



## **OPEN MEETING**

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

**Tuesday, January 10, 2023- 9:30 a.m.  
BOARD ROOM/VIRTUAL MEETING  
Laguna Woods Village Community Center, 24351 El Toro Road,  
Laguna Woods, California**

### **NOTICE OF MEETING AND AGENDA**

The purpose of this meeting is to conduct the regular United Mutual Board Meeting in accordance with *Civil Code §4930* and was hereby noticed in accordance with *Civil Code §4920*

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- 1. Call to Order / Establish Quorum – President Ross**
- 2. Pledge of Allegiance to the Flag – Director Liberatore**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of the Meeting Minutes**
  - a. December 5, 2022 – Special Open Meeting
  - b. December 13, 2022 – Regular Open Session
  - c. December 22, 2022 – Agenda Prep Meeting
- 6. Report of Chair**
- 7. Overview of Social Services – (Oral Discussion)**
- 8. Presentation: Solar System Payback Report – (Oral Discussion)**
- 9. Open Forum (Three Minutes per Speaker) -** *At this time Members only may address the Board of Directors regarding items not on the agenda and within the jurisdiction of this Board of Directors. The board reserves the right to limit the total amount of time allotted for the Open Forum to thirty minutes. A member may speak only once during the forum. Speakers may not give their time to other people, no audio or video recording by attendees, and no rude or threatening comments. Members can attend the meeting by joining the Zoom link <https://zoom.us/j/95563492734> or call 1 (669) 900-6833 or email [meeting@vmsinc.org](mailto:meeting@vmsinc.org) to have your message read during the Open Forum.*
- 10. Responses to Open Forum Speakers**
  - a. Response to open forum speakers
  - b. Response to past open forum speakers – Director Achrekar
- 11. VMS Board Update – Director Robledo**

## **12. CEO Report**

### **13. Consent Calendar** – *All matters listed under the Consent Calendar are recommended for action by committees and will be enacted by the Board by one motion. In the event that an item is removed from the Consent Calendar by Members of the Board, such item(s) shall be the subject of further discussion and action by the Board.*

- a. Consistent with its statutory obligations under Civil Code §5501, a subcommittee of the board consisting of the Treasurer and at least one other board member reviewed the United Laguna Woods Mutual preliminary financials for the months of November 2022, such review is hereby ratified.
- b. **Recommendation from the Landscape Committee – None**
- c. **Recommendation from the Architectural Control and Standards Committee – None**
- d. Approve the Review of the United Sub-Leasing and Transfer of Trust Documents Approved in December 2022, and such review is hereby ratified. (CHECK LIST)
- e. **Recommendation from the Finance Committee**
  - 1. Approve a Resolution for Recording a Lien against Member ID # 947-413-50

## **14. Unfinished Business**

- a. Entertain a Motion to Approve Anti-Harassment, Anti-Abuse, and Anti-Intimidation Policy and Formation of Joint Hearing Body (**December initial notification – 28-day notification for member review and comments to comply with Civil Code §4360 has been satisfied**)

## **15. New Business**

- a. Town Halls – (Oral Discussion)

## **16. Director Comments (Two minutes per director)**

## **17. Committee Reports**

- a. Report of the Finance Committee / Financial Report – Director Asgari. The Committee met on November 29, 2022 and December 27, 2022; next meeting January 31, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
  - (1) Treasurer's Report – December and January
  - (2) United Finance Committee Report – November and December
  - (3) Resales/Leasing Reports – November and December
  - (4) Report of the Investment Ad Hoc Committee – Director Asgari. The Committee met on November 10, 2022; next meeting TBA.

- (5) Report of the Loan Ad Hoc Committee – Director Asgari. Next meeting TBA.
- b. Report of the Architectural Control and Standards Committee – Director Blackwell. The Committee met on October 20, 2022; next meeting January 19, 2023, at 9:30 a.m. in the Board Room and as a virtual meeting.
  - c. Report of Member Hearings Committee – Director Lee. The Committee met on December 8, 2022; next meeting January 12, 2023, 9:00 a.m. in the Sycamore Room and as a virtual meeting.
  - d. Report of the Governing Documents Review Committee – Director Blackwell. The Committee met on November 17, 2022; next meeting January 19, 2023, 1:30 p.m. in the Board Room and as a virtual meeting.
  - e. Report of the Landscape Committee – Director Casey. The Committee met on November 28, 2022; next meeting January 23, 2023, 1:30 p.m. in the Board Room and as a virtual meeting.
  - f. Report of the Maintenance & Construction Committee – Director Bastani. The Committee met on October 26, 2022 and December 28, 2022; next meeting February 22, 2023, at 9:30 a.m. in the Board Room and as a virtual meeting.
  - g. Report of the United Resident Advisory Committee – Director Liberatore. The committee met on December 8, 2022; next meeting January 12, 2023, at 4:00 p.m. in the Elm Room and as a virtual meeting.

## **18. GRF Committee Highlights**

- a. Report of the GRF Finance Committee – Director Asgari. The committee met on October 19, 2022 and December 21, 2022; next meeting February 15, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
  - b. Report of the GRF Strategic Planning Committee— Director Casey. The committee met on October 3, 2022; next meeting TBA.
  - c. Report of the Community Activities Committee – Director Casey. The committee met on November 10, 2022 and December 8, 2022; next meeting January 12, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
  - d. Report of the GRF Landscape Committee – Director Casey. The committee met on September 14, 2022 and December 14, 2022; next meeting February 8, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
  - e. Report of the GRF Maintenance & Construction Committee – Director Simon. The committee met on October 12, 2022 and December 14, 2022; next meeting February 8, 2023, at 9:30 a.m. in the Board Room and as a virtual meeting.
- (1) Clubhouse (Facilities) Ad Hoc Committee – Director Simon. The Ad Hoc Committee met June 24, 2022; next meeting TBA.

- f. Report of the Media and Communication Committee – Director Blackwell. The committee met on November 21, 2022; next meeting January 16, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
    - (1) Website Ad-Hoc Committee – Director Liberatore. The committee met on December 29, 2022; Next meeting TBA
    - (2) Broadband Ad Hoc Committee – Director Casey. The committee met on November 29, 2022; next meeting TBA.
  - g. Report of the Mobility and Vehicles Committee – Director Asgari. The Committee met on October 5, 2022 and December 7, 2022; next meeting February 1, 2023, at 1:30 p.m. in the Board Room.
  - h. Report of the Security and Community Access Committee – Director Blackwell. The Committee met on October 31, 2022; next meeting February 27, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
  - i. Laguna Woods Village Traffic Hearings – Director Achrekar. The Traffic Hearings were held on November 16, 2022; next hearings on January 18, 2023, at 9:00 a.m. in the Board Room.
  - j. Report of the Disaster Preparedness Task Force – Director Liberatore. The Task Force met on November 29, 2022; next meeting January 31, 2023, at 9:30 a.m. in the Board Room and as a virtual meeting.
  - k. Report of the Purchasing Task Force Ad Hoc Committee – President Ross. The Committee met on April 7, 2022; next meeting TBA.
  - l. Report of the Information Technology Advisory Committee – Director Casey. The Committee met on December 9, 2022; next meeting TBA.
  - m. Report of the Insurance Ad Hoc Committee – Director Liberatore. The Committee met on July 25, 2022; next meeting TBA.
  - n. Report of the Compliance Ad Hoc Committee – Director Blackwell. The Committee met on November 30, 2022; next meeting TBA.
- 19. Future Agenda Items –** *All matters listed under Future Agenda Items are Resolutions on 28-day public review or items for a future Board Meetings. No action will be taken by the Board on these agenda items at this meeting. The Board will take action on these items at a future Board Meeting.*
- 2023 Objectives for VMS Reps
- 20. Recess -** *At this time, the Meeting will recess for lunch and reconvene to Executive Session to discuss the following matters per California Civil Code §4935.*

**CLOSED SESSION NOTICE AND AGENDA**

*Approval of Agenda*

*Approval of the Following Meeting Minutes;*

*(a) December 13, 2022 – Regular Closed Session*

*Discuss and Consider Member Disciplinary Matters*

*Discuss Personnel Matters*

*Discuss and Consider Contractual Matters*

*Discuss and Consider Legal and Litigation Matters*

## **21. Adjourn**

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## **SPECIAL 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**

**Monday, December 5, 2022- 2:00 p.m.  
Board Room/Virtual Meeting  
24351 El Toro Road, Laguna Woods, California**

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Directors Present: Lenny Ross, Anthony Liberatore, Mary Simon, Azar Asgari, Maggie Blackwell, Thomas Tuning

Directors Absent: Reza Bastani (excused), Pearl Lee, Diane Casey

Staff Present: Siobhan Foster, Paul Nguyen, Makayla Schwietert, Catherine Laster, Carlos Rojas

Candidates Present: Cash Achrekar, Homa Afjeh

Others Present: GRF – Elsie Addington, Juanita Skillman  
VMS – Cynthia Rupert

**1. Call Meeting to Order / Establish Quorum**

President Ross called the meeting to order at 2:00 p.m. and established that a quorum was present.

**2. State Purpose of Meeting – President Ross**

President Ross stated the purpose of the meeting.

**3. Approval of the Agenda**

Director Liberatore made a motion to approve the agenda. Director Simon seconded.

Hearing no changes or objections, the amended Agenda was approved unanimously.

**4. Introduction of United Candidates**

President Ross introduced the United VMS Candidates:

- Cash Achrekar
- Homa Afjeh

**5. Candidate Opening Statements**

The candidates were given two minutes to give an opening statement.

**6. Candidate Interviews**

The candidates were given 1-2 minutes to answer questions from the board.

**7. Candidate Closing Statements**

The candidates were given 2 minutes to give a closing statement.

**8. Entertain a Motion to commence Balloting**

Director Blackwell made a motion to commence balloting. Director Liberatore seconded.

Hearing no changes or objections, the motion was approved unanimously.

**9. Entertain a Motion to Cease Balloting**

Director Blackwell made a motion to cease balloting. Director Liberatore seconded.

Hearing no changes or objections, the motion was approved unanimously.

**10. Tabulation of Ballots and Announce Results – Corporate Secretary**

Assistant Corporate Secretary, Paul Nguyen, tabulated the ballots and announced the results.

- Cash Achrekar – 1 vote
- Homa Afjeh – 5 votes

Homa Afjeh was elected to a 3-year term ending in December 2025

**11. Member Comments - None**

**12. Director Comments - None**

**13. Adjournment**

The meeting was adjourned at 2:54 p.m.

DocuSigned by:

*Mary Simon*

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Mary Simon, Secretary of the Board  
United Laguna Woods Mutual





**OPEN MEETING**

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

**Tuesday, December 13, 2022- 9:30 a.m.  
Board Room/Virtual Meeting  
24351 El Toro Road, Laguna Woods, California**

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Directors Present: Lenny Ross, Thomas Tuning, Anthony Liberatore, Pearl Lee, Diane Casey, Mary Simon, Maggie Blackwell, Cash Achrekar

Directors Absent: Reza Bastani, Azar Asgari

Staff Present: CEO Siobhan Foster, Makayla Schwietert, Paul Nguyen, Carlos Rojas, Eric Nunez, Robert Carroll, Steve Hormuth, Bart Mejia, Kurt Wiemann

Candidates Present: Frances Bok, William Wilson

Others Present: GRF: None  
Third: None  
VMS: Norman Kahn and Cynthia Rupert

**1. Call Meeting to Order/Establish Quorum**

President Ross called the meeting to order at 9:30 a.m. and acknowledged that a quorum was present.

**2. Pledge of Allegiance to the Flag**

Director Casey led the pledge of allegiance.

**3. Acknowledge Media**

The Village Television Camera Crew, by way of remote cameras, was acknowledged as present.

**4. Approval of Agenda**

President Ross requested to move agenda Item VMS Update to Agenda Item 7. Additionally, requested to change Agenda Item 6. Social Services Update - (Oral Discussion) to Solar Updates - (Oral Discussion).

Director Blackwell made a motion to approve the agenda as amended. Director Casey seconded.

Hearing no changes or objections, the motion to approve the amended agenda was approved unanimously.

## **5. Approval of Minutes**

- a. November 8, 2022 – Regular Open Session
- b. November 14, 2022 – Special Open Meeting
- c. November 23, 2022 – Agenda Prep Meeting
- d. October 11, 2022 – Annual Meeting
- e. October 11, 2022 – Organizational Meeting

Director Asgari requested to change the following for the October 11, 2022 Organizational Meeting Minutes:

- Correct the vote on page (2 of 6) from 6-4 to 6-4-1.
- Add Director Blackwell as who made a motion to nominate herself as Secretary of the Board on page (3 of 6).
- Add President Ross as who opened the floor for the Treasurer vote on page (3 of 6).

Director Asgari additionally requested to change the following on the November 23, 2022 Agenda Prep Meeting minutes:

- Remove “excused” from Director Casey’s absence.

Director Asgari made a motion to approve the meeting minutes as amended. Director Blackwell seconded.

Hearing no objections, the amended meeting minutes were approved by unanimous consent.

## **6. Report of the Chair**

President Ross commented on the following items:

- There shall be no interruptions, debates, or attacks made against any board members or residents. The goal is to run the meeting as professionally and organized as possible.
- A successful vote was conducted on November 14, 2022 regarding the T-Bills recovery plan.

## **THIS ITEM WAS MOVED TO ITEM 7 DURING APPROVAL OF AGENDA**

## **7. VMS Board Update**

VMS Director Kahn provided an updated on the following items:

- Discussed “A Pivotal Year with Many Changes” article to be placed in the upcoming Village Breeze and provided all accomplishments made by VMS, and discussed future goals.

VMS Director Kahn answered questions and discussion ensued among the Board.

**THIS AGENDA ITEM TITLE WAS UPDATED DURING APPROVAL OF AGENDA**

**8. Solar Update – (Oral Discussion)**

Bart Mejia, Maintenance & Construction Assistant Director, provided an oral update regarding Solar within the community.

Mr. Mejia answered questions from the Board.

**9. Open Forum (Three Minutes per Speaker)**

*At this time Members addressed the Board of Directors regarding items not on the agenda*

The following members made comments:

- A member commented on the Anti-Harassment Policy, and expressed their own personal harassment issues.
- A member commented on and provided updates regarding the Laguna Woods Village Foundation.
- A member commented on a petition to call a special meeting for the GRF Board regarding finance concerns.
- A member commented on the importance of obtaining ideas and inputs from residents, and additionally discussed their concerns regarding the solar updates.
- A member commented on receiving a mass email to residents from a United Director, and questioned the authenticity of said Director.
- Director Asgari read an email from a member commenting on obtaining appliance replacement.

Director Achrekar entered the meeting at 11:02 a.m.

**10. Responses to Open Forum Speakers**

**a. Response to Open Forum Speakers**

- Director Casey addressed the comment regarding the Director email in question, and provided clarification behind the emails.
- Director Simon addressed the comment regarding the solar update concerns.
- Director Asgari addressed the member comment regarding the Director email in question, and provided their own concerns regarding said emails. And additionally, commented on the solar update concerns.
- President Ross stated that he advised Directors to not send mass emails to residents or speak on behalf of the board.

**b. Response to Past Open Forum Speakers – Maggie Blackwell**

- Director Blackwell commented on the responses to the previous Open Forum Speakers from the November board meeting, and advised on updates.

## **11. CEO Report**

CEO Siobhan Foster discussed the following items:

- Upcoming Holiday Hours
- Who to Call After-Hours
- Christmas Tree Recycling
- 2023 Mulch Days
- Clubhouse 7 Updated Hours

CEO Foster answered questions from the board.

## **12. United Board Vacancy Appointment**

### **a. Introduction of United Candidates**

President Ross introduced the United VMS Candidates:

- Frances Bok
- William Wilson

### **b. Candidate Opening Statements**

The candidates were given two minutes to give an opening statement.

### **c. Candidate Interviews**

The candidates were given 1-2 minutes to answer questions from the board.

### **d. Candidate Closing Statements**

The candidates were given 2 minutes to give a closing statement.

### **e. Entertain a Motion to commence Balloting**

President Ross made a motion to commence balloting. Director Achrekar seconded.

Hearing no changes or objections, the motion was approved unanimously.

### **f. Entertain a Motion to Cease Balloting**

Director Asgari made a motion to cease balloting. Director Simon seconded.

Hearing no changes or objections, the motion was approved unanimously

### **g. Tabulation of Ballots and Announce Results – Corporate Secretary**

Assistant Corporate Secretary, Paul Nguyen, tabulated the ballots and announced the results.

- Frances Bok – 6 votes
- William Wilson – 3 votes

Frances Bok was elected to a 2-year term ending in December 2024

### **13. Consent Calendar**

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

- a. Consistent with its statutory obligations under Civil Code §5501, a subcommittee of the board consisting of the Treasurer and at least one other board member reviewed the United Laguna Woods Mutual preliminary financials for the month of October 2022, such review is hereby ratified.**
- b. Recommendation from the Landscape Committee - None**
- c. Recommendation from the Architectural Control and Standards Committee - None**
- d. Approve the Review of the United Sub-Leasing and Transfer of Trust Documents Approved in November 2022, and such review is hereby ratified.**
- e. Recommendation from the Finance Committee - None**

Director Asgari made a motion to approve the Consent Calendar. Director Casey seconded.

Hearing no changes or objections, the Consent Calendar was approved unanimously.

### **14. Unfinished Business**

- a. Entertain a Motion to Approve Proposed to Land Use Policy (November Initial Notification – 28-day notification for member review and comment to comply with Civil Code §4360 has been satisfied)**

Director Blackwell read the following resolution:

#### **RESOLUTION 01-22-80**

#### **Land Use Alteration Policy**

**WHEREAS**, the Board of Directors of United Laguna Woods Mutual (“Board”) established policies and procedures for the construction of any alterations, additions and expansions; and

**WHEREAS**, the Board, through Resolutions U-02-46, U-02-155, 01-04-54, 01-07-45, 01-08-73, 01-17-94 and 01-19-12 (collectively referred to as the “Land Use Policy”) adopted and implemented the Land Use Alteration Policy, some of which allowed members, in limited circumstances, to make exclusive use of certain portions of the common area to expand the footprint of their unit; and

**WHEREAS**, members have expressed concern over the Land Use Policy and, in general, the Board’s policy to allow members to use common area for their exclusive use by making alterations to units that expand the improvements beyond the original footprint; and

**WHEREAS**, the original footprint shall be defined as the unit, original patios, courtyards and atriums as shown on the original floorplans; and

**WHEREAS**, members have been permitted to construct alterations on previously approved or grandfathered expansions of the original footprint; and

**WHEREAS**, the Board has consulted with staff, legal counsel and having previously terminated the Land Use Policy that allowed members to make exclusive use of common area through such alterations;

**NOW THEREFORE BE IT RESOLVED**, December 13, 2022, that the Board hereby introduces the Revised Land Use Policy; and

**NOW THEREFORE BE IT RESOLVED**, that California Civil Code Section 4600 states that “...the affirmative vote of members owning at least 67 percent of the separate interests in the common interest development shall be required before the board may grant exclusive use of any portion of the common area to a member”; and

**RESOLVED FURTHER**, that the Board of Directors determines that there are no exclusive use common areas outside of the original footprint of the manor and therefore, California Civil Code Section 4600 (b) (3) (E) is not applicable to variance requests; and

**RESOLVED FURTHER**, that the Board of Directors acknowledges that current and active standards that allows improvements in common areas such as the installation of solar panels, lifts, ramps, etc. will continue to be in effect; and

**RESOLVED FURTHER**, that the Board of Directors shall not approve any alterations expanding the original footprint of units (some examples include the installation of new sliding doors that lead into common areas which require the installation of a landing in common area, and the installation of pads in common areas for golf cart parking), but that all such alterations currently in

place, which have already been approved under the Land Use Policy, are grandfathered; and

**RESOLVED FURTHER**, that no further alteration may be approved or constructed on any previously approved, permitted or grandfathered alteration that encroaches upon common area, other than like for equivalent, that augments, enlarges, or changes

the construction, purpose, or use of the previously approved, permitted or grandfathered alteration; and

**RESOLVED FURTHER**, that no new exclusive use improvement, room extension, or room addition may be constructed in common areas or on any previously approved or grandfathered expanded footprint area; and

**RESOLVED FURTHER**, that the determination of whether a proposed alteration is like- for-equivalent shall be made by Staff, in consultation with the Architectural Controls and Standards Committee, and subject to appeal to the Board, whose decision shall be final and made in the Board's sole and absolute discretion; 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 Casey made a motion to approve Resolution 01-22-80. Director Asgari seconded.

Discussion ensued among the board.

Hearing no changes or objections, the motion was called to a vote and passed 7-2. Directors Asgari and Achrekar opposed.

- b. Entertain a Motion to Discuss and Consider Criminal Background Qualifications Policy (**November initial notification – 28-day notification for member review and comments to comply with Civil Code §4360 has been satisfied**).

#### **RESOLUTION 01-22-81**

#### **Criminal Background Qualifications Policy**

**WHEREAS**, the Governing Documents Review Committee is tasked to review policy and processes for consistency; and

**WHEREAS**, the Board recognized the need to establish a Criminal Background Qualifications Policy;

**NOW THEREFORE BE IT RESOLVED**; December 13, 2022 that the Board of Directors of this Corporation hereby approves the Criminal Background

Qualifications 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 Casey made a motion to approve Resolution 01-22-81. Director Blackwell seconded.

Discussion ensued among the board.

Hearing no changes or objections, the motion was called to a vote and passed 9-0.

**c. Strategic Planning Update – President Ross (Oral Discussion)**

President Ross discussed the need for Strategic Planning and to defer this topic for a future meeting, as he would like to discuss this topic with the other Board Presidents.

Discussion ensued among the board.

**d. Update Committee Appointments**

**RESOLUTION 01-22-82**

**Golden Rain Foundation Committee Appointments**

**RESOLVED**, December 13, 2022, 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:

**GRF Strategic Planning Committee**

Mary Simon

Reza Bastani (Lenny Ross temporarily)

**GRF Community Activities Committee**

Diane Casey

Pearl Lee

**GRF Finance**

Azar Asgari

Thomas Tuning

**GRF Landscape Committee**

Diane Casey

Lenny Ross



**GRF Maintenance & Construction**

Reza Bastani (~~Alison Bok temporarily~~)

Mary Simon

**Clubhouses & Facilities Renovation Ad Hoc Committee**

Reza Bastani

Mary Simon

**GRF Media and Communications Committee**

Maggie Blackwell

Anthony Liberatore

**GRF Mobilityand Vehicles Committee**

Azar Asgari

~~Pat English~~

Alison Bok

**GRF Security and Community Access**

Maggie Blackwell

Cash Achrekar

**Disaster Preparedness Task Force**

Anthony Liberatore

~~Pat English~~

Alison Bok

**Laguna Woods Village Traffic Hearings**

Cash Achrekar

Pearl Lee

**Purchasing Ad Hoc Committee**

Thomas Tuning

Lenny Ross

**Information Technology Advisory Committee**

Diane Casey

Thomas Tuning

**Broadband Ad Hoc Committee**

Diane Casey

Maggie Blackwell

**Insurance Ad Hoc Committee**

Anthony Liberatore

Lenny Ross

**Website Ad Hoc Committee**

Anthony Liberatore

Azar Asgari

**Compliance Ad Hoc Committee**

Maggie Blackwell

Pearl Lee

**RESOLVED FURTHER**, that Resolution 01-22-77, adopted November 8, 2022, is hereby superseded and cancelled.

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

**RESOLUTION 01-22-83**

**United Laguna Woods Mutual Committee Appointments**

**RESOLVED**, December 13, 2022, that the following persons are hereby appointed to serve the Corporation in the following capacities:

**Architectural Controls and Standards Committee**

Anthony Liberatore (Chair)

Maggie Blackwell

~~Pat English~~

Alison Bok

**Finance Committee**

Azar Asgari, Chair

Thomas Tuning

Mary Simon

**Governing Documents Review Committee**

Maggie Blackwell (Chair)

Mary Simon

Azar Asgari

**Landscape Committee**

Diane Casey (Chair)

Lenny Ross

Anthony Liberatore

**Landscape Tree Ad Hoc**

Diane Casey (Chair)

**Maintenance and Construction Committee**

Reza Bastani (Chair) (Lenny Ross – temporarily)

Pearl Lee  
Lenny Ross

**Members Hearing Committee**

Pearl Lee (Chair)  
Thomas Tuning  
~~Pat English~~  
Alison Bok

**New Resident Orientation**

Maggie Blackwell  
Cash Achrekar (Chair)

**Resident Advisory Committee**

Anthony Liberatore (Chair)  
Pearl Lee  
Cash Achrekar

**Investment Ad Hoc Committee**

Azar Asgari, Chair

**RESOLVE FURTHER** that all directors are considered alternate members of each committee "Alternate." Each Alternate may serve as a substitute for another director that is unable to attend a meeting ("Substitute"). Committee Member Alternates cannot substitute for more than two (2) consecutive meetings. This will allow any director to ask any other director to sit in their stead during a temporary absence or unavailability. Of course, we can modify this and structure this any way the Board feels is best. However, the concept is that the Board, in advance, will approve any director sitting on a committee on a temporary basis when necessary to fill in for another director.

**RESOLVED FURTHER** Resolution 01-22-78, adopted November 8, 2022, is hereby superseded and canceled.

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

Director Asgari made a motion to approve Resolution 01-22-82 and Resolution 01-22-83. Director Blackwell seconded.

Hearing no changes or objections, the motion was called to a vote and passed unanimously.

- e. Entertain a Motion to Approve Anti-Harassment, Anti-Abuse, and Anti-Intimidation Policy and Formation of Joint Hearing Body (**December initial notification – 28-day notification for member review and comments to comply with Civil Code §4360**)

## **RESOLUTION 01-23-XX**

### **Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy and Charter of the Joint Hearing Body Committee**

**WHEREAS**, the Board of Directors of United Laguna Woods Mutual (“United”) and Golden Rain Foundation (“GRF”) require a clear and consistent policy to address claims of harassment, abuse and intimidation by directors to staff of Village Management Services, Inc., fellow directors and residents, as well as claims involving harassment, abuse and intimidation by residents to staff of VMS, directors and other residents; and

**WHEREAS**, this Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy (“Policy”) is intended to provide guidance relative to such behavior and issue a mechanism for addressing same by the Anti-Harassment, Anti-Abuse and Anti-Intimidation Joint Hearing Body Committee; and

**WHEREAS**, this Policy is being adopted by the Board of Directors of GRF and United in the exercise of their respective duties to maintain, protect and enhance the value and desirability of Laguna Woods Village and the interests of all of its members.

