 2017:

RESOLUTION 01-17-29

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

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

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

Director Skillman moved to approve the resolution as written. Director English seconded.

By a vote of 9-0-0 the motion carried

(b) United Board Review of Proposed Meeting schedule

This item was postponed until the next Board Meeting.

(c) Entertain Motion to Approve Revisions to the United Mutual Committee Appointments – Resolution

RESOLUTION 01-17-30

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United Laguna Woods Mutual Committee Appointments

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

Communications Committee

Jan LaBarge, Chair
Maggie Blackwell, Co-Chair

Executive Hearings Committee

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

Finance Committee

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

Governing Documents Review Committee

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

Laguna Canyon Foundation

TBD

Laguna Woods Village Traffic Hearings

Lenny Ross – Morning **Afternoon**
Don Tibbetts – Afternoon **Morning**

Landscape Committee

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

Maintenance and Construction Committee

Don Tibbetts, Chair
Steve Leonard, Co-Chair
Jan LaBarge
Janey Dorrell
Pat English

February 14, 2017

Non-voting Advisor: Del Ng

New Resident Orientation
Per Rotation List

Preparedness for Disaster

Andre Torng, Chair
Janey Dorrell, Co-Chair

Gary Morrison

Prakash (Cash) Achrekar

Non-voting Advisors: Kathleen Matthews

Resident Advisory Committee

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

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

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

Director Skillman moved to approve the resolution as written. Director Dorrell seconded.

By a vote of 9-0-0 the motion carried unanimously

(d) Entertain Motion to Approve Revisions to the GRF Committee Appointments – Resolution

RESOLUTION 01-17-31

Golden Rain Foundation Committee Appointments

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

Business Planning

Pat English
Lenny Ross

Community Activities

Jan LaBarge
Janey Dorrell

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Finance

Pat English
Lenny Ross

Financial Reporting Study Group

Pat English
Lenny Ross

Landscape Committee

Juanita Skillman
Maggie Blackwell

Maintenance & Construction

Don Tibbetts
Steve Leonard

Media and Communications Committee

Jan LaBarge
Juanita Skillman

Mobility and Vehicles Committee

Janey Dorrell
Steve Leonard

Security and Community Access

Gary Morrison
Andre Torng

Town Hall Meetings

Per Rotation

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

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

Director Skillman moved to approve the resolution as written.
By a vote of 9-0-0 the motion carried

(e) Town Hall for Land Use on Tuesday February 28, 2017 at 4:30 P.M. in the Laguna Woods Village Performing Arts Center

An announcement was given informing the community the time, date, and location of the Town Hall for Land Use

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(22) GRF COMMITTEE HIGHLIGHTS

- Director Dorrell commented on the village games in October
- Director La Barge commented on an MACC
- Director Skillman commented on the landscape committee and Arbor Pro
- Director Tibbetts commented on the next M&C being held in April
- Director Leonard commented on a bus tour
- Director Torng commented on the Community Access Committee

(23) DIRECTOR'S FORUM

- Directors Skillman and Dorrell wished everyone a Happy Valentine's Day
- Director Leonard commented on an e-mail blast and letters to purchase decals and the guidelines for charging electric vehicles

(24) MEETING RECESS

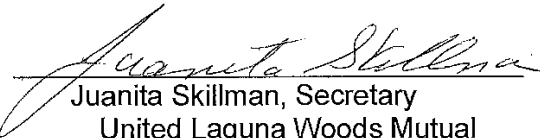
The Regular Open Session Meeting recessed for lunch at 12:05 PM and reconvened into the Regular Executive Session at 12:53 PM.

ADJOURNMENT

With no further business before the Board of Directors, the meeting was adjourned at 3:42 PM.

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

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


Juanita Skillman, Secretary
United Laguna Woods Mutual

February 14, 2017

Non-Smoking Policy

Adopted Month, Day, 2017

Resolution 01-17-26

I. Purpose

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

II. Definitions

For the purposes of this policy:

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

III. Conditions

Smoking is prohibited in the following areas:

- a. Enclosed areas of all public places, including lobbies, elevators, hallways and other areas used by members of the public.
- b. Elevators, hallways, recreation rooms, laundry rooms, stairs, and other common areas in multi-unit residential facilities.
- c. Unenclosed hallways, entryways, breezeways, stairways and other common areas accessible and useable by more than one residence.
- d. Balconies and patios in residential facilities. For the purpose of this policy, balconies and patios shall include unenclosed and screened patios and balconies as well as enclosed patios and balconies unless windows and doors are closed to prevent the escape of smoke.
- e. Carports and parking areas.
- f. In an enclosed vehicle.
- g. Any common area within 20 feet from any building so long as smoke does not enter any enclosed area in which smoking is prohibited.

- h. Private residence with open windows and/or doors.
- i. Smoking marijuana is only permitted inside a residence.

IV. Enforcement

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

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

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

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

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

Care Provider Policy
Adopted Month, Day, 2017
Resolution 01-17-XX

V. Purpose

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

VI. Definitions

For the purposes of this policy:

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

VII. Conditions

- a. All Care Provider(s) must be Board approved in writing **prior** to commencing support.
- b. A licensed medical physician must certify that the Resident has a need for care.
- c. The Care Provider must be 18 years old or older.
- d. The Care Provider must provide part-time, live-in, long-term or terminal health care for daily activities, medical treatment, or both to the Resident.
- e. The Care Provider must be registered with the California Department of Social Services Home Care Registry.
- f. The Care Provider must provide a copy of a government issued photo ID with the application.

- g. The Care Provider must provide a copy of their driver's license, vehicle registration, and proof of vehicle insurance with the application if he/she will be operating a vehicle within Laguna Woods Village.
- h. The Care Provider permit is approved for a period of up to one year. Residents are required to re-apply and obtain a new certification statement from a licensed medical physician annually.
- i. The total number of persons residing in a unit shall not exceed the number of bedrooms, plus one (i.e. no more than two persons in a one-bedroom unit; no more than three persons in a two-bedroom unit). Fees for a third individual in the unit may be assessed.
- j. Each Care Provider shall not have been convicted of a felony or a misdemeanor involving moral turpitude (e.g., fraud, perjury, criminal threats).
- k. The Resident and/or Mutual Member is responsible for the conduct of the Care Provider, and shall ensure that he/she complies with all community rules, regulations, and policies.
- l. Upon approval by the Board of Directors, a one year renewable pass shall be issued to the Care Provider that will permit gate access into the community, if needed.
- m. The Care Provider must wear, in clear sight, the Laguna Woods Village ID at all times. If a gate pass is supplied, it must be displayed on their car dashboard at all times.
- n. The Care Provider ID and gate pass may not be transferred or lent to anyone.
- o. The Care Provider is authorized to use the Community Facilities **only** as necessarily incidental to provide support to the Resident.
- p. Part-time Care Providers may only use the laundry facilities for the Resident's use. Full-time Care Providers may use the laundry facilities for their personal use and the Residents use.
- q. The live-in Care Provider requires written permission from the Board of Directors to remain in the unit without the Resident only if both of the following are applicable:
 - i. The Resident is absent from the unit due to hospitalization or other necessary medical treatment and expects to return to the unit within 90 days from the date the absence began; and
 - ii. The Resident submits a written request desiring the Care Provider be allowed to remain in order to be present when the Resident returns to reside in the unit. [Civil Code §51.11.b.7]
- r. Care Providers may not bring family members, pets or guests into the Community.
- s. The Resident must surrender the Care Provider ID and vehicle pass to the Resident Services Department at the conclusion of the care service.
- t. The Care Provider shall meet all applicable GRF requirements relating to operating a motor vehicle within the community.

VIII. Procedures

- a. The Resident must complete and submit "Application for Care Provider Permit" for Board review.

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

February 14, 2017



Application for Care Provider Permit

- ☐ LWM
☐ LHM
☐ Mutual 50

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

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

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Has the Care Provider been convicted of a felony?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Has the Care Provider been convicted of a misdemeanor involving moral turpitude?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

Resident Signature: _____ Date: _____
Members Signature: _____ Date: _____
Care Provider Signature: _____ Date: _____

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

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

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

February 14, 2017



Physician's Certification of Need
 for a Care Provider Permit

- ☐ LWM
☐ LHM
☐ Mutual 50

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

Name:	
Address:	
Telephone:	Cell Phone:
E-mail:	
<p>I authorize the physician named below to release information about me to a representative of Laguna Woods Village only for the purpose of confirming my request for a Care Provider Permit. I understand that my authorization will remain effective for one year from the date of my signature, and that the information will be handled confidentially in compliance with all applicable laws. I understand that I may revoke the authorization at any time by written, dated communication.</p>	
Residents Signature:	Date:
Name:	Office Stamp:
Address:	
Telephone:	
License#:	
<p>The person named above is a resident of an active senior Community. The Community is age-restricted. The information you provide is used for approval of an application for a Care Provider. Please refer to the back of this certification for definitions and further information.</p>	
<p>Are you the applicant's treating physician? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>If yes, length of time you've been treating the patient: _____</p>	
<p>Does the applicant have a mental or physical disability: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>Does the applicant need the services of a care provider: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>If yes, please answer the following:</p>	
<p>What is the recommended expected duration of the Care Provider?</p>	
<p><input type="checkbox"/> Temporary <input type="checkbox"/> Permanent <input type="checkbox"/> Terminal Health Care</p>	
<p>What is the recommended schedule of the Care Provider?</p>	
<p><input type="checkbox"/> Part-Time/Day Only <input type="checkbox"/> Part-Time/Night Only <input type="checkbox"/> Full-Time/24 hours/day</p>	
<p>When is care expected to end?</p>	
<p>I certify that the information provided herein is true and accurate to the best of my knowledge # 10a</p>	

February 14, 2017

Physician's Signature (required):

Date:

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

Medical Condition means either of the following:

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

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

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

Mental Disability also includes:

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

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

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

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

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

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

February 23, 2017

A Special Open Meeting of the United Laguna Woods Mutual Board of Directors, a California non-profit mutual benefit corporation, met on Thursday, February 23, 2017, at 3:00 PM at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Lenny Ross - Chair, Juanita Skillman, Don Tibbetts, Janey Dorrell, Pat English, Steve Leonard, Andre Torng, Jan LaBarge, Gary Morrison, and Cash Achrekar

Directors Absent: Maggie Blackwell

Staff Present: Brad Hudson and Leslie Cameron

Others Present: None

(1&2) CALL TO ORDER

Lenny Ross - Chair, opened the meeting and stated that it was a Special Meeting held pursuant to notice duly given. A quorum was established and the meeting was called to order at 3:15 PM.

(3) APPROVAL OF THE AGENDA

Chair Ross stated that he wanted to accomplish two things today and discuss the Revision of the 2017 Collection and Lien Enforcement Policy and Discuss and Consider Changing the Day of the Monthly Regular Board Meeting. No vote was taken to approve the Agenda.

(4) DISCUSS AND CONSIDER LEGAL MATTERS

No legal matters were discussed.

