



OPEN MEETING

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

**Tuesday, December 12, 2023 - 9:30 a.m.
BOARD ROOM/VIRTUAL MEETING
Laguna Woods Village Community Center, 24351 El Toro Road,
Laguna Woods, California**

NOTICE OF MEETING AND AGENDA

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

- 1. Call to Order / Establish Quorum – President Bok**
- 2. Pledge of Allegiance to the Flag – Director Carlson**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of the Meeting Minutes**
 - a. November 14, 2023 – Regular Open Meeting
 - b. November 28, 2023 – Agenda Prep Meeting
 - c. December 4, 2023 – Special Open Meeting
- 6. Report of Chair**
- 7. Open Forum (Three Minutes per Speaker) -** *At this time Members only may address the Board of Directors regarding items not on the agenda and within the jurisdiction of this Board of Directors. The board reserves the right to limit the total amount of time allotted for the Open Forum to thirty minutes. A member may speak only once during the forum. Speakers may not give their time to other people, no audio or video recording by attendees, and no rude or threatening comments. Members can attend the meeting by joining the Zoom link <https://zoom.us/j/95563492734> or call 1 (669) 900-6833 or email meeting@vmsinc.org to have your message read during the Open Forum.*
- 8. Responses to Open Forum Speakers**
 - a. Response to open forum speakers
 - b. Response to past open forum speakers – Director Carlson
- 9. VMS Board Update – Director Kenney**
- 10. CEO Report**

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

- a. Consistent with its statutory obligations under Civil Code §5501, a subcommittee of the board consisting of the Treasurer and at least one other board member reviewed the United Laguna Woods Mutual preliminary financials for the months of October 2023, such review is hereby ratified.
- b. **Recommendation from the Landscape Committee - None**
- c. **Recommendation from the Architectural Controls and Standards Committee - None**
- d. Approve the Review of the United Sub-Leasing and Transfer of Trust Documents Approved in November 2023, and such review is hereby ratified. (CHECK LIST)
- e. **Recommendation from the Finance Committee – None**
- f. Update Committee Assignments

12. Unfinished Business

- a. Entertain a Motion to Adopt the United 2024 Collections and Lien Enforcement Policy **(November initial notification – 28-day notification for member review and comments to comply with Civil Code §4360 has been satisfied)**

13. New Business

- a. Town Halls – (Oral Discussion)
- b. Entertain a Motion to Approve the Revision to Architectural Standard 6: Air Conditioning Units/Heat Pumps **(December initial notification – 28-day notification for member review and comments to comply with Civil Code §4360)**
- c. Guest Speaker – Mr. Phil Pluta of J.P. Morgan Chase – 11:00 a.m.

14. Director Comments (Two minutes per director)

15. United Committee Reports

- a. Report of the Finance Committee / Financial Report – Director Choi Hoe. The Committee met on November 28, 2023; next meeting January 30, 2024 at 1:30 p.m. in the Board Room and as a virtual meeting.

(1) Treasurer's Report – November

- (2) United Finance Committee Report
- (3) Resales/Leasing Reports – November
- b. Report of the Architectural Controls and Standards Committee – Director Liberatore. The Committee met on November 16, 2023; next meeting December 21, 2023, at 9:30 a.m. in the Board Room and as a virtual meeting.
- c. Report of Member Hearings Committee – Director Lee. The Committee met on November 9, 2023; next meeting December 14, 2023, 9:00 a.m. in the Sycamore Room and as a virtual meeting.
- d. Report of the Governing Documents Review Committee – Director Blackwell. The Committee met on November 16, 2023; next meeting December 21, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
- e. Report of the Landscape Committee – Director Quam. The Committee met on December 11, 2023; next meeting January 22, 2024, at 1:30 p.m. in the Board Room and as a virtual meeting.
- f. Report of the Maintenance & Construction Committee – Director Bok. The Committee met on October 25, 2023; next meeting January 17, 2024, at 1:30 p.m. in the Board Room and as a virtual meeting.
- g. Report of the United Resident Advisory Committee – Director Liberatore. The Committee met on September 14, 2023 and October 12, 2023; next meeting December 14, 2023, at 4:00 p.m. in the Elm Room and as a virtual meeting.

