



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

**Tuesday, March 10, 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 Armendariz**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of the Meeting Minutes**
 - a. February 11, 2020 – 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**
- 9. Update from VMS – Director Pacella**
- 10. CEO Report**
 - a. Introduction of Carlos Rojas, Director of Security
- 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. **Recommendation from the Architectural Controls and Standards Committee**
 - (1) Recommendation to Approve – 326-D (Seville, 5) – Room Addition on Front Patio
- b. **Recommendation from the Landscape Committee:**
 - (1) Recommendation to Approve Request for Tree Removal – 2183-P Via Mariposa (Italiano) – One Indian Laurel Fig Tree
- c. Termination of United Laguna Woods Mutual Participation on Village Energy Task Force
- d. Consistent with its statutory obligations under Civil Code §5501, a subcommittee of the Board consisting of the Treasurer and at least one other Board member reviewed the United Laguna Woods Mutual preliminary financials for the month of January 2020, and such review is hereby ratified.
- e. Recommendation from the M&C Committee
 - (1) Defunding of Various 2020 Projects
- f. Approve a Resolution to Revise Committee Appointments

12. Unfinished Business-none

13. New Business

- a. Entertain a Motion to Re-Introduce a Resolution to Require a Recognition Agreement for Lenders **(September initial notification-November referred back to Committee--Must postpone 28-days for Member comment and review to comply with Civil Code §4360)**
- b. Entertain a Motion to Introduce the Handyman Program Phase II-Maintenance Chargeable Services **(March initial notification--Must postpone 28-days for Member comment and review to comply with Civil Code §4360)**

14. Committee Reports

- a. Report of the Finance Committee / Financial Report – Director Gilmore. The Committee met in January 28, 2020; next meeting March 31, 2020, 1:30 p.m. in the Sycamore Room.
 - 1) Treasurer's Report
 - 2) United Finance Committee Report
 - 3) Resales/Leasing Reports
- b. Report of the Architectural Control and Standards Committee – Director Bastani. The Committee met on January 16, 2020; next meeting March 19, 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 February 27, 2020; next meeting March 26, 2020, 9:00 a.m. in the Sycamore Room.
- e. Report of the Governing Documents Review Committee – Director Torng. The Committee met on February 20, 2020; next meeting March 19, 2020, 1:30 p.m. in the Sycamore Room.
- f. Report of the Landscape Committee – Director Armendariz. The Committee met on February 13, 2020; next meeting April 9, 2020, 9:30 a.m. in the Board Room.
- g. Report of the Maintenance & Construction Committee – Director Randazzo. The Committee met on February 26, 2020; next meeting April 22, 2020 at 9:00 a.m. in the Board Room.
 - 1) Handyman Committee met on February 7, 2020– Director Achrekar.
- h. Report of the Resident Advisory Committee – Director Ardani. The Committee met on February 13, 2020; next meeting March 12, 2020, 4:00 p.m. in the Sycamore Room.

15. GRF Committee Highlights

- a. Report of the Finance Committee – Director Gilmore. The Committee met in February 19, 2020; next meeting, April 22, 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 February 12, 2020; next meeting May 13, 2020 at 1:30 p.m. in the Board Room.
- d. Report of the Maintenance & Construction Committee – Director Randazzo. The Committee met on February 12, 2020; next meeting April 8, 2020, 9:30 a.m. in the Board Room.
- e. Village Energy Task Force – Director Randazzo. The Task Force met on March 4, 2020

- f. Report of the Media and Communication Committee – Director Skillman. The Committee met on February 19, 2020; next meeting March 16, 2020, 9:30 a.m. in the Board Room.
- g. Report of the Mobility and Vehicles Committee – Director Addington. The Committee met on February 5, 2020; next meeting, April 1, 2020, 1:30 p.m. in the Board Room.
- h. Report of the Security and Community Access Committee – Director Ardani. The Committee met on February 24, 2020; next meeting April 27, 2020, at 1:30 p.m. in the Board Room.
- i. Laguna Woods Village Traffic Hearings – Director Addington. The Hearings were held on February 19, 2020; next hearings March 18, 2020, 9:00 a.m. in the Board Room and 1:00 p.m. in the Sycamore Room.
- j. Report of the Disaster Preparedness Task Force – Director Achrekar. The Task Force met on January 28, 2020; next meeting March 31, 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 (referred back to Governing Documents Review Committee)
- b. Alternative Heat Source Policy (referred back to Architectural Control and Standards Committee)
- c. Resolution for a Directors Code of Conduct (referred back to Governing Doc. Review Documents Committee)

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.*

CLOSED SESSION NOTICE AND AGENDA

Approval of Agenda

Approval of the Following Meeting Minutes;

(a) February 11, 2020—Regular Closed Meeting

Discuss and Consider Member Matters

Discuss Personnel Matters

Discuss and Consider Contractual Matters

Discuss and Consider Litigation Matters

19. Adjourn



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

**Tuesday, February 11, 2020, 9:30 a.m.
24351 El Toro Road, Laguna Woods, California**

Directors Present: Sue Margolis, Carl Randazzo, Andre Tornig, Juanita Skillman, Elsie Addington, Cash Achrekar, Neda Ardani, Manuel Armendariz, Reza Bastani, Brian Gilmore, and Anthony Liberatore

Directors Absent: None

Staff Present: Jeff Parker, CEO; Siobhan Foster, COO; Eileen Paulin and Grant Schultz

Others Present: VMS: Dick Rader, 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 Addington 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. Director Randazzo seconded the motion and the agenda was approved without objection.

5. Approval of Minutes

a. January 14, 2020–Regular Open Session

Director Randazzo made a motion to approve the minutes of January 14, 2020, Regular Open Session as presented. The motion was seconded by Director Armendariz.

Discussion ensued among the directors.

Director Skillman asked that more information be placed in the minutes from Director Ardani's member comments report.

Director Torng stated details should not be included in the minutes.

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

6. Report of the Chair

President Margolis commented about the cost of compliance and asked that residents try to resolve problems with their neighbors before filing a complaint with the Compliance Department. The Board will display how resident assessments and reserve funds are spent during the budget process.

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;

8. Responses to Open Forum Speakers

Directors responded to Member comments:

- Director Achrekar commented assistance that the India Club offers;

a. Follow-up from the January 14, 2020, Board Meeting Open Forum – Director Ardani

Director Ardani gave an update on the member comments from the last meeting.

- CEO send a letter to the resident about GRF reserve balances;
- Need for more EV charging stations in the community: Tesla owners can purchase an adaptor to charge their vehicles or check out an adapter at the concierge's desk;
- Benefits of conducting a survey of the residents: staff is discussing the possibility of doing a survey with the United, Third and GRF Boards;
- Transient issues near her unit and requested clean up near her lot: Resident should call security if they witness transients in the Village. Landscape supervisor met with the resident to address the issue of weeds and turf over-seeding;
- Tree removal and tree re-plantings: when trees are removed, new trees are replanted in the Village at a rate close to 2:1;
- Concern about board members delegating the responsibility of signing sales and leasing packages to staff: the topic has been reviewed by the Governing Documents Review Committee and will not be moving forward.

9a. Update from VMS - Director Rader

Director Rader gave an update from the VMS Board Meeting and discussed the 2020 goals and strategic planning of the VMS Board. He commented about tree trimming, Media and Communications Committee is working on communication with the residents,

for vendor gate clearance they need to use dwellingLive, and he listed the upcoming Village visits with the CEO. Finally he stated that VMS has completed the review of the CEO.

Dick Rader and Dorothy Pacella answered questions from the Board.

10. CEO Report

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

- Started recruitment Chief Security Officer for the replacement of Tim Moy;
- Village Breeze Magazine is ready to be sent out to the residents by the end of the month;
- New Village map will be included in the Village Breeze Magazine;
- On Wednesday, February 12, 15 10 a.m. in the Clubhouse 1 Main Lounge, VMS CEO Jeff Parker will meet with residents to discuss Village operations and current community topics.
- Effective Saturday, February 15, the Community Fitness Center will be open Monday through Friday 5:30 a.m. to 8 p.m. and Saturday and Sunday from 7 a.m. to 2 p.m.
- Primary election new voting procedures. Mail-in ballots should have been received by resident by now. One of the voting centers will be located at city hall and at OC Vote.com for a list of voting center;
- Holiday hours are posted on the website for Presidents' Day on Monday, February 17.
- Bulky item pick up will be this Saturday, February 15th.

11. Consent Calendar

11a. 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 December 2019, and such review is hereby ratified.

11b. Approve a Revised Resolution for Committee Appointments

Resolution 01-20-12

United Laguna Woods Mutual Committee Appointments

RESOLVED, February 11, 2020, that the following persons are hereby appointed to serve the Corporation in the following capacities:

Architectural Control and Standards Committee

Elsie Addington, Co-Chair

Reza Bastani, Co-Chair

Brian Gilmore

Carl Randazzo

Non-Voting Advisors: Michael Mehrain, Janey Dorrell, Walt Ridley

Communications Committee

Elsie Addington
Non-Voting Advisors: Maggie Blackwell

Finance Committee

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

Financial Review Task Force

Brian Gilmore
Neda Ardani
~~Elsie Addington~~

Governing Documents Review Committee

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

Operating Rules Rewrite

Team 1 Juanita Skillman
Team 2 Andre Torng

Landscape Committee

Manuel Armendariz, Chair
Anthony Liberatore
Andre Torng

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 01-19-100, adopted December 10, 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 01-20-13

Golden Rain Foundation Committee Appointments

RESOLVED, February 11, 2020, 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

Brian Gilmore, Alternate

Elsie Addington

GRF Community Activities

Juanita Skillman

Andre Torng
Elsie Addington, Alternate

GRF Finance

Sue Margolis
Brian Gilmore
Manuel Armendariz, Alternate
Elsie Addington

Purchasing Ad Hoc Committee (new)

Carl Randazzo
Cash Achrekar
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
Neda Ardani, Alternate
Brian Gilmore

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 01-19-101, adopted December 10, 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 Ardani made a motion to approve the Consent Calendar as presented. The motion was seconded by Director Randazzo.

Director Armendariz commented he plans to bring up areas where the Board is not acting in compliance with the Davis-Stirling Act during closed session today.

President Margolis called for the vote on the Consent Calendar and the motion passed by a vote of 8-1-2 (Director Armendariz opposed, Directors Addington and Bastani abstained)

12. Unfinished Business

- 12a.** Entertain a Motion to Introduce a Resolution for a Species-Based Tree Trimming Policy

Director Armendariz read a synopsis of the following resolution:

RESOLUTION 01-20-14
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, February 11, 2020, 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.

Director Armendariz made a motion to approve the resolution for a Species-Based Tree Trimming Policy. The motion was seconded by Director Torng.

Discussion ensued among the Directors.

President Margolis called for the vote and the motion passed by a vote of 10-0-1 (Director Addington abstained).

13. New Business

- 13a.** Entertain a Motion to Approve the Director Code of Conduct (**February Initial Notification—Must postpone 28-days for member review and comment to comply with Civil Code §4360**).

Director Torng read a synopsis of the following resolution:

RESOLUTION 01-20-XX **DIRECTORS CODE OF CONDUCT**

WHEREAS, pursuant to California's Common Interest Development Meeting Act (California Civil Code § 1363.05) and the governing documents of the United Laguna Woods Mutual ("United"), United's Board of Directors (the "Board") is required to hold meetings in open session and executing session, as may be applicable, to deliberate and act upon the business and affairs of United; and

WHEREAS, the board believes that efficient Board meetings are not possible unless those meetings are conducted in a professional, orderly and timely fashion; and

WHEREAS, the Board wishes to promote such professionalism, order and timeless, and

regulate Board meeting time in an even and consistent fashion; and

WHEREAS, the Board believes that a Board member code of conduct (the "Code of Conduct") is necessary to effectuate the items described above.

NOW THEREFORE BE IT RESOLVED, on [DATE] that Resolution 01-17-57 adopted May 9, 2017 is hereby superseded and cancelled; and

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

FEBRUARY 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 Achrekar made a motion seconded by Director Ardani to approve the Directors Code of Conduct.

Discussion ensued among the directors.

Director Armendariz made an amendment to send the Directors Code of Conduct back to Committee. The amendment was seconded by Director Torng.

President Margolis called for the motion as amended and the motion passed by a vote of 6-5-0 (Directors Margolis, Randazzo, Achrekar, Skillman and Liberatore opposed).

14. Committee Reports

- 14a.** Report of the Finance Committee / Financial Report – Director Gilmore showed a presentation on the Treasurer's Report and reviewed the resale and lease reports. The Committee met on January 28, 2020; next meeting will be March 31, 2020, 1:30 p.m. in the Sycamore Room.
- 14b.** Report of the Architectural Control and Standards Committee – Director Addington gave a report from the last Committee meeting. The Committee met on January 16, 2020; next meeting will be March 19, 2020, 9:30 a.m. in the Elm Room.
- 14c.** Report of the Communications Committee – Director Skillman. 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 January 23, 2020; next meeting will be February 27, 2020, at 9:00 a.m. in the Sycamore Room.

- 14e.** Report of the Governing Documents Review Committee – Director Torng gave a report from the last Committee meeting. The Committee met on January 16, 2020; next meeting will be February 20, 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 December 12, 2019; next meeting will be February 13, 2020, 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.
 - (1) Handyman Task Force—Director Achrekar gave a report for the Handyman Task Force. The Committee met on February 7, 2020.
- 14h.** Report of the Resident Advisory Committee – Director Ardani gave a report from the last Resident Advisory Committee. The Committee met on January 16, 2020; next meeting will be February 13, 2020, 4:00 p.m. in the Sycamore Room.

15. GRF Committee Highlights

- 15a.** Report of the Finance Committee – Director Gilmore gave highlights from the last Committee meeting. The Committee met on December 18, 2019; next meeting will be February 19, 2020, 1:30 p.m. in the Board Room.
- 15b.** Report of the Community Activities Committee – Director Skillman gave highlights from the last Committee meeting. The Committee met on January 9, 2020; next meeting March 12, 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 12, 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.
 - (1) 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 met 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 January 22,

- 15f.** Report of the Media and Communication Committee – Director Skillman gave highlights from the last Committee meeting. The Committee met on January 22, 2020; next meeting will be February 19, 2020, 9:30 a.m. in the Board Room.
- 15g.** Report of the Mobility and Vehicles Committee – Director Addington gave highlights from the last Committee meeting. The Committee met on February 5, 2020; next meeting will be April 1, 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 January 20, 2020; next meeting will be February 23, 2020, 1:30 p.m. in the Board Room.
- 15i.** Laguna Woods Village Traffic Hearings – Director Addington summarized the frequently repeated violations heard at the traffic hearings. The hearings were held on January 15, 2020; next hearings will be on February 19, 2020, 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 January 28, 2020; next meeting will be on March 31, 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.** Resolution to Require a Recognition Agreement for Lenders (Referred back to Committee—Committee Tabled this Item)

17. Director's Comments

- Director Achrekar thanked Eileen Paulin for the Village Breeze Magazine;
- Director Armendariz thanked Director Achrekar and Randazzo for their work on the Handyman Program, ask what will be done with the vacant space on the Third Floor and commented that the Board is functioning better under President Margolis' leadership;
- Director Torng commented about the new focus of the Board to make improvements and asked resident to embrace the change. He asked each department to provide their own KPIs;
- Director Randazzo commented on the Village Breeze Magazine and reminded everyone to read it;
- Director Skillman is concerned with the new Village visits which conflict with some of the other meetings;
- Director Gilmore commented about information that is available on the internet;
- Director Liberatore asked who is paying for the staff time for the Village visits.

- 18. Recess** - *At this time the Meeting will recess for lunch and reconvene to Closed*

The meeting recessed at 10:59 a.m. into the Closed Session.

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

During the January 14, 2020, Regular Executive Session, the Board:

Approval of Agenda

Approval of the Following Meeting Minutes;

(a) December 12, 2019—Regular Closed Session

Discussed Member Disciplinary Cases

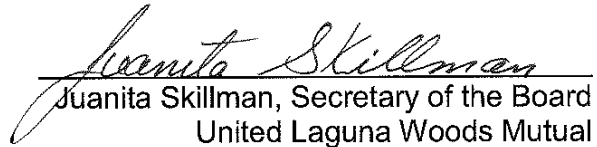
Discussed Personnel Matters

Discuss and Consider Contractual Matters

Discussed and Considered Litigation Matters

19. Adjourn

The meeting was adjourned at 3:10 p.m.



Juanita Skillman, Secretary of the Board
United Laguna Woods Mutual



STAFF REPORT

DATE: February 20, 2020
FOR: Architectural Control and Standards Committee
SUBJECT: Variance Request: Ms. Judith A. Sepull of 326-D (Seville, 5)
Room Addition on Front Patio

RECOMMENDATION

Staff recommends the Board approve the request to construct a room addition on the front patio of the unit with the conditions stated in Appendix A.

BACKGROUND

Ms. Sepull proposes to construct a room addition on the existing front patio of her unit using a wood-frame system with stucco to match the existing exterior siding. The area proposed to be built upon measures 14'-1" wide by 10'-6" long (Appendix B).

Ms. Sepull of 326-D Avenida Carmel, a Seville (Plan 5) style unit, requests Board approval of a variance to construct a room addition on her front patio (Attachment 1).

Due to not having a Mutual Standard on file for wood frame construction that create habitable rooms, staff requires Board approval prior to issuing a Mutual Consent.

Plans, specifications, photos and a site map have been submitted for review (Attachments 2-4).

DISCUSSION

The proposed variance calls for a new concrete foundation with footings to raise the floor level to match that of the existing interior of the unit. The existing sliding glass door between the living room and patio will be replaced with a solid wall, leaving a 36" opening for access to the new room. The fixed living room window facing the patio will also be removed and left open.

New wood frame and stucco walls would be constructed and painted to match the existing exterior walls of the building. The front elevation will contain two 4'-0" wide by 2'-0" tall windows, the left elevation will contain a single 1'-6" wide by 2'-0" tall window and the right elevation will contain a single 4'-0" wide by 5'-0" tall window.

The existing roofline with 3:12 pitch will be extended to the length of the new room, using materials to match the existing roof for aesthetic consistency as per Standard Plan 18.

Additionally, landscape and irrigation revisions would be required to accommodate the addition. The cost of the alteration would be borne by the Mutual member.

Due to the alteration creating a similar structure to the adjacent building, staff believes the proposed room addition would not create a negative imbalance to the unit or the surrounding area. A provision was added to the Conditions of Approval (Appendix A) that requires the Member to properly install new gutters and down spouts and that those are tied in properly to the existing gutters and downspouts located above the entryway of both units.

Currently, there are no open Mutual Consents for Unit 326-D.

A City of Laguna Woods building permit final would verify compliance with all applicable building codes.

A Neighbor Awareness Notice was sent to Units 320-F, 325-C, 325-P and 326-A, on February 07, 2020, due to sharing common walls, having line of sight, or being potentially affected during construction.

Staff found 12 previous variances approved between the years 2000 and 2019 for constructing room additions on the front patio of a Seville unit.

Based upon United Mutual Common Area Usage Policy, Staff recommends approval of room addition on front patio with the conditions stated in Appendix A.

All future costs and maintenance associated with the subject alterations are the responsibility of the Mutual member(s) at 326-D.

Prepared By: Gavin Fogg, Alterations Supervisor
Reviewed By: Brett Crane, Permits, Inspections & Restoration Manager
Alisa Rocha, Alterations Coordinator
Ernesto Munoz, Maintenance & Construction Director

ATTACHMENT(S)

Appendix A: Conditions of Approval
Appendix B: Area Usage
Attachment 1: Variance Request, January 14, 2019
Attachment 2: Site Plans
Attachment 3: Photos
Attachment 4: Site Map



APPENDIX A - CONDITIONS OF APPROVAL

Conditions of Approval:

1. Prior to the Issuance of a Mutual Consent for Alterations, gutter/downspout plans shall be provided showing how the alteration shall meet building code and Mutual Standard 18: Gutters and Downspout requirements.
2. Member responsible to correct gutter above the entryway of both units.
3. No improvement shall be installed, constructed, modified or altered at Unit **326-D**, ("Property") within the United Laguna Woods Mutual ("Mutual") without an approved Mutual Consent for Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Shareholder s ("Shareholder ") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
4. A Variance for Alterations has been granted at **326-D** for **Room Addition on Front Patio**, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Shareholder.
5. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Shareholder at **326-D** and all future Mutual Shareholders at **326-D**.
6. Prior to the issuance of a Mutual Consent for Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
7. Parking of contractors or other invitees' vehicles is prohibited in covered resident

parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.

8. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.
9. Prior to the issuance of a Mutual Consent for Alterations, if required, a Mutual Roof Alteration Notification ("Tie-In Form") must be submitted to the Division. All roof tie-ins must be performed by a C-39 Licensed Contractor. The Shareholder may hire a C-39 Licensed Contractor of his/her own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's roofing contractor at the Shareholder's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects, must be repaired at the Mutual's expense prior to installation.
10. Prior to the Issuance of a Mutual Consent for Alterations, the Shareholder shall request a Landscape Department inspection in order to assure all landscape, irrigation, and drainage modifications associated with the improvements are identified and completed by the Landscape Department at the expense of the Shareholder. All gutter drainage shall be directed away from structures, free standing walls, foundations, and pedestrian walkways.
11. Prior to the Issuance of a Mutual Consent for Alterations, the Shareholder shall request a Broadband infrastructure inspection to assure that Mutual property is appropriately identified in order to be addressed during construction.
12. Prior to the Issuance of a Mutual Consent for Alterations, acoustical impacts shall be considered and will require noise reducing material such as sound dampening drywall on common walls of the alteration (such as QuietRock® drywall panels or similar approved products).
13. Any piping in bathrooms with adjacent units shall be insulated for sound reduction, including penetrations thorough framing.
14. Prior to the issuance of a Mutual Consent for Alterations, any altered exterior surface should match the Building color; vinyl fence/gate will be either white or taupe, tubular steel or wrought iron fence/gate will be black or white; the approved colors and materials are identified as "United Laguna Woods Mutual Color Selections" at Resident Services, located at the Community Center first floor.

