



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

**Tuesday, December 10, 2019 - 9:30 a.m.
Laguna Woods Village Community Center Board Room 24351 El Toro Road,
Laguna Woods, California**

NOTICE OF MEETING AND AGENDA

- 1. Call to Order / Establish Quorum – Sue Margolis, President**
- 2. Pledge of Allegiance – Director Skillman**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of the Meeting Minutes**
 - a. October 31, 2019 – Agenda Prep
 - b. November 12, 2019 – Regular Open Session
- 6. Report of Chair**
- 7. Open Forum (Three Minutes per Speaker) - *At this time Members may address the Board of Directors regarding items not on the agenda and within the jurisdiction of this Board of Directors. There is a maximum time limit of three minutes per speaker and a speaker may only address the Board once during this period. The Board reserves the right to limit the total amount of time allotted for the Open Forum.***
- 8. Responses to Open Forum Speakers**
 - a. Follow-up Report from November 12, 2019, Open Forum – Director Ardani
- 9. a. Update from VMS – Director Rader**

Please silence your cell phones

- b. **United Mutual/VMS Board Director Candidate Appointment (Term Ending 2022)** Candidate Introduction, Candidate Statement, Candidate Interview, Secret Ballot and Announce New Board Member. New United/VMS Board Member to be seated at the VMS Annual Meeting on Wednesday, December 18, 2019 at 9:00 a.m. in the Sycamore Room.

10. CEO Report

- a. Update on Strategic Planning Objectives

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

- a. **Finance Committee Recommendations:**

- (1) Approval of Resolution to Record Lien against Member ID# 947-387-32;
 - (2) Approval of Resolution to Record Lien against Member ID# 947-423-15;
 - (3) Approval of Resolution to Record Lien against Member ID# 947-371-10;
 - (4) Approval of Resolution to Record Lien against Member ID# 947-407-49;
 - (5) Approval of Resolution to Record Lien against Member ID# 947-372-06;
 - (6) Approval of Resolution to Record Lien against Member ID# 947-408-42;
 - (7) Approve Resolution to File in Small Claims Court against Member ID# 947-408-33;
 - (8) Approve Resolution to File in Small Claims Court against Member ID# 947-405-32;
 - (9) Approve Resolution to File in Small Claims Court against Member ID# 947-405-27
 - (10) Approve Resolution to File in Small Claims Court against Member ID# 947-388-42
 - (11) 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 financials for the month of October 2019, and such review is hereby ratified.
- b. Resolution to Update United Committee Appointments

12. Unfinished Business

- a. Entertain a Motion to Adopt for Revised Alteration Standard 27: Soft Water Units (**NOVEMBER initial notification-28-day notification for Member comment and review to comply with Civil Code §4360 has been satisfied**)
- b. Entertain a Motion to Adopt for Revised Alteration Standard 30: Water Heater Relocation (**NOVEMBER initial notification-28-day notification for Member comment and review to comply with Civil Code §4360 has been satisfied**)

- c. Entertain a Motion to Adopt for Revised Alteration Standard 36: Ramps **(NOVEMBER initial notification-28-day notification for Member comment and review to comply with Civil Code §4360 has been satisfied)**

13. New Business

- a. Entertain a Motion to Approve a Resolution to Revise the Governing Documents Review Committee Charter **(NOVEMBER initial notification-referred back to Committee for revisions)**
- b. Entertain a Motion to Introduce a Resolution to Increase Late Charges for Fines, Fees and Chargeable Services **(DECEMBER initial notification-must postpone 28-days for Member comment and review to comply with Civil Code §4360)**
- c. Entertain a Motion to Endorse NeighborING as an Alternative to Discontinued Handyman Services Program
- d. Landscape Committee Recommendation -- Award of Contract for Tree Maintenance Services (contingent on approval of the Board in closed session)

14. Committee Reports

- a. Report of the Finance Committee / Financial Report – Director Addington. The Committee met in November 26, 2019; next meeting January 28, 2020, 1:30 p.m. in the Sycamore Room
 - Treasurer's Report
 - United Finance Committee Report
 - Resales/Leasing Reports
- b. Report of the Architectural Control and Standards Committee – Director Randazzo. The Committee met on November 21, 2019; next meeting December 19, 2019, 9:30 a.m. in the Elm Room
- c. Report of the Communications Committee – Director Skillman. Next meeting TBA
- d. Report of Member Hearings Committee – Director Liberatore. The Committee met on October 24, 2019; next meeting December 26, 2019, 9:00 a.m. in the Sycamore Room
- e. Report of the Governing Documents Review Committee – Director Skillman. The Committee met on November 21, 2019; next meeting January 16, 2020, 1:30 p.m. in the Sycamore Room

- f. Report of the Landscape Committee – Director Armendariz. The Committee met on October 10, 2019; next meeting December 12, 2019, 9:30 a.m. in the Board Room
- g. Report of the Maintenance & Construction Committee – Director Randazzo. The Committee met on October 23, 2019; next meeting February 26, 2020 at 9:00 a.m. in the Board Room.
 - Handyman Committee – Director Achrekar
- h. Report of the Resident Advisory Committee – Director Ardani. The Committee met on November 14, 2019; next meeting December 12, 2019, 4:00 p.m. in the Sycamore Room

15. GRF Committee Highlights

- a. Report of the Finance Committee – Director Addington. The Committee met in October 23, 2019; next meeting December 18, 2019, 1:30 p.m. in the Board Room
- b. Report of the Community Activities Committee – Director Skillman. The Committee met on November 14, 2019; next meeting January 9, 2020, 1:30 p.m. in the Board Room
- c. Report of the Landscape Committee – Director Armendariz. The Committee met on November 13, 2019; next meeting December 4, 2020 at 9:30 a.m. in the Board Room.
- d. Report of the Maintenance & Construction Committee – Director Randazzo. The Committee met on October 9, 2019; next meeting February 12, 2019, 9:30 a.m. in the Board Room
 - PAC Renovation Ad-Hoc Committee—Director Randazzo. The Committee met on November 20, 2019, 1:30 p.m. in the Board Room
- e. Village Energy Task Force – Director Randazzo. The Task Force met on September 4, 2019.
- f. Report of the Media and Communication Committee – Director Skillman. The Committee met on November 18, 2019; next meeting December 16, 2019, 1:30 p.m. in the Board Room
- g. Report of the Mobility and Vehicles Committee – Director Addington. The Committee met on December 4, 2019; next meeting , February 5, 2020, 1:30 p.m. in the Board Room

- h. Report of the Security and Community Access Committee – Director Ardani. The Committee met on October 28 2019; next meeting December 23, 2019, at 1:30 p.m. in the Board Room
- i. Laguna Woods Village Traffic Hearings – Director Ardani. The Hearings were held on November 20, 2019; next hearings December 18, 2020, 9:00 a.m. in the Board Room and 1:00 p.m. in the Sycamore Room
- j. Report of the Disaster Preparedness Task Force – Director Achrekar. The Task Force met on November 26, 2019; next meeting January 28, 2020, 9:30 a.m. in the Board Room

16. 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.*

- a. Committee Advisor Qualifications, Procedure and Policy
- b. Alternative Heat Source Policy
- c. Resolution to Require a Recognition Agreement for Lenders (November referred back to Committee—Committee tabled the item)

17. Directors' Comments

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

EXECUTIVE SESSION NOTICE AND AGENDA

Approval of Agenda

Approval of the Following Meeting Minutes;

(a) October 22, 2019 – Special Closed Meeting

(b) November 12, 2019—Regular Closed Meeting

Discuss and Consider Member Matters

Discuss Personnel Matters

Discuss and Consider Contractual Matters

Discuss and Consider Litigation Matters

19. Adjourn

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UNITED LAGUNA WOODS
MUTUAL

OPEN MEETING

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

**Thursday, October 31, 2019–2:00 p.m.
Laguna Woods Village Community Center - 24351 El Toro Road
Willow Room**

United Agenda Prep Meeting

The purpose of this meeting is to decide what items need to be placed on the agenda for the next Board Meeting.

Directors Present: Sue Margolis, Andre Torng, Carl Randazzo, Juanita Skillman, Elsie Addington, Manuel Armendariz, Reza Bastani, Neda Ardani and Brian Gilmore (via Conference Call)

Directors Absent: Carh Achrekar and Anthony Liberatore

Staff Present: CEO Jeff Parker, COO Siobhan Foster, and Cheryl Silva

Others Present: Dick Rader (VMS)

1. Sue Margolis, President, called the meeting to order at 2:00 p.m. and established that a quorum was present.
2. Director Armendariz made a motion to approve the agenda as presented. Director Bastani seconded the motion.

Discussion ensued among the directors.

President Margolis called for the vote and the motion failed by a vote of 3-6-0 (Directors Armendariz, Margolis, Torng, Ardani, Gilmore, Bastani opposed)

Director Torng made a motion to re-open the VMS candidate application process to the agenda. Director Armendariz seconded the motion.

Director ensued among the directors.

President Margolis called for the vote and the motion passed by a vote of 6-3-0 (Directors Randazzo, Addington, Skillman opposed)



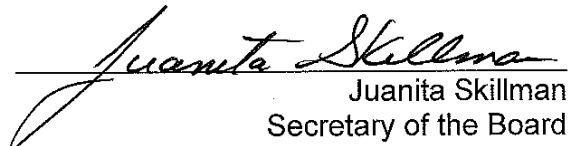
UNITED LAGUNA WOODS
MUTUAL

3. The Board discussed and considered items to be placed on the Open and Closed Board agenda for November 12, 2019.
4. Discussion Re-opening the VMS Candidate Application Period.

Discussion ensued among the Directors regarding re-open the application period for the United/VMS Candidate position.

Director Tornng made a motion to re-open the application period for the United/VMS Candidate position. The motion was seconded by Director Armendariz. President Margolis called for the vote and the motion passed by a vote of 5-3-0 (Directors Randazzo, Addington, Skillman opposed; Brian Gilmore was absent for the vote)

5. There being no further business the meeting was adjourned at 3:06 p.m.


Juanita Skillman
Secretary of the Board
United Laguna Woods Mutual



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

**Tuesday, November 12, 2019, 9:30 a.m.
24351 El Toro Road, Laguna Woods, California**

Directors Present: Sue Margolis, Carl Randazzo, Andre Torng, Juanita Skillman, Cash Achrekar, Neda Ardani, Reza Bastani, Brian Gilmore, Anthony Liberatore and Manuel Armendariz (arrived late)

Directors Absent: Elsie Addington

Staff Present: Jeff Parker, CEO; Siobhan Foster, COO; and Cheryl Silva

Others Present: VMS: Dick Rader, Mary Stone and Dorothy Pacella

1. Call Meeting to Order/Establish Quorum

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

2. Pledge of Allegiance

Director Torng 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

Director Randazzo made a motion to approve the agenda as presented. Director Torng seconded the motion.

Cash Achrekar made a comment that motions made in previous meetings were out of order according to Roberts Rules. Director Achrekar made a motion to remove agenda item 9b. The motion was seconded by Director Skillman.

Discussion ensued among the directors.

President Margolis called for the vote on the amendment and the motion failed by a vote of 4-6-0 (Directors Gilmore, Bastani, Armendariz, Torng, Margolis and Ardani opposed)

President Margolis called for the vote on the motion to approve the agenda as presented and the motion passed by a vote of 8-1-1 (Director Skillman opposed and Director Achrekar abstained)

5. Approval of Minutes

- a. September 10, 2019—Regular Open Session
- b. September 27, 2019—Special Open (Tabulation Meeting)
- c. October 14, 2019—Special Open Meeting (Update Committee Appointments)

Director Armendariz made a motion to approve the minutes of September 10, 2019, Regular Open Session; September 27, 2019, Special Open (Tabulation Meeting) and October 14, 2019, Special Open Meeting (Update Committee Appointments). The motion was seconded by Director Torng.

President Margolis called for the vote and the motion passed 9-0-1 (Director Achrekar abstained).

6. Report of the Chair

President Margolis commented the rules for member comments and requested residents with personal issues attend the Resident Advisory Committee. She requested the Chairman of each Committee read a synopsis of the resolutions on the agenda. She encouraged residents to use the technology available on the website and asked the board and residents to be patient while she learns the job of Board President.

7. Open Forum

Members made comments regarding the following:

- A Member commented on the benefits of Laguna Woods Foundation;
- A Member thanked the staff for informing the residents about the painting schedule, commented about landscape maintenance, and negative behavior of some of the board members;
- A Member complimented the landscape department for the tree removal and tree trimming done in the Community;
- A Member commented on the United regulations and the actions of the board.

8. Responses to Open Forum Speakers

Several Directors responded to Member comments:

- CEO responded about looking in resolving landscape issues
- Director Achrekar thanked Chris Collins for her service to the Community with the Laguna Woods Foundation, and thanked members for their suggestions and comments. He is here for to represent the residents.

a. Follow-up from the September 10, 2019, Board Meeting Open Forum – Director Ardani

Director Ardani responded to Member comments regarding:

- Landscape issues;
- Roof repair and torn tarp;
- Sun roof repair;

- Maintenance vehicles;
- Paving maintenance.

9a. Update from VMS - Director Pacella

Director Pacella gave an presentation from the VMS Board Meeting and discussed the importance strategic planning and key performance indicators (KPI).

9b. Candidate Nomination Period for the Untied Mutual VMS Board Director Position (Term Ending 2022) The United Board is accepting applications for the United/VMS Board position. Candidate nominations close on Friday, November 22, 2019 at 5:00

Members made comments about the extension of the United/VMS Board Candidate nominations.

Director Torng responded to member comments;
Director Achrekar responded to that member comments are not necessary at this time.

10. CEO Report

CEO Jeff Parker and COO Siobhan Foster reported on the following subjects:

- OCTA I-5/EI Toro Road Interchange Project update;
- City of Laguna Woods will start upgrades to the EI Toro Median on Monday;
- Laguna Hills Mall rehabilitation update;
- CEO is working with Chris Macon, City Manager of Laguna Woods, to expedite the permit process for manor alterations;
- Pool maintenance continues at pools 1, 2, 4, and 5. The pools will remain open during construction;
- Toy Donations for Camp Pendleton Marine Family will begin;
- New search tool function has been updated on the website;
- New bus system implementation plan will begin January 2020;

11. Consent Calendar

11a. Architectural Controls and Standards Committee Recommendations

- (1) Recommendation to Approve (769-B, La Corona, 3B) – Extend Dining Room into Front Patio

RESOLUTION 01-19-88
VARIANCE REQUEST

WHEREAS, Mr. Tae Young of 769-B Calle Aragon, a La Corona style unit, requests Board approval of a request to extend the dining room by 13'-3" into the existing front patio;

WHEREAS, a Neighborhood Awareness Notice was sent to Owners of affected units on September 26, 2019, notifying them that an application to

make an alteration to a neighboring Unit had been made and that comments or objections could be made in writing to the Architectural Controls and Standards Committee or in person at the Architectural Controls and Standards Committee Meeting on October 17, 2019.

NOW THEREFORE BE IT RESOLVED, on November 12, 2019, the Board of Directors hereby approves the request to extend the dining room by 13'-3" into the existing front patio

RESOLVED FURTHER, all costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Shareholder at 769-B and all future Shareholders at 769-B.

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.

11b. Maintenance and Construction Committee Recommendations:

- (1) Recommendation to Deny an Appeal from 2096-N for Reasonable Compensation

11c. Landscape Committee Recommendations:

- (1) Recommendation to Approve a Resolution to Deny a Request for Tree Removal: 75-T Calle Aragon – Southern Magnolia

RESOLUTION 01-19-80
DENIAL OF REMOVAL OF ONE SOUTHERN MAGNOLIA TREE
75-T CALLE ARAGON

WHEREAS, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on October 10, 2019, the Landscape Committee reviewed a request to remove one Southern Magnolia tree. The request was received from

the Member at 75-T Calle Aragon, who cited the reasons as litter/debris and view obstruction and;

WHEREAS, the Committee recommended to deny the removal of one Southern Magnolia tree located at 75-T due to the United Mutual policy to not remove trees due to litter or debris and that there is no current policy for the trimming of trees due to view obstruction.

NOW THEREFORE BE IT RESOLVED, November 12, 2019, the Board of Directors denies the request for the removal of one Southern Magnolia tree at 75-T, and;

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

- (2) Recommendation to Approve a Resolution to Deny a Request for Tree Removal: 313-A Avenida Castilla – Canary Island Pine

RESOLUTION 01-19-81
DENIAL OF REMOVAL OF ONE CANARY ISLAND PINE
313-A AVENIDA CASTILLA

WHEREAS, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on October 10, 2019, the Landscape Committee reviewed a request to remove one Canary Island Pine tree. The request was received from the Member at 313-A Avenida Castilla, who cited the reason as litter/debris, structural damage, and overgrown, and;

WHEREAS, the Committee recommended to deny the removal of one Canary Island Pine tree located at 313-A due to no visible damage to the patio wall or sidewalk, and no reports of sewer line stoppages, unit damage, or sidewalk repairs. The United Mutual policy is to not remove trees due to litter or debris.

NOW THEREFORE BE IT RESOLVED, November 12, 2019, the Board of

Directors denies the request for the removal of one Canary Island Pine tree at 313-A, and;

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

- (3) Recommendation to Approve a Resolution to Deny a Request for Tree Removal: 873-D Avenida Sevilla – Star Pine

RESOLUTION 01-19-82
DENIAL OF REMOVAL OF ONE STAR PINE
873-D AVENIDA SEVILLA

WHEREAS, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on October 10, 2019, the Landscape Committee reviewed a request to remove one Star Pine tree. The request was received from the Member at 873-D Avenida Sevilla, who cited the reason as litter/debris, poor condition, personal preference, and view obstruction, and;

WHEREAS, the Committee recommended to deny the removal of one Star Pine tree located at 873-D due to the United Mutual policy which is to not remove trees due to litter or debris and the fact that there is no policy for the trimming of trees due to view obstruction.

NOW THEREFORE BE IT RESOLVED, November 12, 2019, the Board of Directors denies the request for the removal of one Star Pine tree at 873-D, and;

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

- (4) Recommendation to Approve a Resolution to Deny a Request for Tree Removal: 2188-Q Via Mariposa E. – Silk Oak

RESOLUTION 01-19-83
DENIAL OF REMOVAL OF ONE SILK OAK
2188-Q VIA MARIPOSA E.

WHEREAS, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on October 10, 2019, the Landscape Committee reviewed a request to remove one Silk Oak tree. The request was received from the Member at 2188-Q Via Mariposa E., who cited the reason as possible structural damage, litter/debris, and the potential of considerable damage to both buildings 2188 and 2187 should there be a serious weather event, and;

WHEREAS, the Committee recommended to deny the removal of one Silk Oak tree located at 2188-Q due to the United Mutual policy which is to not remove trees due to litter or debris and Staff found no visible damage to the unit due to the tree. The tree department has been instructed to crown reduce trees during the upcoming normal trim cycles. This tree will be thinned and have end weight reduced.

NOW THEREFORE BE IT RESOLVED, November 12, 2019, the Board of Directors denies the request for the removal of one Silk Oak tree at 2188-Q, and;

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

- (5) Recommendation to Approve a Resolution to Approve a Request for Tree Removal: 471-F Calle Cadiz – Carrotwood

RESOLUTION 01-19-84
APPROVAL OF REMOVAL
OF ONE CARROTWOOD TREE AT 471-F CALLE CADIZ

WHEREAS, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.

- Trees should not be removed because of view obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on October 10, 2019, the Landscape Committee reviewed a request to remove one Carrotwood Tree. The request was received from the Member at 471-F, who cited the reasons as structural damage, litter/debris, and the lifting of the pavement causing risk and hazard, and;

WHEREAS, on October 10, 2019, the Landscape Committee recommended to approve the removal of one Carrotwood tree located at 471-F Calle Cadiz based on the removal would be a cost saving to the Mutual as its rapid growth is causing sidewalk cracking as well as cracking in the patio area. Also, there is a Brazilian Pepper tree in good health located at Unit G and with the removal of the Carrotwood, the Pepper tree would eventually assume a better shape due to the competition for available space with these two trees being planted so closely together.

NOW THEREFORE BE IT RESOLVED, November 12, 2019, the Board of Directors approves the request for the removal of one Carrotwood tree;

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

- 11d.** 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 financials for the month of September 2019, and such review is hereby ratified.
- 11e.** Ratify the Revised United Mutual and GRF Committee Appointments Approved on October 14, 2019 (This item was moved to Unfinished Business for discussion)

Director Randazzo made a motion to approve the Consent Calendar as presented. The motion was seconded by Director Achrekar.

Discussion ensued among the Directors.
Director Skillman requested to remove agenda item (11e) Committee Appointments for from the Consent Calendar for discussion.

President Margolis called for the vote on the Consent Calendar as amended and the motion vote of 9-1-0 (Director Armendariz opposed).

12. Unfinished Business

- 12a.** Entertain a Motion to Adopt a Resolution to Require a Recognition Agreement for

Lenders

Director Skillman read a synopsis of the following resolution:

RESOLUTION 01-19-XX
OBJECTIVE STANDARDS FOR APPROVAL
TO LOAN WITHIN UNITED LAGUNA WOODS MUTUAL

WHEREAS, United Laguna Woods Mutual (hereinafter United or Corporation), is a nonprofit mutual benefit corporation, existing under and by virtue of the laws of the State of California, organized for the purpose of providing its Members with housing on a cooperative nonprofit basis pursuant to the provisions set forth in its Occupancy Agreement, Articles of Incorporation, and Bylaws and Board Resolutions (collectively referred to as the "Governing Documents");

WHEREAS, the Corporation's Amended and Restated Bylaws (Bylaws) provide that the purpose of the Corporation is to "manage, maintain, preserve, and administer the business of a common interest development, specifically, a stock cooperative" (Bylaws Article II, Section 1);

WHEREAS, the Board of Directors of the Corporation is authorized to establish policy and perform various administrative activities (Bylaws Article II, Section 3);

WHEREAS, United is a stock cooperative housing development and holds title to all property and structures in United wherein each shareholder-member has ownership and is granted of one share in the Cooperative and is granted the right to occupy a specific unit pursuant to an Occupancy Agreement together with ownership of one share in the cooperative, provided each Shareholder-Member meets the financial qualifications set forth in the Financial Qualifications Policy (rev. 5-23-18);

WHEREAS, pursuant to the above authority or otherwise contained in the Governing Documents, included among the Board of Directors' management responsibilities is the vetting of lenders seeking to loan money on ~~manner~~ to Shareholder-Members unsecured by property within United, in order to ensure the continued solvency of the Corporation;

WHEREAS, the Board of Directors requires a lender to sign its Recognition Agreement, giving United Mutual first right of refusal and agreeing to pay assessments when due in the event the member defaults in its obligation to pay assessments;

WHEREAS, through counsel, the Board of Directors has enumerated objective criteria lenders must satisfy in order to loan to Shareholder-Members within United, including that the perspective-prospective lender:

1. Is either a state or federally chartered bank or credit union;
 2. Insures each deposit account through by the Federal Deposit Insurance Corporation (FDIC), the National Credit Union Administration (NCUA) or otherwise, up to \$250,000.00per account and backed by the full faith and credit of the United States government; and
 3. Meets or exceeds the Capital Requirement pursuant to 12 C.F.R. § 3.10.
Must sign a recognition agreement giving United Mutual first right of refusal
- ~~3. The obligation of the lender to pay assessments in default.~~

NOW, THEREFORE, be it resolved that the following resolution is adopted by the Board of Directors:

1. **Acknowledging and Approving Qualified Lenders.** The Corporation, by and through its Board of Directors, is authorized to approve lenders based on confirmation of satisfaction of the three-three objective criteria set forth above, as follows:

Step 1 Confirm the institution is Insured. If the institution is a state or federal bank or savings association, start by going to the FDIC home page at www.fdic.gov/ and clicking on the "Deposit Insurance" tab and selecting "Bankfind" and entering the bank information. Credit unions are supervised and insured by the NCUA, and confirmation of insurance may be obtained at <https://www.ncua.gov/> by clicking on the Research a Credit Union link and entering the institution's name. As long as the institution's name is returned by either the FDIC or NCUA, the institution has satisfied criteria one and two.

~~**Step 2** Confirm the institution meets or exceeds the Capital Requirement pursuant to 12 C.F.R. § 3.10. All national banks and federal savings associations are subject to the Capital Requirement pursuant to 12 C.F.R. § 3.10. Therefore, if the institution is a national bank or federal savings association, and it is insured by either FDIC or NCUA, it satisfies all three objective criteria. If the institution is not a national bank or federal savings association, an officer or director of the institution must sign an affidavit under penalty of perjury under the laws of the State of California attesting to the fact that the institution meets or exceeds the Capital Requirement pursuant to 12 C.F.R. § 3.10.~~

~~If both the above steps are satisfied, the institution may be deemed an approved lender and upon execution of a Recognition Agreement, allowed to loan on property to Shareholder-Members within United. Otherwise the institution should be advised that it fails to meet the objective criteria established to ensure the continued viability of the Corporation, that they are not approved to loan money on United property to United Shareholder-Members.~~

2. **Further Acts.** The Board of Directors may do and perform such other acts and things as may be reasonably necessary and proper in order to carry into effect the provisions of this Resolution.

BE IT FURTHER RESOLVED, that the officers, directors and agents of this Corporation are authorized to carry out the purpose of this Resolution.

SEPTEMBER Initial Notification
28-days notification for Member review and comment to comply with Civil Code §4360 has been satisfied.

Director Skillman made a motion to refer this item back to committee for revisions. The motion was seconded by Director Randazzo.

Discussion ensued among the Directors.

President Margolis called for the vote and the motion passed by a vote of 10-0-0.

12b. Ratify the Revised United Mutual and GRF Committee Appointments Approved on October 14, 2019 (This item was moved to Unfinished Business for discussion)

Resolution 01-19-75

UNITED LAGUNA WOODS MUTUAL COMMITTEE APPOINTMENTS

RESOLVED, October 14, 2019, that the following persons are hereby appointed to serve the Corporation in the following capacities:

Architectural Control and Standards Committee

Brian Gilmore, Chair
Reza Bastani
Carl Randazzo
Elsie Addington
Non-Voting Advisors: Michael Mehrain, Janey Dorrell, Walt Ridley

Communications Committee

Juanita Skillman, Chair
Elsie Addington
Non-Voting Advisors: Maggie Blackwell

Finance Committee

Elsie Addington, Chair
Sue Margolis
Carl Randazzo
Anthony Liberatore
Brian Gilmore
Non-voting Advisors: Vacant (2)

Financial Review Task Force

Elsie Addington
Brian Gilmore

Governing Documents Review Committee

Andre Torng, Chair
Juanita Skillman
Manuel Armendariz
Sue Margolis
Neda Ardani
Reza Bastani
Non-voting Advisors: Bevan Strom

Landscape Committee

Manuel Armendariz, Chair
Anthony Liberatore
Andre Torng
Non-Voting Advisor: Catherine Brians, Vacant (2)

Maintenance and Construction Committee

Carl Randazzo, Chair
Cash Achrekar
Reza Bastani
Elsie Addington
Brian Gilmore
Non-voting Advisor: Ken Deppe, Walter Ridley, Janey Dorrell

Members Hearing Committee

Anthony Liberatore, Chair
Juanita Skillman
Andre Torng
Neda Ardani

New Resident Orientation

Per Rotation List

Resident Advisory Committee

Neda Ardani, Chair
Cash Achrekar
Juanita Skillman
Non-voting Advisors: Kay Anderson, Nancy Lannon

Handyman Task Force

Cash Achrekar, Chair
Juanita Skillman
Elsie Addington
Carl Randazzo
Anthony Liberatore
Non-voting Advisors: Nancy Lannon, Janey Dorrell and Ester Wright

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 01-19-29, adopted March 12, 2019, 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.