16. GRF Committee Highlights

- a. Report of the GRF Finance Committee – Director Tuning. The Committee met on October 18, 2023; next meeting December 20, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
- b. Report of the Community Activities Committee – Director Blackwell. The Committee met on November 9, 2023; next meeting December 14, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
- c. Report of the GRF Landscape Committee – Director Quam. The Committee met on November 8, 2023; next meeting February 14, 2024, at 1:30 p.m. in the Board Room and as a virtual meeting.
- d. Report of the GRF Maintenance & Construction Committee – Director Bok. The committee met on October 11, 2023; next meeting December 13, 2023, at 9:30 a.m. in the Board Room and as a virtual meeting.
- (1) Clubhouse (Facilities) Ad Hoc Committee – Director Bok. The Ad Hoc Committee met March 15, 2023; next meeting TBA.
- (2) Space Planning Ad Hoc Committee – Director TBD. The Ad Hoc Committee met on December 6, 2023. Next meeting TBD.

- e. Report of the Media and Communications Committee – Director Quam. The Committee met on September 18, 2023; next meeting January 15, 2024, at 1:30 p.m. in the Board Room and as a virtual meeting.
 - f. Report of the Mobility and Vehicles Committee – Director Bok. The Committee met on November 6, 2023; next meeting February 7, 2024, at 1:30 p.m. in the Board Room and as a virtual meeting.
 - g. Report of the Security and Community Access Committee – Director Blackwell. The Committee met on October 25 2023; next meeting February 28, 2024, at 1:30 p.m. in the Board Room and as a virtual meeting.
 - (1) Laguna Woods Village Traffic Hearings – Director Blackwell. The Traffic Hearings were held on November 15, 2023; next hearings on January 17, 2024, at 9:00 a.m. in the Board Room.
 - (2) Report of the Disaster Preparedness Task Force – Director Liberatore. The Task Force met on November 28, 2023; next meeting January 30, 2024, at 9:30 a.m. in the Board Room and as a virtual meeting.
 - h. Report of the Information Technology Advisory Committee – Director Quam. The Committee met on October 27, 2023; next meeting TBA.
- 17. 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.*
- *Revision to Architectural Standard 6: Air Conditioning Units/Heat Pumps*
- 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) November 14, 2023 – Regular Closed Meeting

Discuss and Consider Member Disciplinary Matters

Discuss Personnel Matters

Discuss and Consider Contractual Matters

Discuss and Consider Legal and Litigation Matters

19. Adjourn



OPEN MEETING

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

**Tuesday, November 14, 2023 - 9:30 a.m.
Board Room/Virtual Meeting
24351 El Toro Road, Laguna Woods, California**

Directors Present: Alison Bok, Thomas Tuning, Anthony Liberatore, Pearl Lee, Vidya Kale, Maggie Blackwell, Sue Quam, Mickie Choi Hoe, Nancy Carlson, Georgiana Willis (entered meeting at 9:42 a.m.), Ellen Leonard

Directors Absent: None

Staff Present: CEO Siobhan Foster, Paul Nguyen, Carlos Rojas, Jose Campos, Bart Mejia, Steve Hormuth, Kurt Wiemann, Ian Barnette, Connie Habal, Catherine Laster, Pamela Bashline, Eric Nunez, Alan Grimshaw

Others Present: GRF: None
Third: None
VMS: Manny Robledo

1. Call Meeting to Order/Establish Quorum

President Bok called the meeting to order at 9:00 a.m. and acknowledged that a quorum was present.

2. Pledge of Allegiance to the Flag

Director Liberatore led the pledge of allegiance.

3. Acknowledge Media

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

4. Approval of Agenda

President Bok asked if there were any changes to the agenda.

Director Choi Hoe made a motion to approve the agenda. Director Quam seconded.