15. Shareholder hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
16. Shareholder shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, damage to Mutual property, and use of Mutual property for storage of equipment or materials without prior approval. Shareholder acknowledges and agrees that all such persons are his/her invitees. Shareholder shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Shareholder shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
17. Shareholder is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
18. Shareholder's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
19. Prior to the Issuance of a Mutual Consent for Alterations, the Shareholder shall post a Conformance Deposit in the amount of \$250 for all improvements exceeding a total of \$500. The Conformance Deposit will be held until both a Final Mutual Consent for Alterations and a Final City Building Permit Issuance if required, to assure no damages to Mutual property occurs during construction, including, but not limited to, internet/TV, landscaping, or exterior walls/roof.
20. The Conformance Deposit shall be held by the Mutual and applied, at the Mutual's sole discretion, to any fine levied against the Shareholder or the Property, to cover and/or recoup any costs whatsoever, including, but not limited to, administrative and legal costs, incurred by the Mutual or VMS, Inc., in connection with the Property, or to any unpaid charges or assessments on the Mutual's account for the Property. For example, the Mutual could apply all or a portion of the Conformance Deposit to cover the following: fines levied against any invitee of Shareholder; fines levied for construction violations; costs incurred by the Mutual in repairing damage to Mutual property caused by Shareholder's contractor or other invitee; costs incurred by the Mutual in curing a violation on the Property; costs incurred in removing or altering an improvement upon the Property; or to an

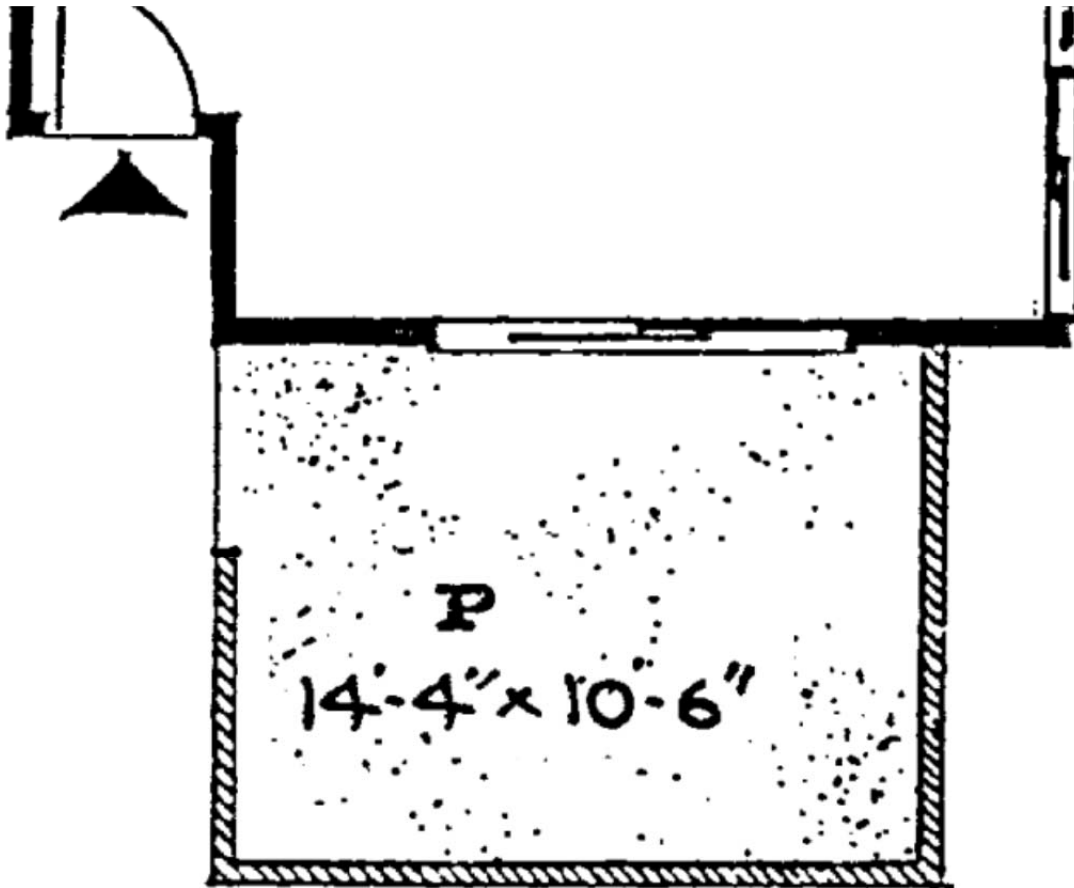
unpaid assessment, special assessment, late charge, interest or collection costs posted to the Mutual's account for the Property. The foregoing list is illustrative only and in no way represents the only situations where the Mutual could apply all or a portion of the Conformance Deposit.

21. If at any time the amount of the Conformance Deposit falls below 3/4ths of the amount originally required to be posted, Shareholder agrees to immediately deposit additional sums with the Mutual in an amount sufficient to return the Conformance Deposit to the originally required level. Until the Conformance Deposit is so replenished, an automatic stop work order shall be in effect.
22. Any remaining Conformance Deposit is refundable if the Shareholder notifies the Division, in writing, that the improvement(s) for which the Conformance Deposit was posted have been completed in accordance with the approval, and the Division agrees with the same. The Mutual will mail the unused portion of the Conformance Deposit, if any, to the Shareholder's address of record with the Mutual. Under no circumstances shall Shareholder be entitled to any interest on any portion of the Conformance Deposit. If no written request for return of a Conformance Deposit is made by Shareholder within two years from the date when the Conformance Deposit is posted with the Mutual, the Conformance Deposit will be deemed forfeited to the Mutual.
23. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards, Policies and Guidelines. See <http://www.lagunawoodsvillage.com>. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
25. During construction, both the Mutual Consent for Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
26. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
27. A dumpster is approved for placement at the location identified by Security Staff by calling 949-580-1400. All dumpsters must conform to the Policy for Temporary Containers. Dumpsters must be ordered from the approved City of Laguna Woods waste hauler and must be maintained at all times.
28. Dumpsters must be ordered from the approved City of Laguna Woods waste hauler and must be maintained at all times.
29. A portable bathroom is approved for placement at the location identified by Security Staff by calling 949-580-1400.
30. The Mutual Consent for Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an

extension. Only one extension for a maximum of an additional six months may be granted.

31. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Shareholder. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
32. Mutual Shareholder shall indemnify, defend and hold harmless United and its officers, directors, committee Shareholders and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual Shareholder's improvements and installation, construction, design and maintenance of same.

APPENDIX B - AREA USAGE



Field Measurements



Laguna Woods Village

MANOR # 326-D☒ ULWM☐ TLHM

Variance Request Form

SA 21457805

Model: <u>Seville</u>	Plan:	Date: <u>1/14/2020</u>
Member Name: <u>Judith A. Sepull</u>	Signature: <u>Judith A. Sepull</u>	
Contractor Name/Co:		Phone:

Description of Proposed Variance Request ONLY:

Room Addition

RECEIVED

JAN 14 2020

Initial: W

Dimensions of Proposed Variance Alterations ONLY:

14' 1" X 10' 6"

FOR OFFICE USE ONLY

RECEIVED BY: W DATE RECEIVED: 1/14/20 Check# 2863 BY: W

Alteration Variance Request

Check Items Received:

- ☐ Drawing of Existing Floor Plan
☐ Drawing of Proposed Variance
☐ Dimensions of Proposed Variance
☐ Before and After Pictures
☐ Other: _____

Complete Submittal Cut Off Date: 1/20/20

Meetings Scheduled:

Third AC&S Committee: _____

*United AC&S Committee: 2/20/20Board Meeting: 3/10/20☐ Denied☐ Approved☐ Tabled☐ Other: _____

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Architectural Committee Request for a Variance
Request to turn front patio into a den

326-D Avenida Carmel
Seville Model

I am asking for a variance to enclose the current patio located in the front of my manor with a regular 2x4 constructed room. My neighbor at 327-D is just completing the same room addition as I am requesting.

I am unable to have a patio cover because the sun follows my entire manor outside wall which consists of mainly windows and it is very hot/cold most of the year and extremely hot in the summer months. My entire plan for my manor has been and is based on the sun and wind, hot and cold temperatures.

The sun travels across my manor the entire day. The wall of my manor is almost completely covered with windows. The sun rises from the east into the bedroom window that covers the entire bedroom wall, ceiling to floor. Then the sun comes into the kitchen window which spans the entire wall, then into the living room with a 9' wide floor to ceiling window which has a cathedral ceiling window above the lower window, and then the sun comes around to the front where the current patio (den) is located. It stays there until sunset.

I need a room with insulated walls with protection from the added sun into my manor. A patio cover would be like living in a hot/cold mobile home. My friend in LWV has a patio window enclosure and it is very hot in the summer and very cold in the winter. It turns out that she can seldom use the room because of the hot and cold temperatures.

My partner and I would use the room for our computers and my crafts. I previously had the computer/printer located in the loft upstairs but my partner who is 88 years old and has great difficulty walking (his doctor recently ordered a walker to help him walk) cannot climb the stairs any longer. My knees are starting to hurt and it won't be long before I cannot climb the stairs. I originally had a sliding glass door designed for this room but I was told by the LWV inspector that the board would not allow it. The sliding glass door would be easy to leave the manor in case of an emergency. If the Board will allow it I would prefer to have a glass sliding door in the proposed room instead of the large window on the east side. I have lived in my manor almost 26 years and I have seen many conversions from a patio to a den during that time.

The carport in front of my manor (17' from patio/den) blocks most of the wind but not the sun. However, there is a walkway between the carports that enables a channel of cool late afternoon breeze to cross the east side of my house where the windows are located and the proposed glass sliding door.

Also a patio cover does not allow privacy. The public sidewalk is only 11 feet from the patio/den wall in the front and on the sides. The windows in that kind of construction surround the room with people able to be looking at us in our den where I will spend a lot of time, it would be like living in a fish bowl and our view would be an ugly carport wall. Being the windows are side by side the window coverings will have spaces between them which will prevent total privacy. I have insomnia and I work on the computer and crafts during the night and will have the lights on, I would feel that I was on view of whomever walked by my manor day or night. And, I know for a fact that there are more people than you would think walking around during the night.

Judith A. Sepull
326-D Avenida Carmel
Laguna Woods, CA 92637

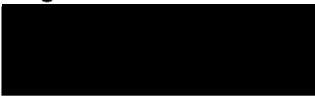


ILLUSTRATION #1 VIEW OF PATIO CONVERTED TO A DEN

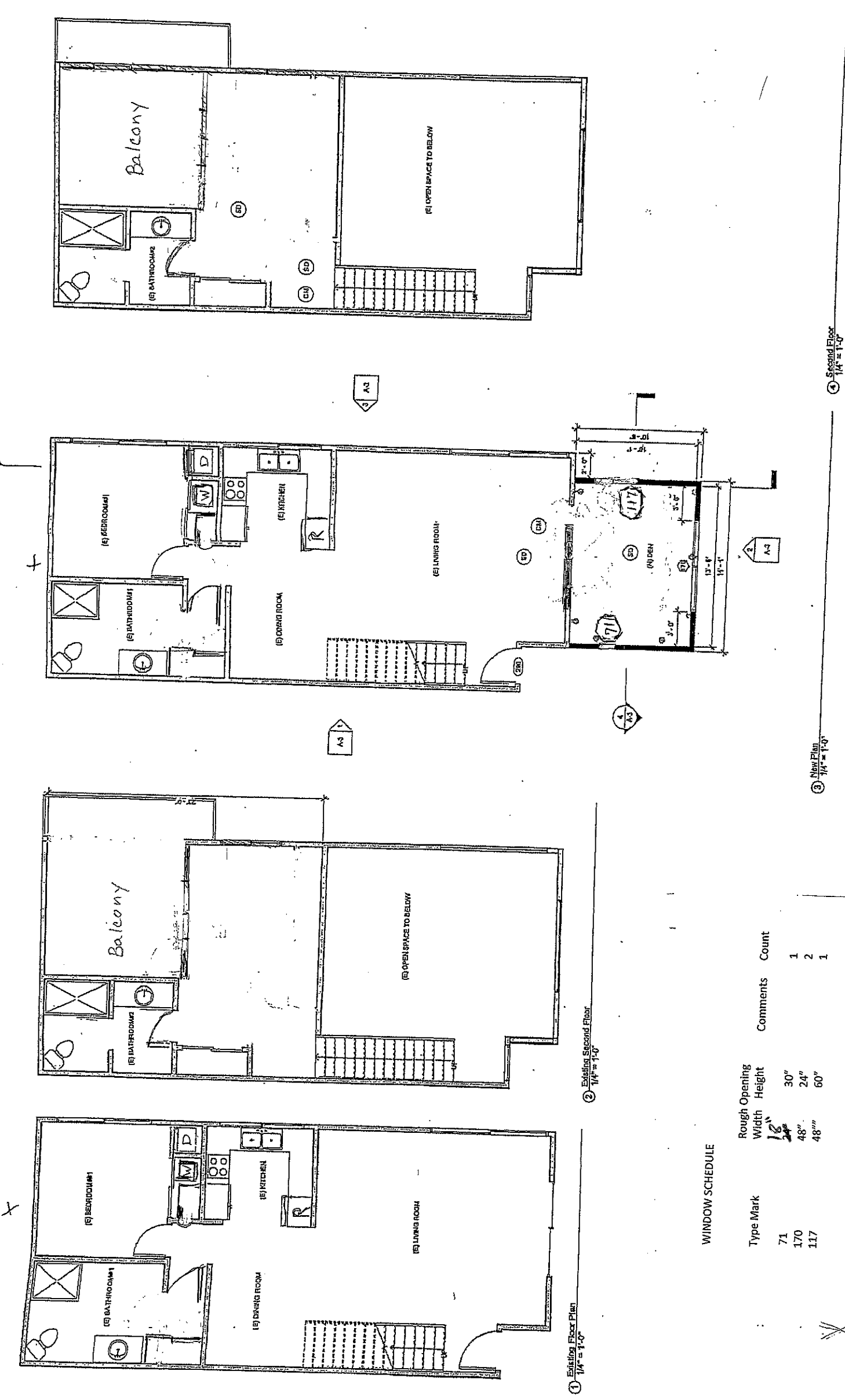
1. Most of all I would like a small single hung window on the west side of the den located near the front door for security purposes. It will enable me to see and speak to anyone coming to my manor without opening the front door. In the past, someone tried to enter my front door at 4:00 a.m. If I had the window I propose, then I could have seen who it was. A few months ago a man came to the door of the manor next to me after dark (our doors are next to each other). My neighbor who was alone in the manor didn't open her door and tried to talk to him through the door. After many attempts to identify him to no avail my neighbor screamed that she would call the police, he left. My neighbor was very upset and called Security. If I had the window near the front door I could have seen who it was. Placement of this window is very important to me.
3. The proposed room (Den) faces the carport and is close to the carport at 17' from the den with a sidewalk edge at 11' from the den. From the front of my manor all you can see is the carport. Because of this I do not want a large front window but rather higher windows to let in the light which will stream into the living room through the high window above the sliding glass door in the living room. This is the same window placement as in manor 327-A.
4. I would like a window 4'x5' wide on the east side of the room (den) facing a small garden for the view, maximum air ventilation and emergency exit or a sliding glass door.
5. The wall where the current sliding glass door is located between the living room and the patio/den will become a solid wall. There will be a 36" open doorway on the side of the wall leading into the den from the living room without a door. As in manor 327-A.



ATTACHMENT 2 - Site Plans

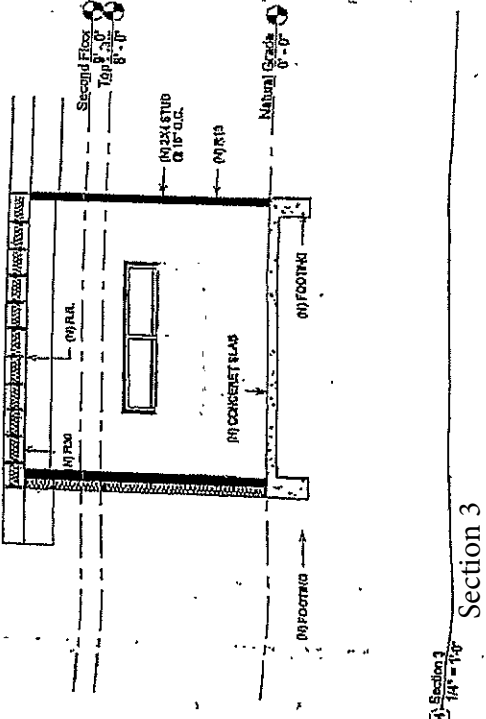
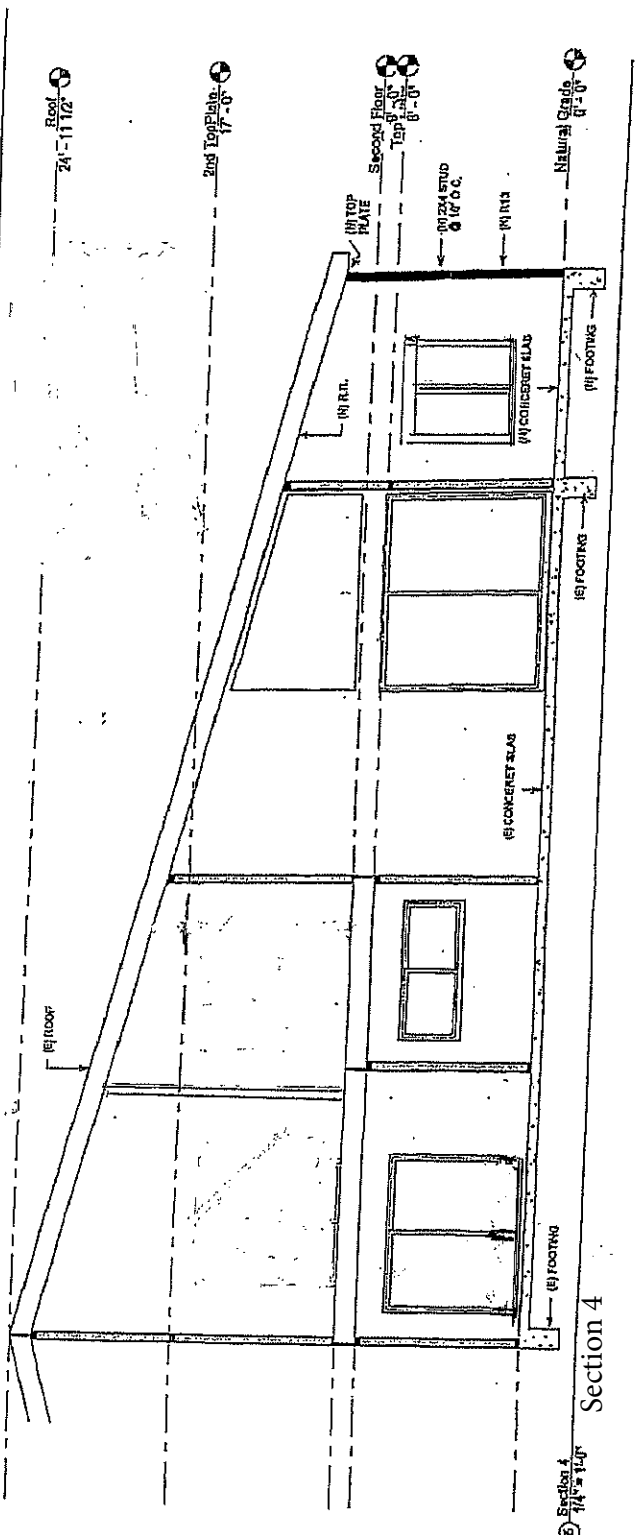
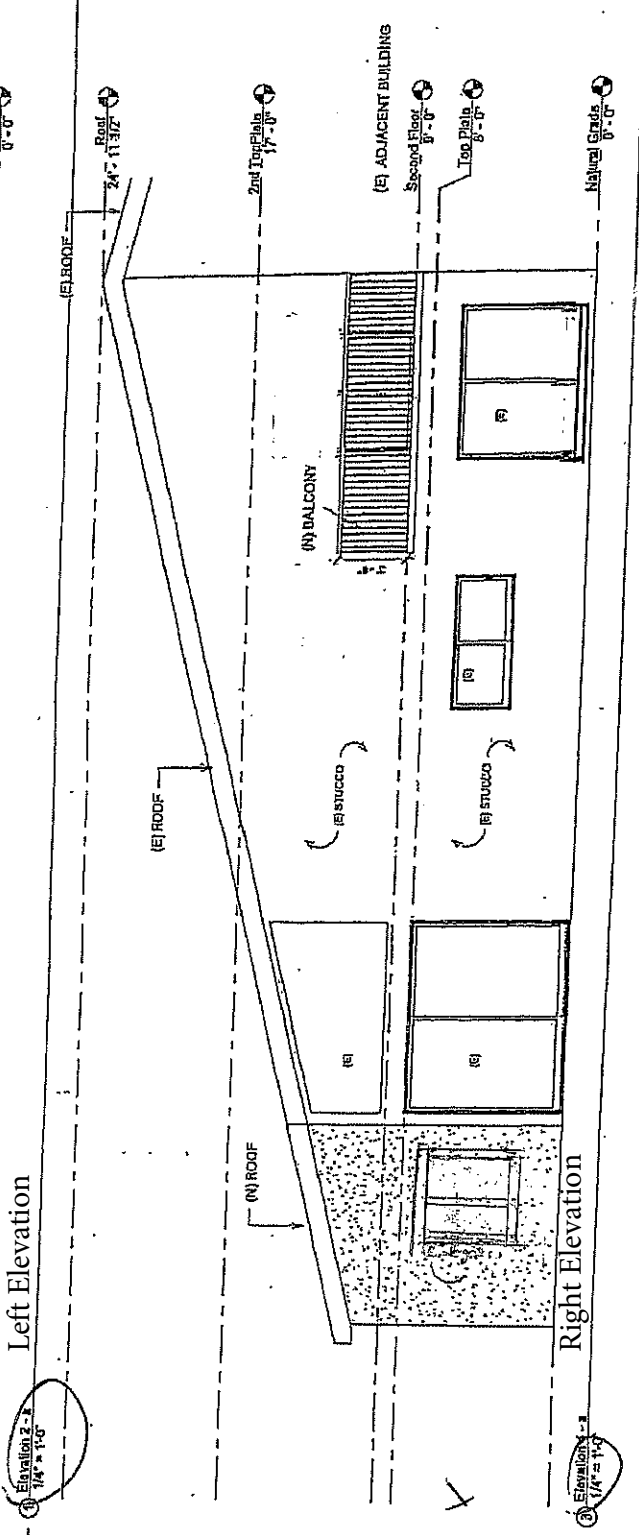
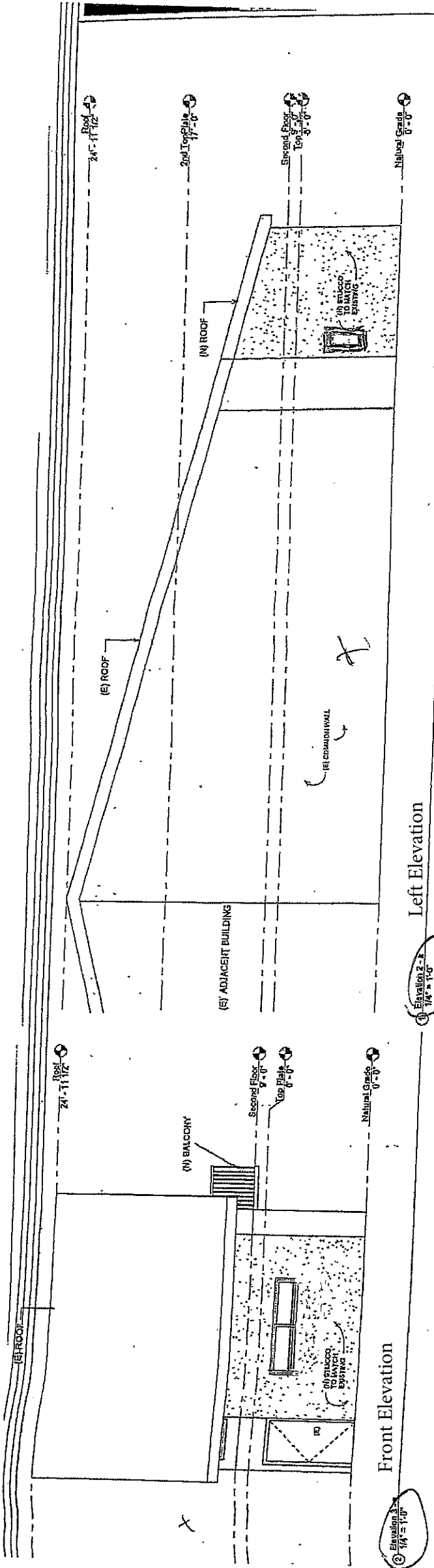
Scanned by CamScanner

326-D Avenida Carmel



326-D
Avenida Carmel

Scanned by CamScanner



ATTACHMENT 3 - Photos

326-D
Patio



Street view



ATTACHMENT 3 - Photos (continued)

Street view



Unit 327-D
Example



327-D Interior
Example



ATTACHMENT 4 - Site Map



RESOLUTION 01-20-XX
Variance Request

WHEREAS, Ms. Judith A. Sepull of 326-D Avenida Carmel, a Seville (Plan 5) style unit, requests Board approval of a request to construct a room addition on her front patio;

WHEREAS, a Neighborhood Awareness Notice was sent to Owners of affected units on February 7, 2020, notifying them that an application to make an alteration to a neighboring Unit had been made and that comments or objections could be made in writing to the Architectural Controls and Standards Committee or in person at the Architectural Controls and Standards Committee Meeting on February 20, 2020.

