



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

**Tuesday, January 14, 2020- 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 Achrekar**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of the Meeting Minutes**
 - a. December 10, 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 December 10, 2019, Open Forum – Director Ardani
- 9. Update from VMS – Director Pacella**
- 10. CEO Report**

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. Landscape Committee Recommendations:

- (1) Ratify the Decision to Award a Contract to West Coast Arborists, Inc. in the amount of \$503,121, which includes a ten percent contingency, to perform the tree maintenance services
- (2) Recommend to Approve Request for Tree Removal (140-D Avenida Majorca) – one Canary Island Pine
- (3) Recommend to Approve Request for Tree Removal (179-A Avenida Majorca) – one Carrotwood
- (4) Recommend to Approve Request for Tree Removal (219-A Avenida Majorca) – three Canary Island Pines
- (5) Recommend to Approve Request for Tree Removal (519-D Calle Aragon) – two Canary Island Pines
- (6) Recommend to Approve Request for Tree Removal (2058 Via Mariposa East) – Staff Recommendation to remove four Canary Island Date Palms
- (7) Recommend to Deny Request for Tree Removal (228-D Avenida Majorca) – one Fern Pine

b. Finance Committee Recommendations:

- (1) Approval of Resolution to Record Lien against Member ID# 947-419-30
- (2) Approval of Resolution to Record Lien against Member ID# 947-436-42
- (3) Approval of Resolution to Record Lien against Member ID# 947-369-11

- c. 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 November 2019, and such review is hereby ratified.

12. Unfinished Business

- a. Entertain a Motion to Adopt a Resolution to Increase Late Charges for Fines, Fees and Chargeable Services (**DECEMBER 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 Introduce a Resolution for a Species-Based Tree Trimming Policy (**JANUARY initial notification- must postpone 28-days for Member comment and review to comply with Civil Code §4360**).

- b. Entertain a Motion to Change the Procedure for the Yellow Stake Program with Landscape Request Forms
- c. Open Nominations for Treasurer
Entertain a Motion to Revise the Officer Appointment Resolution

14. Committee Reports

- a. Report of the Finance Committee / Financial Report – Director Gilmore. The Committee met in November 26, 2019; next meeting January 28, 2020, 1:30 p.m. in the Sycamore Room.
 - (1) Treasurer's Report
 - (2) Resales/Leasing Reports
- b. Report of the Architectural Control and Standards Committee – Director Gilmore. The Committee met on November 21, 2019; next meeting January 16, 2020, 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 December 26, 2019; next meeting January 23, 2020, 9:00 a.m. in the Sycamore Room.
- e. Report of the Governing Documents Review Committee – Director Torng. 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 December 12, 2019; next meeting February 13, 2020, 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.
 - (1) Handyman Committee – Director Achrekar.
- h. Report of the Resident Advisory Committee – Director Ardani. The Committee met on December 12, 2019; next meeting January 16, 2020, 4:00 p.m. in the Sycamore Room.

15. GRF Committee Highlights

- a. Report of the Finance Committee – Director Skillman. The Committee met in December 18, 2019; next meeting, February 19, 2020, 1:30 p.m. in the Board Room.
- b. Report of the Community Activities Committee – Director Skillman. The Committee met on January 9, 2020; next meeting March 12, 2020, 1:30 p.m. in the Board Room.
- c. Report of the Landscape Committee – Director Armendariz. The Committee met on December 4, 2019; next meeting February 12, 2020 at 1:30 p.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.
 - (1) 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 January 10, 2020.
- f. Report of the Media and Communication Committee – Director Skillman. The Committee met on December 16, 2019; next meeting January 22, 2020, 9:30 a.m. in the Board Room.
- g. Report of the Mobility and Vehicles Committee – Director Addington. The Committee met on November 27, 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 January 20, 2020, at 1:30 p.m. in the Board Room.
- i. Laguna Woods Village Traffic Hearings – Director Addington. The Hearings were held on December 18, 2019; next hearings January 15, 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) December 10, 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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**MINUTES OF THE OPEN MEETING OF THE
BOARD OF DIRECTORS OF UNITED LAGUNA WOODS MUTUAL
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

**Tuesday, December 10, 2019, 9:30 a.m.
24351 El Toro Road, Laguna Woods, California**

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

Directors Absent: None

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

Discussion ensued among the directors.

President Margolis called for the vote and the motion passed unanimously.

5. Approval of Minutes

- a. October 31, 2019—Agenda Prep
- b. November 12, 2019—Regular Open Session

Director Randazzo made a motion to approve the minutes of October 31, 2019, Agenda Prep. The motion was seconded by Director Armendariz.

President Margolis called for the vote and the motion passed unanimously.

Director Armendariz made a motion to approve the minutes of November 12, 2019, Regular Open Session. The motion was seconded by Director Randazzo.

Discussion ensued among the directors.
Director Achrekar requested changes to the minutes.

President Margolis called for the vote and the motion passed by a vote of 9-1-1 (Director Achrekar opposed, Director Torng was absent for the vote).

6. Report of the Chair

President Margolis commented about the time that it takes to volunteer for the Board. She acknowledged Cheryl Silva, Corporate Secretary, for her dedication and hard work for the Board. The Board presented Ms. Silva with a card and fruit basket.

7. Open Forum

Members made comments regarding the following:

- A Member commented on the benefits of Laguna Woods Foundation, the foundation can help provide information about financial assistance programs;
- A Member commented problems with the lift to get to the upstairs units near her manor;
- A Member commented about the need for a bus bench for people to wait for a ride near her manor;
- Two Members commented about the discord among the board members and thanked the board for their hard work;
- A Member encouraged residents to donate to the Village Community Fund and asked for member suggestions;
- A Member spoke in favor of appointing Mary Stone to the VMS Board because of her experience in the community;
- A Member spoke in favor of the Handyman Project.

8. Responses to Open Forum Speakers

Several Directors responded to Member comments:

- CEO responded that staff will follow-up on the lift and bench issues to see what needs to be done;
- Director Achrekar responded to the discord comment and thanked Diane Phelps and Chris Collins for their work on the Community Village Fund and Laguna Woods Village Foundation;
- Director Randazzo asked Chris Collins to repeat the phone numbers for the Laguna Woods Village Foundation and the other financial assistance programs for the audience.

a. Follow-up from the November 12, 2019, Board Meeting Open Forum – Director Ardani

Director Ardani commented that four members commented last meeting and do not require follow-up.

9a. Update from VMS - Director Rader

Director Rader gave a presentation from the VMS Board Meeting and discussed goals of the VMS Board. Some of the VMS Board accomplishments and achievements include:

- Human Resources has done a great job recruiting highly qualified staff;
- VMS has improving customer service;
- Customer service requests are tracked;
- Work orders are completed in a timely fashion;
- New energy saving projects;
- Replacement of Roundup with an alternative weed killer;
- Recreation Department has increased activities at Clubhouse 3 and the Equestrian Center;
- Security has done a good job keeping the community safe;
- Emergency Preparedness program has been implemented;
- Architectural Manor Alterations have been standardized;
- Broadband programing changes has been reduced costs;
- Social Services Department has added services;
- Key Performance Indicators for each department have been added;
- VMS Board is devoted to meeting the needs of the community.

Director Rader thanked the VMS staff for their hard work.

9b. 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.

Legal Counsel made a statement about the process for appointing members to the VMS Board which is in accordance with the bylaws.

Discussion ensues among the Directors about the rules of the election.

President Margolis introduced the candidates running for the United/VMS Board position:

- Bradford Park
- Cynthia Rupert
- Abodol Riahi; was not present
- Mary Stone

The candidates gave their candidate statement and answered questions from the Board.

The Board voted by secret ballot.

President Margolis announced that Cynthia Rupert was appointed to serve as the new United Mutual/VMS Board Director (term ending 2022) and she will be seated at the VMS Annual Meeting on December 18, 2019.

The ballot count was requested by the audience, and was granted. The count was 5 votes for Cynthia Rupert, 2 votes for Abdol Riahi, and 4 votes for Mary Stone.

10. CEO Report

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

- The Village 2020 Business Plans has been mailed out to residents;
- The holiday hours at VMS and GRF facilities are posted on the website;
- Monthly Bulky Trash Item Collection Schedule is posted on the website, bulky items can be placed by your nearest trash enclosure the night prior no later than 7 a.m. on the third Saturday of each month;
- Landscape picks up curbside live trees and recycles them into mulch for use throughout the Village. Trees will be picked up on Fridays starting December 27;
- Transportation enhancements will begin in January 2020. Two important informational meetings will be held in December for the new Transportation services coming to the Village in January: Tuesday, December 17, 1 p.m. at the Towers Lortscher Hall and Wednesday, December 18, 10 a.m. at Clubhouse 1 Main Lounge;
- SCE Issues Local Aerial Inspection Notice. Inspection will be occurring by drones over the next few weeks by SCE. This has been approved by Security;
- A New Search tool has been added on website;
- Holiday transportation schedule is available on the website;
- 31 RV parking spaces are available.
- Strategic Retreat Results
 - 3 year goals
 - 21 new goals under these categories
 - United Board and leadership be kept informed

11. Consent Calendar

11a. Finance Committee Recommendations:

- (1) Approval of Resolution to Record Lien against Member ID# 947-387-32;

RESOLUTION 01-19-90 **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.

(2) Approval of Resolution to Record Lien against Member ID# 947-423-15;

RESOLUTION 01-19-91
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.

(3) Approval of Resolution to Record Lien against Member ID# 947-371-10;

RESOLUTION 01-19-92
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.

- (4) Approval of Resolution to Record Lien against Member ID# 947-407-49;

RESOLUTION 01-19-93
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.

- (5) Approval of Resolution to Record Lien against Member ID# 947-372-06;

RESOLUTION 01-19-94
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.

- (6) Approval of Resolution to Record Lien against Member ID# 947-408-42;

RESOLUTION 01-19-95
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.

- (7) Approve Resolution to File in Small Claims Court against Member ID# 947-408-33;

RESOLUTION 01-19-96
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.

- (8) Approve Resolution to File in Small Claims Court against Member ID# 947-405-32;

RESOLUTION 01-19-97
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.

- (9) Approve Resolution to File in Small Claims Court against Member ID# 947-405-27

RESOLUTION 01-19-98
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.

- (10) Approve Resolution to File in Small Claims Court against Member ID# 947-388-42

RESOLUTION 01-19-99
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.

(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.

11b. Resolution to Update United Mutual and GRF Committee Appointments

Resolution 01-19-100
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 Mehrair, 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 01-19-101
Golden Rain Foundation Committee Appointments

RESOLVED, December 10, 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

Village Energy Task Force

Carl Randazzo
Brian Gilmore

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.

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

President Margolis called for the vote on the Consent Calendar and the motion passed 9-1-1 (Director Armendariz opposed, Director Bastani abstained).

12. Unfinished Business

12a. Entertain a Motion to Introduce for Revised Alteration Standard 27: Soft Water Units

Director Randazzo read a synopsis of the following resolution:

RESOLUTION 01-19-102
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, 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.

Director Randazzo made a motion to adopt a resolution to revise alteration standard 27: soft water units. The motion was seconded by Director Gilmore.

Discussion ensued among the Directors.

President Margolis called for the vote and the motion passed by a vote of 9-0-0 (directors Armendariz and Torng were absent for the vote).

12b. Entertain a Motion to Introduce for Revised Alteration Standard 30: Water Heater Relocation

Director Randazzo read a synopsis of the following resolution:

RESOLUTION 01-19-103
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, 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 notification for member review and comment to comply with Civil Code §4360 has been satisfied.

Director Randazzo made a motion to adopt a resolution to revise alteration standard 30: water heater relocation. The motion was seconded by Director Gilmore.

Discussion ensued among the Directors.

President Margolis called for the vote and the motion passed by a vote of 9-0-0 (Directors Armendariz and Torng were absent for the vote).

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

Director Randazzo read a synopsis of the following resolution:

RESOLUTION 01-19-104
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 recognize 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.

Director Randazzo made a motion to adopt a resolution to revise alteration standard 36: ramps. The motion was seconded by Director Achrekar.

Discussion ensued among the Directors

President Margolis called for the vote and the motion passed 8-1-1 (Director Liberatore opposed, Director Addington abstained and Director Ardani was absent for the vote).

13. New Business

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

Director Skillman read a synopsis of the following resolution:

RESOLUTION 01-19-105 **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 Skillman made a motion to approve a resolution for the Governing Documents Review Committee Charter. The motion was seconded by Director Randazzo.

Discussion ensued among the Directors.

A member in the audience made a comment on the resolution.

President Margolis called for the vote and the motion passed 6-5-0 (Directors Bastani, Achrekar, Skillman, Addington and Liberatore opposed).

- 13b.** Entertain a Motion to Introduce a Resolution to Increase Late Charges for Fines, Fees and Chargeable Services

Director Addington read a synopsis of the following 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.

Director Addington made a motion to approve the resolution for 28-day review. Director Randazzo seconded the motion.

Discussion ensued among the directors.

President Margolis called for a vote and the motion passed 9-2-0 (Directors Achrekar and Bastani opposed)

13c. Entertain a Motion to Endorse NeighborING as an Alternative to Discontinued Handyman Services Program

Director Achrekar explained the Handyman Services Program.

Director Achrekar made a motion to Endorse NeighborING as an Alternative to the discontinued Handyman Services Program. Director Randazzo seconded the motion.

Discussion ensued among the Directors.

Legal Counsel responded to questions asked by the Board.

Several members gave comments regarding the endorsement.

President Margolis called for a vote and the motion passed 8-2-0 (Directors Armendariz and Liberatore opposed, Director Torng was absent for the vote).

13d. Landscape Committee Recommendation – Award of Contract for Tree Maintenance Services (contingent on approval of the Board in closed session)

President Margolis notified that a contract would be discussed in closed session and the decision of the board would appear on the Consent Calendar in January.

14. Committee Reports

- 14a.** Report of the Finance Committee / Financial Report – Director Addington showed a presentation on the Treasurer's Report and reviewed the resale and lease reports. The Committee met on November 21, 2019; next meeting will be January 28, 2020, 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 November 21, 2019; next meeting will be January 16, 2020, 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. The next meeting is TBA.
- 14d.** Report of Member Hearings Committee – Director Liberatore gave a report from the last Committee meeting. The Committee met on November 27, 2019; next meeting will be December 26, 9:00 a.m. in the Sycamore Room.
- 14e.** Report of the Governing Documents Review Committee – Director Skillman gave a report from the last Committee meeting. The Committee met on November 21, 2019; next meeting will be January 16, 2020, 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 met on October 23, 2019; next meeting February 26, 2020 at 9:00 a.m. in the Board Room.
 - Handyman Task Force—Director Achrekar gave a report for the Handyman Task Force. The Committee met on December 2, 2019 at 2:00 p.m.
- 14h.** Report of the Resident Advisory Committee – Director Ardani gave a report from the last Resident Advisory Committee. The Committee met on November 14, 2019; next meeting will be December 12, 2019, 4:00 p.m. in the Sycamore Room.