**NOW THEREFORE BE IT RESOLVED**, [Date], that the Board of Directors of this Corporation hereby adopts the Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy and Charter of the Joint Hearing Body Committee, as attached to the official minutes of this meeting; and

**RESOLVE FURTHER**, that Resolution 01-22-73, adopted November 8, 2022 is hereby suspended and cancelled; and

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

Director Casey made a motion to approve the Resolution for discussion purposes and to postpone the final vote for 28-days per Civil Code §4360. Director Blackwell seconded the motion.

Discussion ensued among the Board.

CEO Foster and Francis Gomez, answered questions from the Board.

Hearing no changes or objections, the motion was called to a vote and passed 5-3. Directors Tuning, Ross, and Asgari opposed.

(DECEMBER Initial Notification - postpone 28-days for Member review and comment to comply with Civil Code §4360).

**15. New Business**

**a. Report of Town Hall**

President Ross briefly discussed last weeks' Town Hall Meeting with the Board on December 9, 2022.

**b. Entertain a Motion to Approve Private Loans Research Ad Hoc Committee**

**RESOLUTION 01-22-84**

**Private Loan Research Ad Hoc Committee Charter**

**WHEREAS**, the United Finance Committee has expressed concern over (1) the inability for existing members to obtain loans using their manor / membership as collateral and (2) potential members inability to obtain a loan to purchase a new unit;

**NOW THEREFORE BE IT RESOLVED**, December 13, 2022, the Board of Directors hereby forms a Private Loan Research Ad Hoc Committee and assigns the duties and responsibilities as follows:

**MISSION**

The purpose of the Private Loan Research Ad Hoc Committee is to research loan options and reexamine prior policies that currently restrict the use of private loans.

**MEMBERSHIP**

The Private Loan Research Ad Hoc Committee shall be comprised of five members, one Director from the Board and four at-large members selected by the Board of Directors to represent the Corporation based on their expertise with private loans. The at-large members will be United owners and may or may not currently serve as an advisor to another committee.

**DUTIES AND RESPONSIBILITIES**

1. The Private Loan Research Ad Hoc Committee will be chaired by the Treasurer of the Board and will meet as often as determined necessary to accomplish the objectives.

2. The Private Loan Research Ad Hoc committee will (a) study the history of United loan approvals including use of a Recognition Agreement, (b) become familiar with recent events that have prevented lenders from loaning money to United members, (c) understand the history leading up to the approval of Resolution

01-16-107 discontinuing the use of individual recognition agreements, and (d) recommend solutions to the Board of Directors that may allow existing and

potential members to obtain loans using their manor / membership as collateral.

**RESOLVED FURTHER**, the Private Loan Research Ad Hoc committee shall perform such other duties as may be assigned by the United Finance Committee during this assignment; and

~~**RESOLVED FURTHER**, the Private Loan Research Ad Hoc Committee will be automatically disbanded upon conclusion of the duties and responsibilities assigned herein or when directed by the Board.~~

Director Blackwell made a motion to remove the last paragraph of the resolution. Director Simon seconded.

Hearing no changes or objections, the amendment to the resolution was called to a vote and passed unanimously.

Hearing no changes or objections the motion to approve Resolution 01-22-84 as amended was called to a vote and passed 7-1-1. Director Liberatore opposed. Director Achrekar abstained.

**16. Director Comments (Two minutes per director)**

- Director Blackwell commented not being recognized to speak at meetings.
- Director Casey commented on her disagreement regarding the discussion of her emails.

**THIS ITEM WAS NOT DISCUSSED AT THE MEETING**

**17. Committee Reports**

- a. Report of the Finance Committee / Financial Report – Director Asgari. The Committee met on November 29, 2022; next meeting December 27, 2022, at 1:30 p.m. in the Board Room and as a virtual meeting.
  - (1) Treasurer's Report
  - (2) United Finance Committee Report
  - (3) Resales/Leasing Reports
- b. Report of the Architectural Control and Standards Committee – Director Blackwell. The Committee met on October 20, 2022; next meeting January 19, 2023, at 9:30 a.m. in the Board Room and as a virtual meeting.
- c. Report of Member Hearings Committee – Director Lee. The Committee met on November 24, 2022; next meeting December 8, 2022, 9:00 a.m. in the Board Room and as a virtual meeting.
- d. Report of the Governing Documents Review Committee – Director Blackwell. The Committee met on November 17, 2022; next meeting December 15, 2022, 1:30 p.m. in the Board Room and as a virtual

meeting.

- e. Report of the Landscape Committee – Director Casey. The Committee met on November 28, 2022; next meeting January 23, 2023, 1:30 p.m. in the Board Room and as a virtual meeting.
- f. Report of the Maintenance & Construction Committee – Director Bastani. The Committee met on October 26, 2022; next meeting December 28, 2022, at 9:30 a.m. in the Board Room and as a virtual meeting.
- g. Report of the United Resident Advisory Committee – Director Liberatore. The committee met on December 8, 2022; next meeting January 12, 2023, at 4:00 p.m. in the Elm Room and as a virtual meeting.

## **18. GRF Committee Highlights**

- a. Report of the GRF Finance Committee – Director Asgari. The committee met on October 19, 2022; next meeting December 21, 2022, at 1:30 p.m. in the Board Room and as a virtual meeting.
- b. Report of the GRF Strategic Planning Committee— Director Casey. The committee met on October 3, 2022; next meeting TBA.
- c. Report of the Community Activities Committee – Director Casey. The committee met on December 8, 2022; next meeting January 12, 2022, at 1:30 p.m. in the Board Room and as a virtual meeting.
- d. Report of the GRF Landscape Committee – Director Casey. The committee met on September 14, 2022; next meeting December 14, 2022, at 1:30 p.m. in the Board Room and as a virtual meeting.
- e. Report of the GRF Maintenance & Construction Committee – Director Simon. The committee met on October 12, 2022; next meeting December 14, 2022, at 9:30 a.m. in the Board Room and as a virtual meeting.
  - (1) Clubhouse (Facilities) Ad Hoc Committee – Director Simon. The Ad Hoc Committee met June 24, 2022; next meeting TBA.
- f. Report of the Media and Communication Committee – Director Blackwell. The committee met on November 21, 2022; next meeting December 19, 2022, at 1:30 p.m. in the Board Room and as a virtual meeting.
  - (1) Website Ad-Hoc Committee – Director Liberatore. The committee met on September 14, 2022; Next meeting TBA
  - (2) Broadband Ad Hoc Committee – Director Casey. The committee met

on November 29, 2022; next meeting TBA.

- g. Report of the Mobility and Vehicles Committee – Director Asgari. The Committee met on December 7, 2022; next meeting February 1, 2023, at 1:30 p.m. in the Board Room.
- h. Report of the Security and Community Access Committee – Director Blackwell. The Committee met on October 31, 2022; next meeting February 27, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
- i. Laguna Woods Village Traffic Hearings – Director Achrekar. The Traffic Hearings were held on November 16, 2022; next hearings on December 21, 2022, at 9:00 a.m. in the Board Room.
- j. Report of the Disaster Preparedness Task Force – Director Liberatore. The Task Force met on November 29, 2022; next meeting January 31, 2023, at 9:30 a.m. in the Board Room and as a virtual meeting.
- k. Report of the Purchasing Task Force Ad Hoc Committee – President Ross. The Committee met on April 7, 2022; next meeting TBA.
- l. Report of the Information Technology Advisory Committee – Director Casey. The Committee met on October 28, 2022; next meeting December 9, 2022 as a virtual meeting.
- m. Report of the Insurance Ad Hoc Committee – Director Liberatore. The Committee met on July 25, 2022; next meeting TBA.

Report of the Compliance Ad Hoc Committee – Director Blackwell. The Committee met on October 19, 2022; next meeting TBA.

#### **19. Future Agenda Items**

- **Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy and Charter of the Joint Hearing Body Committee**
- **Discussion of Social Services**

#### **20. Recess** - *At this time the meeting will recess for lunch and reconvene to Closed Session to discuss the following matters per California Civil Code §4935.*

The meeting recessed at 1:50 p.m. into the Closed Session.

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

*Approval of Agenda*

*Approval of the Following Meeting Minutes;*

*(a) November 8, 2022 – Regular Closed Session*

*Discuss and Consider Member Disciplinary*

*Matters*

*Discuss Personnel Matters*



*Discuss and Consider Contractual Matters*  
*Discuss and Consider Legal and Litigation*  
*Matters*

**21. Adjourn**

The meeting was adjourned at 5:07 p.m.

DocuSigned by:

*Mary Simon*

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Mary Simon, Secretary of the Board  
United Laguna Woods Mutual

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**OPEN SESSION**

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

**Wednesday, December 22, 2022, at 2:00 p.m.  
24351 El Toro Road, Laguna Woods, California  
WILLOW ROOM/VIRTUAL MEETING**

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**The purpose of this meeting is to discuss items for the regular board meeting agenda**

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Directors Present: Lenny Ross, Thomas Tuning, Anthony Liberatore, Maggie Blackwell, Cash Achrekar, Diane Casey, Pearl Lee

Directors Absent: Reza Bastani, Mary Simon, Azar Asgari, Alison Bok

Staff Present: Makayla Schwietert, Paul Nguyen, Catherine Laster, Carlos Rojas

Others Present: None

**1. Call Meeting to Order / Establish Quorum – President Ross**

President Ross called the meeting to order at 2:00 p.m. and established that a quorum was present.

**2. Approval of the Agenda**

President Ross called for an approval of the agenda.

Hearing no changes or objections, the agenda was approved unanimously.

**3. Discuss and Consider Items for the United Board Regular Meeting (open and closed sessions) on January 10, 2023**

The Board as a consensus made decisions to remove, move, and add items onto and from the Open and Closed agendas.

Director Blackwell made a motion to delay the agenda item “2023 Objectives for VMS Reps – Oral Discussion”. Director Lee seconded.

Hearing no changes or objections, the motion was called to a vote and failed 3-2. Director Liberatore abstained.

As a consensus, the Board decided to place the item “2023 Objectives for VMS Reps – Oral Discussion” under Future Agenda Items.


Director Blackwell made a motion to approve the Open and Closed agendas as amended. Director Tuning seconded.

Hearing no changes or objections, the motion was called to a vote and passed unanimously.

**4. Director Comments – None**

**5. Adjournment**

President Ross adjourned the meeting at 2:54 p.m.

DocuSigned by:  
  
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Lenny Ross, President of the Board  
United Mutual Laguna Woods

# Membership Trust Transfer Review Confirmation Checklist

By way of Resolution 01-20-52, the Board of Directors of United Laguna Woods Mutual has elected to delegate its authority to act upon and approve or deny membership trust transfer requests to an authorized agent. On a monthly basis, a subcommittee of the Board, consisting of United's secretary and at least one other director, shall randomly check select membership trust transfer applications for completeness and conformance with established rules and regulations.

The undersigned Board members affirm that they have reviewed select membership trust transfer applications for the period ending December 31, 2022.

- \_\_\_\_\_ Staff report
- \_\_\_\_\_ Financial qualifications met
- \_\_\_\_\_ Attorney opinion letter
- \_\_\_\_\_ Membership certificate; death certificate (if applicable)
- \_\_\_\_\_ Credit report, FICO score
- \_\_\_\_\_ Background check
- \_\_\_\_\_ Emergency / CodeRed form
- \_\_\_\_\_ Criminal record
- \_\_\_\_\_ Age verification

I certify that a random and representative sampling of membership trust transfer applications was reviewed to the best of my ability. The applications confirm to established rules and regulations.

## UNITED LAGUNA WOODS MUTUAL

Signature

*Anthony M. Liberatori*

Print Name

ANTHONY M. LIBERATORI

Title

DIRECTOR

Date

01/03/2022

## UNITED LAGUNA WOODS MUTUAL

Signature

*out*

Print Name

SECRETARY  
of town

Title

Date

## Sublease Review Confirmation Checklist

By way of Resolution 01-20-52, the Board of Directors of United Laguna Woods Mutual has elected to delegate its authority to act upon and approve or deny sublease applications to an authorized agent. On a monthly basis, a subcommittee of the Board, consisting of United's secretary and at least one other director, shall randomly check select applications for completeness and conformance with established rules and regulations.

The undersigned Board members affirm that they have reviewed select sublease applications for the period ending December 31, 2022.

\_\_\_\_\_ Shareholder date  
\_\_\_\_\_ Sublease application  
\_\_\_\_\_ Sublease agreement or addendum/extension  
\_\_\_\_\_ Credit report, FICO score  
\_\_\_\_\_ Background check  
\_\_\_\_\_ Emergency/CodeRed form  
\_\_\_\_\_ Criminal record  
\_\_\_\_\_ Age verification

I certify that a random and representative sampling of sublease applications was reviewed to the best of my ability. The applications confirm to established rules and regulations.

### UNITED LAGUNA WOODS MUTUAL

Signature *Anthony M. Liberatoro*

Print Name Anthony M. Liberatoro

Title DIRECTOR

Date 01/03/2022

### UNITED LAGUNA WOODS MUTUAL

Signature \_\_\_\_\_ *out*

Print Name \_\_\_\_\_ *secretary of town pld*

Title \_\_\_\_\_

Date \_\_\_\_\_



## **RESOLUTION 01-23-XX**

### **Recording of a Lien**

**WHEREAS**, Member ID 947-413-50; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

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

**NOW THEREFORE BE IT RESOLVED**, January 10, 2023, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-413-50 and;

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

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## STAFF REPORT

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**DATE:** December 13, 2022  
**FOR:** Board of Directors  
**SUBJECT:** Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy and Joint Hearing Body

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### **RECOMMENDATION**

The Board of Directors adopt the amended Anti-Harassment, Anti-Abuse and Anti-Intimidation and Joint Hearing Body.

### **BACKGROUND**

The Board of Directors of Golden Rain Foundation (“GRF”), United Laguna Woods Mutual (“United”), and Third Laguna Hills Mutual (“Third”) recognized the need for a clear and consistent policy to address claims of harassment, abuse and intimidation by members, residents, guests, board directors, board advisors and Village Manage Service (VMS) employees.

Since at least May 2022, the board presidents and VMS Board chair have collaborated with Jeffrey C. Beaumont, Esq. to develop the policy and charter for a joint hearing body. The proposed policy provides guidance relative to harassing, abusive, and/or intimidating behavior and issues a mechanism for addressing such behavior by the Anti-Harassment, Anti-Abuse and Anti-Intimidation Joint Hearing Body Committee.

On September 6, 2022, the GRF Board of Directors unanimously adopted the Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy and authorize the formation of a Joint Hearing Body (Resolution 90-22-39).

On September 20, 2022, the Third Board of Directors elected to not adopt the Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy and Joint Hearing Body.

On November 8, 2022, the United Board of Directors adopted the Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy and authorize the formation of a Joint Hearing Body (Resolution 01-22-73).

### **DISCUSSION**

The purpose of the amendment is to reflect only GRF and United’s participation in the policy. References for Third have been removed.

### **FINANCIAL ANALYSIS**

None.

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

**Reviewed By:** Jacob M. Huanosto, Interim Compliance Supervisor

**ATTACHMENT(S)**

Attachment 1: Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy

Attachment 2: Flow Chart

Attachment 3: Charter of Anti-Abuse and Anti-Intimidation Joint Hearing Body Committee

Attachment 4: Resolution 01-23-XX



**Golden Rain Foundation and, United Laguna Woods Mutual ~~and Third Laguna Hills Mutual~~**

**Joint Hearing Body Committee  
Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy  
Resolution 90-22-39; Adopted September 6, 2022 and  
Resolution 01-22-73; Adopted November 8, 2022**

**I. Purpose**

Harassment, abuse and intimidation is strictly prohibited in the community. The boards of directors of Golden Rain Foundation ("GRF"), ~~Third Laguna Hills Mutual ("Third")~~, United Laguna Woods Mutual ("United") and Village Management Services ("VMS") require a clear and consistent policy to address claims of harassment, abuse and intimidation. This Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy ("Policy") provides guidance relative to such behavior and guidelines for addressing same by the Anti-Harassment, Anti-Abuse and Anti-Intimidation Joint Hearing Body Committee.

This policy applies to:

- a. Members;
- b. Residents;
- c. GRF, United, ~~Third~~ and VMS board directors and advisors; and
- d. Member or resident guests.

The claims of harassment, abuse and/or intimidation may be against:

- a. Members;
- b. Residents;
- c. GRF, ~~Third~~, United and VMS board of directors and advisors;
- d. Member or resident guests; and
- e. VMS employees.

VMS investigates incidents of harassment, abuse and/or intimidation from an employer's standpoint pursuant to the VMS Anti-Harassment Policy, and by necessary implication, there will be overlap when an employee is harassed by any of the foregoing and vice-versa.

This Policy has been adopted by the boards of directors of GRF, ~~Third~~ and United in the exercise of their respective duties to maintain, protect and enhance the value and desirability of Laguna Woods Village and the interests of all of its members.

**II. Definitions**

- a. Abuse - See details under Conditions for Abuse.

- b. Anti-Harassment, Anti-Abuse and Anti-Intimidation Joint Hearing Body Committee ("Committee") - A hearing body formed via charter by the boards of directors of GRF, ~~Third~~ and United to address claims of harassment, abuse and intimidation by members; residents; GRF, ~~Third~~, United and VMS boards of directors and advisors; and member or resident guests. Claims may involve members; residents; GRF, ~~Third~~, United and VMS boards of directors and advisors; member or resident guests; and VMS employees.
- c. Community - Laguna Woods Village, including, but not limited to, the community center, gate houses, clubhouses and amenities.
- d. Claimant - Member, resident, board member, advisor, member or resident guest who submits a claim of alleged harassment, abuse and/or intimidation ("claim") involving member, resident, board member, advisor, member or resident guest, and/or employee.
- e. Director - A board member from GRF, ~~Third~~, United or VMS boards of directors.
- f. Governing documents - All of the following, collectively: articles of incorporation, bylaws, ~~CC&Rs~~, rules and regulations, and resolutions or policies duly adopted by boards of directors of United (including occupancy agreement) ~~and~~, GRF ~~and Third~~; all as may be lawfully amended or modified from time to time.
- g. Harassment - See details under Conditions for Harassment.
- h. Intimidation - See details under Conditions for Intimidation.
- i. Member - Any person who is an owner of a unit in ~~Third's or~~ United's development who has been approved for membership in ~~Third or~~ United in accordance with the governing documents.
- j. Resident - An approved occupant of a residence in Laguna Woods Village.
- k. Respondent - Member, resident, board member, advisor, member or resident guest, or employee who is the subject of harassment, abuse and/or intimidation claim.
- l. Staff - Employees of VMS authorized to act on behalf of GRF, ~~Third~~ and United.

### III. Conditions for Harassment

Below are various definitions and descriptions of harassment under both federal and California law:

- a. Federal law: Under federal law, "harassment" is defined to mean "a serious act or a course of conduct directed at a specific person that causes substantial emotional distress in such person and serves no legitimate purpose" (18 U.S.C.A. §1514[d][1][B]).
- b. California law: California Law: California defines "harassment" as unlawful violence, a credible threat of violence or a knowing and willful course of conduct directed at a specific person that seriously alarms, annoys or harasses that person, and that serves no legitimate purpose (Code of Civil Procedure §527.6[b][3]).
- c. Department of Housing and Urban Development (HUD) "Final Rule": Recent federal regulations/guidelines enacted by the Department of Housing and Urban Development (HUD) impose certain obligations on GRF ~~and~~, United ~~and Third~~ with regard to the investigation and treatment of reported

harassment. The new guidelines, adopted in August 2016, were enacted in an effort to further define and address housing discrimination in the form of harassment. In that regard, HUD's new guidelines now deem any form of harassment in housing or within housing developments a form of illegal discrimination. Based on HUD's guidelines, homeowners' associations, including GRF ~~and~~, United ~~and Third~~, are considered housing providers, and as such are required to evaluate alleged harassment to investigate whether a resident is being subjected to harassment to the extent that it may amount to illegal housing discrimination. Pursuant to the guidelines, GRF ~~and~~, United ~~and Third~~ are required to investigate all reported claims of potential harassment of residents and, as appropriate, take all action permitted under the governing documents to address such harassing behavior (24 CFR 100.600).

#### **IV. Conditions for Abuse**

Below are various definitions and descriptions of abuse under both federal and California law:

- a. Federal law: Under federal law, "abuse" is defined to mean "the knowing infliction of physical or psychological harm or the knowing deprivation of goods or services that are necessary to meet essential needs or to avoid physical or psychological harm" (42 USC §1397[j]).
- b. California law: Under California law, "abuse" includes, but is not limited to, intentionally or recklessly causing or attempting to cause bodily injury, sexual assault and placing a person in reasonable apprehension of imminent serious bodily injury to that person or to another. Abuse is not limited to the actual infliction of physical injury or assault (Family Code §6203). For purposes of this Policy, "abuse" also includes conduct that creates a hostile work environment as defined under California law.

#### **V. Conditions for Intimidation**

Below are various definitions and descriptions of intimidation under both federal and California law:

- a. Federal law: Under Federal law, "intimidation" is defined to mean "a serious act or course of conduct directed at a specific person that (i) causes fear or apprehension in such person; and (ii) serves no legitimate purpose" (18 USC §1514[d][1]).
- b. California law: Under California law, the definition of "intimidation" was noted "to make timid or fearful; to inspire or affect with fear; to make fearful; to frighten ... to deter, as by threats. ..." (In re Bell, 19 Cal. 2d 488, 122 P.2d 22 [1942][dissent]).

#### **VI. Examples of Harassment, Abuse and/or Intimidation**

Examples of harassment, abuse and/or intimidation in community, subject to review and interpretation by committee, may include:

- a. Physical intimidation;
- b. Threatening bodily harm or to harm one's property;
- c. Discriminatory shouting and yelling;
- d. Stalking, such as following someone around to intimidate or "make a point";

- e. Disrupting organized activities in progress, including board and committee meetings;
- f. Entering the second floor of the community center without escort or pass with intent to disrupt operations;
- g. Interfering, instructing or otherwise disrupting the work of vendors or staff;
- h. Unreasonable, hostile and/or telephone calls and/or emails without a legitimate purpose to a resident, vendor or staff;
- i. Disparaging someone;
- j. Humiliating someone; and/or
- k. Other behavior that the ordinary person would find unreasonable and/or threatening.

## **VII. Reporting Harassment, Abuse and/or Intimidation Claims**

To report a claim, members; residents; GRF, United ~~Third~~ and VMS board directors and advisors; member and resident guests; and/or VMS employees may contact:

- a. Security Department
  - i. By telephone: 949-580-1400
- b. Compliance Division
  - i. By telephone: 949-268-2255; or
  - ii. Via email: [compliance@vmsinc.org](mailto:compliance@vmsinc.org)

Staff may inform the claimant to call the Security Department for documentation of the reported harassment, abuse and/or intimidation. Staff may also inform the claimant to call the Orange County Sheriff's Department ("OCSD") if harassment, abuse and/or intimidation occur.

## **VIII. Assessment of Harassment, Abuse, and/or Intimidation Claims**

Upon receipt of claim by Security Department or Compliance Division, the following steps will occur:

- a. Security Director informs CEO/General Manager ("CEO") and Human Resources ("HR") Director of claim.
- b. CEO confers with Security Director and HR Director to determine if claim may involve harassment, abuse and/or intimidation and requires further action;
  - i. If claim does not meet definition of harassment, abuse and/or intimidation, no further action is taken.
  - ii. If claim meets definition of harassment, abuse and/or intimidation, claim will be investigated by third party or internally by Security Director or designee.
- c. CEO may implement interim administrative actions to prevent employee harassment, abuse and/or intimidation during investigation depending on facts/governing documents. Actions must not interfere with resident's rights.

## **IX. Investigation of Harassment, Abuse and/or Intimidation Claims**

- a. If claim involves member, resident, board member, advisor, member or resident guest, investigator at direction of Security Director gathers sufficient evidence to determine whether prohibited conduct occurred (harassment, abuse and/or intimidation);

- b. If claim involves employee, investigator at direction of HR Director gathers sufficient evidence to determine whether prohibited conduct occurred (harassment, abuse and/or intimidation). VMS investigates claims from an employer's standpoint pursuant to federal and state laws regarding employees and the VMS Anti-Harassment Policy and confirmed cases of harassment, abuse and intimidation by necessary implication, there will be overlap when an employee is harassed by a member, board member and/or advisor. VMS will investigate harassment to determine what action must be taken to protect employee while investigation results will be shared with the committee to determine what action to take against the member, board member or advisor. VMS and the committee must be able to share information and the sharing of such information is therefore expressly authorized for this purpose.
- c. Legal counsel reviews investigative report to confirm findings meet legal definition(s) of harassment, abuse and/or intimidation. If claim does not meet the definition(s), no further action is taken.

**X. If Harassment, Abuse and/or Harassment Claim Substantiated by Investigation – Member, Resident, Board Member, Advisor, Member or Resident Guest**

- a. Pursuant to Civil Code §5855 and applicable governing documents, Compliance Division issues notice of hearing with committee to respondent, including summary of evidence;
  - i. When respondent is board member or advisor, any committee members from defendant's board do not participate in hearing. Four committee members from other boards hear and render decision on case.
- b. During disciplinary hearing, respondent has right to meet before committee in executive session.
- c. If committee finds respondent in violation of policy, committee may impose fine, suspend member privileges and/or consider legal action.
- d. Any respondent found to have violated policy may be removed as officer of their board, if serving as such, or from any committee they serve by their respective board (e.g., GRF, ~~Third~~, United and VMS).

**XI. Appeal of Committee Decision - Member, Resident, Board Member, Advisor, Member or Resident Guest**

- a. Committee disciplinary decisions against respondent are subject to appeal to their respective corporation's board. If VMS board member is respondent, appeal would be to mutual board in which respondent resides.
  - i. When defendant is board member or advisor, any committee members from board who did not participate in committee hearing would participate in appeal hearing with full board.