NOW THEREFORE BE IT RESOLVED, on March 10, 2020, the Board of Directors hereby approves the request to construct a room addition on her front patio;

RESOLVED FURTHER, all costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Shareholder at 326-D and all future Shareholders at 326-D.

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
APPROVAL OF REMOVAL
OF ONE INDIAN LAUREL FIG TREE AT 2183-P VIA MARIPOSA

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 February 13, 2020, the Landscape Committee reviewed a request to remove one Indian Laurel Fig tree. The request was received from the Member at 2183-P, who cited the reasons as structural damage, litter/debris, overgrown, and the potential of root damage to the building foundation, and;

WHEREAS, the Committee determined that the tree meets the guidelines established in Resolution 01-13-17 and recommends approving the request for the removal of one Indian Laurel Fig tree located at 2183-P Via Mariposa.

NOW THEREFORE BE IT RESOLVED, March 10, 2020, the Board of Directors approves the request for the removal of one Indian Laurel Fig 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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STAFF REPORT

DATE: March 10, 2020
FOR: Board of Directors
SUBJECT: Termination of United Laguna Woods Mutual Participation on Village Energy Task Force

RECOMMENDATION

Approve the termination of United Laguna Woods Mutual participation in the Village Energy Task Force following the March 4, 2020, task force meeting.

BACKGROUND

On August 14, 2018, the United Laguna Woods Mutual board of directors approved the charter for the creation of a Village Energy Task Force. On August 7, 2018, the Golden Rain Foundation (GRF) board of directors approved the charter, and on August 21, 2018, the Third Laguna Hills Mutual board of directors approved the same. The mission of the task force is to identify and recommend to all boards investments in energy technologies that will address economic, environmental and aesthetic issues of the three corporations with the common goal to enhance the well-being of residents.

DISCUSSION

To comply with the requirements of Section 7.1 of the GRF Bylaws governing the composition of standing committees and other committees, on March 3, 2020, the GRF board of directors voted 6 to 3 to terminate its participation in the Village Energy Task Force after the March 4, 2020, meeting.

With the proposed end to United Mutual's participation in the task force and the importance of continuing to reduce costs, increase revenues, implement operational efficiencies and enhance environmental stewardship in the area of energy technologies, the housing mutuals and GRF are exploring the use of a "research group" to identify emerging trends, technologies and best management practices in this and other areas impacting Laguna Woods Village. Under the proposed research group concept, groups would be sponsored solely by the housing mutuals and open to qualified resident volunteers with an emphasis on research, identifying trends and consulting with subject matter experts inside and outside the Village. United Mutual proposes to sponsor the energy research group.

FINANCIAL ANALYSIS

None.

Prepared By: Siobhan Foster, COO

Reviewed By: Jeffrey C. Parker, CEO



STAFF REPORT

DATE: March 10, 2020
FOR: Board of Directors
SUBJECT: Defunding of Various 2020 Projects

RECOMMENDATION

Consider defunding the United Mutual projects listed in Attachment 1.

BACKGROUND

The GRF M&C Committee recently review the adopted 2020 capital improvement projects and recommended that the Board consider defunding several projects that were not immediately required.

Staff was subsequently directed to identify projects that the United Board may consider postponing to a future fiscal year, without deferring required maintenance, in order to increase available funding for other more pressing priorities.

DISCUSSION

Staff prepared a list of projects/programs for the M&C Committee to consider defunding as a means of making the funding available for other priorities this year and during the upcoming business planning process for 2021.

On February 26, 2020 the United Maintenance and Construction Committee made a motion that was unanimously carried to recommend the Board defund the Foundations Program in the amount of \$43,836 and partially defund the Shepherd's Crook Program by \$125,000. The total amount to be defunded from both programs is \$168,836.

FINANCIAL ANALYSIS

If these projects/programs are closed and funding of \$168,836 will remain unspent in the reserve fund for foundations and shepherd's crook.

Prepared By: Laurie Chavarria, Executive Assistant

Reviewed By: Velny Soren, Maintenance Operations Manager

ATTACHMENT(S)

Attachment 1 – Defund Various 2020 United Mutual Projects

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Attachment 1- Defund Various 2020 United Mutual Projects

Defunding of Various 2020 United Mutual Projects						
#	Type	Name	Description	Budget	Comments	to be defunded
1	920 Projects	Building Structures	This program is dedicated to replacing and repairing building structural components that are not performing as designed.	Budget: \$134,880 Exp: \$0 Balance: \$134,880	Keep the funding.	X
2	920 Projects	Cul-de-sac Signage	This program is intended to upgrade building and cul-de-sac (CDS) signage to improve their visibility. The M&C Committee is focused on replacement of the existing CDS signs with a larger, more visible sign, and upon completion of the cul-de-sacs, staff will continue to replace building address signs. Staff is using larger, traffic-rated, high reflectivity materials to improve their visibility at night.	Budget: \$50,000 Exp: \$0 Balance: \$50,000	Keep the funding. This contract has already been awarded.	X
3	920 Projects	Pushmatic Electrical Panel Replacement	This project is funded to replace 2,750 Pushmatic electric panels over a 10 year period. The Pushmatic panels are unreliable and no longer supported. The Board entered into a five year contract with Coastal Current Electric Corp. to install 1,375 Pushmatic electric panels. This contract expires in May 2021; at which time a new five year contract will be required to complete the remaining 1,375 electric panels. Estimated Project Completion: Year 2026	Budget: \$425,000 Exp: \$57,548 Balance: \$367,452 Cumulative Expenditures 2016 through 2019: \$1,361,888	Keep the funding. However, if this program is defunded: *Panels will be replaced as needed (Reactive mode) *Will result in possible delays to residents.	X
4	904 Maint Svc	Walkway Lighting Program	This program is dedicated to improving walkway lighting through additional fixture installation, or the upgrade of existing lighting. Alternatives to the existing pagoda style fixtures are evaluated as needed. Requests for additional lighting are received from residents on an ongoing basis. Those requests are vetted and additional lighting is installed if it meets the program requirements.	Budget: \$50,121 Exp: \$1,301 Balance: \$48,820	Keep the funding. Staff recommends continuing to fund this reserve budget. This funding improves safety for the residents, installing lights when and where they are needed.	X
5	920 Projects	Foundations Program	This program is funded to replace foundations showing signs of distress or impending failure. These repairs or replacements are performed on an as-needed basis.	Budget: \$43,836 Exp: \$0 Balance: \$43,836	Defund this budget. The recommendation is to defund this reserve budget and utilize the 2020 Building Structures budget to address all building repairs on an as needed basis.	\$ 43,836
6	910 Bldg. Maint	Gutters - Replacement and Repair	Gutter replacement is performed on original construction building rain gutters and downspout systems that are exhibiting deterioration. The Board authorized installation of new gutters using a "seamless" gutter system in conjunction with the Mutual's exterior painting of the building to address drainage issues and to prevent foundation problems. This program also addresses gutter repairs performed by VMS staff.	Budget: \$98,289 Exp: \$0 Balance: \$98,289	Keep the funding. This reserve item is designed to address both repairs and replacements of existing gutter systems, in addition to the installation of new gutters as it is a necessary component in addressing drainage issues and to prevent infrastructure problems.	X

Attachment 1- Defund Various 2020 United Mutual Projects (continued)

7	910 Bldg. Maint	Exterior Paint Program	Starting in 2019, the Mutual has implemented a 10-year full cycle exterior paint program. All exterior components of each building are to be painted every 10 years. The painted components include the body (stucco/siding) as well as the following list in regards to the trim: fascia boards; beams; overhangs; doors; closed soffits; structural and ornamental metal surfaces. Decks are top coated and damaged building address signs are replaced. Lead abatement activities are also performed in conjunction with this program.	Budget: \$1,876,061 Exp: \$0 Balance: \$1,876,061	Keep the funding.	X
8	910 Bldg. Maint	Prior to Paint Program	The prior to paint program prepares building surfaces for painting and includes repair and mitigation of Dry Rot, Decking and Welding repairs performed every 10 years in conjunction with the Exterior Paint Program.	Budget: \$1,003,518 Exp: \$0 Balance: \$1,003,518	Keep the funding.	X
9	910 Bldg. Maint	Balcony & Breezeway Resurfacing	This mid-cycle program provides for the waterproof topcoat sealing of balcony and breezeway deck surfaces every 5 years. This waterproofing process protects the deck substructure against future dry rot and improves the aesthetics of the deck surface. Prior to applying topcoat, crews conduct an inspection of the deck structure to locate any dry rot or potential safety hazards.	Budget: \$62,816 Exp: \$0 Balance: \$62,816	Keep the funding. This reserve item is to apply a waterproofing sealant to protect balcony decks and common area breezeway deck surfaces from dry rot. The discontinuation of this program is likely to result in additional disrepair of these exterior wood building components.	X
10	920 Projects	Parkway Concrete Program	This program is funded to repair or replace damaged concrete parkways in conjunction with the asphalt paving program. Parkways are inspected for damage and other deficiencies are repaired or replaced accordingly.	Budget: \$150,000 Exp: \$0 Balance: \$150,000	Keep the funding.	X
11	920 Projects	Asphalt Paving Program	This program is dedicated to preserving the integrity of the street paving. As part of this program, the asphalt paving is inspected and rated for wear annually. The 2020 program will consist of 59,900 square feet of paving replacement.	Budget: \$185,724 Exp: \$0 Balance: \$185,724	Keep the funding.	X
12	920 Projects	Seal Coat Program	This program is funded to extend the life of the asphalt paving by sealing asphalt cracks and applying a bituminous slurry seal to the asphalt surface preventing water intrusion and protecting the asphalt from deterioration. The 2020 program will consist of 14 cul-de-sacs.	Budget: \$60,904 Exp: \$0 Balance: \$60,904	Keep the funding.	X
13	920 Projects	Roofing Emergency Repair & Preventative Maintenance Programs	This program is dedicated to emergency and preventive maintenance roof repairs and is budgeted as a contingency item.	Budget: \$138,052 Exp: \$1,618 Balance: \$136,434	Keep the funding.	X
14	920 Projects	Roofing Program	This program is dedicated to replacing and maintaining Mutual roofs. Built-up roofs are inspected 15 years after installation. Roofs determined to have reached the end of their serviceable life are scheduled to be replaced with a new PVC cool roof system.	Budget: \$792,752 Exp: \$0 Balance: \$792,752	Keep the funding.	X
15	920 Projects	Shepherd's Crook Installation	As a part of the Conditional Use Permit 1135, Laguna Woods Village will remove and replace barbed wire on all perimeter walls with Shepherd's Crook. Estimated Project Completion: Year 2031	Budget: \$165,000 Exp: \$0 Balance: \$165,000 Cumulative Expenditures 2012 through 2019: \$281,205	This project may be partially defunded: *Only install 300LF as required.	\$ 125,000

Attachment 1- Defund Various 2020 United Mutual Projects (continued)

17	920 Projects	Water Lines - Copper Pipe Remediation	<p>This program started in 2008 as a pilot program, and staff was directed to epoxy line buildings on an as-needed basis.</p> <p>Epoxy lining is intended to extend the life of copper pipe water lines in all buildings which experience a high frequency of copper pipe leaks.</p> <p>The 2020 Program includes the lining of buildings 237, 580, 658, 2003 and 2096.</p>	<p>Budget: \$200,000 Exp: \$0 Balance: \$200,000</p>	<p>Keep the funding. This contract has already been awarded.</p>	X
18	910 Bldg. Maint	Pest Control for Termites	<p>This program is dedicated to eradicating dry wood termites from inaccessible areas by tenting buildings for fumigation. The budget also includes funding for local termite treatments and hotel accommodations during tenting.</p>	<p>Budget: \$225,980 Exp: \$0 Balance: \$225,980</p>	<p>Keep the funding. The Mutual is responsible for the repairs and maintenance by the presence of wood-destroying pests or organisms.</p>	X
19	920 Projects	Energy Consultant Services	<p>These funds are allocated funding for future energy projects. An energy consultant will be used as-needed in order to advance United's and the Community's future energy initiatives.</p>	<p>Supplemental Remaining Balance: \$20,319 Exp: \$0 Balance: \$20,319</p>	<p>Keep the funding. This service is already 50% completed and supplemental funding remains available until fully utilized.</p>	X
TOTAL:						\$ 168,836

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Resolution 01-20-xx
United Laguna Woods Mutual Committee Appointments

RESOLVED, March 10, 2020, that the following persons are hereby appointed to serve the Corporation in the following capacities:

Architectural Control and Standards Committee

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

Communications Committee

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

Finance Committee

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

Financial Review Task Force

Brian Gilmore
Neda Ardani

Governing Documents Review Committee

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

Operating Rules Rewrite

Team 1 Juanita Skillman
Team 2 Andre Torng

Landscape Committee

Manuel Armendariz, Chair
Anthony Liberatore
Andre Torng

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

Elsie Addington

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 01-20-12, adopted February 11, 2020, 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 01-20-xx
Golden Rain Foundation Committee Appointments

RESOLVED, March 10, 2020, 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
Brian Gilmore, Alternate

GRF Community Activities

Juanita Skillman
Andre Torng
Elsie Addington, Alternate

GRF Finance

Sue Margolis
Brian Gilmore
Manuel Armendariz, Alternate

Purchasing Ad Hoc Committee (new)

Carl Randazzo
Cash Achrekar
Brian Gilmore, Alternate

GRF Landscape Committee

Manuel Armendariz
Andre Torng
Neda Ardani, Alternate

GRF Maintenance & Construction

Carl Randazzo
Reza Bastani
Brian Gilmore, Alternate

Clubhouse 1 Renovation Ad Hoc Committee

Sue Margolis
Brian Gilmore
Carl Randazzo, 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
Neda Ardani, Alternate

GRF Security and Community Access

Neda Ardani
Cash Achrekar
Brian Gilmore, Alternate

Disaster Preparedness Task Force

Cash Achrekar
Neda Ardani
Reza Bastani, Alternate

GRF Strategic Planning Committee

Andre Torng
Brian Gilmore
Sue Margolis, 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 01-20-13, adopted February 11, 2020, is hereby superseded and cancelled.

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



STAFF REPORT

DATE: March 10, 2020
FOR: United Laguna Woods Mutual
SUBJECT: Recognition Agreement

RECOMMENDATION

Approve the revised and amended Recognition Agreement.

BACKGROUND

United Laguna Woods Mutual (United) is a stock cooperative housing development which holds title to all property and structures. Members own a share of stock in the corporation and are granted the right to occupy a specific unit upon approval of membership. Membership in United is not tied to real property ownership, and thus a mechanism was necessary to permit a lender to secure its loan with collateral owned by the corporation. United developed a Recognition Agreement to protect the financial integrity and solvency of the corporation. Since 1988, 21 different bodies have executed United's Recognition Agreement. Excepting loans currently in place, 20 of those lending entities no longer make co-op loans, presumably because they cannot risk being in second place in the event a member defaults to United.

The rate of financed co-op membership purchases historically trends between 20 and 22 percent. However, the rate in 2019 spiked to 25.5 percent.

As of January 9, 2020, NCB's 30 year fixed rate loan ranges between 3.875 percent and 4 percent; depending upon LTV and credit score. The rate is slightly higher than market rates to account for the additional risk NCB incurs by way of making loans in accordance with terms and conditions in the Recognition Agreement.

DISCUSSION

The Recognition Agreement outlines the terms and conditions whereby the lender is able to secure its loan by encumbering United's real property on the basis of a loan being made to a prospective or existing member. The lender agrees to make United whole in the event of a member default, allows United to remain in first place should a default to United occur and allows United to exercise its right of first refusal to purchase a membership.

The Recognition Agreement, as written, would provide any state or federally chartered bank or credit union to make loans.

FINANCIAL ANALYSIS

None.

United Laguna Woods Mutual
Recognition Agreement
March 10, 2020

Prepared By: Pamela Bashline, Community Services Manager

Reviewed By: Francis Gomez, Operations Manager
Siobhan Foster, Chief Operating Officer

ATTACHMENT(S)

ATT 1 – Recognition Agreement

ENDORSEMENT (to Board)

Discuss & Consider the approval of the revised and amended Recognition Agreement.

United Laguna Woods Mutual (United) is a stock cooperative housing development which holds title to all property and structures. Members own a share of stock in the corporation and are granted the right to occupy a specific unit upon approval of membership. Membership in United is not tied to real property ownership, and thus a mechanism was necessary to permit a lender to secure its loan with collateral owned by the corporation. United developed a Recognition Agreement to protect the financial integrity and solvency of the corporation. Since 1988, 21 different bodies have executed United's Recognition Agreement. Excepting loans currently in place, 20 of those lending entities no longer make co-op loans, presumably because they cannot risk being in second place in the event a member defaults to United.

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As of January 9, 2020, NCB's 30 year fixed rate loan ranges between 3.875 percent and 4 percent; depending upon LTV and credit score. The rate is slightly higher than market rates to account for the additional risk NCB incurs by way of making loans in accordance with terms and conditions in the Recognition Agreement.

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

Director Skillman made a motion to approve the Recognition Agreement. President Margolis seconded the motion.

By unanimous vote, the motion passed.

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When recorded return to:

United Laguna Woods Mutual
c/o Village Management Services
24351 El Toro Road
P. O. Box 2220
Laguna Hills, California 92654

RECOGNITION AGREEMENT

This Recognition Agreement (the "Agreement") is made this __ day of Month, _____, by and between UNITED LAGUNA WOODS MUTUAL, a California nonprofit mutual benefit corporation (the "Mutual") and _____ ("Lender"). The Mutual and Lender may collectively be referred to herein as the "Parties" and, sometimes, singularly as a "Party."

RECITALS:

A. The Mutual is the owner of certain dwelling units located at Laguna Woods, California (the "Project"), more particularly described in Exhibit A to this document.

B. Each member of the Mutual (the "Member") owns a membership in the Mutual and the Golden Rain Foundation of Laguna Woods (collectively, the "Membership") and the "right to occupy" a specified unit owned by the Mutual. The "right to occupy" a unit is subject to the terms of an Occupancy Agreement (the "Occupancy Agreement") entered into between the Mutual and the Member.

C. Lender desires to continue to make secured loans to qualified Members. The loans are to be secured by a pledge to Lender of the Member's Membership, including the Member's membership certificate in the Mutual and the Member's membership in Golden Rain Foundation of Laguna Woods, together with the

Member's rights and interest under the Occupancy Agreement (collectively, "Member's Interest"). For the purposes of this document, either an assignment or an encumbrance of the Member's Interest as security for repayment of a loan is a "Pledge."

D. A Member's Interest may not be Pledged to Lender without the consent of the Mutual.

E. In order to avoid the administrative expenses to the Mutual and the Lender arising from Lender's submission to the Mutual of requests on an individual basis for approval of the Pledge to Lender of a Member's Interest as security for a loan from Lender to the Member, the Mutual and Lender desire to set forth the terms and conditions under which the Mutual consents to all such pledges by Members to Lender.