15. GRF Committee Highlights

- 15a.** Report of the Finance Committee – Director Addington 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 November 14, 2019; next meeting will be January 9, 2020, 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 December 4, 2019; next meeting will be February 14, 2020, 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 February 12, 2020, 9:30 a.m. in the Board Room.
 - PAC Ad Hoc Committee—The Committee met on December 12, 2019 at 2:00 p.m. in the Board Room.
- 15e.** Village Energy Task Force Charter – Director Randazzo gave a report from the last Task Force meeting. The Task Force will meet on January 10, 2020 at 1:00 p.m. in the Board Room.
- 15f.** Report of the Media and Communication Committee – Director Skillman gave highlights from the last Committee meeting. The Committee met on November 18, 2019; next meeting will be December 16, 2019, 1:30 p.m. in the Board Room.
- 15g.** Report of the Mobility and Vehicles Committee – Director Gilmore gave highlights from the last Committee meeting. The Committee met on December 4, 2019; next meeting will be February 5, 2020, 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 Ardani summarized the frequently repeated violations heard at the traffic hearings. The hearings were held on November 20, 2019; next hearings will be on December 18, 2019, 9:00 a.m. in the Board Room and 1:00 p.m. in the Sycamore Room.
- 15j.** Disaster Preparedness Task Force – Director Achrekar gave highlights from the last Committee meeting. The Task Force met on November 26, 2019; next meeting will be on January 28, 2020, 9:30 a.m. in the Board Room.

16. Future Agenda Items

- 16a.** Committee Advisor Qualifications, Procedures and Policy
- 16b.** Alternative Heat Source Policy
- 16c.** Require a Recognition Agreement for Lenders (Referred back to Committee)

17. Director's Comments

- Director Gilmore commented about helping employees with commuting;

- Director Achrekar commented about the Landscape Committee contract;
- Director Armendariz commented about the Landscape Committee Meeting and the clean-up of the creek after the rain;
- Director Skillman commented regarding the Handyman Program and to thank Director Achrekar for his work in the project;
- Director Liberatore commented that the Chair can move an item to the next meeting;
- Director Addington commented on the revision of the bus system.

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 12:10 p.m. into the Closed Session.

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

During the November 12, 2019, Regular Executive Session, the Board:

Approval of Agenda

Approval of the Following Meeting Minutes;

(a) September 10, 2019—Regular Executive Session

(b) October 2, 2019—Special Closed Session

(c) October 14, 2019—Special Closed Session

(d) October 21, 2019—Special Closed Session

Write-Off Delinquent Assessments for Member ID#947-371-06

Approve a Payment Plan for Member ID#947-407-91

Discussed Member Disciplinary Cases

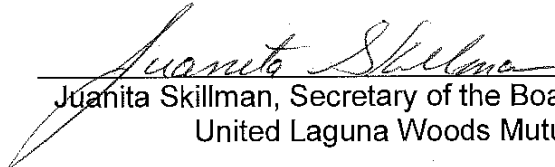
Discussed Personnel Matters

Discuss and Consider Contractual Matters

Discussed and Considered Litigation Matters

19. Adjourn

The meeting was adjourned at 2:50 p.m.



Juanita Skillman, Secretary of the Board
United Laguna Woods Mutual



STAFF REPORT

DATE: December 10, 2019
FOR: Board of Directors
SUBJECT: Ratify the Decision to Award a Contract for Tree Maintenance Services

RECOMMENDATION

Ratify the decision of the Board to award a contract to West Coast Arborists, Inc. in the amount of \$503,121, which includes a ten percent contingency, to perform the tree maintenance services.

BACKGROUND

This report and contract were reviewed in the November 26, 2019, United Finance Committee meeting. The Committee voted unanimously to recommend approval of the contract.

United Mutual owns and maintains 13,960 trees. Based on the proposed five-year Species-Based Tree Trimming Program, 4,400 trees must be trimmed annually to properly maintain the health and aesthetics of the trees. Staff tree trimmers have consistently only been able to trim 2,600 trees per Mutual annually. This has caused the trees within the Mutual to be consistently overgrown which has led to a large amount of resident complaints and damage to Mutual and private property.

DISCUSSION

The tree inventory in United Mutual is aging and the trees need to be trimmed more often than in the past due to their size and age. To effectively manage the tree inventory within United Mutual, Staff has proposed a five year Species-Based Tree Maintenance Program. This program will efficiently manage and schedule tree trimming based upon the growth rates of the tree based on the species. Current Staff are not able to handle the number of trees that need to be maintained annually.

In an effort to reduce long term maintenance costs and reduce liability for employees, Staff proposes to outsource the tree maintenance. Request for proposals were sent to four contractors; three responded and West Coast Arborists, Inc. was the low bidder. Average Staff costs for routine annual tree trimming averages \$200 per tree. With this outsource contract, the unit price is \$100 per tree.

FINANCIAL ANALYSIS

There are sufficient funds in the 2020 Business Plan for this contract.

Prepared By: Kurt Wiemann, Senior Field Services Manager
Reviewed By: Eve Morton, Landscape Coordinator
Siobhan Foster, COO
Betty Parker, CFO

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RESOLUTION 01-20-XX
Approval of Removal
of One Canary Island Pine Tree at 140-D Avenida Majorca

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 December 12, 2019, the Landscape Committee reviewed a request to remove one Canary Island Pine tree. The request was received from the Member at 140-D, who cited the reasons as structural damage, litter/debris, repairs to the walkway, and states there have been many accidents, and;

WHEREAS, on December 12, 2019, the Landscape Committee recommended to approve the removal of one Canary Island Pine tree located at 140-D Avenida Majorca due to the trunk being two feet from the damaged sidewalk and tree is not a candidate for root trenching as it would leave the tree in an unstable condition. Given its improper planting location, the tree has outgrown the area and should be removed.

NOW THEREFORE BE IT RESOLVED, January 14, 2020, the Board of Directors approves the request for the removal of one Canary Island Pine tree;

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

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RESOLUTION 01-20-XX

Approval of Removal of One Carrotwood Tree at 179-A Avenida Majorca

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 December 12, 2019, the Landscape Committee reviewed a request to remove one Carrotwood tree. The request was received from the Member at 179-A, who cited the reasons as litter/debris and overgrowth, and;

WHEREAS, on December 12, 2019, the Landscape Committee recommended to approve the removal of one Carrotwood tree located at 179-A Avenida Majorca based on Carrotwood trees require a higher frequency of maintenance than other species and are prone to excessive litter. Given the maintenance frequency and location of this tree, staff recommends removal of the tree and planting of a low maintenance tree in its stead.

NOW THEREFORE BE IT RESOLVED, January 14, 2020, 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.

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RESOLUTION 01-20-XX
Approval of Removal
of Three Canary Island Pine Trees at 219-A Avenida Majorca

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 December 12, 2019, the Landscape Committee reviewed a request to remove four Canary Island Pine trees. The request was received from the Member at 219-A, who cited the reasons as overgrown, potential structural damage, and concerns about safety, and;

WHEREAS, on December 12, 2019, the Landscape Committee recommended to approve the removal of three Canary Island Pine trees located at 219-A Avenida Majorca based on the removal of a portion of the group would allow the remaining trees to fill out properly, reduce the amount of needle drops, and increase sunlight to the surrounding turf or shrub bed area; these trees fit that criteria. In this case, staff recommends the removal of Trees #1, #2, and #4, as indicated in the Staff Report. Leaving Tree #3 and Tree #5 would create a balance of pine trees in the area.

NOW THEREFORE BE IT RESOLVED, January 14, 2020, the Board of Directors approves the request for the removal of these three Canary Island Pine trees;

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

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RESOLUTION 01-20-XX

Approval of Removal of Two Canary Island Pines at 519-D 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 December 12, 2019, the Landscape Committee reviewed a request to remove two Canary Island Pine Trees. The request was received from the Member at 519-D, who cited the reason as safety. There have been numerous branches and pine cones that have fallen onto the roof and one resident was struck by one of the pine cones, and;

WHEREAS, on December 12, 2019, the Landscape Committee recommended to approve the removal of two Canary Island Pine trees located at 519-D Calle Aragon based on these trees have out grown the area and are good candidates for removal. Additionally, it would minimize staff costs for cleanup and reduce potential damage to Mutual property. Removing these trees would increase sunlight to the surrounding shrub bed area and increase future shrub growth.

NOW THEREFORE BE IT RESOLVED, January 14, 2020, the Board of Directors approves the request for the removal of these two Canary Island Pine trees;

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

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RESOLUTION 01-20-XX
Approval of Removal
of Four Canary Island Date Palms at 2058 Via Mariposa E.

WHEREAS, on December 12, 2019, the Landscape Committee reviewed a staff recommendation to remove Four Canary Island Date Palms trees at 2058 Via Mariposa E. At the October 10, 2019, regular meeting, the United Mutual Landscape Committee approved turf reduction designs at eight locations. The Landscape Architect contracted to design the areas, contacted staff suggesting the removal of four Canary Island Date Palms at 2058 Via Mariposa E. location. The reasons for the removals are poor health and are in decline, and;

WHEREAS, on December 12, 2019, the Landscape Committee recommended to approve the removal Four Canary Island Date Palms at 2058 Via Mariposa E. based on staff's recommendation.

NOW THEREFORE BE IT RESOLVED, January 14, 2020, the Board of Directors approves the request for the removal of four Canary Island Date Palms;

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

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RESOLUTION 01-20-XX

Denial of Removal of One Fern Pine Tree at 228-D Avenida Majorca

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 December 12, 2019, the Landscape Committee reviewed a request to remove one Fern Pine tree. The request was received from the Member at 228-D, who cited a concern about the potential damage to his new patio in the future from the roots of the tree. He also stated there has been limb failure in the past and was concerned about future loss, and;

WHEREAS, on December 12, 2019, the Landscape Committee recommended to deny the removal of one Fern Pine tree located at 228-D Avenida Majorca based on the absence of major roots under the concrete patio and the cracking may have been due to the settling of the patio in addition to the small root. Therefore, it is staff's recommendation to trim the tree on schedule in 2020 and deny the request for removal.

NOW THEREFORE BE IT RESOLVED, January 14, 2020, the Board of Directors denies the request for the removal of one Fern Pine tree;

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

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RESOLUTION 01-20-XX
RECORDING OF LIEN

WHEREAS, Member ID 947-413-30; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

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

NOW THEREFORE BE IT RESOLVED, January 14, 2020, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-413-30 and;

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

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RESOLUTION 01-20-XX
RECORDING OF A LIEN

WHEREAS, Member ID 947-436-42; 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, January 14, 2020, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-436-42 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 01-20-XX
RECORDING OF A LIEN

WHEREAS, Member ID 947-369-11; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

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

NOW THEREFORE BE IT RESOLVED, January 14, 2020, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-369-11 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 November 30, 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: E Addington
Print Name: Elsie Addington
Title: United Treasurer
Date: 30 Dec 19

UNITED LAGUNA WOODS MUTUAL

Signature: B Gilman
Print Name: B Gilman
Title: Director
Date: 1/2/20



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, January 20, 2020, 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.

December Initial Notification

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

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STAFF REPORT

DATE: January 14, 2020
FOR: Board of Directors
SUBJECT: Species-Based Tree Maintenance Program

RECOMMENDATION

Approve the Species-Based Tree Maintenance Program.

BACKGROUND

Current tree trimming policy calls for inspection and or trimming on a 34-month cycle. Under this program, trees are inspected for overgrowth, damage, disease and overall health. If the arborist determines that the tree needs trimming it is put on the schedule for trimming. This methodology is difficult to budget as the labor needs cannot be determined in advance and crew time is limited. This has left many trees unmaintained for years and caused unnecessary damage to Mutual property.

DISCUSSION

While climate and precipitation amounts affect tree growth, it is generally consistent within species. With species-based trimming, trees are scheduled for trimming based solely upon the known growth rate of each tree. This allows for simpler budgeting and management of labor needs and results in regular trimming, reducing damage, and promoting healthy growth.

FINANCIAL ANALYSIS

The Species-Based Tree Maintenance Program is initially expected to reduce the annual costs for service request trimming and the long term costs for scheduled tree trimming. Actual cost savings have yet to be determined.