(5) Revision of the 2017 Collection and Lien Enforcement Policy

Secretary of the Board, Director Juanita Skillman, read the following proposed resolution approving revisions to the 2017 Collection and Lien Enforcement Policy:

RESOLUTION 01-17-xx

2017 Collection & Lien Enforcement Policy

WHEREAS, in accordance with California Civil Code, the United Laguna Woods Mutual maintains a collection and lien enforcement policy that outlines the procedures, policies and practices employed by United Laguna Woods Mutual in enforcing lien rights or other legal remedies for default in payment of assessments; and

WHEREAS, the Mutual would like to formalize certain practices and procedures used for the collection of non-assessment delinquencies such as fines, fees, and chargeable services pursuant to the Governing Documents and current law;

NOW THEREFORE BE IT RESOLVED, April 11, 2017, that the Board of

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February 23, 2017

Directors hereby adopts a revised 2017 United Laguna Woods Mutual Collection and Lien Enforcement 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 the purpose of this resolution.

Director English moved to approve the revised 2017 Collection and Lien Enforcement Policy. Seconded by Director Tibbetts and by way of a unanimous vote the motion carried.

By way of a unanimous decision the Board agreed to have the Governing Documents Committee review the 2017 Collection and Lien Enforcement Policy and Resolution. The Policy and Resolution will be placed on the March Board meeting to satisfy the 30-day notification requirement, to comply with Civil Code §4360

(6) Discuss and Consider Changing the Day of the Monthly Regular Board Meeting

Chair Ross stated that he would no longer be able to make the monthly Tuesday Regular Board Meeting. Chair Ross stated that he would like to finish out his 2017 term and asked if the Regular Board Meeting could be changed from Tuesday to Wednesday.

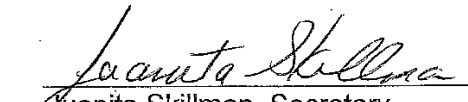
Director Skillman called a point of order and stated that the Board previously agreed to not change the date of the meeting. Discussion ensued and Chair Ross read rules that state the matter should have been discussed in an open session. Discussion ensued.

Director Dorrell made a motion to keep the United Board meeting on the second Tuesday of every month. Director Skillman seconded and by a vote of 4-5-0 (Directors Skillman, LaBarge, English, and Dorrell approved) the motion failed.

Director Leonard made a motion to move the United Regular Board Meeting from the second Tuesday of the month to the second Wednesday of the month. Director Tibbetts seconded and by a vote of 5-4-0 (Directors Skillman, LaBarge, English, and Dorrell opposed) the motion carried.

(7) Adjournment

With no further business before the Board of Directors, the meeting was adjourned at 3:58 PM



Juanita Skillman, Secretary
United Laguna Woods Mutual

OPEN MEETING

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

March 3, 2017

A Special Open Meeting of the United Laguna Woods Mutual Board of Directors, a California non-profit mutual benefit corporation, met on Friday, March 3, 2017 at 2:50 PM at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Lenny Ross, Chair, Juanita Skillman, Don Tibbetts, Janey Dorrell, Pat English, Steve Leonard, Maggie Blackwell, Andre Torng, Gary Morrison, Cash Achrekar

Directors Absent: None

Staff Present: Brad Hudson and Pat Healy

Others Present: Jeffrey Beaumont Esq. of Beaumont Gitlin Tashjian (via conference call); Emily Rasmussen, Laguna Woods Globe

CALL TO ORDER

Chair Lenny Ross opened the meeting and stated that it was a Special Meeting held pursuant to notice duly given. A quorum was established and the meeting was called to order at 2:50 P.M.

APPROVAL OF THE AGENDA

Director Blackwell moved, seconded by Director Leonard to approve the Agenda as written. The motion carried 8-1-0 (Director English voting "No")

DISCUSS AND CONSIDER 2017 COLLECTION AND LIEN ENFORCEMENT POLICY

The Board discussed the following proposed revisions to the 2017 Collection and Lien Enforcement Policy.

RESOLUTION 01-17-xx

2017 Collection & Lien Enforcement Policy

WHEREAS, in accordance with California Civil Code, the United Laguna Woods Mutual maintains a collection and lien enforcement policy that outlines the procedures, policies and practices employed by United Laguna Woods Mutual in enforcing lien rights or other legal remedies for default in payment of assessments;

WHEREAS, the Mutual would like to formalize certain practices and procedures used for the collection of non-assessment delinquencies such as fines, fees, and chargeable services pursuant to the Governing Documents and current law; and

Agenda Item # 10c
Page 1 of 3

March 3, 2017

NOW THEREFORE BE IT RESOLVED, April 11, 2017, that the Board of Directors hereby adopts a revised 2017 United Laguna Woods Mutual Collection and Lien Enforcement 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 the purpose of this resolution.

Following discussion, Director Skillman moved, seconded by Director Leonard that the Board endorse the 2017 Collection and Lien Policy, and place the matter on the March 14, 2017 United Mutual Board Agenda.

The motion unanimously carried.

DISCUSS AND CONSIDER CHANGING THE DAY OF THE MONTHLY REGULAR BOARD MEETING.

Mr. Beaumont stated that Chair Ross could participate in the discussion on this matter, and could explain his recommendation to change the day of the monthly regular Board Meeting. He further stated that Chair Ross should recuse himself from the final vote on the matter. Chair Ross stated he agreed with this advice.

Chair Ross stated that he has been President of the Board for two and a half years. He noted that he has recently started work on a new business venture and would no longer be able to make the monthly Tuesday Regular Board Meeting. He further stated that he would like to finish out his 2017 term and asked if the Regular Board Meeting could be changed from Tuesday to Wednesday.

Board discussion ensued. Following Board Director comments, the Chair recognized Members in the audience who wished to address the matter.

The following members spoke in opposition to changing the date of the monthly Board Meeting: Ms. Maxine McIntosh (680); Ms. Barbara Copley (410-D); Ms. Carol Feldman (695-Q); Mr. Anthony Liberatore (521-B); Ms. Toni Mendell (31-C); Ms. Mary Stone (356-C); Ms. Patricia Blemgren (563-A); Ms. Nancy Lannon (669-N); Ms. Pamela Grundke (2214-B), and Mr. Dick Rader (270-D).

Following Member testimony, Director English made a motion to keep the United Board meeting on the second Tuesday of every month. Director Achrekar seconded and by a roll call vote of 6-3-0 (Directors Leonard, Torng, and Blackwell voting "No"), the motion carried.


Following the vote on this matter, Chair Ross submitted a letter of resignation to the Board, stating that due to personal reasons, he is announcing his intent to officially resign from the United Board effective Tuesday, April 11, 2017. The letter was accepted by the Board and entered into the record by Secretary of the Board Skillman.

Agenda Item # 10c
Page 2 of 3

March 3, 2017

ADJOURNMENT

With no further business before the Board of Directors, the meeting was adjourned at 3:50 PM.


Juanita Skillman, Secretary
United Laguna Woods Mutual

OPEN MEETING

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

March 3, 2017

A Special Open Meeting of the United Laguna Woods Mutual Board of Directors, a California non-profit mutual benefit corporation, met on Friday, March 3, 2017 at 3:58 P.M. at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Lenny Ross, Chair, Juanita Skillman, Don Tibbetts, Janey Dorrell, Pat English, Steve Leonard, Maggie Blackwell, Andre Torng, Gary Morrison, Cash Achrekar

Directors Absent: None

Staff Present: Brad Hudson and Pat Healy

Others Present: Jeffrey Beaumont Esq. of Beaumont Gitlin Tashjian (via conference call); Emily Rasmussen, Laguna Woods Globe

CALL TO ORDER

Chair Lenny Ross opened the meeting and stated that it was a Special Meeting held pursuant to notice duly given. A quorum was established and the meeting was called to order at 3:58 P.M.

APPROVAL OF THE AGENDA

Director Blackwell moved, seconded by Director Leonard, to approve the Agenda as written. The motion carried 9-0-0.

CONSIDER FILLING BOARD VACANCY


The Board considered the request from former Director Jan LaBarge to rescind her resignation filed on February 23, 2017. Following discussion, Director Tibbetts moved, seconded by Director English to approve the request from Ms. LaBarge to rescind her resignation from the Board. The Motion failed by a vote of 3-6-0. (Directors Achrekar, Blackwell, Dorrell, Leonard, Morrison, Torng voting "no")

Director Skillman moved, seconded by Director Blackwell that the Board direct staff to advertise acceptance of applications for two vacant positions, and to inform prospective applicants that the deadline for submitting applications is 5:00 P.M. on April 6, 2017. The motion carried by a vote of 9-0-0.

ADJOURNMENT

With no further business before the Board of Directors, the meeting was adjourned at 4:20 PM.

Agenda Item # 10d
Page 1 of 1


Juanita Skillman, Secretary
United Laguna Woods Mutual

ENDORSEMENT

Ms. Mauriel Kessler of 318-D Avenida Castilla- Retain paint colors inside atrium and patio

By way of the Consent Calendar, the Committee unanimously voted to recommend the Board approve the request to retain paint colors inside atrium and patio.

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 318-D Avenida Castilla
2. No Neighbor Awareness Forms are required to be submitted from affected neighbors as the alterations are inside gated and exclusive common area(s) with limited access or visibility to neighboring manors.

RESOLUTION 01-17-XX

Variance Request

RESOLVED, March 14, 2017, that the variance request of Ms. Mauriel Kessler at 318-D Avenida Castilla to retain paint colors inside atrium and patio, is hereby approved; and

RESOLVED FURTHER, all future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 318-D Avenida Castilla

RESOLVED FURTHER, no Neighbor Awareness Forms are required to be submitted from affected neighbors as the alterations are inside gated and exclusive common area(s) with limited access or visibility to neighboring manors.

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

ENDORSEMENT

Mr. John Lavinio of 703-B Avenida Sevilla- Extend kitchen into front patio and install sliding glass door

A motion was made to deny staff's recommendation of approval and to recommend that the Board deny the request to extend kitchen into the front patio area due to an incomplete variance submittal. This variance request should be resubmitted with a complete scope of work for the interior remodel, provide information on the roof tie-in and the electrical panel upgrade. Also, neighborhood awareness forms signed by 703-C, 704-A & D, will need to be requested and submitted. By a vote of 3/0/1 (Director English abstained), the motion passed.

RESOLUTION 01-17-XX

Variance Request

RESOLVED, March 14, 2017, that the variance request of Mr. John Lavinio at 703-B Avenida Sevilla to extend the kitchen into the front patio and install a sliding glass door, is hereby denied; and

RESOLVED FURTHER, denial is due to an incomplete variance submittal; and

RESOLVED FURTHER, this variance request should be resubmitted with a complete scope of work for the interior remodel, provide information on the roof tie-in and the electrical panel upgrade

RESOLVED FURTHER, neighborhood awareness forms signed by 703-C, 704-A & D, will need to be requested and submitted.

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

ENDORSEMENT

Mr. Maganbhai N Patel of 587-D Avenida Majorca- Living room extension into front patio and window addition

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

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 587-D Avenida Majorca.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition.
4. A Roof Alteration Notification Form (Tie-In Form) must be submitted prior to the release of a mutual alteration consent.
5. The alterations must be in accordance to the state building code regulations.
6. All Alterations must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments.
7. Neighbor Awareness Forms are required to be submitted from affected neighbors at 599-A, 599-B, and 587-C.

RESOLUTION 01-17-XX

Variance Request

RESOLVED, March 14, 2017, that the variance request of Mr. Maganbhai N Patel at 587-D Avenida Majorca to extend living room into the existing footprint of the front patio with window additions, is hereby approved; and

RESOLVED FURTHER, all future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 587-D Avenida Majorca; and

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

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

RESOLVED FURTHER, a Roof Alteration Notification Form (Tie-In Form) must be submitted prior to the release of a mutual alteration consent; and

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

RESOLVED FURTHER, all alterations must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments; and

RESOLVED FURTHER, neighbor Awareness Forms are required to be submitted from affected neighbors at 599-A, 599-B, and 587-C; 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 947-389-86; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

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

NOW THEREFORE BE IT RESOLVED, March 14, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-389-86 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 947-454-74; 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, March 14, 2017, that the Board of Directors hereby approves the recording of a Lien for Member 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.