TERMS

1. Mutual Protection. Lender, for itself and its successors and assigns, covenants and agrees that all of its rights and powers under any obligation entered into with any Member shall be in accordance with all terms and conditions of this Agreement (a "share loan") and shall be subordinate and subject to rights of the Mutual to collect monthly assessments, which are in turn utilized to fulfill the Mutual's responsibilities to State, County or local authorities to pay any and all taxes and similar expenses assessed against the Project, for which the Mutual as owner of the underlying property is responsible. Moreover, in the event the Mutual acquires the Member's Interest based on the foreclosure process pursuant to the Davis-Stirling Common Interest Development Act and in accordance with the Mutual's governing documents (whether under judicial foreclosure or nonjudicial foreclosure), the Lender's lien or any interest in the Project that the Lender had

shall automatically terminate, subject to the conditions hereinafter described. The Lender may cure the Member's default to the Mutual prior to any such foreclosure action.

The Mutual shall give written notice to the Lender in the event that: (1) the Mutual proceeds to record a Notice of Delinquent Assessments; or (2) the Mutual decides to accept the Member's Interest in lieu of foreclosure. The Mutual will give such written notice if the Lender provides a written request for such written notice and the opportunity to cure any Member's default to the Mutual. The Lender shall have thirty (30) days to cure the default after the notice of the Member's default to the Mutual or notice of the Mutual's intent to accept the Member's Interest in lieu of foreclosure is mailed.

2. Conditions of Applicability. Although this Agreement provides a general structure for the relationship between Lender and the Mutual, it shall apply only in cases where the affected Member specifically consents in writing to subordinate the Member's rights under his Occupancy Agreement and the Bylaws of the Mutual to those of the Lender set forth in this document.

3. Consent to Pledge. Until termination of this Agreement as provided in Paragraph 19 below, the Mutual hereby irrevocably consents to the Pledge of the following to Lender by any Member as security for any loan from Lender to the Member:

- (a) The Member's Membership;
- (b) The Member's Certificate; and,
- (c) All of the Member's rights and interest under the Occupancy Agreement between the Member and the Mutual.

Notwithstanding the Member's pledge to the Lender, the Member shall retain all rights,

privileges, and obligations of membership (specifically including the right to occupy and use the dwelling unit and community facilities, the right to vote, and the obligation to comply with the Occupancy Agreement and Bylaws of the Mutual) until and unless the Occupancy Agreement and membership rights are terminated under the provisions of the Occupancy Agreement and the Mutual's Bylaws or the pledged collateral is foreclosed or accepted in lieu of foreclosure by the Lender under the terms of the lending relationship between the Lender and the Member.

4. Notification of Pledges. From time to time, Lender may furnish in writing to Mutual, a list of all Members who have made pledges to Lender of the items listed in Paragraph 3(a), 3(b) and 3(c) above. The most current such list is hereinafter called the "List." The List shall be delivered according to Paragraph 21 of this Agreement.

5. Notices by Mutual to Lender. Within 30 days of receipt of a List, the Mutual agrees to furnish Lender written notification of the name of each Member on the List (a) who is in default (monetary or otherwise) for more than thirty (30) days under the terms of either the Occupancy Agreement between the Mutual and the Member or the Mutual's Bylaws or (b) who actually or constructively gives the Mutual notice of an intention to leave the Project, as provided in Article III, Section 4 of the Mutual's Bylaws or in any other fashion that indicates an intent to surrender the Member's right to occupy the dwelling unit, the Membership and the Certificate.

6. Right to Cure in the Event of Default. The Mutual agrees that it will not commence action to terminate the Occupancy Agreement or Membership of any Member on the List for a default under the terms of the Member's Occupancy Agreement or the Mutual's Bylaws without giving Lender prior written notice and the opportunity to cure said default or acquire such Member's Membership, Certificate and Occupancy Agreement in accordance with the following:

(a) Monetary Default. If the default arises from the Member's failure to make any payment due the Mutual (including late charges, interest and any other cost associated with the delinquency), and Lender or the Member cures said default within thirty (30) days after Lender's receipt of the Mutual's notice furnished pursuant to Paragraph 5 above, the Mutual shall not commence action to terminate the Member's Occupancy Agreement or membership. The Mutual's acceptance of any amounts paid by Lender to cure a Member's monetary default shall not constitute a waiver of the Mutual's rights under the Mutual's Bylaws concerning the occupancy and use of the Member's dwelling unit or the transfer of the Member's membership in the Mutual.

(b) Nonmonetary Default. If the default arises from the Member's failure to comply with a term or condition of either the Occupancy Agreement or the Mutual's Bylaws which does not require a payment of money to the Mutual and all amounts due under the terms of the Occupancy Agreement are kept current, the Mutual will not commence action to terminate the Member's Occupancy Agreement or Membership provided either the Lender causes the Member to cure such default within thirty (30) days of Lender's receipt of Mutual's notice furnished pursuant to Paragraph 5 above or the Lender provides the Mutual with a photocopy of a document commencing foreclosure of the pledge within such thirty (30) day period and continues with reasonable diligence to foreclose Lender's pledge by nonjudicial or judicial foreclosure.

7. Mutual's Transfer of Memberships and Termination of Occupancy Agreements in the Event of Default or Surrender. The Mutual retains its right to terminate and transfer the membership and terminate the Member's rights under the Occupancy Agreement of any Member on the List in accordance with Section 5 of Article III of the Mutual's Bylaws if:

(a) Lender consents to the transfer and termination by reconveyance

of Lender's deed of trust or otherwise; or,

(b) The Member's monetary default is not cured within the thirty (30) day period for which provision is made in Paragraph 6(a) above; or,

(c) The Member's nonmonetary default is not cured within the thirty (30) day period for which provision is made in Paragraph 6(b) above or the Lender does not (1) provide the Mutual a photocopy of a document commencing foreclosure of the pledge within said thirty (30) day period and (2) diligently pursue the foreclosure of its pledge.

In the event there is a nonmonetary default and, before it is cured, a monetary default occurs also, the Mutual may terminate the Member's Membership and transfer the Member's Membership and terminate the Member's rights under the Occupancy Agreement wherever it is entitled to do so under the provisions of any of subparagraphs (a), (b) or (c).

If Lender pays the Mutual all amounts which become due the Mutual from the defaulting Member and Lender furnishes Mutual with evidence of Lender's having acquired Member's rights and interest under the Occupancy Agreement, the Certificate, and Member's Membership prior to the Mutual's termination of the Member's Membership and the Member's rights under the Occupancy Agreement, the Mutual will issue a new Certificate and enter into a new Occupancy Agreement with a designee of Lender approved by the Mutual (as provided in Paragraph 8 below) as soon as reasonably possible after such termination or surrender.

Notwithstanding the provisions of the Mutual's Bylaws and any failure by Lender diligently to foreclose its pledge, the Mutual shall deliver to Lender (instead of the Member) any amount that may become due the Member under either Section 4 or Section 5 of the Article III of the bylaws of the Mutual, up to the amount due Lender

under the provisions of its note and pledge, as provided in Paragraph 8 below.

8. Lender's Right to Proceeds or to Designate Transferee If Mutual Redeems or Accepts Surrender of Membership. If the Mutual exercises its option to purchase the Membership of any Member on the List in accordance with Section 4 of Article III of Mutual's bylaws upon a Member's actual or constructive notice of an intention to leave the Project, Mutual shall pay Lender from the funds otherwise payable to the Member an amount not exceeding the Member's indebtedness to Lender. In the event the amount otherwise payable to the Member is less than the Member's indebtedness to Lender, then if Lender pays Mutual all amounts owed to the Mutual by the Member under the provisions of Section 4 of Article III and any other provision of the Mutual's bylaws or Occupancy Agreement within 30 days after the Mutual exercises its option to purchase the Membership or after the Mutual accepts a surrender of the Member's Membership, right to occupy, and Certificate, the Mutual will issue a new Certificate and enter into a new Occupancy Agreement with a designee of Lender approved by the Mutual (as provided in Paragraph 9 below) as soon as reasonably possible after all payments due are received by the Mutual.

9. Foreclosure by Lender.

(a) If Lender forecloses its Pledge or accepts an assignment of the Occupancy Agreement encumbered by the deed of trust, the Membership, and the Certificate in lieu of foreclosure, Lender shall give the Mutual the first right of refusal to purchase the Membership Interest. Thereafter, if the Mutual declines to purchase the Membership Interest within a reasonable time, Lender will then use its best efforts to sell the Membership Interest (or lease the dwelling unit as allowed by Paragraph 11 below) as rapidly as reasonably possible.

(b) When Lender seeks the Mutual's approval of a designee pursuant to

Paragraph 7 or Paragraph 8 above, the Mutual will not unreasonably withhold its approval of such designee who meets the Mutual's customary requirements. The Mutual shall review the qualifications of the designee in the same manner as it reviews the qualifications of a prospective purchaser of a Certificate from any Member, and the Mutual's requirements or standards for membership shall not be applied capriciously or arbitrarily.

(c) During the period between Lender's foreclosure or acceptance of an assignment in lieu of foreclosure and the sale of the Membership to a designee approved by the Mutual, Lender shall not be considered a member, *per se*, and shall have no right to occupy or use the dwelling unit or common facilities or to vote. Lender's rights shall be limited to those specified in this Agreement. However, during this period Lender shall have the same duties and responsibilities under the Mutual's bylaws and the former Member's Occupancy Agreement as the former Member had - specifically including the former Member's obligation to pay the monthly carrying charges promptly. Moreover, the Mutual shall have the same remedies against Lender in the event of default that it had against the former Member.

(d) The Parties hereto agree and covenant that if Lender forecloses its Pledge or accepts an assignment of the Pledge in lieu of foreclosure, that Lender's interest in the Project is taken subject to any and all sums due and owing Mutual by the former member under the Occupancy Agreement or otherwise ("Defaulted Sums"). Lender agrees to pay all Defaulted Sums to Mutual upon sale or lease of the membership or dwelling unit, regardless of whether Mutual has obtained or perfected a lien against the membership and regardless whether the proceeds from any such sale or lease exceed or satisfy sums due and owing Lender by the former Member; the Parties agree that under any and all circumstances Lender shall pay Mutual the full

amount of the Defaulted Sums upon sale or lease of the membership or dwelling unit.

10. Indemnification of the Mutual. Lender shall indemnify the Mutual against, and hold the Mutual free and harmless from, any loss, liability or expense (including reasonable attorneys' fees and the cost of litigation) incurred by the Mutual in connection with any claim by a Member or the Member's successors in interest which arises out of Lender's representations or actions pursuant to this Agreement.

11. Lender's Right to Lease or Sublease. Lender shall have the same right to lease or sublease the dwelling unit of a Member whose Membership, Certificate, and right to occupy are obtained by Lender through foreclosure or assigned to Lender in lieu of foreclosure to the same extent and on the same terms and conditions as the Member otherwise would have.

12. Amendment to Occupancy Agreement and Bylaws. The Mutual agrees that it will not consent to or make any amendment that is materially detrimental to Lender's rights under this Agreement to any Occupancy Agreement between the Mutual and any Member on the List or to the Mutual's Bylaws without obtaining Lender's prior written consent, which consent shall not be withheld unreasonably.

13. Estoppel Statement. Within ten (10) days after receipt of a request for an estoppel statement, either Party shall deliver to the other a written statement of the magnitude and nature of any amounts which the Party alleges is due from a Member on the List. Such statement shall be binding upon the Party providing the statement as of the date of the statement. The party providing the statement shall have the right to require the Party requesting the statement to pay a reasonable fee for the provider's cost to prepare and reproduce such statement.

14. Inspection Rights. Lender shall have the same rights of inspection of the books and records of the Mutual as are granted to a Member by the Bylaws of the

Mutual and the California Corporations Code.

15. Fire and Casualty Insurance. The Mutual warrants that it has and will maintain until the termination of this Agreement fire and casualty insurance with extended coverage of all buildings containing a dwelling unit which is the subject of an Occupancy Agreement with a Member on the List in an amount as near as reasonably possible to the full replacement value of such buildings (including, without limitation, all portions of such dwelling unit consisting of built-in or set-in appliances and cabinets, as initially installed or replacements thereof, or as installed by or at the expense of the Member), without deduction for depreciation. To the extent reasonably possible, each such policy of fire and casualty insurance shall provide for waiver of subrogation of claims against residents of Laguna Woods Village.

16. Casualty Losses. The Mutual hereby waives and releases all claims against Lender resulting from an insured or uninsured casualty to the extent of the insurance proceeds available plus any deductible under insurance coverage, whether or not the damage or injury is caused by the Member's negligence, fault or misuse. Notwithstanding any provision of the bylaws or of the Occupancy Agreement with a Member on the List, the Mutual shall repair or replace the dwelling unit subject to the Occupancy Agreement with a Member on the List that is damaged or destroyed as a result of an insured casualty in a manner that restores the dwelling unit to substantially its condition and value prior to the damage or destruction if the cost of doing so does not exceed the insurance proceeds plus the deductible under the insurance coverage. If the cost of repairing or replacing such damaged dwelling unit in a manner that restores it to substantially its condition and value prior to the damage is greater than the insurance proceeds available to the Mutual for such purpose plus the deductible under the insurance coverage and the Mutual elects not to repair and replace it, then the

Mutual shall pay Lender from funds otherwise payable to the Member an amount not exceeding the Member's indebtedness to Lender prior to paying any portion of such insurance proceeds to such Member or using any portion of such proceeds for any purpose other than to satisfy any amounts owed by such Member to the Mutual.

17. Condemnation Awards. If the Mutual receives an award for condemnation or taking of all or any portion of a dwelling unit which is subject to an Occupancy Agreement in favor of a Member on the List or any other award for condemnation or taking a portion of which is allocable to a Member on the List, the Mutual shall pay Lender from the funds otherwise payable to the Member an amount not exceeding the Member's indebtedness to Lender prior to paying any portion of the condemnation or taking award to the Member or using any portion of such proceeds for any purpose other than to satisfy any amounts owed by such Member to the Mutual.

18. Further Blanket Encumbrances. The Mutual agrees that it will not consent to any further blanket lien or blanket deed of trust encumbering real property which is subject to Occupancy Agreements owned by Members on the List without giving Lender sixty (60) days prior written notice.

19. Termination. This Agreement may be terminated at any time by either party by giving sixty (60) days prior written notice of said termination to the other party; provided, however, that following any such termination, the terms and provisions of this Agreement shall remain in effect as to all Memberships, Certificates, and Occupancy Agreements then transferred or pledged to Lender as of the date of such termination, until (a) such time as the obligations secured by such transferred or pledged Memberships, Certificates, and Occupancy Agreements have been satisfied or (b) Lender has acquired such Memberships, Certificates, and Occupancy Agreements

pursuant to its right of foreclosure or assignment in lieu of foreclosure and such Memberships, Certificates, and Occupancy Agreements have been transferred to eligible Members approved by the Mutual, whichever occurs first.

20. Recording of Memorandum of Occupancy Agreement. Upon Lender's request, the Mutual shall execute, acknowledge and deliver to Lender a Memorandum of Occupancy Agreement in a form that will permit recordation of such Memorandum of Occupancy Agreement in the Official Records of Orange County, California.

21. Notices. Any notice or consent required pursuant to the terms hereof shall be deemed given when personally delivered to an authorized representative of a party or if mailed, it shall be deemed given five (5) days after mailed by registered or certified mail, postage prepaid, addressed as follows:

If to Mutual:

United Laguna Woods Mutual
c/o Village Management Services
24351 El Toro Road
P. O. Box 2220
Laguna Hills, California 92654

If to Lender:

or to such other address as either party may specify from time to time.

22. Successors and Assigns. The provisions of this Agreement shall bind and inure to the benefit of the respective successors and assigns of the Parties. As used herein, the term "Lender" includes, in addition to the lender named herein, (1) any other

lender; (2) any investor of any type which has then succeeded to the Lender's right and interest in all or any part of the loans subject to this Agreement; (3) any person or institution which may service the loans for such institutional lender or investor; and, (4) any institutional insurer or institutional guarantor of all or any part of any loan to a Member of the Mutual that is subject to this Agreement. The Mutual shall have an obligation to notify any person or institution other than the Lender named herein only if that person or institution has provided written notice of its interest in a specified dwelling unit as provided in Paragraph 21 above.

23. Miscellaneous. As used herein, words of the masculine gender shall mean and include correlative words of the feminine and neuter genders and words importing the singular number shall mean and include the plural number and vice versa. In Witness herewith this Agreement has been executed as of the date set forth above.

Lender:

Mutual:

UNITED LAGUNA WOODS MUTUAL,
a California nonprofit mutual benefit
corporation

By: _____
Its: _____

By: _____
Its: President

By: _____
Its: _____

By: _____
Its: Secretary

[NOTICE AND ACKNOWLEDGMENT]



RESOLUTION 01-20-XX

Objective Standards for Approval to Loan within United Laguna Woods Mutual

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

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

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

WHEREAS, United is a stock cooperative housing development and holds title to all property and structures in United wherein each Shareholder-Member has ownership of one share in the Cooperative and is granted the right to occupy a specific unit pursuant to an Occupancy Agreement provided each Shareholder-Member meets the age requirement and the financial qualifications set forth in the Financial Qualifications Policy (rev. 09-10-19);

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

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

WHEREAS, through counsel, the Board of Directors has enumerated objective criteria lenders must satisfy in order to loan to Shareholder- Members within United, including that the prospective lender is either a state or federally chartered bank or credit union;

NOW THEREFORE BE IT RESOLVED, April 14, 2020, that the following resolution is adopted by the Board of Directors:

1. **Acknowledging and Approving Qualified Lenders.** The Corporation, by and through its Board of Directors, is authorized to approve lenders based on confirmation of satisfaction that the prospective lender is either a state or federally chartered bank or credit union.
2. **Further Acts.** The Board of Directors may do and perform such other acts and things as may be reasonably necessary and proper in order to carry into effect the provisions of this Resolution.

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

MARCH Initial Notification

Should the Board endorse the proposed resolution, 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.



STAFF REPORT

DATE: March 10, 2020
FOR: Board of Directors
SUBJECT: Handyman Program Phase II (Chargeable Services)

RECOMMENDATION

Review and approve the revised list chargeable services and the updated Resolution 01-20-XX (Attachments 1 and 2).

BACKGROUND

On January 9, 2018 the United Board approved implementation of a handyman service for its residents as a pilot program. It was proposed to help with everyday repairs not covered by monthly assessments or chargeable services. The wide range of benefits was intended to assist participants with everyday chores that have become a burden.

Despite the enormous value the program created and a variety of advertising methods, the program simply didn't create the demand that staff expected. The Board terminated the program in June 2019.

Immediately after terminating the handyman program, a non-governance task force was created to review and propose options for residents who were still in need of handyman type services.

The first phase generated by the task force was the setup of a third party vendor, NeighborING, that provides simple, non-technical services for a nominal charge. This vendor is not associated with the Mutual; however they have agreed to reduce certain fees in order to service a large customer area within the Village. More than 500 advertising fliers for NeighborING have been distributed by volunteers. The fliers let residents know in detail which services are provided and how to go about hiring NeighborING.

The second phase the task force has focused on is revising the non-emergency maintenance chargeable services that are provided by in-house staff. The proposed list adds a number of services for alterations which have not been previously provided to shareholders.

DISCUSSION

The Mutual has historically planned for various levels of work as non-emergency maintenance chargeable services. These chargeable service repairs are typically items of work for which the Mutual is not responsible; such repairs have been included in the annual budgeted service levels as a courtesy to members. Chargeable services are provided at no cost to the Mutual.

Labor is prorated to the tenth of an hour and applied at the current billing rate for the relevant department; materials are passed through at cost; and a flat rate \$10.00 service charge is applied.

The addition of other non-emergency chargeable services may alter the staffing level required to accommodate the increase in requested work. Careful consideration must be given to staffing levels if the number of non-emergency maintenance chargeable services is increased, so these hours, and potentially new positions, may be reflected in subsequent budget proposals.

The estimated number of staff hours to complete the additional chargeable services is unknown at this time, and will depend on direction provided by the Board relative to new services.

FINANCIAL ANALYSIS

None.

Prepared By: Laurie Chavarria, Executive Assistant

Reviewed By: Velny Soren, Maintenance Operations Manager
Ian Barnette, Maintenance Services Manager
Ernesto Munoz, Maintenance & Construction Director

ATTACHMENT(S)

Attachment 1 – Proposed Chargeable Services

Attachment 2 – Revised Resolution 01-20-XX

ENDORSEMENTS (to Board)

1. Revised List of Non-Emergency Maintenance Chargeable Services

Staff Officer Velny Soren summarized the report and answered questions from the Committee.

On January 9, 2018 the United Board approved implementation of a handyman service for its residents as a pilot program. It was proposed to help with everyday repairs not covered by monthly assessments or chargeable services. Despite the enormous value the program created and a variety of advertising methods, the program simply didn't create the demand that staff expected. The Board terminated the program in June 2019.

Immediately after terminating the handyman program, a non-governance task force was created to review and propose options for residents who were still in need of handyman type services.

The task force was instrumental in obtaining the services of a third party vendor, NeighborING, that provides simple, non-technical services for a nominal charge.

In addition, the handyman task force focused on revising the non-emergency maintenance chargeable services that are provided by in-house staff. The proposed list adds a number of services for alterations which have not been previously provided to shareholders.

Discussion ensued regarding the chargeable service list; document column titles and the time frame for services based on the date the request was received.

A motion was made and unanimously carried to recommend that the Board approve the revised list of non-emergency chargeable maintenance services and the updated Resolution, with the following changes: Change the document name from Non-Emergency Maintenance Chargeable Services to "Chargeable Services" and change the column heading from Cost to "Estimate."

2. 2020 Project Priorities

Staff Officer Velny Soren summarized the Mutual's projects and programs to be completed in 2020 and proposed which items should be prioritized and which could be defunded from the current fiscal year.

Discussion ensued regarding the importance of each program and the proposed savings.

A motion was made and unanimously carried to recommend that the Board defund the Foundations Program in the amount of \$43,836 and partially defund the Shepherd's Crook Program by \$125,000. The total amount to be defunded from both programs is \$168,836.

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Attachment 1 – Chargeable Services

Chargeable Services

The Board of Directors of the United Laguna Woods Mutual passed **Resolution 01-20-XX** on March 10, 2020, to approve the following updated schedule of chargeable services. This program has been implemented for the convenience of the Shareholders of United Mutual.