RESOLUTION 01-19-76
GOLDEN RAIN FOUNDATION COMMITTEE APPOINTMENTS

RESOLVED, October 14, 2019, 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 Business Planning

Sue Margolis
Manuel Armendariz
Elsie Addington, Alternate

GRF Community Activities

Juanita Skillman
Andre Torng
Elsie Addington, Alternate

GRF Finance

Sue Margolis
Elsie Addington
Manuel Armendariz, Alternate

GRF Landscape Committee

Manuel Armendariz
Andre Torng
Neda Ardani, Alternate

GRF Maintenance & Construction

Carl Randazzo
Reza Bastani
Brian Gilmore, Alternate

PAC Renovation Task Force

Carl Randazzo
Juanita Skillman
Sue Margolis, Alternate

GRF Media and Communications Committee

Juanita Skillman
Elsie Addington
Neda Ardani, Alternate

GRF Mobility and Vehicles Committee

Elsie Addington
Reza Bastani
Brian Gilmore, Alternate

GRF Security and Community Access

Neda Ardani
Cash Achrekar
Brian Gilmore, Alternate
Manuel Armendariz

Disaster Preparedness Task Force

Cash Achrekar
Neda Ardani
Reza Bastani, Alternate
Andre Torng

Laguna Woods Village Traffic Hearings

Elsie Addington
Neda Ardani, Alternate

Town Hall Meetings

As Needed

RESOLVED FURTHER, that Resolution 01-19-30, adopted March 12, 2019, 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.

Directors Armendariz made a motion to adopt the United and GRF Committee Appointment as corrected. The motion was seconded by Director Randazzo.

Discussion ensued among the directors.

President Margolis called for the vote on the Committee Appointment resolutions as amended and the motion passed by a vote of 10-0-0.

13. New Business

13a. Entertain a Motion to Introduce for Revised Alteration Standard 27: Soft Water Units

Director Randazzo read a synopsis of the following resolution:

RESOLUTION 01-19-xx
REVISED ALTERATION STANDARD 27:
SOFT WATER UNITS

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to amend Alteration Standards and create new Alteration Standards as necessary; and,

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to revise Alteration Standard 27: Soft Water Unit.

NOW THEREFORE BE IT RESOLVED, November 12, 2019 that the Board of Directors of this Corporation hereby introduces the revisions to Alteration Standard 27: Soft Water Unit, attached as part of the official minutes of this meeting;

RESOLVED FURTHER, that Resolution 01-16-08, adopted January 2016, is hereby superseded and cancelled; and

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

NOVEMBER Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 28-days from the postponement to comply with Civil Code §4360.

Director Randazzo made a motion to introduce a resolution to revise alteration standard 27: soft water units for 28-day review. The motion was seconded by Director Armendariz.

Discussion ensued among the Directors.

President Margolis called for the vote and the motion passed by a vote of 10-0-0.

13b. Entertain a Motion to Introduce for Revised Alteration Standard 30: Water Heater Relocation

Director Randazzo read a synopsis of the following resolution:

RESOLUTION 01-19-xx
REVISED ALTERATION STANDARD 30:
WATER HEATER RELOCATION

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to amend Alteration Standards and create new Alteration Standards as necessary; and,

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to revise Alteration Standard 30: Water Heater Relocation.

NOW THEREFORE BE IT RESOLVED, November 12, 2019, that the Board of Directors of this Corporation hereby introduces the revisions to Alteration Standard 30: Water Heater Relocation, attached as part of the official minutes of this meeting;

RESOLVED FURTHER, that Resolution 01-16-08, adopted January 2016, is hereby superseded and cancelled; and

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

NOVEMBER Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 28-days from the postponement to comply with Civil Code §4360.

Director Randazzo made a motion to introduce a resolution to revise alteration standard 30: water heater relocation for 28-day review. The motion was seconded by Director Achrekar.

Discussion ensued among the Directors.

Director Achrekar made a motion to this back to committee for revisions to section 3.5. Director Bastani seconded the motion.

President Margolis called for the vote on the amendment to refer this item back to Committee and the motion failed by a vote of 4-6-0 (Directors Gilmore, Armendariz, Torng, Randazzo, Margolis, Skillman opposed).

President Margolis called for the vote and the motion passed by a vote of 7-3-0 (Directors Achrekar, Bastani and Liberatore opposed).

13c. Entertain a Motion to Introduce for Revised Alteration Standard 36: Ramps

Director Randazzo read a synopsis of the following resolution:

RESOLUTION 01-19-xx
REVISED ALTERATION STANDARD 36: RAMPS

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to amend Alteration Standards and create new Alteration Standards as necessary; and,

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to revise Alteration Standard 36: Ramps.

NOW THEREFORE BE IT RESOLVED, November 12, 2019, that the Board of Directors of this Corporation hereby introduces the revisions to Alteration Standard 36: Ramps, attached as part of the official minutes of this meeting;

RESOLVED FURTHER, that Resolution 01-16-08, adopted January 2016, is hereby superseded and cancelled; and

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

NOVEMBER Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 28-days from the postponement to comply with Civil Code §4360.

Director Randazzo made a motion to introduce a resolution to revise alteration standard 36: ramps for 28-day review. The motion was seconded by Director Bastani.

Discussion ensued among the Directors.

President Margolis called for the vote and the motion passed by a vote of 9-1-0 (Directors Liberatore opposed).

13d. Entertain a Motion to Approve the Charter of the VMS Liaison Committee

Director Skillman read a synopsis of the following resolution:

RESOLUTION 01-19-85
VMS LIAISON COMMITTEE CHARTER

I. INTRODUCTION

Pursuant to Article VIII, Section 1 of the Amended and Restated Bylaws ("Bylaws") of United Laguna Woods Mutual ("United") and California *Corporations Code* Section 7212, the Board of Directors ("Board") is entitled to create committees to assist it in the execution of their powers and duties. This Charter serves to create the VMS Liaison Committee for United ("Committee").

II. PURPOSE

The Committee's role is advisory pursuant to *Corporations Code* Section 7212(b), in which the Committee Members (as defined in Article III) will serve to liaise between United and Village Management Services, Inc. ("VMS"). The Committee will interface with the Board, VMS, legal counsel, and other relevant individuals, and provide reports and recommendations, as appropriate, to and from United and VMS.

III. COMMITTEE MEMBERS

The Committee shall be comprised of the ~~two (2)~~ three (3) representatives appointed by United to serve on the VMS Boar with the term of Committee membership concurrent with the representatives' term of service on the VMS Board. However, Article III of this Charter cannot be construed to confer any right on United representatives on the VMS Board: Committee Members serve at the leisure of the Board, and may be removed with or without cause, at any time, in the Board's sole discretion.

Service on the Committee imposes a "good standing" requirement, with good standing including satisfaction of each the following:

1. The Committee Member is current in the payment of assessments and all other financial obligations to United and the Golden Rain Foundation, including collections costs;
2. No outstanding violations of the governing documents, as determined by the United Board;
3. There exists no active dispute, including litigation, between the Committee Member and the Association, or individual members of the Board; and
4. Regular attendance at Committee meetings, which requirement precludes the Committee Member's absence from three (3) consecutive meetings.

IV. SCOPE OF AUTHORITY

A. Powers and Duties of the Committee

As an advisory body the Committee's authority is derived solely from the direction of the Board, and the Committee has no implied authority to bind United to contractual obligations or to express any opinion on behalf of United.

The Committee was formed to interface and liaise between United and VMS on matters of common interest to these corporations. To this end, it is anticipated that the Committee will consult with relevant individuals, study pertinent documents, attend the meetings of other corporate boards and committees within Laguna Woods Village, analyze data, draw conclusions and prepare reports to the ends of furthering the efficiency and effectiveness of action taken by United and VMS.

B. Committee Member Compensation and Conduct

No Committee Member shall receive compensation for participation on the Committee except for reimbursement of expenses incurred on behalf of the Committee in performing the above-stated duties as authorized by the Board.

C. Meetings

The Committee shall meet as necessary, in accordance with the direction of the Board, and as required by its duties.

D. Effect of Decisions by the Committee

All conclusions and reports of the Committee are merely advisory, which shall be evaluated and utilized in the sole discretion of the Board.

E. Insurance

United, through Golden Rain Foundation, shall at all times maintain a directors' and officers' liability insurance policy, as required by law and the 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 Board.

F. Confidentiality

Committee Members are obligated to maintain the confidentiality of information obtained in the course of service on the Committee and such information shall only be used for its purpose as provided herein.

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, strategic advantage would be lost and individuals would be irreparably damaged. It is paramount that Committee Members similarly acknowledge and respect the privacy interests of United and its members, exercising constant vigilance in the handling of confidential information.

Director Skillman made a motion to approve a resolution for the VMS Liaison Committee Charter. The motion was seconded by Director Armendariz.

Director Skillman recommended a change to the resolution under paragraph 1 of the Committee Members should be three (3) representatives.

Discussion ensued among the Directors.

President Margolis called for the vote of the Resolution as amended and the motion passed by a vote of 9-1-0 (Directors Liberatore opposed).

13e. Entertain a Motion to Revise the United Maintenance & Construction Committee Charter

Director Randazzo read a synopsis of the following resolution:

RESOLUTION 01-19-86
UNITED MAINTENANCE & CONSTRUCTION COMMITTEE CHARTER

WHEREAS, on January 12, 2010, pursuant to Article VII, Section 1 of the Bylaws, the Board of Directors of this Corporation re-established the Maintenance & Construction Committee as a standing committee; and

WHEREAS, on May 9, 2017, pursuant to the Occupancy Agreement, Article 12 and the Bylaws, the Board established the Architectural Control and Standards Committee as a standing committee separate from the M&C Committee; and

WHEREAS, the Maintenance and Construction Committee's charter is revised to reflect the current focus of this standing committee.

NOW THEREFORE BE IT RESOLVED, November 12, 2019, that the Committee shall maintain a working relationship with the Maintenance & Construction Department of the Managing Agent's organization to ensure that the real property and fixtures owned and managed by United Laguna Woods Mutual are maintained, reconditioned, improved or augmented as necessary or

desired to meet the policies established by the Board of Directors, or as required by government agencies that have standing in establishing public policy; and

RESOLVED FURTHER, that the Committee shall review maintenance service level requirements during the Business Planning process; and

RESOLVED FURTHER, that the Committee shall review budget requirements, service levels, all attendant costs and projected income related to services to be provided by the Maintenance and Construction Department and make necessary recommendations to the Finance Committee and Board of Directors, and

RESOLVED FURTHER, that the Committee shall explore and review suggestions for short- term and long-term improvements and cost effective programs within the Mutual, for approval by the Finance Committee and Board of Directors, and

RESOLVED FURTHER, that the Committee shall review on a continuing basis long-range plans and needs for building and infrastructure maintenance and, in consultation with appropriate committees, recommend to the Board of Directors appropriate means for achieving such plans and needs; and

RESOLVED FURTHER, that the Committee shall review as needed the substance of specifications used for procurement of goods and services for programs under the review of this Committee. The Committee will consult with the Managing Agent regarding award of contracts, as needed.

RESOLVED FURTHER, that the Committee shall review all requests for unbudgeted components or programs suggested by the Maintenance & Construction Department, other committees, and recommend appropriate action to the Board of Directors, and

RESOLVED FURTHER, that the Committee shall monitor major Operating and Reserve maintenance programs, such as roofing, asphalt maintenance and replacement, external painting, and the like; and

RESOLVED FURTHER, that the Committee shall establish building colors palette and determine primary roof, building and trim colors for buildings, as appropriate; updating the palette at least every four years; and

RESOLVED FURTHER, that the Committee shall perform such other tasks as may be approved and assigned by the Board of Directors; and

RESOLVED FURTHER, that Resolution 01-10-57 adopted March 9, 2010 is hereby superseded and cancelled; and

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

Director Randazzo made a motion to approve a resolution for the United Maintenance & Construction Committee Charter. The motion was seconded by Director Armendariz.

Discussion ensued among the Directors.

President Margolis called for the vote and the motion passed by a vote of 9-1-0 (Directors Liberatore opposed).

13f. Entertain a Motion to Revise the Governing Documents Review Committee Charter

Director Skillman read a synopsis of the following resolution:

RESOLUTION 01-19-xx
GOVERNING DOCUMENTS REVIEW COMMITTEE CHARTER

RESOLVED, December 10, 2019, that the Board of Directors of this Corporation hereby establishes a Governing Documents Review Committee for the purposes of reviewing the United Laguna Woods Mutual governing documents for clarity, legality and current applicability through monthly meetings open to United Members;

RESOLVED FURTHER, that the Board of Directors of this Corporation hereby assigns the duties and responsibilities of this Committee as follows:

1. Review governing documents including policies, resolution and operating rules for compliance with applicable laws;
2. Consider conformance, as required, between each governing document with another governing document;
3. Confer, as appropriate, with United Managing Agent;
4. Consult, as appropriate and upon approval of Board President and Committee Chair approval, with United Corporate Counsel and;
5. Make regular committee progress reports and recommendations to the United Board of Directors regarding proposed revisions to the United governing documents including policies, resolution and operating rules; and

RESOLVED FURTHER, that the Governing Documents Review Committee shall perform such other duties as may be assigned by the Board;

RESOLVED FURTHER, that resolution 01-15-107 approved December 10, 2019 is hereby superseded and cancelled.

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

Director Tornig made a motion to approve a resolution for the Governing Documents Review Committee Charter. The motion was seconded by Director Armendariz.

Discussion ensued among the Directors.

Director Skillman made a motion to amend the resolution to include definitions of governing documents, change wording in the resolution to make the intent clear. The motion was seconded by Director Randazzo.

Director Achrekar made an amendment to the amendment to refer this item back to committee because of all the revisions discussed. Director Randazzo seconded the motion.

President Margolis called for a vote on the amendment to the amendment.

President Margolis called for the vote on the amendment to refer this item back to committee and the motion passed by a vote of 7-2-0 (Directors Tornig and Armendariz opposed).

13g. Entertain a Motion to Approve United Investment Policy Revisions and Direct Sageview to Transition to Index Fund Portfolio

Director Skillman read a synopsis of the following resolution:

RESOLUTION 01-19-87
UNITED INVESTMENT POLICY REVISIONS

RESOLVED, November 12, 2019 that the Managing Agent of this corporation, and an outside Investment Manager are hereby authorized to invest the funds of the corporation which, in the opinion of said managing agent are not required within a reasonable time to pay obligations of the corporation; and

RESOLVED FURTHER, that the Board of Directors of this Corporation hereby authorizes the Managing Agent of this corporation, to retain an Investment Manager and to give that Manager discretion to transact purchases and sales of investments for the United Laguna Woods Mutual account. Such discretion is subject to the underlying conditions as stated below. The Board will determine the amount to be managed in this discretionary account; and

RESOLVED FURTHER, that all investments on behalf of this corporation must be made with the underlying principles in the following order of priority: (1) safety, (2)

liquidity, where applicable, and (3) yield, and are subject to the following conditions:

1. Notification of confirmation shall be given to the managing agent and treasurer of this corporation upon completion of each investment transaction;
2. For funds administered by the Managing Agent in a non-discretionary account, no investment may be sold, withdrawn, redeemed or otherwise converted to cash prior to maturity without a demonstrated immediate need for the funds and the consent of any two of the following: the Treasurer, the President or the 1st or 2nd Vice President of this corporation. Furthermore, if there is a request that an investment be sold, withdrawn or otherwise converted to cash prior to maturity where there has been no demonstrated immediate need, approval must be received from the Board of Directors of this corporation;
3. Funds shall be invested only in authorized investments as provided herein. Authorized investments are limited to:
 - a. obligations of, or fully guaranteed as to principal by, the United States of America;
 - b. Up to 2030 percent of the portfolio may be invested in Corporate Bonds rated A-BBB through AAA; specifically A3/A-1A-Baa3/BBB-/BBB- or better by Moody's/S&P/Fitch. A bond is only required to meet the criteria of one rating service. If a bond does not meet these minimum credit quality criteria in at least one of the above-mentioned rating services, the bond may not be purchased or if owned, must be removed from the portfolio within 30 days. This removal criteria will not apply to bond mutual funds that have a stated objective of investing in investment grade rated bonds. Removal of downgraded bonds that fall below the investment grade rating will be determined by the fund manager.
 - c. No more than 3% of portfolio is to be invested in any one corporate bond issuer; and
 - d. Up to 25% of the portfolio may be invested in Government Sponsored Federal Agencies, namely FNMA (Federal National Mortgage Association – Fannie Mae), FHLMC (Federal Home Loan Mortgage Corporation – Freddie Mac, and FHLB (Federal Home Loan Bank).
4. Investments on behalf of this corporation may be made concurrently with investments made on behalf of other corporations at Laguna Woods Village. However, separate investment receipts will be held in the name of this corporation. Any such investments may be held for the

account of the corporation in book-entry form;

5. Any authorized investments, as defined in Item 3 above, previously made by said Managing Agent or Investment Manager, are hereby ratified; and

RESOLVED FURTHER, that Resolution 01-17-38 adopted on March 14, 2017, is hereby superseded and cancelled.

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

Director Skillman made a motion to approve the resolution for the United Investment Policy revisions. The motion was seconded by Director Achrekar.

Discussion ensued among the Directors.

President Margolis called for the vote and the motion passed by a vote of 10-0-0.

14. Committee Reports

- 14a.** Report of the Finance Committee / Financial Report – Director Armendariz showed a presentation on the Treasurer’s Report and reviewed the resale and lease reports. The Committee met on September 24, 2019; next meeting will be November 26, 2019, 1:30 p.m. in the Sycamore Room.
- 14b.** Report of the Architectural Control and Standards Committee – Director Randazzo gave a report from the last Committee meeting. The Committee met on September 19 2019; next meeting will be October 17, 2019, 9:30 a.m. in the Elm Room.
- 14c.** Report of the Communications Committee – Director Skillman. The Committee is working on articles for the Breeze. Maggie Blackwell will be an advisor on the Committee. The Committee did not meet in October 2019; next meeting TBA.
- 14d.** Report of Member Hearings Committee – Director Liberatore gave a report from the last Committee meeting. The Committee met on October 24, 2019; next meeting will be December 26, 9:00 a.m. in the Sycamore Room.
- 14e.** Report of the Governing Documents Review Committee – Director Torng gave a report from the last Committee meeting. The Committee is moving to third Thursday of each month. The Committee met in October 28, 2019; next meeting will be November 21, 2019, 1:30 p.m. in the Sycamore Room.
- 14f.** Report of the Landscape Committee – Director Armendariz gave a report from the last Committee meeting. The Committee met on October 10, 2019; next meeting

will be December 12, 2019, 9:30 a.m. in the Board Room.

- 14g.** Report of the Maintenance & Construction Committee – Director Randazzo gave a report from the last Committee meeting. The Committee is working on increasing parking, building signs, new charter, shepherds crook, street traffic noise, new fencing, and walkway lighting. The Committee met on October 23, 2019; next meeting TBA.
- Handyman Task Force—Director Achrekar gave a report for the Handyman Task Force. The Committee will meeting on November 15, 2019 at 2:00 p.m. in the Sycamore Room.
- 14h.** Report of the Resident Advisory Committee – Director Ardani gave a report from the last Resident Advisory Committee. The Committee met on September 12, 2019; next meeting will be November 14, 2019, 4:00 p.m. in the Sycamore Room.

15. GRF Committee Highlights

- 15a.** Report of the Finance Committee – Director Armendariz gave highlights from the last Committee meeting. The Committee met on October 23, 2019; next meeting will be December 18, 2019, 1:30 p.m. in the Board Room.
- 15b.** Report of the Community Activities Committee – Director Skillman. The Committee met on September 12, 2019; next meeting will be November 14, 2019, 1:30 p.m. in the Board Room.
- 15c.** Report of the Landscape Committee – Director Armendariz gave highlights from the last Committee meeting. The Committee met on August 14 2019; next meeting will be November 13, 2019, 1:30 p.m. in the Board Room.
- 15d.** Report of the Maintenance & Construction Committee – Director Randazzo gave highlights from the last Committee meeting. The Committee met on October 9, 2019; next meeting will be December 11, 2019, 9:30 a.m. in the Board Room.
- PAC Ad Hoc Committee—The Committee met on October 17, 2019; next meeting TBA.
- 15e.** Village Energy Task Force Charter – Director Randazzo gave a report from the last Task Force meeting. The Task Force met September 4, 2019.
- 15f.** Report of the Media and Communication Committee – Director Skillman gave highlights from the last Committee meeting. The Committee met on October 21, 2019; next meeting will be November 18, 2019, 1:30 p.m. in the Board Room.
- 15g.** Report of the Mobility and Vehicles Committee – Director Gilman gave highlights from the last Committee meeting. The Committee met on October 2, 2019 and

October 29, 2019; next meeting will be December 4, 2019, 1:30 p.m. in the Board Room.

- 15h. Report of the Security and Community Access Committee – President Ardani gave highlights from the last Committee meeting. The Committee met in October 28, 2019; next meeting will be December 23, 2019, 1:30 p.m. in the Board Room.
- 15i. Laguna Woods Village Traffic Hearings – Director Skillman summarized the frequently repeated violations heard at the traffic hearings. The hearings were held on October 16, 2019; next hearings will be on November 20, 2019, 9:00 a.m. in the Board Room and 1:00 p.m. in the Sycamore Room.
- 15j. Disaster Preparedness Task Force – Director Ardani gave highlights from the last Committee meeting. The Task Force met on September 24, 2019; next meeting will be on November 26, 2019, 9:30 a.m. in the Board Room.

16. Future Agenda Items

- 16a. Committee Advisor Qualifications, Procedures and Policy
- 16b. Update the Co-Occupancy Qualifications
- 16c. Alternative Heat Source Policy
- 16d. Require a Recognition Agreement for Lenders (Refer back to Committee)
- 16e. Governing Documents Review Committee Charter (Refer back to Committee)

17. Director's Comments

- Director Gilman thanked Dorothy Pacella for the KPI report
- Director Achrekar commented that members should vote by conscience and recommended timer be put on everyone during the meeting, encouraged members to attend;
- Director Armendariz is glad to be back and thanked President Margolis and other board members that voted to revoke his censor;
- Director Torng commented about the KPI and quality control;
- Director Skillman congratulated VMS on the wonderful Halloween Party for the employees, Laguna Hills City Council will discuss the future of the Laguna Hill Mall at the City Council Meeting tonight, rumor control;
- Director Liberatore commented about the concrete around his manor;

18. 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 12:21 p.m. into the Closed Session.

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

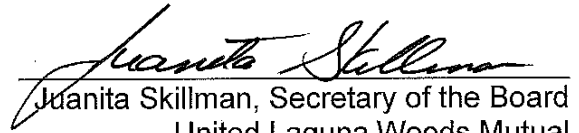
During the September 10, 2019, Regular Executive Session, the Board:

Approval of Agenda

Approval of the Following Meeting Minutes;
(a) August 1, 2019—Special Regular Closed Meeting
(b) August 6, 2019—Special Closed Meeting
(c) August 13, 2019—Regular Executive Session
Discussed Member Disciplinary Cases
Discussed Personnel Matters
Discuss and Consider Contractual Matters
Discussed and Considered Litigation Matters

19. Adjourn

The meeting was adjourned at 3:34 p.m.



Juanita Skillman, Secretary of the Board
United Laguna Woods Mutual



RESOLUTION 01-19-XX

Recording of a Lien

WHEREAS, Member ID 947-387-32; 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, December 10, 2019, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-387-32 and;

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

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RESOLUTION 01-19-XX

Recording of a Lien

WHEREAS, Member ID 947-423-15; 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, December 10, 2019, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-423-15 and;

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

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RESOLUTION 01-19-XX

Recording of a Lien

WHEREAS, Member ID 947-371-10; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

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

NOW THEREFORE BE IT RESOLVED, December 10, 2019, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-371-10 and;

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

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RESOLUTION 01-19-XX

Recording of a Lien

WHEREAS, Member ID 947-407-49; 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, December 10, 2019, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-407-49 and;

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

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RESOLUTION 01-19-XX

Recording of a Lien

WHEREAS, Member ID 947-372-06; 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, December 10, 2019, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-372-06 and;

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

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RESOLUTION 01-19-XX

Recording of a Lien

WHEREAS, Member ID 947-408-42; 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, December 10, 2019, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-408-42 and;

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

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RESOLUTION 01-19-XX

Filing of Separate Small Claims Court Case

WHEREAS, the Finance Committee recommends filing separate Small Claims Court cases of \$2,500 (or less) in an attempt to collect delinquent charges by way of a judgment or stipulation against members/owners in United Laguna Woods Mutual; and

NOW THEREFORE BE IT RESOLVED, December 10, 2019 that the Board of Directors hereby approves the filing of a separate Small Claims Court case for Member ID 947-408-33 and;

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

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RESOLUTION 01-19-XX

Filing of Separate Small Claims Court Case

WHEREAS, the Finance Committee recommends filing separate Small Claims Court cases of \$2,500 (or less) in an attempt to collect delinquent charges by way of a judgment or stipulation against members/owners in United Laguna Woods Mutual; and

NOW THEREFORE BE IT RESOLVED, December 10, 2019 that the Board of Directors hereby approves the filing of a separate Small Claims Court case for Member ID 947-405-32 and;

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

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RESOLUTION 01-19-XX

Filing of Separate Small Claims Court Case

WHEREAS, the Finance Committee recommends filing separate Small Claims Court cases of \$2,500 (or less) in an attempt to collect delinquent charges by way of a judgment or stipulation against members/owners in United Laguna Woods Mutual; and

NOW THEREFORE BE IT RESOLVED, December 10, 2019 that the Board of Directors hereby approves the filing of a separate Small Claims Court case for Member ID 947-405-27 and;

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

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RESOLUTION 01-19-XX

Filing of Separate Small Claims Court Case

WHEREAS, the Finance Committee recommends filing separate Small Claims Court cases of \$2,500 (or less) in an attempt to collect delinquent charges by way of a judgment or stipulation against members/owners in United Laguna Woods Mutual; and

NOW THEREFORE BE IT RESOLVED, December 10, 2019 that the Board of Directors hereby approves the filing of a separate Small Claims Court case for Member ID 947-388-42 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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**FINANCIAL REVIEW CONFIRMATION CHECKLIST FOR
THE BOARD OF DIRECTORS OF
THE UNITED LAGUNA WOODS MUTUAL
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

Pursuant to California *Civil Code* Section 5500, unless the governing documents impose more stringent requirements, the Board of Directors of United Laguna Woods Mutual ("United") is required to review various financial documents and statements on at least a monthly basis. Furthermore, this review requirement may be satisfied by a subcommittee of the Board, which consists of United's treasurer and at least one (1) other Board member. (*Civil Code* § 5501.)

This Financial Review Confirmation Checklist ("Checklist") is designed for use in keeping track of the financial review obligations required by the *Civil Code*. It also serves to document the completion/satisfaction of these financial review obligations by the Board of Directors and/or the designated subcommittee of the Board.

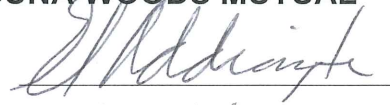
Accordingly, the undersigned Board members, or designated subcommittee members, hereby affirm that they reviewed the following documents for the period ending October 31, 2019:

1. A current reconciliation of United's operating and reserve accounts; and
2. The current year's actual operating revenues and expenses, compared to the current year's budget; and
3. The latest account statements prepared by the financial institutions where United has its operating and reserve accounts; and
4. The income and expense statement for United's operating and reserve accounts; and
5. The check register, monthly general ledger, and delinquent assessment receivable reports.

I certify that the above financial documents were reviewed to the best of my ability, in my fiduciary capacity as a member of the United Board of Directors or subcommittee of the Board of Directors. Nothing contained herein is intended nor shall be construed as any guarantee, nor waiver of any of United's legal rights or remedies, all of which are expressly reserved.