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

Monday March 6, 2017 – 2:00 p.m.

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

MEMBERS PRESENT: Pat English, Juanita Skillman, Andre Torng, Janey Dorrell, Prakash Achrekar (for Gary Morrison)

OTHERS PRESENT Lenny Ross, Steve Leonard

MEMBERS ABSENT: Gary Morrison, Advisor – Cynthia Statsmann

STAFF PRESENT: Betty Parker, Solange Backes

Call to Order

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

Approval of the Regular Meeting Report of February 6, 2017

The Committee Report was approved as presented.

Member Comments

None.

Chair Remarks

Chair English commented on the change in the finance committee meeting schedule; meeting every other month starting in April. The Chair also commented on assessments needed to repay the solar project and to fund infrastructure projects.

Review Preliminary Financial Statements dated January 31, 2017

Ms. Parker, Financial Services Director, presented the financials through January 31, 2017. Discussion ensued and questions were addressed. It was noted that these statements are preliminary and several budget distribution corrections will be reflected on February financials. The committee suggested that interim financials be published quarterly on the Laguna Woods Village website.

Investment Policy

The committee reviewed the investment policy with redlines recommended by Merrill Lynch to clarify investment ratings.

A motion was made and seconded to approve revisions to the United Laguna Woods Mutual Investment Policy, as presented. By a vote of 3-0-1, the endorsement passed and will be sent to the United Board for adoption.

Contingency Fund Balance

Discussion regarding the future replenishment of the contingency fund for amounts spent on the solar project. The committee agreed to discuss further during the budget process. It was noted that more information is need from vendor to project energy savings in the business plans.

Committee Member Comments

None

Date of Next Meeting – Monday, April 3, 2017 at 2:00 p.m.

Adjournment – The meeting recessed to closed session at 3:20 p.m.

DRAFT

Pat English, Chair

UNITED LAGUNA WOODS MUTUAL
Treasurer's Report for March 14, 2017 Board Meeting

SLIDE 1 – Total revenue for United through January 31, 2017 was \$3,315K compared to expenses of \$2,593K, resulting in greater revenue than expense by \$722K.

SLIDE 2 – This next chart shows activity in operations separate from reserves. After backing out depreciation, which is not funded through operations, we can see bottom line, we had an operating surplus of \$270K through January 31st.

SLIDE 3 – With a favorable bottom line of \$722K compared to a planned surplus of \$19K through January, United Mutual was better than budget by \$703K primarily due:

- **Timing of reserve expenses**
 - Favorable variance in Outside Services of \$595K resulted from fewer reserve expenditures for Wastelines, Preventive Roofing and Building Structures Replacements.
 - Budget distributions, to be revised in February.

SLIDE 4 – On this pie chart, we show the non-assessment revenues received to date of almost \$146K by category, starting with our largest revenue generating category, miscellaneous, which is primarily due to the collection of the annual Golf Cart Electric Fee, followed by fees and charges to residents for prorated appliance charges.

SLIDE 5 – On this pie chart, we show the expenses to date of approximately \$2.6 Million by category, showing that our largest categories of expense are for compensation and property taxes.

SLIDE 6 – The **reserve balances** on January 31, 2017 were almost \$21 Million

- YTD contributions and interest to reserves were \$1,019K
- YTD expenditures were \$547K

United Treasurers Report

as of January 31, 2017 (in thousands)

INCOME STATEMENT

ACTUAL

TOTAL REVENUE

\$3,315

TOTAL EXPENSE

2,593

Revenue over Expense

\$722

United Treasurers Report

as of January 31, 2017 (in thousands)

FUNDS INCOME STATEMENT

	OPERATING	FUNDS	TOTAL
Assessment Revenue	\$2,177	\$992	\$3,169
Non-assessment Revenue	120	26	146

Total Revenue **\$2,297** **\$1,018** **\$3,315**

Total Expense **2,046** **547** **2,593**

Revenue Over Expense **\$251** **\$471** **\$722**

Plus Non-Operating **19**

Revenue Over Expense **\$270**

United Treasurers Report

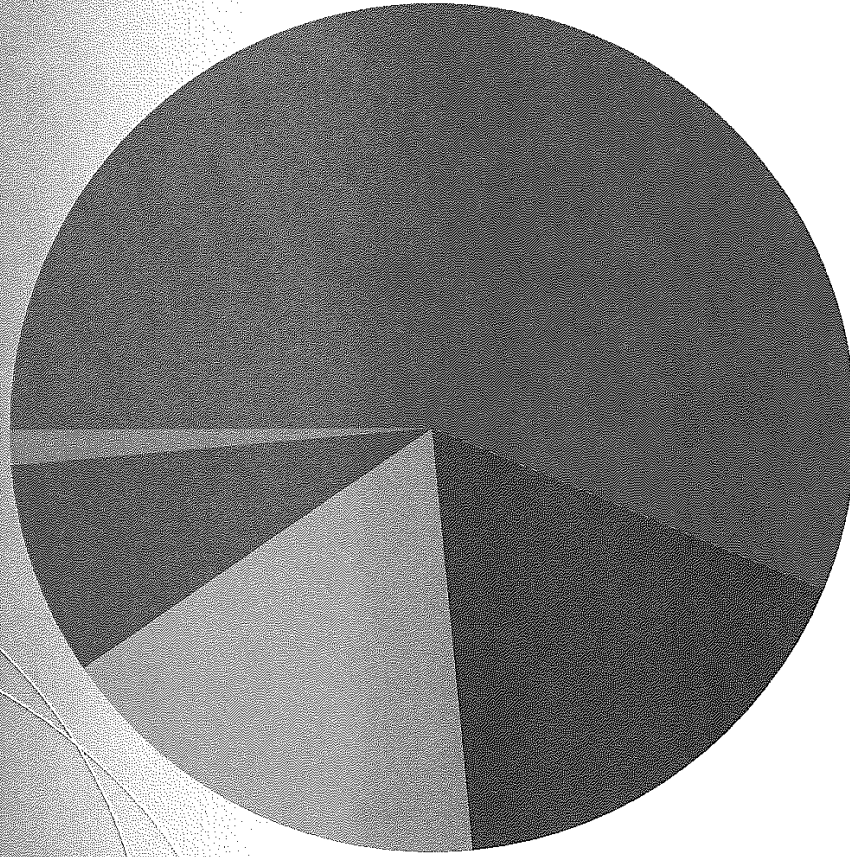
as of January 31, 2017 (in thousands)

With a favorable bottom line of \$722K, compared to a planned surplus of \$19K through January, United was better than budget by \$703K primarily due to:

Fewer Expenditures

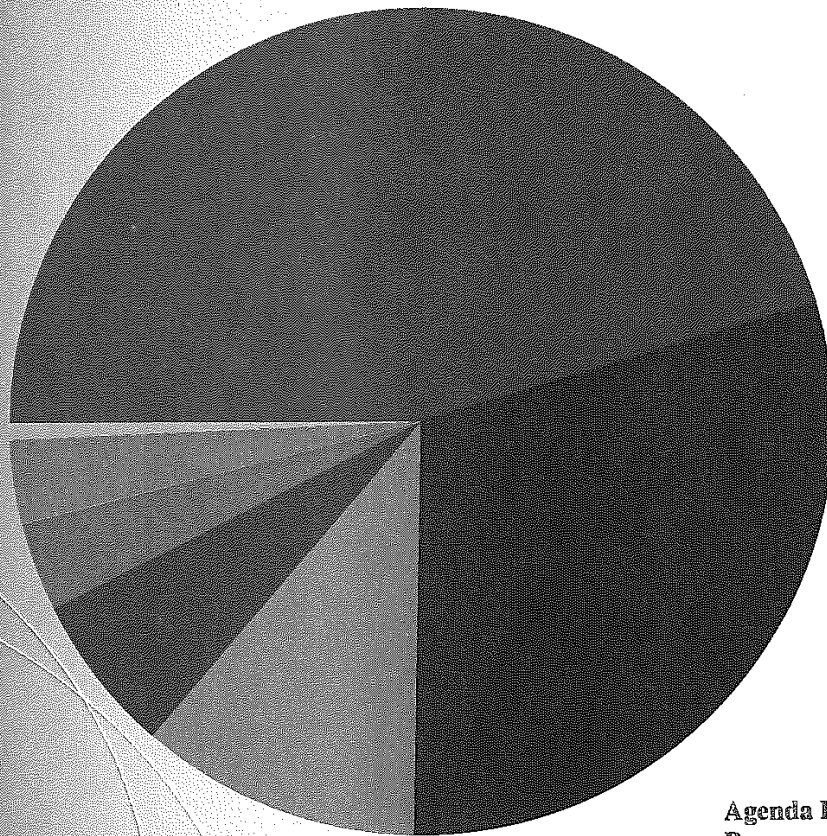
- Timing of reserve expenditures for Outside Services (Wastelines, Roofing and Building Structures)
- Budget distributions, to be revised in February

Total Non Assessment Revenues \$145,909 as of January 31, 2017



- 56% Miscellaneous
- 17% Fees and Charges to Residents
- 17% Interest Income
- 8% Laundry
- 2% Merchandise Sales

Total Expenses \$2,593,551 as of January 31, 2017



■ 45% Employee Compensation and Related

■ 30% Property and Sales Tax

■ 11% Utilities and Telephones

■ 6% Material and Supplies

■ 3% Insurance

■ 3% Net Allocation to Mutuals

■ 2% Depreciation and Amortization

United Treasurers Report
as of January 31, 2017 (in thousands)

FUND BALANCES

ACTUAL

BEGINNING BALANCES: 1/1/17

\$20,455

Contributions & Interest

1,019

Expenditures

(547)

Current Balances: 1/31/17

\$20,927

Monthly Resale Report

PREPARED BY
Community Services Department

MUTUAL
All Mutuals

REPORT PERIOD
February, 2017

MONTH	NO. OF RESALES		TOTAL SALES VOLUME IN \$\$		AVG. RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	76	78	\$23,481,992	\$20,660,350	\$308,974	\$264,876
February	64	70	\$18,628,200	\$20,379,400	\$291,066	\$291,134
March		* 89		* \$22,910,361		* \$257,420
April		* 97		* \$28,616,128		* \$295,012
May		* 91		* \$24,537,100		* \$269,638
June		* 86		* \$22,067,900		* \$256,603
July		* 91		* \$27,013,400		* \$296,851
August		* 104		* \$32,699,074		* \$314,414
September		* 83		* \$23,485,500		* \$282,958
October		* 76		* \$21,449,050		* \$282,224
November		* 88		* \$27,762,000		* \$315,477
December		* 70		* \$20,628,100		* \$294,687
TOTAL	140.00	148.00	\$42,110,192	\$41,039,750		
MON. AVG.	70.00	74.00	\$21,055,096	\$20,519,875	\$300,020	\$278,005