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

5. Approval of Minutes

- a. September 12, 2023 – Regular Open Meeting
- b. September 29, 2023 – Special Open Tabulation Meeting
- c. October 2, 2023 – Special Open Meeting
- d. October 10, 2023 – Annual Meeting
- e. October 10, 2023 – Organizational Meeting
- f. October 26, 2023 – Special Open Vacancy Fill Meeting
- g. October 26, 2023 – Agenda Prep Meeting
- h. October 26, 2023 – Special Open Meeting

Director Quam made a motion to approve the minutes of September 12, 2023 – Regular Open Meeting, September 29, 2023 – Special Open Tabulation Meeting, October 2, 2023 – Special Open Meeting, October 10, 2023 – Annual Meeting, October 10, 2023 – Organizational Meeting, October 26, 2023 – Special Open Vacancy Fill Meeting, October 26, 2023 – Agenda Prep Meeting and October 26, 2023 – Special Open Meeting. Director Choi Hoe seconded.

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

6. Report of the Chair

President Bok commented on the following items:

- Commented on the new current board having a diverse background and thanked the Board Members for volunteering their time.
- Commented that the Board follow's Robert's Rules in the Board Meetings and keep it professional and respectful
- Commented that in 2024, the Board will work to improve communications with the community and amongst the Boards
- Commented on a bi-weekly newsletter

7. Open Forum (Three Minutes per Speaker)

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

The following members made comments:

- A member commented on the work of the Foundation of Laguna Woods Village
- Multiple members commented on creating an Ad Hoc Committee to conduct business operations analysis and financial audit of VMS
- A member commented on wanting a comprehensive design of a survey to the members and the television drop in lounge which is more of a GRF matter

8. Responses to Open Forum Speakers

a. Response to Open Forum Speakers

- Director Leonard requested to add an item to the agenda during the next agenda prep meeting

- Director Quam commented on the Television Drop in Lounge

b. Response to Past Open Forum Speakers – Director Liberatore

Director Liberatore provided responses to the previous Open Forum Speakers from the August Board meeting and advised on updates.

9. VMS Board Update – Director Robledo

VMS Director Robledo discussed the following topics:

- GRF-CAC
- 2024 Business Plan
- Expanded GRF Facility hours
- Progress on Strategic Priority
- Health Insurance decrease
- Staff Recruitment
- Fast Food Minimum Wage increase and the impacts on other jobs
- Property Insurance Increase
- Resident Communications and Follow Up
- Height of trash bins
- Damage Restoration backlog claims

Director Robledo answered questions from the Board.

Multiple Directors commented on the issues with washer/dryer appliances used in the laundry room facilities.

A member commented on professional management company versus self-management company.

10. CEO Report

CEO Siobhan Foster discussed the following items:

- Orange County Vector Control District
- Mosquito Control
- Laguna Beach Animal Services Division
- Laguna Beach Animal Services Officer
- Protect Yourself
- Protect Pets
- Employee Health Insurance
- Communications
- Escrow Notification System
- Employee Excellence Awards
- Aliso Creek Trail Rehabilitation

CEO Foster answered questions from the board.

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. If an item is removed from the Consent

Calendar by members of the Board, such item(s) shall be the subject of further discussion and action by the Board.

- a. **Consistent with its statutory obligations under Civil Code §5501, a subcommittee of the Board consisting of the Treasurer and at least one other Board member reviewed the United Laguna Woods Mutual preliminary financials for the month of August and September 2023, such review is hereby ratified.**
- b. **Recommendation from the Landscape Committee**
 - (1) **Recommendation to Approve the Removal of One Fern Tree Located at 2151-D Ronda Granada**

RESOLUTION 01-23-56

**Approve Removal of One Fern Pine Tree
2151-D Ronda Granada**

WHEREAS, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17, Tree Removal Guidelines:

- a. 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.
- b. Trees should not be removed because of view obstruction.
- c. Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- d. 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 September 25, 2023, the Landscape Committee reviewed the request from the Member at 2151-D, to remove one Fern Pine tree; and

WHEREAS, the reasons cited by the resident for the removal are potential foundation damage, damage to surrounding sidewalk and view obstruction; and

WHEREAS, staff inspected the condition of the tree and found that there were visible roots in the location of the block wall which has been damaged by the roots; and