**XII. If Harassment, Abuse and/or Harassment Claim Substantiated by Investigation – Employee**

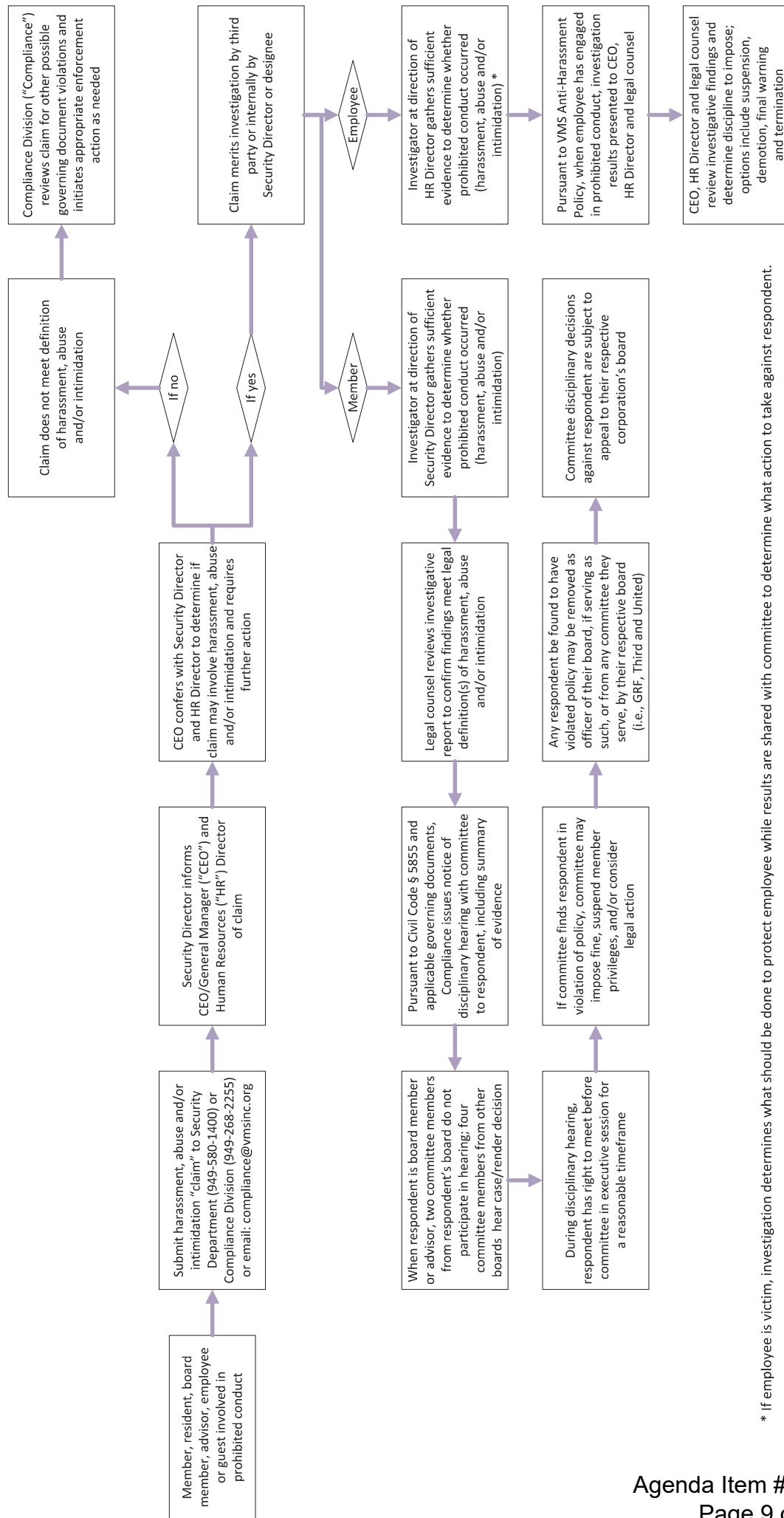
- a. Pursuant to VMS Anti-Harassment Policy, when employee has engaged in prohibited conduct (harassment, abuse and/or intimidation), investigation results presented to CEO, and HR Director and legal counsel.

- b. CEO, HR Director and legal counsel review investigative findings and determine discipline to impose including suspension, demotion final warning and/or termination.



## Attachment 2

### Inter-Board Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy ("policy") – Flow Chart



\* If employee is victim, investigation determines what should be done to protect employee while results are shared with committee to determine what action to take against respondent.

Refer to Sections III, IV and V of Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy for conditions of harassment, abuse and intimidation

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**Golden Rain Foundation and, United Laguna Woods Mutual ~~and Third Laguna Hills Mutual~~**  
**Anti-Harassment, Anti-Abuse and Anti-Intimidation ~~Policy~~**  
**Charter of Joint Hearing Body Committee**  
**Resolution 90-22-39; Adopted September 6, 2022 and**  
**Resolution 01-22-73; Adopted November 8, 2022**

**I. Introduction**

This Charter of the Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy ("Charter") serves to create the Joint Hearing Body Committee ("committee") for the Golden Rain Foundation ("GRF"), ~~Third Laguna Hills Mutual ("Third")~~ and United Laguna Woods Mutual ("United") pursuant to:

- a. Article VIII of the Amended and Restated Bylaws ("Bylaws") of GRF and California Corporations Code Section 7212, the board of directors of GRF is entitled to create committees to assist it in the execution of their powers and duties; and
- ~~b. Article VII, Section 1 of the Amended and Restated Bylaws ("Bylaws") of Third and California Corporations Code Section 7212, the board of directors of Third is entitled to create committees to assist it in the execution of their powers and duties; and~~
- c. b. Article VIII, Section 1 of the Amended and Restated Bylaws ("Bylaws") of United and California Corporations Code Section 7212, the board of directors of United is entitled to create committees to assist it in the execution of their powers and duties.

**II. Purpose**

The committee (as defined in Article III) will serve as a hearing body to address claims of harassment, abuse and intimidation ("claims") by:

- a. Members;
- b. Residents;
- c. GRF, ~~Third~~, United and Village Management Services (VMS) boards of directors and advisors; and
- d. Member or resident guests.

Claims of harassment, abuse and intimidation may be against:

- a. Members;
- b. Residents;
- c. GRF, ~~Third~~, United and VMS boards of directors and advisors;
- d. Member or resident guests; and
- e. VMS employees.

The committee will interface with the GRF, ~~Third~~, United and VMS boards of directors, as well as VMS, legal counsel and other relevant individuals, and impose discipline and/or recommendations, as appropriate.

### III. Committee

- a. Composition:
  - i. Committee shall be comprised of ~~six~~four members including two directors from each of GRF, ~~Third~~ and United boards of directors. VMS board is not represented on committee, as VMS board members are appointed by GRF, ~~Third~~ and United.
  - ii. When respondent is a board director or advisor to GRF, ~~Third~~ or United, any members of the committee from the respondent's board will not participate in the hearing. The ~~four~~ committee members from the other boards will hear and render a decision on the case, preserving any committee members' ability to hear a possible appeal that would be heard by the full board.
- b. Eligibility: Committee members must be in "good standing" at all times, defined as the following and the respective policies of each board, ~~Resolution 90-xx-xx, 03-xx-xx, and 04-xx-xx~~:
  - i. Current in the payment of assessments and all other financial obligations to their respective organization, i.e., GRF and, United ~~and Third~~;
  - ii. No outstanding violations of the governing documents of their respective organization, as determined by their respective board;
  - iii. No active dispute, including pending claims, dispute resolution, litigation or the like between the committee member and their respective organization or board or VMS; and
  - iv. Committee members must attend committee meetings regularly and not have missed three consecutive board meetings.
- c. Term:
  - i. Committee membership shall be concurrent with each member's term on their respective board of directors to which they have been elected or appointed.
  - ii. Committee members serve at pleasure of their respective board to which they have been elected or appointed to serve on committee and may be removed with or without cause, at any time, in sole discretion of their respective board.

### IV. Scope of Authority – Powers of Committee

- a. Mission: Committee is formed to serve as hearing body to address claims submitted by members, residents, board members and advisors, and member or resident guests. Claims may involve members, residents, board members and advisors, member or resident guests, and VMS employees.
- b. Review: Committee has the power and authority to review claims, investigative reports and interface with the boards of directors of GRF and, United ~~and Third~~, as well as VMS, legal counsel and other relevant individuals.
- c. Impose discipline: Committee shall have authority to impose discipline against the respondent, subject to notice and hearing procedures, pursuant to rules, regulations and fine and enforcement policy duly adopted by the boards of GRF and, United ~~and Third~~.

**V. Scope of Authority – Committee Member Compensation and Conduct**

No committee member shall receive compensation of any kind for participation on the committee.

**VI. Scope of Authority – Meetings**

- a. Meetings: Committee shall meet as necessary and as required to perform its duties privately in executive session to maintain confidentiality.
- b. Meeting minutes: Minutes of all meetings shall be prepared and maintained.
- c. Tie votes: In the event of a tie vote, the motion would fail pursuant to Robert's Rules of Order.

**VII. Scope of Authority – Effect of Decisions by Committee**

- a. Appeal: Decisions by the committee to impose disciplinary action against respondent shall be subject to a conditional right of appeal, whereas the right to appeal only applies to the appeal of a decision that can be addressed by the board hearing the appeal.
  - i. Fines: If the committee imposes a fine, the respondent can appeal to their respective board and that board can affirm or overturn that decision, given the board can levy fines.
  - ii. Access to amenities: If the committee bans the respondent from accessing the administrative building or the clubhouse/amenities, a mutual board cannot hear any appeal regarding same as GRF has the authority to impose that discipline, and therefore the respondent would need to appeal to GRF, not a mutual board.

**VIII. Scope of Authority – Insurance/Defense/Indemnity**

- a. D&O insurance: GRF and, ~~United and Third~~ shall at all times maintain a directors' and officers' liability insurance policy, as required by law and their respective governing documents (i.e., bylaws), which shall cover volunteer committee members, among others, for actions and/or omissions done in the official capacity of a member's service on the committee, and as authorized by the boards of GRF and, ~~United and Third~~.
- b. Defense/indemnity: GRF and, ~~United and Third~~ will defend and indemnify committee members for claims, costs, defense fees, etc., incurred as a result of their official service on the committee, including any self-insured retention costs, and shared by GRF and, ~~United and Third~~.

**IX. Scope of Authority – Confidentiality**

- a. Confidentiality: Committee members are obligated to maintain strict confidentiality of information obtained while on the committee, beyond the term of service on the committee, and such information shall only be used for its purpose as provided herein.
- b. Executive session: The Open Meeting Act authorizes boards to meet in executive session to consider litigation, matters relating to the formation of contracts, member discipline and personnel matters. (Civil Code Section 4935.) The underlying principle of the Open Meeting Act is transparency. While focusing primarily on the interests of transparency by way of Civil Code Section 4935, the California legislature has underscored the importance of individual and corporate

privacy. If boards were required to discuss such sensitive matters in a public forum, individuals would be irreparably damaged. It is paramount that committee members similarly acknowledge and respect the privacy interests of GRF, ~~Third~~ and United and its members, exercising constant vigilance in the handling of confidential information.

- c. Information sharing: VMS investigates incidents of harassment from an employer's standpoint, and by necessary implication there will be overlap when an employee is harassed by a director or advisor. For example, VMS will investigate the harassment to determine what action must be taken to protect the employee, while the committee will also investigate and determine what action to take against the director or advisor. Accordingly, VMS and the committee must be able to share information, and the sharing of such information is therefore expressly authorized for this purpose.



### **RESOLUTION 01-23-XX**

#### **Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy and Charter of the Joint Hearing Body Committee**

**WHEREAS**, the Board of Directors of United Laguna Woods Mutual (“United”) and Golden Rain Foundation (“GRF”) require a clear and consistent policy to address claims of harassment, abuse and intimidation by directors to staff of Village Management Services, Inc., fellow directors and residents, as well as claims involving harassment, abuse and intimidation by residents to staff of VMS, directors and other residents; and

**WHEREAS**, this Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy (“Policy”) is intended to provide guidance relative to such behavior and issue a mechanism for addressing same by the Anti-Harassment, Anti-Abuse and Anti-Intimidation Joint Hearing Body Committee; and

**WHEREAS**, this Policy is being adopted by the Board of Directors of GRF and United in the exercise of their respective duties to maintain, protect and enhance the value and desirability of Laguna Woods Village and the interests of all of its members.

**NOW THEREFORE BE IT RESOLVED**, January 10, 2023, that the Board of Directors of this Corporation hereby adopts the Anti-Harassment, Anti-Abuse and Anti-Intimidation Policy and Charter of the Joint Hearing Body Committee, as attached to the official minutes of this meeting; and

**RESOLVE FURTHER**, that Resolution 01-22-73, adopted November 8, 2022 is hereby suspended 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.

#### **December Initial Notification**

**28-day notification for member review and comments to comply with Civil Code §4360 has been satisfied**

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## **Treasurer's Report for December 13, 2022 Board Meeting**

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**SLIDE 1** – Through the reporting period of **October 31, 2022**, total revenue for United was \$39,831K compared to expenses of \$39,976K, resulting in net expense of \$1,611K.

**SLIDE 2** – In Finance, we keep a close eye on the operating portion of our financial results. The Operating Fund (without Depreciation) shows an operating surplus of \$280K through the reporting period. This chart shows how much of our revenue went into operations, with \$18,766K coming in from assessments and \$1,387K coming from non-assessment revenue. This is compared to operating expenditures of \$19,873K (without Depreciation).

**SLIDE 3** – This next chart takes the full income statement and compares those results to budget. We can see that United ended the period better than budget by \$1,493K when combining both operating and reserve savings.

**SLIDE 4** – The most significant variances from budget were attributable to the following:

**Employee Compensation \$1,586K;** Favorable variance resulted primarily in the M&C and Landscape Services largely due to open positions. Impacted areas include grounds maintenance, plumbing, paint and carpentry. Recruitment is in progress to fill in current open positions. Grounds maintenance has contracted out shrub-bed maintenance to outside vendors for the pruning/weeding cycle as they continue to fill open positions.

**Outside Services \$492K;** Favorable variance resulted primarily in Building Structures due to late contract approvals and contract change orders for moisture intrusion plumbing leaks and maintenance operations. While events occur regularly throughout the year, work didn't begin until March. Work is in progress and work center anticipates these programs to be in line with budget by year end.

**Materials and Supplies \$471K;** Favorable variance resulted primarily from delays in vendor invoicing and open positions within M&C. Several areas are impacted such as appliance, interior components, plumbing and paint. Although inventory may be received, it may not be invoiced from the vendor right away. Vendor invoicing can be sporadic throughout the year. Recruitment is in progress to fill open positions.

**Insurance \$181K;** Favorable variance resulted due to lower premiums for property and casualty insurance upon renewal on 10/1/2021, which was in effect for 9 months of 2022.

**Unrealized Gain/(Loss) On Investments (\$1,466K);** Unfavorable variance due to adverse conditions for bond index fund investments during the reporting period. A monthly entry is made to reflect investment market conditions, which fluctuate.



## **Treasurer's Report for December 13, 2022 Board Meeting**

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**SLIDE 5** – On this pie chart, we show non-assessment revenues earned to date of \$1,594K, excluding the Unrealized Loss on Available for Sale Investments. If you include the unrealized loss on investments, non-assessment revenue totaled \$128K. Revenue is organized by category, starting with our largest revenue generating category Fees and Charges to Residents, followed by Investment Interest Income, Laundry, Resale Processing Fee, Lease Processing Fee, and so forth.

**SLIDE 6** – On this pie chart, we see the expenses to date of \$39,976K, showing that our largest categories of expense are for Employee Compensation and Property Tax followed by, Outside Services, Utilities, Insurance, Materials and Supplies, and so forth. At the upper right corner, we show a breakout of the utility category.

**SLIDE 7** – On the next slide we see those same expenses, excluding property tax.

**SLIDE 8** – Our fund balances are shown here. The Contingency Fund balance on October 31, 2022 was \$1,114K. The Reserve Fund balance on October 31, 2022 was \$17,441K. Contributions and investment revenue collected totaled \$7,720K while expenditures were \$9,447K. The Property Tax Fund balance on October 31, 2022 was (\$108K). Contributions and investment revenue collected totaled \$10,492K while expenditures were \$10,493K.

**SLIDE 9** – We compare this to historical fund balances for the past five years on this chart, which have averaged \$20 Million.

**SLIDE 10** – We have a slide here to show resale history from 2020 - 2022. Through October 31, 2022, United resales totaled 369, which is 43 resales lower than prior year for the same time period. The average YTD resale price for a United Mutual manor was \$396K, which is \$97K higher than prior year for the same time period.

# Financial Report

Preliminary as of October 31, 2022



INCOME STATEMENT (in Thousands)	ACTUAL
Assessment Revenue	\$38,238
Non-assessment Revenue	\$1,593
Total Revenue	\$39,831
Total Expense	\$39,976
Other Changes	(\$1,466)
Net Revenue/(Expense)	(\$1,611)

# Financial Report

Preliminary as of October 31, 2022



OPERATING ONLY INCOME STATEMENT <sup>1</sup> (in Thousands)	ACTUAL
Assessment Revenue	\$18,766
Non-assessment Revenue	\$1,387
Total Revenue	\$20,153
Total Expense <sup>1</sup>	\$19,873
Other Changes	0
Operating Surplus	\$280

1) Excludes depreciation

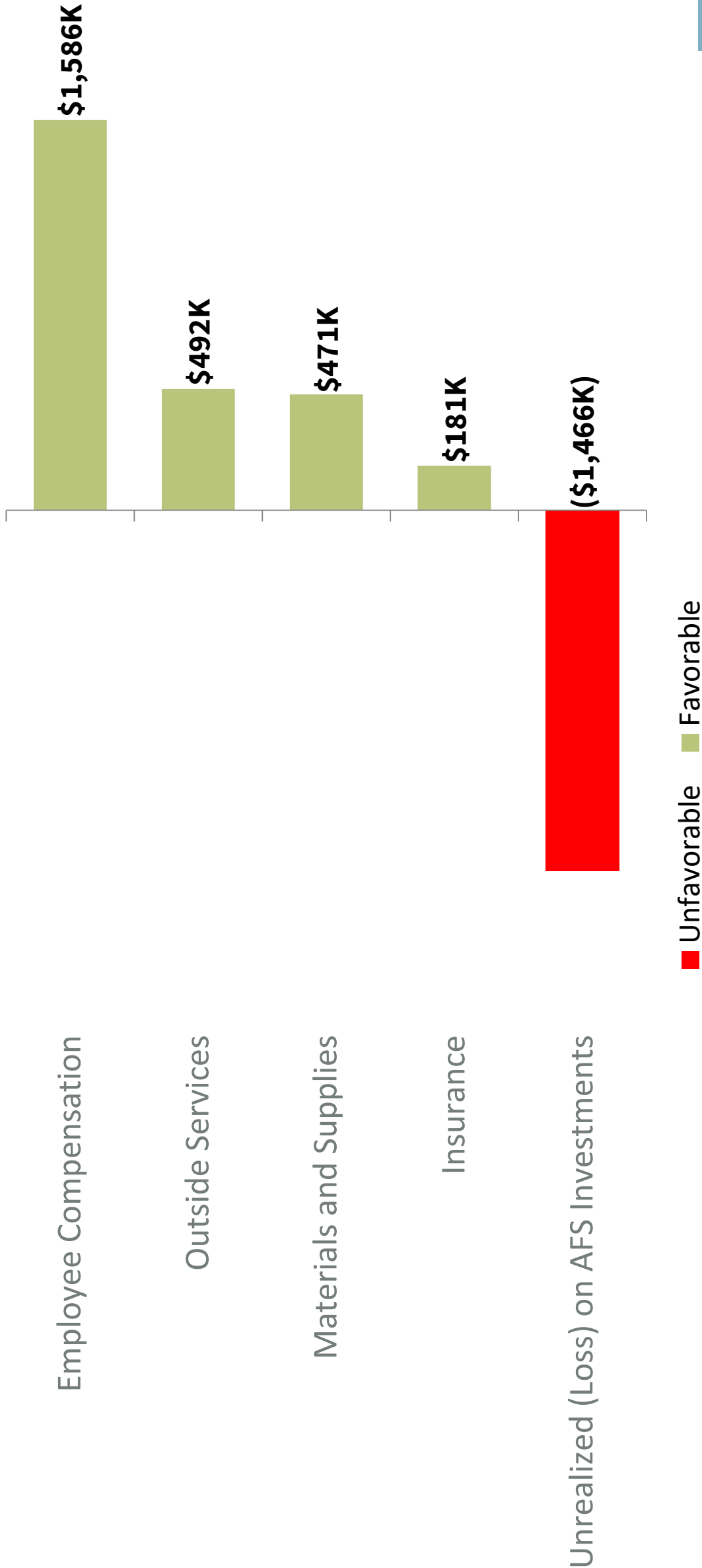
# Financial Report

Preliminary as of October 31, 2022

INCOME STATEMENT (in Thousands)	ACTUAL	BUDGET	VARIANCE B/(W)
Assessment Revenue	\$38,238	\$38,080	\$158
Non-assessment Revenue	\$1,593	\$1,527	\$66
Total Revenue	\$39,831	\$39,607	\$224
Total Expense	\$39,976	\$42,711	\$2,735
Other Changes	(\$1,466)	\$0	(\$1,466)
Net Revenue/(Expense)	(\$1,611)	(\$3,104)	\$1,493