* Amount is excluded from percent calculation

Agenda Item # 12c
Page 1 of 4

Monthly Resale Report

PREPARED BY
Community Services Department

MUTUAL
United

REPORT PERIOD
February, 2017

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

TOTAL	74.00	84.00	\$17,709,630	\$18,906,400		
MON. AVG.	37.00	42.00	\$8,854,815	\$9,453,200	\$239,411	\$226,153
% CHANGE YTD	-11.9%		-6.3%		5.9%	

% Change calculated (ThisYear - LastYear)/LastYear

* Amount is excluded from percent calculation

Agenda Item # 12c
Page 2 of 4

Monthly Resale Report

PREPARED BY

Community Services Department

MUTUAL

Third

REPORT PERIOD

February, 2017

MONTH	NO. OF RESALES		TOTAL SALES VOLUME IN \$		AVG. RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	38	30	\$14,513,062	\$10,663,350	\$381,923	\$355,445
February	28	31	\$9,887,500	\$11,354,000	\$353,125	\$366,258
March	*	44	*	\$14,408,861	*	\$327,474
April	*	49	*	\$18,170,528	*	\$370,827
May	*	44	*	\$13,703,900	*	\$311,452
June	*	42	*	\$12,838,300	*	\$305,674
July	*	46	*	\$16,112,500	*	\$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

TOTAL	66.00	61.00	\$24,400,562	\$22,017,350		
MON. AVG.	33.00	30.00	\$12,200,281	\$11,008,675	\$367,524	\$360,852
% CHANGE	8.2%		10.8%		1.8%	

% Change calculated (ThisYear - LastYear)/LastYear

* Amount is excluded from percent calculation

Agenda Item # 12c
Page 3 of 4

UNITED LAGUNA WOODS MUTUAL

MONTHLY LEASING REPORT

Report Period:
Feb-17

MONTH	LEASES IN EFFECT						New Monthly Transactions			Total Expirations	Total this year		Total last year
	1 Month	3 Months	6 Months	12 Months	12+ Months		Leases	Renewals	Extensions				
JAN	1	35	67	408	8		38	2	0	44	519	435	
FEB	0	33	66	406	9		40	0	1	33	514	449	
MARCH													
APRIL													
MAY													
JUNE													
JULY													
AUGUST													
SEPT													
OCT													
NOV													
DEC													
Monthly Average	0.5	34	66.5	407	8.5		78	2	1	77	1033	884	
							39	1	0.5	38.5	516.5	442	

514 / 6323 = 8%

New Leases = Units Sublet



STAFF REPORT

DATE: March 14, 2017
FOR: Board of Directors
SUBJECT: Revised Investment Policy

RECOMMENDATION

Staff recommends a revision to the Investment Policy (Attachment 2).

BACKGROUND

At a meeting on March 6, 2017, the Finance Committee reviewed a redlined version of the Investment Policy with changes recommended by Taryn Moll, account executive from Merrill Lynch, to clarify rating requirements for corporate bonds. A motion was made and carried unanimously to recommend revisions to the policy, as presented, to the Board for approval (Attachment 1).

DISCUSSION

Ratings of corporate bonds can vary between the three major reporting agencies: Moody's Investors Service, Standard & Poor's Financial Service, and Fitch Ratings. The difference in ratings may cause some confusion when compared a corporate bond rating requirement in the existing United Laguna Woods Mutual Investment Policy, last adopted February 9, 2016 by Resolution 01-16-15.

FINANCIAL ANALYSIS

No financial impact.

Prepared By: Betty Parker, Financial Services Director

Reviewed By: Lori Moss, Community Manager

ATTACHMENT(S)

ATT1: Finance Committee Endorsement

ATT2: Investment Policy (redlined)

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

ENDORSEMENTS

Investment Policy

The committee reviewed the investment policy with redlines recommended by Merrill Lynch to clarify investment ratings.

A motion was made and seconded to approve revisions to the United Laguna Woods Mutual Investment Policy, as presented. By a vote of 3-0-1, the endorsement passed and will be sent to the United Board for adoption.

RESOLUTION 01-16-xx

UNITED LAGUNA WOODS MUTUAL INVESTMENT POLICY

WHEREAS, that Village Management Services Inc., managing agent of this corporation, and an external Investment Manager are hereby authorized to invest the funds of the corporation which, in the opinion of said managing agent are not required within a reasonable time to pay obligations of the corporation; and

NOW THEREFORE BE IT RESOLVED, March 14, 2017, that the Board of Directors of this Corporation hereby authorizes the Managing Agent to retain Merrill Lynch and its affiliate (BlackRock) as Investment Manager and gives that Investment Manager discretion to transact purchases and sales of investments for the United Laguna Woods Mutual account. Such discretion is subject to the underlying conditions as stated below. The Board will determine the amount to be managed in this discretionary account; and

RESOLVED FURTHER, that all investments on behalf of this corporation must be made with the underlying principles in the following order of priority: (1) safety, (2) liquidity, where applicable, and (3) yield, and are subject to the following conditions:

1. Notification of confirmation shall be given to the managing agent and treasurer of this corporation upon completion of each investment transaction;
2. For funds administered by Village Management Services, Inc., known as the "non-discretionary account" no investment may be sold, withdrawn, redeemed or otherwise converted to cash prior to maturity without a demonstrated immediate need for the funds and the consent of the Treasurer and either the President or 1st Vice President of this corporation. Furthermore, if a member of the corporation desires an investment to be sold, withdrawn, redeemed or otherwise converted to cash prior to maturity, approval must be received from the Board of Directors of this corporation;
3. Managed funds, known as the "discretionary account", shall be invested only in authorized investments as provided herein;
 - a. obligations of, or fully guaranteed as to principal, by the United States of America; and
 - b. Up to 20% of the portfolio may be invested in Corporate Bonds rated A through AAA, specifically A3/A-/A- or better by Moody's/S&P/Fitch. A bond is only required to meet the criteria of one rating service. If a bond does not meet this minimum credit quality criteria in at least one of the above mentioned rating services, the bond may not be purchased or if owned, must be removed from the portfolio within 30 days; and
 - c. No more than 3% of the portfolio is to be invested in any one corporate bond issuer;
4. Interim cash balances are to be held in money market funds that are invested in short-term U.S. Treasuries or direct obligations of the U.S. Government;
5. Investments on behalf of this corporation may be made concurrently with investments made on behalf of other corporations at Laguna Woods Village. However, separate investment receipts will be held in the name of this corporation.

Any such investments may be held for the account of the corporation in book-entry form; and

RESOLVED FURTHER, that Resolution 01-16-15, adopted on February 9, 2016 is hereby superseded and cancelled; and

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

OPEN MEETING

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

**Wednesday, February 22, 2017 - 9:00 a.m.
Laguna Woods Village Community Center Willow Room
24351 El Toro Road**

MEMBERS PRESENT: Don Tibbetts - Chair, Steve Leonard, Jan LaBarge, Janey Dorrell, Pat English

MEMBERS ABSENT: None

ADVISORS PRESENT: None

OTHERS PRESENT: Andre Torng, Juanita Skillman, Lenny Ross

STAFF PRESENT: Ernesto Munoz - Staff Officer, Nazli Boroshan, Brad Hudson, John Molle, Laurie Chavarria

1. Call to Order

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

2. Acknowledgement of Press

Chair Tibbetts noted no members of the press were present.

3. Approval of Meeting Report for January 25, 2017

The Meeting Report for January 25, 2017 was approved as written.

4. Approval of the Agenda

Directors LaBarge and Dorrell moved variance request items 8, 9 & 11 (107-G, 587-D & 703-B) from Consent to Items for Discussion and Consideration as Items 13, 14 & 15. Item 12 (2010-D) was removed from the Consent Calendar and deferred to the next meeting. Director Leonard added a verbal discussion for Laundry Equipment as Item 16.

The Agenda was approved as amended.

5. Chairman's Remarks

Chair Tibbetts stated that Advisor Del Ng will not be in attendance today.

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

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Roberta Berk (933-B) Commented that she would like to see chargeable services offered for alterations. Ernesto Munoz stated that this is a future

Committee Agenda Item. Ms. Berk also commented about an uneven and dark walkway that has been that way for 8 years. She said she was told that the light would be installed when the sidewalk will be fixed.

7. Committee Member Comments

Director Ross commented that he is very happy with the epoxy lining program and would like to see it publicized.

Director Dorrell asked what the criteria for epoxying waste lines. Ernesto Munoz replied that staff is researching the number of leak calls per manor, per building and will create a schedule based the leak rate.

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

CONSENT

Items 8, 9 & 11 (107-G, 587-D & 703-B) were moved from Consent to Items for Discussion and Consideration as Items 13, 14 & 15. Item 12 (2010-D) was removed from the Consent Calendar and deferred to the next meeting.

8. Recommend Approval – To Retain paint colors inside atrium and patio at Manor 318-D Avenida Castilla - Ms. Muriel Kessler

By way of the Consent Calendar, the Committee unanimously voted to recommend the Board approve the request to retain paint colors inside atrium and patio.

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 318-D Avenida Castilla
2. No Neighbor Awareness Forms are required to be submitted from affected neighbors as the alterations are inside gated and exclusive common area(s) with limited access or visibility to neighboring manors.

9. Project Log

10. Aliso Creek Bridge Update with Pictures

11. Paint Program Timeline

REPORTS

12. Vehicle Decal Policy

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Ernesto Munoz summarized the report and answered questions from the Committee. Staff has also prepared a Scope of Work for a consultant to give

us a red curb analysis, which will be brought back to a future Committee Meeting.

Director Leonard stated that United Mutual is over capacity for assigned parking spaces and wants to revise the Vehicle Decal Policy. Discussion ensued.

A motion was made that a revised decal policy be adopted for future residents. Director Leonard will work with Director Skillman to revise the vehicle decal policy to limit 1 bedroom units to 1 decal and 2 bedroom units to 2 decals. Decals may be issued in any combination to eligible motor vehicles, golf carts and golf cars, up to the total authorized per Manor. A variance request for additional decals must be submitted for review and approval. An RFID sticker may be required at an additional cost.

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

ITEMS FOR DISCUSSION AND CONSIDERATION

13. Recommend Denial – To Retain vinyl chaseway for central heating & air conditioning system at Manor 107-G Via Estrada - Ms. Marinell Barber

A motion was made to reject staff's recommendation of denial and recommend that the Board approve the request to retain the vinyl chaseway of central heating & air conditioning. A subsequent recommendation was made to now allow vinyl chaseways. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All costs and maintenance of the alteration, present and future, are the responsibility of the Mutual member(s) at 107-G Via Estrada.
2. All required Mutual and City of Laguna Woods permits must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Permits and Inspections office located in the Laguna Woods Community Center.
3. All Alterations must be installed in accordance with United Laguna Woods Mutual Standards Section 6: Air Conditioning.

14. Recommend Approval – To Extend living room into existing front patio & add windows at Manor 587-D Avenida Majorca - Mr. & Mrs. Patel

A motion was made to recommend the Board approve the request to extend the living room with a window addition, if the dimensions did not exceed the existing footprint of the front patio. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 587-D Avenida Majorca.
2. A required Mutual Consent for Manor Alterations and a City of Laguna Woods permit must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Manor Alterations Department office located in the Laguna Woods Community Center.
3. Unit-specific plans depicting the proposed alterations, signed and wet-stamped by a California-licensed architect or engineer must be submitted to the Manor Alterations Department office located in the Laguna Woods Village Community Center for approval. These plans must include structural details and calculations required to insure the structural integrity of the building is maintained upon completion of the proposed front room addition.
4. A Roof Alteration Notification Form (Tie-In Form) must be submitted prior to the release of a mutual alteration consent.
5. The alterations must be in accordance to the state building code regulations.
6. All Alterations must be installed in accordance with United Laguna Woods Mutual Standards Section 11: Doors, Exterior and Section 31: Window and Window Attachments.
7. Neighbor Awareness Forms are required to be submitted from affected neighbors at 599-A, 599-B, and 587-C.