WHEREAS, view obstruction is not a legitimate reason for a tree removal and was not taken into consideration; and

WHEREAS, the committee determined that the tree meets the guidelines established in Resolution 01-13-17, and thereby recommends approving the request for the removal of one Fern Pine tree located at 2151-D Ronda Granada;

NOW THEREFORE BE IT RESOLVED, November 14, 2023, the Board of Directors

approves the request for the removal of one Fern Pine tree located at 2151-D; and

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

- c. **Recommendation from the Architectural Control and Standards Committee - None**
- d. **Approve the Review of the United Sub-Leasing and Transfer of Trust Documents Approved in August 2023, and such review is hereby ratified.**
- e. **Recommendation from the Finance Committee**

(1) Approve a Resolution for Recording a Lien Against Member ID #947-403-53

RESOLUTION 01-23-57

Recording of a Lien

WHEREAS, Member ID 947-403-53; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

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

NOW THEREFORE BE IT RESOLVED, November 14, 2023, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-403-53 and;

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

(2) Approve a Resolution for Recording a Lien Against Member ID # 947-413-81

RESOLUTION 01-23-58

Recording of a Lien

WHEREAS, Member ID 947-413-81; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

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

NOW THEREFORE BE IT RESOLVED, November 14, 2023, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-413-81 and;

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

Director Choi Hoe made a motion to approve the Consent Calendar. Director Quam seconded.

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

12. Unfinished Business

- a. Entertain a Motion Approve the Lodger Policy (September initial notification – 28-day notification for member review and comments to comply with Civil Code §4360 has been satisfied)**

Director Blackwell read the following resolution.

RESOLUTION 01-23-59

Lodger Room Rental Policy and Application

WHEREAS, Civil Code § 1946.5 defines a “lodger” as “a person contracting with the owner of a dwelling unit for a room or room and board within the dwelling unit personally occupied by the owner, where the owner retains a right of access to all areas of the dwelling unit occupied by the lodger and has overall control of the dwelling unit”; and

WHEREAS, in context here, in order to classify a guest/tenant as a “lodger,” the Shareholder must retain access to all areas of the dwelling unit and have overall control of the dwelling unit. Also under Civil Code Section 1946.5, in order to remove a lodger from the dwelling unit, the Shareholder must give the lodger a written termination notice which is at least as long as the days between rent payments, not exceeding 30 days. Once the notice period expires, the Shareholder can treat the lodger as a “trespasser” and have the lodger removed pursuant to the provisions of Section 602.3 of the Penal Code (i.e., guilty of an infraction and may, pursuant to Section 837, be arrested for the offense); and

WHEREAS, the United Mutual Board recognizes the need to adopt a Lodger Room Rental Policy and Application to ensure compliance with Civil Code § 4739 and United’s and GRF’s Governing Documents;

NOW THEREFORE BE IT RESOLVED, November 14, 2023, that the Board of Directors of this Corporation hereby approves and adopts the Lodger Room Rental Policy and

Application, as attached to the official minutes of this meeting; and

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

Director Blackwell made a motion to approve the resolution for Lodger Policy. Director Choi Hoe seconded.

Discussion ensued among the Board.

Hearing no changes or objections, the motion was called to a vote and passed 8-2-0. Director Leonard and Director Willis Opposed and Director Lee was absent.

b. Entertain a Motion to Approve Revisions to the Alteration Fee Schedule (September initial notification – 28-day notification for member review and comments to comply with Civil Code §4360 has been satisfied)

Director Blackwell read the following resolution.

RESOLUTION 01-23-60

Alteration Fee Schedule

WHEREAS, alteration and variance requests require significant staff time for proper processing, including research, report preparation, presentation to the appropriate committee and Board; and

WHEREAS, in order to offset a portion of the administrative costs associated with processing alteration applications, the Board has adopted an Alterations Fee Schedule; and

WHEREAS, the attached revisions to the Alteration Fee Schedule are recommended to be approved by the Board; and

WHEREAS, the new Alteration Fee Schedule better aligns the fees with the administrative time it takes to process each task;

NOW THEREFORE BE IT RESOLVED, November 14, 2023, that the Board hereby adopts the revised Alteration Fee Schedule as attached to the official minutes of this meeting and this resolution; and

RESOLVED FURTHER, that future revisions to the Alteration Fee Schedule will be included with the Annual Assessment Letter Packet that the Finance Department issues every year in November under the Architectural Review Procedures section of the Annual Policy Statement; and

RESOLVED FURTHER, that Resolution 01-23-14 adopted March 14, 2023 is hereby superseded and canceled; and

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

Director Blackwell made a motion to approve the resolution for Alteration Fee Schedule. Director Choi Hoe seconded.