Prepared By: Kurt Wiemann, Senior Field Services Manager

Reviewed By: Eve Morton, Landscape Coordinator

ATTACHMENT(S)

Attachment 1: Example of Five-Year Trimming Rotation

Attachment 2: Proposed Resolution Regarding Species-Based Tree Trimming Program

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**Planned Trim (Fiscal Year)	Botanical Name	Common Name	Quantity	Annual Trim Cycle	*2019 Estimated Next Trim	2020 Estimated Next Trim	2021 Estimated Next Trim	2022 Estimated Next Trim	2023 Estimated Next Trim	2024 Estimated Next Trim
2021	Archontophoenix cunninghamiana	King Palm	250	4	0	149	158	34	58	149
2020	Syagrus romanzoffianum	Queen Palm	347	1	0	347	347	347	347	347
		Total Palm Trees:	597		0	496	505	381	405	496
		Total Contracted Costs for Palm Trees:			\$0	\$24,800	\$25,250	\$19,050	\$20,250	\$24,800
2020	Rhus lancea	African Sumac	54	2	29	7	47	7	47	7
2020	Geijera parviflora	Australian Willow	89	2	30	17	72	17	72	17
2020	Schinus terebinthifolius	Brazilian Pepper	634	2	331	61	573	61	573	61
2020	Schinus molle	California Pepper	96	2	38	20	76	20	76	20
2020	Platanus racemosa	California Sycamore	104	2	39	0	104	0	104	0
2020	Cupaniopsis anacardioides	Carrotwood	613	2	119	256	357	256	357	256
2020	Koeleruteria bipinnata	Chinese Flame Tree	77	2	55	2	75	2	75	2
2020	Chionanthus retusus	Chinese Fringe Tree	11	2	11	0	11	0	11	0
2020	Pistacia chinensis	Chinese Pistache	16	2	4	0	16	0	16	0
2020	Ficus species	Ficus Species	2	2	0	0	2	0	2	0
2020	Cassia leptophylla	Gold Medallion Tree	39	2	15	3	36	3	36	3
2020	Ficus microcarpa 'Green Gem'	Green Gem Indian Laurel Fig	2	2	0	0	2	0	2	0
2020	Brahea edulis	Guadalupe Palm	63	2	12	17	46	17	46	17
2020	Ficus microcarpa 'Nitida'	Indian Laurel Fig	75	2	33	13	62	13	62	13
2020	Jacaranda mimosifolia	Jacaranda	206	2	92	30	176	30	176	30
2020	Harpephyllum caffrum	Kaffir Plum	13	2	4	1	12	1	12	1
2020	Washingtonia robusta	Mexican Fan Palm	9	2	8	0	9	0	9	0
2020	Agonis flexuosa	Peppermint Tree	30	2	17	4	26	4	26	4
2020	Corymbia ficifolia	Red-Flowering Gum	9	2	3	0	9	0	9	0
2020	Hibiscus syriacus	Rose-of-Sharon	1	2	1	0	1	0	1	0
2020	Ficus rubiginosa	Rustyleaf Fig	56	2	32	5	51	5	51	5
2020	Tipuana tipu	Tipu	3	2	1	1	2	1	2	1
2020	Ficus benjamina	Weeping Fig	180	2	124	10	170	10	170	10
2020	Morus alba	White Mulberry	41	2	25	4	37	4	37	4
2020	Bauhinia variegata 'Candida'	White Orchid Tree	4	2	3	0	4	0	4	0
2020	Spathodea campanulata	African Tulip Tree	4	3	1	0	0	4	0	0
2020	Pinus halepensis	Aleppo Pine	124	3	0	75	7	42	75	7
2020	Platanus occidentalis	American Sycamore	1	3	0	0	0	1	0	0
2020	Robinia pseudoacacia	Black Locust	9	3	7	0	1	8	0	1
2020	Pittosporum tenuifolium	Blackstem Pittosporum	10	3	3	0	1	9	0	1
2020	Acacia melanoxylon	Blackwood Acacia	1	3	0	0	0	1	0	0
2020	Parkinsonia florida	Blue Palo Verde	1	3	0	0	0	1	0	0
2020	Lycianthes rantonnetii	Blue Potato Bush	23	3	22	1	0	22	1	0
2020	Brachychiton populneus	Bottle Tree	194	3	78	0	43	151	0	43
2020	Melaleuca armilaris	Bracelet Honeymyrtle	1	3	1	0	0	1	0	0
2020	Lophostemon confertus	Brisbane Box	59	3	30	4	7	48	4	7
2020	Melaleuca quinquenervia	Caieput Tree	280	3	144	8	21	251	8	21
2020	Washingtonia filifera	California Fan Palm	1	3	1	0	0	1	0	0
2020	Phoenix canariensis	Canary Island Date Palm	33	3	25	1	1	31	1	1
2020	Pittosporum viridiflorum	Cape Pittosporum	22	3	14	0	2	20	0	2
2020	Ceratonia siliqua	Carob	59	3	27	0	6	53	0	6
2020	Magnolia champaca	Champaca	4	3	1	0	2	2	0	2
2020	Annona cherimola	Cherimoya	1	3	1	0	0	1	0	0
2020	Radermachera sinica	China Doll	9	3	5	0	0	9	0	0
2020	Melia azedarach	Chinaberry	2	3	2	0	0	2	0	0
2020	Ulmus parvifolia	Chinese Elm	88	3	27	2	16	70	2	16
2020	Ziziphus jujuba	Chinese Jujube	29	3	29	0	0	29	0	0

**Planned Trim (Fiscal Year)	Botanical Name	Common Name	Quantity	Annual Trim Cycle	*2019 Estimated Next Trim	2020 Estimated Next Trim	2021 Estimated Next Trim	2022 Estimated Next Trim	2023 Estimated Next Trim	2024 Estimated Next Trim
2020	Ligustrum sinense	Chinese Privet	18	3	5	0	0	18	0	0
2020	Triadica sebifera	Chinese Tallow Tree	26	3	9	0	5	21	0	5
2020	Chitalpa tashkentensis	Chitalpa	40	3	24	2	7	31	2	7
2020	Clusterberry Species	Clusterberry Species	1	3	1	0	0	1	0	0
2020	Eriobotrya X 'Coppertone'	Coppertone Loquat Hybrid	1	3	1	0	0	1	0	0
2020	Ficus microcarpa	Cuban Laurel	1	3	0	0	1	0	0	1
2020	Chilopsis linearis	Desert Willow	1	3	0	0	0	1	0	0
2020	Eriobotrya japonica	Edible Loquat	167	3	138	0	5	162	0	5
2020	Betula pendula	European White Birch	54	3	36	5	3	46	5	3
2020	Afrocarpus gracilior	Fern Pine	550	3	366	4	60	486	4	60
2020	Stenocarpus sinuatus	Firewheel Tree	6	3	2	0	0	6	0	0
2020	Brachychiton acerifolius	Flame Tree	44	3	31	0	1	43	0	1
2020	Melaleuca linariifolia	Flaxleaf Paperbark	164	3	83	2	25	137	2	25
2020	Ceiba speciosa	Floss Silk Tree	32	3	0	17	3	12	17	3
2020	Handroanthus chrysotrichus	Golden Trumpet Tree	3	3	0	0	0	3	0	0
2020	Senna splendida	Golden Wonder Senna	1	3	1	0	0	1	0	0
2020	Koeleruteria paniculata	Goldenrain Tree	2	3	1	0	1	1	0	1
2020	Fraxinus pennsylvanica	Green Ash	19	3	5	1	8	10	1	8
2020	Gleditsia triacanthos	Honey Locust	3	3	1	0	2	1	0	2
2020	Robinia x ambigua 'Idahoensis'	Idaho Locust	3	3	2	0	0	3	0	0
2020	Alnus cordata	Italian Alder	1	3	1	0	0	1	0	0
2020	Prunus serrulata	Japanese Flowering Cherry	14	3	13	0	1	13	0	1
2020	Ligustrum japonicum	Japanese Privet	60	3	56	0	0	60	0	0
2020	Erythrina cafra	Kaffirboom Coral Tree	2	3	1	0	0	2	0	0
2020	Platanus x acerifolia	London Plane Tree	78	3	28	1	16	61	1	16
2020	Ginkgo biloba	Maidenhair Tree	63	3	42	0	6	57	0	6
2020	Ravenea rivularis	Majesty Palm	4	3	0	0	1	3	0	1
2020	Maytenus boaria	Mayten	12	3	6	0	1	11	0	1
2020	Chamaerops humilis	Mediterranean Fan Palm	32	3	22	0	1	31	0	1
2020	Magnolia doltsopa	Michelia	4	3	4	0	0	4	0	0
2020	Abizia julibrissin	Mimosa; Silk Tree	16	3	10	0	3	13	0	3
2020	Fraxinus velutina 'Modesto'	Modesto Ash	4	3	2	0	2	2	0	2
2020	Myoporum laetum	Myoporum	20	3	18	1	1	18	1	1
2020	Erythrina americana	Naked Coral Tree	1	3	1	0	0	1	0	0
2020	Erythrina coralloides	Naked Coral Tree	3	3	3	0	0	3	0	0
2020	Vitex lucens	New Zealand Chaste Tree	1	3	1	0	0	1	0	0
2020	Olea europaea	Olive	35	3	22	0	1	34	0	1
2020	Melaleuca nesophila	Pink Melaleuca	4	3	2	0	2	2	0	2
2020	Handroanthus impetiginosus	Pink Trumpet Tree	127	3	91	94	10	114	94	10
2020	Beaucarnea recurvata	Ponytail Palm	3	3	3	0	0	3	0	0
2020	Lagunaria patersonia	Primrose Tree	1	3	1	0	0	1	0	0
2020	Dodonaea viscosa 'Purpurea'	Purple Hopseed	5	3	4	0	0	5	0	0
2020	Bauhinia variegata	Purple Orchid Tree	70	3	47	0	6	64	0	6
2020	Robinia x ambigua 'Purple Robe'	Purple Robe Locust	13	3	13	0	0	13	0	0
2020	Agonis flexuosa 'After Dark'	Purple-leaved Peppermint Tree	1	3	1	0	0	1	0	0
2020	Salix discolor	Pussy Willow	1	3	1	0	0	1	0	0
2020	Schefflera actinophylla	Queensland Umbrella Tree	24	3	14	1	1	22	1	1
2020	Ficus elastica	Rubber Plant	15	3	9	0	1	14	0	1
2020	Pittosporum crassifolium	Seaside Pittosporum	22	3	21	0	0	22	0	0
2020	Fraxinus undei	Shamel Ash	232	3	149	11	16	205	11	16
2020	Ulmus pumila	Siberian Elm	1	3	1	0	0	1	0	0

**Planned Trim (Fiscal Year)	Botanical Name	Common Name	Quantity	Annual Trim Cycle	*2019 Estimated Next Trim	2020 Estimated Next Trim	2021 Estimated Next Trim	2022 Estimated Next Trim	2023 Estimated Next Trim	2024 Estimated Next Trim
2020	Grevillea robusta	Silk Oak	272	3	106	1	30	241	1	30
2020	Psidium cattleianum	Strawberry Guava	20	3	17	1	0	19	1	0
2020	Laurus nobilis	Sweet Bay	2	3	2	0	0	2	0	0
2020	Hymenosporum flavum	Sweetshade	9	3	2	0	1	8	0	1
2020	Gleditsia triacanthos f. inermis	Thornless Honey Locust	30	3	7	0	21	9	0	21
2020	Pittosporum tobira	Tobira, Mock Orange	42	3	41	0	0	42	0	0
2020	Fraxinus uhdei 'Tomlinson'	Tomlinson Ash	5	3	1	0	1	4	0	1
2020	Dyopsis decaryi	Triangle Palm	12	3	9	0	1	11	0	1
2020	Pittosporum undulatum	Victorian Box	59	3	43	5	0	54	5	0
2020	Callistemon viminalis	Weeping Bottlebrush	127	3	101	0	11	116	0	11
2020	Salix babylonica	Weeping Willow	2	3	1	0	0	2	0	0
2020	Alnus rhombifolia	White Alder	32	3	18	1	4	27	1	4
2020	Eucalyptus leucoxylon	White Ironbark	1	3	1	0	0	1	0	0
2020	Casimiroa edulis	White Sapote	3	3	3	0	0	3	0	0
2020	Handroanthus umbellatus	Yellow Trumpet Tree	2	3	2	0	0	2	0	0
2020	Taxus species	Yew Species	2	3	2	0	0	2	0	0
2020	Liquidambar styraciflua	American Sweet Gum	375	4	0	237	14	17	107	0
2020	Pyrus calleryana 'Aristocrat'	Aristocrat Pear	2	4	0	2	0	0	0	2
2020	Eucalyptus cinerea	Ash Gum	2	4	0	1	0	1	0	1
2020	Acer palmatum 'Bloodgood'	Bloodgood Japanese Maple	4	4	0	4	0	0	0	4
2020	Eucalyptus globulus	Blue Gum	4	4	0	4	0	0	0	4
2020	Pyrus calleryana 'Bradford'	Bradford Pear	3	4	0	3	0	0	0	3
2020	Eucalyptus lehmannii	Bushy Yate	6	4	0	1	0	0	5	1
2020	Persea indica	Canary Island Bay	2	4	0	2	0	0	0	2
2020	Pinus canariensis	Canary Island Pine	1036	4	0	896	15	44	81	896
2020	Prunus caroliniana	Carolina Laurel Cherry	186	4	0	171	1	4	10	171
2020	Eucalyptus torquata	Coral Gum	3	4	0	2	0	0	1	2
2020	Quercus suber	Cork Oak	2	4	0	0	0	0	2	0
2020	Malus floribunda	Crabapple Species	1	4	0	1	0	0	0	1
2020	Eucalyptus rudis	Desert Gum	28	4	0	21	0	2	5	21
2020	Hibiscus mutabilis 'Flore Pleno'	Double Confederate Rose	7	4	0	4	0	2	1	4
2020	Cordylone australis	Dracaena	3	4	0	1	0	1	1	1
2020	Dracaena draco	Dragon Tree	4	4	0	3	0	1	0	3
2020	Catalpa bignonioides	Eastern Catalpa	1	4	0	1	0	0	0	1
2020	Juniperus virginiana	Eastern Red Cedar	1	4	0	1	0	0	0	1
2020	Eucalyptus species	Eucalyptus Species	3	4	0	3	0	0	0	3
2020	Strelitzia reginae	Giant Bird of Paradise	1	4	0	0	0	0	1	0
2020	Quercus ilex	Holly Oak	5	4	0	3	0	0	2	3
2020	Pinus pinea	Italian Stone Pine	32	4	0	16	0	9	7	16
2020	Pinus patula	Jejecote Pine	1	4	0	1	0	0	0	1
2020	Callistemon citrinus	Lemon Bottlebrush	975	4	0	858	3	29	85	858
2020	Corymbia citriflora	Lemon-Scented Gum	41	4	0	11	0	0	30	11
2020	Dimocarpus longan	Longan	2	4	0	2	0	0	0	2
2020	Eucalyptus viminalis	Manna Gum	2	4	0	2	0	0	0	2
2020	Abies procera	Noble Fir	1	4	0	1	0	0	0	1
2020	Platycladus orientalis	Oriental Arborvitae	6	4	0	3	0	0	3	3
2020	Pyrus calleryana	Ornamental Pear	43	4	0	16	2	10	15	16
2020	Betula papyrifera	Paper Birch	1	4	0	1	0	0	0	1
2020	Acer paxii	Paxii Maple	1	4	0	1	0	0	0	1
2020	Butia capitata	Pindo Palm	1	4	0	1	0	0	0	1
2020	Brachychiton discolor	Pink Flame Tree	40	4	0	22	2	12	4	22