15. Recommend Approval – To Extend kitchen into front patio & install sliding glass door at Manor 703-B Avenida Sevilla - Mr. John Lavinio

A motion was made to deny staff's recommendation of approval and to recommend that the Board deny the request to extend kitchen into the front patio area due to an incomplete variance submittal.

This variance request should be resubmitted with a complete scope of work for the interior remodel, provide information on the roof tie and the electrical panel upgrade. Also, neighborhood awareness forms signed by 703-C, 704-A & D, will need to be requested and submitted.

By a vote of 3/0/1 (Director English abstained), the motion passed.

16. Laundry Equipment (verbal discussion)

Director Leonard stated that the Laundry Rooms are operating at a financial loss at .50 cents per load. Even with the savings from solar, the laundry rooms will still operate at a loss. It does not cost a member to use the dryer. The current dryer machines cannot be modified to add a coin box. Director Leonard mentioned that he would like to see all 525 dryers be replaced with coin operated dryers at .50 cents per dry time. Discussion ensued.

Director English made a motion to increase the cost of washing to .75 cents per load. Director LaBarge made an amended motion to increase the cost of washing to \$1.00 per load. Director Leonard seconded the motion.

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

a) Frequency of M&C Meetings

Director Leonard commented that there is a need for the M&C Committee to meet on a monthly basis. Discussion ensued.

A motion was made that the M&C Committee continue with monthly meetings.

By a vote of 4/0/0, the motion passed. Chair Tibbetts stated that he is opposed to this motion.

ITEMS FOR FUTURE COMMITTEE MEETINGS

- 17. Chargeable Services
- 18. Walkway Bollard Lighting Alternatives
- 19. Red Curb Reset Analysis & Recommendations (June 2017)

CONCLUDING BUSINESS

20. Date of Next Meeting – April 26, 2017

21. Adjournment - The meeting was adjourned at 10:55 a.m.

DRAFT

Don Tibbetts, Chair

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STAFF REPORT

DATE: March 14, 2017
FOR: Board of Directors
SUBJECT: Cost Increase for Laundry Room Washing Machines

RECOMMENDATION

The Maintenance and Construction Committee recommends that the cost of washing a load of laundry increase from \$0.50 per load to \$1.00 per load.

BACKGROUND

The cost for washing a load of laundry is currently 50 cents per load. Dryer usage is free of charge to residents. This pricing has been in place for at least the past two decades.

DISCUSSION

At the February 22, 2017 M&C Committee meeting, Director Leonard discussed the operating costs of stand-alone laundry rooms. Due to operating costs in the stand-alone laundry rooms, this service is operating at a loss to the Mutual (Attachment 1). Director Leonard will be prepared to provide more information at the Board meeting.

The laundry revenue has averaged approximately \$146,000 annually over the past three years. This revenue is used to partially offset operating costs such as electricity, water, and appliance repair.

FINANCIAL ANALYSIS

There will be a cost to re-program the washers to charge \$1.00, in addition to higher staffing costs to collect, count, and deposit a higher volume of coinage.

Prepared By: Ernesto Munoz, P.E., Maintenance Operations Director

Reviewed By: Lori Moss, Community Manager
Betty Parker, Financial Services Director

Committee Routing: Maintenance & Construction Committee

ATTACHMENT(S)

United Mutual Laundry Analysis

2016 United Mutual Laundry Analysis

Electricity	\$260,100	43%	1.53 million kWh	@ \$0.17
Janitorial	\$191,800	31%		
Repairs	\$133,000	22%		
Water	\$12,731	2%	5,175 water units @ \$2.46	
Collection Cost	\$13,400	2%		
Total Expense	\$611,031	100%		
Number of loads	274,000		2016 annual income \$137,000	
Cost per load	\$2.23			

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Increase Cost of Washing Machines per Load

Director Leonard stated that the Laundry Rooms are operating at a financial loss at .50 cents per load. Even with the savings from solar, the laundry rooms will still operate at a loss. It does not cost a member to use the dryer. The current dryer machines cannot be modified to add a coin box. Director Leonard mentioned that he would like to see all 525 dryers be replaced with coin operated dryers at .50 cents per dry time.

Director English made a motion to increase the cost of washing to .75 cents per load. Director LaBarge made an amended motion to increase the cost of washing to \$1.00 per load. Director Leonard seconded the motion.

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



STAFF REPORT

DATE: March 14, 2017
FOR: Board of Directors
SUBJECT: Operations & Maintenance on Solar Panels

RECOMMENDATION

Receive and file.

BACKGROUND

Johnson Controls, Inc. is nearing completion of their contract which includes the installation of a photovoltaic system and inverters for the generation of solar energy. Once the contract is completed with United Laguna Woods Mutual, there will be a need to retain the services of a contractor to provide Operations and Maintenance Services to the recently installed solar panels and systems.

DISCUSSION

Staff is preparing a Scope of Work for the anticipated services which will be needed once JCI turns the system over to the Mutual. Staff will then proceed to solicit bids for the operations, monitoring and maintenance of the system and return to the Board with a recommendation for award of the contract to the lowest most qualified bidder.

FINANCIAL ANALYSIS

There are no fiscal impacts with this report. When staff brings back a report with a recommendation for award of a contract to the lowest most qualified firm, the fiscal impacts associated with the cost to provide the needed services will be identified and a recommended funding source will be provided.

Prepared By: Ernesto Munoz, P.E., Maintenance Operations Director

Reviewed By: Lori Moss, Community Manager

ROUTING COMMITTEE: Maintenance & Construction

OPEN MEETING

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

Wednesday, February 27, 2017 – 9:00 a.m.

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

MEMBERS PRESENT: Maggie Blackwell, Chair; Juanita Skillman, Andre Torng, Pamela Grundke (Advisor)

MEMBER ABSENT: Paula Minnehan (Advisor)

**OTHER DIRECTORS
PRESENT:** None

STAFF PRESENT: Kurt Rahn, Mike Swingholm, Raul Arceo, Bob Merget

Call to Order

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

Acknowledgement of the Press

The press was not represented.

Approval of the Agenda

The agenda was approved as presented.

Approval of Committee Report of January 25, 2016

The report was approved as written.

Resident Comments (Items Not on the Agenda)

Mrs. Bender (2037-B) inquired about creating a community seating area in a nearby lawn area. She pointed out that her original request in 2009 had been approved, but was contingent upon having the resources to do the work. At that time, there were no resources, and there have not been any specifically budgeted since. It was suggested that she re-submit the request for the Committee's consideration. She also requested an African Tulip Tree be planted in the lawn area at the Gate 5 entrance. She will submit her requests for the next meeting.

Mrs. Berk (933-B) complimented staff on their quick response time during the recent storms. She also inquired about reseeding her lawn area. Staff responded that this will be addressed this spring.

Chairman's Remarks

There were none.

ACTION ITEMS

Committee Tour (conducted following the meeting)

Committee Members Present: Maggie Blackwell, Andre Torng

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715-N Avenida Majorca (Nauman) – Request for Tree Removal - Eucalyptus

The Committee found the tree to be in good condition and suitably located away from

structures. There is no apparent structural damage being caused by this tree, and the tree weathered the recent wind and rain storms very well.

Recommendation: the board representatives of this corporation unanimously recommend denial of this request to remove this tree.

Potential Irrigation Retro-Fit Project

The Committee reviewed and discussed the staff report and diagram that illustrated the work to be done within the CDS 8 & 40 area utilizing the \$250,000 budgeted in reserves for potential landscape renovation projects. The work will consist of retro-fitting the irrigation system, reducing turf areas, and replacing high maintenance or poorly performing landscaping; and will be directed toward 6 of the 7 water meters that service this area. There are not enough resources to complete the 7th meter. By a unanimous vote, the Committee directed staff to proceed with this project.

ITEMS FOR DISCUSSION AND CONSIDERATION

Cul de Sac 1 Seating Area

The Committee reviewed the staff report and discussed the creation of a seating area in the large open lawn area surrounded by buildings 272, 273, 281-283. The work will consist primarily of minor turf reduction, the addition of a decomposed granite walkway with a seating area, the addition of two benches, and the removal and replacement of a Brazilian Pepper Tree that is located too closely to the walkway. This work will be performed utilizing resources from the current operating budget. By a unanimous vote, the Committee directed staff to proceed with this project.

STATUS REPORTS

Reduced Pesticide Zone Update

The Committee reviewed the staff report and discussed the pros and cons of the reduced usage of pesticides in this area. With the exception of the significant increase in labor hours tracked for hand pulling weeds rather than spraying them, to date there has been no data received to either support or undermine the validity of health improvements made by reducing pesticide usage. There has also been no data to substantiate a decline in the aesthetic appearance or any increase in nuisance pest activity as a result of the reduced pesticide usage.

To address the substantial increase in labor needed for hand weeding, the Committee unanimously agreed to direct staff to resume weed control via the use of herbicide application.

Storm Update

The Committee reviewed the staff report and discussed the recent rain events and loss of trees.

CONCLUDING BUSINESS

Committee Member Comments

Director Tornig commended staff for being well prepared to respond quickly to issues that arise due to storm activity.

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Date of Next Meeting

The date of the next meeting of the United Laguna Woods Mutual Landscape Committee is tentatively scheduled for Wednesday, March 22, 2017 at 1:30 p.m. in the Pine Room of the

Corporation's principal offices, 24351 El Toro Road, Laguna Woods, California.

Adjourn

There being no further business, the meeting adjourned at 10:03 a.m.

DRAFT

Maggie Blackwell, Chair

ULWM Membership Disciplinary Report

	Dec	Jan	Feb
Total Number of Cases:	233	228	302
Cases Resolved this Month:	23	23	105

Allegations:

Abandoned Vehicle:	6	8	11
Alteration Maintenance:	4	6	7
Animal Nuisance:	34	20	17
Assessment Delinquency:	2	2	2
Balcony Clutter:	5	5	12
Breezeway Clutter:	9	8	8
Carport Clutter:	25	25	34
Common Area Clutter:	25	3	9
Electrical Upgrade:	0	1	1
Electrical Vehicle:	0	0	0
Illegal Occupancy	18	19	33
Interior Clutter:	7	7	10
Landscape:	9	10	26
Nuisance:	23	28	46
Other:	2	4	3
Short Term Rentals:	12	27	19
Traffic Violations:	3	4	7
Patio Clutter:	20	20	22
Unauthorized Alteration:	26	28	33
Vehicle Oil:	3	3	4

Balcony Clutter, Carport Clutter, Common Area Clutter and Landscape violations have increased in the past few months. This is a normal trend for this time of the year as Members are starting to do some spring cleaning. Staff anticipates that this will decrease in the next month.



STAFF REPORT

DATE: March 14, 2017
FOR: Board of Directors
SUBJECT: Revised Vehicle Decal Policy

RECOMMENDATION

Approve amendment to United Laguna Woods Mutual Vehicle, Traffic and Parking Rules for new Residents and adopt proposed Resolution 01-17-XX.