Discussion ensued among the Board.

Hearing no changes, the amendment to motion was called to a vote and passed 9-0-1. Director Leonard abstained and Director Lee was absent.

c. Entertain a Motion to Approve Revised Electricity Usage Reimbursement Policy (September initial notification – 28-day notification for member review and comments to comply with Civil Code §4360 has been satisfied)

Director Blackwell read the following resolution.

RESOLUTION 01-23-61

Revised Electricity Usage Reimbursement Policy

WHEREAS, the Mutual has historically reimbursed members for electricity consumption related to the restoration of manors as a result of moisture intrusion, as well as for excess electricity consumed due to hot water supply line leaks; and

WHEREAS, the Mutual is interested in revising the current policy to reflect increases in electricity rates;

NOW THEREFORE BE IT RESOLVED, November 14, 2023 that the Board of Directors of this corporation hereby adopts the revised Electricity Usage Reimbursement Policy, as follows:

- For moisture-intrusion events where dry-down of property is required, the Mutual will reimburse for electricity used based on the amount of money that the resident spent in excess electricity in the month of the event versus the average cost of the prior month and the month following the event. This average would be subtracted from the amount of the electricity bill for the month of the event. The remainder would be the amount of reimbursement to the resident.
- For hot water leaks where excess electricity has been consumed, the Mutual

will reimburse for excess electricity consumption based on the same method used for moisture-intrusion events.

- All reimbursements will be charged to the Operating Fund.

RESOLVED FURTHER, that Resolution 01-18-33 adopted March 13, 2018, is hereby superseded and cancelled; and

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

Director Blackwell made a motion to approve the resolution for Electricity Usage Reimbursement Policy. Director Quam seconded.

Discussion ensued among the Board.

Hearing no changes, the amendment to motion was called to a vote and passed 9-0-1. Director Willis abstained and Director Lee was absent.

- d. Entertain a Motion to Include a Non-Emergency Chargeable Service for Painting Alterations (September initial notification – 28-day notification for member review and comments to comply with Civil Code §4360 has been satisfied)**
Ian Barnette, Assistant Director of Maintenance, discussed Non-Emergency Chargeable Service for Painting Alterations.

Director Blackwell read the following resolution.

RESOLUTION 01-23-62

Non-Emergency Maintenance Chargeable Services

WHEREAS, the Board has established a “Chargeable Maintenance Services Policy”; and

WHEREAS, in 2017, the Board amended the policy to establish a charge of \$50.00 for a Missed Maintenance Appointment to be charged to residents 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, the Board desires to amend the policy further to include non-emergency maintenance chargeable services for painting of authorized member exterior alterations;

NOW THEREFORE BE IT RESOLVED, November 14, 2023, that the Board of Directors hereby approves the attached new non-emergency maintenance

chargeable services list; and

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

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

Director Blackwell made a motion to approve the resolution for Non-Emergency Maintenance Chargeable Services. Director Kale seconded.

Discussion ensued among the Board.

Hearing no changes, the amendment to motion was called to a vote and passed 8-1-1. Director Leonard abstained, Director Willis opposed, and Director Lee was absent.

- e. **Entertain a Motion to Approve the Resolution for Herbicide Spray Guidelines and Acknowledgement Form (September initial notification – 28-day notification for member review and comments to comply with Civil Code §4360 has been satisfied)**

Director Blackwell read the following resolution.