# Financial Report

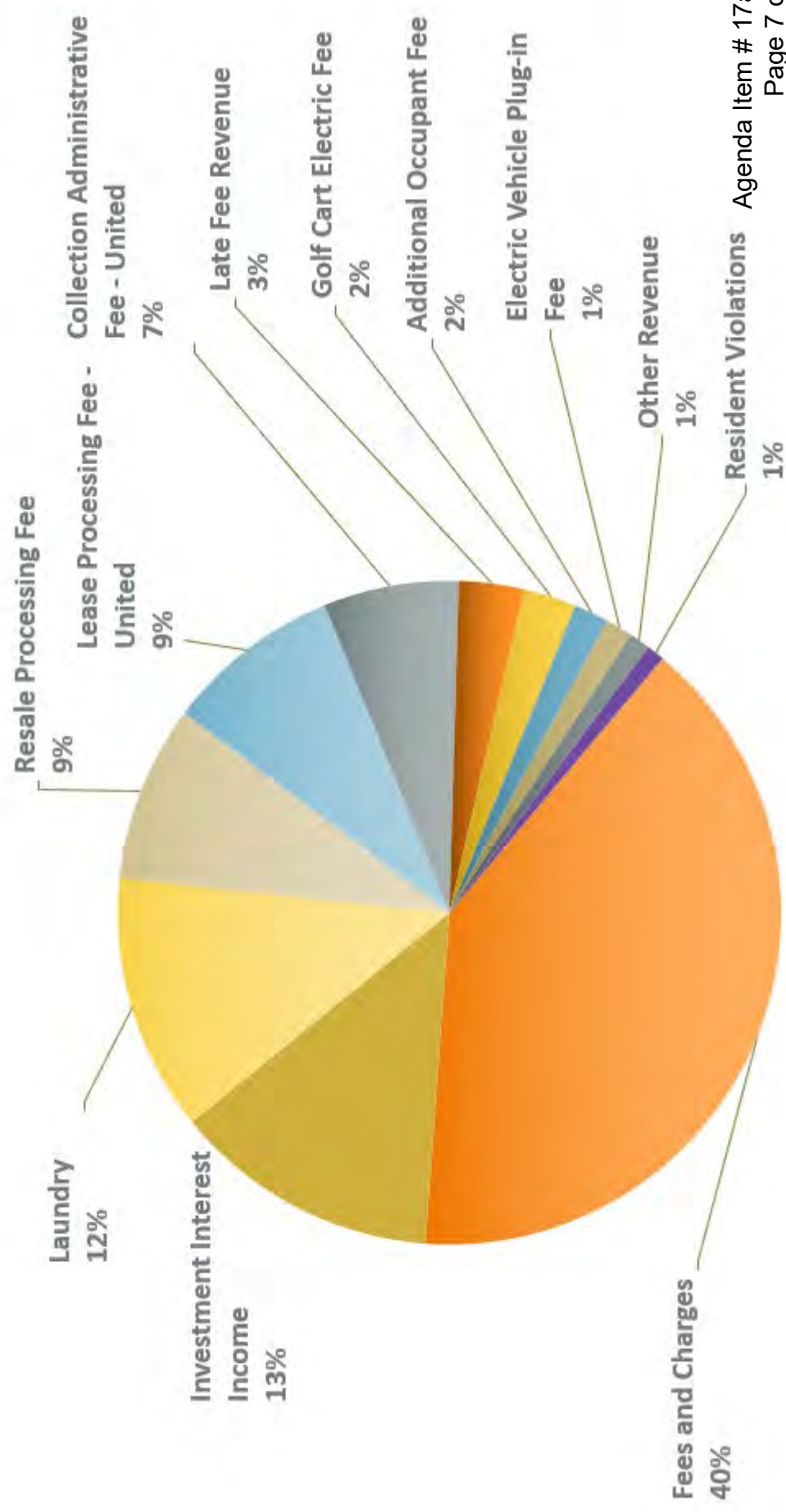
Preliminary as of October 31, 2022



# Financial Report

Preliminary as of October 31, 2022

## Total Non Assessment Revenues \$1,593,588



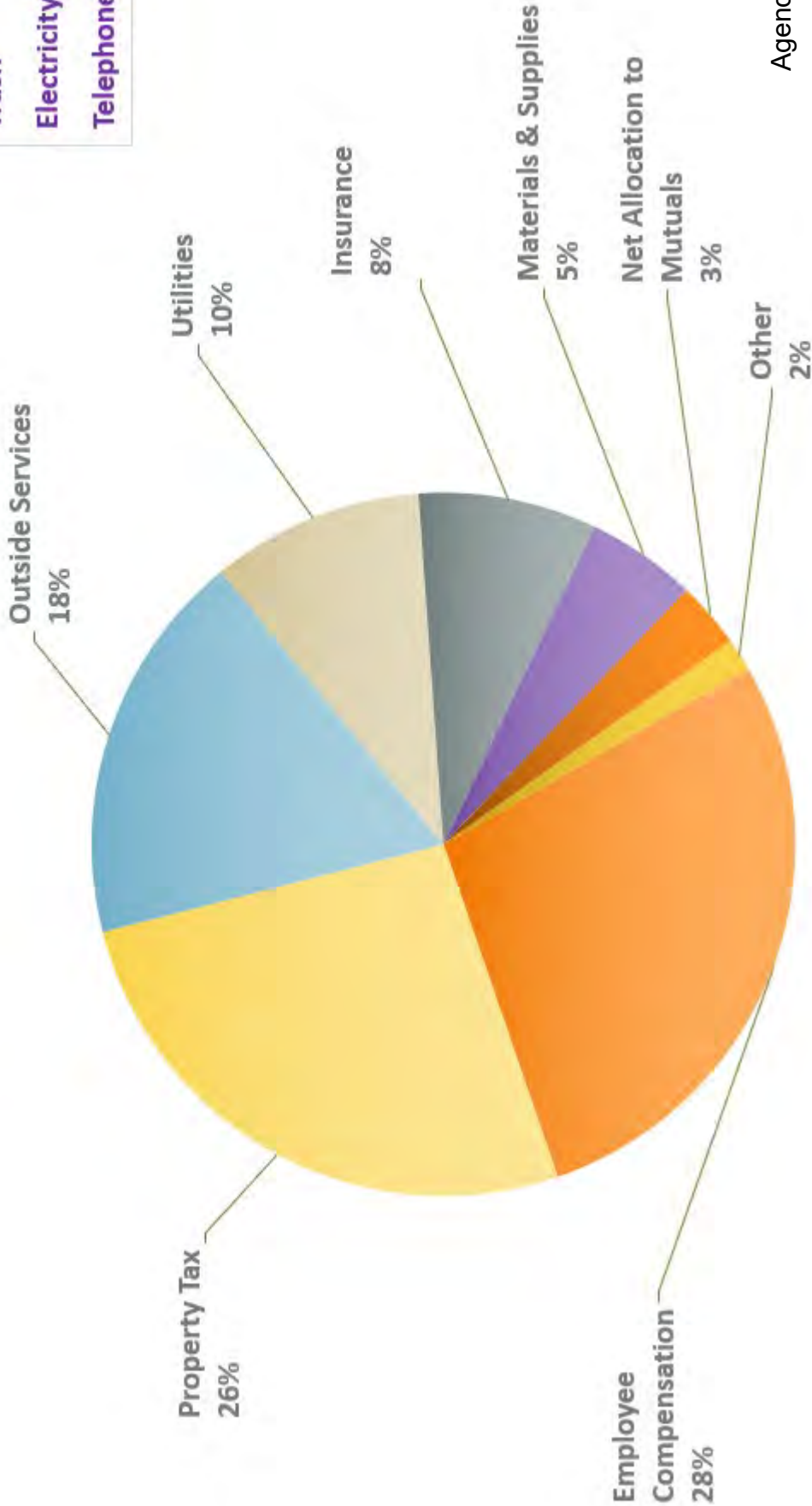
# Financial Report

Preliminary as of October 31, 2022



UNITED LAGUNA WOODS  
— M U T U A L —

**Total Expense \$39,976,457**



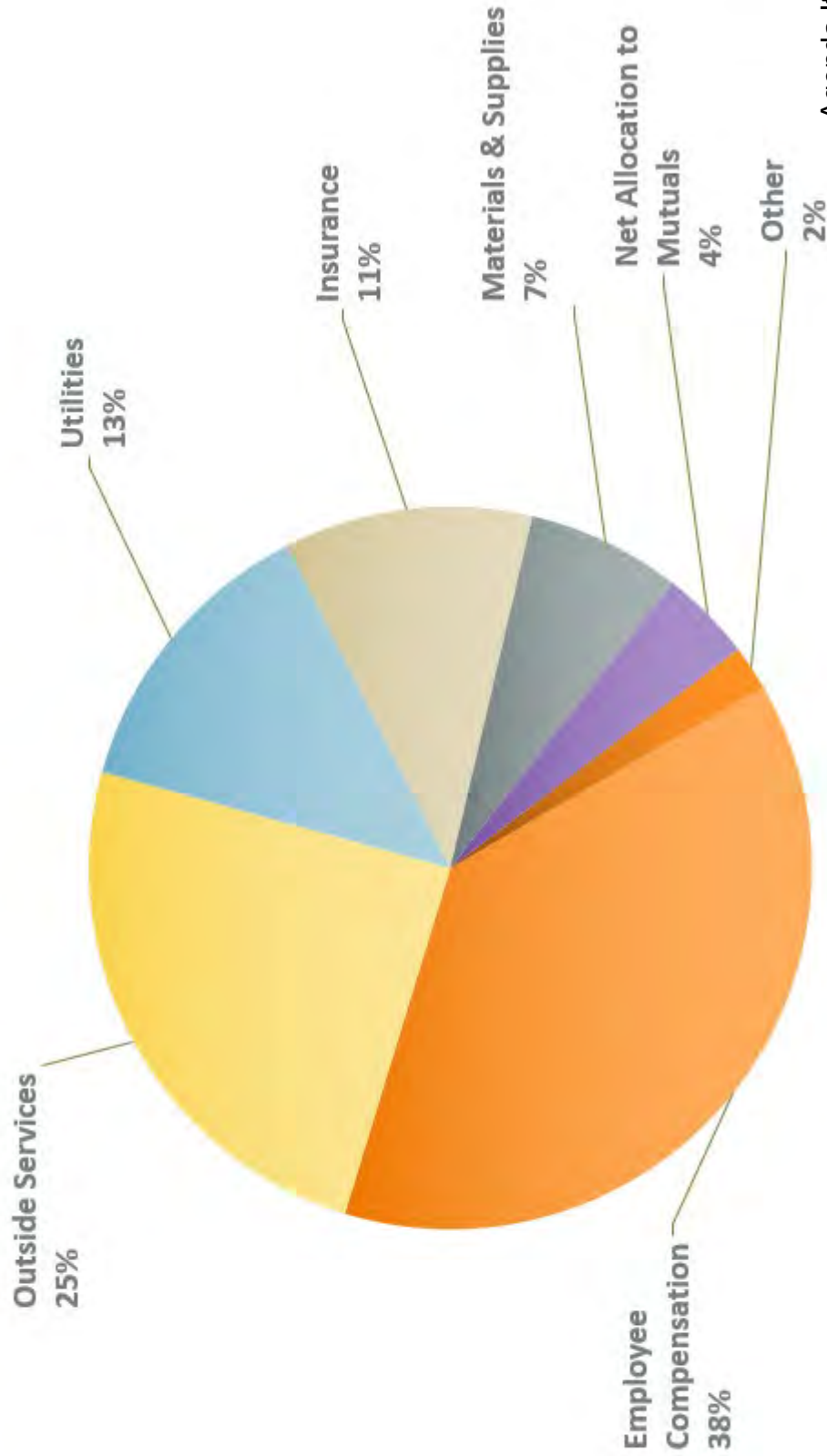
Water	\$1,856,830
Sewer	\$1,459,567
Trash	\$419,587
Electricity	\$167,476
Telephone	\$485



# Financial Report

Preliminary as of October 31, 2022

## Total Expenses Excluding Property Tax \$29,482,839



# Financial Report

Preliminary as of October 31, 2022

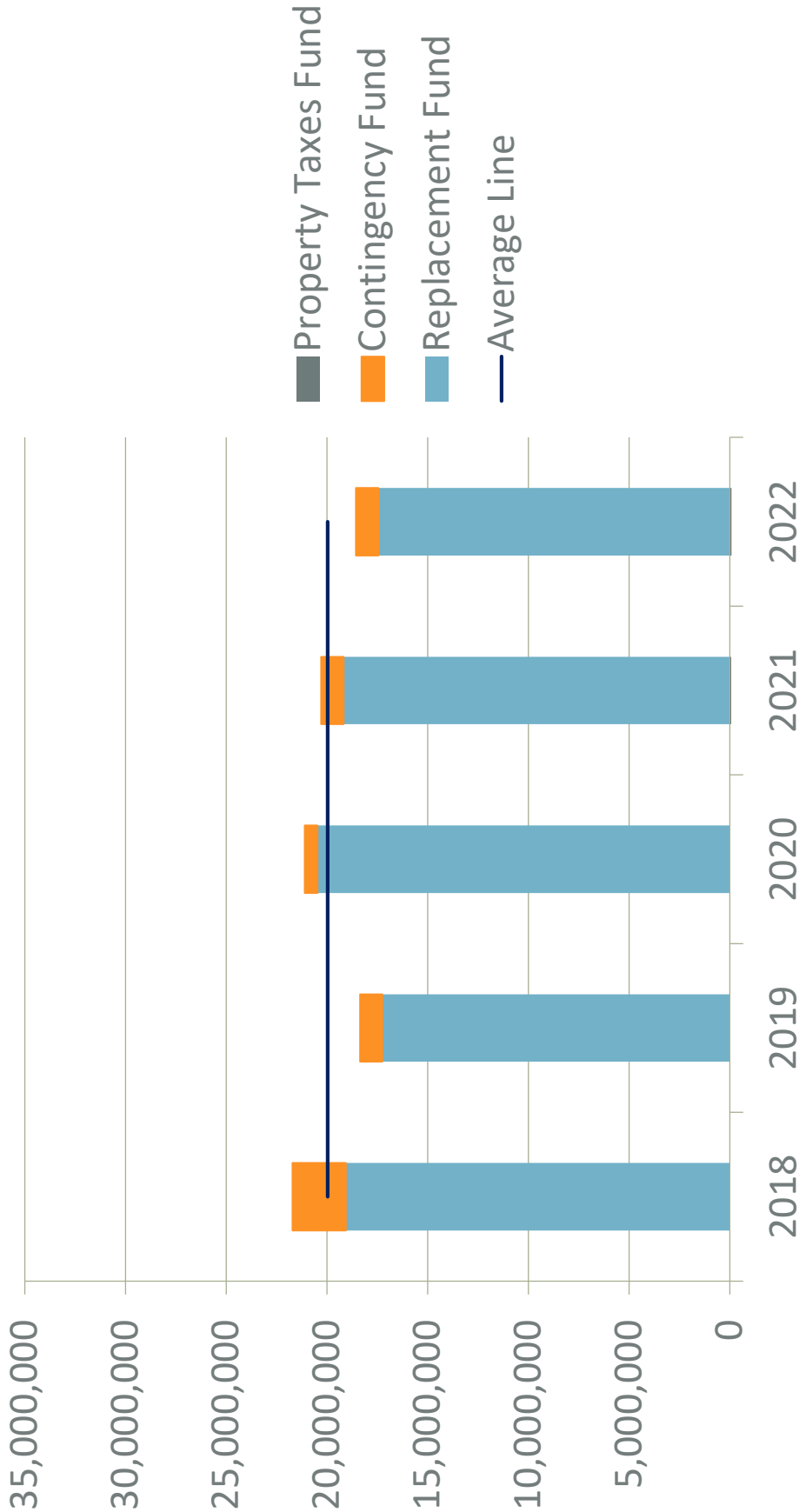


NON-OPERATING FUND BALANCES (in Thousands)	CONTINGENCY	RESERVE	PROPERTY TAX
Beginning Balances: 1/1/22	\$1,114	\$19,168	(\$107)
Contributions & Interest	0	7,720	10,492
Expenditures	0	9,447	10,493
Current Balances: 10/31/22	\$1,114	\$17,441	(\$108)

# Financial Report

Preliminary as of October 31, 2022

## FUND BALANCES – United Mutual



# Financial Report

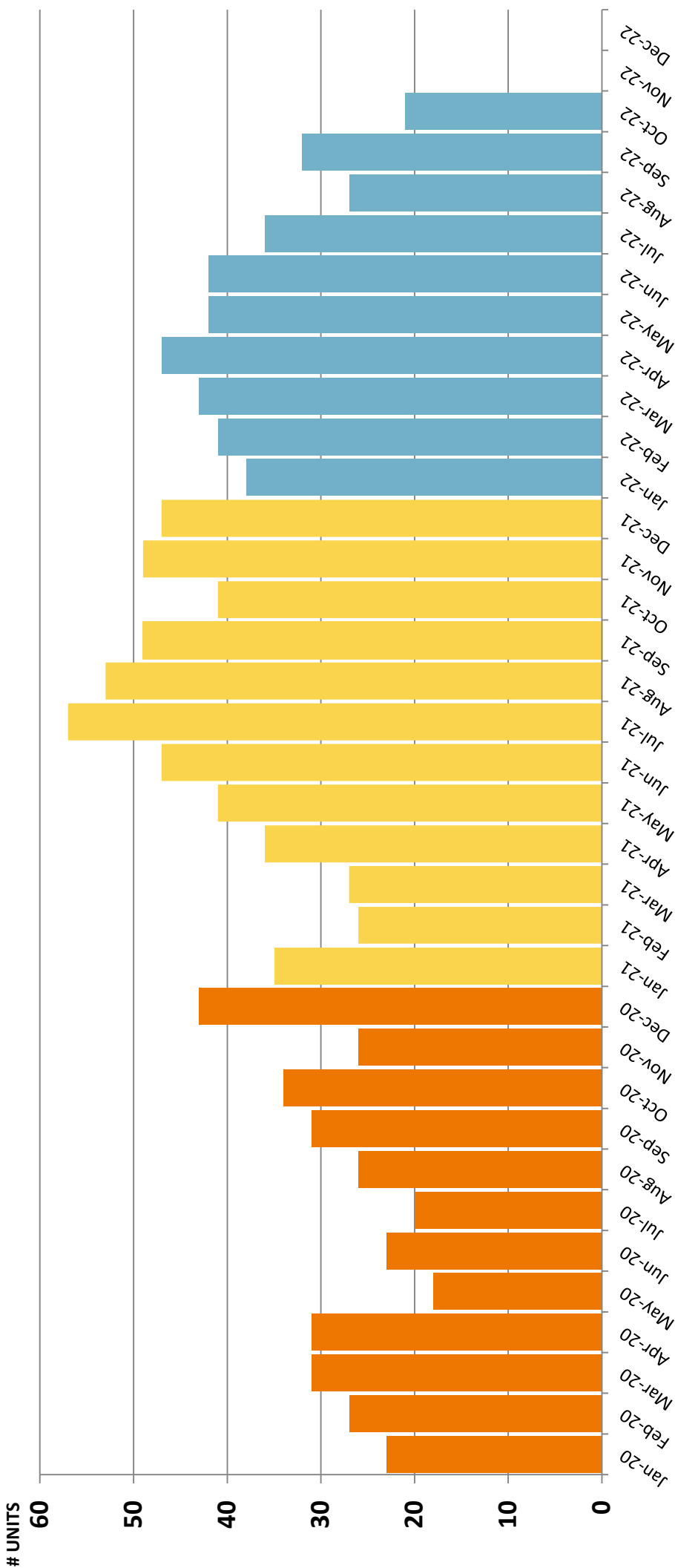
Preliminary as of October 31, 2022

## RESALE HISTORY – United Mutual



UNITED LAGUNA WOODS  
— M U T U A L —

	NO. OF RESALES	AVG. RESALE PRICE
YTD 2020	264	\$293,600
YTD 2021	412	\$299,022
YTD 2022	369	\$395,595





## **Treasurer's Report for January 10, 2023 Board Meeting**

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**SLIDE 1** – Through the reporting period of **November 30, 2022**, total revenue for United was \$43,865K compared to expenses of \$43,543K, resulting in net expense of \$970K.

**SLIDE 2** – In Finance, we keep a close eye on the operating portion of our financial results. The Operating Fund (without Depreciation) shows an operating surplus of \$122K through the reporting period. This chart shows how much of our revenue went into operations, with \$20,643K coming in from assessments and \$1,487K coming from non-assessment revenue. This is compared to operating expenditures of \$22,008K (without Depreciation).

**SLIDE 3** – This next chart takes the full income statement and compares those results to budget. We can see that United ended the period better than budget by \$2,392K when combining both operating and reserve savings.

**SLIDE 4** – The most significant variances from budget were attributable to the following:

**Employee Compensation \$1,775K;** Favorable variance resulted primarily in the M&C and Landscape Services largely due to open positions. Impacted areas include grounds maintenance, plumbing, paint and carpentry. Recruitment is in progress to fill in current open positions. Grounds maintenance contracted out shrub-bed maintenance to outside vendors for the pruning/weeding cycle as they continue to fill open positions.

**Outside Services \$772K;** Favorable variance coming from building structures is primarily due to delays in processing invoices and late contract approvals for moisture intrusion plumbing leaks and maintenance operations. While events occur regularly throughout the year for maintenance operations, work didn't begin until March. Work is in progress.

**Materials and Supplies \$521K;** Favorable variance resulted primarily from less materials used inside the mutual. Additionally, delays in vendor invoicing and open positions within M&C. Several areas are impacted such as appliance, plumbing, paint, and interior components. Although inventory may be received, it may not be invoiced from the vendor right away. Vendor invoicing can be sporadic throughout the year. Recruitment is in progress to fill open positions.

**Insurance \$155K;** Favorable variance resulted due to lower premiums for property and casualty insurance upon renewal on 10/1/2021, which was in effect for 9 months of 2022.

**Gain/(Loss) On Investments (\$1,379K);** Unfavorable variance resulted from the sale of discretionary investments during the reporting period. Strategic purchases of laddered U.S. treasuries have been executed to recover the loss and produce steady interest payments.

**SLIDE 5** – On this pie chart, we show non-assessment revenues earned to date of \$1,803K, excluding the Loss on Investments. If you include loss on investments, non-assessment revenue totaled \$424K. Revenue is organized by category, starting with our largest revenue generating category Fees and Charges to Residents, followed by Investment Interest Income, Laundry, Lease Processing Fee, Resale Processing Fee, and so forth.



### **Treasurer's Report for January 10, 2023 Board Meeting**

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**SLIDE 6** – On this pie chart, we see the expenses to date of \$43,543K, showing that our largest categories of expense are for Employee Compensation and Property Tax followed by, Outside Services, Utilities, Insurance, Materials and Supplies, and so forth. At the upper right corner, we show a breakout of the utility category.

**SLIDE 7** – On the next slide we see those same expenses, excluding property tax.

**SLIDE 8** – Our fund balances are shown here. The Contingency Fund balance on November 30, 2022 was \$1,114K. The Reserve Fund balance on November 30, 2022 was \$18,215K. Contributions and investment revenue collected totaled \$8,901K while expenditures were \$9,854K. The Property Tax Fund balance on November 30, 2022 was (\$67K). Contributions and investment revenue collected totaled \$11,541K while expenditures were \$11,501K.

**SLIDE 9** – We compare this to historical fund balances for the past five years on this chart, which have averaged \$20 Million.

**SLIDE 10** – We have a slide here to show resale history from 2020 - 2022. Through November 30, 2022, United resales totaled 390, which is 71 resales lower than prior year for the same time period. The average YTD resale price for a United Mutual manor was \$354K, which is \$75K higher than prior year for the same time period.

# Financial Report

Preliminary as of November 30, 2022



INCOME STATEMENT (in Thousands)	ACTUAL
Assessment Revenue	\$42,062
Non-assessment Revenue	\$1,803
Total Revenue	\$43,865
Total Expense	\$43,543
Other Changes	(\$1,292)
Net Revenue/(Expense)	(\$970)

# Financial Report

Preliminary as of November 30, 2022



OPERATING ONLY INCOME STATEMENT <sup>1</sup> (in Thousands)	ACTUAL
Assessment Revenue	\$20,643
Non-assessment Revenue	\$1,487
Total Revenue	\$22,130
Total Expense <sup>1</sup>	\$22,008
Other Changes	0
Operating Surplus	\$122

1) Excludes depreciation



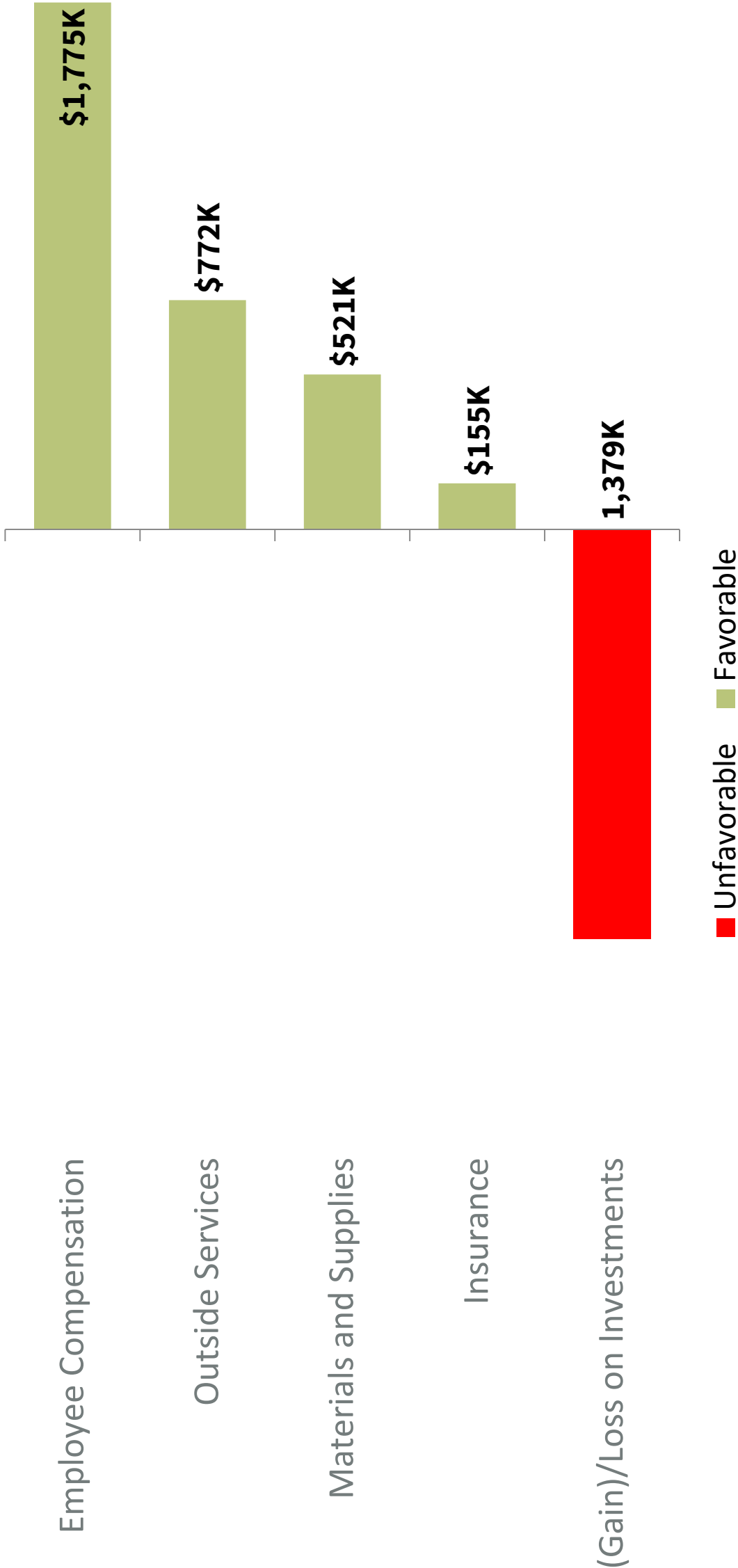
# Financial Report

Preliminary as of November 30, 2022

INCOME STATEMENT (in Thousands)	ACTUAL	BUDGET	VARIANCE B/(W)
Assessment Revenue	\$42,061	\$41,888	\$173
Non-assessment Revenue	\$1,804	\$1,680	\$124
Total Revenue	\$43,865	\$43,568	\$297
Total Expense	\$43,543	\$46,930	\$3,387
Other Changes	(\$1,292)	\$0	(\$1,292)
Net Revenue/(Expense)	(\$970)	(\$3,362)	\$2,392