BACKGROUND

At the February Maintenance & Construction Meeting, the Committee approved a revision to the current Vehicle Decal Policy in order to address parking issues identified in the community.

In 2016, the policy was modified, allowing 1 bedroom manors a total of two decals, and 2 bedroom manors a total of three decals. The decals can be for any combination of eligible motor vehicles, golf carts and golf cars.

DISCUSSION

The revision would limit each Manor to a number of GRF decals based on the number of original construction bedrooms, for new residents.

- 1 Bedroom MANOR up to 1 decal
- 2 Bedroom MANOR up to 2 decals

Decals may be issued in any combination to eligible motor vehicles, golf carts and golf cars, up to the total authorized per Manor.

Decal counts do not include motorhomes and commercial vehicles stored in the GRF Recreational Vehicle Storage Area.

At least one vehicle must park in the carport.

A variance request for additional decals, at a cost of \$25 per variance request, must be submitted for review and approval by the Maintenance & Construction committee. An RFID sticker may be required at an additional cost.

FINANCIAL ANALYSIS

None

Prepared By: Ernesto Munoz, P.E., Maintenance Operations Director

Reviewed By: Lori Moss, Community Manager

COMMITTEE ROUTING: Maintenance and Construction

ATTACHMENT(S)

Attachment A: Proposed 2017 Vehicle Decal Limit and Proposed Resolution 01-17-XX

ENDORSEMENT (to United)

Vehicle Decal Policy

Director Leonard stated that United Mutual is over capacity for assigned parking spaces and wants to revise the Vehicle Decal Policy.

A motion was made that a revised decal policy be adopted for future residents. Director Leonard will work with Director Skillman to revise the vehicle decal policy to limit 1 bedroom units to 1 decal and 2 bedroom units to 2 decals. Decals may be issued in any combination to eligible motor vehicles, golf carts and golf cars, up to the total authorized per Manor. A variance request for additional decals must be submitted for review and approval. An RFID sticker may be required at an additional cost.

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



STAFF REPORT

DATE: March 14, 2017
FOR: Board of Directors
SUBJECT: Revision to 2017 Collection and Lien Enforcement Policy

RECOMMENDATION

Staff recommends a revision to the 2017 Collection and Lien Enforcement Policy to reflect collection remedies for unpaid fines, fees, and chargeable services.

BACKGROUND

The 2017 United Laguna Hills Mutual Collection and Lien Enforcement Policy outlines the procedures, policies, and practices employed by United Laguna Woods Mutual in enforcing lien rights or other legal remedies for default in payment of its assessments against its shareholders. The policy statement is provided pursuant to the requirements of California Civil Code section 5310(a)(7) and was last distributed to members in November 2016 as part of the Annual Policy Statement.

DISCUSSION

During discussion of delinquencies at the Finance Committee meeting on February 6, 2017, members of the committee expressed an interest in formalizing the policies used to collect other (non-assessment) delinquent amounts such as fines, fees, and chargeable services. The existing Collection and Lien Enforcement Policy has been redlined by legal counsel [Attachment 1] Jeff Beaumont, to include references to these non-assessment delinquencies and potential remedies, such as imposing a late charge, suspending member privileges, and pursuing delinquent amounts in small claims court.

FINANCIAL ANALYSIS

No financial impact.

Prepared By: Betty Parker, Financial Services Director

Reviewed By: Lori Moss, Community Manager

ATTACHMENT(S)

ATT1: 2017 Collection and Lien Enforcement Policy (redlined by legal counsel)

ATT2: Resolution

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YEAR 2017 COLLECTION AND LIEN ENFORCEMENT POLICY AND PROCEDURES FOR ASSESSMENT DELINQUENCIES

The following is a statement (the "Policy Statement") of the specific procedures, policies and practices employed by United Laguna Woods Mutual, a California nonprofit mutual benefit corporation ("United") in enforcing lien rights or other legal remedies for default in payment of assessments against its members ("Shareholders"). This Policy Statement is provided pursuant to the requirements of California Civil Code Section 5310(a)(7) and incorporates by reference the disclosure provided by United pursuant to California Civil Code Section 5730.

The collection of delinquent assessments is of vital concern to all Shareholders of United. Such efforts ensure that all Shareholders pay their fair share of the costs of services and facilities provided and maintained by United. Shareholders' failure to pay assessments when due creates a cash-flow problem for United and causes those Shareholders who make timely payment of their assessments to bear a disproportionate share of the community's financial obligations.

Assessments are the separate debt of shareholders. United may employ single collection recourses or combinations thereof as allowed by law. In addition to any other rights provided for by law or described in the governing documents, including, but not limited to the Articles of Incorporation, Bylaws and each Shareholder's Occupancy Agreement ("Governing Documents"), the Board has the right to collect delinquent assessments as stated herein.

WE SINCERELY TRUST THAT ALL SHAREHOLDERS, IN THE SPIRIT OF COOPERATION AND IN RECOGNITION OF THEIR LEGAL OBLIGATIONS, WILL MAKE TIMELY PAYMENTS AND AVOID THE IMPOSITION OF LATE CHARGES AND POSSIBLE RESULTANT LEGAL ACTION, AND REIMBURSEMENT FOR THE COSTS OF SUCH LEGAL ACTION. IT IS IN YOUR BEST INTEREST AND THE BEST INTEREST OF THE COMMUNITY AS A WHOLE TO MAKE YOUR MONTHLY PAYMENTS ON TIME.

REGARDLESS OF WHETHER A LIEN IS RECORDED AGAINST YOUR LEASEHOLD INTEREST DURING THE COLLECTION OF PAST-DUE ASSESSMENTS, ALL SHAREHOLDERS HAVE A PERSONAL AND ONGOING OBLIGATION TO PAY ASSESSMENTS AND CHARGES.

Delinquency reports are made available monthly by United's managing agent to the Board of United, identifying the delinquent Shareholder, the delinquent amount and the length of time the assessments have been in arrears. Additionally, to ensure the prompt payment of monthly assessments United employs the following collection and lien enforcement procedures. The policies and practices outlined herein shall remain in effect until such time as they may be changed, modified, or amended by a duly adopted resolution of United's Board of Directors.

Pursuant to United's Governing Documents, as well as the California Civil Code, the following are United's collection and lien enforcement policies and procedures for assessment delinquencies. Also following, pursuant to Paragraphs 3, 14 and 20, are United's collection policies and procedures for the collection of fines, fees and chargeable services charged against Shareholders pursuant to the Governing Documents and current law:

1. Assessments; Assessments Due Date. "Carrying Charges" as defined by United's Occupancy Agreement, also referred to as "fees" in United's Bylaws, are referred to in this paragraph and throughout this Policy Statement as "assessments." Assessments are due and payable to United, in advance, in equal monthly installments, on the first (1st) day of each month. **It is each Shareholder's responsibility to pay assessments in full each month regardless of whether a billing statement is received.** Special assessments shall be due and payable on the due date specified by the Board of Directors in the notice imposing the special assessment. In no event shall a special assessment be due and payable earlier than thirty (30) days after the special assessment is duly imposed. If a special assessment is payable in installment payments and an installment payment of that special assessment is delinquent for more than 30 days, all remaining installments will be accelerated and the entire unpaid balance of the special assessment shall become immediately due and payable. The remaining balance shall be subject to late charges and interest as provided herein.

2. Reminder Notice; Administrative Collection Fee. If Assessments are not received by United on or before the close of business on the sixteenth (16th) day of the month (or if a special assessment is not received by United on or before the close of business on the fifteenth (15th) day after it is due), a Reminder Notice is sent to the Shareholder. PLEASE NOTE THAT TO BE CONSIDERED TIMELY, THE PAYMENT MUST BE RECEIVED BY UNITED WITHIN THIS FIFTEEN (15) DAY GRACE PERIOD. SIMPLY PLACING THE PAYMENT IN THE MAIL BEFORE THE GRACE PERIOD EXPIRES IS NOT SUFFICIENT. It is the policy of United not to waive any duly imposed late charges, interest, or collection fees and costs. Each delinquent account shall incur an administrative collection fee, in the amount of Two Hundred Dollars (\$200) (the "Administrative Collection Fee"), which is charged by United's managing agent to cover staff's costs to prepare the files for delivery to United's collection agent in order to carry out collection activities authorized hereunder, as well as direct costs incurred in recording and/or forwarding documents in connection with the collection process. This Administrative Collection Fee may be increased by majority vote of United's Board, and may be collected by United's collection agent on United's behalf, and remitted to United's managing agent, or may be directly collected by United's managing agent. IT IS THE SHAREHOLDER'S RESPONSIBILITY TO ALLOW AMPLE TIME TO DROP OFF OR MAIL ALL PAYMENTS SO THAT THEY ARE RECEIVED BEFORE THE DELINQUENCY DATE. All notices or invoices for assessments will be sent to Shareholders by first-class mail addressed to the Shareholder or the Shareholder's designee at his or her address as shown on the books and records of United unless otherwise required by law. However, it is the Shareholder's responsibility to be aware of the assessment payment due dates and to advise United of any changes in the Shareholder's mailing address.

3. Late Charges; Interest. Assessments not received by the sixteenth (16th) day of the month will incur a late fee in the amount of Twenty Dollars (\$20.00), which amount is consistent with statutory authority. Further, both state law and United's governing documents provide for

interest on the delinquent assessment, late charges and collection fees and costs. Accordingly, interest may be imposed thirty (30) days after the assessment is due, at an annual percentage rate not to exceed Twelve Percent (12%), consistent with Civil Code Section 5650. Such interest may be imposed and collected per the foregoing sentence regardless of whether the Shareholder's delinquent account is referred to United's collection agent for collections. Non-assessment fines, fees and chargeable services are subject to the same late charges and interest.

4. Thirty-Day Pre-Lien Letter Notice to Delinquent Shareholder. If full payment of the delinquent amount is not received by the close of business on the thirtieth (30th) day after the date of the Reminder Notice, United's managing agent will send a pre-lien letter (also referred to as a final demand for payment letter) to the Shareholder as required by Civil Code Section 5660 by certified and regular first class mail, to the Shareholder's mailing address of record in United's books and records advising of, among other things required by law, the delinquent status of the account, including an itemized statement of the charges owed by the shareholder, impending collection action and the Shareholder's rights including a statement that the shareholder will not be liable to pay charges, interest and costs of collection if it is determined the assessment was paid on time to United, and the right to request a meeting with the Board of Directors of United pursuant to Civil Code Section 5665, the right to dispute the assessment debt by submitting a written request for dispute resolution pursuant to Civil Code pursuant to Article 2 (commencing with Section 5900) of Chapter 10 ("IDR"), and the right to request alternative dispute resolution pursuant to Article 3 (commencing with Section 5925) of Chapter 10 ("ADR"). Notwithstanding the provisions of this paragraph, United may cause a pre-lien letter to be sent to a delinquent Shareholder at any time when there is an open escrow involving the Shareholder's leasehold interest, may cause a pre-lien letter to be sent to a delinquent Shareholder if any special assessment becomes delinquent, and/or may turn the delinquent account over to United's collection agent to send a pre-lien letter to a delinquent Shareholder.