RESOLUTION 03-23-63

Herbicide Spray Cessation Guidelines

WHEREAS, due to staffing levels and the proliferation of invasive kikuyu grass, the only practical way to control weeds in the shrub beds and turf edges is the use of herbicides; and

WHEREAS, some members of United Mutual have requested that staff not use herbicides in the shrub beds adjacent to their respective units; and

WHEREAS, due to the increased labor associated with hand weeding shrub beds, residents requesting the cessation of herbicide application adjacent to their units should be responsible for the timely removal of weeds and maintenance of the turf edges at the shrub beds; and

WHEREAS, said members of United Mutual making such requests shall fill out and sign an agreement stating their intention and responsibility to perform the weeding and edging of the shrub beds;

WHEREAS, the Landscape Department shall retain the responsibility for regular pruning of shrubs and the right to apply herbicides to turf areas, insecticides when necessary.

NOW THEREFORE BE IT RESOLVED, November 14, 2023 the Board of Directors introduces the ability to request cessation of herbicide applications in the shrub bed areas following the filing of a signed No Herbicide Agreement; and

RESOLVED FURTHER, all responsibility of weeding and turf edging in the shrub beds shall become the responsibility of the requesting resident; and

RESOLVED FURTHER, all other routine maintenance of the shrub beds shall remain the responsibility of the Landscape Department; and

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

Director Blackwell made a motion to approve the resolution for Herbicide Spray Cessation Guidelines. Director Quam seconded.

Discussion ensued among the Board.

Hearing no changes, the amendment to motion was called to a vote and passed unanimously 10-0. Director Lee was absent.

13. New Business

a. United Mutual Town Hall

President Bok discussed the next town hall on Friday, December 8, 2023 with the topic being a presentation for Bank of America Community Outreach Staff with the topic of fraud happening at this time of year.

Discussion ensued among the Board.

b. Entertain a Motion to Adopt the United 2024 Collections and Lien Enforcement Policy (November initial notification – 28-day notification for member review and comments to comply with Civil Code §4360)

Director Blackwell read the following resolution.

RESOLUTION 01-23-XX

2024 Collection and Lien Enforcement Policy

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

WHEREAS, legal counsel has reviewed the existing Collection and Lien Enforcement Policy and determined that the policy complies with Civil Code requirements and reflects current practices for collection of Mutual delinquencies.

NOW THEREFORE BE IT RESOLVED, December 12, 2023, that the Board of Directors hereby adopts the 2024 United Laguna Woods Mutual Collection and Lien Enforcement Policy as attached to the official minutes of this meeting; and

RESOLVED FURTHER, the policy statement is provided pursuant to the requirements of California Civil Code section 5310(a)(7) and will be distributed to members in November 2023 as part of the Annual Policy Statement.

RESOLVED FURTHER, that Resolution 01-22-72 adopted November 8, 2023 is hereby superseded and canceled on the effective date of January 1, 2024.

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

Director Blackwell made a motion to approve the Resolution for 2024 Collection and Lien Enforcement Policy for discussion purposes and to postpone the final vote for 28-days per Civil Code §4360. Director Liberatore seconded the motion.

Discussion ensued among the Board.

There being no changes, the motion was called to a vote and passed 9-0-1. Director Leonard abstained and Director Lee was absent. (NOVEMBER Initial Notification - postpone 28-days for Member review and comment to comply with Civil Code §4360).

c. Entertain a Motion to Approve Temporary Borrowing

Director Blackwell read the following resolution.

RESOLUTION 01-23-64

Temporary Borrowing

WHEREAS, pursuant to Civil Code Section 5515, the Board of Directors may authorize the temporary transfer of moneys from a reserve fund to an Association's general operating fund

to meet short- term cash-flow requirements or other expenses, if the Board of Directors has provided notice of the intent to consider the transfer in a Board meeting notice provided pursuant to Section 4920; and

WHEREAS, the notice required pursuant to Section 4920 has been provided in the agenda for this Board of Directors meeting; and

WHEREAS, the Corporation avoided interest and finance charges by prepaying 12 months of property insurance premiums in October 2023 for coverage period of October 2023 through September 2024; and

WHEREAS, it has become necessary to temporarily transfer monies from the reserve fund to the operating fund to meet cashflow needs due to timing differences in when property insurance premiums are paid versus when they are collected from residents through monthly assessments; and