Trade	Description of Service	*Limitations	*Estimate
Appliance	Install Alteration Dishwasher (Plug-in Only, No Modifications)	Resident Supplied	\$195.00
	Install Alteration Stove Top (Hard Wired, No Modifications)	Resident Supplied	\$160.00
	Install Alteration Oven (Hard Wired, No Modifications)	Resident Supplied	\$230.00
	Install Alteration Wall Mounted Microwave (No Modifications)	Resident Supplied	\$160.00
	Install or Replace Ice Maker Tubing for Refrigerator	Resident Supplied	\$75.00
	Replace or Clean Alteration Range Hood Filter	Resident Supplied	\$55.00
Electrical	Replace Alteration Ceiling Light (like for like)	Resident Supplied	\$170.00
	Replace Alteration Ceiling Fan (like for like)	Resident Supplied	\$235.00
	Replace Alteration Switch (Dimmer okay, No Relocation)	Resident Supplied	\$80.00
	Replace Alteration Outlets (GFCI okay, No Relocation)	Resident Supplied	\$80.00
	Replace Alteration Light Sockets/Ballasts	Resident Supplied	\$160.00
Carpentry	Replace Alteration Entry Door Dead Bolt Lock (excludes keyless systems)	Resident Supplied	\$55.00
	Install or Replace Entry Door Peep Holes, Mail Slots and Entry Door Screens (applicable to alteration doors only)	Resident Supplied	\$69.00
	Replace Broken or Cracked Alteration Windows (like for like replacement, excludes any windows requiring high reach equipment such as aerial lifts)	Resident Supplied	\$1,200.00
	Repair Small Interior Drywall Holes (does not include painting)	Mutual Supplied	\$70.00
	Install New or Replace Existing Alteration Towel Bars or Grab Bars (installed in drywall only, not in fiberglass or tile)	Resident Supplied	\$40.00
	Replace or Install Alteration Door Stops/Bumpers	Resident Supplied	\$69.00
	Size Interior Doors for New Alteration Flooring	Mutual Supplied	\$69.00
	Repair Alteration Sliding Glass Doors/Screens	Resident Supplied	\$69.00
	Repair Alteration Sliding Windows/Screens	Resident Supplied	\$69.00
	Repair/Replace Alteration Entry Screen Doors	Resident Supplied	\$69.00
	Repair Alteration Sliding Closet/Wardrobe Door	Resident Supplied	\$69.00
	Repair/Replace Alteration Chopping Board/Bread Board	Resident Supplied	\$69.00
	Repair/Replace Alteration Baseboards and Moldings	Resident Supplied	\$69.00
	Repair/Replace Alteration Drawer Guides	Resident Supplied	\$69.00
	Install Alteration Entry Door w/ Lock (Requires an approved Mutual Consent)	Resident Supplied	\$450.00
	Repair Alteration Carport Condensation Panels	Resident Supplied	\$96.00
	Removal Alteration Carport Condensation Panels (includes painting)	Resident Supplied	\$458.00

Attachment 1 – Chargeable Services (continued)

Plumbing	Repair Alteration Garbage Disposal	Resident Supplied	\$55.00
	Replace an Alteration Garbage Disposal	Resident Supplied	\$90.00
	Repair/Replace Alteration Shower Head	Resident Supplied	\$90.00
	Repair/Replace Valve for Ice Maker Line (as long as there is no active leak)	Resident Supplied	\$90.00
	Repair/Replace Alteration Faucet (cartridge style)	Resident Supplied	\$90.00
	Repair/Replace Alteration Sink/Basin Spray Heads, Drain Traps, Basin Stoppers, Pull-Rods, Hoses, Supply Lines (as long as there is no active leak)	Resident Supplied	\$80-160.00
	Repair/Replace Alteration Kitchen Sink & Bathroom Basin (like for like)	Resident Supplied	\$160.00
	Repair/Replace Alteration Fitting/Flange/Valves (as long as there is no active leak)	Resident Supplied	\$90.00
	Repair/Replace Alteration Toilets (as long as there is no active leak)	Resident Supplied	\$90.00
	Repair/Replace Toilet Seat	Resident Supplied	\$70.00
	Replace Alteration Shower Mixing Valve	Resident Supplied	\$90.00
	Replace Alteration Water Heater (as long as there is no active leak)	Resident Supplied	\$230.00
Painting	Interior Touch-up Painting (partial wall)	Resident Supplied	\$80.00
	Interior Touch-up Painting (full wall)	Resident Supplied	\$130.00
*LIMITATIONS	Estimated cost includes a \$10 service charge, labor and materials (as noted above). Most parts are to be provided by the Resident.		
	All Mutual supplied parts will be standard brand only.		
	All Mutual supplied parts will be limited to parts in stock.		
	All Mutual provided parts and labor carry a 30-day warranty, unless specified otherwise.		
	Resident Supplied = Resident to supply the replacement or repair parts at the time of service.		
	Failure to be present at the time of service will result in a \$50.00 Missed Maintenance Appointment Fee.		

Handyman Part-B “Chargeable Services”

Status as of 3/3/2020

The Handyman Task Force has successfully introduced the small Chores or Part-A of the Handyman Program. NeighborING Inc., has been working with our Social Services for about two years when residents needed assistance to have simple but necessary tasks to be done for maintaining their quality of life.

NeighborING has about 150 college students who have been background checked and they also wear NeighborING t-shirts for clear identification. Their cars are also identified with NeighborING stickers. Social Services have had no complaints about the services provided by them to our residents to date.

A small pilot was organized of seven residents who had hired the NeighborING services. One had requested a moving out services and had left his subleased unit. The other six residents gave NeighborING a perfect score and they were sure to hire them again in future as needed.

The next phase of the Handyman is to understand how reliable professional work of plumbers, electricians, carpenters, etc.; can be made available for residents with altered or upgraded manors. NeighborING cannot tackle such jobs as the college students are not professionally trained for such work and so cannot perform these tasks. Such services are offered to residents as part of maintenance when manors are in original condition but not “altered or upgraded” by the Lessees. The residents with altered or upgraded manors are presently using their own outside services whenever they need such assistance. The residents with alterations will soon have another choice, i.e.; “Chargeable Services”, whereby our VMS staff of professionals can be hired to perform such services, if the residents so wish to hire them. The cost of labor is directly passed on to the residents who hire these “chargeable services”. There is NO mark up or burden charges added to these. This way there is no sharing of costs by the rest of the association members. Advantage to the residents is they will get a reliable professional team who will stand behind their work.

The residents will be provided an estimate of the charges depending on approximate hours the job is anticipated to take. There will be an upfront charge of \$10 to cover the cost of the visit by VMS professional to provide the resident with the estimate.

On March 10, 2020, at the United Laguna Woods Mutual’s monthly meeting, the M&C team will introduce a resolution to accept “Chargeable Services”. Along with this, there will also be presented a table showing various chargeable services and the estimated charges for the same. Copies of this table will be available for residents on the village website soon.

Hoping the resolution passes and Chargeable Services will be offered starting April 9, 2020 once the required 28 days have passed.

Sincerely,

Cash Achrekar

Handyman Task Force Team Leader.

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Attachment 2 – Revised Resolution

Resolution 01-20-XX
Revised Chargeable Services

WHEREAS, the Board established a “Chargeable Maintenance Services Policy” by way of Resolution 01-04-28; and

WHEREAS, the Board amended the policy on June 12, 2007 to remove single fixture stoppages as a chargeable service; and

WHEREAS, the Board amended the policy further by way of Resolution 01-17-104 to establish a charge of \$50.00 for a Missed Maintenance Appointment to be charged to resides who are a no-show during their scheduled appointment time frame or do not cancel/reschedule 24 hours prior to their scheduled appointment; and

WHEREAS, in order to provide additional services to residents upon the cancellation of the Handyman Services Program, the list of non-emergency maintenance chargeable services has been revised to add maintenance to authorized member alterations; and

WHEREAS, additional chargeable services have been added for electrical, carpentry, plumbing and painting services as shown on the attached approved list.

NOW THEREFORE BE IT RESOLVED, [DATE], 2020, that the Board of Directors hereby approves the attached new policy and list chargeable services; and

RESOLVED FURTHER, that the service charge for all Maintenance chargeable services shall remain \$10; and

RESOLVED FURTHER, the \$25 permit processing fee for work that requires a City of Laguna Woods building permit if VMS pulls the permit shall remain in effect; and

RESOLVED FURTHER, the \$50 service charge for when the Mutual Member (or representative) is not home for a scheduled appointment and fails to cancel in advance shall remain in effect; and

RESOLVED FURTHER, that Resolution 01-04-28 adopted February 10, 2004 and Resolution 01-17-104 adopted on September 12, 2017 is hereby superseded and cancelled; and

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

MARCH Initial Notification

Should the Board endorse the proposed resolution, 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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Financial Report

Preliminary as of January 31, 2020



INCOME STATEMENT (in Thousands)	ACTUAL
Assessment Revenue	\$3,560
Non-assessment Revenue	\$177
Total Revenue	\$3,737
Total Expense	\$3,095
Net Revenue/(Expense)	\$642

1

Financial Report

Preliminary as of January 31, 2020



OPERATING ONLY INCOME STATEMENT (in Thousands)	ACTUAL
Assessment Revenue	\$2,535
Non-assessment Revenue	\$163
Total Revenue	\$2,698
Total Expense ¹	\$2,474
Operating Surplus	\$224

1) excludes depreciation

2

Financial Report

Preliminary as of January 31, 2020

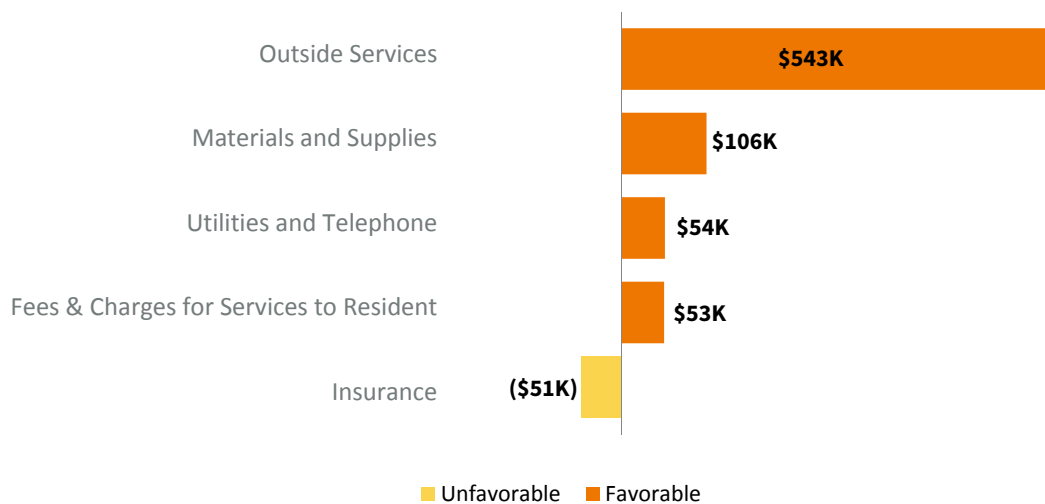


INCOME STATEMENT (in Thousands)	ACTUAL	BUDGET	VARIANCE B/(W)
Assessment Revenue	\$3,560	\$3,514	\$46
Non-assessment Revenue	\$177	\$149	\$28
Total Revenue	\$3,737	\$3,663	\$74
Total Expense	\$3,095	\$3,803	\$708
Net Revenue/(Expense)	\$642	(\$140)	\$782

3

Financial Report

Preliminary as of January 31, 2020



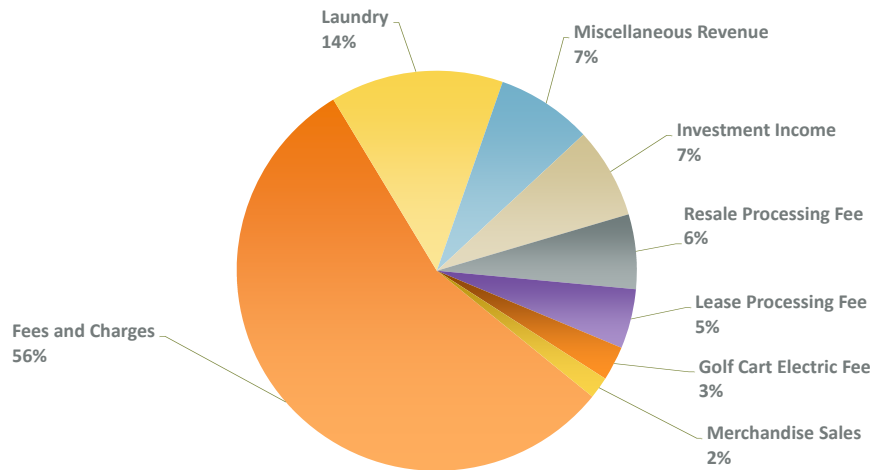
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Financial Report

Preliminary as of January 31, 2020



Total Non Assessment Revenues \$177,432



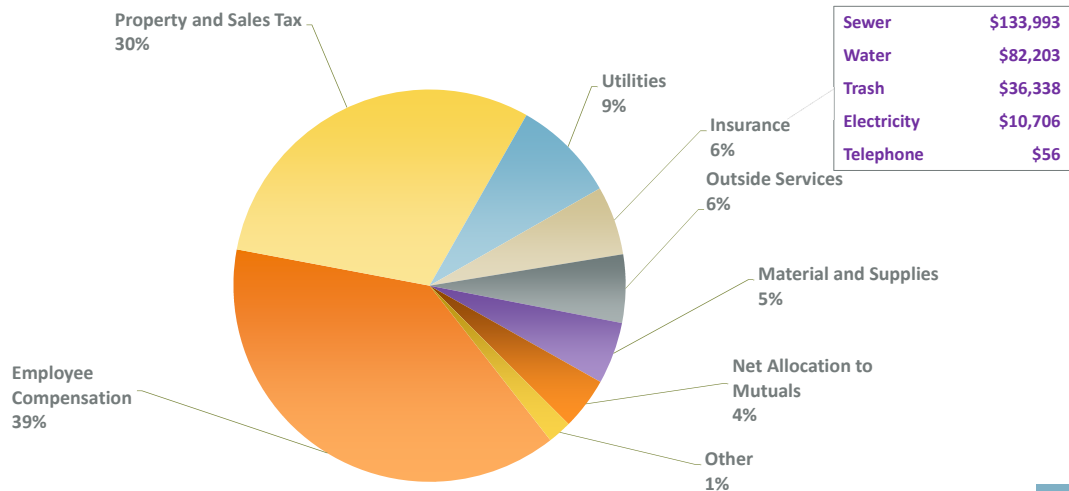
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Financial Report

Preliminary as of January 31, 2020



Total Expenses \$3,094,999



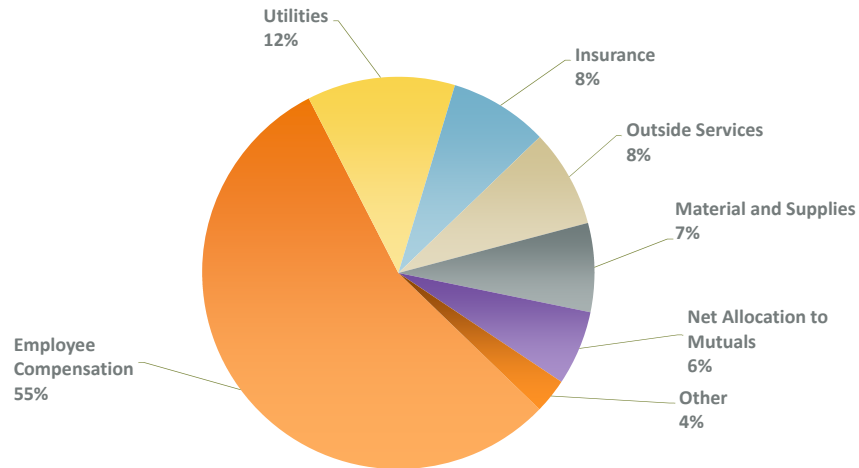
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Financial Report

Preliminary as of January 31, 2020



Total Expenses Excluding Property and Sales Tax \$2,157,998



6

Financial Report

Preliminary as of January 31, 2020



NON OPERATING FUND BALANCES (in Thousands)	CONTINGENCY	RESERVE
Beginning Balances: 1/1/20	\$1,095	\$17,256
Contributions & Interest	64	975
Expenditures	(90)	(513)
Current Balances: 1/31/20	\$1,069	\$17,718

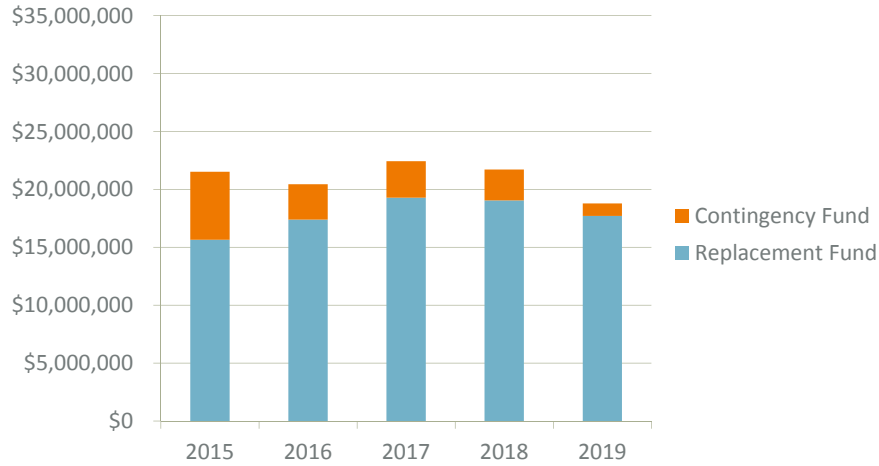
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Financial Report

Preliminary as of January 31, 2020



FUND BALANCES - United Mutual



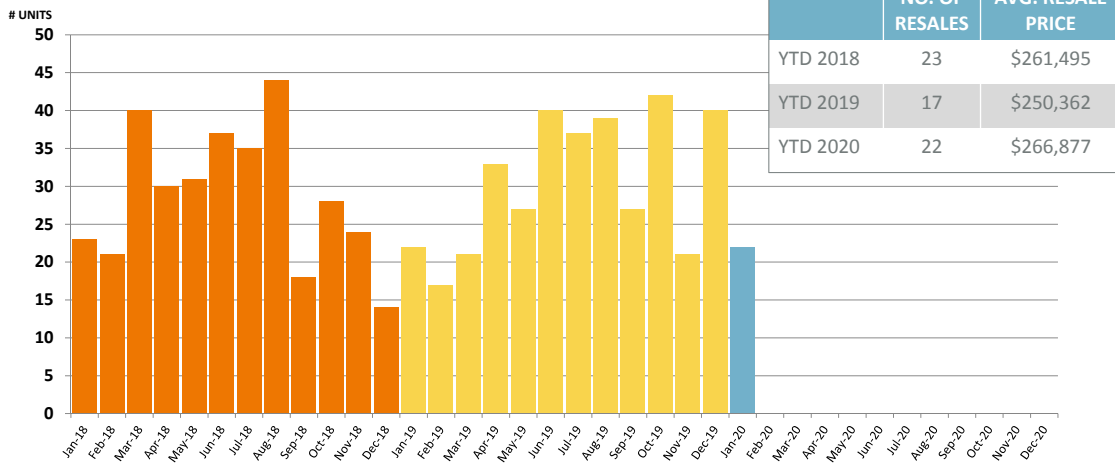
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Financial Report

Preliminary as of January 31, 2020



RESALE HISTORY - United Mutual



10

United Laguna Woods Mutual
Statement of Revenues & Expenses - Preliminary
1/31/2020
(\$ IN THOUSANDS)

		CURRENT MONTH			YEAR TO DATE			PRIOR YEAR	ANNUAL
		ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET	VARIANCE	ACTUAL	BUDGET
Revenues:									
Assessments:									
1	Operating	\$2,535	\$2,489	\$46	\$2,535	\$2,489	\$46	\$2,337	\$29,869
2	Additions to restricted funds	1,024	1,024		1,024	1,024		1,031	12,294
3	Total assessments	3,560	3,514	46	3,560	3,514	46	3,368	42,163
Non-assessment revenues:									
4	Merchandise sales	3	2	1	3	2	1	2	20
5	Fees and charges for services to residents	99	45	53	99	45	53	57	540
6	Laundry	25	23	2	25	23	2	22	270
7	Investment income	13	32	(19)	13	32	(19)	36	385
8	Miscellaneous	38	48	(10)	38	48	(10)	32	579
9	Total non-assessment revenue	177	150	28	177	150	28	149	1,794
10	Total revenue	3,737	3,663	74	3,737	3,663	74	3,517	43,957
Expenses:									
11	Employee compensation and related	1,192	1,228	36	1,192	1,228	36	1,294	14,548
12	Materials and supplies	158	264	106	158	264	106	318	3,141
13	Utilities and telephone	263	317	54	263	317	54	233	4,326
14	Legal fees	18	29	11	18	29	11	16	350
15	Professional fees		6	6		6	6	4	122
16	Equipment rental	2	1	(1)	2	1	(1)	1	17
17	Outside services	174	717	543	174	717	543	219	8,638
18	Repairs and maintenance	2	4	2	2	4	2	2	47
19	Other Operating Expense	12	18	5	12	18	5	9	201
20	Income taxes		2	2		2	2		25
21	Property and sales tax	937	926	(11)	937	926	(11)	889	11,112
22	Insurance	176	125	(51)	176	125	(51)	110	1,504
23	Investment expense		3	3		3	3		37
24	Uncollectible Accounts	10	5	(5)	10	5	(5)	7	60
25	(Gain)/loss on sale or trade		(1)	(1)		(1)	(1)		(8)
26	Depreciation and amortization	17	17		17	17		17	198
27	Net allocation to mutuals	133	140	8	133	140	8	94	1,584
28	Total expenses	3,095	3,803	708	3,095	3,803	708	3,214	45,902
29	Excess of revenues over expenses	\$642	(\$140)	\$782	\$642	(\$140)	\$782	\$303	(\$1,945)



Statement of Revenues & Expenses - Preliminary Variance Explanations as of January 31, 2020

SUMMARY

United financial results were better than budget by \$782K as of January 31, 2020. Explanations for categories with significant variances are found below.

REVENUE

- ▶ **Operating Assessments Line 1** – \$46K
Favorable variance resulted from an increase in revenue for property taxes and supplemental property taxes.
- ▶ **Fees and Charges for Services to Residents Line 5** – \$53K
Favorable variance resulted from overstated revenue for moisture intrusion chargeable services, which will be corrected in the February financial statements with an accrual reversal.