# Financial Report

Preliminary as of November 30, 2022



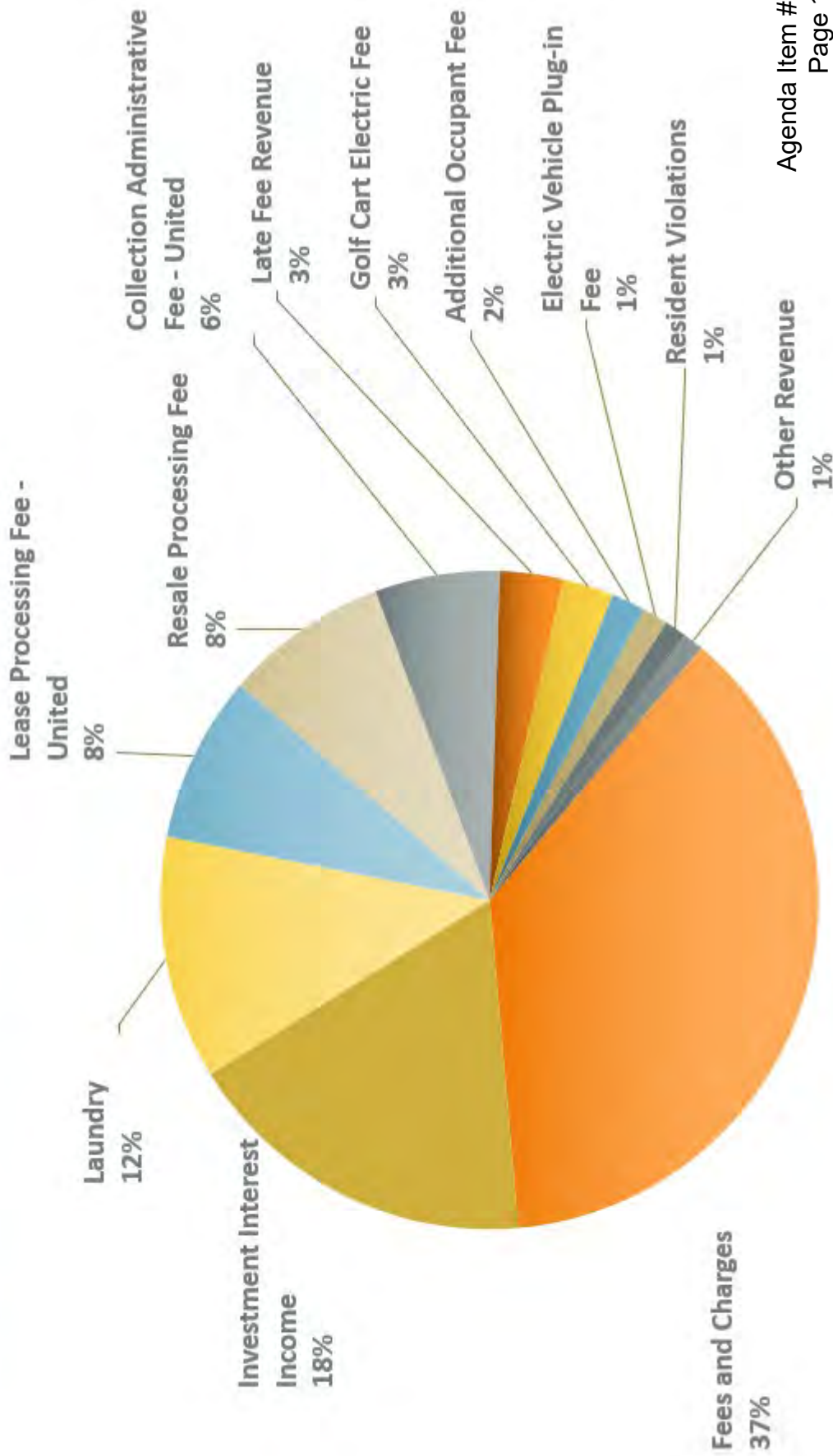
# Financial Report

Preliminary as of November 30, 2022



UNITED LAGUNA WOODS  
MUTUAL

## Total Non Assessment Revenues \$1,803,613



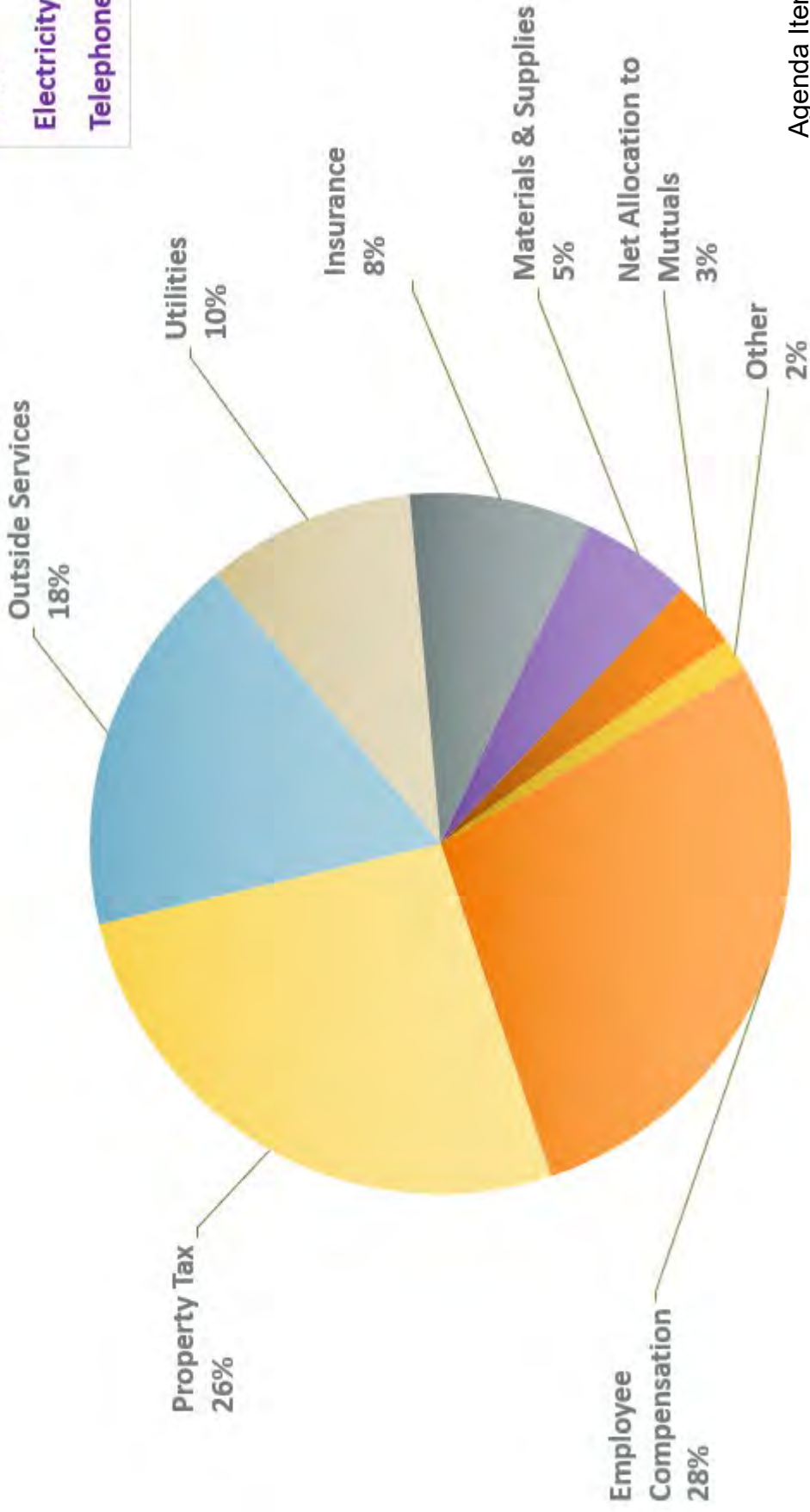
# Financial Report

Preliminary as of November 30, 2022



UNITED LAGUNA WOODS  
— M U T U A L —

**Total Expenses \$43,543,421**



Water	\$1,959,935
Sewer	\$1,584,936
Trash	\$462,233
Electricity	\$180,899
Telephone	\$537

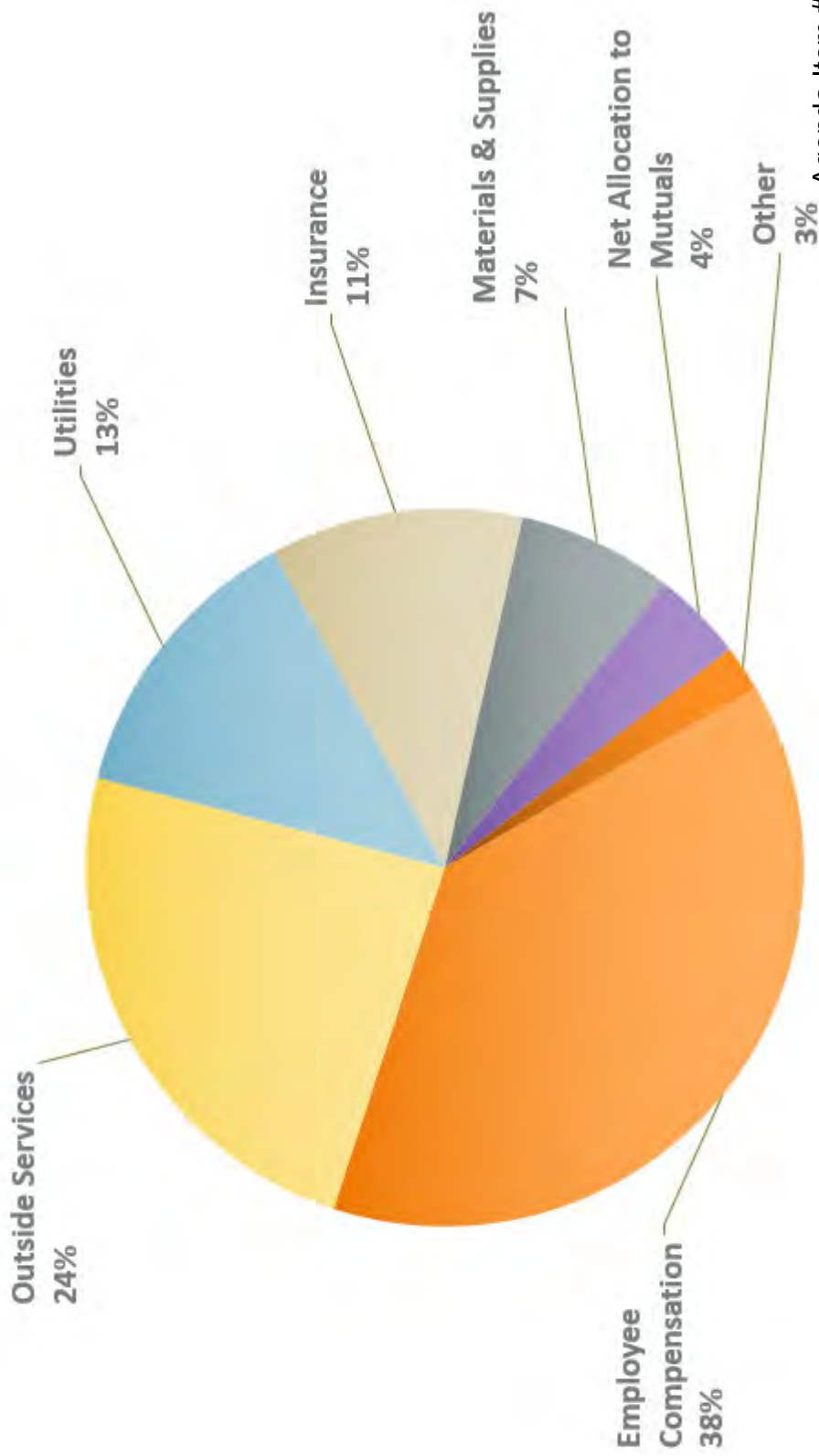
# Financial Report

Preliminary as of November 30, 2022



UNITED LAGUNA WOODS  
— M U T U A L —

## Total Expenses Excluding Property Tax \$32,041,610



# Financial Report

Preliminary as of November 30, 2022

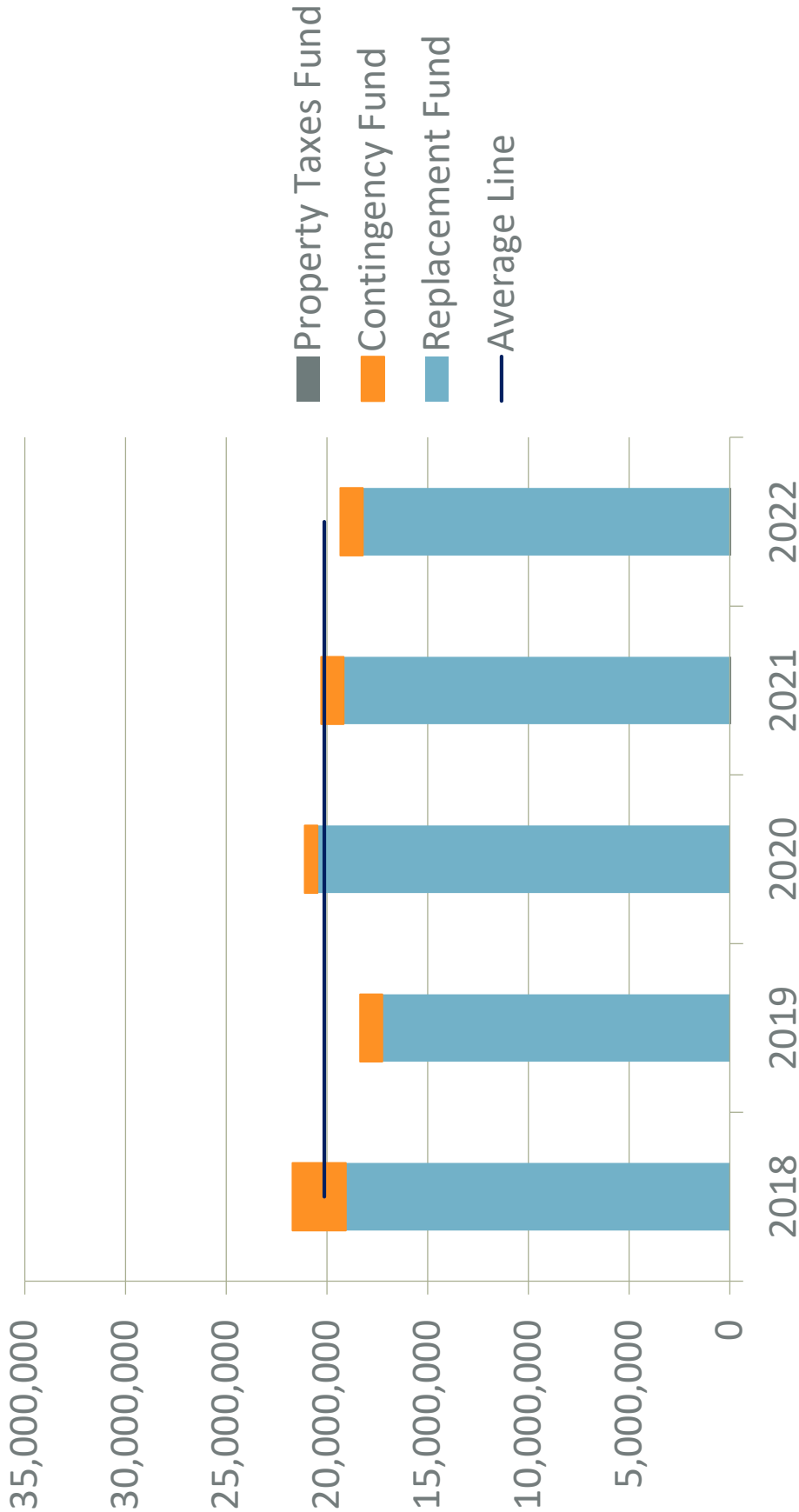


NON-OPERATING FUND BALANCES (in Thousands)	CONTINGENCY	RESERVE	PROPERTY TAX
Beginning Balances: 1/1/22	\$1,114	\$19,168	(\$107)
Contributions & Interest	0	8,901	11,541
Expenditures	0	9,854	11,501
Current Balances: 11/30/22	\$1,114	\$18,215	(\$67)

# Financial Report

Preliminary as of November 30, 2022

## FUND BALANCES – United Mutual



# Financial Report

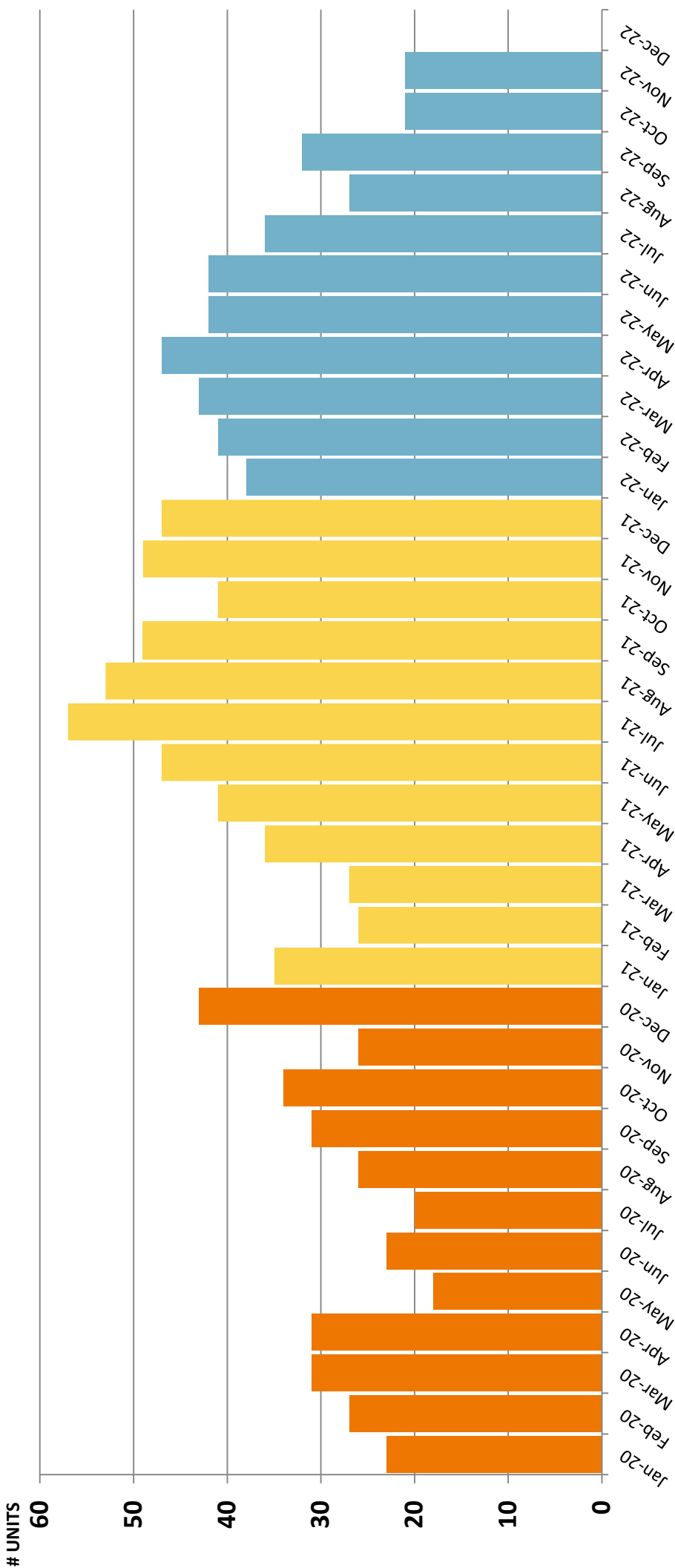
Preliminary as of November 30, 2022

## RESALE HISTORY – United Mutual



UNITED LAGUNA WOODS  
— M U T U A L —

	NO. OF RESALES	AVG. RESALE PRICE
YTD 2020	290	\$257,276
YTD 2021	461	\$278,569
YTD 2022	390	\$353,956







**FINANCE COMMITTEE MEETING  
REPORT OF THE REGULAR OPEN SESSION**

Tuesday, November 29, 2022 – 1:30 p.m.  
Hybrid Meeting

**DIRECTORS PRESENT:** Azar Asgari – Chair, Thomas Tuning, Mary Simon  
**DIRECTORS ABSENT:** None.  
**ADVISORS PRESENT:** Alison Bok, Mike Daillak  
**STAFF PRESENT:** Steve Hormuth, Jose Campos, Erika Hernandez  
**OTHERS PRESENT:** United – Lenny Ross, Cash Achrekar

**Call to Order**

Director Azar Asgari, Treasurer, chaired the meeting and called it to order at 1:30 p.m.

**Acknowledgment of Media**

The meeting was recorded via Granicus and made available via Zoom for members of the community to participate virtually.

**Approval of Agenda**

A motion was made and carried unanimously to approve the agenda as presented.

**Approval of the Regular Meeting Report of October 25, 2022**

A motion was made and carried unanimously to approve the committee report as presented.

**Chair Remarks**

Director Asgari mentioned the vote to change the reserve investment from Mutual Bonds to Treasury Bills in effort to stop losses and thanked the members of the Investment Ad Hoc Committee for their dedication to resolve this matter and VMS staff for their cooperation.

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

A member made a comment regarding private mortgages. No further action was taken.

**Department Head Update**

Steve Hormuth, Director of Financial Services, briefly summarized the actions taken by the board during the November 14 special open meeting where they approved the sale of existing discretionary investment portfolio and the purchase of laddered treasuries.

**Review Preliminary Financial Statements dated October 31, 2022**

The committee reviewed financial statements for October 31, 2022 and questions were addressed

## Report of United Finance Committee Regular Open Meeting

November 29, 2022

Page 2 of 2

and noted by staff.

### **Compensation and Outside Services**

The committee reviewed the report. No actions were taken or requested.

### **Private Mortgages**

Pamela Bashline, Community Services Manager, briefly presented on options for individuals interested in private mortgages. Discussion ensued.

Director Asgari made a motion to establish an Ad Hoc Committee for the purpose of investigating various options and alternatives for members and potential members to obtain private loans and membership related loans for a United Mutual membership. The motion was moved and seconded by Director Thomas Turning. The motion passed by a 3-0 vote.

### **Education – GRF Contributions**

Steve Hormuth provided a brief presentation summarizing United Mutual membership in Golden Rain Foundation (GRF) which is commonly referred to as the GRF Contribution. Comments were addressed and noted by staff. No action was taken.

### **Endorsements from Standing Committees**

None.

### **Future Agenda Items**

Investment Policy

Solar Report by Bart Mejia

Population Report

### **Committee Member Comments**

None.

### **Date of Next Meeting**

Tuesday, December 27, 2022 at 1:30 p.m.

### **Recess to Closed Session**

The meeting recessed to closed session at 2:55 p.m.

Azar Asgari

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Azar Asgari, Chair

Signature: *Azar Asgari*  
Azar Asgari (Dec 6, 2022 16:24 PST)

Email: azar1022@hotmail.com



## **FINANCE COMMITTEE MEETING REPORT OF THE REGULAR OPEN SESSION**

Tuesday, December 27, 2022 – 1:30 p.m.  
Hybrid Meeting

**DIRECTORS PRESENT:** Azar Asgari – Chair, Lenny Ross (Substitute for Thomas Tuning)  
**DIRECTORS ABSENT:** Mary Simon, Thomas Tuning (excused)  
**ADVISORS PRESENT:** Mike Daillak  
**STAFF PRESENT:** Steve Hormuth, Jose Campos, Erika Hernandez  
**OTHERS PRESENT:** United – Diane Casey, Maggie Blackwell  
GRF – Juanita Skillman

### **Call to Order**

Director Azar Asgari, Treasurer, chaired the meeting and called it to order at 1:35 p.m.

### **Acknowledgment of Media**

The meeting was recorded via Granicus and made available via Zoom for members of the community to participate virtually.

### **Approval of Agenda**

A motion was made and carried unanimously to approve the agenda as presented.

### **Approval of the Regular Meeting Report of November 29, 2022**

A motion was made and carried unanimously to approve the committee report as presented.

### **Chair Remarks**

Director Asgari thanked members and committee members for their participation in 2022 and briefly mentioned the investment changes that took place in November 2022.

### **Member Comments (Items Not on the Agenda)**

None.

### **Department Head Update**

Steve Hormuth, Director of Financial Services, summarized the United 2023 monthly assessment and changes and shared that the Annual Budget report and Policy Statements have been mailed to members.

### **Review Preliminary Financial Statements dated November 30, 2022**

## Report of United Finance Committee Regular Open Meeting

December 27, 2022

Page 2 of 2

The committee reviewed financial statements for November 30, 2022 and questions were addressed and noted by staff.

### **Compensation and Outside Services**

The committee reviewed the report. No actions were taken or requested.

### **Investment Policy**

Steve Hormuth briefly shared that he is working with Pacific Financial Planners to rewrite the United Investment Policy.

### **United Demographics Availability**

Steve Hormuth verbally provided the committee the information available on the United Mutual demographics. A report with the number of residents will be provided to the committee at the end of the day.

### **Endorsements from Standing Committees**

None.

### **Future Agenda Items**

Appliance by Category Update  
Savings Compared to Prior Year

### **Committee Member Comments**

None.

### **Date of Next Meeting**

Tuesday, January 31, 2023 at 1:30 p.m.

### **Recess to Closed Session**

The meeting recessed to closed session at 2:30 p.m.

**DRAFT**

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Azar Asgari, Chair

# Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

United

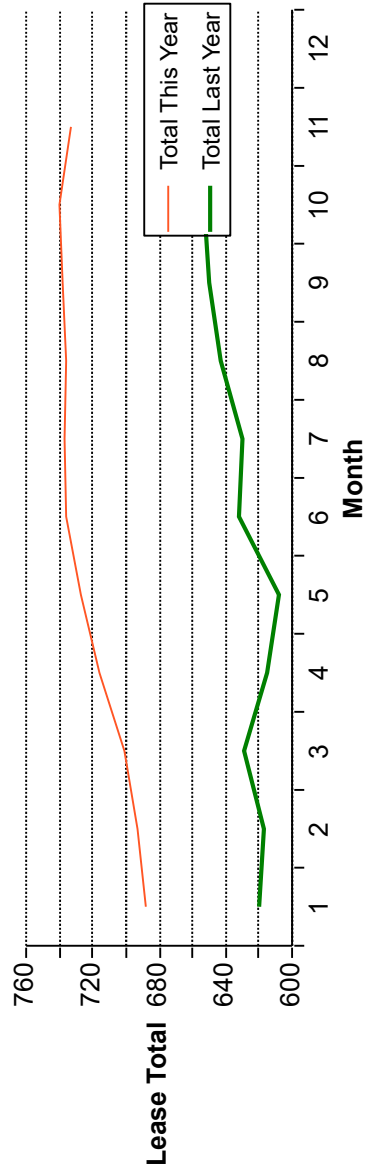
November, 2022

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	35	\$11,905,094	\$8,997,153	\$313,292	\$257,062
February	41	26	\$11,864,402	\$6,846,600	\$289,376	\$263,331
March	43	27	\$13,513,900	\$6,978,425	\$314,277	\$258,460
April	47	36	\$16,880,200	\$9,605,499	\$359,153	\$266,819
May	42	41	\$16,042,396	\$10,258,400	\$381,962	\$250,205
June	42	47	\$14,862,850	\$13,580,100	\$353,877	\$288,938
July	36	57	\$14,458,900	\$16,700,700	\$401,636	\$292,995
August	27	53	\$10,572,700	\$15,529,600	\$391,581	\$293,011
September	32	49	\$12,218,000	\$15,157,100	\$381,813	\$309,329
October	21	41	\$8,307,500	\$12,259,900	\$395,595	\$299,022
November	21	49	\$6,530,000	\$13,969,200	\$310,952	\$285,086
December		* 47		* \$14,364,950		* \$305,637
TOTAL	390.00	461.00	\$137,155,942	\$129,882,677		
ALL TOTAL	390.00	508.00	\$137,155,942	\$144,247,627		
MON AVG	35.00	41.00	\$12,468,722	\$11,807,516	\$353,956	\$278,569
% CHANGE - YTD	-15.4%		5.6%		27.1%	

% Change calculated (ThisYear - LastYear)/LastYear

\* Amount is excluded from percent calculation

## Monthly Active Leasing Report 2022 Period 11 (Mutual 1)



Year	Month	1 to 3 Month	4 to 6 Month	7 to 12 Month	12+ Month	Total This Year	Total Last Year	% Leased Last Year	% Leased This Year	% Change	Total Renewals	Total Expirations
2022	January	17	28	89	554	688	620	10.9	9.8	1.1	40	17
2022	February	17	25	104	547	693	617	11.0	9.8	1.2	50	18
2022	March	17	25	118	541	701	629	11.1	9.9	1.2	39	26
2022	April	14	29	143	530	716	615	11.3	9.7	1.6	66	25
2022	May	15	29	161	522	727	608	11.5	9.6	1.9	32	28
2022	June	17	33	172	514	736	632	11.6	10.0	1.6	67	24
2022	July	21	30	178	508	737	630	11.7	10.0	1.7	49	24
2022	August	24	33	184	495	736	643	11.6	10.2	1.4	35	20
2022	September	20	35	192	491	738	650	11.7	10.3	1.4	45	35
2022	October	17	38	207	478	740	653	11.7	10.3	1.4	40	42
2022	November	15	35	219	464	733	672	11.6	10.6	1.0	37	22
2022	December					678						

# Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

United

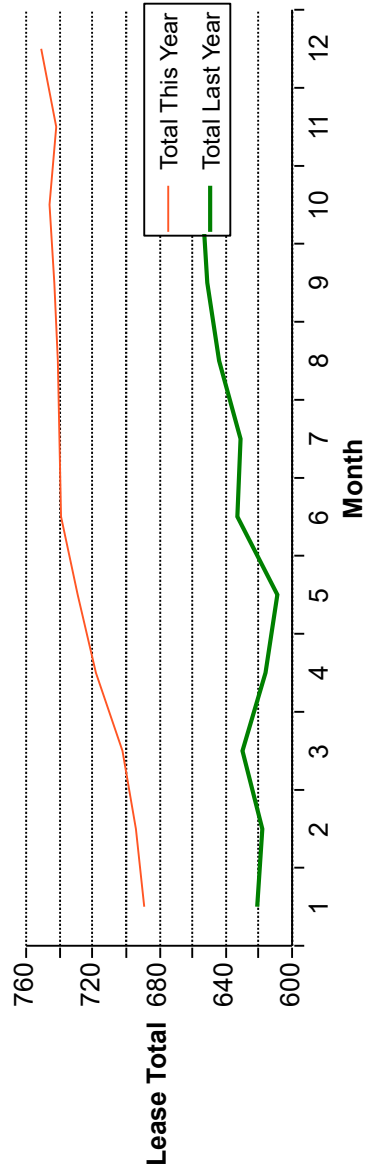
December, 2022

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	35	\$11,905,094	\$8,997,153	\$313,292	\$257,062
February	41	26	\$11,864,402	\$6,846,600	\$289,376	\$263,331
March	43	27	\$13,513,900	\$6,978,425	\$314,277	\$258,460
April	47	36	\$16,880,200	\$9,605,499	\$359,153	\$266,819
May	42	41	\$16,042,396	\$10,258,400	\$381,962	\$250,205
June	42	47	\$14,862,850	\$13,580,100	\$353,877	\$288,938
July	36	57	\$14,458,900	\$16,700,700	\$401,636	\$292,995
August	27	53	\$10,572,700	\$15,529,600	\$391,581	\$293,011
September	32	49	\$12,218,000	\$15,157,100	\$381,813	\$309,329
October	21	41	\$8,307,500	\$12,259,900	\$395,595	\$299,022
November	22	49	\$6,985,000	\$13,969,200	\$317,500	\$285,086
December	21	47	\$7,617,888	\$14,364,950	\$362,757	\$305,637
TOTAL	412.00	508.00	\$145,228,830	\$144,247,627		
ALL TOTAL	412.00	508.00	\$145,228,830	\$144,247,627		
MON AVG	34.00	42.00	\$12,102,403	\$12,020,636	\$355,235	\$280,825
% CHANGE - YTD	-18.9%		0.7%		26.5%	

% Change calculated (ThisYear - LastYear)/LastYear

\* Amount is excluded from percent calculation

## Monthly Active Leasing Report 2022 Period 12 (Mutual 1)



Year	Month	1 to 3 Month	4 to 6 Month	7 to 12 Month	12+ Month	Total This Year	Total Last Year	% Leased Last Year	% Leased This Year	% Change	Total Renewals	Total Expirations
2022	January	17	28	74	570	689	621	10.9	9.8	1.1	40	17
2022	February	17	25	88	564	694	618	11.0	9.8	1.2	50	18
2022	March	17	25	102	558	702	630	11.1	10.0	1.1	39	25
2022	April	14	29	127	548	718	616	11.4	9.7	1.7	66	25
2022	May	15	30	144	540	729	609	11.5	9.6	1.9	32	28
2022	June	17	34	156	532	739	633	11.7	10.0	1.7	67	24
2022	July	21	30	162	527	740	631	11.7	10.0	1.7	49	22
2022	August	24	32	170	515	741	644	11.7	10.2	1.5	35	20
2022	September	20	33	179	511	743	651	11.8	10.3	1.5	45	34
2022	October	17	36	195	498	746	654	11.8	10.3	1.5	40	39
2022	November	15	33	209	485	742	673	11.7	10.6	1.1	37	24
2022	December	16	37	219	479	751	679	11.9	10.7	1.2	33	34





## **SPECIAL MEETING OF THE UNITED INVESTMENT AD HOC COMMITTEE REPORT OF THE OPEN SESSION**

Thursday, November 10, 2022 – 4:00 p.m.  
Laguna Woods Village Sycamore Room

**DIRECTORS PRESENT:** Azar Asgari – Chair, Alison Bok, Robert Cunningham, Ken Benson

**DIRECTORS ABSENT:** None.

**STAFF PRESENT:** Steve Hormuth, Erika Hernandez

**OTHERS PRESENT:** United – President: Lenny Ross, Maggie Blackwell, Diane Casey  
GRF – Elsie Addington, Yvonne Horton

### **Call to Order**

Director Azar Asgari, Treasurer, chaired the meeting and called it to order at 4:00 p.m.

### **Approval of Agenda**

A motion was made and carried unanimously to approve the agenda as presented.

### **Chair Remarks**

Director Asgari stated that the formation of the Investment Ad Hoc committee is to welcome different perspectives and advise from members to better their investments.

### **Advisor Presentation Preparation**

Jerry Slusiewicz, owner of Pacific Financial Planners, LLC, a money management firm and Bank of America Representatives, Russell Goldstein, Client Advisor and John T. Wong, Portfolio Manager, were invited on behalf the committee to give a brief introduction on their financial expertise and offered advice regarding currently United Mutual investments. Multiple members asked questions. No further action.

### **Committee Member Comments**

Mr. Ken Benson made a comment regarding current investments as well as multiple members in the audience. Questions and comments were noted by staff.

Member Alison Bok presented a report on the analysis of the SageView Reserves Account performance and reinstated that the goal of the committee is to seek ways to mitigate further losses. The following is recommended for the Board's consideration:

1. Immediately sell share of the existing mutual funds and reallocate money into a ladder of direct,

# Report of United Finance Investment Ad Hoc Committee Open Meeting

November 10, 2022

Page 2 of 2

- insured obligations such as Treasury Bills and notes of 6-month, 1 year, 2 year and 3 year.
2. Rewrite the United Investment Policy by hiring a professional investment planner
  3. Consider undertaking the arbitration recourse available in the SageView Agreements
  4. Elect a new investment manager

Discussion ensued. No action taken during this meeting.

## **Recessed to Closed Session**

The meeting recessed to closed session at 5:01 p.m.

**DRAFT**

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Azar Asgari, Chair



**OPEN MEETING**

**REGULAR OPEN MEETING OF THE UNITED LAGUNA WOODS MUTUAL  
ARCHITECTURAL CONTROLS AND STANDARDS COMMITTEE\***

**Thursday, October 20, 2022 – 9:30 a.m.  
Laguna Woods Village Cypress Room /Virtual Meeting  
24351 El Toro Road, Laguna Woods, CA 92637**

**REPORT**

**MEMBERS PRESENT:** Anthony Liberatore – Chair, Maggie Blackwell in for Reza Bastani

**OTHERS PRESENT:** Richard Rader

**MEMBERS ABSENT:** Cash Achrekar, Reza Bastani

**STAFF PRESENT:** Bart Mejia – Maintenance & Construction Assistant Director, Gavin Fogg – Manor Alterations Interim Manager, Abraham Ballesteros – Manor Alterations Inspector II, Sandra Spencer – Administrative Assistant

**1. Call to Order**

Chair Liberatore called the meeting to order at 9:55 a.m. after a short recess in order to obtain a quorum.

**2. Acknowledgement of Media**

No media present.

**3. Approval of Agenda**

Hearing no objection, the agenda was approved by unanimous consent.

**4. Approval of Meeting Report for August 18, 2022**

Hearing no objection, the meeting report for August 18, 2022 was approved by unanimous consent.

**5. Chair's Remarks**

Chair Liberatore thanked Director Blackwell for standing in for an absent director and apologized to the members for the lack of participation by the committee members.

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

None.

**7. Division Manager Update**

Mr. Mejia informed the committee that Gavin Fogg is the Interim Manager for Manor Alterations as Robbi Doncost has separated from employment; efforts continue to improve customer service; and the current standards will be reviewed and revised as needed.

**8. Monthly Mutual Consent Report**

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

Hearing no objection, the Consent Report was approved unanimously.

**9. Variance Requests**

**A. 773-C – Non-Standard Wrought Iron Entry Gate**

Mr. Ballesteros introduced the variance and answered questions from the committee. The committee reviewed the variance and moved a recommendation for approval to the Board.

Items for Discussion:

None.

Items for Future Agendas:

- TBD

Concluding Business:

**10. Committee Member Comments**

- Chair Liberatore apologized for the lack of participation from the committee members and thanked Director Blackwell for filling in for an absent director.
- Director Blackwell commented that she is pleased with the work of the committee and staff.

**11. Date of Next Meeting – November 17, 2022 at 9:30 a.m.**

**12. Adjournment**

The meeting was adjourned at 10:06 a.m.



Anthony Liberatore, Chair

Anthony Liberatore, Chair  
Bart Mejia, Staff Officer  
949-597-4616

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**OPEN MEETING**

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

Thursday, November 17, 2022 – 1:30  
P.M. BOARD ROOM/ VIRTUAL MEETING  
Laguna Woods Village Community Center  
24351 El Toro Road, Laguna Woods, CA 92637

**MEMBERS PRESENT:** Maggie Blackwell – Chair, Azar Asgari and Mary Simon

**MEMBERS ABSENT:** None

**ADVISORS PRESENT:** Juanita Skillman, Mary Stone and Dick Rader

**ADVISORS ABSENT:** None

**STAFF PRESENT:** Francis Gomez, Pamela Bashline, Jeff Spies and Ruby Rojas

**CALL TO ORDER**

Maggie Blackwell, Chair, called the meeting to order at 1:37 p.m.

**APPROVAL OF THE AGENDA**

Chair Blackwell made a motion to approve the agenda as presented.

Without objection the agenda was approved as presented.

**APPROVAL OF MEETING REPORTS**

Chair Blackwell made a motion to approve the meeting report from the October 20, 2022 meeting. Chair Simon seconded the motion.

By unanimous consent, the motion carried.

**CHAIR'S REMARKS**

None

**MEMBER COMMENTS**

Director Liberatore suggested that a private Credit Union be considered for reverse mortgages for members.

Director Ross discussed a realtor package on the MLS website, reassess income and assets requirements, as well as providing a refinancing service for loans via federal insurance and recognition agreements with outside vendors.



## **ITEMS FOR DISCUSSION AND CONSIDERATION**

### **Discuss and select regulations and information for inclusion in a presentation/ package for Realtors.**

Ms. Pamela Bashline, Community Services Manager, presented the existing information available to realtors and took suggestions to implement further resources to members and their realtors.

The Committee members made comments and asked questions.

The Committee did not make changes.

## **CONCLUDING BUSINESS:**

### **Committee Member Comments**

Provide a Staff directive to create a Resident Orientation video to be posted to the company's website.

### **Date of Next Meeting**

The next meeting is scheduled for Thursday, December 15, 2022 at 1:30 p.m. in the Board Room.

### **Adjournment**

With no further business before the Committee, the Chair adjourned the meeting at 2:52 p.m.

*MABlackwell*

MABlackwell (Dec 5, 2022 18:36 PST)

Maggie Blackwell, Chair  
United Laguna Woods Mutual





**OPEN MEETING**

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

**Monday, November 28, 2022 – 1:30 P.M.  
BOARD ROOM/VIRTUAL MEETING  
Laguna Woods Village Community Center Board Room  
24351 El Toro Road**

**REPORT**

**COMMITTEE MEMBERS PRESENT:** Chair- Maggie Blackwell, Anthony Liberatore, Lenny Ross (Joined the meeting at 1:38 p.m.)

**COMMITTEE MEMBERS ABSENT:** Diane Casey (Excused)

**OTHERS PRESENT:** Juanita Skillman

**ADVISORS PRESENT:** Ann Beltran, Mary Sinclair

**STAFF PRESENT:** Kurt Wiemann, Jayanna Abolmoloki

**1. Call to Order**

Chair Blackwell called the meeting to order at 1:32 p.m.

**2. Acknowledgment of Media**

No media were present.

**3. Approval of the Agenda**

Chair Blackwell made a motion to approve the agenda. Director Liberatore seconded. The agenda was approved unanimously.

**4. Approval of the Meeting Report for October 24, 2022**

Chair Blackwell made a motion to approve the report. Director Liberatore seconded. The committee was in unanimous support.

**5. Chair's Remarks**

Chair Blackwell stated that she is happy to see things going well, and that the slopes look very good. Chair Blackwell also shared that the Gate 1 replanting will be complete soon.

## **6. Department Head Update**

Mr. Wiemann explained items on the project log in detail. Mr. Wiemann reviewed the Water Use Comparison Graph with the committee. Mr. Wiemann also shared two presentations, providing an update on Turf Reduction and Canary Island Pine Tree Trimming throughout the Village.

Members made comments and asked questions.

## **7. Member Comments (Items not on the agenda)**

Topics included:

- Yellow Flags

## **8. Response to Member Comments**

Mr. Wiemann responded to the member comment.

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

## **9. Reminder: December Meeting Cancelled**

Chair Blackwell reminded the committee and the audience that the United Landscape Committee meeting in December has been cancelled due to the holidays.

### **Concluding Business**

## **10. Committee Member Comments**

Various comments were made.

## **11. Date of Next Meeting – Monday, January 23, 2023 at 1:30 p.m.**

## **12. Adjournment at 1:49 p.m.**



Maggie Blackwell, Chair



**OPEN MEETING**

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

**Wednesday, October 26, 2022 - 9:30 a.m.  
24351 El Toro Road, Laguna Woods, CA 92637  
Board Room and Virtual with Zoom**

**MEMBERS PRESENT:** Reza Bastani - Chair, Maggie Blackwell (in for Pat English), Pearl Lee

**MEMBERS ABSENT:** Lenny Ross, Advisor Ken Deppe

**OTHERS PRESENT:** Richard Rader

**STAFF PRESENT:** Manuel Gomez – Maintenance & Construction Director, Bart Mejia – Maintenance & Construction Assistant Director, Ian Barnette – Maintenance & Construction Assistant Director, Guy West – Projects Division Manager, Roberto Valdovinos - Maintenance Operations Manager, Sandra Spencer – Administrative Assistant

**REPORT**

**1. Call to Order**

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

**2. Acknowledgement of Media**

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

**3. Approval of Agenda**

Hearing no objection, the agenda with the amendment removed was approved by unanimous consent.

**4. Approval of Meeting Report from August 24, 2022**

Hearing no objection, the meeting report was approved.



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

Chair Bastani remarked that the prior chair of the committee has resigned.

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

- Staff read an email submitted by a member's relative regarding a plumbing issue.

Mr. Gomez responded to the comment. Staff will review the issue with Maintenance personnel and will follow up with the member.

## **7. Department Head Update**

Mr. Gomez reminded the committee about the Contractor Open House event scheduled for October 27, 2022.

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

## **8. Project Log**

## **9. Solar Production Report**

The project log and solar production report were pulled for discussion. Staff answered questions from the committee and members. The consent calendar was approved unanimously.

## Items for Discussion and Consideration:

## **10. Balcony Inspection Status**

Mr. West updated the committee via a PowerPoint presentation on the exterior elevated elements inspection project and answered questions from the committee. Of the 52 buildings scheduled to be inspected in 2022, 28 have been completed to date; residents are mailed notifications 30 days in advance of the inspection date; repairs vary in scope and all repairs are scheduled appropriately and recorded; information is available on the website.

**11. 2022/2023 Shepherd's Crook Project Status**

Mr. West updated the committee via a PowerPoint presentation on the Shepherd's Crook installation project and answered questions from the committee. Of the estimated 21,000 linear feet of barbed wire on top of the perimeter walls in United, a total of 3,884 linear feet of Shepherd's Crook has been installed as replacement for the barbed wire; 320 linear feet was completed in 2022 and 300 linear feet is planned for 2023 with a budget of \$35,000. The Third M&C Committee is considering discontinuing installation of the remaining Shepherd's Crook as replacement to the barbed wire. Staff will keep the United M&C committee apprised of any updates.

**12. Solar Panel Policy**

- a. United Section 35 – Solar Panels 1 Story Buildings
- b. United Section 42 – Solar Panels 2 Story Buildings

Mr. Mejia introduced the standards and informed the committee that there are discrepancies between the standards regarding leasing of solar panels on buildings with shared roofs. Staff answered questions from the committee.

A motion was made to refer this item to the Architectural Controls and Standards Committee for further review and updates. The motion was approved by unanimous consent.

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

- Options for Improving Delivery of Hot Water to Individual Manors

Director Lee left the meeting at 10:38 a.m.

Concluding Business:

**13. Committee Member Comments**

- Director Blackwell commented on installation of InSinkErator instant hot water heaters and potential changes to committee membership.
- Chair Bastani commented on the water heater replacement program and directed staff to prepare a staff report on the cost savings for extending the replacement of water heaters beyond the 10-year warranty period.

**14. Date of Next Meeting:** December 28, 2022

**15. Recess** - The meeting was recessed at 10:53 a.m.

  
Reza Bastani, Chair

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



**OPEN MEETING**

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

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

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

**MEMBERS ABSENT:** Reza Bastani

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

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

**REPORT**

**1. Call to Order**

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

**2. Acknowledgement of Media**

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

**3. Approval of Agenda**

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

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

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

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

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

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

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

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

## **7. Department Head Update**

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

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

## **8. Project Log**

## **9. Solar Production Report**

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

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

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

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



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

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

## **12. Solar System Payback**

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

## **13. Lighting Improvements**

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

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

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

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

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

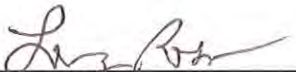
Concluding Business:

**14. Committee Member Comments**

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

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

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

  
\_\_\_\_\_  
Lenny Ross, Director

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



FINANCE COMMITTEE MEETING  
REPORT OF THE REGULAR OPEN SESSION

Wednesday, October 19, 2022 – 1:30 p.m.  
Hybrid Meeting

**DIRECTORS PRESENT:** Jim Hopkins – Chair, Elsie Addington, Mark Laws, Jim Cook  
(Alternate for Donna Rane Szostak), Azar Asgari, Lenny Ross, Diane Casey

**DIRECTORS ABSENT:** Donna Rane-Szostak, Debbie Dotson, Pat English

**ADVISORS PRESENT:** Rosemarie DiLorenzo

**STAFF PRESENT:** Steve Hormuth, Jose Campos, Erika Hernandez

**OTHERS PRESENT:** GRF – Bunny Carpenter, Egon Garthoffner, Juanita Skillman, Reza Karimi, Joan Milliman

**Call to Order**

Director James Hopkins chaired the meeting and was called to order at 1:34 p.m.

**Acknowledgement of Media**

The meeting was streamed via Zoom for members of the community to participate virtually.

**Approval of Meeting Agenda**

A motion was made and carried unanimously to approve the agenda as presented.

**Approval of the Regular Meeting Report of August 17, 2022**

A motion was made and carried unanimously to approve the committee report with the following change:

- Move Debbie Dotson's and Diane Casey's name from "Directors Present" to "Others Present".

**Chair Remarks**

Director Hopkins made a statement in response to an entry submitted in the Global by a member.

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

None.

**Department Head Update**

Steve Hormuth, Director of Financial Services, briefly touched base on GRF's investment portfolio as of September 30, 2022 and the upcoming meetings calendar.

### **Review Preliminary Financial Statements dated September 30, 2022**

The committee reviewed the financial statements dated September 30, 2022. Questions were addressed.

### **Proposed Defunding at Year End**

Jose Campos, Assistant Director of Financial Services, presented a staff report recommending to defund capital projects as follows: three items from the Equipment fund, one from Facilities Fund and reducing one from the Equipment Fund by December 31, 2022. The capital items will be closed out at year end and be replaced with 2023 capital items. A motion was made and moved by Director Elsie Addington to accept staff's recommendation to be presented at the next board meeting. Director Sue Stephens seconded. Discussion ensued. Hearing no objections, the motion passed unanimously.

### **Endorsement from Standing Committees**

Communities Activity Committee – Garden Center Rental Fees. Steve Hormuth presented a staff report provided by the CAC recommending the board to approve the proposed schedule of Garden Rental Fees with effective date January 1, 2023. A motion was made and moved by Director Addington to accept and endorse this recommendation to be presented at the next Board meeting. Director Azar Asgari seconded. Discussion ensued. Hearing no objections, the motion passed by unanimous decision.

Security and Community Access Committee – Aliso Creek “No bicycle Signage”. Steve Hormuth presented a staff report provided by the SCAC recommending a supplemental appropriation in the amount of \$740 from the Equipment fund for the purpose of adding 4 universal “Bicycles are prohibited” signage to the main entrance of the Aliso Creek Park. A motion was made and moved by Director Stephens to accept and endorse staff recommendation to be presented at the next board meeting. Director Addington seconded. Discussion ensued.

Director Stephens retracted her motion. No vote took place.

Director Diane Casey left at 3:40pm.

Director Hopkins made a motion to send the report back to the SCAC committee with recommendations for consideration. Hearing no objections, the motion passed unanimously.

### **Future Agenda Items**

None.

### **Committee Member Comments**

None.

### **Date of Next Meeting**

Wednesday, December 21, 2022 at 1:30 p.m.

### **Recess to Closed Session**

The meeting recessed to closed session at 3:44 p.m.

*JW HOPKINS*

[JW HOPKINS \(Oct 30, 2022 18:57 PDT\)](#)

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James Hopkins, Chair

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FINANCE COMMITTEE MEETING  
REPORT OF THE REGULAR OPEN SESSION

Wednesday, December 21, 2022 – 1:30 p.m.  
Hybrid Meeting

**DIRECTORS PRESENT:** James Hopkins – Chair, Elsie Addington, Jim Cook (substitute for Mark Laws), Donna Rane-Szostak, Azar Asgari, Thomas Tuning, Margaret Bennett

**DIRECTORS ABSENT:** None.

**ADVISORS PRESENT:** Rosemarie DiLorenzo

**STAFF PRESENT:** Steve Hormuth, Jose Campos, Erika Hernandez

**OTHERS PRESENT:** GRF – Bunny Carpenter, Juanita Skillman, Yvonne Horton, Joan Milliman, Reza Karimi, Debbie Dotson, Egon Garthoffner

United – Lenny Ross

Mutual Fifty – Sue Stephens

**Call to Order**

Director James Hopkins chaired the meeting and was called to order at 1:36 p.m.

**Acknowledgement of Media**

The meeting was streamed via Granicus and Zoom for members of the community to participate virtually.

**Approval of Meeting Agenda**

A motion was made and carried unanimously to approve the agenda as presented.

**Approval of the Regular Meeting Report of October 19, 2022**

A motion was made and carried unanimously to approve the agenda with the following correction:

- Move Sue Stephens name to Directors Present (Alternate for Al Amado) and mark Donna Rane-Szostak as “Excused”.

**Chair Remarks**

Director Hopkins shared that Dan Quirk will be presenting educational investment materials.

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

None.

### **Bond Fund Portfolio Education – SageView**

Director Hopkins summarized the investment strategies that took place beginning June 2019 and provided an overview of the current portfolio performance.

Dan Quirk, SageView Investment Advisor, provided an educational presentation on Bond Funds and Individually held bonds. Multiple directors and members commented on the current market events and portfolio performance. Questions and comments were noted by staff. No further action.

### **Department Head Update**

Steve Hormuth, Director of Financial Services, shared an update on the progress made towards the new ERP system, MS Dynamic 365, that is set to replace Microsoft AX mid-2023.

### **Review Preliminary Financial Statements dated November 30, 2022**

The committee reviewed the financial statements dated November 30, 2022. Questions were addressed and noted by staff.

### **Endorsement from Standing Committees**

Communities Activity Committee – GRF Credit Card and Transaction Fee (ActiveNet). Alison Giglio, Interim Recreation and Special Events Director, presented a staff report recommending that the GRF credit card and transactions fees within ActiveNet be allocated to the user for online and in-person transactions.

A motion was made and moved by Director Elsie Addington to accept and endorse this recommendation and be presented at the next board meeting. Director Donna Rane-Szostak seconded. Discussion ensued.

By consensus, the motion passed by a 4-2 vote. Director Thomas Tuning abstained.

### **Future Agenda Items**

None.

### **Committee Member Comments**


None.

### **Date of Next Meeting**

Wednesday, February 15, 2023 at 1:30 p.m.

### **Recess to Closed Session**

The meeting recessed to closed session at 3:55 p.m.

  
James Hopkins (Dec 28, 2022 14:25 PST)  
James Hopkins, Chair





**OPEN MEETING**

**MINUTES OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION  
STRATEGIC PLANNING COMMITTEE**

**Monday, October 3, 2022 – 1:30 p.m.  
BOARD ROOM/VIRTUAL MEETING  
Laguna Woods Village Community Center 24351 El Toro Road**

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**Director Present:** Debbie Dotson, Mark Laws, Nathaniel Ira Lewis, Diane Casey, Ryna Rothberg, Joan Milliman, James Hopkins

**Directors Absent:** Gan Mukhopadhyay, Anthony Liberatore, Cash Achrekar

**Staff Present:** CEO-Siobhan Foster, Makayla Schwietert, Paul Nguyen

**Others Present:** Richard Rader (Advisor)

**1. Call to Order—Director Dotson, Chair**

Chair Dotson called the meeting to order at 1:30 p.m. and established that a quorum was present.

**2. Approval of the Agenda**

Chair Dotson requested the addition of Item 6c. Broadband Status Update, Item 6d. Website Status Update, and Item 6e. Space Planning (Oral Discussion).

Hearing no changes or objections, Chair Dotson declared the agenda as approved unanimously.

**3. Approval of the Minutes**

**a. GRF Strategic Planning Committee Meeting – May 02, 2022**

Hearing no changes or objections, Chair Dotson declared the minutes of May 02, 2022 as approved unanimously.

**4. Chair's Remarks**

Chair Dotson commented on the following:

- Goal for today is to discuss comments and ideas from committee members, and hopefully end the meeting with some new goals for the future.

## **5. Old Business**

### **a. Committee Member Responses to Internal Survey**

Chair Dotson provided a presentation on the Internal Survey with responses from committee members.

Discussion ensued among the committee.

### **b. Discussion of Ideas**

The committee further discussed ideas that can be brought back at future meetings.

## **6. New Business**

### **a. Status of Corporate Vote on Building E Replacement**

Chair Dotson provided an update regarding Building E Replacement vote results from the Corporate Members.

Discussion ensued among the committee.