UNITED LAGUNA WOODS MUTUAL

Signature:



Print Name:

Elsie Addington

Title:

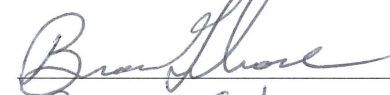
United Treasurer

Date:

2 Dec 19

UNITED LAGUNA WOODS MUTUAL

Signature:



Print Name:

BRIAN Gilmore

Title:

UNITED BOARD

Date:

12/3/19



Resolution 01-19-xx
United Laguna Woods Mutual Committee Appointments

RESOLVED, December 10, 2019, that the following persons are hereby appointed to serve the Corporation in the following capacities:

Architectural Control and Standards Committee

Brian Gilmore, Chair
Reza Bastani
Carl Randazzo
Elsie Addington
Non-Voting Advisors: Michael Mehraïn, Janey Dorrell, Walt Ridley

Communications Committee

Juanita Skillman, Chair
Elsie Addington
Non-Voting Advisors: Maggie Blackwell

Finance Committee

Elsie Addington, Chair
Sue Margolis
Carl Randazzo
Anthony Liberatore
Brian Gilmore

Financial Review Task Force

Elsie Addington
Brian Gilmore

Governing Documents Review Committee

Andre Torng, Chair
Juanita Skillman
Manuel Armendariz
Sue Margolis
Neda Ardani
Reza Bastani
Non-voting Advisors: Bevan Strom, **Mary Stone**

Landscape Committee

Manuel Armendariz, Chair
Anthony Liberatore
Andre Torng
Non-Voting Advisor: Catherine Brians

Maintenance and Construction Committee

Carl Randazzo, Chair
Cash Achrekar
Reza Bastani
Elsie Addington
Brian Gilmore
Non-voting Advisor: Ken Deppe, Walter Ridley, Janey Dorrell

Members Hearing Committee

Anthony Liberatore, Chair
Juanita Skillman
Andre Torng
Neda Ardani

New Resident Orientation

Per Rotation List

Resident Advisory Committee

Neda Ardani, Chair
Cash Achrekar
Juanita Skillman
Non-voting Advisors: Kay Anderson, Nancy Lannon

Handyman Task Force

Cash Achrekar, Chair
Juanita Skillman
Elsie Addington
Carl Randazzo
Anthony Liberatore
Non-voting Advisors: Nancy Lannon, Janey Dorrell and Ester Wright

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 01-19-75, adopted October 14, 2019, 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.



Resolution 01-19-xx
Golden Rain Foundation Committee Appointments

RESOLVED, October 14, 2019, 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 Business Planning

Sue Margolis
Manuel Armendariz
Elsie Addington, Alternate

GRF Community Activities

Juanita Skillman
Andre Torng
Elsie Addington, Alternate

GRF Finance

Sue Margolis
Elsie Addington
Manuel Armendariz, Alternate

Purchasing Ad Hoc Committee (new)

Carl Randazzo
Manuel Armendariz
Brian Gilmore, Alternate

GRF Landscape Committee

Manuel Armendariz
Andre Torng
Neda Ardani, Alternate

GRF Maintenance & Construction

Carl Randazzo
Reza Bastani
Brian Gilmore, Alternate

PAC Renovation Task Force

Carl Randazzo
Juanita Skillman
Sue Margolis, Alternate

GRF Media and Communications Committee

Juanita Skillman
Elsie Addington
Neda Ardani, Alternate

GRF Mobility and Vehicles Committee

Elsie Addington
Reza Bastani
Brian Gilmore, Alternate

GRF Security and Community Access

Neda Ardani
Cash Achrekar
Brian Gilmore, Alternate

Disaster Preparedness Task Force

Cash Achrekar
Neda Ardani
Reza Bastani, Alternate

Laguna Woods Village Traffic Hearings

Elsie Addington
Neda Ardani, Alternate

Town Hall Meetings

As Needed

RESOLVED FURTHER, that Resolution 01-19-76, adopted October 14, 2019, 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.



STAFF REPORT

DATE: November 12, 2019
FOR: Board of Directors
SUBJECT: Revision of Alteration Standard 27: Soft Water Unit

RECOMMENDATION

Approve a resolution to adopt revisions to Alteration Standard 27: Soft Water Unit.

BACKGROUND

The Architectural Controls and Standards Committee (ACSC) requested staff to review and revise the current Alteration Standards for applicability, usefulness, and current technology.

On September 19, 2019, the Architectural Controls and Standards Committee (ACSC) reviewed this Standard. The Committee voted to recommend the item for approval by the Board.

Alteration Standard 27: Soft Water Unit was last revised in January 2016, via Resolution 01-16-08.

DISCUSSION

Due to the continued popularity of the various components involved in the remodel process, the ACSC has reviewed the existing standard pertaining to Alteration Standard 27: Soft Water Unit. The following sections are proposed to be revised as follows:

§2.3 Exposed exterior installations ~~must be enclosed in-in~~ require a 3/85/8" CDX~~thiek~~ plywood cabinet ~~to be built, textured (to match exterior wall) or paneled and~~ painted ~~inside and out to match the~~ color of ~~the~~ building, ~~and installed over softener tanks~~. All exposed plumbing shall be painted color of surface to which attached.

§2.5 ~~Softener tanks may be located below grade. Isolation valves for emergency shut-off will be~~ required.

§2.8 Approval of landscape installation to conceal the soft water unit cabinets will be required.

FINANCIAL ANALYSIS

None.

Prepared By: Brett Crane, Permits, Inspections and Restoration Manager

Reviewed By: Alisa Rocha, Alterations Coordinator

ATTACHMENT(S)

Attachment 1: Resolution 01-19-XX Revise Alteration Standard 27: Soft Water Unit

Attachment 2: Revised Alteration Standard 27: Soft Water Unit

Attachment 3: Redline of Proposed Updated to Alteration Standard 27: Soft Water Unit

Attachment 1

RESOLUTION 01-19-XX

Revise Alteration Standard 27: Soft Water Unit

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to amend Alteration Standards and create new Alteration Standards as necessary; and,

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to revise Alteration Standard 27: Soft Water Unit.

NOW THEREFORE BE IT RESOLVED, December 10, 2019 that the Board of Directors of this Corporation hereby adopts the revisions to Alteration Standard 27: Soft Water Unit, attached as part of the official minutes of this meeting;

RESOLVED FURTHER, that Resolution 01-16-08, adopted January 2016, is hereby superseded and cancelled; and

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

NOVEMBER Initial Notification

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

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Attachment 2

STANDARD 27: SOFT WATER UNITS

MAY 1996

GENERAL REQUIREMENTS REVISED JUNE 2011, RESOLUTION 01-11-104
GENERAL REQUIREMENTS REVISED JANUARY 2016, RESOLUTION 01-16-08
REVISED DECEMBER 2019, RESOLUTION 01-19-XX

1.0 GENERAL REQUIREMENTS

SEE STANDARD SECTION 1: GENERAL REQUIREMENTS

2.0 INSTALLATIONS

- 2.1** All installations require approval by the Permits and Inspections Office prior to commencing the work.
- 2.2** Tanks may be located in a garage, water heater cabinet, or outside of unit as approved by the Permits and Inspections Office.
- 2.3** Exposed exterior installations must be enclosed in a 5/8" CDX plywood cabinet, textured (to match exterior wall) or paneled and painted inside and out to match the color of the building. All exposed plumbing shall be painted color of surface to which attached.
- 2.4** Pipe runs shall be kept to a minimum.
- 2.5** Isolation valves for emergency shut-off will be required.
- 2.6** Soft water units shall be connected directly to the service line of the manor owner/owners' name that appears on the permit.
- 2.7** No regenerative-type softeners will be allowed as per all applicable laws.
- 2.8** Approval of landscape installation to conceal the soft water unit cabinets will be required.

Attachment 3

SECTION STANDARD 27: SOFT WATER UNITS

MAY 1996

GENERAL REQUIREMENTS REVISED JUNE 2011, RESOLUTION 01-11-104
GENERAL REQUIREMENTS REVISED JANUARY 2016, RESOLUTION 01-16-08
REVISED OCTOBER 2019, RESOLUTION 01-19-XX

1.0 GENERAL REQUIREMENTS

SEE STANDARD SECTION 1: GENERAL REQUIREMENTS

- ~~1.1 **PERMITS AND FEES:** A Mutual Consent for Manor Alteration is required for all alterations to the building. A City of Laguna Woods permit may be required. All fees for both Mutual and City permits shall be paid for by the Member and/or his contractor. Member and/or his contractor must supply the Manor Alterations Department with City permit numbers prior to beginning work.~~
- ~~1.2 **MEMBERS RESPONSIBILITY:** The Member is solely responsible for the maintenance and repair of all alterations to the building. Removal may be required upon sale of a manor, or deterioration of the alteration. Further, Member(s) are expected to provide neighboring residents an estimated timeline for construction, and advance notice of excessive construction-related noise that may occur.~~
- ~~1.3 **CODES AND REGULATIONS:** All work shall comply with applicable local, state, and federal requirements including but not limited to the current edition of the Uniform Building Code.~~
- ~~1.4 **WORK HOURS:** Contractors working for residents at individual manors and in carports are permitted to work from 9:00 AM — 5:00 PM Monday through Friday. No work whatsoever shall be permitted on Saturday and Sunday, and construction is restricted to 6 months out of every 12 months of the year.~~
- ~~1.5 **PLANS:** The Member applying for a Mutual Consent for Manor Alteration(s) shall provide to the Manor Alterations Department a detailed plan(s) for approval indicating all work to be done, i.e., size, location, description and specifications.~~
- ~~1.6 **DUMPSITES:** The premises shall be kept free from accumulation of waste materials and/or rubbish caused by the construction work. Member and/or his contractor is responsible for removal of debris and excess material and must leave work areas "**BROOM CLEAN**" daily. **USE OF COMMUNITY DUMPSITES FOR CONSTRUCTION RELATED DUMPING IS NOT PERMITTED.** Contractor's dumpsters, if required, must have location approved by the Manor Alterations Department.~~

~~1.7 **CONTRACTOR:** Installation must be performed by a California licensed contractor of the appropriate trade.~~

~~1.8 **CONTRACTOR'S CONDUCT:** Member's contractor(s), their personnel, and sub-contractors shall refrain at all times from using profanity, abusive or loud language, and must wear shirts at all times. Radio, MP3, CD or cassette players are not permitted on the project site. Contractor personnel will, at all times, extend and exhibit a courteous demeanor to residents.~~

2.0 **INSTALLATIONS**

2.1 All installations ~~will be approved~~require approval by the ~~Manor Alterations Department~~Permits and Inspections Office prior to commencing the work.

2.2 Tanks ~~may~~will be located in a garage, water heater cabinet, or outside of unit as approved by the ~~Permits and Inspections Office~~Manor Alterations Department.

~~2.3~~ Exposed exterior installations ~~must be enclosed in~~in ~~require~~require a ~~3/85/8" CDX~~thick plywood cabinet ~~to be built,~~ textured (to match exterior wall) or paneled and painted ~~inside and out to match the color of the building, and installed over~~ softener tanks. All exposed plumbing shall be painted color of surface to which attached.

2.4 Pipe runs shall be kept to a minimum.

~~2.5~~ Softener tanks may be located below grade. Isolation valves for emergency shut-off will be required.

2.6 Soft water units shall be connected directly to the service line of the manor owner/owners' name that appears on the permit.

~~2.7~~ No regenerative-type softeners will be allowed as per all applicable laws.

~~2.8~~ Approval of landscape installation to conceal the soft water unit cabinets will be required.

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STAFF REPORT

DATE: November 12, 2019
FOR: Board of Directors
SUBJECT: Revision of Alteration Standard 30: Water Heater Relocation

RECOMMENDATION

Approve a resolution to adopt revisions to Alteration Standard 30: Water Heater Relocation.

BACKGROUND

The Architectural Controls and Standards Committee (ACSC) requested staff to review and revise the current Alteration Standards for applicability, usefulness, and current technology.

On September 19, 2019, the Architectural Controls and Standards Committee (ACSC) reviewed this Standard. The Committee voted to recommend the item for approval by the Board.

Alteration Standard 30: Water Heater Relocation was last revised in January 2016, via Resolution 01-16-08.

DISCUSSION

Due to the continued popularity of the various components involved in the remodel process, the ACSC has reviewed the existing standard pertaining to Alteration Standard 30: Water Heater Relocation. The following sections are proposed to be revised as follows:

§2.1 Water heaters located outside of the ~~manor unit~~ must be enclosed in an exterior storage cabinet. Cabinets shall be textured (to match exterior building wall) or paneled and painted to match the color of the building. Cabinets shall be painted on all sides (inside and out). Future costs for the maintenance of the cabinet will be at Mutual member's expense.

§~~2.8~~ All exterior water heaters are required to be wrapped in a R-11 insulated blanket or equal.

§~~2.9~~ All installation shall meet code regulations for adequate earthquake strapping

§3.5 Any new or replaced change in the water heater tank that is, or new tank installed at time of relocation ~~of the water heater~~ will be 100% at the Mutual member's expense.

§4.2 All installations shall meet current electrical codes. Exposed rigid conduit shall be painted to match the color of the surface it is on.

§4.3 All electrical conductors shall be installed in rigid or flexible conduit. Dimensions shown on the enclosure detail are an approximate. Depending on the size of the water heater and the R-11 blanket, the dimensions may be larger.

FINANCIAL ANALYSIS

None.

Prepared By: Brett Crane, Permits, Inspections and Restoration Manager

Reviewed By: Alisa Rocha, Alterations Coordinator

ATTACHMENT(S)

Attachment 1: Resolution 01-19-XX Revise Alteration Standard 30: Water Heater Relocation

Attachment 2: Revised Alteration Standard 30: Water Heater Relocation

Attachment 3: Redline of Proposed Updated to Alteration Standard 30: Water Heater Relocation

Attachment 1

RESOLUTION 01-19-XX

Revise Alteration Standard 30: Water Heater Relocation

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to amend Alteration Standards and create new Alteration Standards as necessary; and,

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to revise Alteration Standard 30: Water Heater Relocation.

NOW THEREFORE BE IT RESOLVED, December 10, 2019, that the Board of Directors of this Corporation hereby adopts the revisions to Alteration Standard 30: Water Heater Relocation, attached as part of the official minutes of this meeting;

RESOLVED FURTHER, that Resolution 01-16-08, adopted January 2016, is hereby superseded and cancelled; and

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

NOVEMBER Initial Notification

28-day notificaion for member review and comment to comply with Civil Code §4360 has been satisfied.

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Attachment 2

STANDARD 30: WATER HEATER RELOCATION

MAY 1996

REVISED SEPTEMBER 2003, RESOLUTION 01-03-132

GENERAL REQUIREMENTS REVISED JUNE 2011, RESOLUTION 01-11-104

GENERAL REQUIREMENTS REVISED JANUARY 2016, RESOLUTION 01-16-08

REVISED DECEMBER 2019, RESOLUTION 01-19-XX

1.0 GENERAL REQUIREMENTS

SEE STANDARD SECTION 1: GENERAL REQUIREMENTS

2.0 APPLICATIONS

2.1 Water heaters located outside of the unit must be enclosed in an exterior storage cabinet. Cabinets shall be textured (to match exterior building wall) or paneled and painted to match the color of the building. Cabinets shall be painted on all sides (inside and out). Future costs for the maintenance of the cabinet will be at Mutual member's expense.

2.2 All storage cabinets will be constructed per standard plan drawings available at the Permits and Inspections Office in the Community Center.

The cabinets are designed to conceal a single water heater. Any deviation from the Standard Plan, such as to allow for a water softener, must have approval from the Permits and Inspections Office and meet all other existing Mutual Standards.

2.3 Water heaters located outside of the unit must respect the view of an adjacent unit. The Permits and Inspections Office must approve of the proposed location of the water heater for aesthetic and/or maintenance purposes prior to Mutual Consent for the alteration being issued.

2.4 All exterior water heaters will be placed on a concrete pad, or approved equal.

2.5 All exterior water heaters shall be concealed, where possible, by landscape. All such landscape installations or modifications in Common Area will be performed by the VMS Landscape Division and paid for by the Mutual member.

2.6 No units will be located on the exterior of the dwelling unit except as outlined in this section.

2.7 Pressure and temperature relief valves and related drainage lines for the water heaters, must be installed per current Uniform Building Code and Uniform

Plumbing Code. Drain line should lead directly to exterior of building. Certain relocations may be permitted to drain to a smitty pan, only with prior approval from the Permits and Inspections Office.

2.8 All exterior water heaters are required to be wrapped in a R-11 insulated blanket or equal.

2.9 All installation shall meet code regulations for adequate earthquake strapping

3.0 PLUMBING

3.1 All plumbing supply and distribution lines will be of Type L copper. No galvanized or plastic pipe fittings will be allowed.

3.2 Pressure and temperature relief valve drainage lines will be of type L copper or CPVC pipe.

3.3 No exposed plumbing will be permitted for relocated units. All plumbing and required insulation will be enclosed with an approved Thermo Cell cover and painted to match the surface it is on.

3.4 All penetrations through exterior walls shall be completely sealed and water-tight.

3.5 Any new or replaced water heater tank that is installed at time of relocation will be 100% at the Mutual member's expense.

EXCEPTION: Any existing tank exceeding the serviceable life (10 yr. Lifecycle Program) of the water heater, as set by the Mutual, will be replaced by the Mutual at no cost to the resident

4.0 ELECTRICAL

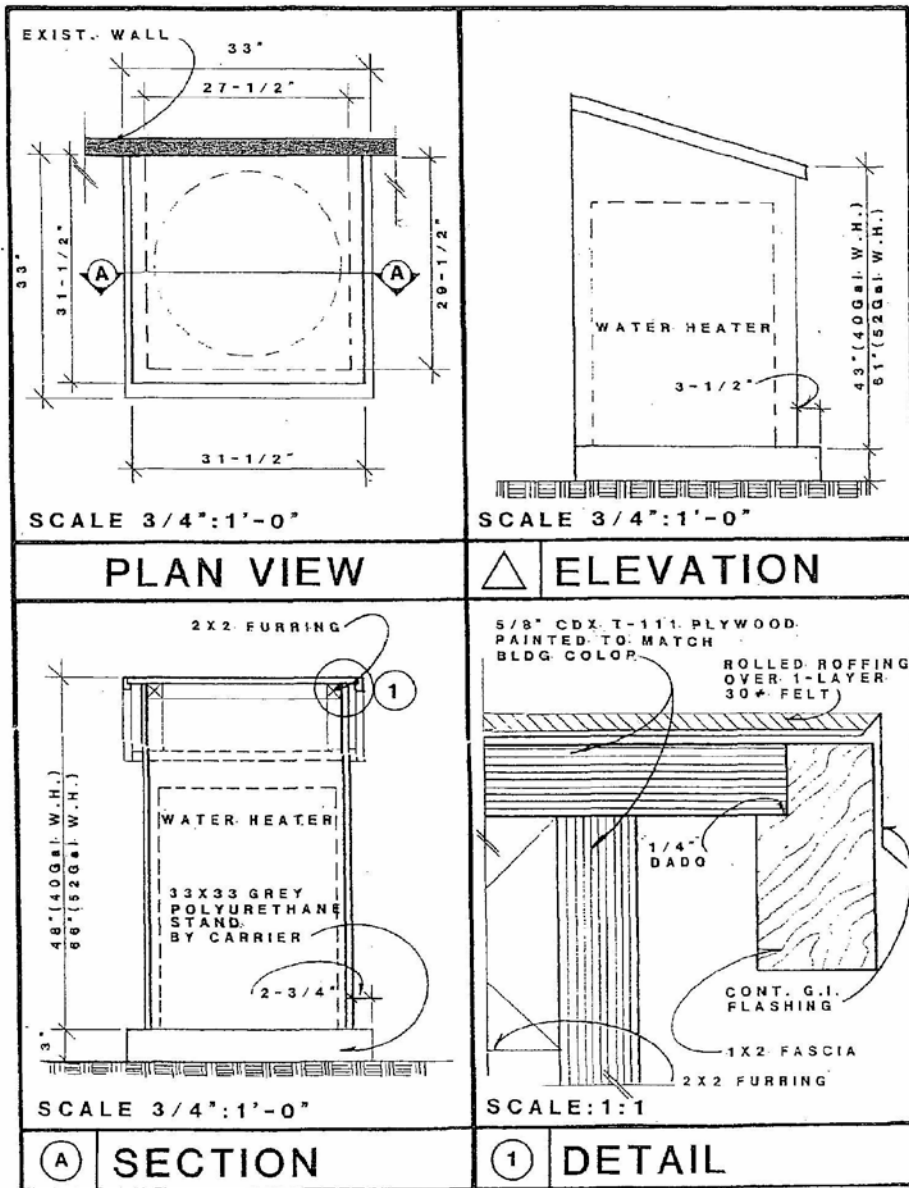
4.1 All exterior conduit placements must first be approved by the VMS Permits and Inspections Office.

4.2 All installations shall meet current electrical codes.

Dimensions shown on the enclosure detail are an approximate. Depending on the size of the water heater and the R-11 blanket, the dimensions may be larger.

5.0 STRAPPING

5.1 All new or relocated water heaters will be anchored or strapped to resist horizontal displacement due to earthquake motion per the current edition of the Uniform Building Code.



WATER HEATER STORAGE CABINET
MAY 11, 1992

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Attachment 3

STANDARD 30: WATER HEATER RELOCATION

MAY 1996

REVISED SEPTEMBER 2003, RESOLUTION 01-03-132

GENERAL REQUIREMENTS REVISED JUNE 2011, RESOLUTION 01-11-104

GENERAL REQUIREMENTS REVISED JANUARY 2016, RESOLUTION 01-16-08

REVISED OCTOBER 2019, RESOLUTION [01-19-XX](#)

1.0 GENERAL REQUIREMENTS

- ~~1.1 **PERMITS AND FEES:** A Mutual Consent for Manor Alteration is required for all alterations to the building. A City of Laguna Woods permit may be required. All fees for both Mutual and City permits shall be paid for by the Member and/or his contractor. Member and/or his contractor must supply the Manor Alterations Department with City permit numbers prior to beginning work.~~
- ~~1.2 **MEMBERS RESPONSIBILITY:** The Member is solely responsible for the maintenance and repair of all alterations to the building. Removal may be required upon sale of a manor, or deterioration of the alteration. Further, Member(s) are expected to provide neighboring residents an estimated timeline for construction, and advance notice of excessive construction-related noise that may occur.~~
- ~~1.3 **CODES AND REGULATIONS:** All work shall comply with applicable local, state, and federal requirements including but not limited to the current edition of the Uniform Building Code.~~
- ~~1.4 **WORK HOURS:** Contractors working for residents at individual manors and in carports are permitted to work from 9:00 AM — 5:00 PM Monday through Friday. No work whatsoever shall be permitted on Saturday and Sunday, and construction is restricted to 6 months out of every 12 months of the year.~~
- ~~1.5 **PLANS:** The Member applying for a Mutual Consent for Manor Alteration(s) shall provide to the Manor Alterations Department a detailed plan(s) for approval indicating all work to be done, i.e., size, location, description and specifications.~~
- ~~1.6 **DUMPSITES:** The premises shall be kept free from accumulation of waste materials and/or rubbish caused by the construction work. Member and/or his contractor is responsible for removal of debris and excess material and must leave work areas "**BROOM CLEAN**" daily. **USE OF COMMUNITY DUMPSITES FOR CONSTRUCTION RELATED DUMPING IS NOT PERMITTED.** Contractor's dumpsters, if required, must have location approved by the Manor Alterations Department.~~

~~1.7 **CONTRACTOR:** Installation must be performed by a California licensed contractor of the appropriate trade.~~

~~1.8 **CONTRACTOR'S CONDUCT:** Member's contractor(s), their personnel, and sub-contractors shall refrain at all times from using profanity, abusive or loud language, and must wear shirts at all times. Radio, MP3, CD or cassette players are not permitted on the project site. Contractor personnel will, at all times, extend and exhibit a courteous demeanor to residents.~~

SEE STANDARD SECTION 1: GENERAL REQUIREMENTS

2.0 APPLICATIONS

2.1 Water heaters located outside of the ~~manor unit~~ must be enclosed in an exterior storage cabinet. Cabinets shall be textured (to match exterior building wall) or paneled and painted to match the color of the building. Cabinets shall be painted on all sides (inside and out). Future costs for the maintenance of the cabinet will be at Mutual member's expense.

2.2 All storage cabinets will be constructed per standard plan drawings available at the Permits and Inspections Office~~Manor Alterations Department in~~Office in the Community Center.

The cabinets are designed to conceal a single water heater. Any deviation from the Standard Plan, such as to allow for a water softener, must have approval from the ~~Manor Alterations Department~~Permits and Inspections Office and meet all other existing Mutual Standards.

2.3 Water heaters located outside of the ~~manor unit~~ must respect the view of an adjacent ~~unit~~manor. The Permits and Inspections Office~~Manor Alterations Department must~~Office must approve of the proposed location of the water heater for aesthetic and/or maintenance purposes prior to Mutual Consent for ~~Manor the A~~alteration being issued.

2.4 All exterior water heaters will be placed on a concrete pad, or approved equal.

2.5 All exterior water heaters shall be concealed, where possible, by landscape. All such landscape installations or modifications in Common Area will be performed by the VMS Landscape Division and paid for by the Mutual member.

2.7 No units will be located on the exterior of the dwelling unit except as outlined in this section.

2.7 Pressure and temperature relief valves and related drainage lines for the water heaters, must be installed per current Uniform Building Code and Uniform

Plumbing Code. Drain line should lead directly to exterior of building. Certain relocations may be permitted to drain to a smitty pan, only with prior approval from the [Permits and Inspections Office](#)~~Manor Alterations Department~~.

2.8 All exterior water heaters are required to be wrapped in a R-11 insulated blanket or equal.

2.9 All installation shall meet code regulations for adequate earthquake strapping

3.0 PLUMBING

3.3 All plumbing supply and distribution lines will be of Type L copper. No galvanized or plastic pipe fittings will be allowed.

3.4 Pressure and temperature relief valve drainage lines will be of type L copper or CPVC pipe.

3.3 No exposed plumbing will be permitted for relocated units. All plumbing and required insulation will be enclosed with an approved Thermo Cell cover and painted to match the surface it is on.

3.4 All penetrations through exterior walls shall be completely sealed and water-tight.

3.5 Any ~~new or replaced change in the~~ water heater tank ~~that is, or new tank~~ installed at time of relocation ~~of the water heater~~ will be 100% at the Mutual member's expense.

EXCEPTION: Any existing tank exceeding the serviceable life (10 yr. Lifecycle Program) of the water heater, as set by the Mutual, will be replaced by the Mutual at no cost to the resident

4.0 ELECTRICAL

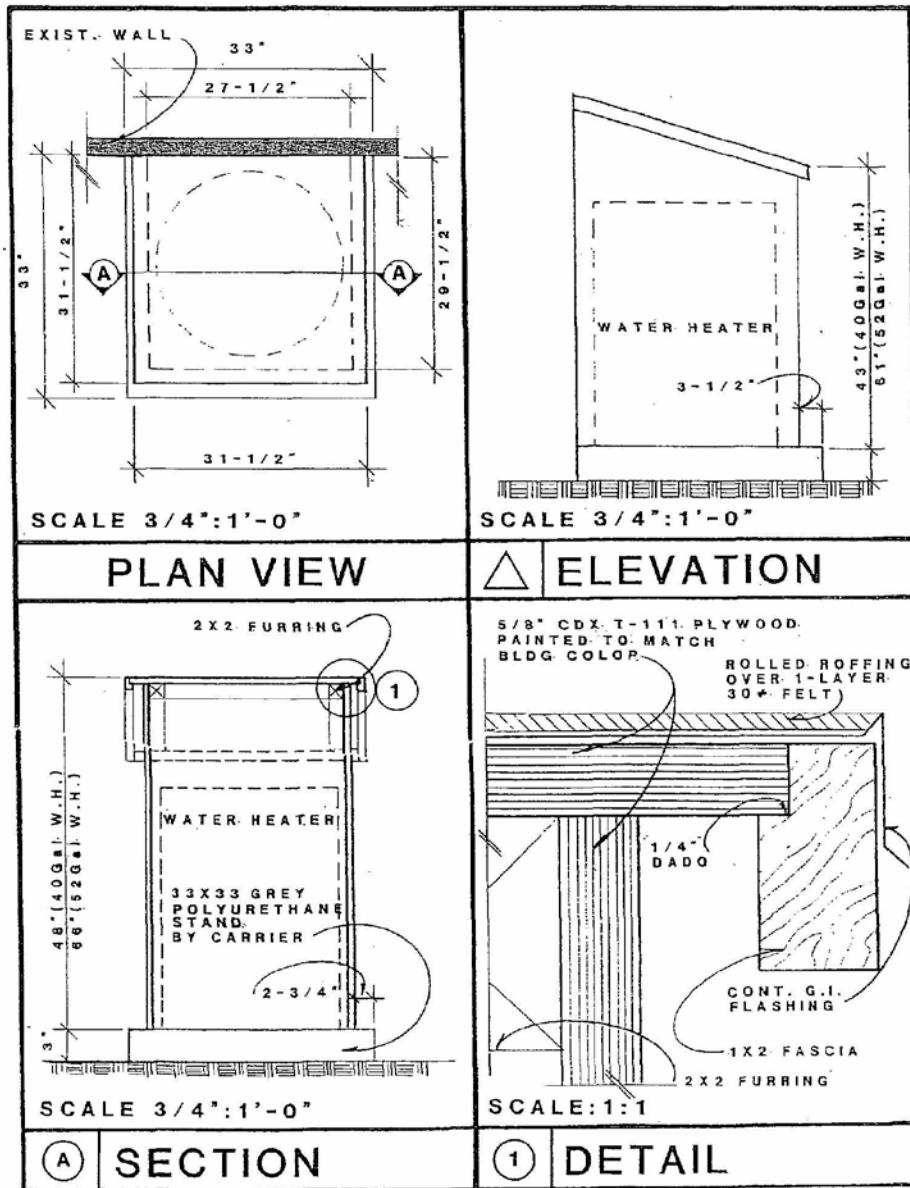
4.1 All exterior conduit ~~placement~~placements must first be approved by the VMS [Permits and Inspections Office](#)~~Manor Alterations Department~~.