EXPENSE

- ▶ **Materials and Supplies Line 12** – \$106K
Favorable variance resulted in several areas of operations such as appliances, plumbing, interior components, and landscape due to timing of expenditures. Although budget is evenly spread, expenditures will occur later in the year.
- ▶ **Utilities and Telephone Line 13** – \$54K
For the reporting period, water consumption is 30% lower than budget due to favorable weather conditions. Staff uses evapotranspiration (ET) weather data to measure water usage for irrigation. Lower water consumption accounts for approximately \$20K favorable variance, while the remaining variance resulted from an over accrual.
- ▶ **Outside Services Line 17** – \$543K
 - Waste Line Remediation** – \$183K
Favorable variance due to timing of scheduled work compared to budget spread. Work is in progress and to date, eight buildings are complete and an additional 77 are scheduled for 2020. If additional buildings become problematic, they will be added to the schedule.
 - Roof Replacement** – \$76K
Favorable variance due to timing of scheduled work compared to budget spread; roofing is scheduled to begin in March 2020.
 - Landscape Modification** – \$37K
Favorable variance due to timing of scheduled work compared to budget spread; aeration process began in February.



Statement of Revenues & Expenses - Preliminary
Variance Explanations as of January 31, 2020

Electrical Systems – \$34K

Electrical Systems component is funded to replace the Pushmatic electrical panels. To date, 50 electrical panels were installed out of the budgeted 275.

Paving – \$33K

Although budget is spread evenly throughout the year, paving programs such as asphalt overlay, parkway concrete, and seal coat are scheduled from July through October. This program will have a favorable variance until the program begins.

► **Insurance [Line 22](#) – (\$51K)**

Unfavorable variance due to higher premiums at 10/1/19 renewal for property and casualty insurance. Insurance premium increases were implemented after 2020 budget was finalized. Significant changes in market conditions, catastrophic losses including wildfires in California, and a non-renewal situation required a new layered program structure to achieve the existing limits in a tight market.

Monthly Resale Report

PREPARED BY

Community Services Department

MUTUAL

All Mutuals

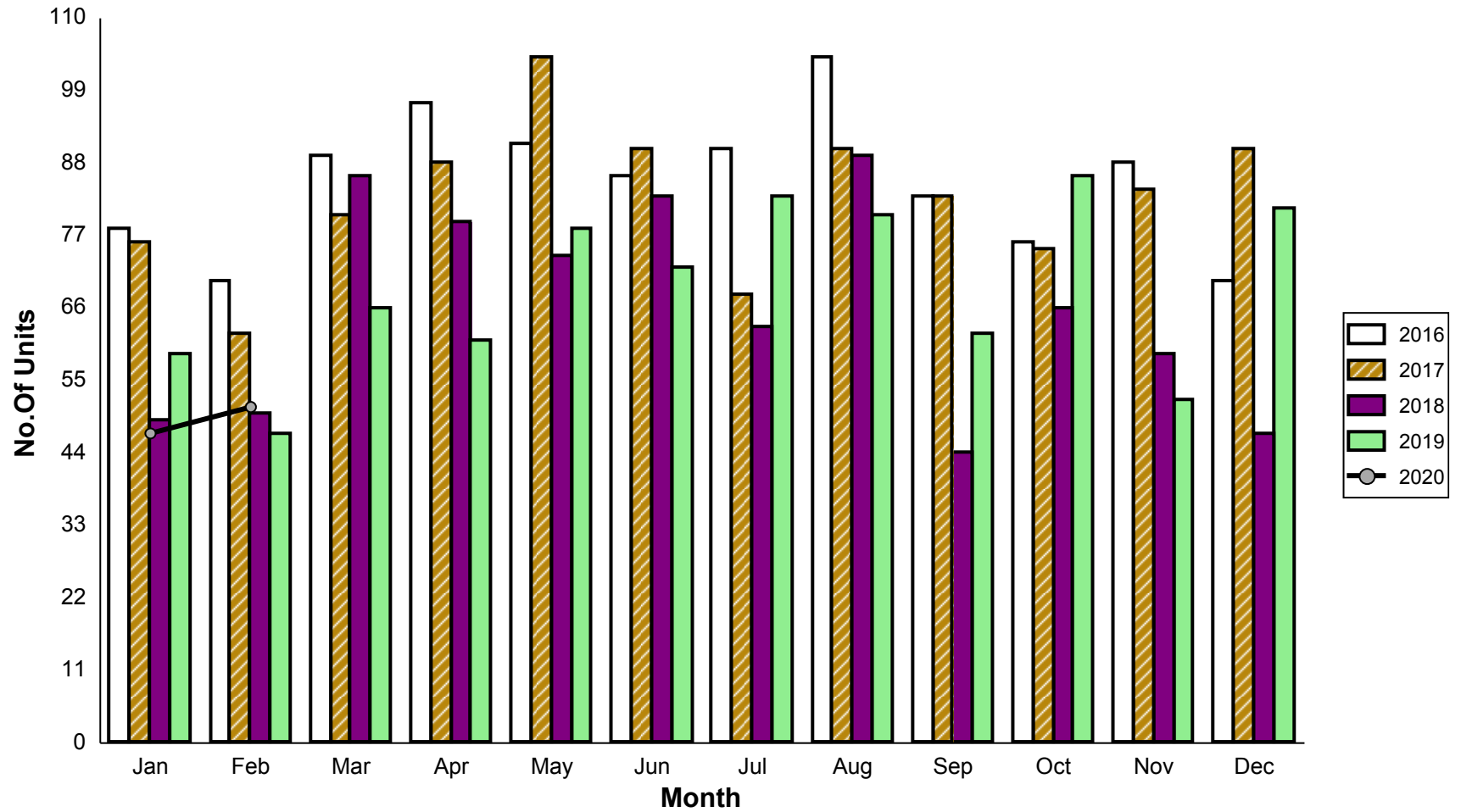
REPORT PERIOD

February, 2020

MONTH	NO. OF REALES		TOTAL SALES VOLUME IN \$\$		AVG RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	48	59	\$16,125,300	\$18,540,250	\$335,944	\$314,242
February	51	47	\$18,126,900	\$14,770,050	\$355,429	\$314,256
March		*		\$23,445,712		* \$355,238
April		*		\$20,041,551		* \$328,550
May		*		\$23,975,536		* \$307,379
June		*		\$21,298,290		* \$295,810
July		*		\$27,170,573		* \$327,356
August		*		\$26,206,000		* \$327,575
September		*		\$20,171,980		* \$325,355
October		*		\$26,648,300		* \$309,864
November		*		\$18,653,350		* \$358,718
December		*		\$27,517,600		* \$339,723
TOTAL	99.00	106.00	\$34,252,200	\$33,310,300		
MON AVG	49.00	53.00	\$17,126,100	\$16,655,150	\$345,687	\$314,249

* Amount is excluded from percent calculation

Resales - 5 Year Comparison



Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

United

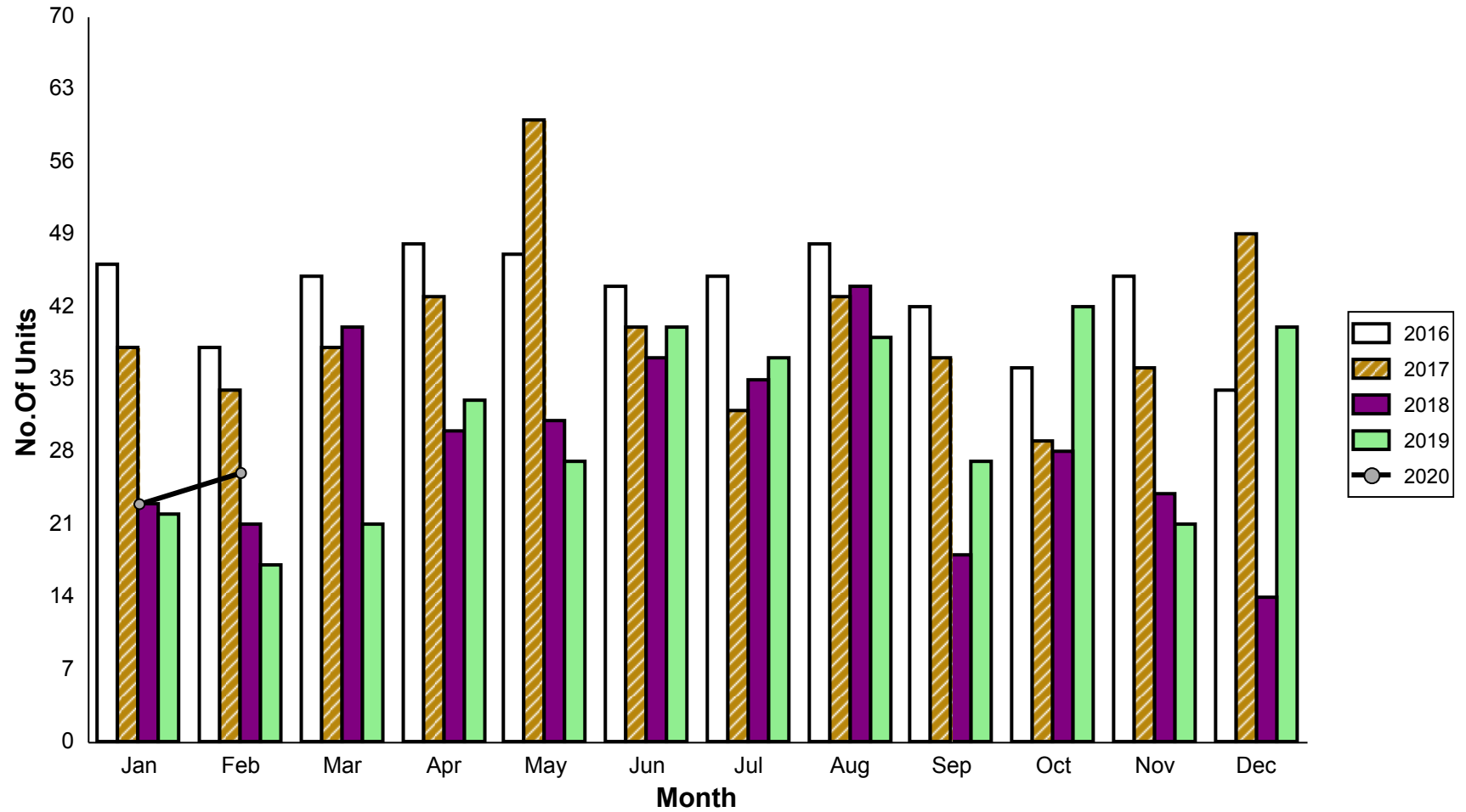
February, 2020

MONTH	NO. OF REALES		TOTAL SALES VOLUME IN \$\$		AVG RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	23	22	\$6,100,300	\$5,282,150	\$265,230	\$240,098
February	26	17	\$6,210,200	\$4,256,150	\$238,854	\$250,362
March		* 21		* \$6,355,000		* \$302,619
April		* 33		* \$9,292,051		* \$281,577
May		* 27		* \$6,380,503		* \$236,315
June		* 40		* \$10,297,790		* \$257,445
July		* 37		* \$9,189,800		* \$248,373
August		* 39		* \$10,018,600		* \$256,887
September		* 27		* \$7,328,900		* \$271,441
October		* 42		* \$10,220,400		* \$243,343
November		* 21		* \$5,065,500		* \$241,214
December		* 40		* \$9,175,800		* \$229,395
TOTAL	49.00	39.00	\$12,310,500	\$9,538,300		
MON AVG	24.00	19.00	\$6,155,250	\$4,769,150	\$252,042	\$245,230
% CHANGE - YTD	25.6%		29.1%		2.8%	

% Change calculated (ThisYear - LastYear)/LastYear

* Amount is excluded from percent calculation

Resales - 5 Year Comparison



Resales Report

United Laguna Woods Mutual

February, 2020

Close	Manor	Mutual	Price	Model/Style	Listing Realtor	Buyer Realtor	Escrow
02/21/2020	37-D	1	\$315,000	Madrid	Residential Agent Inc.	Laguna Premier Realty, Inc	Blue Pacific Escrow
02/06/2020	41-A	1	\$126,000	Cadiz	Team Spirit Realty	HomeSmart Evergreen	Team Escrow, Inc.
02/13/2020	66-C	1	\$120,000	Barcelona	FSBO	FSBO	Granite Escrow
02/28/2020	76-Q	1	\$237,500	Casa Blanca	Coldwell Banker	Regency Real Estate	Generations Escrow
02/20/2020	103-B	1	\$419,000	Cordoba	Village Real Estate	OCDreamhomes	Generations Escrow
02/12/2020	123-B	1	\$300,000	Barcelona	Residential Agent Inc.	Keller Williams Realty Chino Hills	Granite Escrow
02/03/2020	196-A	1	\$258,000	La Corona	Laguna Premier Realty, Inc	Century 21 Rainbow	Corner Escrow Inc.
02/27/2020	213-P	1	\$147,000	Cadiz	Century 21 Rainbow	Laguna Premier Realty, Inc	Corner Escrow Inc.
02/10/2020	282-O	1	\$130,000	Cadiz	HomeSmart Evergreen	HomeSmart Evergreen	Corner Escrow Inc.
02/10/2020	387-G	1	\$230,000	Barcelona	Century 21 Rainbow	Century 21 Rainbow	Corner Escrow Inc.
02/26/2020	389-D	1	\$170,000	Majorca	Laguna Woods Village Realty	Zicon Real Estate	Granite Escrow
02/05/2020	516-A	1	\$300,000	San Sebastian	Seniority Realty	Berkshire Hathaway	Granite Escrow
02/18/2020	558-Q	1	\$165,000	Casa Blanca	OCPM	OCPM	Blue Pacific Escrow
02/20/2020	560-N	1	\$179,900	Casa Blanca	Zicon Real Estate	HomeSmart Evergreen	Granite Escrow
02/20/2020	560-Q	1	\$162,500	Casa Blanca	Bullock Russell Real Estate	Azoulay Real Estate	Granite Escrow
02/25/2020	686-D	1	\$350,000	Cordoba	Charles Ryan & Associates	Coldwell Banker Residential	Corner Escrow Inc.
02/11/2020	741-F	1	\$360,000	Granada	Regency Real Estate	HomeSmart Evergreen	Corner Escrow Inc.
02/25/2020	791-N	1	\$235,000	Casa Linda	Laguna Woods Village Realty	HomeSmart Evergreen	Granite Escrow
02/25/2020	814-N	1	\$247,000	Casa Linda	Laguna Premier Realty, Inc	Gary Hadsell	Blue Pacific Escrow
02/26/2020	854-N	1	\$227,000	Casa Linda	Re/Pro	Century 21 Rainbow	Corner Escrow Inc.
02/04/2020	884-O	1	\$184,900	Castilla	Realty One Group West	Mark Carlson, Broker	Generations Escrow
02/06/2020	935-D	1	\$340,000	Cordoba	Residential Agent Inc.	Infinity Realty Group	Granite Escrow
02/11/2020	959-C	1	\$210,000	Casa Contenta	Residential Agent Inc.	New Star Realty & Investment	Granite Escrow

Resales Report **United Laguna Woods Mutual** **February, 2020**

Close	Manor	Mutual	Price	Model/Style	Listing Realtor	Buyer Realtor	Escrow
02/27/2020	959-P	1	\$175,000	Casa Contenta	Laguna Premier Realty, Inc	Century 21 Rainbow	Granite Escrow
02/26/2020	2008-F	1	\$156,400	Coronado	Laguna Premier Realty, Inc	Laguna Premier Realty, Inc	Blue Pacific Escrow
02/13/2020	2081-B	1	\$465,000	Cordoba	First Team Real Estate	Laguna Premier Realty, Inc	Corner Escrow Inc.

Number of Resales: 26

Total Resale Price: \$6,210,200

Average Resale Price: \$238,854

Median Resale Price: \$228,500

Monthly Resale Report United Mutual

PREPARED BY
Community Services Department

February

Period	Month	NUMBER OF REALES				TOTAL SALES VOLUME IN \$\$				AVG RESALE PRICE			
		2020	2019	2018	2017	2020	2019	2018	2017	2020	2019	2018	2017
1	January	23	22	23	38	\$6,100,300	\$5,282,150	\$6,014,390	\$8,968,930	\$265,230	\$240,098	\$261,495	\$236,024
2	February	26	17	21	35	\$6,210,200	\$4,256,150	\$6,059,250	\$8,512,700	\$238,854	\$250,362	\$288,536	\$243,220
3	March	0	21	40	38	\$0	\$6,355,000	\$11,156,600	\$9,580,000	\$0	\$302,619	\$278,915	\$252,105
4	April	0	33	30	43	\$0	\$9,292,051	\$8,824,600	\$10,177,429	\$0	\$281,577	\$294,153	\$236,684
5	May	0	27	31	60	\$0	\$6,380,503	\$8,735,000	\$15,888,800	\$0	\$236,315	\$281,774	\$264,813
6	June	0	40	37	40	\$0	\$10,297,790	\$11,021,400	\$10,744,150	\$0	\$257,445	\$297,876	\$268,604
7	July	0	37	35	32	\$0	\$9,189,800	\$9,541,300	\$7,887,100	\$0	\$248,373	\$272,609	\$246,472
8	August	0	39	44	43	\$0	\$10,018,600	\$11,285,100	\$11,310,367	\$0	\$256,887	\$256,480	\$263,032
9	September	0	27	18	37	\$0	\$7,328,900	\$4,632,500	\$9,461,900	\$0	\$271,441	\$257,361	\$255,727
10	October	0	42	28	29	\$0	\$10,220,400	\$8,556,100	\$7,898,500	\$0	\$243,343	\$305,575	\$272,362
11	November	0	21	24	37	\$0	\$5,065,500	\$6,194,000	\$9,793,900	\$0	\$241,214	\$258,083	\$264,700
12	December	0	40	14	49	\$0	\$9,175,800	\$3,368,300	\$12,579,440	\$0	\$229,395	\$240,593	\$256,723
TOTAL		49	39	44	73	\$12,310,500	\$9,538,300	\$12,073,640	\$17,481,630				
MON AVG		25	20	22	37	\$6,155,250	\$4,769,150	\$6,036,820	\$8,740,815	\$252,042	\$245,230	\$275,016	\$239,622
% CHANGE-YTD		25.6%	-11.4%	-39.7%	-13.1%	29.1%	-21.0%	-30.9%	-7.5%	2.8%	-10.8%	14.8%	6.0%

% Change calculated (This Year - Last Year)/Last Year
Percent calculation only includes YTD figures in black.



MONTHLY LEASING REPORT

Report Period:
February-2020

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	174	362	615	562	22	20	33	0
February	39	41	173	360	613	565	20	26	36	0
March										
April										
May										
June										
July										
August										
September										
October										
November										
December										
Monthly Average	37.0	42.5	173.5	361.0	614.0	563.5	21.0	23.0	34.5	0.0
Percentage Leased	613 / 6323 = 9.7%									

New Leases = Units Sublet



OPEN MEETING

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

Thursday, February 20, 2020 – 9:30 a.m.
Laguna Woods Village Community Center Elm Room
24351 El Toro Road, Laguna Woods, CA 92637

REPORT

COMMITTEE MEMBERS PRESENT: Chair Reza Bastani, Co-Chair Elsie Addington, , Brian Gilmore, Carl Randazzo

DIRECTORS PRESENT: Juanita Skillman

COMMITTEE MEMBERS ABSENT:

ADVISORS PRESENT: Janey Dorrell, Walter Ridley

STAFF PRESENT: Brett Crane, Gavin Fogg, Alisa Rocha

1. Call to Order

Chair Bastani called the meeting to order at 9:31 a.m.

2. Acknowledgement of Media

Not present.

3. Approval of the Agenda

Chair Bastani moved to accept the agenda. Co-Chair Addington seconded. The committee had no objection.

4. Approval of the Report for January 16, 2020

Chair Bastani moved to accept the report. Co-Chair Addington seconded. The committee had no objection.

The committee suggested one correction: Advisory Mike Mehrain was not present for the January 16, 2020 meeting.

5. Committee Co-Chair Remarks

None.

6. Member Comments

None.

7. Division Manager Update

Mr. Crane provided copies of the Consumer Guide to Asbestos which will now be available in the Permits and Alterations Office for the members and contractors. The active policy will be available as well. Mr. Crane mentioned staff is currently working with a hygienist to create a generic scope of work. Considering the many variables throughout the community, that scope of work may change drastically.

Mr. Crane discussed the meeting held February 13, 2020 with the city regarding standard plans. The city is in agreeance with adopting standard plans with a concern that the existing standard plans are not up to code and the need to reach out to the architect to bring standard plans up to code. The Mutual would have to take on the architect's expense of recreating standard plans that is if an architect is willing to take on that liability. Another concern is that Permits and Alterations does not have copies of final approved plans and they would have to be obtained.

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.

Items for Discussion and Consideration:

8. 326-D (Seville, 5) Room Addition on Front Patio

Director Randazzo made a motion to accept staff's recommendation and approve this request. Director Gilmore seconded. The committee was in unanimous support.

Reports:

9. Status of Mutual Consents

Mr. Crane went over this report with the committee.

Items for Future Agendas

Hiring a staff hygienist.

Concluding Business:

10. Committee Member Comments

Director Gilmore reinforced the interest with the variation of contractor pricing regarding asbestos work.

Co-Chair Addington commented on the many suggestions received regarding asbestos work being done in-house. Co-Chair Addington is looking into the insurance aspect and claims and is also trying to reach out to Leisure World in Seal Beach to see what their procedures are.

Director Randazzo agreed with Director Gilmore's comment. He suggested having an advocate to consult with members regarding contractor estimates. Mr. Crane

commented that may raise a conflict considering the contract is between the member and contractor, the Mutual is in no way affiliated.

Chair Bastani inquired if the employees that have completed the 16-hour asbestos course, be an advisor to the member regarding the scope of work. Mr. Crane responded those employees cannot regulate the scope of work that is generated and the 16-hour course just allows them to open a small section to handle an emergency. Chair Bastani suggested training an employee that can do more. Mr. Crane responded the current hygienist consultant will be creating the scope of work. Chair Bastani recommended suggesting to the Board to hire a staff hygienist.

Director Gilmore stated the Mutual has a moral responsibility to help members with the asbestos issue.