### **b. Set 3 Goals for 2023**

Chair Dotson and the Committee discussed the following goals for 2023:

- Obtain trend reports.
- Recreational space utilization consultant.

## **THIS ITEM WAS ADDED DURING APPROVAL OF AGENDA**

### **c. Broadband Status Update**

Chair Dotson commented on a study that took place to advise on strategic planning for broadband services.

Discussion ensued among the committee.

## **THIS ITEM WAS ADDED DURING APPROVAL OF AGENDA**

### **d. Website Status Update**

Chair Dotson provided a brief update regarding the status of the Website renewals.

## **THIS ITEM WAS ADDED DURING APPROVAL OF AGENDA**

### **e. Space Planning (Oral Discussion)**

Chair Dotson commented that over the years, the need for space planning has been discussed.

Chair Dotson has requested a short-term ad-hoc committee be formed to move forward on the Building-E space planning project.

## **7. Next Meeting – TBD**


## **8. Committee Member Comments**

- Director Hopkins commented on the importance of obtaining a trends report, as the facts are the most important things to gather
- Chair Dotson commented Board Elections are in some way a form of Strategic

Planning. Sometimes change in Boards are needed, and sometimes they are not. The importance that a Member has proper experience, and want to be on a Board to make a difference.

## 9. Adjournment

There being no further business the meeting was adjourned at 3:25 p.m.

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Debbie Dotson, Chair  
GRF Strategic Planning Committee

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## **OPEN MEETING**

### **REPORT OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE**

Thursday, November 10, 2022 – 1:30 p.m.  
Board Room/Virtual Meeting

**MEMBERS PRESENT:** Yvonne Horton, Chair, Elsie Addington, Pearl Lee, Diane Casey, Annie McCary, Mark Laws, Dennis Boudreau, Ajit Gidwani

**MEMBERS ABSENT:** Ryna Rothberg

**OTHERS PRESENT:** Bunny Carpenter, Juanita Skillman, Joan Milliman, Maggie Blackwell

**STAFF PRESENT:** Alison Giglio, Jennifer Murphy, Tom McCray, Jackie Chioni

#### **Call to Order**

Chair Horton called the meeting to order at 1:33 p.m.

#### **Acknowledgement of Media**

There was no press present.

#### **Approval of Agenda**

Director McCary made a motion to approve the agenda, no second.

Director Laws inquired as to the Poster Policy Review not listed on the agenda. Chair Horton stated staff was directed at a later date to leave the agenda item under Items for Future Agendas.

Motion passed unanimously.

#### **Approval of Committee Report for October 13, 2022**

Director Addington made a motion to approve the report, Director Casey seconded.

Motion passed unanimously.

#### **Chair's Remarks**

Chair Horton stated the Recreation Department is working diligently to staff all facilities.

## Report of the Recreation and Special Events Director

Ms. Giglio stated the Garden Center operating rules have been approved; the next step is to identify Garden Center compliance priorities and begin a more thorough inventory to build a more accurate data base; in the planning stages for tree trimming at both centers and will be communicating with gardeners about upcoming work when scheduled; there are currently 20 Garden Centers volunteers supporting staff and gardeners with life challenges; a new Fitness membership module has been installed; there are approximately 2,500 to 3,000 cups of coffee self-served per month at the Drop-in lounge at Clubhouse 1 as it is open every day 8 a.m. to 10 p.m. with 13 to 15 room reservations a day; the Performing Arts Center billiards room has expanded hours to include Monday and Wednesday nights from 6 to 10 p.m. to accommodate men's and women's club nights; over 2,000 people attended the Bonanza at Clubhouse 4 in which over 100 resident artists sold self-created items; the lobby furniture at Clubhouse 5 has been replaced; the Thanksgiving buffet sold out in five days; pool covers have been added to maintain temperatures of the pool water; outside services have been contracted for daily pool maintenance while the pool technician is on medical leave; annual pool maintenance is underway with Pool 2 as the next pool to be closed; there are currently two lesson horses at the Equestrian Center; the Halloween Hoedown hosted approximately 350 attendees; a new Equestrian Center stable lead has been hired; Library volunteers worked 756 hours supporting 2,685 residents in October and 3,243 items circulated through the front desk in October .

Mr. McCray stated carts are restricted to cart paths after rain as protecting the greens is the priority; the driving range suffers after rain as there is no grass; the Par 3 must remain closed after rain if deemed unsafe and will be reopened tomorrow; courses are analyzed each morning after rain to ensure safety and greens protection; tee reseeding is going well; text messaging communication with golfers who opt in has been instituted to allow for alerts or special event announcements that may impede play; first session of the Silver Tees program went very well; the next Silver Tees session starts in three weeks; the fencing at the driving range is completed and the remaining project is scheduled to begin in March; holiday merchandise promotions will be held; Mr. McCray thanked the projects team for their assistance.

Director McCary inquired as to the location of merchandise sales. Mr. McCray stated a small amount of merchandise is located at the Par 3 with most at the Golf pro shop. Director Lee inquired as to the comparison of activity volume today versus pre-COVID. Mr. McCray stated it has nominally increased as there is no room to increase play. Director Lee stated those moving in are younger and they may be more active with regards to golf. Mr. McCray stated staff instructs those individuals wishing to play golf on the use of the foreUP reservation system.

Ms. Murphy stated the Veterans day event will be held at Clubhouse 2, 10 to 11 a.m. with a guest speaker, colors to be presented and light refreshments; the free Monday movie, *Spencer*, will be hosted at the Performing Arts Center on November 21 at 2 p.m.; the

Volunteer Luncheon will be hosted at Clubhouse 5 on December 2 for the 2022 volunteers; on December 3 Clubhouse 1 will host the holiday tree lighting at 6 p.m. which will include a toy drive, hot cocoa and cookies; the Christmas buffet will be hosted at Clubhouse 5 at 1 p.m. and tickets will go on sale on November 29 at the Clubhouse 5 office; the Performing Arts Center will host a variety show on New Year's Eve starting at 7:30 p.m. with tickets on sale now at the Performing Arts Center box office; Clubhouse 5 will host Rockin' New Year's Eve at 6:30 p.m. with dinner, live music and a champagne toast.

Chair Horton stated Mr. McCray has done a great job. Director Addington inquired as to distributing Garden Center operating rules to all gardeners. Ms. Giglio stated new gardeners receive a copy when securing a garden or tree plot and the rules may be viewed online. Ms. Giglio stated staff will send a message to all gardeners instructing them how to locate the rules online and anyone may request a hard copy from staff.

### **Member Comments (Items Not on the Agenda)**

Members were called to speak regarding the following: use of the GRF mobile stage, Laguna Woods Village buses and cocktail tables for a club event; extension of Veterans Day holiday hours to allow for a club dance in 2023.

Discussion ensued.

Staff was directed to follow up with the VMS Risk Manager in regards to insurance carrier response to club use of the GRF mobile stage.

Staff was directed to create a staff report regarding the Veterans Day exception and present at CAC next month.

### **CONSENT**

Director Addington made a motion to approve the consent calendar, Director Casey seconded.

Motion passed 5-1 (Director Laws abstained).

### **REPORTS**

**Clubhouse Expanded Hours** - Ms. Giglio stated Recreation is in the process of hiring more Recreation Leaders to assist with all clubhouse operations during open hours. She stated the top priority is opening more hours at Clubhouse 7, then Clubhouse 2.

Members were called to speak regarding the following: exception of use of Clubhouse 2 outside of current operating hours in April for a wedding; exception of use of Clubhouse 7 outside of current operating hours; staff training of AV equipment.

Discussion ensued.

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

**2023 Aquadettes Billing** – Ms. Murphy stated the staff report regarding the Aquadettes proposed payment of \$1,250 to GRF for the 2023 Aqua Follies show.

Director Addington made a motion to have the Aquadettes pay GRF the amount of \$2,250 for the 2023 Aqua Follies show, Director Casey seconded.

Members were called to speak regarding the following: Aquadettes thanked CAC and GRF for supporting the 2022 Aqua Follies show; costs for Aqua Follies show; ticket sales; club working with VCF for donations; sponsorship for this event; club to club donations.

Discussion ensued.

Motion passed 4-1 (Director Laws voted against).

### **ITEMS FOR FUTURE AGENDAS**

**GRF Credit Card and Transaction Fee (ActiveNet)** – Staff was directed to bring this item to the Community Activities Committee on December 8, 2022.

**Poster Policy Review** – Staff was directed to bring this item to the Community Activities Committee on December 8, 2022.

**Facility Operating Rules** – Staff was directed to keep this item under Items for Future Agendas.

**Performing Arts Center Rental Fees** – Staff was directed to keep this item under Items for Future Agendas.

### **CONCLUDING BUSINESS**

#### **Committee Member Comments**

Advisor Gidwani stated the Recreation Department makes every effort to assist the community and stated the Aqua Follies show is great.

Director Lee stated she is looking forward to next year's Aqua Follies show.

Director Addington stated she is looking forward to discussing the GRF Credit Card and Transaction Fee through ActiveNet agenda item in the future.

Director McCary stated she loves the Aqua Follies show.

Advisor Boudreau stated the golfers pay the credit card fee at Golf.



**Date of Next Meeting**

The next regular meeting of the GRF Community Activities Committee will be held both in the board room and virtually via the Zoom platform at 1:30 p.m. on Thursday, December 8, 2022.

**Adjournment**

There being no further business, the Chair adjourned the meeting at 3:17 p.m.

\_\_\_\_*Yvonne Horton*\_\_\_\_

Yvonne Horton, Chair

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## **OPEN MEETING**

### **REPORT OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION COMMUNITY ACTIVITIES COMMITTEE**

Thursday, December 8, 2022 – 1:30 p.m.  
Board Room/Virtual Meeting

**MEMBERS PRESENT:** Yvonne Horton, Chair, Elsie Addington, Pearl Lee, Diane Casey, Cush Bhada, Mark Laws, Sue Stephens, Ajit Gidwani

**MEMBERS ABSENT:** Dennis Boudreau, excused

**OTHERS PRESENT:** Bunny Carpenter, Juanita Skillman, Joan Milliman, Maggie Blackwell, Cash Achrekar

**STAFF PRESENT:** Alison Giglio, Jennifer Murphy, Jackie Chioni

#### **Call to Order**

Chair Horton called the meeting to order at 1:32 p.m.

#### **Acknowledgement of Media**

There was no press present.

#### **Approval of Agenda**

Director Laws made a motion to approve the agenda. Director Bhada seconded.

Motion passed unanimously.

#### **Approval of Committee Report for November 10, 2022**

Director Casey made a motion to approve the report. Director Laws seconded.

Motion passed unanimously.

#### **Chair's Remarks**

Chair Horton stated the Volunteer Luncheon sponsored by the Recreation Department was enjoyed by over 400 resident volunteers. These volunteers are the lifeblood of the community. If anyone would like to volunteer, please contact Recreation office.

#### **Report of the Recreation and Special Events Director**

Ms. Giglio stated the following operational and facility updates: the Garden Center volunteers have gleaned tangerines and apples from the GRF tree plots which was dropped off at Clubhouse 1 drop-in lounge for the enjoyment of those who visit; Pool 1 has reopened and Pool 2 is now closed for annual maintenance; the Village Tree Lighting was held at Clubhouse 1 including a local high school choir and band, hot cocoa and cookies and a toy drive with 175 toys donated to Spark of Love which will be dropped off at fire station 22; the Clubhouse 4 ceramic lab technician position has been filled; the annual Christmas Buffet at Clubhouse 5 sold out in two hours; rain gutters were added outside the Clubhouse 5 multi-purpose room; a new horse has been acquired at the Equestrian Center; Equestrian Center boarding revenue is up over 40% and care service fees have generated revenue of approximately \$1,100 to \$1,500 each month; two new staff have been hired at the Equestrian Center; 709 volunteer hours have been reported at the Library; 2,369 residents have been helped at the Library; a special article will be featured in the December Globe issue highlighting Village authors; the Men's 18 Hole Golf club is hosting a member/member tournament on December 14; Clubhouse 2 and 7 weekend room reservations for 2023 will be taken starting December 19 as more staff has been hired.

Ms. Murphy stated the following upcoming events: Help the Herd is sponsoring Santa Paws, an event hosting pet photos with Santa at the Equestrian Center on December 10, 11 a.m. to 2 p.m.; AARP Smart Driver class will be held December 14 and 15 at Clubhouse 1, Dining Room 2, noon to 5:30 p.m. for new students only; New Year's Eve at the Performing Arts Center will host five different acts including music, magic and comedy all starting at 7:30 p.m. with tickets available at the box office; New Year's Eve at Clubhouse 5 will host dinner and dancing starting at 7:15 p.m. with complimentary champagne 9 p.m. to midnight and tickets are available for purchase at the Clubhouse 5 office; Kickboxing/self-defense class is held at Clubhouse 5, Tuesdays and Thursdays at 3 :30 p.m. and Wednesdays at 3 p.m.; Tennis, paddle tennis and pickleball lessons are available from Coach Alan, please call the Recreation office for details; Zumba Gold is held at Clubhouse 2 on Mondays at 10 a.m., Clubhouse 5 on Wednesdays at 9 a.m. and Clubhouse 2 on Fridays at 9 a.m. with punch cards available for purchase at both the Recreation office or Clubhouse 5 office.

Director Lee inquired as to Performing Arts Center reservations. Ms. Giglio confirmed only Clubhouse 2 and 7 will be reopening for room reservations with the Performing Arts Center expected to reopen next.

### **Member Comments (Items Not on the Agenda)**

None.

### **CONSENT**

Director Laws made a motion to approve the consent calendar. Director Addington seconded.

Motion passed unanimously.

## **REPORTS**

None.

## **ITEMS FOR DISCUSSION AND CONSIDERATION**

**Rock 'N Rollers Club Exception Request to Clubhouse Holiday Hours** - Chair Horton stated the exception request to clubhouse holiday hours and this is the regular dance time for this club.

Member was called to speak regarding a club date taken away due to Grandparents Fun Day and the club wants to have this date in order to not lose two dates; the club hosts a big Veterans day program with no A/V needed, only need staff to ensure facility is secured; Rock 'N Rollers club hosts a golf event once a month that would like to use Clubhouse 2.

Discussion ensued.

Director Casey made a motion to accept the request for exception to extend the holiday hours on November 11, 2023 and extra fees to be paid by the Rock 'N Rollers club. Director Laws seconded.

Motion passed unanimously.

**GRF Credit Card and Transaction Fee (ActiveNet)** - Ms. Murphy stated the staff report regarding the GRF Credit Card and Transaction Fee within ActiveNet.

Members were called to speak regarding the following: consideration of all online reservation systems, including Golf and the Performing Arts Center; if costs are the same for employees to process each type of payment, then all members are paying the same rate which is not fair to those coming in person or paying by cash or check; charge a fee for online or credit card only; this report must go to the GRF board however other fees may be increased and all fees need to be reviewed; staff should review and report findings of all fees before going to the GRF board, not just ActiveNet; golf fees may be paid directly from a personal bank account which is cheaper; inquiry regarding the difference between all online systems used for purchasing within the Recreation Department.

Discussion ensued.

Director Addington made a motion to approve GRF Credit Card and Transaction Fees within ActiveNet to be allocated to the user whether online or in person. Director Casey seconded.

Director Bhada amended the motion to state one price for each activity purchase to include the transaction fees and credit card fees. No second.

Motion amendment failed.

The motion passed by a vote of 6-1. Director Bhada opposed.

Staff was directed to place Activity Fees under Items for Future Agendas and to add verbiage that transaction and credit card fees apply on each flyer for events.

### **ITEMS FOR FUTURE AGENDAS**

**Poster Policy Review** – Staff was directed to keep this item under Items for Future Agendas.

**Facility Operating Rules** – Staff was directed to keep this item under Items for Future Agendas.

**Performing Arts Center Rental Fees** – Staff was directed to keep this item under Items for Future Agendas.

### **CONCLUDING BUSINESS**

#### **Committee Member Comments**

Director Addington stated it was fun to exchange ideas at this meeting.

Director Casey appreciates the information gathered.

Director Lee stated this was a very important meeting and good starting point for reviewing fees.

Director Stephens stated she is the current president of the Mutual 50 board and Director Stern will be the appointed CAC representative from Mutual 50. The new members to the Mutual 50 board will be a great addition.

Advisor Gidwani thanked everyone and wished Merry Christmas and Happy New Year to all.

#### **Date of Next Meeting**

The next regular meeting of the GRF Community Activities Committee will be held both in the board room and virtually via the Zoom platform at 1:30 p.m. on Thursday, January 12, 2023.

#### **Adjournment**

There being no further business, the Chair adjourned the meeting at 3:01 p.m.

Yvonne Horton

Yvonne Horton, Chair

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**OPEN MEETING**

**REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION  
LANDSCAPE COMMITTEE  
WEDNESDAY, SEPTEMBER 14, 2022 – 1:30 P.M.  
BOARD ROOM / VIRTUAL MEETING  
Laguna Woods Village Community Center  
24351 El Toro Road**

**REPORT**

**COMMITTEE MEMBERS PRESENT:** Chair – Juanita Skillman, Reza Karimi, Ira Lewis, Diane Casey, Maggie Blackwell

**COMMITTEE MEMBERS ABSENT:** Annie McCary

**OTHERS PRESENT:** Bunny Carpenter, Yvonne Horton, Joanna Kipper (Biologist from Chambers Group, inc.)

**ADVISORS PRESENT:** Lynn Jarrett

**STAFF PRESENT:** Kurt Wiemann, Jayanna Abolmoloki

**1. Call Meeting to Order**

Chair Skillman called the meeting to order at 1:32 p.m.

**2. Acknowledgment of Media**

No press was present.

**3. Approval of the Agenda**

Director Karimi made a motion to approve the agenda. Director Lewis seconded. The committee was in unanimous support.

**4. Approval of the Meeting Report for June 6, 2022**

The report was approved without objections.

**5. Committee Chair Remarks**

Chair Skillman addressed the audience by reminding them that the GRF Landscape Committee typically highlights items of particular interest.

## **6. Department Head Update**

### **6a. Irrigation Control Project Update**

Mr. Wiemann stated that GRF owns the irrigation controls for the entire community and informed the audience that the current system is almost 25 years old. Mr. Wiemann updated the committee by stating that he is waiting on the first set of controllers to be delivered. Mr. Wiemann also reminded the committee that the new system is eligible for rebates.

Members made comments and asked questions.

## Reports

### **7. Update on the Creek (Presentation)**

Mr. Wiemann introduced Joanna Kipper, the Biologist working with Landscape Services to preserve Aliso Creek. Ms. Kipper presented a slide show containing images and information regarding the creek.

Members made comments and asked questions.

### **8. Drought Tolerant Plants (Presentation)**

Mr. Wiemann discussed the many drought tolerant plants depicted in the slide show presented. Mr. Wiemann also shared that Landscape Services will be replanting the Gate 1 area as a pilot to display multiple drought tolerant plants. Mr. Wiemann stated that United Mutual will soon have a passive park planted full of drought tolerant plants, and it will be pet-friendly. Mr. Wiemann recommends that residents purchase their drought tolerant plants from nurseries, in lieu of big box stores.

Members made comments and asked questions.

## Items for Discussion and Consideration

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

Several members made comments and asked questions. Topics included:

- The history of Conservators of the Creek
- Request to speak at a Fish, Game, and Wildlife Meeting
- Willow trees near Aliso Creek
- Request to re-plant butterfly-friendly bushes near Aliso Creek
- Informational brochures available at the History Center

### **10. Response to Members Comments**

Kurt Wiemann and Joanna Kipper both responded to member comments.

Concluding Business:

**11. Committee Member Comments**

Advisor Lynn Jarrett stated that she appreciates the presentations shared. She also stated that Bob Merget's previous presentation given should be turned into a YouTube video.

Director Blackwell stated that What's Up in the Village should soon contain information on drought tolerant plants.


Director Casey commented that she is doing good things with the United Tree Ad Hoc Committee.

Director Lewis stated he is happy that this information is getting to the public.

Director Karimi appreciates what Landscape Services is doing in Aliso Creek.

**12. Date of Next Meeting – Wednesday, December 14, 2022 at 1:30 p.m.**

**13. Recess for Special Closed Session at 3:18 p.m.**

  
Juanita Skillman (Sep 26, 2022 11:19 PDT)

Juanita Skillman, Chair

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**OPEN MEETING**

**REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION  
LANDSCAPE COMMITTEE**

**WEDNESDAY, December 14, 2022 – 1:30 P.M.  
BOARD ROOM / VIRTUAL MEETING  
Laguna Woods Village Community Center  
24351 El Toro Road**

**REPORT**

**COMMITTEE MEMBERS PRESENT:** Chair – Juanita Skillman, Yvonne Horton, Lenny Ross, Ira Lewis, Diane Casey, Jules Zalon

**COMMITTEE MEMBERS ABSENT:** None.

**OTHERS PRESENT:** Egon Garthoffner, Maggie Blackwell, Elsie Addington, Bunny Carpenter, Kay Havens (El Toro Water District Board of Directors)

**ADVISORS PRESENT:** Catherine Brians

**STAFF PRESENT:** Kurt Wiemann, Jayanna Abolmoloki

**1. Call Meeting to Order**

Chair Skillman called the meeting to order at 1:31 p.m.

**2. Acknowledgment of Media**

No press was present.

**3. Approval of the Agenda**

Director Casey made a motion to approve the agenda. Director Horton seconded. The committee was in unanimous support.

**4. Approval of the Meeting Report for September 14, 2022**

The report was approved without objections.

**5. Committee Chair Remarks**

Chair Skillman wished the audience happy holidays, and also stated that some wonderful reports are on the meeting agenda.

**6. Department Head Update****6a. Update on Master Control Irrigation System**

Mr. Wiemann stated that the implementation of the new system should be complete by mid-summer 2023.

**6b. Update on Aliso Creek**

Mr. Wiemann discussed the presentation provided in detail. Mr. Wiemann also reviewed several slides depicting the completion of Gate One's replanting project.

Members made comments and asked questions.

**Items for Discussion and Consideration****7. Member Comments (Items Not on the Agenda)**

Several members made comments and asked questions. Topics included:

- Grasses and carbon emissions
- Willow trees in Aliso Creek
- Wet leaves and removal methods

**8. Response to Members Comments**

Mr. Wiemann responded to member comments.

**9. Transforming Landscapes: Sustainable Landscapes – presented by Kay Havens**

Ms. Havens shared the presentation in detail with the committee.

Members made comments and asked questions.

**Concluding Business:****10. Committee Member Comments**

Mr. Wiemann invited members to attend future Third and United meetings that will be featuring special presentations highlighting the Urban Forest project.


Chair Skillman requested that members contact her if they are interested in touring local sustainable gardens.

Director Blackwell suggested that the presentation Kay Havens shared with the committee should be made available through What's Up in the Village.



**11. Date of Next Meeting – Wednesday, February 8, 2023 at 1:30 p.m.**

**12. Adjourned at 3:00 p.m.**

  
Juanita Skillman (Dec 27, 2022 10:42 PST)

Juanita Skillman, Chair

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**OPEN MEETING**

**REPORT OF THE REGULAR MEETING OF THE  
GOLDEN RAIN FOUNDATION  
MAINTENANCE AND CONSTRUCTION COMMITTEE\***

**Wednesday, October 12, 2022 – 9:30 a.m.  
24351 El Toro Road, Laguna Woods, CA 92637  
Board Room and Virtual with Zoom**

**REPORT**

**MEMBERS PRESENT:** Egon Garthoffner – Chair, Cash Achrekar, Jim Cook, Ralph Engdahl, Gan Mukhopadhyay, Lenny Ross, Sue Stephens  
Advisors Ajit Gidwani, Carl Randazzo, Bill Walsh

**MEMBERS ABSENT:** None

**OTHERS PRESENT:** **GRF:** Elsie Addington, Bunny Carpenter, Juanita Skillman  
**Third:** Cush Bhada  
**United:** Reza Bastani  
Richard Rader

**STAFF PRESENT:** Guy West – Staff Officer & Projects Division Manager, Bart Mejia – Maintenance & Construction Assistant Director, Ian Barnette – Maintenance & Construction Assistant Director, Laurie Chavarria – Sr. Management Analyst, Sandra Spencer – Administrative Assistant

**1. Call to Order**

Chair Garthoffner called the meeting to order at 9:30 a.m.

**2. Acknowledgement of Media**

Chair Garthoffner noted that no media was present.

**3. Approval of the Agenda**

Hearing no objection, the agenda was approved as written.

**4. Approval of Meeting Report for August 10, 2022**

Hearing no objection, the August 10, 2022 meeting report was approved unanimously.

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

Chair Garthoffner commented on a statement in the VMS Agreement regarding the principals of cooperative effort and stressed the goal of the committee to work together, discuss controversial issues calmly, and to reach a consensus.

## **6. Member Comments**

A member commented via email on EV charging in Laguna Woods Village. The committee addressed the comments and discussed the topic.

## **7. Department Head Update**

Mr. West commented that repairs to the swamp cooler in the archery range will be made but there are no plans to replace it with an HVAC unit at this time. Mr. West also commented that a meeting has been scheduled for 11:00 a.m. on October 19, 2022 with the representatives from each mutual and 27 Diamonds, the interior design consultant for CH1 and the PAC lobby restrooms.

### Consent:

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

The Project Log was pulled for discussion. Mr. West provided an overview of the projects and answered questions from the committee.

Mr. Mejia updated the committee on the status of SCE's evaluation of potential EV charging sites. Of the 7 sites that were initially evaluated, 3 met the requirements: CH3, CH4 and CH5. Discussion ensued regarding the number of charging stations per site; the loss of parking spaces; and SCE's approval criteria.

Mr. Mejia suggested the results of the SCE evaluation be presented at a special M&C committee meeting. Staff was directed to schedule the meeting at Clubhouse 2 (or similar venue) to provide an opportunity for residents to participate in a discussion on this important topic.

## **8. Project Log**

## **9. ChargePoint Summary**

The consent calendar was approved unanimously.

### Items for Discussion and Consideration:

## **10. Building E – Open Discussion**



President Carpenter requested the item be tabled at this time. After discussing the reasons for tabling the item, Chair Garthoffner approved the request.

#### **11. Call Center Completion**

Mr. West presented a PowerPoint update on the completion of the project to add 11 new work stations in the call center on the first floor of the community center.

#### **12. Warehouse Dock Leveler Completion**

Mr. West presented a PowerPoint update on the completion of the warehouse replacement of the dock leveler, bumpers, straps, concrete pad, and removable bollards.