4.2 All installations shall meet current electrical codes. Exposed rigid conduit shall be painted to match the color of the surface it is on.

4.3 All electrical conductors shall be installed in rigid or flexible conduit. Dimensions shown on the enclosure detail are an approximate. Depending on the size of the water heater and the R-11 blanket, the dimensions may be larger.

5.0 **STRAPPING**

- 5.2 All new or relocated water heaters will be anchored or strapped to resist horizontal displacement due to earthquake motion per the current edition of the Uniform Building Code.



WATER HEATER STORAGE CABINET
MAY 11, 1992

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STAFF REPORT

DATE: November 12, 2019
FOR: Board of Directors
SUBJECT: Revision of Alteration Standard 36: Ramps

RECOMMENDATION

Approve a resolution to adopt revisions to Alteration Standard 36: Ramps.

BACKGROUND

The Architectural Controls and Standards Committee (ACSC) requested staff to review and revise the current Alteration Standards for applicability, usefulness, and current technology.

On September 19, 2019, the Architectural Controls and Standards Committee (ACSC) reviewed this Standard. The Committee voted to recommend the item for approval by the Board.

Alteration Standard 36: Ramps was last revised in January 2016, via Resolution 01-16-08.

DISCUSSION

Due to the continued popularity of the various components involved in the remodel process, the ACSC has reviewed the existing standard pertaining to Alteration Standard 36: Ramps. The following sections are proposed to be revised as follows:

- 2.1. **Pedestrian ramp** is a sloping accessible route intended for pedestrian traffic to and from a ~~maneu~~unit.
- 3.1. **Materials** Concrete ~~and/or block~~ with a minimum 3.5 inches pour; and heavy broom-swept finish on the surface.
- 3.2.2. **Slope.** The maximum slope of ramps shall be no greater than 1 unit vertical in 12 units horizontal (8.~~33~~ percent slope).
Transitions from ramps to walks, gutters or streets shall be flush and free of abrupt changes.

FINANCIAL ANALYSIS

None.

Prepared By: Brett Crane, Permits, Inspections and Restoration Manager

Reviewed By: Alisa Rocha, Alterations Coordinator

ATTACHMENT(S)

- Attachment 1:** Resolution 01-19-XX Revise Alteration Standard 36: Ramps
- Attachment 2:** Revised Alteration Standard 36: Ramps
- Attachment 3:** Redline of Proposed Updated to Alteration Standard 36: Ramps

Attachment 1

RESOLUTION 01-19-XX

Revise Alteration Standard 36: Ramps

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to amend Alteration Standards and create new Alteration Standards as necessary; and,

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to revise Alteration Standard 36: Ramps.

NOW THEREFORE BE IT RESOLVED, December 10, 2019, that the Board of Directors of this Corporation hereby adopts the revisions to Alteration Standard 36: Ramps, attached as part of the official minutes of this meeting;

RESOLVED FURTHER, that Resolution 01-16-08, adopted January 2016, is hereby superseded and cancelled; and

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

NOVEMBER Initial Notification

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

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Attachment 2

STANDARD 36: RAMPS

PROPOSED JANUARY 2008

APRIL 2008, RESOLUTION 01-08-62

GENERAL REQUIREMENTS REVISED JUNE 2011, RESOLUTION 01-11-104

GENERAL REQUIREMENTS REVISED JANUARY 2016, RESOLUTION

01-16-08 REVISED DECEMBER 2019, RESOLUTION 01-19-XX

1.0 GENERAL REQUIREMENTS

SEE STANDARD SECTION 1: GENERAL REQUIREMENTS

2.0 DEFINITIONS

- 2.1. Pedestrian ramp** is a sloping accessible route intended for pedestrian traffic to and from a unit.
- 2.2. Slope** is the relative steepness of the land between two points and is calculated as follows: Slope is the horizontal distance and elevation change between the two points. The difference in elevation is divided by the distance and the resulting fraction is multiplied by 100 to obtain the percentage of slope.
- 2.3. Cross slope** is the slope that is perpendicular to the direction of travel.
- 2.4. Level area** is a specified surface that does not have a slope in any direction exceeding $\frac{1}{4}$ inch (6.4 mm) in 1 foot (305 mm) from the horizontal (2.083 gradient).

3.0 SPECIFICATIONS

- 3.1. Materials** Concrete with a minimum 3.5 inches pour; and heavy broom-swept finish on the surface.
- 3.2. Exterior ramps**
 - 3.2.1. Width.** The clear width of ramps shall in no case be less than 36 inches. (914mm). Handrails, curbs, wheel guides and/or appurtenances shall not project into the required clear width of a ramp.

3.2.2. Slope. The maximum slope of ramps shall be no greater than 1 unit vertical in 12 units horizontal (8 percent slope). Transitions from ramps to walks, gutters or streets shall be flush and free of abrupt changes.

3.2.3. Changes in level not exceeding ½ inch. Abrupt changes in level along any ramp shall not exceed ½ inch (12.7mm). When changes in level do occur they shall be beveled with a slope no greater than 1 unit vertical in 2 unit horizontal (50 percent slope). Changes in level not exceeding ¼ inch (6.35 mm) may be vertical.

3.2.4. Changes in level exceeding ½ inch (12.7 mm) shall be by means of a sloped surface not greater than 1 unit vertical in 20 units horizontal (5 percent slope).

3.2.5. Cross slope. The cross slope of ramp surfaces shall be no greater than ¼ inch (6.35 mm) per foot (2.083-percent slope).

3.2.6. Ramps, ramp landings and their approaches shall be designed so that water will not accumulate on the walking surface.

3.3. Exterior landings

3.3.1. Level. Ramp landings shall be level as defined.

3.3.2. Height relative to door. The top landing shall not be more than ½ inch (12.7 mm) lower than the top of the threshold of the doorway. (See *Figure 1*).

3.3.3. Location of landings. Landings shall be provided at the top and bottom of each ramp. Intermediate landings shall be provided at intervals not exceeding 30 inches (762 mm) of vertical rise. Landings are not considered in determining the maximum horizontal distance of each ramp.

3.3.4. Size of top landings. Top landings shall not be less than 60 inches (1524 mm) wide. Top landings shall have a minimum length of not less than 60 inches (1524 mm) in the direction of the ramp run (5 feet x 5 feet). (See *Figure 2*).

3.3.5. Size of intermediate landings. The width of intermediate landings shall not be less than the clear width of the ramp, and shall not be less than 60 inches (1524 mm) in length (See *Figure 2*).

3.3.6. Size of intermediate turning landings. The width of intermediate turning landings shall not be less than the clear width of the ramp, and shall not be less than 60 inches (1524 mm) in length (See *Figure 2*).

3.3.7. Size of bottom landings. The width of bottom landings shall not be less than the clear width of the ramp, and shall not be less than 60 inches (1524 mm) in length (See *Figure 2*).

3.3.8. Encroachment of doors. Doors in any position shall not reduce the minimum dimension of the landing to less than 42 inches (1067 mm) and shall not reduce the required width by more than 3 inches (76.2 mm) when fully

open. That is, the length of the landing shall equal or exceed the width of the door plus 43 inches (See *Figure 3*).

3.4. Maneuvering clearances at doors.

3.4.1. General. Landings at exit doors shall have a length in the direction of the door swing of at least 60 inches (1524 mm) and a length opposite the direction of the door swing of at least 44 inches (1118 mm) measured at right angles to the plane of the door in its closed position.

3.4.2. Strike edge maneuvering space. The width of the level area on the side to which the door swings shall extend at least 24 inches (610 mm) past the strike edge of the door. **Note:** 24 inches (610 mm) is preferred.

3.4.3. Front approach. The following provisions shall apply to swinging doors with front approach:

3.4.3.1. Pull side For pull side approach the landing shall extend in the direction of the door swing at least 60 inches (1524 mm). (See *Figure 4*).

3.4.3.2. Push side For push side approach, the landing shall extend in the direction of the door swing at least 60 inches (1524 mm). (See *Figure 4*).

3.4.3.3. Push side with closer and latch Doors with push side approach having both a closer and a latch shall be provided with a clear and level area extending a minimum of 12 inches (305 mm) past the strike edge on the approach side of the door. (See *Figure 4*).

3.4.4. Hinge side approach. The following provisions shall apply to swinging doors with hinge side approach:

3.4.4.1. Pull side Doors with pull side approach shall be provided with a level landing not less than 60 inches (1524 mm) in depth. A clear and level area shall extend a minimum of 36 inches (914 mm) past the strike edge on the approach side of the door. (See *Figure 5*).
Exception. Doors with pull side approach and a level landing greater than 60 inches (1524 mm) in depth shall be provided with a clear and level area at least 24 inches (610 mm) past the strike edge of the door.

3.4.4.2. Push side Doors with push side approach shall have a level landing not less than 44 inches (1118 mm) in depth, and shall be provided with a clear and level area extending a minimum of 54 inches (1372 mm) from the strike edge of the door jamb past the hinge side of the door. Doors with a latch and closer shall have a level landing not less than 48 inches (1219 mm) depth at the push side of the door. (See *Figure 5*).

3.4.5. Latch side approach. The following provisions shall apply to swinging doors with latch side approach:

3.4.5.1. Pull side Doors with pull side approach shall have a level landing not less than 60 inches (1524 mm) in depth, and shall be provided with a clear and level area extending a minimum of 24 inches (610 mm) past the strike edge on the approach side of the door. (See *Figure 6*).

3.4.5.2. Push side Doors with push side approach shall have a level floor or landing not less than 44 inches (1118 mm) in depth, and shall be provided with a clear and level area extending a minimum of 24 inches (610 mm) past the strike edge on the approach side of the door. Doors with a closer shall have a level floor or landing not less than 48 inches (1219 mm) depth at the push side of the door. (See *Figure 6*).

3.5. Handrails

3.5.1. Ramp height. Ramps more than 30 inches (762 mm) above the adjacent floor or ground and open on one or both sides shall be provided with handrails.

3.5.2. Where required. Handrails shall be provided at each side of ramps when the slope exceeds 1 unit vertical in 20 units vertical (5 % slope). Handrails on all ramps shall be continuous. **Exception:** Ramps that serve an individual dwelling unit may have one handrail, except that ramps open on one or both sides shall have handrails provided on the open side or sides.

3.5.3. Handrail height. The top of handrails shall be 34 to 38 inches (864 to 965 mm) above the ramp surface.

3.5.4. Handrail ends. Handrail ends shall be returned.

3.5.5. Handrail extension. Handrails shall extend a minimum of 12 inches (305 mm) beyond the top and bottom of the ramp. Where the extension creates a hazard, the termination of the extension shall be rounded or returned smoothly to the floor, wall or post. (See *Figure 7*).

3.5.6. Handrail projections. Handrails projecting from a wall shall have a space of 1-1/2 inches (38.1 mm) between the wall and the handrail. Handrails shall not reduce the required minimum clear width of the ramps. Handrails may be located in a recess if the recess is a maximum of 3 inches (76.2 mm) deep and extends at least 18 inches (457 mm) above the top of the rail. Any wall or other surface adjacent to the handrail shall be free of sharp or abrasive elements.

3.5.7. Handrail grips. The handgrip portion of handrails shall not be less than 1¼ inches (31.75 mm) nor more than 2 inches (50.8 mm) in cross-sectional dimension or the shape shall provide an equivalent gripping surface. The handgrip portion of the handrails shall have a minimum radius of 1.8 inch (3.17 mm). Handrails shall not rotate with their fittings. (See *Figure 8*).

3.6. Curbs and wheel guides.

3.6.1. Application Ramps exceeding 10 feet (3048 mm) in length and ramp landings having a vertical drop exceeding 4 inches (101.6 mm), shall be provided with one of the following:

3.6.2. Specifications Guide curbs a minimum of 2 inches (50.8 mm), in height at each side; or wheel guide rails at each side, centered 2 to 4 inches (50.8 to 101.6 mm) above the surface of the ramp, or ramp landing. *(See Figure 7).*

3.6.3. Exception: Ramps or ramp landings bounded by a wall or fence.

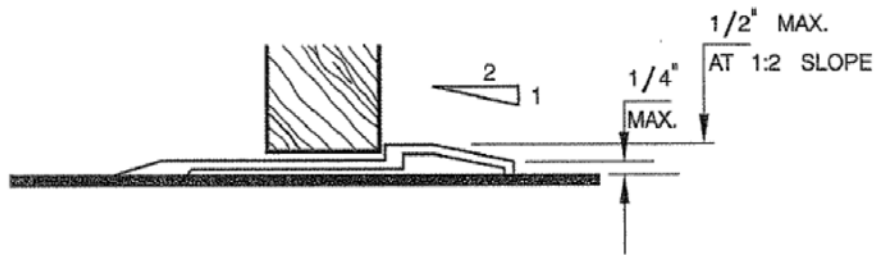
3.7. Hazards on accessible routes

3.7.1. Headroom clearance. Ramps that are a part of a dwelling's primary egress system shall have a minimum clear headroom of 84 inches (2134 mm).

3.7.2. Exception: Doorways and archways less than 24 inches (610mm) in depth may have a minimum clear headroom of 80 inches (2032 mm).

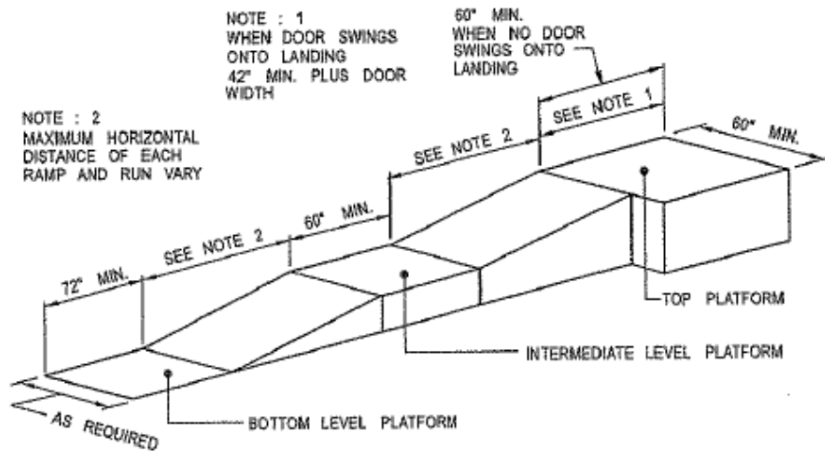
3.7.3. Overhanging obstructions. Any obstruction that overhangs a ramp shall be a minimum of 84 inches (2032 mm) above the walking surface as measured from the bottom of the obstruction. *(See Figure 9).*

3.8. Figures

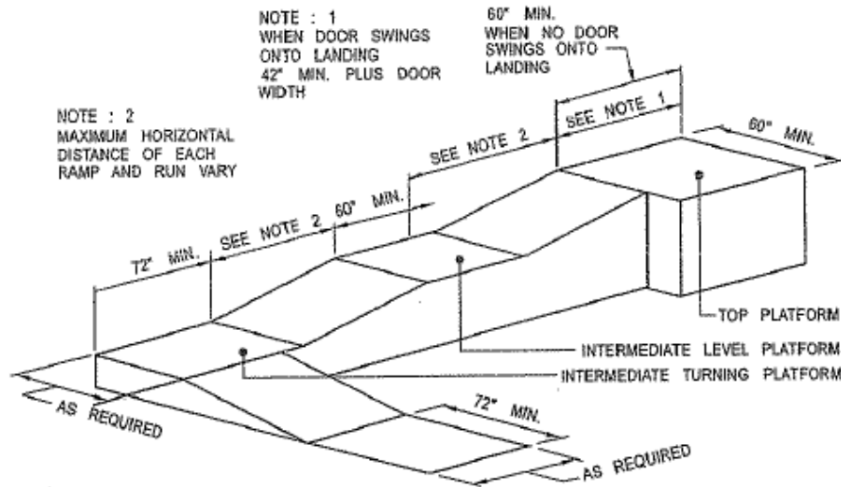


THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

Figure 1
Thresholds



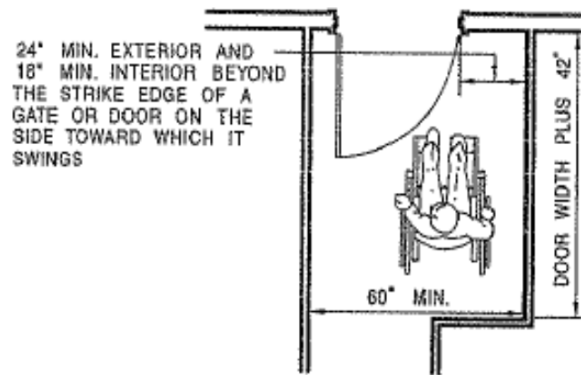
(a) STRAIGHT RAMP RUN



(b) RAMP WITH TURNING PLATFORM

THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

Figure 2
Ramp Dimensions



(b) RAMP LANDING AT DOORWAY

THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

Figure 3

Ramp Landing and Doorway

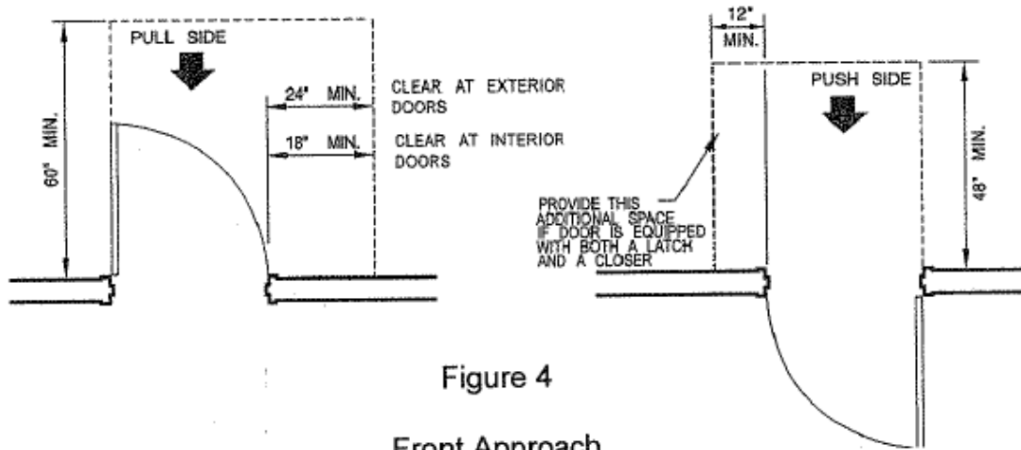


Figure 4

Front Approach Swinging Doors

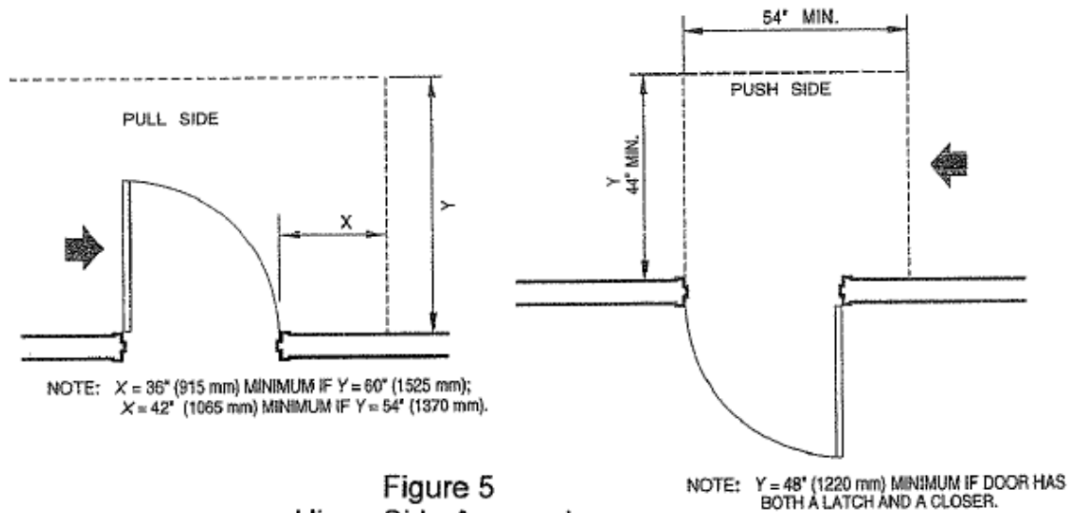
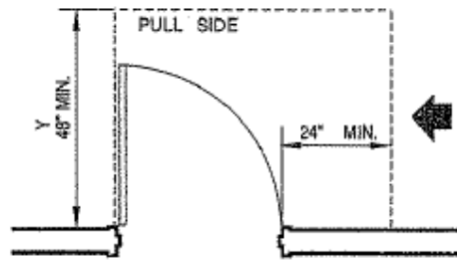


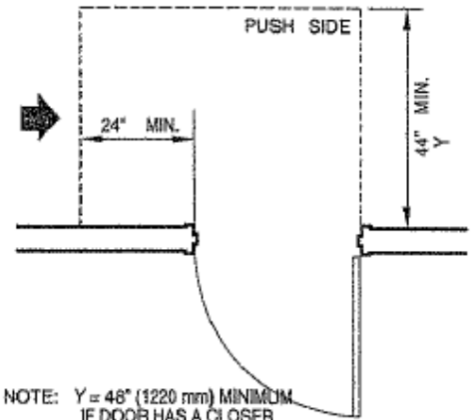
Figure 5
Hinge Side Approach Swinging Doors

THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

LEVEL MANEUVERING CLEARANCE AT DOORS

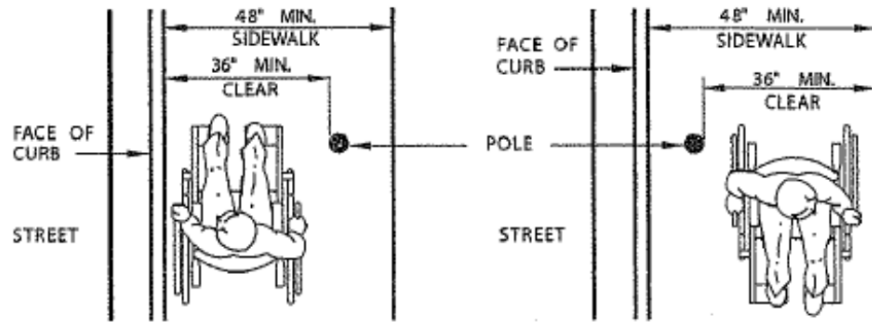


NOTE: Y = 54" (1370 mm) MINIMUM
IF DOOR HAS A CLOSER.

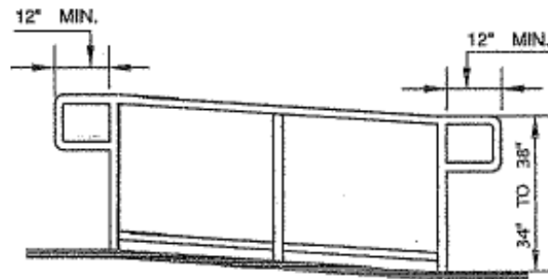


NOTE: Y = 48" (1220 mm) MINIMUM
IF DOOR HAS A CLOSER.

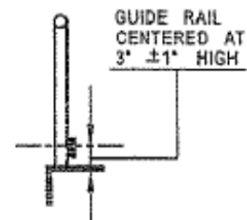
Figure 6
Latch Side Approach
Swinging Doors



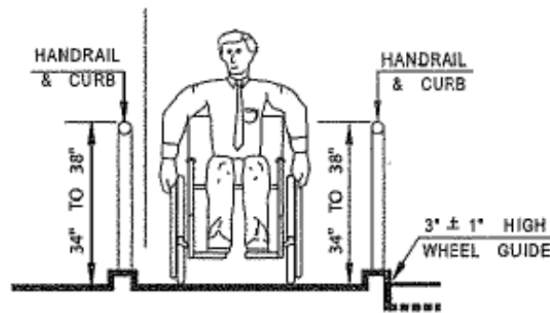
(a) SIDEWALK OBSTRUCTIONS



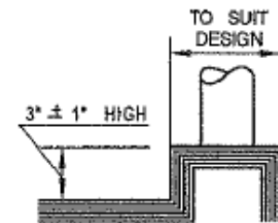
(b) GUIDE RAIL



GUIDE RAIL DETAIL



(c) WHEEL GUIDE

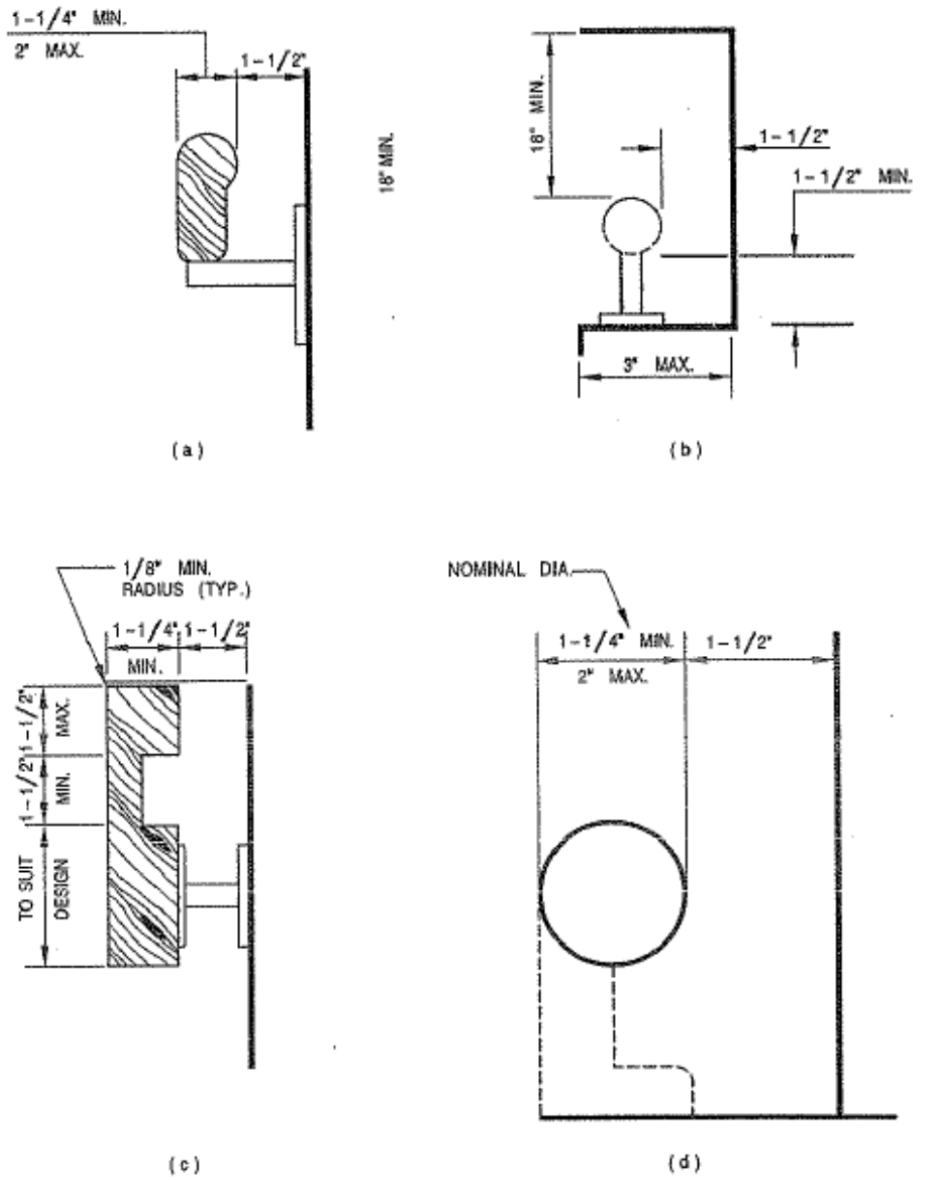


WHEEL GUIDE DETAIL

THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

Figure 7

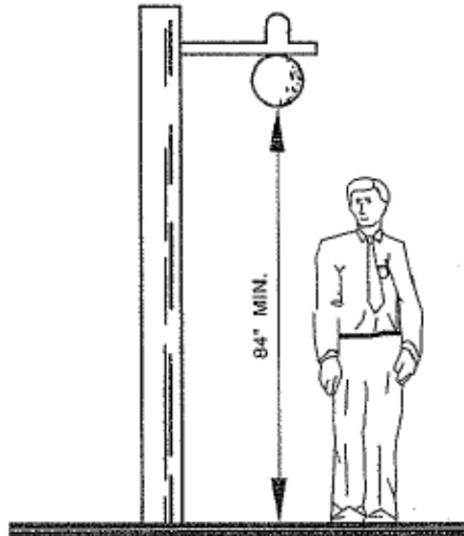
Ramps and Sidewalks



THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

Figure 8

Handrails



THIS DIAGRAM ILLUSTRATES THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND IS INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