Chair Bastani raised a motion to request for a staff hygienist. Director Gilmore seconded that motion. The motion passed 3-1; Chair Bastani, Director Gilmore, and Director Randazzo approved, Co-Chair Addington opposed.

11. Date of Next Meeting - March 19, 2020

12. Adjournment at 10:30 a.m.

A handwritten signature in black ink, appearing to read 'Reza Bastani', is written over a horizontal line. The signature is stylized with a long, sweeping underline that extends to the right.

Reza Bastani, Chair
Brett Crane, Staff Officer
Alisa Rocha, Alterations Coordinator 949-268-2301

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OPEN MEETING

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

Thursday, February 20, 2020 – 1:30 p.m.
Laguna Woods Village Community Center, Sycamore Room
24351 El Toro Road, Laguna Woods, CA 92637

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

MEMBERS ABSENT: Manuel Armendariz

ADVISORS PRESENT: Mary Stone and Bevan Strom

ADVISORS ABSENT: None

OTHERS PRESENT: Dick Rader, Elsie Addington, Reza Bastani, Pat English, and Jeff Beaumont, Esq. of Beaumont Tashjian

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

CALL TO ORDER

Andre Torng, Chair, called the meeting to order at 1:32 p.m.

ACKNOWLEDGEMENT OF PRESS

The Media was not present.

APPROVAL OF THE AGENDA

President Margolis made a motion to approve the agenda as presented. Director Ardani seconded the motion.

By unanimous vote the motion carried.

Without objection, the Committee agreed to take items out of order.

APPROVAL OF MEETING REPORTS

President Margolis made a motion to approve the January 16, 2020 meeting report as presented. Director Ardani seconded the motion.

By unanimous vote the motion carried.

CHAIR'S REMARKS

Chair Tornø stated he recently attended a Home Owner Association (HOA) event and received a book named "An Introduction to Community Association Living". He asked if anyone wanted a copy of the book to let him know. Chair Tornø explained that tradition is important, however, he stated that things change, sometimes they are good and then other times, things might need to change.

MEMBER COMMENTS ON NON-AGENDA ITEMS

None

RESPONSE TO MEMBER COMMENTS ON NON-AGENDA ITEMS

None

REPORTS

None

ITEMS FOR DISCUSSION AND CONSIDERATION

Review and Discuss Election Rules

The Committee reviewed the Election Rules Policy with Jeff Beaumont, Legal Counsel. The Committee members commented and asked questions.

The following changes were made to the policy:

1. Change name from 'Membership Elections Policy' to 'Membership Election & Voting Policy'
2. Section 2, a, iv. – change 'may' to 'shall' to read 'Candidates and Directors shall not...'
3. Section 2, c. - remove exception paragraph
4. Section 2, g. – reject deletion and keep section
5. Section 2, h. – remove options of 'as agreed by the candidates...' and only keep 'as adopted by the Board'
6. Section 3, d. – add '(unless an exception applies per Civil Code §4600) after statement regarding exclusive use of common area
7. Change 'VMS' to 'managing agent' throughout the document
8. Section 6, c. – remove section
9. Section 6, d. – add reference to civil code
10. Section 8, g, vi. – remove section
11. Section 9, d. – change 'the same as' to 'not more than'
12. Section 9, d. – change 'automatically' to 'considered' and remove comma after elected
13. Section 9, d. – add individual notice statement that is required for vote by acclamation to be valid
14. Section 10, a, i. – remove 'The petition must state the reason(s) justifying the director's removal;'

The Committee directed staff to make the changes discussed, distribute to the Committee Members within a week and bring a clean copy to the next meeting.

Review Group for Operating Rules

The Committee discussed the Review Group for Operating Rules. The Committee members commented and asked questions.

Chair Torng demonstrated how the Guide will work and help as a reference guide. He also described the need to add additional comments on resolutions that should be considered obsolete, amended, need to consolidate, add attachments, or more details, etc. for future discussion with support received from committee members and others present. He explained that both study groups will proceed accordingly.

Review and Discuss Recognition Agreement

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

Director Skillman made a motion to approve the Recognition Agreement. President Margolis seconded the motion.

By unanimous vote, the motion passed.

Mr. Beaumont left the meeting at 3:09 p.m.

Pamela Bashline, Community Services Manager, left the meeting at 3:18 p.m.

Committee Member Comments

None

Future Agenda Items

- Discuss standardizing Village-wide working groups which aren't specific to certain Mutual a uniformed structure and scope of work
- Requirements for heirs to become members
- Appeals Policy
- Roles, responsibilities and protocols
- Mission, vision, and strategic directives
- Review and Discuss Committee Advisor Qualification Procedure and Policy

The Committee directed staff to add 'Define Exclusive Use Common Area' under Future Agenda Items.

Date of next Meeting

The next meeting is scheduled for Thursday, March 20, 2020 at 1:30 p.m. in the Sycamore Room.

Adjournment

With no further business before the Committee, the Chair adjourned the meeting at 3:25 p.m.



Andre Torng, Chair
United Laguna Woods Mutual



OPEN MEETING

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

**Thursday, February 13, 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, Andre Torng

COMMITTEE MEMBERS ABSENT:

OTHERS PRESENT:

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

4. Approval of the Meeting Report for December 12, 2019

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

5. Chair's Remarks

Chair Armendariz stated that Mr. Wiemann has taken steps to contract some of the landscape work out. For a couple of years now, we have had a shortage of landscaping staff and this was a solution to that problem

We will be starting to discuss the 2021 Business Plan in May and he has asked Mr. Wiemann to put in cost of mowers with catchers. Staff is now doing more of cleaning up areas after winds.

6. Member Comments

Cass Poole (97-G) She thanked staff for removing some stumps. She still doesn't understand why staff parks on the lawn.

Kathy Schill (2189-A) She has a request in for mulch and some other landscape requests. It usually takes a long time for her requests. She asked that someone please follow up with her on her latest request. She also has splash blocks that were left in the landscape bed. Three Italian Cypress are by her windows and are touching her building. She is worried about termites. She requested staff look at the trees.

Roberta Boyers (592-E) She lives by the creek. When they do the mowing and then use blowers, no leaves are picked up. So if there is a breeze, they blow onto her porch and yard. She pays for her own gardener. She walks her dog and the blowers are being used and they don't stop when she is near. There are two huge pines and they make a mess in the carport. She asked how she can have them removed.

Henryka Poplawski (2218-H) Needs cleanup of the trees by her home.

7. Response to Member Comments

Chair Armendariz stated that stumps don't get removed immediately.

The Landscaping Department has 149 workers. Mr. Wiemann is working on the culture in the landscaping department.

Mr. Wiemann responded that he, or his staff, will get in touch with the people who made comments today.

The mini vans were bought specifically to park on the grass.

8. Department Head Update

Mr. Wiemann reported:

We are contracting out part of Gate 5 maintenance for shrub bed cleaning and trimming.

We are starting a re-planting crew. We are perfecting that process. We will have an irrigator on that crew so we know irrigation will be right when something is replanted. It will take us awhile to catch up. This crew will work on one section each week and there are eight sections.

We are budgeted to do the bushes and shrub bed areas four times a year. Some areas fell short last year. We have added another foreman and two more men to that crew that is behind.

We have been limping along with old equipment. We have ordered new equipment and will replace it every two years.

Consent:
None

Reports:

9. Project Log

Mr. Wiemann reviewed the Project Log with the committee and answered their questions.

Items for Discussion and Consideration:

10. Request for Tree Removal – 126-T Avenida Majorca (Kruce) – One Canary Island Pine tree

Mr. Kruce was present and he and all his neighbors would like it removed because they believe it will cause damage to the building or will injure someone.

Chair Armendariz made a motion for the committee members to visit this tree with Mr. Wiemann and Bob Merget, the tree arborist, and to then make a decision. Director Torng seconded. The committee was in unanimous support. Mr. Kruce asked that he be present when they meet to look at the tree.

11. Request for Tree Removal – 2183-P Via Mariposa (Italiano) – One Indian Laurel Fig Tree

Chair Armendariz made a motion to accept staff's recommendation and recommend removal of this tree to the Board. Director Liberatore seconded. The committee was in unanimous support.

Mr. Wiemann reported that the contractor will now do all of the large-scale tree removals. Staff now has the ability to remove committee-approved trees as a chargeable service.

12. Review of Landscaping – Building 895

Mrs. Piso and Mrs. Rubin were present and addressed the committee about the common area garden area by their building and how they feel it should be maintained.

Mr. Wiemann and Chair Armendariz made a recommendation to put up a sign to indicate that the area is open to all Members.

Mrs. Rubin requested that if the area is trimmed, to trim it down more gradually than all at once, to four feet.

Cy Overman (946-A) spoke about how he jogs by the area. He has also spent money to enhance his own area. He also feels this area should be trimmed down gradually to five foot high, not four foot high. It will be destroyed if you trim it down to four feet.

Chair Armendariz made a motion to trim the areas as landscaping staff sees necessary and come up with an appropriate sign so that Members will know that they have access to that area. Director Torng seconded. The committee was in unanimous support.

Items for Future Agendas:

Concluding Business:

13. Committee Member Comments

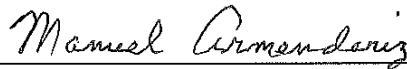
Mr. Torng stated that Mr. Wiemann is doing a good job.

Director Liberatore commended Mr. Wiemann's staff in removing two Canary pines. He was impressed with how they removed them.

Chair Armendariz agreed and stated that the service provided by landscaping department has improved and is continuing to improve. He feels fortunate to have Mr. Wiemann in charge of this department. He has a professional manner.

14. Date of Next Meeting – April 9, 2020

15. Adjournment at 10:50 a.m.



Manuel Armendariz, Chair
Kurt Wiemann, Staff Officer

Eve Morton, Landscape Operations Coordinator – 268-2565



OPEN MEETING

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

**Wednesday, February 26, - 9:00 a.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road**

MEMBERS PRESENT: Carl Randazzo – Chair, Cash Achrekar, Brian Gilmore, Elsie Addington, Reza Bastani

MEMBERS ABSENT: Advisor Ken Deppe

ADVISORS PRESENT: Walter Ridley, Janey Dorrell

STAFF PRESENT: Velny Soren – Staff Officer, Maria Basares

1. Call to Order

Chair Randazzo called the meeting to order at 9:01 a.m.

2. Acknowledgement of Media

Chair Randazzo noted no members of the media were present.

3. Approval of the Agenda

The agenda was approved as written.

4. Approval of Meeting Report for October 23, 2019

The Meeting Report for October 23, 2019 was approved as written.

5. Chairman's Remarks

Chair Randazzo remarked on items to be discussed in today's meeting. The Chair ended his remarks with a thought for the day by William James, "It is our attitude at the beginning of a difficult task which, more than anything else, will affect its successful outcome."

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

- Azar Asgari (935-D) commented on dry rot found at her building that affected her alteration patio wall.
- Marie Montoya (245-A) requested a cement path walkway between buildings 245 and 246.

Staff Officer Velny Soren and various directors responded to the member comments. By consensus, staff was directed to follow up with the shareholder at 245-A regarding her request for the installation of a cement walkway.

7. Department Head Update

Staff Officer Velny Soren provided no updates at this time.

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.

Item #8 was pulled for discussion. A motion was made and unanimously carried to move the remaining items to the Consent Calendar.

- 8. Project Log**
- 9. Maintenance Programs Reports**
- 10. Expenditures Report & Variance Explanations**
- 11. Solar Production Report**
- 12. Copper Pipe Supply Line Leak Report**

Reports:

13. Review of TEC's Energy Priority Work Plan and Deliverables (PowerPoint Presentation)

Staff Officer Velny Soren introduced a representative from The Energy Coalition (TEC).

The TEC representative presented the deliverables from Task 1 of the energy priority work plan.

Discussion ensued regarding costs and the types of carport buildings that were assessed.

No further direction was provided to the energy consultant.

By consensus, staff was directed to end the contract with The Energy Coalition.

14. NeighborING Update (oral discussion)

Director Achrekar provided an update on the use of NeighborING in the Community.

Discussion ensued regarding the advertisement of the NeighborING program.

15. Revised List of Non-Emergency Maintenance Chargeable Services

Staff Officer Velny Soren summarized the report and answered questions from the Committee.

On January 9, 2018 the United Board approved implementation of a handyman service for its residents as a pilot program. It was proposed to help with everyday repairs not covered by monthly assessments or chargeable services. Despite the enormous value the program created and a variety of advertising methods, the program simply didn't create the demand that staff expected. The Board terminated the program in June 2019.

Immediately after terminating the handyman program, a non-governance task force was created to review and propose options for residents who were still in need of handyman type services.

The task force was instrumental in obtaining the services of a third party vendor, NeighborING, that provides simple, non-technical services for a nominal charge.

In addition, the task force focused on revising the non-emergency maintenance chargeable services that are provided by in-house staff. The proposed list adds a number of services for alterations which have not been previously provided to shareholders.

Discussion ensued regarding the chargeable service list; document column titles and the time frame for services based on the date the request was received.

A motion was made and unanimously carried to recommend that the Board approve the revised list of non-emergency chargeable maintenance services and the updated Resolution, with the following changes: Change the document name from Non-Emergency Maintenance Chargeable Services to "Chargeable Services" and change the column heading from Cost to "Estimate."

16. 2020 Project Priorities

Staff Officer Velny Soren summarized the Mutual's projects and programs to be completed in 2020 and proposed which items should be prioritized and which could be defunded from the current fiscal year.

Discussion ensued regarding the importance of each program and the proposed savings.

A motion was made and unanimously carried to recommend that the Board defund the Foundations Program in the amount of \$43,836 and partially defund the Shepherd's Crook Program by \$125,000. The total amount to be defunded from both programs is \$168,836.

Items for Future Agendas:

- Strategic locations of electric vehicle charging stations in the Village
- Develop a responsibility matrix between the shareholders and the mutual in regards to Maintenance & Construction

Concluding Business:

Committee Member Comments

- Advisor Janey Dorrell thanked Director Achrekar for his work on the handyman program.
- Director Bastani commented on the purpose of the energy task force; SCE transformers and upgrading the electrical infrastructure.
- Director Addington thanked staff for all their work.
- Director Achrekar thanked staff for all their work.

Date of Next Meeting: April 22, 2020

Adjournment

The meeting was adjourned at 11:56 a.m.

DRAFT

Carl Randazzo, Chair



**GOLDEN RAIN FOUNDATION
of LAGUNA WOODS**

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

Wednesday, February 19, 2020 – 1:30 p.m.
Laguna Woods Village Community Center Board Room, 24351 El Toro Road

MEMBERS PRESENT: Pat English, Chair; Judith Troutman, Annette Soule, Steve Parsons, Robert Mutchnick (for Pearlstone), Sue Margolis, Brian Gilmore, Alfred Amado

MEMBERS ABSENT: Jon Pearlstone

STAFF PRESENT: Betty Parker, Jeff Parker, Chuck Holland, Steve Hormuth, Christopher Swanson

OTHERS: GRF – Bunny Carpenter, Yvonne Horton
UNITED – Manuel Armendariz, Andre Torng
VMS – Dick Rader

Call to Order

Director English chaired the meeting and called it to order at 1:41 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 December 18, 2019

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

Chair Remarks

Director English thanked Director Soule for chairing the last GRF Finance Meeting.

Member Comments (Items Not on the Agenda)

Director Torng commented about the passing of Barbara Copley.

Director Armendariz handed out a document comparing 2019 budget-vs-actual legal expenses for all three corporations. Members of the committee commented accordingly.

Department Head Update

Betty Parker, CFO, provided a verbal update on the recent investment portfolio review and the 2019 pre-audit communications from KPMG.

Review Preliminary Financial Statements dated January 31, 2020

The committee reviewed the financial statements dated January 31, 2020, issued at the meeting, and questions were addressed.

Jeff Parker, CEO, left the meeting at 2:17pm.

Section 5500 Operating and Reserve Accounts

The committee reviewed staff report California Civil Code Section 5500 regarding Operating and Reserve Accounts.

A motion was made and carried unanimously to recommend the Board approve a supplemental appropriation and award a contract not to exceed \$25,000 for the customizations to Microsoft Dynamics AX 2012 for enhanced reporting functionality.

Insurance Program Update

Staff provided a verbal update on the insurance program, indicating that bids are due next week for the property valuation update.

2019 Audit Update

KPMG presented the audit plan and required communications at a special audit task force meeting held immediately preceding this meeting. The audit is expected to last 6 weeks with a draft report presented to all boards on Tuesday, March 31 at 9:30 a.m.

Investment Update

It was noted that SageView held a special portfolio review meeting for all boards last week on Thursday, February 13 that was well attended by interested board members. The Committee requested a reconciliation of transfer activity to Fidelity and liquidation of BlackRock holdings.

Future Agenda Items

- Civil Code 5510(a) requirements
- Financials Transfers over \$10,000

Committee Member Comments

Director Gilmore commented on fixed cost software development contracts.

Director Margolis commented on the need for fiscal responsibility.

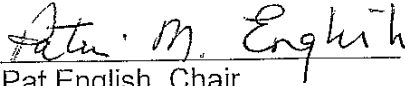
Director Parsons commented on the handouts prepared by Director Armendariz, who is not authorized to represent Third Mutual, and requested that Third Mutual legal expenditures be removed from his reporting.

Date of Next Meeting

Wednesday, April 22, 2020 at 1:30 p.m.

Recess to Closed Session

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


Pat English, Chair

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

Wednesday, February 12, 2020 – 9:30 A.M.
Laguna Woods Village Community Center, Board Room
24351 El Toro Road

MEMBERS PRESENT: Jim Matson - Chair, Egon Garthoffner, Joe Fitzekam, Steve Parsons (in for Jon Pearlstone); John Frankel (in for Cush Bhada), Carl Randazzo, Reza Bastani

MEMBERS ABSENT: Jon Pearlstone, Cush Bhada, Inesa Nord-Leth

OTHERS PRESENT: Bert Moldow, Pat English, Bunny Carpenter, Yvonne Horton, Elsie Addington; Cash Achrekar, Juanita Skillman, Judith Troutman, Beth Perak, Dick Rader, Annette Sabol-Soule

STAFF PRESENT: Ernesto Munoz – Staff Officer, Guy West, Laurie Chavarria

1. Call to Order

Chair Matson called the meeting to order at 9:32 a.m.

2. Acknowledgement of Media

Chair Matson noted no members of the media were present.

3. Approval of the Agenda

The agenda was approved as written.

4. Approval of Meeting Report for January 13, 2020

The meeting report for January 13, 2020, was approved as written. A Scribner's error will be corrected on the official report.

5. Chair's Remarks

Chair Matson commented that he has been looking forward to this meeting and the presentation on the structural assessment of Clubhouse 1.

6. Member Comments (Items Not on the Agenda)

- Judith Troutman (3011-B) commented on special open meeting report regarding GRF's project priorities.
- Toni Barrient (2139-O) commented on adding hearing loop technology inside the PAC theatre.
- Cash Achrekar (201-E) commented on creating a club that will use the experience of the Village residents to develop patents.

7. Department Head Update

Staff Officer Ernesto Munoz had no update.

Consent:

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

The Project Log was pulled for discussion.

8. Project Log

Item #11 Gate 16 Driving Range Improvements: Director Randazzo commented on the decision by the GRF Board to move forward with this project even though the M&C Committee recommended against it; Director Moldow commented on GRF Bylaw 2.1.4 regarding Corporate Members approval is needed where the value of the real estate or improvement is at least appraised at \$500,000.

Item #16 Maintenance Service Center Parking Lot Lighting: Various Directions commented on the possibility to install only two lights; the scope of work for this project; a lighting study for the parking lot; if the entire lot needs to be lighted, the usage of a newly formed research group and hiring a lighting consultant.

Item #19 Shepherd's Crook: Director Randazzo commented on the reduction of the linear footage that will be completed this year.

A motion was made to have staff provide a "statement of need" for the Maintenance Service Center Parking Lot Lighting project and bring it back to a future GRF M&C Committee meeting. By a vote of 5/1/0 (Director Bastani opposed), the motion passed.

Reports:

9. Garden Center 1 Project Completion (PowerPoint)

Staff Officer Ernesto Munoz summarized the improvements made to Garden Center 1.

10. Clubhouse 1 Assessment Presentation (PowerPoint)

Staff Officer Ernesto Munoz summarized the report and introduced representatives from SVA Architects. The representatives presented their Clubhouse 1 building assessment report as well as three available options for consideration, and answered questions from the Committee.

Discussion ensued regarding expectations for the future of Clubhouse 1; conducting a community wide survey where residents provide their ideas on the best use for this Clubhouse; the feasibility of leasing the Community Center Building for revenue purposes; other options for the design and renovation of Clubhouse 1; the structural assessment of the buildings; as-built drawings; and if maintenance repairs will require approval of the Corporate Members per GRF Bylaw 2.1.4.

Items for Future Agendas:

- EV Charging Stations at GRF Facilities (General Services)

Concluding Business:

Committee Member Comments

- Director Randazzo commented again the decision by the GRF Board to move forward with this project even though the M&C Committee recommended against it.
- Director Frankel commented on the City of Laguna Woods General Plan regarding seismic activity.
- Director Fitzekam commented that Board Members listened to the experts when deciding to move forward with already funded Capital Improvement Projects.

Date of Next Meeting: April 8, 2020

Adjournment:

The meeting was recessed at 11:44 am.

DRAFT

Jim Matson, Chair

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REPORT FOR REGULAR MEETING OF THE VILLAGE ENERGY TASK FORCE

**Friday, January 10, 2020 – 12:00 P.M.
Laguna Woods Village Community Board Room
24351 El Toro Road**

MEMBERS PRESENT: Carl Randazzo, – Vice Chair, Judith Troutman, Bert Moldow, Brian Gilmore, Cush Bhada, John Frankel, Advisors: Bill Walsh, Sue Stephens

MEMBER ABSENT: None

OTHERS PRESENT: Juanita Skillman, Elsie Addington, Pat English, Manuel Armendariz

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

1. Call to Order

Vice Chair Randazzo called the meeting to order at 12:00 P.M.

2. Acknowledgment of Media

Vice Chair Randazzo noted no members of the media were present.

3. Approval of the Agenda

Item 15 was moved to Item 6a on the agenda. All items on the consent calendar were pulled for discussion. The agenda was approved as amended.

4. Approval of Meeting Reports for September 4, 2019

The Meeting Report of September 4, 2019, was approved as written.