5. Recordation of a Lien Against a Delinquent Shareholder's Leasehold Interest. If a Shareholder does not pay the amounts set forth in the pre-lien letter and does not request IDR or ADR within thirty (30) days of the date of the pre-lien letter, the delinquent account will be turned over to United's collection agent for collections. The Board shall decide, by majority vote in an open meeting, whether to authorize United's collection agent to record a lien for the amount of any delinquent assessments, late charges, interest, and collection fees and costs, including attorneys' fees against the Shareholder's leasehold interest. If United authorizes United's collection agent to record a lien against the Shareholder's leasehold interest, the Shareholder will incur additional fees and costs for preparing and recording the lien. The lien may be enforced in any manner permitted by law, including without limitation, judicial or non-judicial foreclosure (Civil Code Section 5700).

6. Enforcement of a Lien. United's collection agent may be authorized to enforce the lien thirty (30) days after recordation of the lien, in any manner permitted by law, which may include recording a Notice of Default. United may foreclose the lien by judicial or non-judicial foreclosure when either (a) the delinquent assessment amount totals One Thousand Eight Hundred Dollars (\$1,800.00) or more, excluding accelerated assessments, late charges, interest, and collection fees and costs or (b) the assessments are delinquent for more than twelve (12) months. **YOU COULD LOSE YOUR LEASEHOLD INTEREST AT UNITED IF A FORECLOSURE ACTION IS COMPLETED.** A non-judicial foreclosure sale by United to

collect upon a debt for delinquent assessments is subject to a statutory right of redemption. The redemption period within which your leasehold interest may be redeemed ends ninety (90) days after United's foreclosure sale, per California Civil Code Section 5715(b). The Shareholder will incur significant additional fees and costs if a Notice of Default is recorded and a foreclosure action is commenced against the Shareholder's leasehold interest. The decision to foreclose on a lien must be made by a majority of the Board of Directors in an Executive Session meeting and the Board of Directors must record their votes in the minutes of the next open meeting of the Board. The Board must maintain the confidentiality of the delinquent Shareholder(s) by identifying the matter in the minutes by only the parcel number of the property in which the Shareholder has a leasehold interest. Prior to initiating any foreclosure sale on a recorded lien, United shall offer delinquent Shareholders the option of participating in IDR, ADR, or both IDR and ADR as requested by the Shareholder.

United may commence and maintain a lawsuit directly on the debt without waiving its right to establish a lien and initiate foreclosure against the owner's separate interest for the delinquent assessment. In any action to collect delinquent assessments, late charges, or interest, the prevailing party will be entitled to costs and reasonable attorney's fees.

7. Inspection of Books and Records. A Shareholder is entitled to inspect United's accounting books and records to verify the amounts owed pursuant to Civil Code Section 5200, *et seq.*

8. Application of Payments. Any payments made shall be first applied to assessments owed and only after the assessments owed are paid in full, shall such payment be applied to late charges, interest, and collection fees and costs, including attorneys' fees.

9. Account Sent to United's Collection Agent In Error. In the event it is determined that the Shareholder has paid the assessments on time, the Shareholder will not be liable to pay the charges, interests, and fees and costs of collection associated with collection of those assessments. If it is determined that a lien was recorded in error, a release of lien shall be recorded within twenty-one (21) calendar days and the owner of the separate interest will be provided with a copy of the release of lien. If the lien was recorded in error, United shall promptly reverse all late charges, fees, interest, attorney's fees, and costs of collection.

10. Payment Under Protest. A Shareholder may but is not obligated to, pay under protest any disputed charge or sum levied by United, including but not limited to, an assessment, fine, penalty, late fee, collection cost, or monetary penalty imposed as a disciplinary measure, and by so doing, specifically reserve the right to contest the disputed charge or sum in court or otherwise.

11. Right to Dispute the Debt. A Shareholder has the right to dispute the assessment debt by submitting a written request for dispute resolution to the collection agent for delivery to United pursuant to Civil Code Section 5900 *et seq.* A dispute, by itself, will not impede United's ability to record a lien.

12. Right to Request Alternative Dispute Resolution ("ADR"). A Shareholder has the right to request alternative dispute resolution with a neutral third party pursuant to Civil Code Section 5925 *et seq.* before United may initiate foreclosure against the Shareholder's leasehold interest,

except that binding arbitration shall not be available if United intends to initiate a judicial foreclosure.

13. Payment Plan Requests. Any Shareholder who is unable to pay assessments will be entitled to make a written request for a payment plan to United, or United's collection agent, as applicable, to be considered by the Board of Directors. A Shareholder may also request to meet with the Board in executive session to discuss a payment plan if the payment plan request is mailed within fifteen (15) days of the postmark date of the pre-lien letter. The Board will consider payment plan requests on a case-by-case basis and is under no obligation to grant payment plan requests. Payment plans shall not interfere with United's ability to record a lien on a Shareholder's separate interest to secure payment for the Shareholder's delinquent assessments. If the Board authorizes a payment plan, it may incorporate payment of ongoing assessments that accrue during the payment plan period. If a payment plan is approved by the Board, additional late charges from the Shareholder will not accrue while the Shareholder remains current under the terms of the payment plan. If the Shareholder breaches an approved payment plan, United may resume its collection action from the time the payment plan was approved.

14. Termination of Shareholder's Rights under Occupancy Agreement. Nothing herein limits or otherwise affects United's right to proceed in any lawful manner to collect any delinquent sums owed to United (such as duly levied and imposed assessments, fines, fees and chargeable services, and any associated late fees and interest), or to pursue any other discipline set forth in United's governing documents, including but not limited to a termination of the Shareholder's rights under the Occupancy Agreement pursuant to Article 14 therein and pursuant to the procedures set forth in Article IV, Section 3 of the Bylaws and pursuing an unlawful detainer action or other proceeding which may apply to the eviction of tenants.

15. Release of Lien. Prior to the release of any lien, or dismissal of any legal action, all assessments, late charges, interest, and fees and costs of collection, including attorneys' fees, must be paid in full to United.

16. No Right of Offset. There is no right of offset. A Shareholder may not withhold assessments owed to United on the alleged grounds that the Shareholder is entitled to recover money or damages from United for some other obligation.

17. Returned Checks. United may charge the Shareholder a Twenty-Five Dollar (\$25.00) fee for the first check tendered to United that is returned unpaid by the Shareholder's bank and Thirty-Five Dollars (\$35.00) for each subsequent check passed on insufficient funds. If the check cannot be negotiated, United may also seek to recover damages of at least One Hundred Dollars (\$100.00), or, if higher, three (3) times the amount of the check up to One Thousand, Five Hundred Dollars (\$1,500.00) pursuant to Civil Code Section 1719.

18. Additional Mailing Addresses. Shareholders have the right to provide a secondary address to United for mailing of an additional copy of notices and other correspondence related to collection of delinquent assessments. The Shareholder's request shall be in writing and shall be mailed to United in a way that shall indicate that United has received it. A Shareholder may identify or change a secondary address at any time, provided that, if a secondary address is

identified or changed during the collection process, United shall only be required to send notices to the indicated secondary address from the point United receives the request.

19. Charges Subject to Change. All charges listed herein are subject to change upon thirty (30) days prior written notice. After a delinquent account has been turned over to United's collection agent, United's collection agent's charges may vary from United's and are subject to change without prior written notice. Shareholders in collections should rely on United collection agent's charges and statement of account.

20. Notice and Hearing Prior to Suspension of Shareholder Privileges. Until the Shareholder has paid all amounts due, including delinquent assessments, late charges, interest and fees and costs of collection, including attorneys' fees, and duly imposed fines, fees and chargeable services, and associated late fees and interest, the Board of Directors may suspend the Shareholder's right to vote, and suspend the Shareholder's right to use United's recreational facilities and/or the facilities or services provided by the Golden Rain Foundation of Laguna Woods after providing the Shareholder with a duly noticed hearing pursuant to Civil Code Section 5855. However, any suspension imposed shall not prevent the delinquent Shareholder from the use, benefit and pleasure of the Shareholder's leasehold interest (i.e., the manor).

When the Board is to meet in executive session to consider or impose a monetary charge as a means of reimbursing United for costs incurred by it in the repair of damage to common area and facilities caused by a member or the member's guest or tenant, the Board shall notify the member in writing, by either personal delivery or individual delivery pursuant to Section 4040, at least 10 days prior to the meeting. (Civil Code Section 5855(a).) The notice shall contain, at a minimum, the date, time, and place of the meeting, the nature of the alleged violation for which a member may be disciplined or the nature of the damage to the common area and facilities for which a monetary charge may be imposed, and a statement that the member has a right to attend and may address the board at the meeting.

21. Overnight Payments. The mailing address for overnight payment of assessments is: United Laguna Woods Mutual, Attn: Assessments, 24351 El Toro Road, Laguna Woods, CA 92637.

22. Annual Notice to Members. United shall distribute its collection policy to each member during the 60-day period immediately preceding the beginning of United's fiscal year.

23. No limitations. Nothing herein limits or otherwise affects United's right to proceed in any lawful manner to collect any delinquent sums owed to United.

**BOARD OF DIRECTORS
UNITED LAGUNA WOODS MUTUAL**

RESOLUTION 01-17-xx

2017 Collection & Lien Enforcement Policy

WHEREAS, in accordance with California Civil Code, the United Laguna Woods Mutual maintains a collection and lien enforcement policy that outlines the procedures, policies and practices employed by United Laguna Woods Mutual in enforcing lien rights or other legal remedies for default in payment of assessments; and

WHEREAS, the Mutual would like to formalize certain practices and procedures used for the collection of non-assessment delinquencies such as fines, fees, and chargeable services pursuant to the Governing Documents and current law;

NOW THEREFORE BE IT RESOLVED, April 11, 2017, that the Board of Directors hereby adopts a revised 2017 United Laguna Woods Mutual Collection and Lien Enforcement 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 the purpose of this resolution.



DATE: March 14, 2017
FOR: Board of Directors
SUBJECT: Variance Request Ms. Marinell Barber of 107-G Via Estrada- Retain vinyl chaseway of central heating & air conditioning

RECOMMENDATION

Staff recommends the Board deny the request to retain the vinyl chaseway for the central heating and air conditioning (HVAC), as it fails to follow Mutual Standards.

BACKGROUND

On February 22, 2017 the Maintenance and Construction committee reviewed a variance request (Attachment 1) from Ms. Marinell Barber of 107-G Via Estrada, a Majorca style manor, to retain the vinyl chaseway of the HVAC. Staff's recommendation was for denial of the ability to install vinyl chaseways for HVAC deliver systems.

A motion was made to recommend that the Board approve the request to retain vinyl chaseway of central heating & air conditioning. By a vote of 4/0/0 the motioned carried with the following contingencies:

1. All costs and maintenance of the alteration, present and future, are the responsibility of the Mutual member(s) at 107-G Via Estrada.
2. All required Mutual and City of Laguna Woods permits must be obtained and the appropriate City of Laguna Woods permit number(s) must be submitted to the Permits and Inspections office located in the Laguna Woods Community Center.
3. All Alterations must be installed in accordance with United Laguna Woods Mutual Standards Section 6: Air Conditioning, with the exception of the vinyl chaseway allowance per this Variance.

A City of Laguna Woods building permit final would verify compliance with all applicable building codes to include proper installation of the central heating and air conditioning unit, as well as the chaseway.

No Neighbor Awareness Forms are required to be submitted, as there are no affected neighboring manors.

United Laguna Woods

Variance 107-G

March 14, 2017

Page 2

DISCUSSION

The vinyl chaseway of central heating and air conditioning fails to meet Mutual Standards. Although the member will be responsible for all maintenance associated with the improvement. Staff still is concerned about the coordination when manor painting is done. Additionally the vinyl is not pest proof like the required metal chasing. Paint does not stick vinyl and with exposure the material becomes brittle and may shatter.