Figure 9

Overhanging Obstruction

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Attachment 3

SECTION STANDARD 36: RAMPS

PROPOSED JANUARY 2008

APRIL 2008, RESOLUTION 01-08-62

GENERAL REQUIREMENTS REVISED JUNE 2011, RESOLUTION 01-11-104

GENERAL REQUIREMENTS REVISED JANUARY 2016, RESOLUTION 01-16-08

~~REVISED NOVEMBER~~OCTOBER 2019, RESOLUTION 01-19-XX

1.0 GENERAL REQUIREMENTS

See Standard Section 1: General Requirements

- ~~1.1 **PERMITS AND FEES:** A Mutual Consent for Manor Alterations is required for all alterations to the building. A City of Laguna Woods permit may be required. All fees for both Mutual and City permits shall be paid for by the Member and/or his contractor. Member and/or his contractor must supply the Manor Alterations Department with City permit numbers prior to beginning work.~~
- ~~1.2 **MEMBERS RESPONSIBILITY:** The Member is solely responsible for the maintenance and repair of all alterations to the building. Removal may be required upon sale of a manor, or deterioration of the alteration. Further, Member(s) are expected to provide neighboring residents an estimated timeline for construction, and advance notice of excessive construction-related noise that may occur.~~
- ~~1.3 **CODES AND REGULATIONS:** All work shall comply with applicable local, state, and federal requirements including but not limited to the current edition of the Uniform Building Code.~~
- ~~1.4 **WORK HOURS:** Contractors working for residents at individual manors and in carports are permitted to work from 9:00 AM – 5:00 PM Monday through Friday. No work whatsoever shall be permitted on Saturday and Sunday, and construction is restricted to 6 months out of every 12 months of the year.~~
- ~~1.5 **PLANS:** The Member applying for a Mutual Consent for Manor Alteration(s) shall provide to the Manor Alterations Department a detailed plan(s) for approval indicating all work to be done, i.e., size, location, description and specifications.~~
- ~~1.6 **DUMPSITES:** The premises shall be kept free from accumulation of waste materials and/or rubbish caused by the construction work. Member and/or his~~

~~contractor is responsible for removal of debris and excess material and must leave work areas "BROOM CLEAN" daily.~~

~~**USE OF COMMUNITY DUMPSITES FOR CONSTRUCTION**~~

~~**RELATED DUMPING IS NOT PERMITTED.** Contractor's dumpsters, if required, must have location approved by the Manor Alterations Department.~~

~~1.7 **CONTRACTOR:** Installation must be performed by a California licensed contractor of the appropriate trade.~~

~~1.8 **CONTRACTOR'S CONDUCT:** Member's contractor(s), their personnel, and sub-contractors shall refrain at all times from using profanity, abusive or loud language, and must wear shirts at all times. Radio, MP3, CD or cassette players are not permitted on the project site. Contractor personnel will, at all times, extend and exhibit a courteous demeanor to residents.~~

2.0 **DEFINITIONS**

2.1. **Pedestrian ramp** is a sloping accessible route intended for pedestrian traffic to and from a [manorunit](#).

2.2. **Slope** is the relative steepness of the land between two points and is calculated as follows: Slope is the horizontal distance and elevation change between the two points. The difference in elevation is divided by the distance and the resulting fraction is multiplied by 100 to obtain the percentage of slope.

2.3. **Cross slope** is the slope that is perpendicular to the direction of travel.

2.4. **Level area** is a specified surface that does not have a slope in any direction exceeding ¼ inch (6.4 mm) in 1 foot (305 mm) from the horizontal (2.083 gradient).

3.0 **SPECIFICATIONS**

3.1. **Materials** Concrete ~~and/or block~~ with a minimum 3.5 inches pour; and heavy broom-swept finish on the surface.

3.2. **Exterior ramps**

3.2.1. **Width.** The clear width of ramps shall in no case be less than 36 inches. (914mm). Handrails, curbs, wheel guides and/or appurtenances shall not project into the required clear width of a ramp

3.2.2. Slope. The maximum slope of ramps shall be no greater than 1 unit vertical in 12 units horizontal (8.33 percent slope).

Transitions from ramps to walks, gutters or streets shall be flush and free of abrupt changes.

3.2.3. Changes in level not exceeding ½ inch. Abrupt changes in level along any ramp shall not exceed ½ inch (12.7mm). When changes in level do occur they shall be beveled with a slope no greater than 1 unit vertical in 2 unit horizontal (50 percent slope). Changes in level not exceeding ¼ inch (6.35 mm) may be vertical.

3.2.4. Changes in level exceeding ½ inch (12.7 mm) shall be by means of a sloped surface not greater than 1 unit vertical in 20 units horizontal (5 percent slope).

3.2.5. Cross slope. The cross slope of ramp surfaces shall be no greater than ¼ inch (6.35 mm) per foot (2.083-percent slope).

3.2.6. Ramps, ramp landings and their approaches shall be designed so that water will not accumulate on the walking surface.

3.3. Exterior landings

3.3.1. Level. Ramp landings shall be level as defined.

3.3.2. Height relative to door. The top landing shall not be more than ½ inch (12.7 mm) lower than the top of the threshold of the doorway. (See *Figure 1*).

3.3.3. Location of landings. Landings shall be provided at the top and bottom of each ramp. Intermediate landings shall be provided at intervals not exceeding 30 inches (762 mm) of vertical rise. Landings are not considered in determining the maximum horizontal distance of each ramp.

3.3.4. Size of top landings. Top landings shall not be less than 60 inches (1524 mm) wide. Top landings shall have a minimum length of not less than 60 inches (1524 mm) in the direction of the ramp run (5 feet x 5 feet). (See *Figure 2*).

3.3.5. Size of intermediate landings. The width of intermediate landings shall not be less than the clear width of the ramp, and shall not be less than 60 inches (1524 mm) in length (See *Figure 2*).

3.3.6. Size of intermediate turning landings. The width of intermediate turning landings shall not be less than the clear width of the ramp, and shall not be less than 60 inches (1524 mm) in length (See *Figure 2*).

3.3.7. Size of bottom landings. The width of bottom landings shall not be less than the clear width of the ramp, and shall not be less than 60 inches (1524 mm) in length (See *Figure 2*).

3.3.8. Encroachment of doors. Doors in any position shall not reduce the minimum dimension of the landing to less than 42 inches (1067 mm) and shall not reduce the required width by more than 3 inches (76.2 mm) when fully open. That is, the length of the landing shall equal or exceed the width of the door plus 42 inches (See *Figure 3*).

3.4. Maneuvering clearances at doors.

3.4.1. General. Landings at exit doors shall have a length in the direction of the door swing of at least 60 inches (1524 mm) and a length opposite the direction of the door swing of at least 44 inches (1118 mm) measured at right angles to the plane of the door in its closed position.

3.4.2. Strike edge maneuvering space. The width of the level area on the side to which the door swings shall extend at least 24 inches (610 mm) past the strike edge of the door. **Note:** 24 inches (610 mm) is preferred.

3.4.3. Front approach. The following provisions shall apply to swinging doors with front approach:

3.4.3.1. Pull side For pull side approach the landing shall extend in the direction of the door swing at least 60 inches (1524 mm). (See Figure 4).

3.4.3.2. Push side For push side approach, the landing shall extend in the direction of the door swing at least 60 inches (1524 mm). (See Figure 4).

3.4.3.3. Push side with closer and latch Doors with push side approach having both a closer and a latch shall be provided with a clear and level area extending a minimum of 12 inches (305 mm) past the strike edge on the approach side of the door. (See Figure 4).

3.4.4. Hinge side approach. The following provisions shall apply to swinging doors with hinge side approach:

3.4.4.1. Pull side Doors with pull side approach shall be provided with a level landing not less than 60 inches (1524 mm) in depth. A clear and level area shall extend a minimum of 36 inches (914 mm) past the strike edge on the approach side of the door. (See Figure 5). Exception. Doors with pull side approach and a level landing greater than 60 inches (1524 mm) in depth shall be provided with a clear and level area at least 24 inches (610 mm) past the strike edge of the door.

3.4.4.2. Push side Doors with push side approach shall have a level landing not less than 44 inches (1118 mm) in depth, and shall be provided with a clear and level area extending a minimum of 54 inches (1372 mm) from the strike edge of the door jamb past the hinge side of the door. Doors with a latch and closer shall have a level landing not less than 48 inches (1219 mm) depth at the push side of the door. (See Figure 5).

3.4.5. Latch side approach. The following provisions shall apply to swinging doors with latch side approach:

3.4.5.1. Pull side Doors with pull side approach shall have a level landing not less than 60 inches (1524 mm) in depth, and shall be provided with a clear and level area extending a minimum of 24

inches (610 mm) past the strike edge on the approach side of the door. (See Figure 6).

3.4.5.2. Push side Doors with push side approach shall have a level floor or landing not less than 44 inches (1118 mm) in depth, and shall be provided with a clear and level area extending a minimum of 24 inches (610 mm) past the strike edge on the approach side of the door. Doors with a closer shall have a level floor or landing not less than 48 inches (1219 mm) depth at the push side of the door. (See Figure 6).

3.5. Handrails

3.5.1. Ramp height. Ramps more than 30 inches (762 mm) above the adjacent floor or ground and open on one or both sides shall be provided with handrails.

3.5.2. Where required. Handrails shall be provided at each side of ramps when the slope exceeds 1 unit vertical in 20 units vertical (5 % slope).

Handrails on all ramps shall be continuous. **Exception:** Ramps that serve an individual dwelling unit may have one handrail, except that ramps open on one or both sides shall have handrails provided on the open side or sides.

3.5.3. Handrail height. The top of handrails shall be 34 to 38 inches (864 to 965 mm) above the ramp surface.

3.5.4. Handrail ends. Handrail ends shall be returned.

3.5.5. Handrail extension. Handrails shall extend a minimum of 12 inches (305 mm) beyond the top and bottom of the ramp. Where the extension creates a hazard, the termination of the extension shall be rounded or returned smoothly to the floor, wall or post. (See Figure 7).

3.5.6. Handrail projections. Handrails projecting from a wall shall have a space of 1-1/2 inches (38.1 mm) between the wall and the handrail. Handrails shall not reduce the required minimum clear width of the ramps. Handrails may be located in a recess if the recess is a maximum of 3 inches (76.2 mm) deep and extends at least 18 inches (457 mm) above the top of the rail. Any wall or other surface adjacent to the handrail shall be free of sharp or abrasive elements.

3.5.7. Handrail grips. The handgrip portion of handrails shall not be less than 1¼ inches (31.75 mm) nor more than 2 inches (50.8 mm) in cross-sectional dimension or the shape shall provide an equivalent gripping surface. The handgrip portion of handrails shall have a minimum radius of 1/8 inch (3.17 mm). Handrails shall not rotate within their fittings. (See Figure 8).

3.6. Curbs and wheel guides.

3.6.1. Application Ramps exceeding 10 feet (3048 mm) in length and ramp landings having a vertical drop exceeding 4 inches (101.6 mm), shall be provided with one of the following:

3.6.2. Specifications Guide curbs a minimum of 2 inches (50.8 mm), in height at each side; or wheel guide rails at each side, centered 2 to 4 inches (50.8 to 101.6 mm) above the surface of the ramp, or ramp landing. (See Figure 7).

3.6.3. Exception: Ramps or ramp landings bounded by a wall or fence.

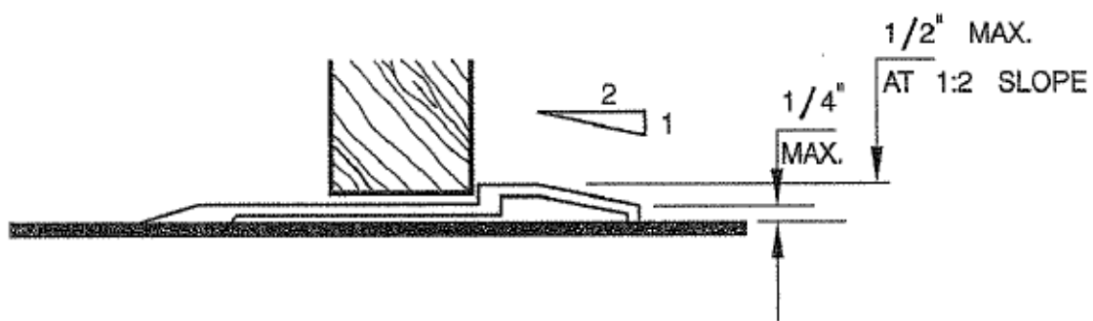
3.7. Hazards on accessible routes

3.7.1. Headroom clearance. Ramps that are a part of a dwelling's primary egress system shall have a minimum clear headroom of 84 inches (2134 mm).

3.7.2. Exception: Doorways and archways less than 24 inches (610mm) in depth may have a minimum clear headroom of 80 inches (2032 mm).

3.7.3. Overhanging obstructions. Any obstruction that overhangs a ramp shall be a minimum of 84 inches (2032 mm) above the walking surface as measured from the bottom of the obstruction. (See Figure 9).

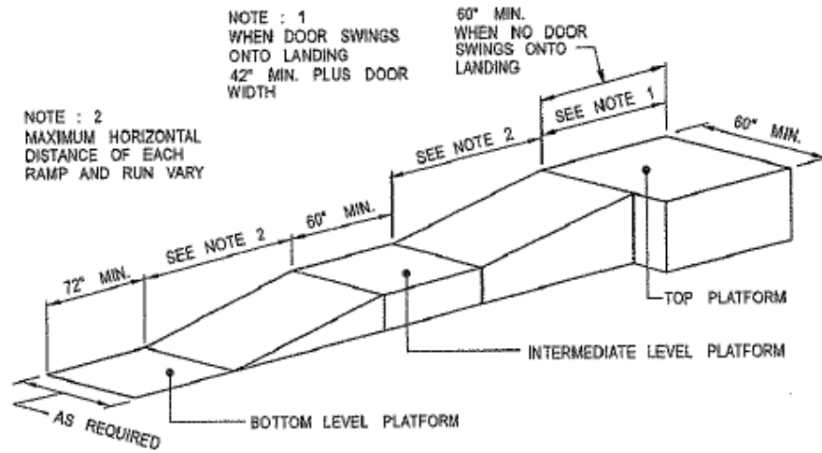
3.8. Figures



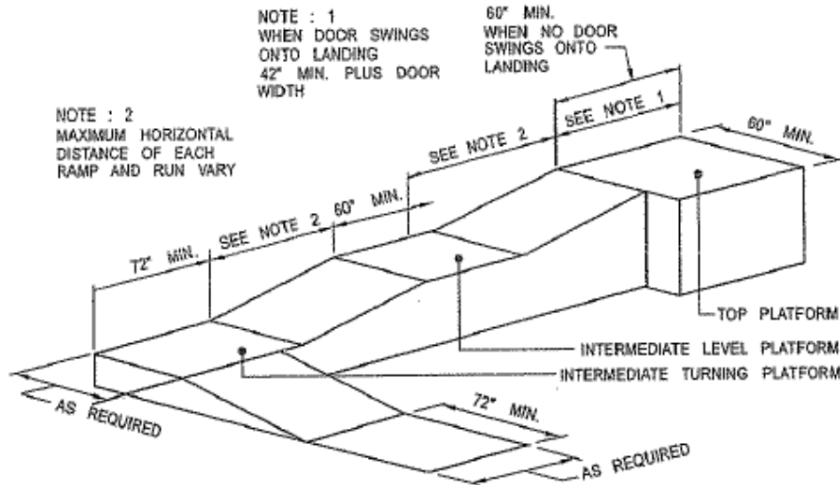
THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

Figure 1

Thresholds



(a) STRAIGHT RAMP RUN

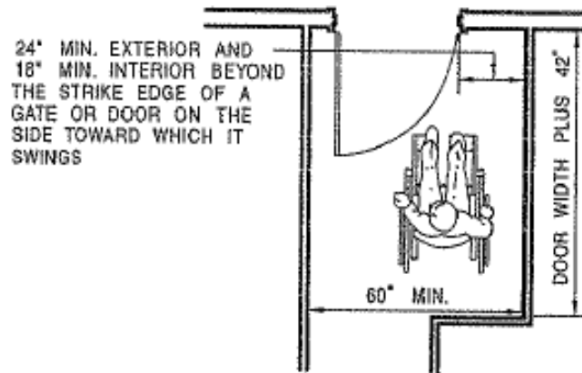


(b) RAMP WITH TURNING PLATFORM

THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

Figure 2

Ramp Dimensions



(b) RAMP LANDING AT DOORWAY

THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

Figure 3

Ramp Landing and Doorway

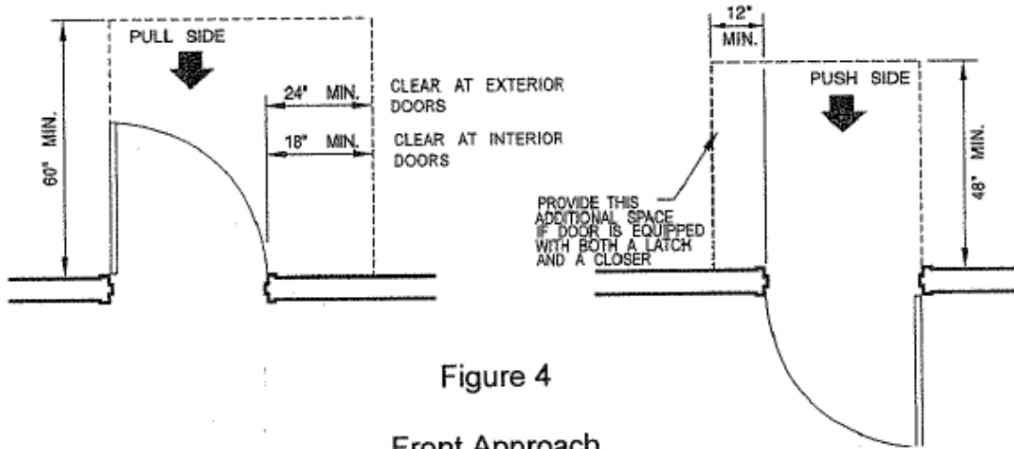
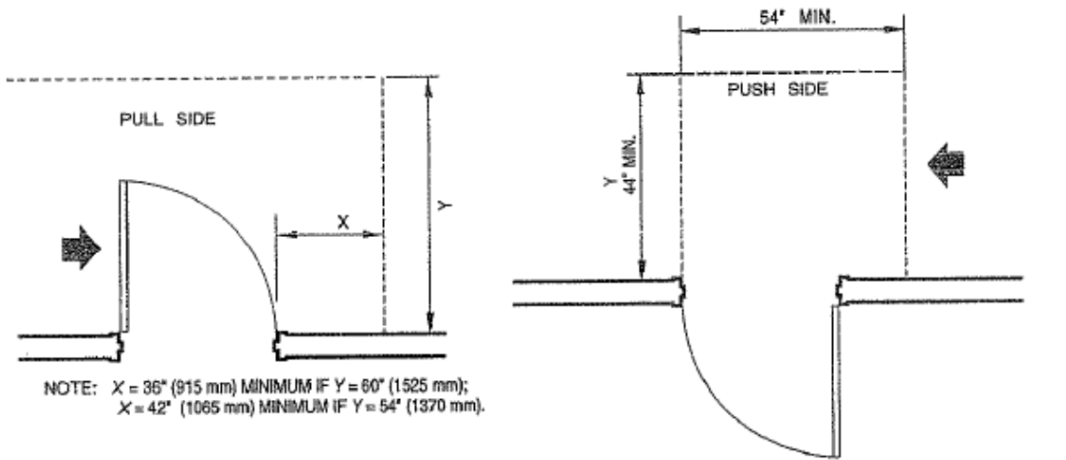


Figure 4

Front Approach Swinging Doors



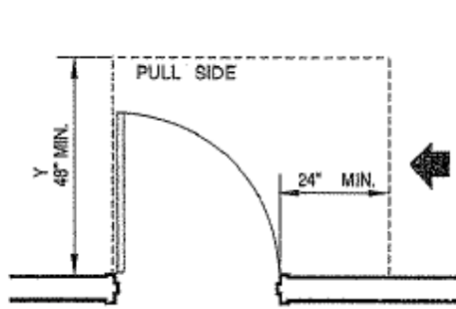
NOTE: X = 36" (915 mm) MINIMUM IF Y = 60" (1525 mm);
 X = 42" (1065 mm) MINIMUM IF Y = 54" (1370 mm).

NOTE: Y = 48" (1220 mm) MINIMUM IF DOOR HAS BOTH A LATCH AND A CLOSER.

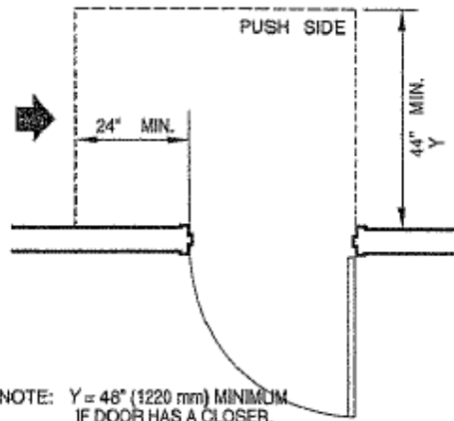
Figure 5
 Hinge Side Approach Swinging Doors

THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

LEVEL MANEUVERING CLEARANCE AT DOORS

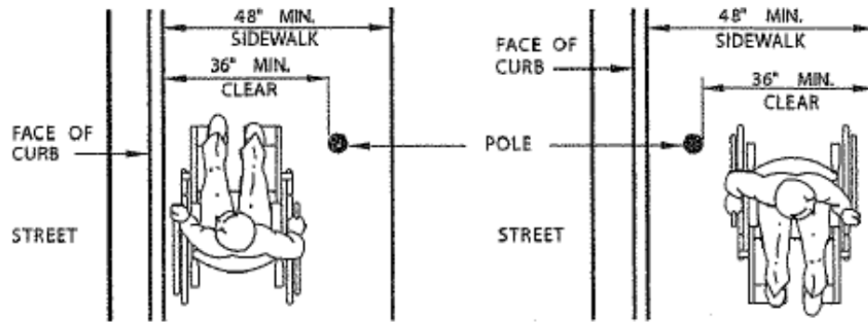


NOTE: Y = 54" (1370 mm) MINIMUM
IF DOOR HAS A CLOSER.

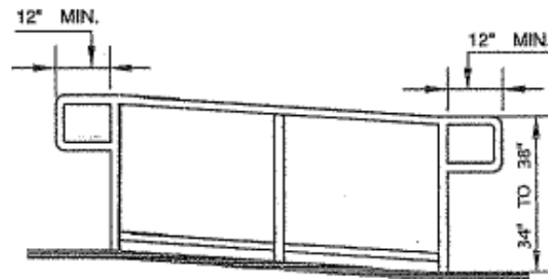


NOTE: Y = 48" (1220 mm) MINIMUM
IF DOOR HAS A CLOSER.

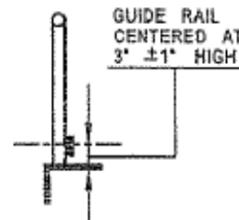
Figure 6
Latch Side Approach
Swinging Doors



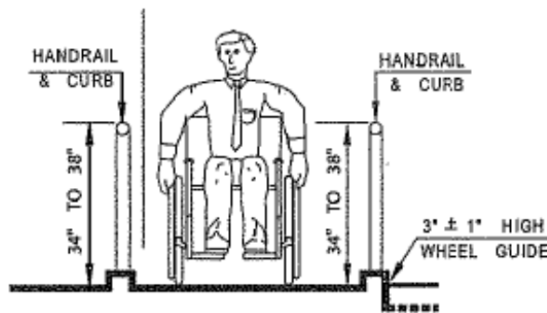
(a) SIDEWALK OBSTRUCTIONS



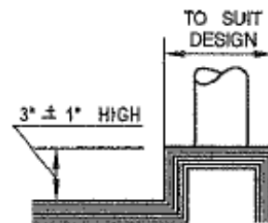
(b) GUIDE RAIL



GUIDE RAIL DETAIL



(c) WHEEL GUIDE

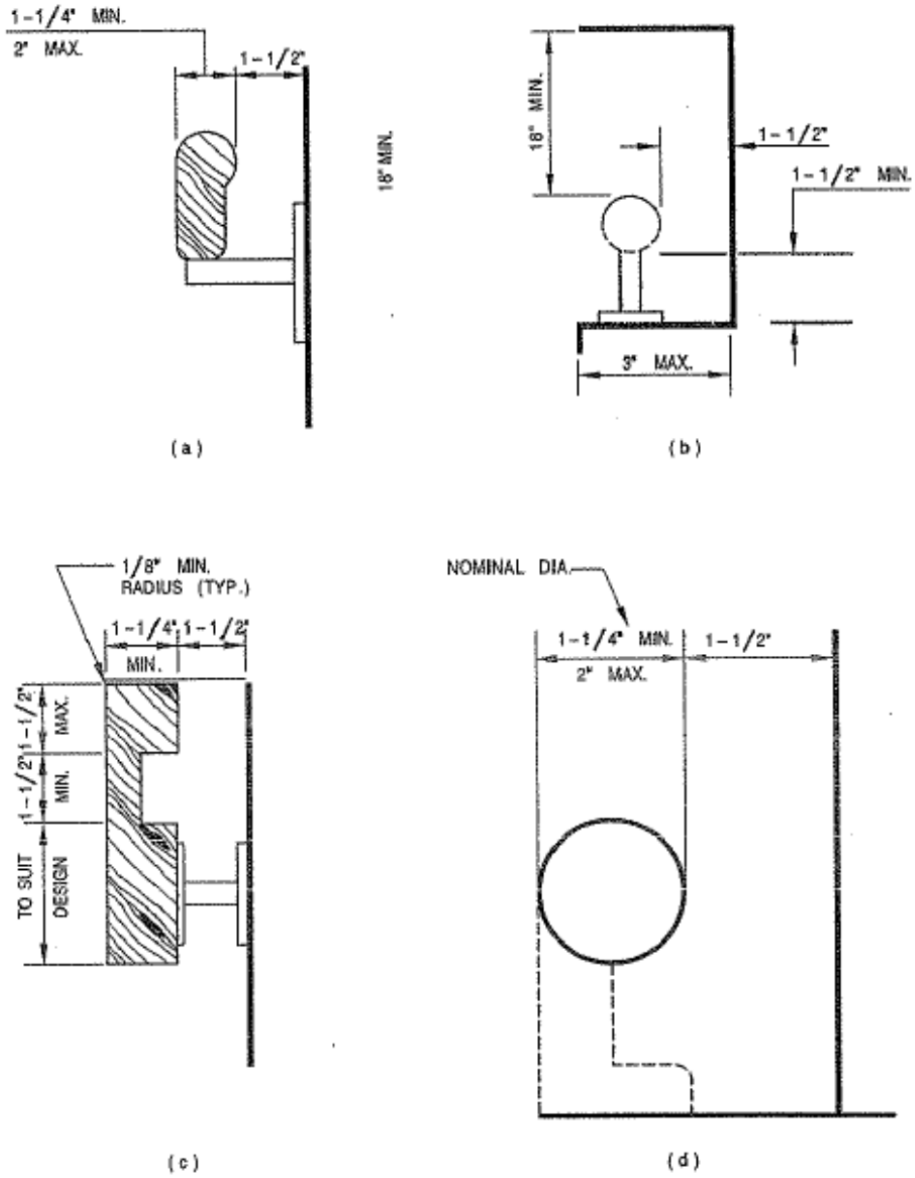


WHEEL GUIDE DETAIL

THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

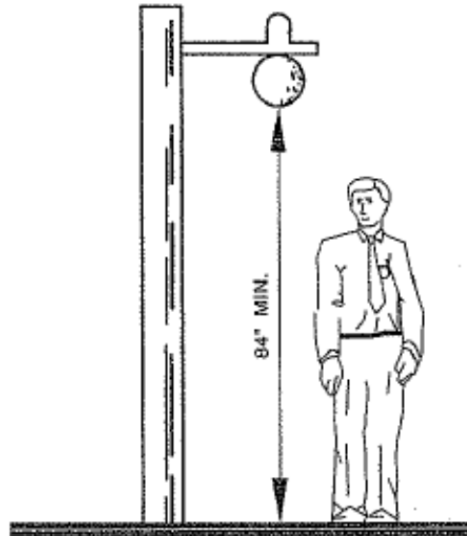
Figure 7

Ramps and Sidewalks



THESE DIAGRAMS ILLUSTRATE THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND ARE INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

Figure 8
Handrails



THIS DIAGRAM ILLUSTRATES THE SPECIFIC REQUIREMENTS OF THESE REGULATIONS AND IS INTENDED ONLY AS AN AID FOR BUILDING DESIGN AND CONSTRUCTION.