WHEREAS, the amount of funds needed to be transferred from the operating reserve fund to the reserve operating fund has been determined to be \$3,000,000 and the repayment of such funds from the operating fund to the reserve fund is anticipated to be more than provided for by future property insurance premiums due and positive cash flow resulting from operations; and

NOW THEREFORE BE IT RESOLVED, November 14, 2023 that the transfer of \$3,000,000 as a temporary transfer from the reserve fund to the operating fund for the reasons stated herein, and with the plan to repay no later than one year from this date, is hereby authorized; and

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

Director Blackwell made a motion to approve the Resolution for Temporary Borrowing. Director Choi Hoe seconded the motion.

Discussion ensued among the Board.

There being no changes, the motion was called to a vote and passed 9-0-1. Director Willis abstained and Director Lee was absent.

d. Update Committee Assignments

Director Blackwell read the following resolution.

RESOLUTION 01-23-65

United Laguna Woods Mutual Committee Appointments

RESOLVED, November 14, 2023, that the following persons are hereby appointed to serve the Corporation in the following capacities:

Architectural Controls and Standards Committee

Anthony Liberatore (Chair)

~~Maggie Blackwell~~

Sue Quam

Ellen Leonard

Finance Committee

~~Azar Asgari, Chair~~

Mickie Choi Hoe (Chair)

Thomas Tuning

Alison Bok

Anthony Liberatore, Alternate

Non-Voting Advisors: ~~Mike Dailak, Robert Radus~~ Robert Tucker, Eric Carlson, Ken Benson

Governing Documents Review Committee

Maggie Blackwell (Chair)

~~Diane Casey~~

Vidya Kale

Nancy Carlson

Tom Tuning, Alternate

Non-Voting Advisors: Dick Rader, Juanita Skillman, Mary Stone

Landscape Committee

~~Diane Casey (Chair)~~

Sue Quam (Chair)

Anthony Liberatore

Georgiana Willis

Vidya Kale, Alternate

Non-Voting Advisors: Ann Beltran, Mary Sinclair

Landscape Tree Ad Hoc

~~Diane Casey (Chair)~~

Sue Quam, (Chair)

Georgiana Willis

Non-Voting Advisors: Cheryl Nielsen, Mary Sinclair, Ken Benson, Jack Salvador, Carl Randazzo, Robert Reyes

Maintenance and Construction Committee

~~Lenny Ross (Chair)~~
Alison Bok (Chair)
~~Vidya Kale~~
Pearl Lee
Mickie Choi Hoe, Alternate
Ellen Leonard

Members Hearing Committee

Pearl Lee (Chair)
~~Thomas Tuning~~
~~Cash Achrekar~~
Maggie Blackwell
Nancy Carlson
Vidya Kale, Alternate
Alison Bok, Alternate
Georgiana Willis, Alternate

New Resident Orientation

~~Lenny Ross (Chair)~~
~~Tom Tuning~~
Alison Bok (Chair)
Pearl Lee
Anthony Liberatore

Resident Advisory Committee

Anthony Liberatore (Chair)
Pearl Lee
~~Cash Achrekar~~

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 01-23-38, adopted July 11, 2023, is hereby superseded and canceled.

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

Director Blackwell made a motion to approve the resolution for United Laguna Woods Mutual Committee Appointments. Director Liberatore seconded.

Director Quam made an amendment to the original motion and to add alternate to Director Choi Hoe on Maintenance and Construction Committee. Director Choi Hoe Seconded.

Hearing no changes or objections, the amended motion passed unanimously 10-0. Director Lee was absent.

Discussion ensued among the Board.

Hearing no changes or objections, the original motion was called to a vote and passed 9-0-1. Director Willis abstained and Director Lee was absent.