5. Chairman's Remarks

Vice Chair Randazzo commented on the future format being considered for the Task Force; the vote for the new chair of the Task Force; Director Moldow's list of future energy tasks for discussion; the EV charging stations at the Community Center; and his concerns about lighting.

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

- Manuel Armendariz (917-D) commented on the United & Third Solar projects; the energy consultant budget; and the street light project.
- Pat English (2022-D) commented that the legitimacy of the Village Energy Task Force.

The Vice Chair and various Directors and Advisors responded briefly to all comments.

6a. Vote for a New Task Force Chair

Director Moldow accepted a nomination to be the Chair of the Village Energy Task Force.

7. Department Head Update

Staff Officer Guy West deferred the Department Head Update to allow the Senior Management Analyst to provide a brief summary on the status of the Professional Service Agreement with MelRok Operating, LLC.

Discussion ensued regarding the monitoring of the EMS systems for each Clubhouse.

Consent:

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

By consensus, the Task Force pulled all items on the Consent Calendar for discussion.

8. Project Log

United Mutual:

- Walkway Lighting – Advisor Walsh commented on getting funding to add this type of program for Third Mutual. Chair Moldow commented on the cost for this walkway program. Vice Chair Randazzo commented on the process for requesting a new walkway light.
- Energy Consultant Services – Juanita Skillman (2154-N) commented on the status for this line item.

Third Mutual:

- Electrical Systems – Chair Moldow commented on the use of this budget.
- Exterior Lighting – Chair Moldow asked if tree trimming is included in the street light project costs. Advisor Walsh commented on tree trimming during the light fixture conversion. He would like to see a list made of trees that are blocking the new lights so that they can be trimmed. Chair Moldow commented on using the old street light fixtures to replace the walkway light fixtures that are not in good condition.

Staff Officer Guy West and the Senior Management Analyst responded to all questions and comments.

9. Third Mutual Street Light & Walkway Light Outage Report

Chair Moldow commented on the response time from SCE when it is identified that there is no power to the pole.

10. United & Third Mutual Electric Vehicle & Electric Golf Cart Report

Chair Moldow commented on the new format for this report.

11. Third Mutual Solar Production Report

Chair Moldow commented on the average monthly production of kilowatt hours. He would like to see a more user friendly report instead of just a data spreadsheet and would like explanations added for months where low generation is indicated.

Discussion ensued regarding generation capacity; the solar production reporting software package for each building; how staff receives the data for the production report; adding this report to the agenda for United Mutual; the possibility of hiring an energy manager and solar plant manager; projected kilowatts versus actual kilowatts generated and ROI for the solar equipment.

By consensus, staff was directed to contact Third Mutual's Solar O&M contractor to find out if any of the inverters are experiencing more than a 2% loss of Direct Current (DC) power.

Staff Officer Guy West and the Senior Management Analyst responded to all questions and comments.

12. GRF EV Charging Station Report

Chair Moldow asked staff to provide more information on this report such as dates of vehicle charging, especially on the Level 3 chargers.

Discussion ensued regarding revenue percentage collected by ChargePoint; separate metering for the charging stations; and Tesla charging adapters.

By consensus, staff was directed to bring a cost to a future GRF M&C Committee meeting for the purchase of a Tesla charging adaptor for use with the charging stations behind the Community Center.

13. GRF Demand Charges Report (Finance Dept.)

The Financial Analyst summarized the report and answered questions from the Task Force.

Discussion ensued regarding SCE billing rates, various rate schedule options; and regulating each cooling zone in the Community Center based on usage.

Meeting recessed for a break at 2:17pm, reconvened at 2:29pm.

Reports:

14. Third Mutual Walkway Lighting Locations

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

Discussion ensued regarding the ability to purchase the walkway lights from SCE; the possibility of asking SCE to remove their existing walkway light poles; budgeting for future walkway light upgrades; and the underground infrastructure that powers the lights.

Oral Discussions:

15. Comments on TEC Update from October 18, 2019

Chair Moldow asked for comments on the TEC presentations from the October VETF meeting.

Discussion ensued regarding EV charging as a priority; electrical infrastructure in residential buildings; providing more guidance to the energy consultant; and using the laundry room as a source of power for future EV charging bollards.

16. How SCE Power Outage Notifications Affect Laguna Woods Village (Bert)

Chair Moldow discussed the power shut downs that SCE can perform during uncontained fires.

Discussion ensued regarding residents that need a power source for life saving medical equipment; local hospitals that are set up to help in an emergency; the use

of a Microgrid for power outages; and the residents' responsibility to provide their own power source.

17. Discuss the Tesla proposal for installing Solar > 240Kw @ \$1.00 per Kw (Bert)

Chair Moldow discussed info he found on the internet where you can buy or rent your own Tesla residential solar panel system.

By consensus staff was asked to contact a Tesla rep and invite them to a future meeting so they can discuss all solar options that apply to the Community.

18. Discuss current cleaning method for solar panels (Bert)

The Senior Management Analyst provided the cleaning method for solar panels as specified by our O&M contractor and answered questions from the Task Force.

Discussion ensued regarding microfiber rollers; using vinegar in the water; the frequency of solar panel cleaning; and the status of ongoing discussions with JCI.

19. Discuss product use for solar panel cleaning (Bert)

This was discussed under item #18. No further discussion ensued.

20. Discuss alternative solutions to EV charging in Third and United (Bert)

Discussion ensued on what infrastructure needs to be upgraded in order to provide charging of electric vehicles in carports and Garden Village garages and the associated costs.

21. Discuss alternate methods of financing a Microgrid (Bert)

Chair Moldow discussed two alternative methods for financing a Microgrid - applying for a low interest loan to purchase and install the Microgrid and paying a third party company who would install the Microgrid and charge the customer for the electricity.

Discussion ensued regard how we would get extra fuel for the Community Center generator in an emergency; and are other communities considering or installing a Microgrid.

Items for Future Agendas:

Third Mutual:

- LED Solar Street Lights (to be considered after the street light fixture LED conversion project is completed.)

Village Energy Task Force
January 10, 2020
Page 6 of 6

United Mutual:

- Additional Walkway Lighting

GRF:

- Installation of Level II EV Bollard Chargers (on the streets and Clubhouses)
- Community Choice Aggregation

All Corporations:

- Identify locations in need of LED upgrades
- Electric vehicle charging
- Presentation by Gene Okun (Commercial Sales, Solar Optimum, Inc.)

Concluding Business:

Committee Member Comments:

- Director Gilmore requested a copy of the VETF Charter and TEC Presentations.
- Director Frankel commented on SCE's disaster response process.

Date of next meeting – March 4, 2020

Adjournment

This meeting was adjourned at 4:11 P.M.


Bert Moldow, Chair



OPEN MEETING
THE GOLDEN RAIN FOUNDATION
MEDIA AND COMMUNICATIONS COMMITTEE
Wednesday, February 19, 2020 at 9:30 a.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, Lynn Jarrett, Neda Ardani, Annie McCary, Juanita Skillman, Beth Perak, Advisors Tom Nash and Carmen Pacella

MEMBERS ABSENT: Director Ryna Rothberg and Advisor Frank Tybor

OTHERS PRESENT: Steve Parsons—Third Mutual

STAFF PRESENT: Eileen Paulin, Chuck Holland, Becky Jackson, Ellyce Rothrock and Paul Ortiz

1. **Call to Order**
Meeting was called to order at 9:30 a.m.
2. **Acknowledgement of Media**
Yes.
3. **Approval of the Agenda**
Approved.
4. **Approval of Meeting Report from January 22, 2020**
Approved.
5. **Chair's Remarks**
We have a lot going on today.
6. **Member Comments (Items not on the Agenda)**
Victoria Vonovich (136-A) was called to speak and asked if there was anything that can be done about viewing Angels games.

Joan Milliman (969-3E) was called to speak provided compliments on The Village Breeze and offered congratulations.

7. Director's and Staff Forum

Chair Soule gave Ms. Vonovich options that included going to 19 Restaurant or subscribing to YouTube TV.

REPORTS:

8. Broadband and Contracts—Eileen Paulin

Eileen Paulin deferred to Chuck Holland. He updated the committee on the battery backup system during a power outage.

Mr. Holland stated we are replacing the cable modem equipment. Right now this is on hold due to the review of contracts. There is also an operational audit with the Broadband Group that will perform an analysis of our Cable TV: status quo, sell, outsource, hybrid.

Mr. Holland described that he will take the technical side (Broadband and cable); Ms. Paulin will maintain media and television. He covered subscriber counts, including collapsing the channel guide with the removal of the 333 SD (standard definition) subscribers once the conversion of all users to HD (high definition) has been completed. Then he covered the channels that are offered.

Mr. Holland described the Operating Statements in the budget, which include the below:

- Merchandise sales
- Broadband services
- Employee compensation
- Materials and supplies
- Utilities
- Legal fees
- Outside services
- Repairs and maintenance
- Property and sales tax
- Cable programming/Copyright/Franchise
- Uncollectible accounts
- Depreciation and amortization

9. Marketing and Communications—Eileen Paulin

Ms. Paulin introduced new Communications Specialist Susan Logan-McCracken. She also announced the promotion of Ellyce Rothrock to Supervisor.

Ms. Paulin provided updates on:

- Docent tours
- New resident orientations
- CodeRED
- Satisfaction surveys
- Appearance dates at clubhouses
- TV appearances for board members

- Topics covered on TV
- The Village Breeze

ITEMS FOR DISCUSSION AND CONSIDERATION:

10. Voting—Chair Annette Sabol Soule

Chair Soule presented her handouts and updated the committee on voting centers, options and processes.

11. Mobility & Vehicles Committee Charter—Chair Annette Sabol Soule

Chair Soule discussed the Mobility & Vehicles Committee Charter, referencing paragraph 11, which states the committee would "work together with the GRF Media and Communications Committee," along with paragraph 10, which references VMS developing an effective customer service program that includes educational literature, training classes and alternative transportation information.

ITEMS FOR FUTURE AGENDAS:

Creating a cheat sheet for being able to view Fox Sports sporting events that are no longer broadcast due to the discontinuation of channels 428 and 429.

Describing value of assessments.

CONCLUDING BUSINESS:

11. Committee Member Comments

Director Pat English stated it was a good meeting.

Director Beth Perak stated it was a good meeting.

Advisor Carmen Pacella stated the Village Breeze was great. Asked if there was a way to intercept the Laguna Woods Globe's Letters to the Editor. Ms. Paulin described that we have attempted to answer individuals but there is no way to intervene in Globe (Orange County Register) business.

Director Lynn Jarrett stated it was a good meeting and she loves the magazine and has been getting a lot of calls.

Director Neda Ardani thanked staff for the hard work and the Breeze.

Steve Parsons mentioned residents are getting attacked by pets and is trying to get these incidences reported and documented.

Ms. Milliman mentioned Resident Services is still one of our problem areas.

Ms. Vonovich commented on work orders that she has had and the great service she has received.

Director Annie McCary gave kudos to everyone for the Breeze and what a great

marketing tool it is.

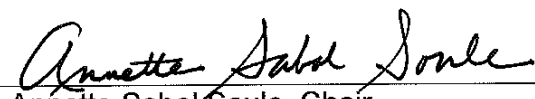
Director Juanita Skillman would like copies of the Breeze in the Library.

Advisor Tom Nash recommended that residents counteract the bad press in the Letters to the Editor with positive feedback.

Ms. Paulin talked about using the Dog Club to address Mr. Parson's concerns.

11. Date of Next Meeting—March 16 at 1:30 p.m.

12. Adjournment
11:09 a.m.

A handwritten signature in cursive script, reading "Annette Sabol Soule", is written over a horizontal line.

Annette Sabol Soule, Chair
Media and Communications Committee



OPEN MEETING

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

**Wednesday, February 5, 2020 – 1:30 p.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road, Laguna Woods, CA 92637**

MEMBERS PRESENT: Judith Troutman, Don Tibbets, Egon Garthoffner, Craig Wayne, John Frankel, Elsie Addington, Reza Bastani

ADVISORS: Vashti Williams

MEMBERS ABSENT: John Dalis

OTHERS PRESENT: Juanita Skillman, Annette Sabol Soule

STAFF PRESENT: Chris Laugenour, Francisco Perez, Elizabeth Cortez

1. Call to Order

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

2. Acknowledgment of Media

No media present

3. Approval of the Agenda

Agenda was approved by acclamation

4. Approval of Meeting Report for October 2, 2019

The Regular Meeting Report of October 29, 2019 and November 27, 2019 was approved by acclamation.

5. Chair's Remarks

None

6. Member Comments (Items Not on the Agenda)

None

7. Response to Member Comments

None

Reports:

8. Director's Report

Mr. Laugenour reviewed the changes of the Transportation services implemented January, 2020. Since the start of the system, trial modifications were made to a few of the routes on the Easy Rider Fixed-Route program. Fixed-Routes are being closely monitored as tweaks may be made to ensure efficiency. Director Addington recommended clearly marketing the 30 minute closure of neighborhood routes for driver's lunches.

The Journey Program is initially working well, and two eligibility assessment dates have already been conducted with residents.

The BOOST program is being highly utilized and there has been some difficulty in matching Lyft drivers with the residents' addresses. Staff is working on proactive basis to fix this issue and recently the number of missed rides is decreasing each day. As a solution to preventing no-shows, rides booked through concierge will be created with specified notes to the driver. Chair Troutman suggested including landmarks in LYFT driver notes. Chair also suggested reminding LYFT of the learning curve our residents require for using BOOST thusly requesting a grace period for cancellation charges.

In addition, Mr. Laugenour noted two new buses are expected to be received March 2020. Ridership data for the year 2019 is included in the report for historical data. Mr. Laugenour also shared with the committee that staff is working with Age Well to develop a collaborative relationship to improve overall transportation services to the Village.

Items for discussion and consideration:

9. ADA Policy Review

A formal ADA policy was presented to be in compliance with a federally funded grant that was used to purchase three of Laguna Woods Transportation buses. After discussion the Chair entertained motion to accept ADA policy, Director Tibbets moved motion, Director Addington second motion. Committee unanimously voted to approve the policy. (6-0)

10. Committee Charter Resolution Review

Chair entertained motion to accept charter as presented, motion was second, Committee voted unanimously to approve the Charter Resolution without changes. (6-0)

Items for Future Agendas:

11. Bus Policy Updates – Use by Non-Profit Agencies

Concluding Business:

12. Committee Member Comments

Director Bastani suggested color page maps of the routes. Director Garthoffner complimented on the Fixed-Route 30 minute intervals. Director Tibbets complimented staff on their great work on the Transportation changes and commented on the reduction of resident complaints. Chair thanked staff for the report.

13. Date of Next Meeting – Wednesday April 1, 2020 1:30 PM

14. Adjournment

The meeting was adjourned at 3:02 p.m.



Judith Troutman, Chair
GRF Mobility & Vehicles Committee

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**REPORT OF THE REGULAR MEETING OF THE
GOLDEN RAIN FOUNDATION OF LAGUNA WOODS
SECURITY AND COMMUNITY ACCESS COMMITTEE**

The Regular Meeting of the Security and Community Access Committee was held on Monday, February 24, 2020 at 1:30 p.m. 24351 El Toro Road, Laguna Woods, California.

MEMBERS PRESENT: Don Tibbetts – Chair, Bert Moldow, Jim Matson, Neda Ardani, Cash Achrekar, Robert Mutchnick, Ralph Engdahl, and John Dalis

MEMBERS ABSENT: None

ADVISORS PRESENT: Larry Cunningham and Frank Tybor

OTHERS PRESENT: John Frankel, Juanita Skillman, Annie McCary, Annette Sabol Soule, Doug Gibson, and Andre Torng

STAFF PRESENT: Tim Moy, Carlos Rojas, and Debbie Ballesteros

CALL TO ORDER

Don Tibbetts, Chair, called the meeting to order at 1:30 p.m.

ACKNOWLEDGEMENT OF PRESS

The Media was not present.

APPROVAL OF AGENDA

Director Ardani made a motion to approve the agenda as presented. Director Mutchnick seconded the motion.

By unanimous vote, the motion carried.

APPROVAL OF MEETING REPORT

By way of consensus, the Committee approved the January 20, 2020 meeting report as presented.

CHAIRMAN'S REMARKS

Chair Tibbetts stated this is the last meeting for the Tim Moy, Chief of Security. He informed the Committee that the new Chief, Carlos Rojas, is the former Chief of Police for Santa Ana. Chief Moy introduced the new Chief to the Committee. Chief Rojas addressed the Committee.

MEMBER COMMENTS ON NON-AGENDA ITEMS

Estelle DiNunzio (589-D), President of the Theatre Guild Club, asked the Committee to consider the possibility of giving access to RV lot B to a non-resident member of the club. Ms. DiNunzio explained that the Club has storage in the RV Lot B and it is difficult to coordinate a resident to meet a club member / consultant for audio and stage managing to pick up / drop off equipment. She is asking the Committee to grant an exception to give a non-resident access to the RV lot without having a resident be present.

Roberta Berk (933-B) commented on the Gate 3 arms being placed in the “up” position by Ambassadors, if shepherd crooks will be placed on the fencing of Aliso Creek, and the policy for when the gates are opened during the rainy season.

RESPONSE TO MEMBER COMMENTS ON NON-AGENDA ITEMS

The Committee and Chief Moy responded to Ms. Berk.

The Committee responded to Ms. DiNunzio. The Committee commented and asked questions.

Director Moldow made a recommendation to send this issue to the GRF Board. Director Matson seconded the motion.

By a vote of 1-5-0 (Director Ardani, Achrekar, Matson, Mutchnick, and Engdahl opposed), the motion failed.

REPORTS

Gate Access Update

Chief Moy updated the Committee on Gate Access Project. He discussed Gate 11 and explained that the plan is to open Gate 13 and close Gate 11 to expedite the process. He stated that golf carts would be able to use Gate 11, but all vehicles would use Gate 13. However, there will be a meeting tomorrow, February 25, 2020 to see if it is feasible to use Gate 13.

Disaster Preparedness Task Force Report

Chief Moy reported that there were some changes in the Bylaws. The Task Force is now a GRF Task Force with Director Judith Troutman as the Chair and the Chief of Security will now be the Staff Officer.

Chief Moy informed the Committee that First Aid and CPR / AED training has been scheduled. However, there is a new class that is being looked into to see if it would be a good fit for the Community.

RV Update

Chief Moy informed the Committee that automated gates were installed at RV lot B. He also stated that there is no waiting list. An audit was made on the RV lot spaces in

which deficiencies were identified and spaces were freed up for any future / current residents.

Noteworthy Incidents

Chief Moy presented noteworthy incidents. He explained that there is a wall of recognition inside the Security Office where frames picture of commendations are hung up.

Chief Moy informed the Committee that a Security Patrol Officer (SPO) was doing patrols and noticed a suspicious male walking around. The SPO made contact which caused the male to discard something in a dumpster and ran away. The SPO went to the dumpster and found items including a ball point hammer. The SPO stopped what could have been a vehicle break-in.

Chief Moy also informed the Committee that the Security Division recognized and Officer, Dispatcher and Gate Ambassador of the Year:

- Kyle Belanger was Officer of the Year.
- Jim Mathews was Dispatcher of the Year
- Larry and Tina Morkved were Gate Ambassadors of the Year

He also updated the Committee about two promotions that were recently made:

- Supervisor I Dan Lurie was promoted to Watch Commander (Supervisor II)
- SPO Iman Movassaghi was promoted to Supervisor I

Chief Moy explained that professionalism and CATE (C=Customer Service, A=Accountability, T=Transparency, and E=Efficiency) are very important.

Security Statistics

Chief Moy reported on the statistics for the Security Department that includes foot patrols, notice of violations, crimes, traffic collisions, RV lots, Social Services and the Compliance Division. Reports are attached to the official minutes of this meeting.

Chief Moy went through each report and explained certain statistics to the Committee. The Committee commented and asked questions.

ITEMS FOR DISCUSSION AND CONSIDERATION

DPTF Clubhouse Antennas

Chief Moy introduced Bruce Bonbright, Radio Officer for the DPTF, who presented the DPTF Clubhouse Antennas.

Director Mutchnick made a motion to approve the DPTF Clubhouse Antennas. Director Achrekar seconded the motion.

By unanimous vote, the motion carried.

ITEMS FOR FUTURE AGENDAS

- Time length for Permanent Passes

CONCLUDING BUSINESS

Committee Member Comments

Director Dalis stated that Chief Rojas' speaking voice was good and that future meetings should be exciting.

Mr. Cunningham congratulated Chief Rojas for joining the team. He stated that he has big shoes to fill. He also stated that it was a pleasure to work with Chief Moy.

Director Ardani thanked Chief Moy and welcomed Chief Rojas. She also brought up customer service and the attitudes of Gate Ambassadors and asked how it could be improved.

Director Achrekar welcomed Chief Rojas and thanked Chief Moy.

Director Moldow stated that he would miss Chief Moy and his discussions.

Director Matson stated that this has been a wonderful experience.

Director Mutchnick echoed everyone's comments and wished Chief Moy nothing but success with his new position. He also welcomed Chief Rojas and stated that he is looking forward to working with him.

Director Engdahl thanked and wished Chief Moy good luck. He welcomed Chief Rojas.

Chair Tibbetts stated that ever since Laguna Woods Village became self-managed, the quality of the Security Division has become better and it should continue to get better with the new Chief. He further stated that Chief Moy would be missed.

DATE OF THE NEXT MEETING

The next meeting is scheduled for Monday, April 27, 2019, at 1:30 p.m. in the Laguna Woods Village Community Center, Board Room.

ADJOURNMENT

There being no further business to come before the Committee, Chair Tibbetts adjourned the meeting at 3:38 p.m.

DRAFT

Don Tibbetts, Chair

**Disaster Preparedness Task Force
Report as of 3/3/2020**

Last DPTF meeting was on 1/28/2020 and was already reported.

Something however worth mentioning to our residents

1. We have a new Chief of Security, Mr. Carlos Rojas. He brings a wealth of leadership experience as Chief of Police for Santa Ana as well as BART Security Chief. He will be also taking over as the DPTF Leader.
2. CPR/AED training is available today in CH 7 at 1:00PM.
3. Also as a reminder, please consider volunteering as a GNC in your area. This is an opportunity to get to know your neighbors as well as to prepare yourself and your neighborhood to face a disaster.

Next meeting is March 31, 2020 at 9:30am in Board Room.

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