**Planned Trim (Fiscal Year)	Botanical Name	Common Name	Quantity	Annual Trim Cycle	*2019 Estimated Next Trim	2020 Estimated Next Trim	2021 Estimated Next Trim	2022 Estimated Next Trim	2023 Estimated Next Trim	2024 Estimated Next Trim
2020	Calliandra haematocephala	Pink Powderpuff	7	4	0	4	0	0	3	4
2020	Lagerstroemia speciosa	Queen Grape Myrtle	2	4	0	2	0	0	0	2
2020	Cotoneaster lacteus	Red Clusterberry	1	4	0	1	0	0	0	1
2020	Eucalyptus camaldulensis	Red Gum	5	4	0	4	0	0	1	4
2020	Eucalyptus sideroxylon	Red Ironbark	26	4	0	5	0	0	21	5
2020	Acer rubrum	Red Maple	1	4	0	1	0	0	0	1
2020	Casuarina cunninghamiana	River She-Oak	2	4	0	2	0	0	0	2
2020	Howea belmoreana	Sentry Palm	2	4	0	2	0	0	0	2
2020	Eucalyptus polyanthemus	Silver Dollar Gum	99	4	0	36	0	12	51	36
2020	Eucalyptus pulverulenta	Silver Mountain Gum	12	4	0	4	0	0	8	4
2020	Duranta repens	Sky Flower	6	4	0	4	0	1	1	4
2020	Macadamia integrifolia	Smooth-Shell Macadamia	3	4	0	2	0	0	1	2
2020	Cocculus laurifolius	Snailseed	4	4	0	4	0	0	0	4
2020	Trifirax acanthocoma	Spiny Fiber Palm	11	4	0	9	0	2	0	9
2020	Corymbia maculata	Spotted Gum	11	4	0	7	0	0	4	7
2020	Arbutus unedo	Strawberry Tree	14	4	0	11	0	3	0	11
2020	Eucalyptus cladocalyx	Sugar Gum	6	4	0	6	0	0	0	6
2020	Ilex latifolia	Taiaro	1	4	0	1	0	0	0	1
2020	Schefflera pueckleri	Valley Oak	1	4	0	1	0	0	0	1
2020	Ilex altacalensis 'Wilsonii'	Wilson Holly	263	4	0	243	2	4	14	243
2020	Trachycarpus fortunei	Windmill Palm	37	4	0	22	0	0	15	22
2021	Pinus brutia var. eldarica	Afghan Pine	7	5	0	0	5	0	1	1
2021	Cunonia capensis	African Red Alder	7	5	0	0	1	0	2	4
2021	Thuja occidentalis	American Arborvitae	8	5	0	0	8	0	0	0
2021	Brugmansia versicolor	Angel's Trumpet	2	5	0	0	1	0	0	1
2021	Dyopsis lutescens	Areca Palm	3	5	0	0	2	0	0	1
2021	Cedrus atlantica	Atlas Cedar	6	5	0	0	5	0	0	1
2021	Hyophorbe lagenicaulis	Bottle Palm	1	5	0	0	1	0	0	0
2021	Eriobotrya deflexa	Bronze Loquat	101	5	0	0	61	0	6	34
2021	Syzygium paniculatum	Brush Cherry	121	5	0	114	0	0	0	7
2021	Cinnamomum camphora	Camphor	143	5	0	76	0	4	23	40
2021	Prunus lyonii	Catalina Cherry	102	5	0	0	70	0	13	19
2021	Livistona chinensis	Chinese Fountain Palm	1	5	0	0	0	0	0	1
2021	Hibiscus rosa-sinensis	Chinese Hibiscus	2	5	0	0	2	0	0	0
2021	Ilex cornuta	Chinese Holly	5	5	0	0	5	0	0	0
2021	Juniperus chinensis	Chinese Juniper	1	5	0	0	1	0	0	0
2021	Photinia serrulata	Chinese Photinia	5	5	0	0	5	0	0	0
2021	Wisteria sinensis (Standard)	Chinese Wisteria (Standard)	1	5	0	0	1	0	0	0
2021	Phoenix rupicola	Cliff Date Palm	4	5	0	0	1	0	0	3
2021	Quercus agrifolia	Coast Live Oak	30	5	0	0	28	0	0	2
2021	Sequoia sempervirens	Coast Redwood	3	5	0	0	2	0	1	0
2021	Lagerstroemia indica	Crape Myrtle (including hybrids)	2059	5	0	854	854	33	83	235
2021	Cupressus species	Cypress	13	5	0	13	0	0	0	0
2021	Cedrus deodara	Deodar Cedar	6	5	0	0	3	0	0	3
2021	Cercis canadensis	Eastern Redbud	106	5	0	68	0	0	14	24
2021	Ilex aquifolium	English Holly	25	5	0	0	0	22	3	0
2021	Acer oblongum	Evergreen Maple	2	5	0	0	2	0	0	0
2021	Pinus kawakamii	Evergreen Pear	42	5	0	0	24	0	4	14
2021	Cercis canadensis 'Forest Pansy'	Forest Pansy Redbud	34	5	0	0	30	0	1	3
2021	Photinia fraseri	Fraser Photinia	9	5	0	0	8	0	0	1
2021	Sequoiadendron giganteum	Giant Sequoia	1	5	0	0	1	0	0	0

**Planned Trim (Fiscal Year)	Botanical Name	Common Name	Quantity	Annual Trim Cycle	*2019 Estimated Next Trim	2020 Estimated Next Trim	2021 Estimated Next Trim	2022 Estimated Next Trim	2023 Estimated Next Trim	2024 Estimated Next Trim
2021	Ligustrum lucidum	Glossy Privet	67	5	0	49	0	1	7	10
2021	Dodonaea viscosa	Green Hopseed	45	5	0	41	0	0	0	4
2021	Juniperus chinensis 'Torulosa'	Hollywood Juniper	249	5	0	0	221	4	7	17
2021	Calocedrus decurrens	Incense Cedar	1	5	0	0	1	0	0	0
2021	Cupressus sempervirens	Italian Cypress	236	5	0	0	231	0	3	2
2021	Pinus thunbergiana	Japanese Black Pine	37	5	0	28	0	0	4	5
2021	Acer palmatum	Japanese Maple	21	5	0	20	0	1	0	0
2021	Juniperus species	Juniper Species	120	5	0	0	108	2	0	10
2021	Cupressocypariss leylandii	Leyland Cypress	172	5	0	0	148	16	1	7
2021	Magnolia grandiflora 'Little Gem'	Little Gem Magnolia	180	5	0	0	161	2	4	13
2021	Podocarpus henkelii	Long-Leafed Yellowwood	188	5	0	0	175	3	3	7
2021	Araucaria araucana	Monkey Puzzle Tree	1	5	0	0	1	0	0	0
2021	Pinus radiata	Monterey Pine	12	5	0	0	8	0	0	4
2021	Metrosideros excelsa	New Zealand Christmas Tree	229	5	0	0	143	4	35	47
2021	Leptospermum scoparium	New Zealand Tea Tree	16	5	0	0	16	0	0	0
2021	Araucaria heterophylla	Norfolk Island Pine	16	5	0	0	13	1	0	2
2021	Other Tree	Other Tree	1	5	0	0	1	0	0	0
2021	Prunus cerasifera	Purple-Leafed Plum	180	5	0	0	159	6	3	12
2021	Aurantiocarpus rhombifolia	Queensland Pittosporum	5	5	0	0	1	0	1	3
2021	Abies magnifica	Red Fir, Silver Tip	1	5	0	0	1	0	0	0
2021	Magnolia x soulangeana	Saucer Magnolia	1	5	0	0	1	0	0	0
2021	Zelkova serrata	Sawleaf Zelkova	1	5	0	0	0	0	0	1
2021	Xylosma congestum	Shiny Xylosma	96	5	0	0	74	0	0	22
2021	Cotinus coggygria	Smoke Tree	6	5	0	0	4	0	0	2
2021	Magnolia grandiflora	Southern Magnolia	569	5	0	346	0	11	65	147
2021	Yucca gloriosa	Spanish Dagger	67	5	0	0	54	0	2	11
2021	Araucaria columnaris	Star Pine	95	5	0	0	85	1	3	6
2021	Cercis canadensis var. texensis	Texas/Oklahoma Redbud	92	5	0	0	74	0	7	11
2021	Schefflera pueckleri	Tupidanthus	4	5	0	0	1	0	0	3
2021	Viburnum species	Viburnum Species	97	5	0	0	97	0	0	0
2021	Tristanopsis laurina	Water Gum	1	5	0	0	1	0	0	0
2021	Cercis occidentalis	Western Redbud	5	5	0	0	5	0	0	0
2021	Tecoma stans	Yellow Elder	1	5	0	0	1	0	0	0
2021	Thevetia peruviana	Yellow Oleander	3	5	0	0	2	0	0	1
2021	Podocarpus macrophyllus	Yew Pine	4	5	0	0	3	0	1	0
2021	Yucca species	Yucca Species	1	5	0	0	1	0	0	0
2021	Magnolia laevifolia	Yunnan Magnolia	1	5	0	0	0	0	0	1
Totals without Palm Trees:			15,017		3,093	4,965	5,293	3,783	2,990	3,989
Total with Palm Trees:			15,614		3,093	5,461	5,798	4,164	3,395	4,485

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ATTACHMENT 2



RESOLUTION 01-20-XXX

Species-Based Tree Trimming Policy

WHEREAS, the Board of Directors recognizes that many policies and services have been implemented by way of practice over the years but not formally documented;

WHEREAS, the current tree trimming schedule is based on an inspection based rotation in which trees are inspected every 34 months to determine the necessity of trimming on an individual tree basis;

WHEREAS, some tree species require trimming more frequently than every 34 months and some less frequently, which has led to inefficiencies and an increased amount of service requests and storm damage;

WHEREAS, United Mutual maintains over 15,000 trees with 236 different species, each having different growth rates;

WHEREAS, Staff has determined that using a species basis to determine the tree trimming schedule would reduce the inefficiencies and service request trims;

NOW THEREFORE BE IT RESOLVED, [DATE], that the Board of Directors hereby adopts the species-based trimming cycles attached to the official meeting minutes;

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

JANUARY Initial Notification

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: January 14, 2020
FOR: Board of Directors
SUBJECT: Yellow Stake Program

RECOMMENDATION

Change the procedure for the Yellow Stake Program with Landscape Request Forms.

BACKGROUND

For many years the 'yellow stake' program has provided an option for residents to maintain the planting areas immediately adjacent to their manor, either personally or through an outside maintenance service. Unfortunately, many of these plantings were installed without the approval or knowledge of the Landscape Division or the Landscape Committee.

Plantings were not supposed to have a higher irrigation requirement than Common Area landscape, as all areas are irrigated on the same schedule to insure proper water management. Art, benches, rocks, aggregate, or other items were permitted within a 'yellow stake' area if they were in conformance with all Mutual Resolutions. Without a formal application process, these requirements could not be verified.

In the past, to participate in the 'yellow stake' program, a resident would contact Resident Services to obtain yellow-painted stakes and take them home to delineate an area around their manor, without having to obtain approval from the Landscape Department and the subsequent approval by the Landscape Committee prior to planting or installation of any improvements.

Following the placement of the yellow stakes, in theory, the area would be maintained by the unit owner/occupant, with the Mutual retaining the right to intercede if the appearance or level of care of the yellow stake plantings was found to be below standard, or if any dispute arose between residents. The 'yellow stake' areas would continue to be Common Area and 'yellow stake' approval could be revoked by the Committee.

DISCUSSION

The 'yellow stake' program has been referenced in the Laguna Woods Village Landscape Manual. The process for establishing a 'yellow stake' area does not require a formal request, supported by a planting plan. The member would contact Resident Services to obtain yellow stakes and request a visit by a Landscape Supervisor to review the proposed planting.

Due to issues arising out of the unmanaged expansion of yellow staked areas, concern that these areas are becoming viewed as an expansion into Common Area, and the fact that there has been little or no oversight or documentation of the manors with yellow stakes or the responsible party, Staff recommends the United Mutual Board of Directors change the procedure for the Yellow Stake program.

There has been no tracking or documentation of the 'yellow stake' areas. To address this lack of inventory, staff recommends that all well-maintained existing yellow stake areas be grandfathered. All future requests for personal plantings would require the resident to submit a Landscape Request form for Committee approval. Per the Occupancy Agreement, all improvements or changes to Common Area requires approval by the Board. By using the Landscape Request procedure, all requests would require Committee and subsequent Board approval. This method also ensures that all changes are documented and memorialized to reduce future issues.

FINANCIAL ANALYSIS

There would be no additional financial costs associated with the recommended action.

Prepared By: Kurt Wiemann, Senior Field Operations Manager

Reviewed By: Eve Morton, Landscape Coordinator

ATTACHMENT(S)

ATTACHMENT 1: Yellow Stake Program Description from the Landscape Manual

ATTACHMENT 1

-- THE YELLOW STAKE PROGRAM --

As you travel through the community, you will find exciting and beautiful examples where individual owners have, by their own efforts, improved the plantings. We applaud these efforts, but some safeguards are in order.

The option for residents to maintain the planting adjacent to their manor either personally or through hiring an outside maintenance service¹ is based on the "Yellow Stake" program. These plantings can consist of varied plant types ranging from original foundation shrubs to highly manicured annual color.

The plantings are maintained under the aegis of the manor owner/occupant. However, it will be the responsibility of the Board to intercede when the standard of care of a resident's personally maintained plantings are considered below standard, or if any dispute between residents arises since the landscape of the community is the common property of the residents as a whole.²

To take advantage of the Yellow Stake Program a resident must get the Landscape Division's approval first to plant flowers and shrubs in the foundation planting beds immediately adjacent to their manors. In planting these areas, each resident assumes full responsibility³ for the care of their own plantings, consistent with the quality of the environment as a whole.

Some plantings such as roses, fruit trees and bedding plants are assumed to be personal plantings so they do not require a yellow stake. All other plants, such as shrubs in general do require a yellow stake for clarification purposes.

This responsibility does not end upon transfer of a manor, the purchaser will be bound by all the rules governing the previous owner with regard to the Yellow Stake Program if landscaping is accepted at the time of escrow.

If you would like to request yellow stakes or have any questions regarding the care of or changes to the landscape please contact the Landscape Division by calling (949) 597-4600 or writing to the Laguna Woods Village Landscape Division, P.O. Box 2220, Laguna Hills, CA 92654.

¹ If you hire an outside gardener for any authorized work, for your own protection make sure that person or company is insured for Workers' Compensation, liability, and auto insurance, and is reliable and experienced by requesting and checking recent references

² If a resident does not properly maintain the yellow stake plantings, then the Landscape Division may, after notice to the resident, remove these plantings and replace them with standard plantings that will be done at the resident's expense.