#### **13. Equestrian Hay Barn**

Mr. West presented a staff report recommending the purchase of lightweight curtains to protect the hay bales stored at the equestrian barn. A motion was made to approve staff's recommendation. The motion passed by unanimous consent.

#### **14. 2023 Equestrian Center Arena Lighting**

Mr. West presented a PowerPoint overview of the preliminary scope for the lighting options at the equestrian center which have been budgeted for 2023.

#### **15. 2023 Equestrian Center Fencing and Gate**

Mr. West presented a PowerPoint overview of the preliminary scope for the gate and fencing options at the equestrian center which have been budgeted for 2023.

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

- Maintenance Service Center Generator
- EMS Status Update
- MelRok Energy Management System
- SCE EV Charging Stations
- 2023 Projects Overview

#### Concluding Business:

#### **16. Committee Member Comments**

- Director Ross commented on the need for financial transparency on large projects; and potential cost sharing of projects at the equestrian center.
- Advisor Randazzo commented on solar panel installation for EV charging.
- Advisor Gidwani thanked the committee and staff for their hard work and dedication to

the village.

- President Carpenter commented on reserve funding for projects.
- Advisor Walsh agreed that a separate special meeting on EV charging would be beneficial.
- Director Bhada commented on deferred maintenance.
- Director Cook, Achrekar and Chair Garthoffner commented on the need for economy in spending.
- Director Mukhopadhyay commented on space planning for the community center.

**17. Date of Next Meeting:** Wednesday, December 14, 2022 at 9:30 a.m.

**18. Adjourn** – The meeting was adjourned at 11:52 a.m.



Egon Garthoffner, Chair

Egon Garthoffner, Chair  
Guy West, Staff Officer  
Telephone: 949-268-2380



**OPEN MEETING**

**REPORT OF THE REGULAR MEETING OF THE  
GOLDEN RAIN FOUNDATION  
MAINTENANCE AND CONSTRUCTION COMMITTEE\***

**Wednesday, December 14, 2022 – 9:30 a.m.  
24351 El Toro Road, Laguna Woods, CA 92637  
Board Room and Virtual with Zoom**

**REPORT**

**MEMBERS PRESENT:** Reza Karimi - Chair, Gan Mukhopadhyay – Co-Chair, Jim Cook, Ralph Engdahl, Lenny Ross (for R. Bastani/United), Mary Simon, Sue Stephens  
Advisors: Ajit Gidwani, Carl Randazzo, Bill Walsh

**MEMBERS ABSENT:** Reza Bastani

**OTHERS PRESENT:** **GRF:** Bunny Carpenter, Yvonne Horton, Egon Garthoffner  
**Mutual 50:** Pete Sanborn

**STAFF PRESENT:** Guy West – Staff Officer & Projects Division Manager, Bart Mejia – Maintenance & Construction Assistant Director, Ian Barnette – Maintenance & Construction Assistant Director, Sandra Spencer – Administrative Assistant

**1. Call to Order**

Chair Karimi called the meeting to order at 9:30 a.m.

**2. Acknowledgement of Media**

Chair Karimi noted that no media was present.

**3. Approval of the Agenda**

Hearing no objection, the agenda was approved as written.

**4. Approval of Meeting Report for October 12, 2022**

Hearing no objection, the October 12, 2022 meeting report was approved unanimously.



**5. Chair's Remarks**

None.

**6. Member Comments**

None.

**7. Department Head Update**

Mr. West had no update.

Consent:

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

The ChargePoint summary was pulled for discussion. Mr. Mejia answered questions from the committee regarding the EV charging station at the community center. Staff was directed to provide additional data on the monthly summary; the conditions of the grant; review of the rates; and the capacity of the charging station at the next meeting of the committee.

**8. Project Log**

**9. ChargePoint Summary**

The consent calendar was approved unanimously.

Items for Discussion and Consideration:

**10. 2023 Capital Projects – PowerPoint Presentation**

Mr. West provided a recap of projects completed in 2022, projects that have rolled over from prior years, and projects scheduled for 2023 via PowerPoint and answered questions from the committee. Director Simon suggested notice be posted when the driving range improvements are underway that reclaimed water is being used.

- Director Horton commented that the new Director of the Recreation and Special Events should be kept up to date on the proposed improvements at Clubhouse 1.
- Advisor Walsh commented on proposed Senate Bill 1738 which is related to EV charging stations when alterations are made to existing parking facilities.

- President Carpenter commented that a preventative maintenance program for clubhouses is needed. Advisor Randazzo concurred with President Carpenter.

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

- EMS Status Update
- MelRok Energy Management System
- Clubhouse Preventative Maintenance Schedule

Concluding Business:

**16. Committee Member Comments**

- Director Stephens commented on power blackouts.
- Director Ross commented that more details were requested on the SCE ChargeReady 2 Program at the December 12, 2022, GRF M&C Special Open Meeting.
- Chair Karimi thanked the committee for their contributions and wished everyone a Happy New Year.

**17. Date of Next Meeting:** Wednesday, February 8, 2023 at 9:30 a.m.

**18. Adjourn** – The meeting was adjourned at 11:22 a.m.



Reza Karimi, Chair

Reza Karimi, Chair  
Guy West, Staff Officer  
Telephone: 949-268-2380

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## **OPEN MEETING**

### **REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION MEDIA AND COMMUNICATIONS COMMITTEE**

**Monday, November 21, 2022 – 1:30 p.m.  
Board Room / Virtual Hybrid Meeting**

#### **REPORT**

**Members Present:** Chair Joan Milliman; Directors Elsie Addington, Maggie Blackwell, James Cook, Anthony Liberatore; Alternate Cris Prince; Advisors Catherine Brians, Lynn Jarrett, Tom Nash, Carmen Pacella, Lucy Parker

**Members Absent:** Directors Moon Yun (excused), Ryna Rothberg; Advisor Theresa Frost (excused)

**Others Present:** Juanita Skillman, Richard Rader, Egon Garthoffner

**Staff Present:** Eileen Paulin, Paul Ortiz, Ellyce Rothrock, Susan Logan-McCracken

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

The meeting was called to order at 1:30 p.m. and a quorum was established by Chair Milliman.

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

None present.

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

Approved by unanimous consent.

#### **4. Approval of Report for October 17, 2022**

Approved by unanimous consent.

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

Chair Milliman commended the all-boards training and presentations on Friday, November 18. The meeting was recorded and will be available on the website.

#### **6. Member Comments**

There were no member comments during this portion of the meeting, but there were two member comments during the committee member comments.

## **Items for Discussion**

### **7. Media and Communications Report – Eileen Paulin**

Ms. Paulin mentioned slides from the all-boards training presentation are available for board members who would like a copy.

She highlighted from the Media and Communications Activities Report:

- The October/November Village Breeze
- The weekly email blast to residents
- Reporting on Village elections
- Town hall for new fire station
- Focus groups preliminary report
- Volunteer luncheon
- Employee Excellence Awards
- Halloween morale building costume contest and potluck
- New resident orientations
- Docent tours
- Press releases sent weekly to the Globe

She discussed the results of the focus groups.

Director Addington mentioned the need for volunteers who speak multiple languages to help translate news and information for residents who speak English as a second language. Ms. Paulin concurred and mentioned that one of the focus groups included those individuals. A discussion ensued.

Director Skillman mentioned the afternoon Saturday docent tours are scheduled when the Village Library is closed. Ms. Rothrock explained that morning tours are less attended than afternoon tours. A discussion ensued.

### **8. Broadband Ad Hoc Committee Report – Eileen Paulin**

Ms. Paulin announced the next meeting will immediately follow today's MACC closed meeting. The subsequent meeting will be Tuesday, November 29, from 10 a.m. to 2 p.m. and will include lunch.

### **9. Website Ad Hoc Committee Report – Ellyce Rothrock**

Ms. Rothrock reported on a meeting with three potential vendors on November 15. She expects to receive proposals back from each of them.

### **10. Broadband Services Report – Paul Ortiz**

Mr. Ortiz highlighted:

- The Village YouTube subscriber count is up over 43% year-over-year.
- Bonus movies will be shown over the Thanksgiving holiday weekend.
- Subscriber counts are decreasing in general because people are increasingly using different devices.
- The two lowest tiers of internet services are down as people opt for higher

speeds.

- The A&E contract will expire Dec. 31, 2022, and is in negotiations.
- This year has been a successful political year for advertising revenue.

### **Items for Future Agendas**

Report on the focus groups

### **Concluding Business**

#### **Committee Member Comments**

Chair Milliman stated that she is looking into possibly having Globe newsstands at the Village Library and Community Center. The First Amendment might require us to include newsstands for all media who wish to be here if we allow newsstands for the Globe. This is under review by our legal counsel.

Advisor Jarrett commended the movie selections that go out to residents on Mondays, Fridays and Saturdays.

Advisor Brians stated she is happy to be part of this committee.

Advisor Pacella commended the meeting and suggested the Globe be delivered to every home in the Village. A discussion ensued.

Director Blackwell stated her interest in the results of the focus groups.

Director Skillman stated that she has been assigned to another committee and this would be her last meeting after 10 years on this committee.

Chair Milliman welcomed the new advisor and directors on the committee. She also thanked Director Skillman for her service on this committee.

Two members commented on the Globe suggestion. Ms. Deb Allen stated her support for the idea of getting the Globe out to the residents. Mr. Richard Rader also supported the idea.

**Date of Next Meeting – Monday, December 19, 2022, at 1:30 p.m.**

#### **Adjournment**

Chair Milliman adjourned the meeting at 2:33.

  
Joan Milliman, Chair  
Media and Communications Committee

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**REPORT OF REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION  
MOBILITY AND VEHICLES COMMITTEE**

**Wednesday, October 5, 2022 – 1:30 p.m.**  
**Laguna Woods Village Community Center Board Room**  
**24351 El Toro Road, Laguna Woods, CA 92637**

**MEMBERS PRESENT:** Don Tibbetts (Chair), Egon Garthoffner, Cush Bada, Jim Cook (Alternate), Anthony Liberatore (Alternate), Pearl Lee, Margaret Bennett

**ADVISORS:**

**MEMBERS ABSENT:** John Frankel, Maggie Blackwell

**OTHERS PRESENT:** Bunny Carpenter, Juanita Skillman, Sue Stephens

**STAFF PRESENT:** Robert Carroll - General Services Director, Francisco Perez – Transportation Supervisor, Bob Merget – Landscape Manager, Liz Cortez – Administrative Coordinator

**1. Call to Order**

Chair Tibbetts called the meeting to order at 1:30 p.m.

**2. Acknowledgment of Media**

None present.

**3. Approval of the Agenda**

Hearing no objection, the agenda was approved by acclamation.

**4. Approval of Meeting Report for**

Hearing no objection, the regular meeting report of June 1, 2022 was approved by acclamation.

**5. Chair's Remarks**

None

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

Member Rhoda Lindner spoke on the Village bus system and the RFID chips residents utilize for ridership data.

**7. Response to Member Comments**

Chair Tibbetts responded to member's comments.

## **Reports**

### **8. Director's Report**

Staff provided the committee with a current overview of the Laguna Woods Village Transportation ridership for the Fixed-Route, Journey and BOOST transportation programs.

Staff also provided a map of Laguna Woods Transportation boundaries. Staff is following guidance from County/State mandates for mask requirements in public Transportation as it relates to COVID-19 restrictions.

The committee was provided with a delivery update of the vehicles per the 2021 capital approved purchases. The delay of new vehicle deliveries is a result of a worldwide chip shortage and supply change issues.

### **9. City of Laguna Woods Mobility Technology Plan Power Point Presentation**

Representatives of the firm IBI Group presented a power point presentation on Laguna Woods City's mobility and technology plan.

## **Items for Discussion**

### **10. Update on Fleet Right-Sizing Project**

The General Services department completed the first biannual Fleet Right-Sizing Assessment. This project is to ensure the number and types of vehicles in the GRF fleet are appropriate for supporting VMS operations.

Staff provided a report on the following items:

- Assessment resulted in the projected reduction of ten vehicles and one specialty equipment.
- Assessment resulted in ten vehicles that will be reduced to different vehicle classes when they are scheduled to be replaced.
- Assessment identified six vehicles that can be repurposed, shared, or pooled across departments.

The Fleet Right-Sizing Assessment includes approximately \$620,200 in savings over a four-year period.

Chair Tibbets commented on the report. Director Garthoffner suggested staff provide a list of the VMS vehicles and the departments they are assigned to. Director Bhada confirmed with staff the results of the report are being implemented.

At this time Member Steve Seyman commented on the Village's transportation operational hours.

**11. Vehicle Purchase – Two Ford Escape Plug-In Hybrid Vehicles for the Security Department**

Staff presented a report recommending the committee approve the purchase of two replacement Ford Escape vehicles for the Security Department in the estimated amount of \$79,996.

Director Cook made a motion to approve staff's recommendation, Director Liberatore seconded. The motion passed by unanimous decision.

**12. Vehicle Purchase – Four Ford F-250 Crew Cab Trucks for the Landscape Department**

Staff presented a report recommending the committee approve the purchase of four Ford F-250 trucks for the Landscape Department in the estimated amount of \$202,636.

Discussion ensued amongst directors. Director Cook made a motion to approve staff's recommendation, Director Liberatore seconded. The motion passed by unanimous decision.

**13. Equipment Purchase – Four Equipment Trailers for the Landscape and General Services Departments**

Staff presented a report recommending the committee approve the purchase of four equipment trailers for the Landscape and General Services Departments in the estimated amount of \$52,403.

Director Cook made a motion to approve staff's recommendation, Director Liberatore seconded. The motion passed by unanimous decision.

Director Garthoffner presented a power presentation to the committee on average maintenance costs over several years for various vehicle types.

**Items for Future Agendas:**

None.

**Concluding Business:**

**Committee Member Comments:**

None.

**Date of Next Meeting – Wednesday December 7, 2022 at 1:30 p.m.**

**Adjournment:**

The meeting was adjourned at 3:14 p.m.

*Don Tibbetts*

Don Tibbetts (Oct 19, 2022 10:00 PDT)



**REPORT OF REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION  
MOBILITY AND VEHICLES COMMITTEE**

**Wednesday, December 07, 2022 – 1:30 p.m.**  
**Laguna Woods Village Community Center Board Room**  
**24351 El Toro Road, Laguna Woods, CA 92637**

**MEMBERS PRESENT:** Don Tibbetts (Chair), Egon Garthoffner, Cush Bada, Moon Gil Yun, Maggie Blackwell, Azar Asgari, Sue Stephens

**ADVISORS:**

**MEMBERS ABSENT:** Frank Stern

**OTHERS PRESENT:** Juanita Skillman, Elsie Addington

**STAFF PRESENT:** Robert Carroll - General Services Director, Francisco Perez – Transportation Supervisor, Liz Cortez – Administrative Coordinator

**1. Call to Order**

Chair Tibbetts called the meeting to order at 1:35 p.m.

**2. Acknowledgment of Media**

None present.

**3. Approval of the Agenda**

Hearing no objection, the agenda was approved by acclamation.

**4. Approval of Meeting Report for**

Hearing no objection, the regular meeting report of October 5, 2022 was approved by acclamation.

**5. Chair's Remarks**

None

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

Member Rhoda Lindner made a recommendation regarding the Laguna Woods Mall and its transportation turnouts.

**7. Response to Member Comments**

Chair Tibbetts responded to member's comments. Mr. Carroll, director of General Services, also responded to member comments.

## **Reports**

### **8. Director's Report**

Staff provided the committee with a current overview of the Laguna Woods Village Transportation ridership for the Fixed-Route, Journey and BOOST transportation programs.

Staff also provided a map of Laguna Woods Transportation boundaries. Staff is following guidance from County/State mandates for mask requirements in public Transportation as it relates to COVID-19 restrictions.

The committee was provided with a delivery update of the vehicles per the 2021 capital approved purchases. The delay of new vehicle deliveries is a result of a worldwide chip shortage and supply change issues.

### **Items for Discussion**

None.

### **Items for Future Agendas:**

None.

### **Concluding Business:**

#### **Committee Member Comments:**

None.

**Date of Next Meeting – Wednesday February 1, 2022 at 1:30 p.m.**

#### **Adjournment:**

The meeting was adjourned at 1:58 p.m.

*Don Tibbetts*  
Don Tibbetts (Dec 14, 2022 12:59 PST)



REPORT OF THE REGULAR MEETING OF THE  
GOLDEN RAIN FOUNDATION OF LAGUNA WOODS  
SECURITY AND COMMUNITY ACCESS COMMITTEE

The Hybrid Model Meeting of the Security and Community Access Committee was held on Monday, October 31<sup>st</sup>, 2022 at 1:30 p.m. 24351 El Toro Road, Laguna Woods, California.

**MEMBERS PRESENT:** Don Tibbetts, Maggie Blackwell, Reza Karimi, Annie McCary, Cris Prince

**OTHERS PRESENT:** Elsie Addington, Juanita Skillman

**STAFF PRESENT:** Eric Nuñez, Tom Siviglia, Cody DeLeon, Ed Green

**CALL TO ORDER**

Don Tibbetts, Chair, called the meeting to order at 1:30 p.m.

**ACKNOWLEDGEMENT OF PRESS**

Media was not present.

**APPROVAL OF AGENDA**

By way of consensus, the Committee approved the agenda without requested changes.

**APPROVAL OF MEETING REPORT**

By way of consensus, the Committee approved the August 29<sup>th</sup>, 2022 meeting report.

**CHAIRMAN'S REMARKS**

Chair Tibbetts did not have remarks at this time.

**MEMBER COMMENTS**

Multiple members made comments and asked questions.

Topics included:

1. Date of next meeting
2. Cris Prince now a member of the board for the Security and Community Access Committee representing Third Mutual

**RESPONSE TO MEMBER COMMENTS**

Chair Tibbetts stated Next meeting will be held February 27<sup>th</sup>, 2023. Canceled meeting on December 26<sup>th</sup>, 2022 due to VMS holiday.

## **REPORTS**

### **Disaster Preparedness Task Force Report**

Chief Nuñez discussed the meeting report provided in the packet from September's DPTF meeting. Chief Nuñez shared that the Great Shakeout this year was handled by the radio club. Chief Nuñez also shared his commitment to meeting with the Clubhouse Coordinators at each clubhouse in efforts to familiarize everyone with the location of emergency supplies and inventory.

Director Blackwell suggested a duck and cover safety video be put out over channel 6 once and a while.

### **RV Update**

Chief Nuñez notified the committee of the temporarily appointed Security Administrative Specialist person as well as the Traffic Officer who has been handling the recent RV lots audit. The audit is freeing up spots for residents who have been on the waiting list for over a year. Currently the Traffic Officer is in the process of calling residents of seemingly vacant spots while waiting for call backs on residents who have been waiting.

### **Noteworthy Incidents**

Chief Nuñez shared Ed Green being officially hired as a part time VMS employee responsible for coordinating disaster preparedness activities within the village. Chief Nuñez noted that our Net Control Officer Jim Riedel as well as Bruce Bonbright (monthly radio drill coordinator) will be resigning effective January 1<sup>st</sup>, 2023.

### **Security Statistics**

Chief Nuñez explained the statistics provided within the agenda packet. Members made comments and asked questions.

Chief Nuñez stated that VMS does not admonish trespassers, it is a job for OCSD. It is still highly encouraged to call security first and security will notify OCSD unless there is a concern that there is something more urgent. Chief Nuñez will also be communicating this to the other Boards of Directors.

## **ITEMS FOR DISCUSSION AND CONSIDERATION**

### **Stop Signs and Crosswalks on Avenida Sevilla and Via Mendoza**

Mr. Siviglia discussed the Staff Report to be voted on.

Director McCary made a motion to approve staff recommendation of hiring a Traffic consultant for approval of stop signs and sidewalks being put at intersection Avenida Sevilla and Via Mendoza.

Director Prince seconded the motion.

The motion failed in a 3-2 vote.

## **ITEMS FOR FUTURE AGENDAS**

No future agenda items.

## **CONCLUDING BUSINESS**

### **DATE OF THE NEXT MEETING**

The next meeting is scheduled for Monday, February 27<sup>th</sup>, 2023 at 1:30 p.m. in a hybrid meeting on Zoom, and in the Board Room in the Laguna Woods Village Community Center.

Center.

## **ADJOURNMENT**

There being no further business to come before the Committee, Chair Tibbetts adjourned the meeting at 2:54 p.m.

*Don Tibbetts*

[Don Tibbetts \(Nov 8, 2022 17:22 PST\)](#)

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Don Tibbetts, Chair

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**REPORT OF THE REGULAR MEETING OF THE GOLDEN RAIN  
FOUNDATION DISASTER PREPAREDNESS TASK FORCE**

**Tuesday, November 29<sup>th</sup>, 2022 at 9:30 AM**

**HYBRID MEETING**

**MEMBERS PRESENT:** Chair: Eric Nuñez, Sue Stephens, Jim Cook, Juanita Skillman, Anthony Liberatore, Gan Mukhopadhyay

**MEMBERS ABSENT:** None

**ADVISORS PRESENT:** Bruce Bonbright, Tom Soule

**OTHERS PRESENT:** Grace Stencel, Doug Gibson, Joan Grampp, Rick Kopps

**STAFF PRESENT:** Tom Siviglia, Carman Aguilar, Jayanna Abolmoloki, Edward Green

**THE MEETING WAS CALLED TO ORDER:** 9:31 AM

**ACKNOWLEDGEMENT OF THE PRESS:** None present

**APPROVAL OF THE AGENDA:** By consensus, the agenda was approved.

**APPROVAL OF MEETING REPORT:** By consensus, the meeting report was approved.

**CHAIRS REMARKS:** Chair Nuñez began his remarks by offering his sincere condolences to the recent passing of James (Jim) Riedel. Chair Nuñez also introduced Carmen Aguilar, our new Security Admin Specialist. Admin Coordinator Cody DeLeon is out sick. Jayanna Abolmoloki is acting Security Coordinator for meeting.

**MEMBER COMMENTS:** No comments were made.

**REPORTS**

**RADIO & COMMUNICATIONS:** Bruce Bonbright shared that Jim Riedel would be pleased as there was 100% participation in this month's radio drill.

**OFFICE MANAGER/ADVISOR:** Tom Soule did not have much to report.

**RECRUITMENT / RETENTION / TRAINING:** Director Skillman is waiting for Clubhouse Coordinator training.

**GRF BOARD:** Director Gan Mukhopadhyay offered to assist in a risk/safety assessment of structures and surrounding areas.

**UNITED BOARD:** Director Liberatore did not have anything to report.

**THIRD BOARD:** Director Cook did not have anything to report.

**TOWERS:** Rick Kopps mentioned they perform monthly radio checks.

**PET EVACUATION SUBMIT COMMITTEE:** Sandy Benson did not have anything to report regarding pet evacuation.

## **DISCUSSIONS AND CONSIDERATIONS**

**Disaster Preparedness Action Overview:** Chair Nuñez introduced Edward Green who then discussed his Disaster Preparedness Overview.

**Culture of Preparedness:** Edward Green went over plan to develop cultural preparedness.

## **ITEMS FOR FUTURE AGENDAS**

- More In-depth Information and Training Surrounding Disaster Prep
- Incident Command Systems (ICS brief overview)

**MEMBER COMMENTS:** Multiple members made comments

**NEXT MEETING:** January 31<sup>st</sup>, 2023 at 9:30 a.m.

**ADJOURNMENT:** 10:38 AM (In the Name of Jim Riedel)

**SUBMITTED BY:**

*Tom Swiglia*

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**OPEN MEETING**

**MEETING OF THE GOLDEN RAIN FOUNDATION  
COMPLIANCE AD HOC COMMITTEE**

Wednesday, November 30, 2022 – 9:30 A.M.  
Laguna Woods Village Community Center- Sycamore Room/Virtual Meeting  
24351 El Toro Road, Laguna Woods, CA 92637

**MEMBERS PRESENT:** Bunny Carpenter- Chair, Juanita Skillman, Cris Prince, Reza Karimi, Maggie Blackwell, Joan Milliman, Pearl Lee and Mark Laws

**MEMBERS ABSENT:** None

**STAFF PRESENT:** Francis Gomez, Jacob Huanosto, Allison Giglio and Ruby Rojas

**CALL TO ORDER**

Bunny Carpenter, Chair, called the meeting to order at 9:33 a.m.

**APPROVAL OF THE AGENDA**

Chair Carpenter made a motion to approve the agenda as presented.

Without objection the agenda was approved.

**APPROVAL OF THE REPORT FROM OCTOBER 19, 2022**

Chair Carpenter made a motion to approve the report from October 19, 2022 as submitted.

Without objection the report was approved.

**CHAIR'S REMARKS**

Chair Carpenter distributed a document and advised that it is the goals for the Committee is to review resolutions and documents.

**MEMBER COMMENTS**

None

**RESPONSE TO MEMBER COMMENTS**

None

**ITEMS FOR DISCUSSION AND CONSIDERATION**

**Member Disciplinary Policy and Process**

Francis Gomez, Operations Manager, gave an overview of the Member Disciplinary Process. The Committee members made comments and asked questions.

The Committee directed staff to do the following:

Agenda Item # 18m

Page 1 of 2

1. The jurisdiction of any violation depends on the location of where the incident took place, unless it involves VMS employees;
2. Distribute the Member Disciplinary Process Document dated 2004 to the Committee Members for review and recommended changes for the next meeting;
3. Distribute the Resolution of GRF allowing the Mutuals to suspend amenities to the Committee Members;
4. Provide samples of Courtesy and Final notices mailed to members to the next meeting for review;
5. Separate Harassment and Nuisance Violations in the Schedule for Monetary Penalties;
6. Generate a Disciplinary Violations Matrix prioritizing cases as a future agenda item; and
7. Provide a Disciplinary Update Report ongoing to the regular closed session agenda packet to include active and complied cases.

The Committee also asked Director Milliman to discuss posting of policies on the Operating Rules Guidebook located on the website as part of the Website Ad Hoc Committee.

**CONCLUDING BUSINESS:**

**Committee Member Comments**

None

**Future Agenda Items**

- a. Schedule of Monetary Penalties
- b. Disciplinary Violations Matrix

**Date of Next Meeting**

To be determined.

**Adjournment**

With no further business before the Committee, the Chair adjourned the meeting at 11:30 a.m.

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Bunny Carpenter- Chair

Signature:   
Bunny Carpenter (Dec 23, 2022 14:01 PST)

Email: bunnycarpenter1@gmail.com