Figure 9

Overhanging Obstruction



STAFF REPORT

DATE: December 10, 2019
FOR: Board of Directors
SUBJECT: Governing Documents Review Committee Charter

RECOMMENDATION

Approve the amended Governing Documents Review Committee Charter.

BACKGROUND

On November 13, 2012, the Board established a Governing Documents Review Ad Hoc Committee for the purposes of reviewing the governing documents for clarity, legality and current applicability through regularly announced meetings (Resolution 01-12-185).

On July 14, 2015, the Board approved an amendment to the Committee Charter (01-15-107).

DISCUSSION

The Governing Documents Review Committee reviewed the Charter to include clarifying language.

FINANCIAL ANALYSIS

None.

Prepared By: Blessilda Wright, Compliance Supervisor

Reviewed By: Francis Gomez, Operations Manager

ATTACHMENT(S)

Attachment 1: Governing Documents Review Committee Charter Resolution

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ENDORSEMENT (to Board)

Discuss & Consider the amendment of the Governing Documents Review Committee Charter

The Committee reviewed the Governing Documents Review Committee Charter. The Committee members commented and asked questions.

President Margolis made a motion to amend the Committee Charter as outlined below. Director Armendariz seconded the motion.

By unanimous vote, the motion carried.

Following are the amendments to the Governing Documents Review Committee Charter:

1. Review governing documents which also includes including policies, resolutions and operating rules for compliance with applicable laws;
2. Consider conformance, as required, between each governing document with another governing document;
3. Confer, as appropriate, with United Managing Agent;
4. Consult with United Corporate Counsel, as appropriate and upon approval of Board President and Committee Chair before Committee action; and
5. Make regular Committee progress reports and recommendations to the United Board of Directors regarding proposed revisions to the United governing documents which also includes including policies, resolutions and operating rules;

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RESOLUTION 01-XX-XXX

GOVERNING DOCUMENTS REVIEW COMMITTEE CHARTER

RESOLVED, January 14, 2020, that the Board of Directors of this Corporation hereby amends the Governing Documents Review Committee Charter for the purposes of reviewing the United Laguna Woods Mutual governing documents for clarity, legality and current applicability through monthly meetings open to United Members;

RESOLVED FURTHER, that the Board of Directors of this Corporation hereby assigns the duties and responsibilities of this Committee as follows:

1. Review governing documents [which also includes policies, resolutions and operating rules](#) for compliance with applicable laws;
2. Consider conformance, as required, between each governing document with another [governing document](#);
3. Confer, as appropriate, with United Managing Agent;
4. Consult [with United Corporate Counsel](#); as appropriate and upon [approval of Board President and Committee Chair, before Committee action](#) and;
5. Make regular committee progress reports and recommendations to the United Board of Directors regarding proposed revisions to the United governing documents [which also includes policies, resolutions and operating rules](#); and

RESOLVED FURTHER, that the Governing Documents Review Committee shall perform such other duties as may be assigned by the Board;

RESOLVED FURTHER, that resolution 01-15-107 adopted July 14, 2015 is hereby superseded and cancelled.

DECEMBER Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 28-days from the postponement to comply with Civil Code §4360.

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STAFF REPORT

DATE: December 10, 2019
FOR: Board of Directors
SUBJECT: Late Charge for Fines, Fees and Chargeable Services

RECOMMENDATION

Board approval of an increase in the Chargeable Service Late Charge from \$10.00 per month to \$35.00 per month of delinquency.

BACKGROUND

On October 23, 2019 the GRF Finance Committee recommended an increase in the late charge from \$10.00 to \$35.00 per month of delinquency for unpaid fines, fees, and chargeable services. This proposal is currently on the 28-day notice requirement and is likely to be adopted by the Board in December and go into effect January 1, 2020. At the same finance meeting, United representatives requested that this same fee adjustment be brought forward for consideration in United Mutual.

A late charge (fee) is assessed on delinquent chargeable services accounts for services performed for members where the Mutuals are not financially responsible. This fee was established to offset the costs of collection and was last referenced in a resolution on May 8, 2007 via resolution 01-07-49.

At the United Finance meeting on November 26, 2019, a motion was made and carried unanimously to recommend board approve an increase in the Chargeable Service Late Charge from \$10.00 per month to \$35.00 per month. Effective immediately following the 28 Notice, chargeable service invoices will reflect the increased late fee if payment is not remitted timely. Residents will begin incurring the increased late charge 30 days after issuance of the newly updated invoice occurring approximately mid-February 2020.

DISCUSSION

Administrative costs that are offset by the late charge include labor hours incurred contacting residents, management reporting of delinquencies, supplies and postage.

FINANCIAL ANALYSIS

In 2018, approximately \$6,500 was charged in late fees for unpaid fines, fees, and chargeable services. Using this as a basis, a net increase of \$11,000 in fee revenue may be generated from an increase in the late charge from \$10 to \$35 per month of delinquency.

Prepared By: Betty Parker, Chief Financial Officer

Committee Routing: Finance Committee

ATT 1: Resolution



RESOLUTION 01-19-XX

Late Charge – Chargeable Services

WHEREAS, certain services and charges for which the corporation is not financially responsible (Fines, Fees, and Chargeable Services) are billed to the members; and

WHEREAS, a late charge is assessed on delinquent chargeable service accounts, intended to offset costs associated with collection efforts; and

WHEREAS, the board periodically reviews fees as part of the business planning process to determine adequacy of fees;

NOW THEREFORE BE IT RESOLVED, [DATE], that the Board of Directors hereby approves a late charge for fines, fees, and chargeable services performed and billed to residents at a flat fee of \$35 per month of delinquency, effective immediately following the 28 Day Notice resident invoices will reflect the \$35 charge, residents will be charged the late fee 30 days after the date of the original invoice, beginning mid-February 2020; 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.

November Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 28-days from the postponement to comply with Civil Code §4360.

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STAFF REPORT

DATE: December 10, 2019
FOR: Board of Directors
SUBJECT: Alternative to Discontinued Handyman Services Program

RECOMMENDATION

Endorse the use of NeighborING to provide services for small chores and non-technical assistance as a partial alternative to the discontinued Handyman Services Program contingent upon United Laguna Woods Mutual legal counsel favorably finalizing indemnity, insurance and other legal clauses with NeighborING prior to January 1, 2020.

BACKGROUND

On May 8, 2018, the Board approved and set policy for the Handyman Services Program. After a 12-month pilot, the Board discontinued the Handyman Services Program due its cost ineffectiveness and formed a task force to explore alternative service delivery options.

DISCUSSION

When analyzing the need for handyman services, the task force broke the scope of services into manageable pieces:

- A. Small chores important to day-to-day living that do not require professional assistance. Examples include assembling furniture, flipping mattresses, and potting plants.
- B. Chores that require professional assistance to mitigate further damage and/or are dangerous from a safety point of view. While Village Management Services, Inc. (VMS) provides this assistance for unaltered components within a unit, residents are responsible for the maintenance and repair of altered components such as plumbing, appliances, electrical, and carpentry.
- C. Chores that VMS personnel are not trained or equipped to handle such as microwave ovens, air conditioning units, washing machines and dryers maintenance and repairs.

This report and action for consideration by the Board focuses on item A only. To address item A, the task force recommends United residents utilize NeighborING for small chores. NeighborING is a company established to give back to the community by using modern technology to connect neighbors, who need help with chores from local background-checked college students who have flexible schedules and are eager to help.

The attached Handyman Alternative, Status Report as of 12/2/2019 outlines how United residents would make arrangements beginning in January 2020 with NeighborING for services, as well as pricing information. The implementation of the proposed NeighborING solution is subject to United legal counsel favorably finalizing indemnity, insurance and other legal clauses with NeighborING prior to January 1, 2020.

To address item B, the task force is working with staff and the Maintenance and Construction Committee to revise the non-emergency chargeable services program to include additional service needs, similar to the effective program implemented in Third Laguna Hills Mutual. The non-emergency chargeable services program will be coming forward for Board consideration in early-2020.

To assist with maintenance and repairs contained in Item C, many home warranty companies offer services on an individual home basis. A blanket program is a possibility but needs to be evaluated by the task force at a later date once items A and B have been successfully implemented.

FINANCIAL ANALYSIS

There is no fiscal impact to United Mutual associated with the endorsement for the residents' use of NeighborING to provide services for small chores and non-technical assistance. United residents would contact NeighborING directly and pay the cost of service.

Prepared By: Siobhan Foster, COO

Reviewed By: Ernesto Munoz, P.E., Maintenance and Construction Director
Eileen Paulin, Marketing and Communications Manager

ATTACHMENT(S)

ATT 1: Handyman Alternative, Status Report as of 12/2/2019

Status Report
As of 12/2/2019
for

Handyman Alternative

Written By:

Cash Achrekar
Team Leader
Handyman Task Force Team

Team Members:

Elsie Addington
Anthony Liberatore
Carl Randazzo
Esther Wright

Janey Dorrell
Nancy Lannon
Juanita Skillman

Staff Members:

Ernesto Munoz
Cheryl Silva

Laurie Chavarria

Background:

A Handyman pilot program was introduced in 2018 to the United Laguna Woods Mutual members with a purpose of assisting residents who need assistance with small chores, which they are often unable to do themselves. Members were invited to join the program by a buy-in with \$200 membership in exchange for two two-hour service calls per month.

Unfortunately, at the end of 12 months the bottom line showed more than \$74,200 in red. The pilot was discontinued as it was not supposed to be sharing cost proposal. The members voiced strong opinions and demanded another look in to reviving some sort of program to assist our needy people.

The reasons for failure were nicely summarized by Carl Randazzo. The statistics associated with the program were:

- The program formally began work on June 4 2018 and as of April 30, 2019 our staff had performed 1,423 service trips and completed 3,027 tasks.*
- A total of 504 manors out of 6,323 mutual manors signed up for program or 7.9% participation rate. The revenue was (504 participants X \$200 each) \$100,800*
- The cost of two handymen with vehicles cost approximately \$175,000, not including administrative costs.*
- Substantial percentage of participant feedback was positive as residents realized that the typical cost/hr was very reasonable.*
- One of the Handyman technicians was awarded recognition of excellence for dozens of favorable comments received by VMS*

The staff did not anticipate that every member would want his/her time every month and with the burden on shared costs meant a rollback was necessary.

A task force was assigned during meeting on June 2019 and a team was formed with myself as the leader. The team members were Janey Dorrell, Juanita Skillman, Elsie Addington, Carl Randazzo, Anthony Liberatore, Nancy Lannon, Esther Wright, and myself.

Approach:

Members wanted a revival of the program but it was physically not possible to service them at the hourly costs including our overhead and burden rates.

Although the United members are provided with all of necessary repairs needed, the owners with altered manors were still left with nothing provided to them. These members of our community needed to find their own help for plumbing, electrical, carpentry, painting, etc, although we have a staff that can provide considerable work in these areas as they do to un-altered manor members. At this time we do not have a good handle on how many manors have been altered out of the 6323 owned by ULWM. However, many manors now have microwave, A/C, washer/dryers, upgraded flooring and counter tops, additional bath rooms (two BA when initially was one), built up patios, relocated water heater in to outside cabinet, etc. These manor

residents do not get any help from ULWM staff as they have altered original ULWM equipment in some instances and added items never provided to residents originally. The Handyman program initially had the intention to address the entire membership including areas where our staff could provide assistance (example, altered dish washers, refrigerators, ovens, flooring, cabinetry etc).

The Handyman Task Force realized the problem needed to be broken in to manageable portions.

- A. Small chores that don't require professional assistance and hence expensive services such as assembling furniture, flipping mattresses, potting plants etc. Our staff can provide such services but has not been doing so as our staff hourly rates are quite steep considering the overhead and burden rates. These chores are important for normal day-to-day living, yet not needing urgency of repairs. Our task force realized that we need to look outside for dependable services (from the point of safety of residents) for much less costs for minor services that don't really need professional worker like our staff.
- B. Chores needing urgent repairs that require professional assistance to prevent further damage and/or are dangerous from safety point of view. For example plumbing leaks, electrical shorts, broken cabinetry that could topple down and hurt occupants etc. For these our staff has been providing the services to un-altered equipment but not to altered items. For example our staff would only repair original ULWM provided refrigerator, dishwasher, and t cooktops, but not when these items were upgraded by residents.
- C. Chores that our staff is not trained nor equipped to repair or work on. For example microwave ovens, A/C units, washer/dryers etc.

Our community, being a senior community, is looking for:

- Safety and dependability for our members is a primary concern. Any party coming in to our homes must be thoroughly checked out for the safety of members. Our people being over 55 yrs or older are especially subject to physical abuse if unscrutinized people are allowed to enter their manors.
- Majority of our people live on fixed income and therefore are frugal with funds. Yet the small and essential chores need good young people willing to help that need not be professionals could be located that are dependable and trustworthy with proper scrutiny and background checks. Our residents can then afford the service and will consider a small fee for such service if offered.

In short our community wants dependable, quality help at reasonable cost, as our staff cannot afford to provide work below about \$55/hour as we have professional plumbers, electricians, painters and carpenters.

Solution:

Handyman Task Force is ready to deploy part – A from above. A win-win solution was therefore to focus on one item at a time. For small chores, Item A from above, a non-technical yet

dependable and trained college student could be used. An outside company, NeighborING Inc., has been in business doing exactly what we need to fill our needs. They have been working employing college students who need some income to support themselves. They have assembled about 150 such students. These students are scrutinized with background checks for their dependability and for the safety of our residents. The company has been deploying them as and when needed by participants in their program in Irvine, Lake Forest, Mission Viejo, and Laguna Hills areas. Each participant is charged an annual contract fee of \$240 and then provided service at \$20/hr basis. They have also been working for the needs of our Social Services department whenever they need to send someone to assist seniors who need help. NeighborING has also established hourly optional insurance at \$5/hour to protect any accidental injuries to college students or damage done to the resident's (or ULWM's) property.

The college students provided by NeighborING will be restricted to do only the non-professional work. They will not be allowed to do any plumbing, electrical, painting, carpentry, etc. for which a second avenue is being considered for March or April 2020 timeframe, if M&C agrees with a proposal put together, similar to 3rd Mutual's Chargeable Services.

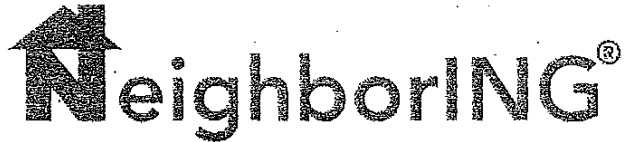
Attachment- A is a rough list of services provided by the CEO of NeighborING for our residents. Attachment-B shows how this service will work for our residents.

This service is a mutual understanding between our residents who need small chores done for a charge of \$25 for 1st hour and additional consecutive hours as needed at \$23/hour. There is no customary contract fee up front and any member of ULWM is offered the service as long as he/she signs a waiver indemnifying the ULWM. The ULWM is totally out of the picture and will have no charges nor any liability if something was to go wrong.

The task force is at a point to ask for a buy-in from ULWM directors, our legal department, as well as our VMS staff for the liability concerns. In order to make it a totally benign service, properly worded and agreed upon indemnification letters must be in place from both residents as well as NeighborING Inc. Then and only then can the Part-A service be made available to residents and then a win-win situation can be made available to our residents if they so want to go that route. There is no other company providing such services at the promised rates right now. Yet, there will be a pilot study of two weeks done before a full deployment in our residents.

As for Part – B from above, our staff and the task force are near deploying a Chargeable Services program (similar to 3rd Mutual's program), after our M&C is given the chance to scrutinize the nitty gritty items to make it available.

As for Part – C from above, many home warranty companies are offering these services on individual home basis. Our residents need to consider one such warranty program for their needs. A blanket program possibility is being investigated to weigh the cost advantages and management concerns, a task too large to consider for some time until the Parts A and B have been tried out and successfully implemented.



Schedule Help Today!

The Help of a Neighbor
When You Need It!

Connect with a Background-Checked College Student

What Do You Need Help With?

Moving

- Moving Boxes
- Moving Furniture
- Moving Beds Load /
- Unload Uhaul Pack /
- Unpack Boxes Move
- Patio Furniture

Organizing

- Organizing Boxes
- Rearrange Furniture
- Organize Closets
- Organize Garage
- Declutter an Area
- Organize Storage
- Downsizing Help

Holidays

- Party & Event Help
- Decor Setup
- Food Prep/Baking
- Lights/Christmas Trees
- Wrapping Gifts
- Christmas Deliveries

Gardening

- Planting Plants
- Water Plants
- Pull Weeds
- Dig Holes
- Rake/Clean up Leaves

IT Help

- Setup a Computer
- iPhone/iPad Lessons
- Printer/TV Setup
- Setup Bluetooth Dev.
- Hearing & Visual Dev.

Cleaning

- House Cleaning
- Outdoor/Patio Cleaning
- Cleanout Messy Areas
- Laundry & Dishes
- Kitchen Appliances

Other

- Flipping a Mattress
- Changing Lightbulbs
- Smoke Detector Batt.
- Remove/Install Table
- Leaves
- Replace Paper Towel
- Holder

Projects

- Furniture Assembly
- Replace Interior Blinds
- Hang Curtain Rods
- Hang Picture/Mirror
- Replace Cup Hooks
- Move/Hang Plants

Pricing

\$25 first hour
\$23 thereafter

(1 Hour Minimum)

Not On The List? Don't Worry...



The Help of a Neighbor
When You Need It!

Schedule Help Today!

How it Works... Easy as 1,2,3

Step 1

Create Your CHORE

Tell us **WHAT, WHERE, WHEN** You
Need Help & **HOW MANY STUDENTS**

Step 2

Your CHORE Connection

NeighborING will connect you to the student(s)!
We will contact you within 24hrs to discuss your chore.

Step 3

Your CHORE is Completed

The student(s) complete your chore. Once finished, we will call to
check-in and process the payment using the card on file.

Schedule Help Today!

NeighborING ©
v. 11-14-19

Financial Report

As of October 31, 2019



INCOME STATEMENT (in Thousands)	ACTUAL
Assessment Revenue	\$33,679
Non-assessment Revenue	\$1,823
Total Revenue	\$35,502
Total Expense	\$37,158
Net Revenue/(Expense)	(\$1,656)

1

Financial Report

As of October 31, 2019



OPERATING ONLY INCOME STATEMENT (in Thousands)	ACTUAL
Assessment Revenue	\$23,372
Non-assessment Revenue ¹	\$1,175
Total Revenue	\$24,547
Total Expense ²	\$24,450
Operating Surplus	\$97

1) excludes unrealized gain

2) excludes depreciation

2

Financial Report

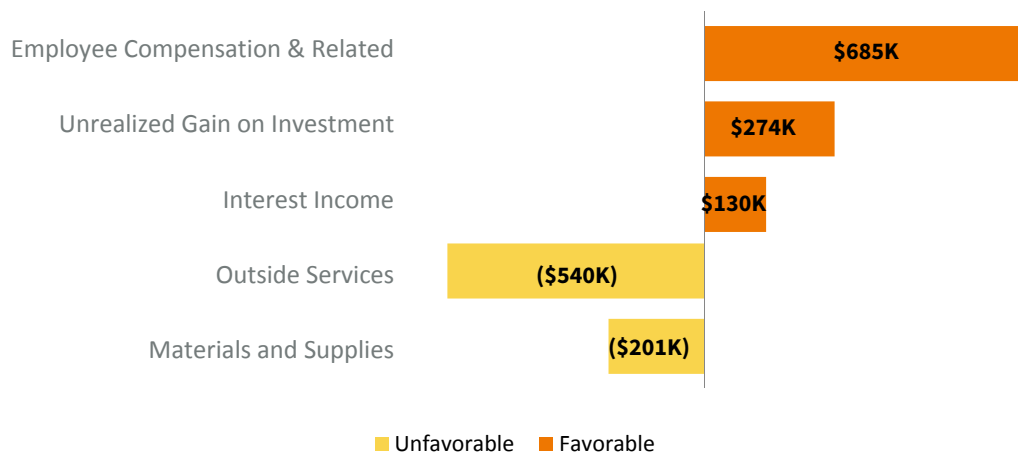
As of October 31, 2019



INCOME STATEMENT (in Thousands)	ACTUAL	BUDGET	VARIANCE B/(W)
Assessment Revenue	\$33,679	\$32,596	\$1,083
Non-assessment Revenue	\$1,823	\$1,429	\$394
Total Revenue	\$35,502	\$34,025	\$1,477
Total Expense	\$37,158	\$36,029	(\$1,129)
Net Revenue/(Expense)	(\$1,656)	(\$2,004)	\$348

Financial Report

As of October 31, 2019

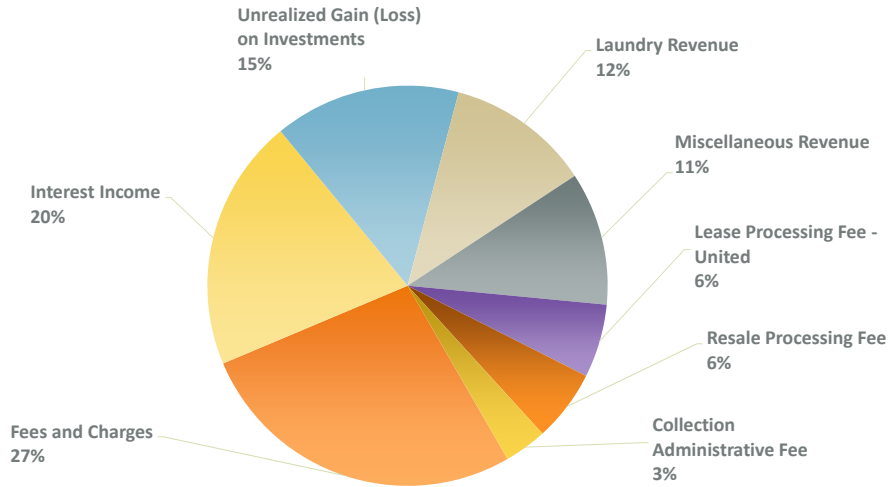


Financial Report

As of October 31, 2019



Total Non Assessment Revenues \$1,823,648



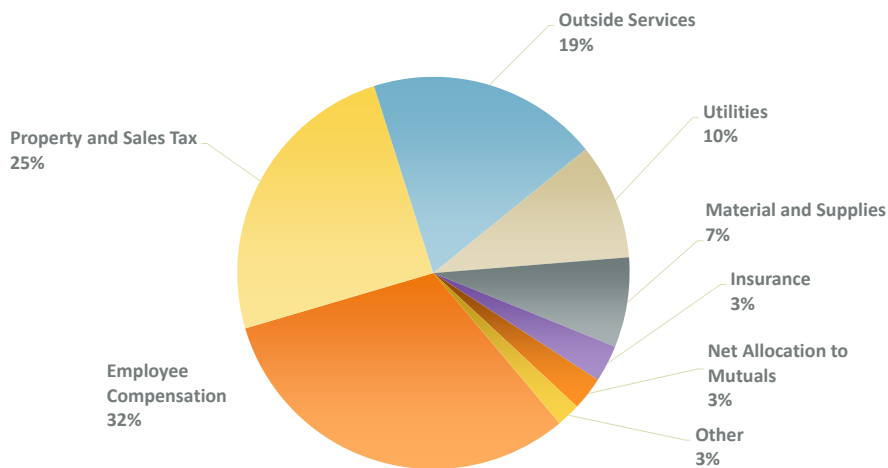
5

Financial Report

As of October 31, 2019



Total Expenses \$37,158,183



6

Financial Report

As of October 31, 2019



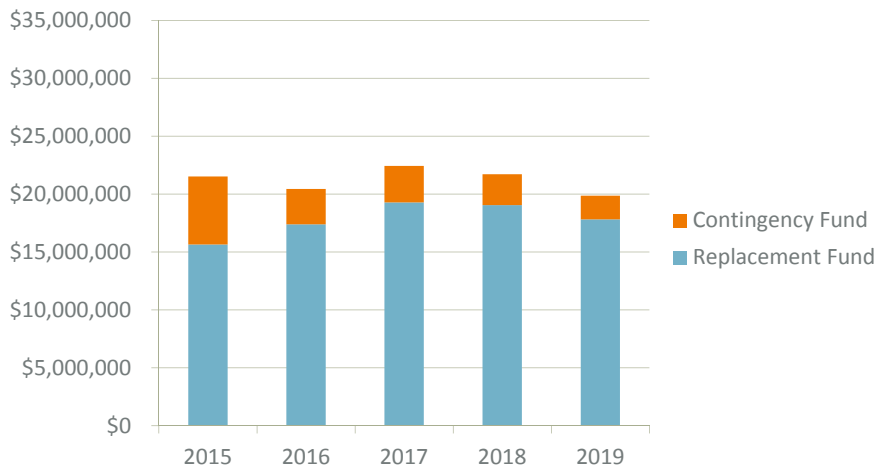
NON OPERATING FUND BALANCES (in Thousands)	CONTINGENCY	REPLACEMENT
Beginning Balances: 1/1/19	\$2,661	\$19,052
Contributions & Interest	994	9,688
Expenditures	(1,614)	(10,921)
Current Balances: 10/31/19	\$2,041	\$17,819

Financial Report

As of October 31, 2019



FUND BALANCES - United Mutual

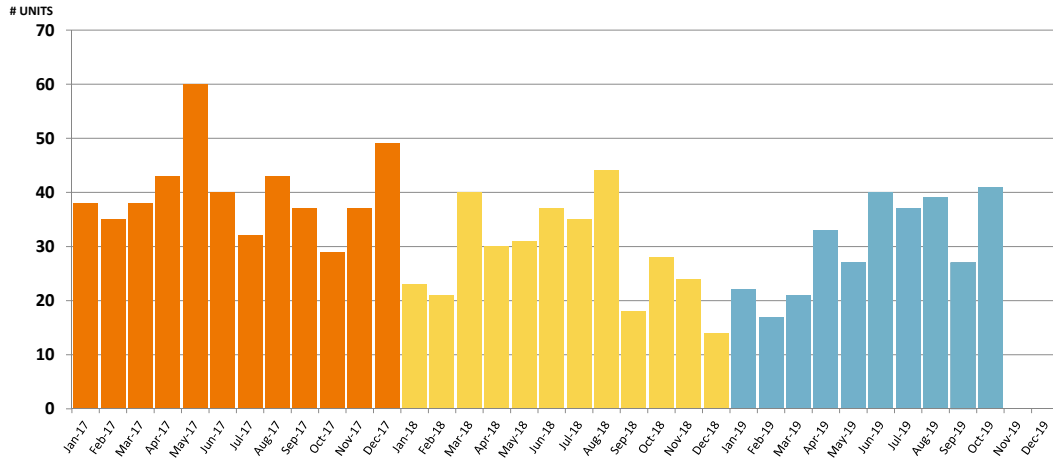


Financial Report

As of October 31, 2019



RESALE HISTORY - United Mutual



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United Laguna Woods Mutual
Statement of Revenues & Expenses - Preliminary
10/31/2019
(\$ IN THOUSANDS)

	CURRENT MONTH			YEAR TO DATE			PRIOR YEAR ACTUAL	ANNUAL BUDGET	
	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE			
Revenues:									
Assessments:									
1	Operating	\$2,337	\$2,229	\$108	\$23,372	\$22,290	\$1,082	\$22,690	\$26,750
2	Additions to restricted funds	1,031	1,031		10,306	10,306		9,927	12,368
3	Total assessments	3,368	3,260	108	33,679	32,596	1,082	32,617	39,118
Non-assessment revenues:									
4	Merchandise sales	1	2	(1)	6	25	(19)	22	30
5	Fees and charges for services to residents	51	40	12	491	396	95	322	475
6	Laundry	19	23	(4)	211	233	(22)	227	280
7	Interest income	33	24	9	371	241	130	319	289
8	Unrealized gain/(loss) on AFS investments				274		274		
9	Miscellaneous	57	53	3	471	534	(62)	511	641
10	Total non-assessment revenue	161	143	18	1,824	1,429	395	1,401	1,715
11	Total revenue	3,529	3,403	126	35,502	34,025	1,477	34,019	40,832
Expenses:									
12	Employee compensation and related	1,195	1,255	60	11,723	12,408	685	11,411	14,884
13	Materials and supplies	284	256	(29)	2,758	2,556	(201)	2,521	3,068
14	Utilities and telephone	358	359	1	3,554	3,569	16	3,635	4,232
15	Legal fees	29	15	(14)	187	146	(41)	169	175
16	Professional fees	8	9	1	131	149	17	127	168
17	Equipment rental	3	3		20	31	11	15	37
18	Outside services	1,072	654	(418)	7,080	6,540	(540)	6,038	7,848
19	Repairs and maintenance	3	4	1	29	39	10	41	47
20	Other Operating Expense	14	15	1	135	155	20	116	186
21	Income taxes				3		(3)	25	
22	Property and sales tax	892	818	(75)	9,165	8,176	(989)	8,494	9,811
23	Insurance	171	108	(64)	1,127	1,077	(50)	1,029	1,292
24	Investment expense	10	3	(7)	29	31	2	28	37
25	Uncollectible Accounts	(8)		8	22		(22)	34	
26	(Gain)/loss on sale or trade		(1)	(1)	2	(6)	(8)	(2)	(8)
27	Depreciation and amortization	17	17		173	173		177	208
28	Net allocation to mutuals	114	99	(15)	1,020	985	(35)	931	1,185
29	Total expenses	4,162	3,614	(548)	37,158	36,029	(1,129)	34,789	43,171
30	Excess of revenues over expenses	(\$633)	(\$211)	(\$422)	(\$1,656)	(\$2,004)	\$348	(\$770)	(\$2,339)

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Statement of Revenues & Expenses - Preliminary
Variance Explanations as of October 31, 2019

SUMMARY

For the year-to-date period ending October 31, 2019, United Laguna Woods Mutual was better than budget by \$348K. Explanations for categories with significant variances are found below.