³ Full responsibility includes, but is not limited to, any extra watering, fertilizing, care, or the removal of debris. The removal of debris from personal plantings must not be placed in the community's trash receptacles.

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STAFF REPORT

DATE: January 14, 2020
FOR: Board of Directors
SUBJECT: Appointment of Treasurer

RECOMMENDATION

Entertain a motion to approve a resolution updating the corporate officers following the appointment of a director to the position of treasurer.

BACKGROUND

Article IX, Section 1 of the United Laguna Woods Mutual Amended and Restated Bylaws indicate the officers of the corporation are a president, one or more vice presidents, a secretary and a treasurer.

DISCUSSION

On October 8, 2019, the board approved Resolution 01-19-77, reflecting the newly elected corporate officers:

Positon	Officer
President	Sue Margolis
First Vice President	Carl Randazzo
Second Vice President	Andre Torng
Secretary	Juanita Skillman
Treasurer	Elsie Addington

On January 5, 2020, Director Addington resigned from the treasurer position effective immediately but continues in her other duties and assignments as a director.

Article IX, Sections 2 and 5 of the bylaws reflect that a vacancy in an officer position be filled in the manner prescribed for regular election to the positon. The person elected to the fill the treasurer vacancy serves for the remainder of the term of his or her predecessor. Adoption of a resolution is necessary to codify the new treasurer and reaffirm the current corporate officers.

FINANCIAL ANALYSIS

None.

Prepared By: Siobhan Foster, COO

Reviewed By: Jeffrey C. Parker, CEO

ATTACHMENT

ATT 1: Resolution 01-20-XX

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RESOLUTION 01-20-xx
Revised Officer Appointments

RESOLVED, January 14, 2020 that the following persons are hereby elected as officers of this Corporation:

Sue Margolis	President
Carl Randazzo	1st Vice President
Andre Torng	2nd Vice President
Juanita Skillman	Secretary
Xxx	Treasurer

RESOLVED FURTHER, that the following person is hereby appointed as an ex-officio officer of this Corporation:

Jeff Parker	Vice President ex Officio
Siobhan Foster	Assistant Secretary ex Officio
Betty Parker	Assistant Treasurer ex Officio

RESOLVED FURTHER, that Resolution 01-19-77 adopted October 8, 2019, is hereby superseded and canceled.

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Financial Report

As of November 30, 2019



INCOME STATEMENT (in Thousands)	ACTUAL
Assessment Revenue	\$37,047
Non-assessment Revenue	\$1,967
Total Revenue	\$39,014
Total Expense	\$41,784
Net Revenue/(Expense)	(\$2,770)

1

Financial Report

As of November 30, 2019



OPERATING ONLY INCOME STATEMENT (in Thousands)	ACTUAL
Assessment Revenue	\$25,709
Non-assessment Revenue ¹	\$1,285
Total Revenue	\$26,994
Total Expense ²	\$27,366
Operating Deficit	(\$372)

1) excludes unrealized gain

2) excludes depreciation

2

Financial Report

As of November 30, 2019



INCOME STATEMENT (in Thousands)	ACTUAL	BUDGET	VARIANCE B/(W)
Assessment Revenue	\$37,047	\$35,856	\$1,191
Non-assessment Revenue	\$1,967	\$1,571	\$396
Total Revenue	\$39,014	\$37,427	\$1,587
Total Expense	\$41,784	\$39,594	(\$2,190)
Net Revenue/(Expense)	(\$2,770)	(\$2,167)	(\$603)

3

Financial Report

As of November 30, 2019



Employee Compensation & Related

\$824K

Unrealized Gain on Investment

\$274K

Outside Services

(\$1,291K)

Insurance

(\$114K)

Materials & Supplies

(\$104K)

■ Unfavorable ■ Favorable

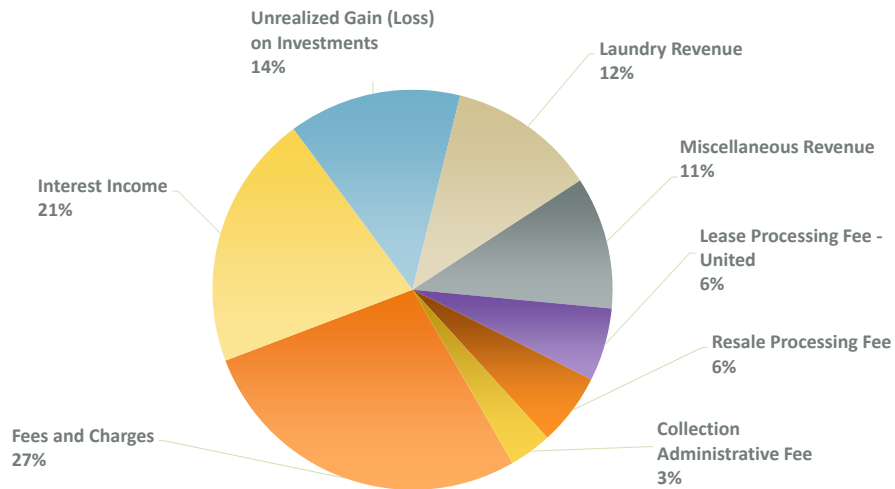
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Financial Report

As of November 30, 2019



Total Non Assessment Revenues \$1,967,397



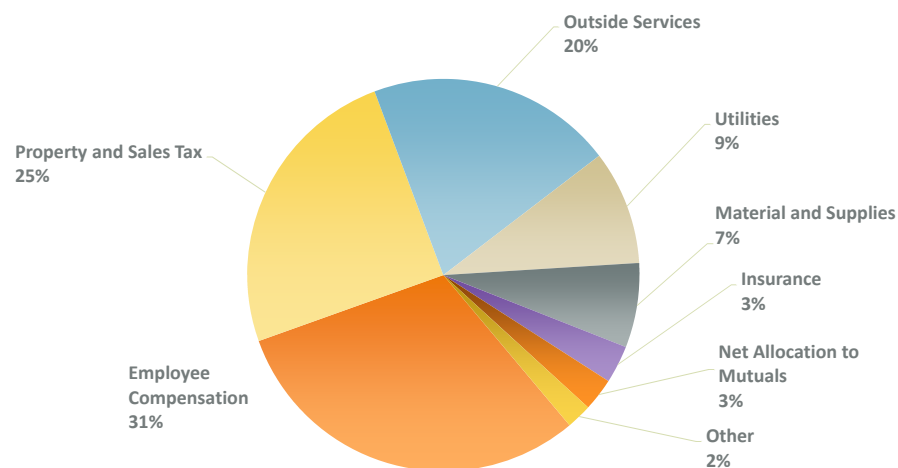
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Financial Report

As of November 30, 2019



Total Expenses \$41,784,361



6

Financial Report

As of November 30, 2019



NON OPERATING FUND BALANCES (in Thousands)	CONTINGENCY	REPLACEMENT
Beginning Balances: 1/1/19	\$2,661	\$19,052
Contributions & Interest	1,092	10,654
Expenditures	(1,915)	(12,312)
Current Balances: 11/30/19	\$1,838	\$17,394

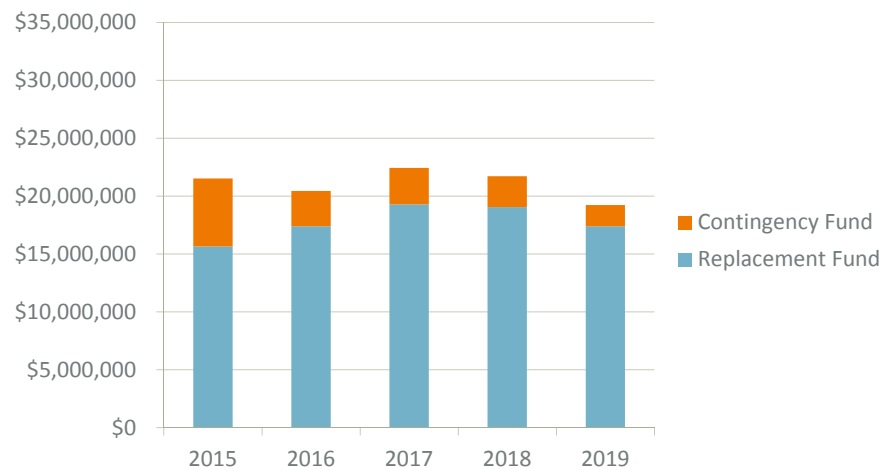
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Financial Report

As of November 30, 2019



FUND BALANCES – United Mutual



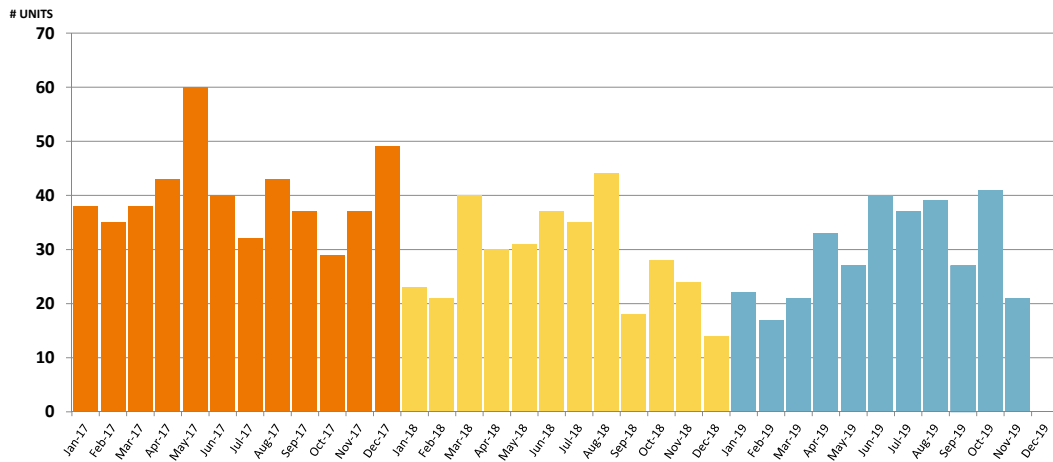
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Financial Report

As of November 30, 2019



RESALE HISTORY - United Mutual



United Laguna Woods Mutual
Statement of Revenues & Expenses - Preliminary
11/30/2019
(\$ IN THOUSANDS)

		CURRENT MONTH			YEAR TO DATE			PRIOR YEAR	ANNUAL
		ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET
Revenues:									
Assessments:									
1	Operating	\$2,337	\$2,229	\$108	\$25,709	\$24,519	\$1,190	\$24,959	\$26,750
2	Additions to restricted funds	1,031	1,031		11,337	11,337		10,920	12,368
3	Total assessments	<u>3,368</u>	<u>3,260</u>	<u>108</u>	<u>37,047</u>	<u>35,856</u>	<u>1,190</u>	<u>35,879</u>	<u>39,118</u>
Non-assessment revenues:									
4	Merchandise sales	1	2	(2)	6	27	(21)	24	30
5	Fees and charges for services to residents	50	39	11	541	435	106	398	475
6	Laundry	23	23		235	257	(22)	253	280
7	Interest income	34	24	10	404	265	140	355	289
8	Unrealized gain/(loss) on AFS investments				274		274		
9	Miscellaneous	36	53	(17)	507	587	(80)	554	641
10	Total non-assessment revenue	<u>144</u>	<u>143</u>	<u>1</u>	<u>1,967</u>	<u>1,571</u>	<u>396</u>	<u>1,584</u>	<u>1,715</u>
11	Total revenue	<u>3,512</u>	<u>3,402</u>	<u>109</u>	<u>39,014</u>	<u>37,428</u>	<u>1,586</u>	<u>37,463</u>	<u>40,832</u>
Expenses:									
12	Employee compensation and related	1,082	1,221	139	12,805	13,629	824	12,610	14,884
13	Materials and supplies	158	256	97	2,916	2,812	(104)	2,748	3,068
14	Cost of goods sold	50		(50)	50		(50)		
15	Utilities and telephone	382	341	(41)	3,936	3,910	(26)	3,882	4,232
16	Legal fees	21	15	(6)	208	160	(47)	212	175
17	Professional fees	8	10	2	139	159	19	135	168
18	Equipment rental	3	3		23	34	11	18	37
19	Outside services	1,405	654	(751)	8,485	7,194	(1,291)	6,817	7,848
20	Repairs and maintenance	3	4	1	32	43	11	44	47
21	Other Operating Expense	26	15	(11)	161	171	10	137	186
22	Income taxes				3		(3)	27	
23	Property and sales tax	1,178	818	(361)	10,343	8,993	(1,350)	9,384	9,811
24	Insurance	172	108	(64)	1,299	1,184	(114)	1,134	1,292
25	Investment expense		3	3	29	34	5	37	37
26	Uncollectible Accounts	16		(16)	39		(39)	44	
27	(Gain)/loss on sale or trade		(1)	(1)	2	(7)	(9)	(2)	(8)
28	Depreciation and amortization	17	17		191	191		195	208
29	Net allocation to mutuals	104	102	(2)	1,124	1,087	(37)	1,028	1,185
30	Total expenses	<u>4,626</u>	<u>3,565</u>	<u>(1,061)</u>	<u>41,784</u>	<u>39,594</u>	<u>(2,190)</u>	<u>38,449</u>	<u>43,171</u>
31	Excess of revenues over expenses	<u>(\$1,115)</u>	<u>(\$163)</u>	<u>(\$952)</u>	<u>(\$2,770)</u>	<u>(\$2,167)</u>	<u>(\$604)</u>	<u>(\$986)</u>	<u>(\$2,339)</u>

SUMMARY

For the year-to-date period ending November 30, 2019, United financial results came in (\$604K) over budget. Explanations of significant variances are found below.

REVENUE

► **Operating Assessments – Line 1**

Favorable variance resulted from an increase in revenue for property taxes and supplemental property taxes; offsetting expense is shown on line 23.

► **Fees and Charges for Services to Residents – Line 5**

Favorable variance is due to more chargeable damages resulting from moisture intrusion events; offsetting expense can be found in the outside service and compensation lines below. The favorable variance was furthered by an increase for Mutual Consent Processing Fees (demolitions) at the beginning of the year to offset administrative costs associated with processing requests. The favorable variance was partially offset by less revenue for chargeable appliance replacements; members may request a one-time disbursement towards the purchase of their own appliance.

► **Interest Income – Line 7**

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**

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**

Favorable variance primarily resulted in Maintenance and Construction Services. Water heater replacements budgeted to be performed by in-house staff were completed by vendors; expenses reported below in Outside Services. Further, 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 discontinuation of handyman service and vacant positions in electrical services. Additionally, lower negotiated union medical costs and non-union retirement plans than budgeted.