At the Maintenance and Construction meeting the committee discussed amending the requirement for metal chaseway in Section 6 and allowing vinyl.

FINANCIAL ANALYSIS

All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 107-G Via Estrada. Even shifting responsibility to the member exposes United to additional costs and conflict as it will increase the work of staff to coordinate painting and repairs by members, and compliance against non-cooperative members.

Prepared By: Nazli Boroshan, Manor Alterations Coordinator

Reviewed By: Brett Crane, Manor Alterations Supervisor
Lori Moss, Community Manager

Committee Routing: Maintenance and Construction Committee

ATTACHMENT(S)

Attachment 1: Variance Request, January 16, 2017

Attachment 2: Map



Variance Request Form

2-22-17
3-14-17
☒ ULWM
☐ TLHM
Model: _____

Name: Marinell Barber	Manor: 107 Via Estrada Unit G	Date: 1/12/17
--------------------------	----------------------------------	------------------

Current Alteration Standard:

Two-piece, Sheet metal, line set cover.

RECEIVED

JAN 16 2017

Alterations Department

Proposed Alteration Variance:

Two-piece, Diversitech speedichannel precast plastic, lineset cover.
To return vinyl chuseneng

Description of Variance:

Different material, made, sized, & designed for ductless mini-split systems.

Dimension of Variance:**FOR OFFICE USE ONLY**

Received By: _____ Date: _____

Proposed Alteration Variance:**Check items received:**

- ☐ Drawing of proposed variance
- ☐ Dimensions of proposed variance
- ☐ Pictures of proposed variance
- ☐ Other: _____

Meetings Scheduled

M&C Committee: _____

Board Meeting: _____

☐ Denied

☐ Approved



RESOLUTION 01-17-XX

Variance Request

RESOLVED, March 14, 2017, that the variance request of Ms. Marinell Barber at 107-G Via Estrada to retain vinyl chaseway of the central heating & air conditioning, is hereby approved; and

RESOLVED FURTHER, all future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 107-G Via Estrada; and

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

RESOLVED FURTHER, all Alterations must be installed in accordance with United Laguna Woods Mutual Standards Section 6: Air Conditioning, with the exception of the vinyl chaseway allowance per this variance.

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



STAFF REPORT

DATE: March 14, 2017
FOR: Board of Directors
SUBJECT: Drone Policy

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. Neither the Mutual nor GRF have a policy regulating the use of drones in Laguna Woods Village.

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

The Mutuels are scheduled to review and discussed the policy at their respective Board meetings.

DISCUSSION

There is an increase in drone use 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.

Adoption of the Drone Policy (Attachment A) setting forth conditions and insurance requirements would protect the Mutuels and GRF in the event of an accident, or damage to person or property. The policy would require registration of the drone with the FAA, so that the person operating the drone can be held responsible in the event of damage.

The Corporation's Attorney reviewed the document and made minor revisions that will not impact how GRF for staff administer the policy.

FINANCIAL ANALYSIS

None.

Prepared By: Heather Rasmussen, Senior Public Affairs Specialist
Francis Rangel, Compliance Supervisor
Debbie Ballesters, Administrative Coordinator

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

ROUTING COMMITTEE: Security

ATTACHMENT(S)

Attachment 1: Proposed Drone Policy
Attachment 2: Proposed Resolution



Drone Policy

I. Purpose

It is the policy of the Golden Rain Foundation (GRF) and United Laguna Woods Mutual ~~Golden Rain Foundation (United GRF)~~ that Residents and/or approved commercial users 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, pets, aircraft, or property in the event of loss or control of the Drone.
- 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, including Drones.
- 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.
- e. Resident is defined as a Member or Lessee who has been approved by the Board of Directors for occupancy.

III. Conditions

- a. A Drone is not allowed to operate unless a permit is granted by GRF and United.
- b. The Resident or approved commercial 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. Guests of Laguna Woods Village Residents are not permitted to operate Drones in the Village.
- f. The PIC must provide proof the Drone is registered with the FAA.
- g. 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.
- h. 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.
- i. The FAA registration number must be displayed on the aircraft decal.
- j. 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).
- k. 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.
- l. Resident and/or approved commercial user planning to operate a Drone must

provide proof of liability insurance with \$1 Million policy limits. The Resident and/or approved commercial user agrees to indemnify GRF, Village Management Services, Inc. (VMS), United Laguna Woods Mutual (ULWM), Third Laguna Hills Mutual (TLHM) and/or Mutual 50 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.

- m. The PIC agrees to yield the right-of-way to other aircraft; the Drone must not exceed 100 MPH; may not carry hazardous materials; and must fly below 400 feet. Takeoff and landing of the drone must be carried out in open, common area.
- n. 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.
- o. The PIC must adhere to all state and federal laws regarding Drones.

IV. Procedure

- a. The Resident and/or approved commercial user must complete and submit "Application for Use of a Drone Permit" for review, one time only.
- b. The "Application for Use of a Drone Permit" and "Flight Plan" must be received at least seven days prior to the anticipated use of the Drone.
- c. The Resident and/or approved commercial user must complete and submit a flight plan every time the drone goes up into the air with an approved permit on file.
- d. The Resident and/or approved commercial user must provide a copy of their FAA registration and liability insurance listing GRF, VMS, ULWM, TLHM and Mutual 50 as additional insurer.
- e. The application and copies are to be submitted to the Resident Services Department located in the Laguna Woods Village Community Center.
- f. The application will be reviewed and conditionally approved or denied by the Chief of Security or his designee and the Resident and/or approved commercial user will be notified of the results within seven business days. Special circumstances may be granted.
- g. If approved, the Drone Permit must be present with the PIC whenever the Drone is operated.

V. Enforcement

GRF, VMS, ULWM, TLHM, and Mutual 50 are authorized to take disciplinary action against a Member found to be in violation of the Drone Policy. When a violation occurs the Board is obligated to evaluate and impose, if appropriate, member discipline as set forth in the governing documents. The Board of Directors has the authority to impose monetary fines, suspend Member privileges, and/or bring forth legal action.

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

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



Drone Policy

I. Purpose

It is the policy of the Golden Rain Foundation (GRF) and United Laguna Woods Mutual (United) that Residents and/or approved commercial users 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, pets, aircraft, or property in the event of loss or control of the Drone.
- 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, including Drones.
- 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.
- e. Resident is defined as a Member or Lessee who has been approved by the Board of Directors for occupancy.

III. Conditions

- a. A Drone is not allowed to operate unless a permit is granted by GRF and United.
- b. The Resident or approved commercial 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. Guests of Laguna Woods Village Residents are not permitted to operate Drones in the Village.
- f. The PIC must provide proof the Drone is registered with the FAA.
- g. 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.
- h. 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.
- i. The FAA registration number must be displayed on the aircraft decal.
- j. 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).
- k. 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.
- l. Resident and/or approved commercial user planning to operate a Drone must

provide proof of liability insurance with \$1 Million policy limits. The Resident and/or approved commercial user agrees to indemnify GRF, Village Management Services, Inc. (VMS), United Laguna Woods Mutual (ULWM), Third Laguna Hills Mutual (TLHM) and/or Mutual 50 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.

- m. The PIC agrees to yield the right-of-way to other aircraft; the Drone must not exceed 100 MPH; may not carry hazardous materials; and must fly below 400 feet. Takeoff and landing of the drone must be carried out in open, common area.
- n. 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.
- o. The PIC must adhere to all state and federal laws regarding Drones.

IV. Procedure

- a. The Resident and/or approved commercial user must complete and submit "Application for Use of a Drone Permit" for review, one time only.
- b. The "Application for Use of a Drone Permit" and "Flight Plan" must be received at least seven days prior to the anticipated use of the Drone.
- c. The Resident and/or approved commercial user must complete and submit a flight plan every time the drone goes up into the air with an approved permit on file.
- d. The Resident and/or approved commercial user must provide a copy of their FAA registration and liability insurance listing GRF, VMS, ULWM, TLHM and Mutual 50 as additional insurer.
- e. The application and copies are to be submitted to the Resident Services Department located in the Laguna Woods Village Community Center.
- f. The application will be reviewed and conditionally approved or denied by the Chief of Security or his designee and the Resident and/or approved commercial user will be notified of the results within seven business days. Special circumstances may be granted.
- g. If approved, the Drone Permit must be present with the PIC whenever the Drone is operated.

V. Enforcement

GRF, VMS, ULWM, TLHM, and Mutual 50 are authorized to take disciplinary action against a Member found to be in violation of the Drone Policy. When a violation occurs the Board is obligated to evaluate and impose, if appropriate, member discipline as set forth in the governing documents. The Board of Directors has the authority to impose monetary fines, suspend Member privileges, and/or bring forth legal action.

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

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



Application for Drone Permit

- ☐ GRF
☐ ULWM
☐ TLHM
☐ Mutual 50
Unit: _____

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

NAME OF RESIDENT	
MANOR ADDRESS	
FEDERAL AVIATION ADMINISTRATION ("FAA") REGISTRATION NUMBER – Attach copy of Registration	
LIABILITY INSURANCE POLICY NUMBER – Attach copy of Insurance Policy	
ACKNOWLEDGMENT BY APPLICANT	
<p>I have read the Drone Policy included with this Application form and agree to comply with all the restrictions and conditions therein.</p> <p>I have attached a copy of my FAA Registration.</p> <p>I have attached a copy of my Liability Insurance Policy, listing GRF, ULWM, TLHM, or Mutual 50 and VMS as an additional insured.</p> <p>I have attached a copy of my Flight Plan and understand that I must submit a new Flight Plan every time the drone goes into the air.</p> <p>This agreement limits the liability of the Golden Rain Foundation, a California nonprofit mutual benefit corporation, United Laguna Woods Mutual, a California nonprofit mutual benefit corporation, Third Laguna Hills Mutual, a California nonprofit mutual benefit corporation, Mutual 50, a California nonprofit mutual benefit corporation, and Village Management Services, Inc. a California corporation, and each of their respective directors, officers, employees, agents, successors and assigns (all hereafter collectively referred to as "GRF Releases") and waives any claim you may have against GRF Releases for injury or damage, except that which arises from the gross negligence or willful misconduct of GRF Releases. Please read this carefully before signing and using the facilities or</p>	
SIGNATURE OF APPLICANT	DATE
ACTION BY MUTUAL BOARD OF DIRECTORS	
APPLICATION DENIED	APPLICATION APPROVED
The Application for a Permit for the Use of a Drone in the Laguna Woods Village Community has been reviewed. Based on the information provided, the application is denied.	The Application for a Permit for the Use of a Drone in the Laguna Woods Village Community has been reviewed. Based on the information provided, the application is approved.
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
DATE	DATE
FOR OFFICE USE ONLY	
Received By	WO#: Agenda Item # 21 a
Reviewed By	<input type="checkbox"/> WO Updated Page 7 of 8

RESOLUTION 01-17-XX

Drone Policy

WHEREAS, the Golden Rain Foundation (GRF) Board of Directors adopted 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, staff members have received numerous requests from various residents to fly Drones in the community;

NOW THEREFORE BE IT RESOLVED, May 9, 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 FUTHER, that this policy shall be put into effect June 1, 2017 to allow GRF and the Mutual's to adopt he same policy; 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.