REVENUE

- ▶ **Operating Assessments – Line 1 \$1,082K**
Favorable variance resulted from an increase in revenue for property taxes and supplemental property taxes; offsetting expense is shown on line 22.
- ▶ **Interest Income – Line 7 \$130K**
Favorable variance resulted from higher reserve balances than anticipated at the time of budget preparation, yielding more interest income.
- ▶ **Unrealized gain(loss) on AFS Investments – Line 8 \$274K**
Favorable variance due to quarterly reporting of Unrealized Gain (Loss) on Available for Sale Investments at quarter ending September 30, 2019. Unrealized Gain reflects favorable investment market conditions, which fluctuate.

EXPENSE

- ▶ **Employee Compensation and Related – Line 12 \$685K**
Savings: Favorable variance primarily resulted in Maintenance and Construction Services; water heater replacements budgeted to be performed by in-house staff are being completed by vendors. Expenses are found in Outside Services, below. In addition, upgraded methodology in dry rot remediation and better management practices have resulted in a reduction in general maintenance and dry rot service orders. The variance was furthered by lower negotiated union medical costs and non-union retirement plans than budgeted.
- ▶ **Materials and Supplies – Line 13 (\$201K)**
Unfavorable variance in plumbing materials due to a higher rate of water heater replacements than budgeted, required to address a backlog of work on hold in prior years. Variance was partially offset by fewer replacements of interior components such as kitchen faucets and bathroom countertops.



Statement of Revenues & Expenses - Preliminary
Variance Explanations as of October 31, 2019

► **Outside Services – Line 18 (\$540)** Unfavorable variance due to:

▪ **Water Heaters & Permits (\$1,041K)**

Timing: In 2015, City of Laguna Woods Building Department began enforcing the installation of new replacement water heater with (TP) relief valves. Water heater replacement program was on hold while staff researched alternatives, creating a significant backlog. Outside vendors were contracted to assist to complete the backlog of installations. On August 13, 2019, the board authorized a supplemental appropriation of \$940K to supplement the annual budget.

▪ **Moisture Intrusion – Rain Leaks & Plumbing Leaks (\$626K)**

Heavy rainfalls in the beginning of the year drove the project actuals to exceed annual budget as of October, and will continue to cause a further unfavorable variance through year end. Offsetting revenue found on Line 5.

Favorable variance due to:

▪ **Waste Line Remediation \$359K**

Timing: Work is in progress. Waste Line Remediation Program involves the installation of a seamless epoxy-based liner within the existing pipes to mitigate future interior leaks and root intrusion. The scope of work for 2019 includes 145 buildings, of which 135 are completed to date.

▪ **Landscape Renovation \$287K**

Savings: Design work began in October. Scope of the work includes six turf areas. Determining the scope of work took longer than anticipated and staff anticipates ending the year approximately \$250K under budget.

▪ **Paving \$181K**

Timing: Although budget is spread evenly throughout the year, paving programs such as Parkway concrete and Asphalt Paving began in mid-September and was completed in November.

▪ **Building Maintenance \$157K**

Savings: As of October, fewer requests were received to replace interior components such as kitchen and bath countertops.

► **Property and Sales Tax – Line 22 (\$989K)**

Unfavorable variance due to higher supplemental property taxes than anticipated at the time of budget preparation. Assessment base from the County Tax Assessor has increased as average sales price trends upward. Offsetting revenue found on Line 1.



OPEN MEETING

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

Tuesday, November 26, 2019 – 1:30 p.m.
Laguna Woods Village Community Center Sycamore Room, 24351 El Toro Road

- MEMBERS PRESENT:** Elsie Addington – Chair, Sue Margolis, Juanita Skillman, Manuel Armendariz
- OTHERS PRESENT:** Dick Rader – VMS
- MEMBERS ABSENT:** Anthony Liberatore, Brian Gilmore, Carl Randazzo
- STAFF PRESENT:** Betty Parker, Steve Hormuth, Christopher Swanson

Call to Order

Director Addington chaired the meeting and called it to order at 1:32 p.m.

Approval of Agenda

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

Approval of the Regular Meeting Report of September 24, 2019

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

Chair Remarks

Elsie Addington, Chair, commented on the resales in United and year over year increases.

Member Comments (Items Not on the Agenda)

None.

Department Head Update

Betty Parker, Chief Financial Officer, provided an update on the 2020 Annual Budget Report and Annual Policy Statement mailing, which will be sent to residents this week.

Review Preliminary Financial Statements dated October 31, 2019

The committee reviewed Financial Statements for October 31, 2019. Discussion ensued and questions were addressed.

Insurance Program Update

The committee reviewed the staff report on the 2020 insurance renewal timeline. By consensus, the committee requested the following:

- Add potential impact of separate insurance programs by mutual vs. combined
- Add scenarios of cancellation of current policies if market conditions improve
- Add alternative renewal dates

2020 Fee Update – Chargeable Service Late Fee

The committee reviewed a staff report recommending an increase in the United Late Charge for Fines, Fees and Chargeable Services. A motion was made and carried unanimously to recommend the board increase the United Charge for Fines, Fees and Chargeable Services, from \$10 to \$35 per month of delinquency. Effective immediately following the 28 Notice, chargeable service invoices will reflect the increased late fee if payment is not remitted timely. Residents will begin incurring the increased late charge 30 days after issuance of the newly updated invoice occurring approximately mid-February 2020.

United Finance Meeting Dates

The committee reviewed the 2020 United Finance meeting dates. No action was taken.

United Finance Committee Charter

The committee reviewed the charter. No action was taken.

Section 5500 Operating and Reserve Accounts

The committee reviewed a staff report on Operating and Reserve Accounts. A motion was made and carried unanimously to recommend a customization of Microsoft Dynamics Ax code for increased functionality for financial reporting.

Member Comments

None.

Date of Next Meeting

Tuesday, January 28, 2020 at 1:30 p.m. in the Sycamore Room.

Recess to Closed Session

The meeting recessed to closed session at 2:54 p.m.

DRAFT

Elsie Addington, Chair

Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

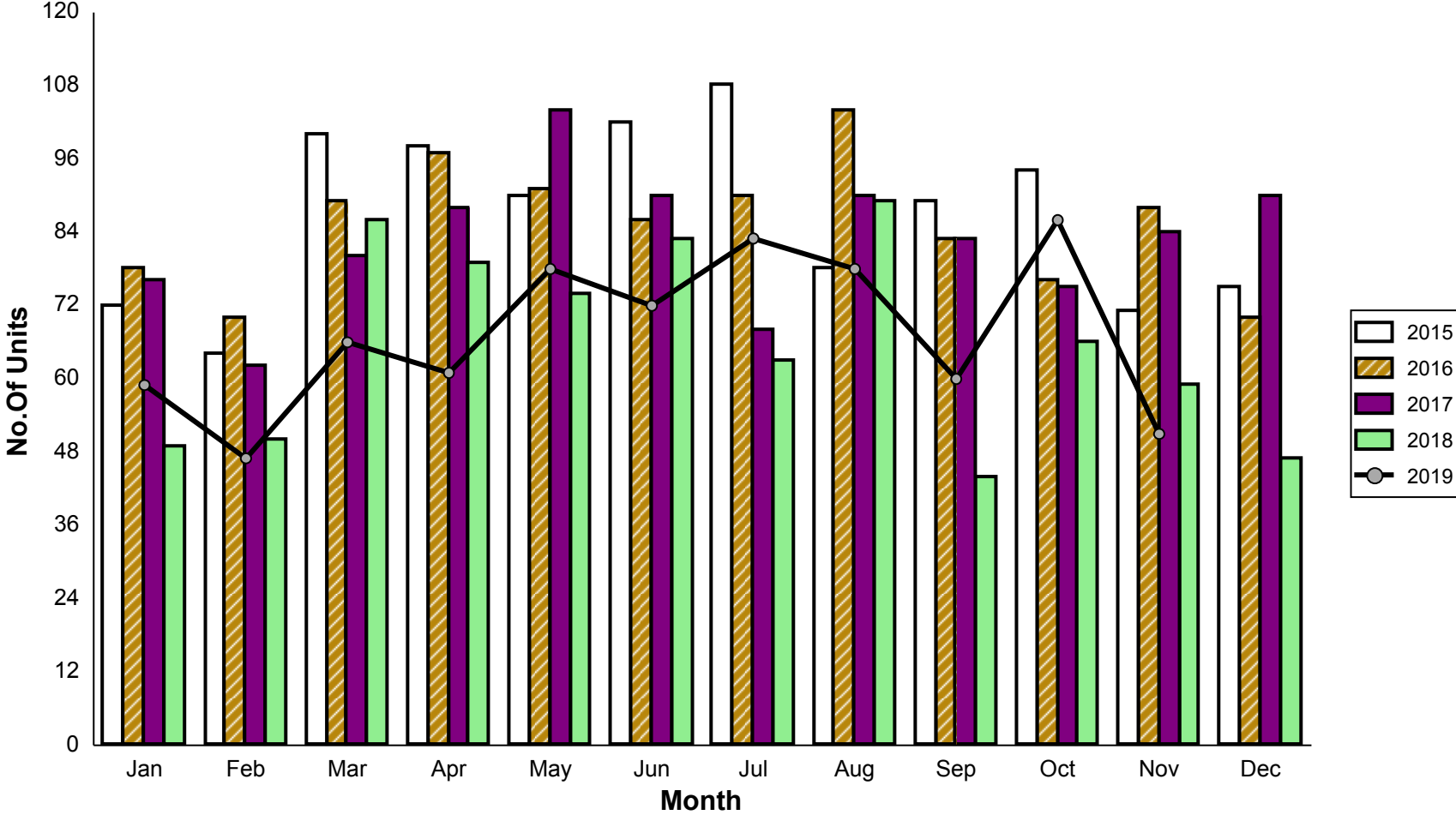
All Mutuals

November, 2019

MONTH	NO. OF REALES		TOTAL SALES VOLUME IN \$\$		AVG RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	59	49	\$17,913,250	\$14,821,540	\$314,268	\$308,782
February	47	50	\$14,680,050	\$18,660,142	\$319,132	\$373,203
March	66	87	\$23,445,712	\$28,065,799	\$355,238	\$359,818
April	61	79	\$20,041,551	\$27,694,226	\$328,550	\$364,398
May	78	74	\$23,975,536	\$24,187,990	\$307,379	\$350,551
June	72	83	\$21,298,290	\$28,097,538	\$295,810	\$374,634
July	83	63	\$27,170,573	\$19,434,100	\$327,356	\$329,392
August	78	89	\$26,031,000	\$28,612,100	\$333,731	\$340,620
September	60	44	\$19,972,080	\$17,185,192	\$332,868	\$409,171
October	86	66	\$26,523,300	\$22,702,400	\$312,039	\$366,168
November	51	59	\$18,586,450	\$17,330,500	\$364,440	\$320,935
December		*		*		\$383,609
TOTAL	741.00	743.00	\$239,637,792	\$246,791,527		
MON AVG	67.00	67.00	\$21,785,254	\$22,435,593	\$326,437	\$354,334

* Amount is excluded from percent calculation

Resales - 5 Year Comparison



Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

United

November, 2019

MONTH	NO. OF REALES		TOTAL SALES VOLUME IN \$\$		AVG RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	22	23	\$5,282,150	\$6,014,390	\$240,098	\$261,495
February	17	21	\$4,256,150	\$6,059,250	\$250,362	\$288,536
March	21	40	\$6,355,000	\$11,156,600	\$302,619	\$278,915
April	33	30	\$9,292,051	\$8,824,600	\$281,577	\$294,153
May	27	31	\$6,380,503	\$8,735,000	\$236,315	\$281,774
June	40	37	\$10,297,790	\$11,021,400	\$257,445	\$297,876
July	37	35	\$9,189,800	\$9,541,300	\$248,373	\$272,609
August	39	44	\$10,018,600	\$11,285,100	\$256,887	\$256,480
September	27	18	\$7,328,900	\$4,632,500	\$271,441	\$257,361
October	42	28	\$10,220,400	\$8,556,100	\$243,343	\$305,575
November	21	24	\$5,065,500	\$6,194,000	\$241,214	\$258,083
December		* 14		* \$3,368,300		* \$240,593
TOTAL	326.00	331.00	\$83,686,844	\$92,020,240		
MON AVG	29.00	30.00	\$7,607,895	\$8,365,476	\$257,243	\$277,532
% CHANGE - YTD	-1.5%		-9.1%		-7.3%	

% Change calculated (ThisYear - LastYear)/LastYear

* Amount is excluded from percent calculation

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**Resales Report
United Laguna Woods Mutual
November, 2019**

Close	Manor	Mutual	Price	Model/Style	Listing Realtor	Buyer Realtor	Escrow
11/27/2019	3-R	1	\$180,000	Casa Blanca	Properties With Style	HomeSmart Evergreen	Corner Escrow Inc.
11/05/2019	67-C	1	\$355,000	Seville	Seven Gables Real Estate	HomeSmart Evergreen	Granite Escrow
11/19/2019	82-U	1	\$259,500	Casa Blanca	Regency Real Estate	HomeSmart Evergreen	Granite Escrow
11/21/2019	95-D	1	\$179,000	Majorca	Century 21 Rainbow	HomeSmart Evergreen	Granite Escrow
11/05/2019	121-P	1	\$139,500	Cadiz	Century 21 Rainbow	Laguna Premier Realty, Inc	Corner Escrow Inc.
11/20/2019	125-G	1	\$228,000	Granada	Residential Agent Inc.	KW Executives	Granite Escrow
11/27/2019	166-C	1	\$175,000	Majorca	Laguna Premier Realty, Inc	HomeSmart Evergreen	Granite Escrow
11/14/2019	167-F	1	\$357,500	Barcelona	HomeSmart Evergreen	Nationwide Real Estate	Granite Escrow
11/04/2019	366-D	1	\$510,000	Seville	FSBO	FSBO	Blue Pacific Escrow
11/05/2019	644-P	1	\$280,000	Casa Linda	Surterre Properties, Inc.	Coast to Canyon Real Estate	Corner Escrow Inc.
11/27/2019	649-A	1	\$227,500	San Sebastian	ReMax Terrasol	HomeSmart Evergreen	WFG Title Company
11/08/2019	660-C	1	\$185,000	Casa Contenta	HomeSmart Evergreen	Coldwell Banker Residential	Escrow Options Group
11/04/2019	665-O	1	\$310,000	Casa Linda	Harcourts Hunter Mason	HomeSmart Evergreen	Corner Escrow Inc.
11/01/2019	669-A	1	\$180,000	Casa Linda	Laguna Premier Realty, Inc	Laguna Premier Realty, Inc	Blue Pacific Escrow
11/18/2019	809-N	1	\$120,000	Cadiz	Laguna Premier Realty, Inc	Residential Agent Inc.	Blue Pacific Escrow
11/05/2019	826-O	1	\$238,000	Casa Linda	HomeSmart Evergreen	HomeSmart Evergreen	Escrow Options Group
11/19/2019	869-B	1	\$317,500	San Sebastian	Laguna Premier Realty, Inc	Happy Realty	Granite Escrow
11/04/2019	912-N	1	\$175,000	Cadiz	Laguna Premier Realty, Inc	Laguna Beach Properties	Blue Pacific Escrow
11/13/2019	2079-C	1	\$315,000	Seville	HomeSmart Evergreen	HomeSmart Evergreen	Escrow Options Group
11/01/2019	2122-Q	1	\$185,000	Casa Contenta	Keller Williams Real Estate	Keller Williams Real Estate	The Escrow Source
11/05/2019	2218-F	1	\$149,000	Coronado	Shawwna CA Team Rogalla	Shawwna CA Team Rogalla	Mission Country Escrow

Number of Resales: 21

**Resales Report
United Laguna Woods Mutual
November, 2019**

Close	Manor	Mutual	Price	Model/Style	Listing Realtor	Buyer Realtor	Escrow
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<u>Total Resale Price:</u>			<u>\$5,065,500</u>				
<u>Average Resale Price:</u>			<u>\$241,214</u>				
<u>Median Resale Price:</u>			<u>\$227,500</u>				



MONTHLY LEASING REPORT

**Report Period:
November-2019**

MONTH	LEASES IN EFFECT				Total this year	Total last year	Total Expirations	New Monthly Transactions		
	3 Months	6 Months	12 Months	Renewed				Leases	Renewals	Extensions
January	35	44	312	163	554	500	29	30	25	0
February	29	43	296	191	559	520	19	30	31	0
March	16	34	270	224	544	506	54	25	29	1
April	13	30	254	255	552	478	45	43	36	0
May	22	27	229	282	560	491	33	58	36	1
June	25	27	208	308	568	512	24	42	31	2
July	26	28	195	329	578	524	24	41	33	3
August	20	32	183	344	579	540	24	29	34	2
September	23	32	181	345	581	524	41	31	22	3
October	10	28	181	339	558	527	22	43	40	0
November	15	31	183	344	573	546	21	27	21	3
December						558				

Monthly Average	21.3	32.4	226.5	284.0	564.2	Nov 515.3	30.5	36.3	30.7	1.4
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Percentage Leased	573	/	6323	=	9%
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New Leases = Units Sublet

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OPEN MEETING

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

Thursday, November 21, 2019 – 1:30 P.M.
Laguna Woods Village Community Center, Sycamore Room
24351 El Toro Road, Laguna Woods, CA 92637

MEMBERS PRESENT: Andre Torng - Chair, Juanita Skillman, Manuel Armendariz, Sue Margolis, and Neda Ardani

MEMBERS ABSENT: Reza Bastani

ADVISORS PRESENT: Bevan Strom and Mary Stone

ADVISORS ABSENT: None

OTHERS PRESENT: Dick Rader and Cash Achrekar

STAFF PRESENT: Francis Gomez, Blessilda Wright, Pamela Bashline, and Debbie Ballesteros

CALL TO ORDER

Andre Torng, Chair, called the meeting to order at 1:30 p.m.

ACKNOWLEDGEMENT OF PRESS

The Media was not present.

APPROVAL OF THE AGENDA

Director Armendariz moved to approve the agenda as presented. President Margolis seconded the motion.

By unanimous vote the motion carried.

APPROVAL OF MEETING REPORTS

President Margolis made a motion to approve the October 28, 2019 meeting report as presented. Director Armendariz seconded the motion.

By unanimous vote the motion carried.

CHAIR'S REMARKS

Chair Torng stated that the Committee should not be alarmed with the number of discussion items on the agenda. He further stated that the Committee will only discuss what they can within the two hour allotted meeting time.

MEMBER COMMENTS ON NON-AGENDA ITEMS

Maggie Blackwell commented on the minutes and supplemental agenda items were not published online.

Roberta Berk questioned if United has a disability policy.

RESPONSE TO MEMBER COMMENTS ON NON-AGENDA ITEMS

The Committee and staff responded to members comments.

Consent Calendar:

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

None

REPORTS

None

ITEMS FOR DISCUSSION AND CONSIDERATION

Review and Discuss Committee Charter

The Committee reviewed the Governing Documents Review Committee Charter. The Committee members commented and asked questions.

President Margolis made a motion to amend the Committee Charter as outlined below. Director Armendariz seconded the motion.

By unanimous vote, the motion carried.

Following are the amendments to the Governing Documents Review Committee Charter:

1. Review governing documents which also includes including policies, resolutions and operating rules for compliance with applicable laws;
2. Consider conformance, as required, between each governing document with another governing document;
3. Confer, as appropriate, with United Managing Agent;
4. Consult with United Corporate Counsel, as appropriate and upon approval of Board President and Committee Chair before Committee action; and

5. Make regular Committee progress reports and recommendations to the United Board of Directors regarding proposed revisions to the United governing documents which also includes including policies, resolutions and operating rules;

Review and Discuss Co-Occupancy Policy

Pamela Bashline, Community Services Manager, presented the Co-Occupancy Policy. The Committee members commented and asked questions.

President Margolis made a motion to approve Staff's Recommendation to take no further action at this time. Director Armendariz seconded the motion.

By unanimous vote, the motion carried.

Review and Discuss Resales and Sublease Policy and Procedure

Ms. Bashline presented the Resales and Lease Policy and Procedure. The Committee members commented and asked questions.

Without objection, the Committee tabled this discussion for the next meeting.

Review and Discuss Committee Advisor Qualification Procedure and Policy

Due to time restraint, the Committee tabled this item for the next meeting.

Review and Discuss Recognition Agreement for Lenders

The Committee reviewed the Recognition Agreement for Lenders. The Committee members commented and asked questions.

Without objection, the Committee tabled this discussion for the next meeting.

Review and Discuss Election Rules

Blessilda Wright, Compliance Supervisor, presented the Election Rules. The Committee members commented and asked questions.

The Committee directed staff to send the Elections Rules to legal counsel for review and comment.

Committee Member Comments

President Margolis asked the Committee for volunteers for a research group to review the Operating Rules. The group consists of President Margolis, Directors Skillman and Achrekar, Advisor Stone, and Ms. Blackwell.

Advisor Stone reminded the audience to wait their turn until called upon by the Chair.

Future Agenda Items

- Requirements for heirs to become members

- Appeals Policy
- A member guide to United governance
- Discuss standardizing Village-wide working groups which aren't specific to certain Mutual a uniformed structure and scope of work
- Tax abatement
- Roles, responsibilities and protocols
- Mission, vision, and strategic directives
- Welcome Packet

Date of next Meeting

The next meeting is scheduled for Thursday, January 16, 2020 at 1:30 p.m. in the Sycamore Room.

Adjournment

With no further business before the Committee, the Chair adjourned the meeting at 3:27 p.m.

DRAFT

Andre Torng, Chair
United Laguna Woods Mutual

OPEN MEETING

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

**Wednesday, October 23, 2019 - 9:00 a.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road**

MEMBERS PRESENT: Carl Randazzo – Chair, Juanita Skillman (in for Cash Achrekar) Andre Torng (in for Brian Gilmore), Elsie Addington, Reza Bastani

MEMBERS ABSENT: Cash Achrekar, Brian Gilmore

ADVISORS PRESENT: Walter Ridley, Ken Deppe, Janey Dorrell

OTHERS PRESENT: None

STAFF PRESENT: Guy West – Staff Officer, Laurie Chavarria, Chris Naylor

1. Call to Order

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

2. Acknowledgement of Media

Chair Randazzo noted no members of the media were present.

3. Approval of the Agenda

The agenda was approved as written.

4. Approval of Meeting Report for August 28, 2019

The Meeting Report for August 28, 2019 was approved as written.

5. Chairman's Remarks

Chair Randazzo remarked on items to be discussed in today's meeting. The Chair ended his remarks with a thought for the day by Woodrow Wilson "I not only use all the brains that I have, but all I can borrow."

6. Member Comments - (Items Not on Agenda)

- Xun Su (333-C) commented on his alteration electrical panel replacement.

Various Directors and Staff Officer Guy West responded to the member comment.

7. Department Head Update

Staff Officer Guy 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.

A motion was made and unanimously carried to move the remaining items on the Consent Calendar.

8. Project Log

9. Maintenance Programs Reports

10. Expenditures Report & Variance Explanations

11. Solar Production Report

Reports:

12. Parking Space Striping inside Cul-de-sac 45

Staff Officer Guy West summarized the report and answered questions from the Committee.

Discussion ensued regarding the seal coat program; costs for off-program striping; parking enforcement; and a previous parking study. The Committee also discussed that some cars in CDS 47 where the striping was already in place, did not park between the designated lines.

By consensus, staff was directed to table this request and address cul-de-sac striping at the upcoming 2021 Business Planning Meeting. In addition, if a previous study that may have been conducted on red curbs in United Mutual is available, staff should present this as well for review at the 2021 Business Planning Meeting.

13. Countertop Replacement Efficiencies Due to New Equipment

Staff Officer Guy West summarized the report and answered questions from the Committee.

Discussion ensued regarding the cost of the equipment and the number of countertop replacements completed each year.

14. 2020 Building & CDS Address Sign Installation Program

Staff Officer Guy West summarized the report and answered questions from the Committee.

Discussion ensued regarding the color of the building address signs.

15. Revisions to the United M&C Committee Charter 01-14-133

Staff Officer Guy West summarized the report and answered questions from the Committee.

Discussion ensued regarding architectural review; and that the Committee no longer oversees Architectural Standards and Manor Alteration Requests. A Scribner's correction will be made to change the word "liaison" to relationship in the fourth paragraph of the resolution.

On May 9, 2017, the Board established the Architectural Control and Standards Committee as a standing committee separate from the M&C Committee. The Maintenance and Construction Committee's charter has now been revised to reflect the current focus of this standing committee. The Committee shall maintain a working relationship with the Maintenance & Construction Department of the Managing Agent's organization to ensure that the real property and fixtures owned and managed by United Laguna Woods Mutual are maintained, reconditioned, improved or augmented as necessary or desired to meet the policies established by the Board of Directors, or as required by government agencies that have standing in establishing public policy.

A motion was made and unanimously approved to recommend the Board approve revisions to the United Maintenance and Construction Committee Charter which reflects the current needs of the standing committee.

16. Supplemental Funding for Solar PV Materials

Staff Officer Guy West summarized the report and answered questions from the Committee.