► **Materials and Supplies – Line 13**

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 offset by fewer chargeable replacements of interior components and appliances, leading to less revenue in Line 5.

► **Outside Services – Line 19**

Unfavorable variance due to:

- **Moisture Intrusion – Rain Leaks, Plumbing Leaks , Miscellaneous**

Heavy rainfalls in the beginning of the year drove the project actuals to exceed annual budget as of November, and will continue to cause a further unfavorable variance through year end. Offsetting revenues for Moisture Intrusion chargeable services and Miscellaneous are found on Line 5.

- **Water Heaters & Permits**

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 at a rate that exceeds the annual budget. On August 13, 2019, the board authorized a supplemental appropriation of \$940K.

- **General Plumbing Services**

Variance due to an increase in large plumbing repairs. This work is reactive and the budget is based on historical figures. Staff anticipates ending the year approximately \$300K over budget.

Favorable variance due to:

- **Landscape Renovation**

Variance due to timing. Scope of the work includes six turf areas and design work began in October.

- **Counter Tops/Floors/Shower Enclosures**

Fewer requests were received to replace interior components such as kitchen and bath countertops.

► **Property and Sales Tax – Line 23**

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.

► **Insurance – Line 24**

Unfavorable variance resulted from higher premiums anticipated at the 10/1 renewal for property and casualty insurance. Significantly higher insurance costs are expected to continue in the current market conditions.

Monthly Resale Report

PREPARED BY

Community Services Department

MUTUAL

All Mutuals

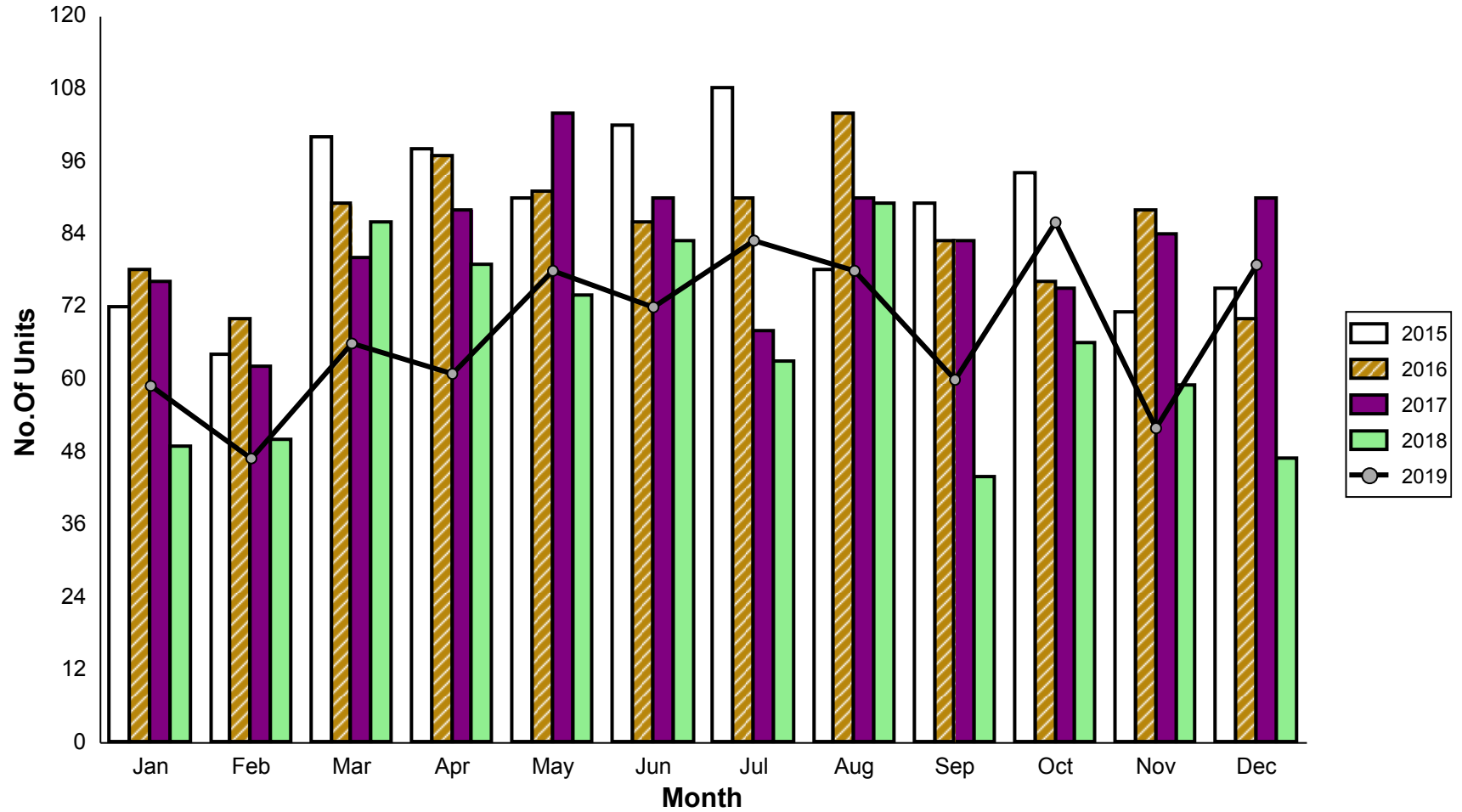
REPORT PERIOD

December, 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	\$18,540,250	\$14,821,540	\$314,242	\$308,782
February	47	50	\$14,770,050	\$18,660,142	\$314,256	\$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	\$26,648,300	\$22,702,400	\$309,864	\$366,168
November	52	59	\$18,653,350	\$17,330,500	\$358,718	\$320,935
December	79	47	\$27,495,600	\$17,262,399	\$348,046	\$383,609
TOTAL	821.00	790.00	\$268,042,292	\$264,053,926		
MON AVG	68.00	65.00	\$22,336,858	\$22,004,494	\$327,171	\$356,773

* Amount is excluded from percent calculation

Resales - 5 Year Comparison



Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

United

December, 2019

MONTH	NO. OF RESALES		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	40	14	\$9,175,800	\$3,368,300	\$229,395	\$240,593
TOTAL	366.00	345.00	\$92,862,644	\$95,388,540		
MON AVG	30.00	28.00	\$7,738,554	\$7,949,045	\$254,922	\$274,454
% CHANGE - YTD	6.1%		-2.6%		-7.1%	

% Change calculated (ThisYear - LastYear)/LastYear

* Amount is excluded from percent calculation

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Resales Report

United Laguna Woods Mutual

December, 2019

Close	Manor	Mutual	Price	Model/Style	Listing Realtor	Buyer Realtor	Escrow
12/30/2019	2-B	1	\$392,500	Granada	H & M Realty Group	First Team Real Estate	Corner Escrow Inc.
12/17/2019	29-O	1	\$165,000	Casa Blanca	Laguna Premier Realty, Inc	Laguna Premier Realty, Inc	Blue Pacific Escrow
12/11/2019	52-A	1	\$241,000	La Corona	Laguna Premier Realty, Inc	Keller Williams Realty	Generations Escrow
12/09/2019	56-O	1	\$165,000	Casa Blanca	Laguna Premier Realty, Inc	Realty One Group	Blue Pacific Escrow
12/17/2019	77-Q	1	\$135,000	Cadiz	Coldwell Banker	Laguna Premier Realty, Inc	Granite Escrow
12/23/2019	80-A	1	\$360,000	Granada	Century 21 Rainbow	HomeSmart Evergreen	Corner Escrow Inc.
12/02/2019	84-E	1	\$160,000	Majorca	Jack Wallace	Coldwell Banker Residential	Corner Escrow Inc.
12/10/2019	92-P	1	\$317,500	Casa Blanca	Home Smart	Home Smart	Escrow Options Group
12/23/2019	105-B	1	\$206,000	San Sebastian	Berkshire Hathaway	Realty Quest	Escrow Options Group
12/20/2019	112-B	1	\$313,000	Seville	Laguna Premier Realty, Inc	Keller Williams Realty	Blue Pacific Escrow
12/30/2019	143-A	1	\$205,000	La Corona	Laguna Premier Realty, Inc	Century 21 Rainbow	Blue Pacific Escrow
12/18/2019	161-N	1	\$165,000	Casa Blanca	Compass	Compass	Blue Pacific Escrow
12/18/2019	201-B	1	\$220,000	Granada	Laguna Premier Realty, Inc	Laguna Premier Realty, Inc	Blue Pacific Escrow
12/31/2019	213-O	1	\$131,000	Cadiz	Laguna Premier Realty, Inc	4 Equestrian Property Inc	Blue Pacific Escrow
12/31/2019	213-Q	1	\$145,000	Cadiz	HomeSmart Evergreen	Compass	Escrow Options Group
12/11/2019	251-B	1	\$400,000	Valencia	Upstart Residential, Inc.	Happy Realty	Generations Escrow
12/30/2019	275-A	1	\$224,000	La Corona	HomeSmart Evergreen	Laguna Premier Realty, Inc	Escrow Options Group
12/30/2019	326-C	1	\$228,000	Seville	Residential Agent Inc.	Realty Quest	Corner Escrow Inc.
12/12/2019	354-Q	1	\$270,000	Casa Blanca	Surterre Properties, Inc.	New Star Realty & Investment	Granite Escrow
12/30/2019	355-B	1	\$185,000	Majorca	First Team Real Estate	Berkshire Hathaway	Corner Escrow Inc.
12/10/2019	400-C	1	\$150,000	Cadiz	Village Real Estate Services	Village Real Estate Services	Corner Escrow Inc.
12/02/2019	472-D	1	\$250,000	Granada	Laguna Premier Realty, Inc	Legacy 15 Real Estate	Blue Pacific Escrow
12/03/2019	487-H	1	\$395,000	Granada	H & M Realty Group	Scott Lissoy, Broker	Corner Escrow Inc.
12/12/2019	547-P	1	\$158,800	Casa Blanca	Laguna Premier Realty, Inc	RE/PRO Real Estate	Granite Escrow

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Resales Report

United Laguna Woods Mutual

December, 2019

Close	Manor	Mutual	Price	Model/Style	Listing Realtor	Buyer Realtor	Escrow
12/20/2019	604-B	1	\$205,000	San Sebastian	Regency Real Estate	Camelot West	Granite Escrow
12/26/2019	648-A	1	\$215,000	San Sebastian	Laguna Premier Realty, Inc	HomeSmart Evergreen	Escrow Options Group
12/20/2019	667-A	1	\$229,000	Valencia	Residential Agent Inc.	H & M Realty Group	Corner Escrow Inc.
12/03/2019	676-C	1	\$290,000	Castilla	Mark Carlson, Broker	Real Estate Market Place	Corner Escrow Inc.
12/02/2019	725-B	1	\$239,000	La Corona	HomeSmart Evergreen	HomeSmart Evergreen	Corner Escrow Inc.
12/06/2019	731-D	1	\$223,000	Majorca	Laguna Premier Realty, Inc	Berkshire Hathaway	Blue Pacific Escrow
12/09/2019	772-A	1	\$245,000	San Sebastian	SUN Realty	SUN Realty	Corner Escrow Inc.
12/20/2019	792-B	1	\$243,000	Madrid	Laguna Premier Realty, Inc	No Broker	Granite Escrow
12/13/2019	845-O	1	\$165,000	Casa Contenta	HomeSmart Evergreen	Keller Williams Realty Irvine	Escrow Options Group
12/04/2019	848-Q	1	\$285,000	Casa Linda	Berkshire Hathaway	Douglas Elliman of California, Inc	Generations Escrow
12/06/2019	858-P	1	\$161,000	Castilla	Residential Agent Inc.	Residential Agent Inc.	Granite Escrow
12/10/2019	893-A	1	\$180,000	Casa Contenta	Century 21 Rainbow	HomeSmart Evergreen	Corner Escrow Inc.
12/09/2019	925-O	1	\$125,000	Cadiz	Beach Cities Real Estate	HomeSmart Evergreen	Corner Escrow Inc.
12/23/2019	931-B	1	\$285,000	Casa Linda	HomeSmart Evergreen	Seniority Realty	Escrow Options Group
12/16/2019	2163-C	1	\$344,000	Cordoba	ReMax Fine Homes	Coldwell Banker	Blue Pacific Escrow
12/11/2019	2189-O	1	\$160,000	Coronado	Berkshire Hathaway	First Team Real Estate	Escrow Options Group

Number of Resales: 40

Total Resale Price: \$9,175,800

Average Resale Price: \$229,395

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

Close	Manor	Mutual	Price	Model/Style	Listing Realtor	Buyer Realtor	Escrow
Median Resale Price:			\$221,500				



MONTHLY LEASING REPORT

Report Period:
December-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	26	50	176	351	603	558	32	26	25	5
Monthly Average	21.7	33.8	222.3	289.6	567.4	Dec 518.8	30.7	35.4	30.3	1.7
Percentage Leased	603 / 6323 = 10%									

New Leases = Units Sublet

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OPEN MEETING

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

**Thursday, December 12, 2019 – 9:30 A.M.
Laguna Woods Village Community Center Board Room
24351 El Toro Road**

REPORT

COMMITTEE MEMBERS PRESENT: Chair – Manuel Armendariz, Anthony Liberatore, Brian Gilmore for Andre Torng

COMMITTEE MEMBERS ABSENT: Andre Torng

OTHERS PRESENT: Juanita Skillman

ADVISORS PRESENT:

STAFF PRESENT: Kurt Wiemann, Eve Morton

1. Call to Order

Called to order at 9:30 a.m.

2. Acknowledgment of Media

No media were present.

3. Approval of the Agenda

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

4. Approval of the Meeting Report for October 10, 2019

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

5. Chair's Remarks

Chair Armendariz stated he is looking forward to chairing these meetings. Landscaping is important to all of our residents, as something we see every day.

6. Member Comments

Cass Poole (97-G) A mess was left after trees and mowing were done. There was a tree which was cut down and stump is still there. She was told it would be four months before it comes out. The lawns get really bad when the mowers make U-turns with the mowers. Also, she feels it improper when staff drives a minivan onto the lawn.

Gael Flores (645-A) She has dead and dying plants in her area. Some were removed. The lilies in the walkway are gone and nothing was planted in their place. Her landscaping has been going downhill over the last year and a half. It looked so beautiful when she moved here 12 years ago. Across from her, in a Common Area, a quarter of the plants there are dying and others look bad. Lantana was cut out when sewer lines were worked on. They were left for a long time on the tarps until staff was called.

Sonia Appell (821-N) She and her neighbors have concerns about the lawn in front of 821-P. Big patches where nothing grows. She has contacted landscaping but no follow up. (Records do not indicate any calls regarding lawns for this building in the last year).

Jean Bender (2037-B) Why do they blow the trimmings into the flower beds? The mower doesn't have catchers on them. A lady fell down in front of the pine trees after the rain. Needles are blown back onto lawn and sidewalk. Trees are growing on her tile roof again. Can someone come out and look at this?

7. Response to Member Comments

Mr. Wiemann responded:

- In the 2020 budget, there is money for us to renovate turf in United. In the spring, we will aerate and over-seed the lawns. Lawns will look great this summer. Rabbits are a big problem.
- About the grass, we are continually working on changing the culture about how it is mowed.
- Mulching mowers leave grass behind. We don't have staff to blow sidewalks on a weekly basis. We are doing some work with vacuums for the clippings.
- 15 new mowers for 2020 should take care of the mulch mower issue.
- He asked Ms. Flores to fill out a Landscape Request Form to have those dying bushes addressed.
- Stumps are taken out in groups and he will make sure that Ms. Poole is on the list for the next time Staff will be removing them.

Chair Armendariz said to make sure you have made a service request with Resident Services or filled out a Landscape Request Form.

8. Department Head Update

Mr. Wiemann reported that Landscape Division is 11 people short and three people are retiring soon. He is hoping to be fully staffed in March. He is bringing in contractors to supplement Landscaping staff.

A contractor is being hired to do the trees. They will be removing some older, dead trees in United.

Consent:
None

Reports:

9. Project Log

Mr. Wiemann reviewed the project log with the committee and answered some questions.

10. Approve Tree Trimming Schedule

Chair Armendariz and Mr. Wiemann spoke about the fact that the Village has been on a 34-month trimming schedule and explained how species-based trimming will work. The proposal presented by Mr. Wiemann is to change from a 34-month tree trimming schedule to a species-based tree maintenance program on a five year rotation.

Director Gilmore moved and Director Liberatore seconded. All were in favor of the motion to change to a species-based tree maintenance program.

11. Review and Discuss Ending Yellow Stake Program

Mr. Wiemann explained that he is proposing to require Members to fill out a Landscape Request Form to request planting in some of their own plants adjacent to their unit. These requests will go to this committee and then there will be a record of what plantings the committee has approved. This process would be in lieu of the existing Yellow Stake program.

The committee unanimously approved staff's recommendation.

Items for Discussion and Consideration:

12. Request for Tree Removal – 140-D Avenida Majorca – One Canary Island Pine

Chair Armendariz made motion to accept the staff recommendation to approve this request. The committee was in unanimous support.

13. Request for Tree Removal – 179-A Avenida Majorca – One Carrotwood

Chair Armendariz made motion to accept the staff recommendation to approve this request. The committee was in unanimous support.

14. Request for Tree Removal – 219-A Avenida Majorca – Four Canary Island Pine

Chair Armendariz made motion to accept the staff recommendation to approve this request. The committee was in unanimous support.

15. Per Committee Request: Reconsider Tree Removal: 228-D Avenida Majorca – One Fern Pine

The committee is going to go look at this tree with Staff and get back to Mr. Harwood with the committee's decision.

16. Request for Tree Removal – 519-D Calle Aragon – Two Canary Island Pine

Chair Armendariz made motion to accept the staff recommendation to approve this request. The committee was in unanimous support.

17. Request for Tree Removal - Staff Recommendation - 2058 Via Mariposa East – Four Canary Island Date Palms

Chair Armendariz made motion to accept the staff recommendation to approve this request. The committee was in unanimous support.

Items for Future Agendas:

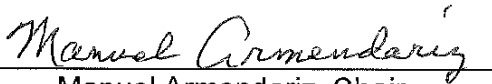
Concluding Business:

18. Committee Member Comments

Director Gilmore would like to consider replacing a tree for every one removed. He asked about the six new mowers that aren't working properly.

19. Date of Next Meeting – February 13, 2020

20. Adjournment at 10:28 a.m.



Manuel Armendariz, Chair
Kurt Wiemann, Staff Officer
Eve Morton, Landscape Operations Coordinator – 268-2565

Status Report
As of 1/14/2020
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

Our residents often need able-bodied people to assist them in performing small simple but essential chores, such as moving furniture, flipping mattress, hanging pictures, etc. Yet,

- 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.*
- 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.*

The Handyman Task Team came across one such company, NeighborING Inc., that has around 150 young college students on their roster, looking to support themselves and willing to work in their free time. The company thoroughly scrutinizes these young students with proper background checks, provides training, and also has an arrangement for necessary liability insurance coverage (to be purchased at \$5/hr rate when necessary). The company has been in business for about two years and has worked with many village residents through our Social Services coordination. Their student workers will wear their logo shirts and will have auto decals provided to them by the company. Residents need to call the company as per attached brochure for details.

Residents have the prerogative to employ whoever they choose to perform chores. However, The Handyman Task force and the United Board have reviewed the work that has been done by NeighborING Inc and found that, based on their past performance, they have provided a good product. United has also negotiated better rates with them that will be used if the Laguna Woods Residents call them to ask them to perform the services listed on their brochure. Please note that all the calls are made to Neighboring and all transactions are done through them. Resident Services should NOT be contacted for any of these tasks. Please also note that both residents and NeighborING are releasing United Laguna Woods Mutual of any liability regarding any of the services provided by NeighborING Inc. These are light duty handyman services and as such no major problems are anticipated when they do the work for which they are hired. Any technical work requiring a plumber, electrician or a carpenter will NOT be done by NeighborING Inc. A second phase of the Handyman-2020 program that identifies technical work, is currently under review and is expected to be released in a few months

SERVICE ADDENDUM AGREEMENT

Agreement Between Neighboring and Shareholder/Neighboring Only.

Shareholder/resident understands and acknowledges the following:

1. Shareholder/resident is a shareholder/resident of United Laguna Woods Mutual, a California non-profit mutual benefit corporation, consisting of a stock cooperative common interest development ("United"). The handyman services to be performed by NeighborING, Inc. ("Neighboring") for the benefit of Shareholder/resident are to take place in/at Shareholder's/resident's Unit within the community owned and operated by United, within the Laguna Woods Village;
2. The Unit and its buildings and grounds are owned by United, and Shareholder/resident are occupants of the Unit;
3. United authorizes Shareholder/resident to proceed with light handyman services (defined below) in Shareholder's/resident's Unit, on condition that Neighboring and Shareholder/resident agree that their agreement is solely between Neighboring and Shareholder. United and its affiliates, agents, officers and directors, including but not limited to Village Management Services, Inc. ("VMS"), are not a party to any agreement for handyman services between Neighboring and Shareholder/resident, did not solicit Shareholder/resident to enter into any agreement with Neighboring, and make no representations or warranties, express or implied, regarding Neighboring's services to Shareholder/resident;
4. "Light Handyman Services", which are approved by United and do not require United's separate approval for each service, are described as remedial tasks, such as flipping mattresses, hanging pictures, cleaning, moving furniture, and similar services, including services described in the Neighboring brochure attached hereto as Exhibit "A"; work resulting in altering the structure, plumbing, electrical, or otherwise requiring a contractor's license requires separate approval by United;
5. Any rights, claims or obligations which Shareholder may seek to enforce against Neighboring, Shareholder/neighboring may not enforce against United or its affiliates.

Release. In consideration of the above, Shareholder/resident hereby fully releases, acquits and forever discharges United, VMS and their contractors, subcontractors, heirs, successors and assigns, predecessors, agents, affiliates, principals, insurers, managers, each of their past, present and future directors, officers, representatives and attorneys (the "Released Parties") from any and all rights, actions, claims, debts, demands, costs, contracts, liabilities, obligations, damages and causes of action, whether known, suspected or unknown, whether in law or in equity, which Shareholder/resident has had

or now has or may claim to have in the future, arising from services provided to Shareholder by Neighboring.



The Help of a Neighbor
When You Need It!

Schedule Help Today!

www.Startneighboring.com

949 - 322 - 4923

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

**Only in Home/Interior Patio
& Garden Center*

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

Set Your Own Pricing

1 hr. - \$25

2 hrs. - \$23
or more

Recommended

Hourly Pricing

OR

Project Based Pricing

(1 Hour Minimum)

Not On The List? Don't Worry...Call 949 - 322 - 4923

Provided as information only of the availability for small chores work



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**Only in Home/Interior Patio
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OR

Project Based Pricing

(1 Hour Minimum)

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Provided as information only of the availability for small chores work



FINANCE COMMITTEE MEETING
REPORT OF THE REGULAR OPEN SESSION

Wednesday, December 18, 2019 – 1:30 p.m.
Laguna Woods Village Community Center Board Room, 24351 El Toro Road

MEMBERS PRESENT: Annette Soule, Chair; Bunny Carpenter (for English), Judith Troutman, Robert Mutchnick, Jon Pearlstone, Juanita Skillman (for Addington), Alfred Amado

MEMBERS ABSENT: Pat English, Sue Margolis, Elsie Addington

STAFF PRESENT: Betty Parker, Steve Hormuth, Christopher Swanson, Tim Moy

OTHERS: GRF – Joe Fitzekam, Egan Garthoffner, Yvonne Horton,
THIRD – Steve Parsons
VMS – Diane Phelps, Dick Rader

Call to Order

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

Approval of Meeting Agenda

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

Approval of the Regular Meeting Report of October 23, 2019

A motion was made and carried by a vote of 6-0-1 (Director Mutchnick abstained) to approve the report as presented.

Chair Remarks

Director Soule welcomed the new GRF board members and officers.

Member Comments (Items Not on the Agenda)

Patricia Brady (466-B) commented on the need for an accessibility ramp at her carport. The committee requested she bring this topic up at the next ACSC on January 16, 2020.

SueEllen Zima (823-D) commented on the Alternative Revenue Cost Sharing subcommittee.

Georgeann Albano (40-S) commented on the 2020 annual assessment letter.

Department Head Update

Betty Parker, CFO, informed the committee that 2020 Assessment Coupon Books were mailed to residents who have not signed up for EZ Pay (auto payment service). Additionally, the 2020 Greenbooks have been placed in the mailboxes of all board members. A PDF file of the Greenbook is available to residents on the website or in Central Services with a copy fee.

Review Preliminary Financial Statements dated November 30, 2019

The committee reviewed and commented on the financial statements dated November 30, 2019, issued under separate cover, and questions were addressed. The committee requested additional information for the following: proforma statement for Broadband, PAC expenditures, missed meal penalties, and security stand-by fees.

Ms. Parker provided an update on the investment transition from Merrill Lynch to SageView, noting that all holdings with BlackRock had been liquidated and reinvested with target allocations that include Fidelity and Vanguard index funds for U.S. treasuries, U.S. mortgaged backed securities, and investment grade corporate bonds. A handout was provided showing current positions. The committee requested a reconciliation of amounts sold vs. reinvested.

Insurance Program Update

The committee reviewed a staff report on the 2020 insurance renewal and agreed with the proposed timeline.

2020 GRF Finance Meeting Dates

The committee reviewed the 2020 GRF Finance Meeting Schedule, which will be revised to reflect the December meeting scheduled for December 16, 2020.

Gate 11 Security Improvement Funding

The committee reviewed a staff report on supplemental funding for Gate 11 Security Improvements. Tim Moy, Chief of Security, provided additional information on this topic and addressed questions. A motion was made and carried unanimously to recommend the board approve supplemental funding at their next open board meeting.

Future Agenda Items

- GRF Finance Committee Charter
- Discuss Non-Voting Advisors

Committee Member Comments

Director Skillman commented on investments and Gate 11 project approval. Director Pearlstone wished everyone happy holidays.

Date of Next Meeting

Wednesday, February 19, 2020 at 1:30 p.m.

Recess to Closed Session

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

DRAFT

Annette Soule, Chair



OPEN MEETING

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

**Wednesday, December 4, 2019 – 9:30 a.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road**

COMMITTEE MEMBERS PRESENT: Chair - Bert Moldow, Annette Sabol Soule for Jim Matson, Lynn Jarrett, Manuel Armendariz, Yvonne Horton, Ralph Engdahl for Reza Karimi, Neda Ardani for Andre Torng

COMMITTEE MEMBERS ABSENT: Andre Torng, Reza Karimi, Jim Matson

OTHERS PRESENT: Bunny Carpenter, Juanita Skillman, John Frankel

ADVISORS PRESENT: None.

STAFF PRESENT: Kurt Wiemann, Eve Morton

REPORT

1. Call to Order

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

2. Acknowledgement of Media

No press was present.

3. Approval of the Agenda

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

4. Approval of Meeting Report of August 14, 2019

Director Armendariz made a motion to approve the Meeting Report. Director Jarrett seconded. The committee was in unanimous support.

5. Committee Chair Remarks

Chair Moldow stated that Landscape staff is down 10 people or 11 percent. Mr. Wiemann is doing his best to find people. Mr. Wiemann did a fantastic job on the creek. There must have been 30 ducks enjoying themselves in the water and prior to work there were none.

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

Barbara Mescon(5557-A) The lawns are terrible. Upkeep of our community is terrible. I had people visiting and it looks awful. If we have a fire, it will spread through the whole area. Pine needles haven't been swept up. She has called the CEO and he said they will be trimming the trees in January and February.

Elizabeth Morris (581-O) She wanted to thank Mr. Wiemann for the creek and the park. They look fantastic. Ducks are everywhere and also a great blue heron. He visited twice in one week and she hasn't seen him in three years. A big egret was there too. Dead bushes by Sevilla were finally removed. Thank you.

Sharon O'Neil (581-P) Thanks also for work at the creek. Great to see wildlife.

Roberta Berk (933-B) Tree pruners cut down palm trees and stumps are in an open area and she feels it will be a liability. She feels there is not enough oversight. They mulched whole area but not down below. Routine things are not being handled. Why can't they use the blowers on the rocks; used to be covered with water but now everything falls on them.

Walt Herd (579-B) The creek is stunning compared to what it used to be. Thank you. The weeds/reeds are popping up again. Can someone cut them so they don't get out of control? Would be simple task at this point. Please clean up the pathway. A lot of mud and sand from the rain. A lot of leftover twigs and branches in the grass. Please remove those.