Discussion ensued regarding the funding source for the materials.

By consensus, staff was directed to purchase the solar PV materials as spare parts to keep on hand, using the current Energy Program allocation from the Operating Fund.

17. Shepherd's Crook Behind ALDI Grocery Store

Staff Officer Guy West summarized the report and answered questions from the Committee.

Discussion ensued regarding the various wall heights; the height of the Shepherd's Crook fencing; the use of this security measure as a deterrent only; the current area for Shepherd's Crook installation in 2019; and the CUP requirements for the amount of linear footage replacement each year.

The Committee agreed that changing the existing six foot high section of fencing to a seven foot high section would not significantly add to the deterrence, therefore the six foot section will remain as is.

By consensus, staff was asked to determine if the 660 linear feet of Shepherd's Crook fencing that has already been fabricated for El Toro Road fencing can be used in another area of United Mutual.

18. Consultant to Manage Solar PV Analysis (oral discussion)

The Senior Management Analyst provided an update on the analysis of the JCI report and solar generation and answered questions from the Committee.

Discussion ensued regarding the angle for the solar panels; the frequency of cleaning for the solar panels; the solar production guarantee by JCI; the 14% increase of solar production in July, August and September of 2019, when compared to 2018; and the solar panel drawings that are now available on the website.

Chair Randazzo requested that a meeting be set up with JCI to discuss the terms of the contract and the lack of solar production in the first two years.

19. Walkway Lighting Request Process (oral discussion)

Staff Officer Guy West summarized the walkway lighting request process and answered questions from the Committee. It was brought to the Committee's attention that lights will only be added to a walkway when they designate a change in direction or elevation.

Discussion ensued regarding walkway lighting upgrades; street lights owned by the city; and lighting to designate changes in direction or elevation only.

Director Addington stated that she will place an article in the breeze regarding the walkway lighting request process.

Items for Future Agendas:

- Electrical Infrastructure Improvements by TEC
- Copper Pipe Supply Line Leak Report (February, April, August & December)
- Drainage Improvements to Prevent Foundation Issues (Ken Deppe & a future consultant)

Concluding Business:

Committee Member Comments

- Advisor Dorrell commented on the protocol for answering resident questions.
- Advisor Deppe asked to see the Topographical maps related to drainage.
- Advisor Ridley commented on the frequency of carport cleaning.
- Director Bastani asked about SCE's infrastructure upgrades.
- Director Torng commented on Pushmatic panel replacement for alterations.
- Director Addington thanked staff for their patience.

Date of Next Meeting – February 26, 2020

Adjournment

The meeting was recessed at 11:42 a.m.



Carl Randazzo, Chair

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OPEN MEETING

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

Thursday, November 14, 2019 – 1:30 p.m.
Board Room

MEMBERS PRESENT: Annette Sabol Soule-Chair, Andre Torng, Juanita Skillman, Joe Fitzekam, Bunny Carpenter, Ryna Rothberg, Annie McCary, Cush Bhada, Leon St. Hilaire, Shaun Tumpane

MEMBERS ABSENT: None

OTHERS PRESENT: Dick Rader, Beth Perak and Pat English were present in audience

STAFF PRESENT: Brian Gruner, Jennifer Murphy, Jackie Kupfert

Call to Order

Chair Soule called the meeting to order at 1:30 p.m.

Acknowledgement of Media

There was no press present.

Approval of Agenda

A motion was made, and by consensus, the agenda was approved.

Approval of Committee Report for September 12, 2019

A motion was made, and by consensus, the report was approved.

Chair's Remarks

Chair Soule stated new GRF directors were voted in yesterday including Bunny Carpenter as the new president and Joe Fitzekam as second vice president. Yvonne Horton and Egon Garthoffner are also new to the GRF board as directors. Chair Soule recited a poignant poem from "Fulfilling Retirement Dreams" as this may be her last CAC meeting with new GRF directors. Chair Soule recognized a standing issue from the September CAC meeting regarding budget concerns from residents and hopes they will be addressed at future meetings. Chair Soule stated the Laguna Hills Mall redevelopment project mentioned in the Globe features an outdoor amphitheater which will have 6,309 parking spaces; this is wonderful news that a national mall developer worth millions of dollars will undertake this expensive project at no cost to members' assessments which will host concerts that all Laguna Woods Village members may attend by taking the bus. Chair Soule stated the following for Recreation events: a Health and Wellness Expo in March with over 1000 attendees; the Village Bazaar in April sold out at Clubhouse 5; Village Games wrapped up a week ago with 22 unique events, over 380 participants and over 800 medals distributed in total; Easter at Equestrian was well attended; the Kentucky Derby hosted a hat contest with over 100 attendees;

Cinco de Mayo sold out with approximately 200 attendees; the Monday night movie, Bohemian Rhapsody, was a sellout therefore Recreation booked another showing. Chair Soule stated the Landscape Department and Public Relations Department, in conjunction with Recreation, hosted Arbor Day at Clubhouse 1 with the planting of a Chinese pistache tree. Chair Soule stated the following facility enhancements: the current ActiveNet program has been updated to allow residents to view room availability online; etiquette signs are being posted at the facilities; the comprehensive staff training was hosted on August 14 as approved; the California Parks and Recreation Society (CPRS) installment banquet was held at Clubhouse 2 on April 4. Director Perak was in attendance at this banquet. Chair Soule stated the following operational improvements: include the implementation of a staff responsibility checklist (cleaning, walk-throughs, maintenance reporting, etc.); Emeritus survey results; Clubhouse 4 renaming survey complete; Mr. Gruner would like to invite CAC members to attend the 2020 CPRS Mini-Conference in Laguna Hills. Chair Soule stated GRF passed a motion to approve a resolution to authorize 27-Hole Golf Course Summer Closures in extreme temperature and humidity conditions. The stipulation will close 9 holes for one week when these conditions are present, permitting play on 18 holes.

Report of the Recreation and Special Events Director

Mr. Gruner reported the Huey Lewis and the News Tribute Band outdoor concert and car show was very successful. Rain tried to tamper the event, but overall it was well attended with those dancing and having fun. The Harvest Hoedown was well received; the Village Bazaar sold out at Clubhouse 5; the Arts and Crafts Bonanza had over 2400 attendees which is record breaking; Veterans Day had over 140 attendees and included speakers Mayor Cynthia Connors, the American Legion Commander Joe Rainey and Colonel Clark from the 1st Marine Regiment of Camp Pendleton. Staff has done a great job organizing events as we have so many throughout the year.

Mr. Gruner stated the following facility enhancements: new banquet chairs have been received; Performing Arts Center renovation anticipated to begin in May, 2020; Clubhouse 4 jewelry room flooring has been repaired; new ventilation system in the woodshop has been installed and a new air filtration system in ceramics will be installed. Mr. Gruner stated the Garden Center 1 new community gathering area is complete with shade covers and benches to be added. Revised operating rules have been posted at the Garden Centers and a new Grandparents Garden Club has been started at a local high school. These students are volunteering at the Garden Centers to help those unable to fully maintain their plot. The Tennis Center renovation is on schedule with hopes of starting in January with construction.

Mr. Gruner stated the following operational improvements: staffing changes have been implemented at the Performing Arts Center restructuring operating procedures; staff will host a re-grand opening when construction is complete at the Performing Arts Center; staff is working closely with the Bridge Club to improve operations and to ensure fairness.

Ms. Murphy reported on the following upcoming events: Blue Thursday music event tonight at Restaurant 19, 5 to 7 p.m.; free Monday night movie is November 18 at the Performing Arts Center and will feature On the Basis of Sex; the Thanksgiving buffet is sold out at Clubhouse 2 and 5; the Holiday Festival at Clubhouse 2 will be on December 7 at 6 p.m. with music from Sugar Plums, a Spark of Love toy drive, hot cocoa, cookies; Timeless Melodies: 1930, the year in music, will be at Clubhouse 2 on December 3; the Annual Volunteer Luncheon will be at 11:30 a.m. on December 6 at Clubhouse 5; the Christmas Buffet will be held on December 25 at Clubhouse 5 at 1 p.m.; New

Year's Eve may be celebrated at the Performing Arts Center with Ricky Nelson Remembered tribute at 6 and 8:30 p.m. and at the Clubhouse 5 Rockin' New Year's Eve dance at 6:30 p.m.

Ms. Murphy reported the return of the themed dinners beginning in February with a Parisian menu. The Soup and Salad Buffet will be replaced with a Mexican Buffet beginning in January. Monday Night Football at the Village Greens will continue until December 23 and will host free chips and salsa and happy hour food specials. The Holiday Light Tour bus excursion will be held December 17, 18 and 19 at 7 p.m. each night. The lottery for this excursion will be on November 25. January 22 will be the Disneyland excursion with a \$10 bus fee. This new fee will be implemented for each excursion beginning in January, 2020. The free Hatha Yoga class with Kristine deYoung will be at Clubhouse 7 on Fridays from 1 to 2:15 p.m.

Director Bhada inquired about retaining the old banquet chairs, Bonanza advertising in OC Register and stated the gate ambassador was not aware of the event. Mr. Gruner stated the old banquet chairs will be sent to the warehouse for auction and the Video Club will receive 75 chairs as requested. Advertising in the OC Register is quite expensive, so electronic media was utilized for the Bonanza this year. This generated over 600 users of the shuttle from remote parking and allowed the gate ambassador to restrict non-residents entering Laguna Woods Village. Director Bhada inquired about the auction at the warehouse and may a club, facility, such as the Library, or an outside agency purchase the chairs. Mr. Gruner reported the Purchasing Department and warehouse staff will work together for the auction and if the chairs are not purchased by residents, they may be purchased by an outside agency. The Library received chairs that were being stored in the Community Center.

Ms. Olsen reported the following Equestrian Center updates: the center is currently understaffed and continue to recruit for valuable staff with minimal disruption to boarders; all water dishes are being inspected and replaced when necessary; the tamper machine has been repaired and work has resumed on stalls to level them as needed; improvements in the arena and hot walker grading schedules and processes; improvement in scheduling of regular trail maintenance; staff is currently preparing for the rainy season. Ridership is slowing down with consistent local riders instead of those visiting from out of town. The average number of riders per day is 42 with 26 young riders on the weekends. Only five horses are considered appropriate for this young age. Five riders are the average for trail riders. There has been positive feedback with regards to the new curriculum. The Harvest Hoedown had 300 attendees featuring the Silverados, BBQ food truck and kid activities. Upcoming events include Easter at Equestrian, Play Day and the Harvest Hoedown. Additional revenue will include an educational program, equestrian fitness and safety and etiquette classes once fully staffed. A marketing strategy of listing local equestrian centers was created for both non-residents and residents as we are private. A general equestrian informational list was also created for resident reference. Ms. Olsen was interviewed on Village TV and includes Globe write-ups to inform all residents of what the Equestrian Center offers. To keep communication open, boarder meetings are scheduled 6 times per year.

Chair Soule inquired as to the time of the November 16 Boarder meeting and stated Ms. Olsen does great job on Village TV. Ms. Olsen stated the meeting is at 11 a.m. and the 2020 schedule will be distributed to the boarders at that time.

Member Comments (Items Not on the Agenda)

Members spoke on the following topics: Clubhouse 1 Main Lounge blinds; adjustment to the Community Center Fitness Center opening hours to 7 a.m. and closing hours to 5 p.m.; support of the rise of dues if properly spent; indoor heated pool for the community; soup and salad continuation for 2020 and a healthy meal option replacement; the Bonanza shuttle was a wonderful idea; the PAC renovation.

Director Torng inquired as to all Fitness Centers hours were to be adjusted. The resident stated only requesting the adjustment for the Community Center Fitness Center. Chair Soule stated an Emeritus class begins at 8 a.m. and thus encouraged the early group to meet for outdoor exercise.

Director Soule stated Goldfish Swim School is very successful. Director Skillman stated there is a heated pool at LA Fitness locally.

Mr. Gruner stated soup and salad was reviewed as the attendance has continually declined. The resident stated the attendance declined when the dinner location was changed.

Mr. Gruner stated the project will start May 1, not finish in May as Director English understood. Director English stated she would like Mr. Gruner to clarify what is meant by finished. Mr. Gruner stated to renovate, repair and address safety concerns. Chair Soule confirmed construction will start in May. Director Torng inquired as to using Clubhouse 5 for performance events. Mr. Gruner stated if available, events will be relocated.

Mr. Gruner will review the fitness center hours once again and stated staff will research new blind options for Clubhouse 1 with M & C as replacement cost is the main issue. A Fitness Center petition is not necessary at this time. Advisor Tumpane stated the Fitness Center is quite crowded from 8 to 10 a.m. and would like to see staff review an adjustment to the hours of operation. Mr. Gruner will update CAC at the January meeting. Chair Soule stated the plans for the Clubhouse 1 renovation will be available in February, 2020. Right now it's wait and see whether consideration given within those Clubhouse 1 plans for an indoor pool.

CONSENT

A motion was made, and by consensus, the consent calendar was approved.

REPORTS

Off Season Kids Swim Hours Adjustment– Mr. Gruner stated the staff recommendation to adjust the off-season Children's Swim program hours from noon to 2 p.m. to 2 to 4 p.m. at Pool 2 from October 1 to Memorial Day.

Discussion ensued.

Staff was directed to present statistics of Pool 2 attendance regarding this request as Chair Soule indicated this may disrupt lap swimmers and seniors using the pool extensively at the times requests. Staff will bring forth the requested statistics at next CAC meeting in January, 2020.

ITEMS FOR DISCUSSION AND CONSIDERATION

Emeritus Ad Hoc Committee Update – Mr. Gruner stated in July an Ad Hoc committee was formed to review a survey that Emeritus conducted. The analysis showed we are on track with class provisions and the committee decided that meetings were no longer necessary. Recreation is working with OLLI (UCI) to bring educational lectures to Laguna Woods Village in 2020. Chair Soule stated for it to be free and onsite is incredible as OLLI is currently approximately \$200 per person and hosted at the Irvine Train Station.

Policy Review and Discussion (Clubs Conducting Business for Profit) - Ms. Murphy stated at the September CAC meeting staff was directed to research those clubs that were connected to an outside organization. This review was to consider raising fees for those clubs. After review, it was discovered that many clubs would be affected thus no extra fees would be charged per the committee organized for this review. Director McCary inquired as to number of meetings each club may have with some holding more than others. Ms. Murphy stated a new policy was instated to encourage a lower number of club meetings for better room availability. Director Torng stated these club events are a benefit to our residents and for promoting Laguna Woods Village. Director Bhada stated this review was requested as organizations may have been sending monies collected within Laguna Woods Village to the outside agency.

ITEMS FOR FUTURE AGENDAS

Director Carpenter requested staff to add review of guideline signs posted at all the clubhouses.

Director Torng requested staff to present the CAC charter for review in January. Director Soule indicated that reviewing the Charter is an annual occurrence.

Director McCary inquired as to a club update. Mr. Gruner stated there are 277 approved clubs, three clubs are on the wait list and 28 clubs are not compliant with current roster or forms. Notices are sent out to each club that is not compliant and will be disbanded if not responsive after three attempts. No further staff direction was given at this time.

CONCLUDING BUSINESS

Committee Member Comments

Mr. Gruner stated it has been a pleasure working with CAC and looks forward to another successful year in Recreation.

Ms. Murphy stated it has also been a pleasure working with CAC and with the holidays coming, please take good care of your health.

Director Bhada thanked staff and the committee and wished everyone happy holidays.

Director McCary thanked the committee for being patient with her being new, enjoys working with CAC and wished everyone happy holidays.

Director Fitzekam stated that Laguna Hills Board of Directors viewed the Laguna Hills Mall proposed plans. They seem to be upset as the revenue may not be as much as previous thought.

Director Skillman stated the double-sided sign-in sheets should remain one page instead of two.

Director Torng stated his enjoyment of working on this committee and congratulated Chair Soule for running the meetings efficiently.

Director Rothberg thanked staff and wished everyone a happy New Year.

Advisor St. Hilaire thanked everyone for letting him be on this committee.

Advisor Tumpane thanked staff and congratulated Chair Soule for running the meetings efficiently.

Chair Soule stated she is thrilled for the new GRF board and thanked staff and all committee members for their service. The next CAC meeting is January 9, 2020 at 1:30 p.m.

Date of Next Meeting

The next regular meeting of the GRF Community Activities Committee will be held at 1:30 p.m. at the Community Center in the Board Room on Thursday, January 9, 2019.

Adjournment

There being no further business, the Chair adjourned the meeting at 3:07 p.m.



Annette Sabol Soule
Annette Sabol Soule, Chair



OPEN MEETING
THE GOLDEN RAIN FOUNDATION
MEDIA AND COMMUNICATIONS COMMITTEE
Monday, November 18, 2019, at 1:30 p.m.
Laguna Woods Village Community Center, Board Room
24351 El Toro Road, Laguna Woods, CA 92637

REPORT

MEMBERS PRESENT: Chair Annette Sabol Soule, Directors Pat English, Bunny Carpenter, Annie McCary, Elsie Addington, Lynn Jarrett, Juanita Skillman, Ryna Rothberg and Adviser Steve Carman.

MEMBERS ABSENT: Advisers Sheila Bialka and Lucy Parker.

OTHERS PRESENT: Beth Perak – GRF, Dick Rader – GRF, Cush Bhada – Third, Jon Pearlstone – Third and Joan Milliman – Former GRF Board Member

STAFF PRESENT: Eileen Paulin, Chuck Holland, Jackie Kupfert and Ellyce Rothrock

1. **Call to Order**
Chair Annette Sabol Soule called the meeting to order at 1:30 p.m.
2. **Acknowledgement of Media**
None.
3. **Approval of the Agenda**
Agenda was approved.
4. **Approval of Meeting Report from September 16, 2019**
Report was approved.
5. **Chair's Remarks**
Chair Soule stated she is the acting chair of today's meeting. She recognized the service of the directors of all boards and committees. She thanked and honored Joan Milliman for her service as previous chair of the Media and Communications Committee; as a member of the Community and Activities Committee and for her service on GRF. Chair Soule stated Ms. Milliman was an integral part of many programs including, but not limited to, the Village Breeze, the Centenarian project and Thrive.
6. **Member Comments (Items not on the Agenda)**
Dick Rader 270-D was called to speak regarding the nightly news program having pauses and becoming temporarily scrambled.

Director Annie McCary and Director Pat English reported having similar problems.

Mr. Holland will have staff look into the issue.

Joan Milliman 969-3E was called to speak requesting to be an advisor for Media and Communications Committee.

7. Director's and Staff Forum

None.

REPORTS:

8. Broadband and Contracts Report - Chuck Holland

Mr. Holland provided his monthly report on Contract Renewals, updating the committee on the removal of channels KCOP My 13 and KTTV Fox in December 2019. A reduction in assessments in 2019-\$19 to 2020-\$10.96 will occur. Mr. Holland reported on Subscriber Counts year to date including transition from SD to HD by the end of the first quarter, 2020. The report reflects the number of homes using the services and/or equipment. Mr. Holland mentioned if the committee wishes to discuss the financials of the contracts, it would have to be done in closed session. As of now there are 110 contracts.

Chair Soule stated the best way to communicate the savings in the removal of the Fox channels, would be to reduce columns using figures providing 2019 dollar cost and 2020 dollar cost. She inquired about financially helping residents who may not be able to afford the HD converter box. Mr. Holland deferred to the Foundation which would know of those that are need based.

Mr. Holland gave his monthly report on Proforma Broadband Services including:

- Merchandise Sales
- Broadband Services
- Miscellaneous Expenses
- Employee Compensation
- Compensation Related Expenses
- Materials and Supplies
- Utilities and Telephone
- Legal Fees
- Outside Services
- Repairs and Maintenance
- Other Operating Expenses
- Property and Sales Tax
- Cable Programing/Copyright/Franchise Fees
- Uncollectible Accounts

Chair Soule inquired as to change in the Worker's Compensation insurance. Mr. Holland stated it may have been due to reclassification with OSHA and referred questions to Human Resources.

Director Annie McCary inquired as to the overtime on weekends and is there a person available in the field. Mr. Holland stated a technician is on call for technical problems systematically, not for individual persons. Director McCary inquired as to scheduled technicians availability and long length of wait time. Mr. Holland stated many factors such as type of order, staff out of office and number of calls scheduled may hinder the availability of staff. Chair Soule inquired as to the budget line item labeled electricity. Mr. Holland answered staff is currently monitoring the usage of electricity.

Director Juanita Skillman requested staff research showing residents how to use streaming. Director Elsie Addington requested staff provide tutorials on Village TV. Advisor Steve Carman stated the Video Club is recording 30-second clips for clubs and offered help. Eileen Paulin would like the instructions of streaming to come from volunteers rather than Mr. Holland.

Director Pat English requested Mr. Holland attend a GRF meeting to inform the residents of the upcoming changes and cost savings.

Mr. Rader spoke regarding the education of streaming via the computer clubs on the third floor.

Chair Soule suggested using "savvy senior" moments on Village TV. Advisor Carman stated the monthly meeting of the Video Club is this Thursday at 6:30 p.m. at Clubhouse 2 Video Club lab with subject being the 30-second video offering.

9. Marketing and Communications Report - Eileen Paulin

Ms. Paulin provided her monthly report on Marketing and Communications stating October was very busy. This included workflow, iContact statistics, Docent Report, New Resident Orientations and significant projects. Ellyce Rothrock has been working on the website improvements. Ms. Paulin reported that Mr. Holland recently completed an excellent update to the search feature on the website. Ms. Paulin discussed the benefit of an all-board orientation program. The staff is recommending an orientation workshop for all board members after January 1.

The iContact database was reviewed. Open rates may be subjective as targeted audiences (pool users, gardeners) are more likely to open an email specific to their interest. Docent tours are going very well. Ms. Paulin had dais refer to the Docent Tour response card survey. Ms. Paulin stated Becky Jackson has been diligent in updating the CodeRED list as many emails are listed incorrectly in ICE. Mr. Holland has staff currently cleaning ICE database. Ms. Paulin stated new resident orientations are going well.

Director Skillman inquired as to adding basic mutual real estate information within the packet. Ms. Paulin stated the materials already cover this and attendees may ask for financial requirement documents at the end of the tour.

Chair Soule stated the iContact table may need modification and could there be a survey sent on what they would like to receive. Ms. Paulin stated there will be a sheet in the

annual package for those to indicate what they would like to receive. Chair Soule inquired as to the standard footer policy. Ms. Paulin stated a newer version will be available next year. Chair Soule pointed out the GRF End of Year Presentation did not occur this year.

Ms. Paulin stated this was the first year all the inserts have been standardized by MarComm. Director Skillman requested a table of contents. Ms. Paulin stated this would come from the Finance Department.

Director Rothberg would like the Towers included on future planning.

ITEMS FOR DISCUSSION AND CONSIDERATION:

10. Presentation of Trash and Recycling Communication

Ms. Paulin presented the Trash and Recycling Communication Project utilizing a PowerPoint presentation. She identified:

- Contamination by dumping
- Dumping in Third
- Contaminated recycling
- Dump and run
- Trash and recycling misinformation
- Waste Management
- Illegal dumping
- Communication barriers
- Flyers that meet the challenges
- Touchpoints: disposal sites, website, mail rooms, laundry rooms, racks, realtors, monitors, Village TV, hold messages, Sales and Leasing , Alterations and Social Services
- Wishful Recycler Campaign (quiz): Facebook, Village TV and board meetings
- Present campaigns at board meetings

Ms. Paulin reported the contract is confirmed with Memorial Care regarding the magazine. This magazine will result in enhanced communication and cost savings for Laguna Woods Village.

ITEMS FOR FUTURE AGENDAS:

None.

CONCLUDING BUSINESS:

10. Committee Member Comments

Advisor Carman stated this was a good meeting and enjoys them. He will be out of town for the next meeting.

Director Rothberg stated she feels as though the Towers are forgotten and would like to meet with Ms. Paulin regarding the Village Breeze and the upcoming magazine.

Director Skillman stated excellent meeting with lots of information disseminated.

Director Bunny Carpenter stated great meeting.

Director McCary stated Ms. Paulin presented a wonderful presentation.

Director Lynn Jarrett stated this was a great meeting and thanked Ms. Paulin for wonderful presentation which will be most valuable to the 3-story buildings.

Mr. Holland stated we are not forgetting the Towers and stated his team worked diligently to get phones working during the fires up north.

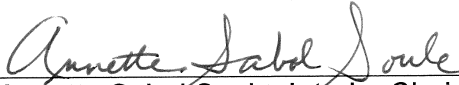
Ms. Paulin stated she is happy to meet with Director Rothberg as getting Towers content is difficult and would like to discuss what will work best to get the information to the residents at the Towers.

Chair Soule thanked all for their input and Mr. Holland and Ms. Paulin for their complete information.

11. Date of Next Meeting - Monday, December 16, 2019, 1:30 p.m. in the Board Room

12. Adjournment

Meeting was adjourned at 3:19 p.m.


Annette Sabol Soule, Interim Chair
Media and Communications Committee

**REPORT OF REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION
MOBILITY AND VEHICLES COMMITTEE**

Tuesday, October 29, 2019 – 1:30 p.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road, Laguna Woods, CA 92637

MEMBERS PRESENT: Ray Gros-Chair, Don Tibbets, Judith Troutman, Steve Parsons (filling in for Craig Wayne), John Frankel, Elsie Addington, John Dalis, Reza Bastani

ADVISORS:

MEMBERS ABSENT: Craig Wayne

OTHERS PRESENT: Diane Phelps, Juanita Skillman, Lynn Jarrett, Annette Soule, Beth Perak

STAFF PRESENT: Chris Laugenour, Francisco Perez, Tiffany Rivas, Elizabeth Cortez, Siobhan Foster, Eileen Paulin, Ellyce Rothrock, Jeff Parker, Tim Moy, Chuck Holland, Catherine Laster, Pamela Bashline

1. Call to Order

Chair Gros called the meeting to order at 1:30 p.m.

2. Acknowledgment of Media

Media present- meeting recorded for future reference.

3. Approval of the Agenda

The agenda was approved by consensus.

4. Approval of Meeting Report for October 2, 2019

The Regular Meeting Report of August 7, 2019 was approved by consensus.

5. Chair's Remarks

Chair Gros read over the recommendation topics presented by consultants Fehr and Peers at the October 2nd, 2019 Mobility & Vehicle meeting. He stated staff has done a tremendous job working with the consultants. He believes the audience will be happy with staff recommendations. He suggested to the audience to give the recommendations a chance.

6. Member Comments (Items Not on the Agenda)

Several residents expressed concern and frustration regarding the Plan-A-Ride scheduling process and difficulty with getting an appointment when calling Transportation.

A resident suggested to the committee that bus excursions/tours should have a charge. Spoke about the bus drivers and their busy schedules.

A resident complimented the bus drivers and asked the committee about rules and regulations regarding scooters on the buses.

7. Response to Member Comments

Mr. Laugenour: Addressed that many of the upcoming recommendations will incorporate identified issues; once recommendations are approved it is important to educate the community and train the bus drivers on the new bus routes and transportation system.

Chair Gros: Stated the staff recommendations will still need to be approved by the GRF board.

Director Troutman: Thanked the members who spoke; apologized to those who have been inconvenienced by the transportation system software.

Items for Discussion and Consideration

8. Transportation System Service Recommendations

Mr. Laugenour summarized his report outlining staff recommendations to improve the Transportation Systems. Important recommendations include the following:

- A redesigned fixed route system that incorporates neighborhood, commercial and wellness routes with pick-ups every 30 minutes.
- Expand the Fixed Route service to include Saturdays.
- Re-prioritize Plan-A-Ride services to focus on those with medical disabilities.
- Negotiate with Lyft Rideshare to provide on-call services during the evening hours and all day Sunday.

Committee members and residents shared comments and a motion was made by Director Troutman and seconded by Director Dalis to approve staff recommendations. The motion was approved unanimously by the Committee.

Items for Future Agendas:

- 9. Bus Policy Updates – Use by Non-Profit Agencies**
- 10. ADA Policy Review**
- 11. Staff Turnover Report**

Concluding Business:

12. Committee Member Comments

The committee thanked staff for the report and for the work entailed in providing the recommendations.

13. Date of Next Meeting – Wednesday December 4, 2019 - 1:30 PM

14. Adjournment

The meeting was adjourned at 3:10 p.m.



Ray Gros, Chair
GRF Mobility & Vehicles Committee

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