7. Response to Member Comments

Director Armendariz stated people should come to this meetings or put in a service request for any needs. Mr. Wiemann will be using an outside vendor to help with some of the work.

Director Engdahl said thank you for the favorable comments.

Director Jarrett thanked everyone for coming.

Chair Moldow is appreciative of people coming here today to make good comments about the creek. This committee is responsible only for GRF areas.

Response to 5577-A - Staff is currently renovating turf and aerating it all. Staff will fertilize and overseed in the spring. We will be doing this in United in the Spring. Turf will not look good for about six months during this process.

All trees in Third will be trimmed. We are in the process of approving those contracts. Slope contracts for all Mutuals are being worked on also.

Mr. Wiemann let Roberta Berk know that a separate crew removes the stumps and they will be getting to the ones you mentioned.

8. Department Head Update

None.

Consent:

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

None.

Reports:

None

Items for Discussion and Consideration:

9. Discuss the Land Survey of Aliso Creek

Mr. Wiemann reported that the land survey of the creek has been completed. We are calculating what belongs to each Mutual at the Creek. This will effect financials in 2021. A new man in January will be in charge of cattails. We will be clearing them one more time in January.

Director Armendariz stated the main reason the land survey was done was so we can know who is in charge of what. Markers clearly delineate.

10. Update on the Creek

Mr. Wiemann has met with Fish and Wildlife and they are happy with creek. He let them know we want more open area and they are considering our request. Upstream of the bridge, he is proposing to open it up and free it of cattails. We may may be doing pond turtle habitats and they need open water.

11. Discuss Possibility of Replacing Some Turf Areas with Drought-Tolerant Plantings

Chair Moldow stated rebates are available for removal of turf. Are there any plans for GRF? Mr. Wiemann reported that no money is budgeted for this. Rebates are not available for any reclaimed water areas.

Mr. Wiemann reported that drought tolerant plants are being planted at Gate 14. The turf at the clubhouses is such a prominent feature so he believes gates are the place to start.

Mr. Wiemann said he will put together costs. Director Sabol Soule suggested a plan for a future budget and to prioritize gates to do in what order.

Chair Moldow asked committee members to look at lawns at the clubhouses to see if they want to make any changes.

Mr. Wiemann stated that holding the maintenance at the clubhouses to a higher standard would be a good place for more money.

Items for Future Agendas:

12. Discuss Cost of Upgrading Landscaping at the Renovated Gates

Concluding Business:

13. Committee Member Comments

Chair Moldow thanked Mr. Wiemann for staying on top of things and for the Members who attended this meeting.

14. Date of Next Meeting – February 12, 2020

15. Adjournment at 10:10 a.m.

DRAFT

Bert Moldow, Chair

OPEN MEETING

**THE GOLDEN RAIN FOUNDATION
REPORT OF PERFORMING ARTS CENTER (PAC) RENOVATION
AD HOC COMMITTEE**

**Thursday, December 12, 2019 – 2:00 P.M.
Laguna Woods Village Community Center Board Room**

MEMBERS PRESENT: Judith Troutman – Chair, Bunny Carpenter, Joe Fitzekam, John Frankel - left at 3:35 (in for Cush Bhada), Jon Pearlstone, Carl Randazzo, Juanita Skillman

ADVISORS PRESENT: Sharon Molineri

MEMBERS ABSENT: Cush Bhada; Mutual 50 Representative

STAFF PRESENT: Ernesto Munoz – Staff Officer, Laurie Chavarria, Guy West, Brian Gruner, Jeff Parker

1. Call to Order

Chair Troutman called the meeting to order at 2:00 P.M.

2. Acknowledgment of Media

Chair Troutman noted no members of the media were present.

3. Approval of the Agenda

The agenda was approved as written.

4. Approval of the Meeting Report for October 17, 2019

The meeting report from October 17, 2019 was approved as written by a vote of 4/2/1. Directors Randazzo and Skillman opposed, and Chair Troutman abstained.

5. Chair's Remarks

Chair Troutman had no remarks.

6. Member Comments (Items Not on the Agenda)

- Cash Achrekar (201-E) commented on the ability to have theatre room naming rights with a generous donation toward this project.
- Beth Perak (3321-C) thanked the various committee members and staff that have brought the PAC renovation project this far.

7. Department Head Update

Staff Officer Ernesto Munoz had no update.

REPORTS

8. Performing Arts Center Engineering Design Update

Staff Officer Ernesto Munoz provided a brief history on the renovation project; spoke about the alternative designs; summarized the proposed maintenance upgrades, and answered questions from the Committee.

Discussion ensued regarding ADA requirements; lobby and dining room upgrades; contingency funding; construction bid documents; the architect's construction estimate; and possible renovation changes to reduce the overall project cost.

Ad-Hoc Committee Member Comments on the update:

- Director Frankel commented on seismic requirements; restroom upgrades; cost percentage for general conditions and construction support.
- Director Randazzo commented the estimated project costs versus current available budget; resident approval of increased project costs and the scope of work that will go out to bid.
- Director Skillman commented on lounge and facilities in the women's restroom; she would like to see an alternative cost to remodel the current bathroom without relocating it.
- Director Carpenter commented on the aesthetics that need to be made to the restrooms (paint and toilet upgrades); and who will specify the equipment for audio/visual upgrades.
- Director Pearlstone commented on project priorities and if there were any way to eliminate some of the maintenance upgrades to bring the project within budget and menu item pricing on the RFP.
- Director Fitzekam asked about possibly lowering the quality of the equipment to save costs.

Audience Member Comments on the update:

- Maxine McIntosh (68-C) commented on contingency funding and construction documents.

- Cash Achrekar (201-E) commented on the cost of this project.
- Pat English (2022-D) commented on the HVAC system as a separate bid and the need to complete all the maintenance upgrades for this important asset.
- Dick Rader (270-D) commented on carpet thickness.
- Joan Milliman (969-3E) commented on moving forward with this project; construction delays and audio/visual equipment specifications.

Staff Officer Ernesto Munoz and Projects Division Manager Guy West answered questions and comments from the Ad-hoc Committee and audience members.

By consensus, staff was directed to go out to bid on the maintenance upgrades with no alternate bid items.

CONCLUDING BUSINESS


Committee Member Comments

- Director Randazzo commented on projects staying within budget.
- Director Skillman commented on the funding appropriations for this project.

Date of the Next Meeting(s): TBD

Adjournment

The meeting was adjourned at 3:54 P.M.


Judith Troutman, Chair

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OPEN MEETING
THE GOLDEN RAIN FOUNDATION
MEDIA AND COMMUNICATIONS COMMITTEE
Monday, December 16, 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, Beth Perak, Annie McCary, Elsie Addington, Lynn Jarrett, Juanita Skillman, Ryna Rothberg and Advisers Carmen Pacella, Tom Nash and Frank Tybor.
- MEMBERS ABSENT:** None
- OTHERS PRESENT:** Dick Rader – GRF, Jon Pearlstone – Third and Bunny Carpenter – Third
- STAFF PRESENT:** Eileen Paulin, Chuck Holland and Becky Jackson
1. **Call to Order**
Chair Annette Sabol Soule called the meeting to order at 1:34 p.m.
 2. **Acknowledgement of Media**
Paul Ortiz from Village Television was present.
 3. **Approval of the Agenda**
Agenda was approved.
 4. **Approval of Meeting Report from November 18, 2019**
Report was approved.
 5. **Chair's Remarks**
Chair Soule stated today is the first meeting of the new GRF year and she is happy to report that she has been selected to chair this committee. She announced the non-voting advisors Carmen Pacella, Tom Nash, PhD and Frank Tybor. She stated that she feels very fortunate that each of the extremely talented volunteers has accepted.

The GRF January meeting is when the Board will vote for the non-voting advisors. Who will be seated at the next MACC meeting which will be held on Wednesday, January 22, 2020 at 9:30 a.m. in the Board Room.

Chair Soule asked everyone to make a note that the committee meets monthly in the third Monday at 1:30 p.m. in the Board Room. Martin Luther King Day is Monday, January 20 and President's Day is Monday, February 17. Meeting dates, times and locations will be determined to accommodate the holidays.

6. Member Comments (Items not on the Agenda)

Dick Rader (270-D) was called to speak and discussed marketing the Village as the community competes with newer developments. Mr. Rader suggested forming a study group and expanding the docent tours at minimal costs or creating revenue.

Director Pat English agreed with Mr. Rader and would like to see efforts to promote sales in the Village. Stated having teas or talks and invest money in these to increase sales would be beneficial.

Chuck Holland stated there are not enough real property inventories to have sales. He mentioned a task force that met three weeks ago that discussed these issues.

Eileen Paulin stated the real estate agents are the ambassadors of the Village. She mentioned the traffic on the website and the national recognition. Ms. Paulin then asked Mr. Rader to clarify what he was looking to accomplish.

Chair Soule directed Mr. Rader and Director English to put together what they would like to accomplish; the item would be moved to next month under Items for Discussion and Consideration.

7. Director's and Staff Forum

None

REPORTS:

8. Broadband and Contracts Report - Chuck Holland

Mr. Holland provided his monthly report on Contract Renewals, Subscriber Counts and Proforma Operating Statements. He described the three for the new members, stating Contract Renewals pertain to channel stations either independently or in bulk rates. Subscriber counts pertain to services the residents currently receiving. Proforma Operating Statements are the consolidated financial statements having to do with Broadband Services.

Mr. Holland started with the termination of the contract for Fox Sports Net Prime Ticket and Fox Sports Net West. He suggested residents research outside streaming services. There was also discussion that the savings of terminating these channels would not be reflected in the assessments; as the savings will be absorbed by other costs. Ms. Paulin will work on communicating this so residents are not confused as to why assessments will not be decreasing.

Mr. Holland discussed the renewal of KCOP My 13 and KTTV Fox through NCTC which provides programing at 50 cents on the dollar.

Mr. Holland presented the 2019 Subscriber Counts including the removal of standard definition and migrating to all high definition. This will decrease licensing fees and reduce equipment needs.

Mr. Holland presented the cable modem termination system. He is working on a contract with West Coast Internet pending a decision from GRF, which would have West Coast Internet pay for the materials to increase bandwidth. In turn GRF would renew their contract with West Coast Internet.

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

Mr. Holland provided additional discussion on Broadband Services financials stating that the advertising revenues increase during elections. Overall the financials have been under budget \$12,870 or 1% better than budgeted.

9. Marketing and Communications Report - Eileen Paulin

Ms. Paulin provided her monthly report on Marketing and Communications stating November was very busy. This included workflow, iContact statistics, Docent Report, New Resident Orientations and significant projects. She had highlighted the following key messages:

- OCTA I-5/EI Toro Road Interchange Project
- Laguna Hills Mall Developer Scales Back Proposal
- Transportation Changes and the new Brochure
- Third Streetlight Pilot Testing

Ms. Paulin discussed the notification of power outages and the push for getting residents to sign up for DwellingLive. She announced CEO, Jeffrey Parker, will be meeting with the presidents of GRF, Third and United regularly, and the training for the boards will commence in January 2020. Ms. Paulin announced there has been a schedule set for 2020 to have neighborhood meetings at various clubhouses to meet with residents.

These meetings will be a roundtable format and occur twice a month with staff and a board member focusing on specific topics.

Chair Soule asked Ms. Paulin to elaborate on the magazine.

Director Juanita Skillman stated she would like to have it come out more frequently.

Director Elsie Addington asked for the breakdown of cost of the current Breeze publication.

Ms. Paulin reported the current Breeze is \$4 an issue costing \$3,200 a month in printing and half the cost to print in black and white. She reminded the committee with the pending magazine all costs would be covered. She referenced Mr. Rader's comments earlier and stated the magazine would make a great marketing tool to showcase the Village.

Jon Pearlstone was called to speak and discussed the open rates on iContact in respect to the digital copy of the Breeze. He supports the magazine knowing there would be a 100% reach to residents at no cost.

Director Annie McCary stated she is excited about the magazine and reaching out to 100% of the residents.

Ms. Paulin stated there will be an editorial board comprised of the members at the dais and other residents.

ITEMS FOR DISCUSSION AND CONSIDERATION:

10. Update Committee Charter – Chair Annette Sabol Soule

Committee directed Becky Jackson to make changes to proposal in Committee's Area's of Concern items six and seven to add in the parentheses cable advertising. Other corrections agreed upon are spelling and department title changes. With the changes Director Addington made a motion to approve the updated charter; Director Beth Perak seconded it, the updated charter was approved unanimously.

ITEMS FOR FUTURE AGENDAS:

11. Marketing the Village – Director English and Mr. Rader.

CONCLUDING BUSINESS:

12. Committee Member Comments

Director Jarrett thanked Jackie Brown for doing her PowerPoint and then asked about the consultant.

Chair Soule explained the background of how GRF obtained the approval for the consultant, to review some of the services independently. She then asked Bunny Carpenter, President of GRF, where the results should go.

Ms. Carpenter replied the results should go before the Media and Communications Committee.

Director McCary thanked Broadband and MarComm.

Director English wished everyone a Merry Christmas.

Director Perak thanked Mr. Holland and Ms. Paulin for looking forward in messaging, saving money and with canceling channels.

Director Addington thanked the staff and after checking her math stated the Breeze is currently costing \$37,000 a year.

Director Skillman wished everyone happy holidays.

Director Ryna Rothberg wished everyone happy holidays.

Mr. Holland stated the Breeze costs \$38,000 a year. He stated the real estate industry is currently depressed in general, to explain the lack of sales. He brought up the gate clearance calls total 225,000 annually and consume 3,750 hours of staff time. He will work on putting together an analysis of what that costs.

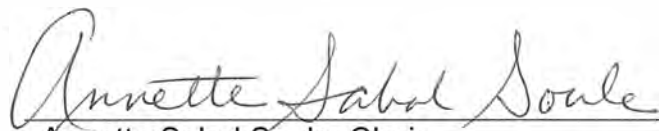
Ms. Paulin asked Director Skillman if it would be prudent to craft a message to clarify why assessments are not going down with the removal of the two channels.

Chair Soule stated it was a good meeting and thanked everyone.

11. Date of Next Meeting – Wednesday, January 22, 2019 9:30 a.m., Board Room

12. Adjournment

Meeting was adjourned at 3:31 p.m.

A handwritten signature in cursive script that reads "Annette Sabol Soule". The signature is written in dark ink and is positioned above a horizontal line.

Annette Sabol Soule, Chair
Media and Communications Committee

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