RESOLUTION 01-23-66

Golden Rain Foundation Committee Appointments

RESOLVED, November 7, 2023, 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 Community Activities Committee

~~Diane Casey~~
~~Pearl Lee~~
~~Maggie Blackwell~~
Sue Quam
Ellen Leonard

GRF Finance

~~Azar Asgari~~
Thomas Tuning
~~Mickie Choi Hoe~~

GRF Landscape Committee

~~Diane Casey~~
Sue Quam
~~Anthony Liberatore~~

GRF Maintenance & Construction

~~Lenny Ross~~

~~Cash Achrekar~~
Alison Bok
Pearl Lee
Mickie Choi Hoe, Alternate

Clubhouses & Facilities Renovation Ad Hoc Committee

Anthony Liberatore
Alison Bok

GRF Media and Communications Committee

Maggie Blackwell

~~Sue Quam~~
Georgiana Willis

GRF Mobility and Vehicles Committee

~~Azar Asgari~~
Alison Bok
Nancy Carlson

GRF Security and Community Access

Maggie Blackwell
~~Vidya Kale~~
Nancy Carlson

Disaster Preparedness Task Force

Anthony Liberatore
~~Cash Achrekar~~
Georgiana Willis

Laguna Woods Village Traffic Hearings

~~Cash Achrekar~~
Vidya Kale
~~Anthony Liberatore~~
Maggie Blackwell

Purchasing Ad Hoc Committee

Thomas Tuning
~~Lenny Ross~~
Alison Bok

Information Technology Advisory Committee

~~Diane Casey~~
Sue Quam
Tom Tuning

Broadband Ad Hoc Committee

~~Diane Casey~~

Alison Bok (non-voting)

~~Maggie Blackwell~~

Sue Quam

Tom Tuning

Website Ad Hoc Committee

Anthony Liberatore

~~Azar Asgari~~

Mickie Choi Hoe

Compliance Ad Hoc Committee

~~Maggie Blackwell~~

~~Pearl Lee~~

Finance Advisory Group

Tom Tuning

Space Planning Ad Hoc Committee

Alison Bok

Tom Tuning

Nancy Carlson

RESOLVED FURTHER, that Resolution 01-23-39, adopted July 11, 2023, is hereby superseded and canceled.

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

Director Blackwell made a motion to approve the resolution for Golden Rain Foundation Committee Appointments. Director Leonard seconded.

Discussion ensued among the Board.

Director Carlson made a motion to amend the original motion to add herself onto the Maintenance and Construction Committee as an alternate. Director Choi Hoe seconded.

Hearing no changes or objections, the amended motion was called to a vote and passed unanimously 10-0. Director Lee was absent.

Hearing no changes or objections, the original motion was called to a vote and passed unanimously 10-0. Director Lee was absent.

14. Directors' Comments (Two minutes per director)

- Director Choi Hoe commented on special assessments

The Board took a short recess at 11:46 a.m.

The Board reconvened from recess at 11:54 a.m.

15. United Mutual Committee Reports

- a. Report of the Finance Committee / Financial Report – Director Choi Hoe. The Committee met on September 26, 2023 and October 31, 2023; next meeting November 28, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
 - (1) Treasurer's Report – October
 - (2) United Finance Committee Report – October
 - (3) Resales/Leasing Reports – September and October
- b. Report of the Architectural Controls and Standards Committee – Director Liberatore. The Committee met on August 17, 2023; next meeting November 16, 2023, at 9:30 a.m. in the Board Room and as a virtual meeting.
- c. Report of Member Hearings Committee – Director Lee. The Committee met on November 9, 2023; next meeting December 14, 2023, 9:00 a.m. in the Sycamore Room and as a virtual meeting.
- d. Report of the Governing Documents Review Committee – Director Blackwell. The Committee met on September 21, 2023 and October 19, 2023; next meeting November 16, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
- e. Report of the Landscape Committee – Director Quam. The Committee met on September 25, 2023; next meeting December 11, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
- f. Report of the Maintenance & Construction Committee – Director Bok. The Committee met on October 25, 2023; next meeting January 17, 2024, at 1:30 p.m. in the Board Room and as a virtual meeting.
- g. Report of the United Resident Advisory Committee – Director Liberatore. The Committee met on September 14, 2023 and October 12, 2023; next meeting December 14, 2023, at 4:00 p.m. in the Elm Room and as a virtual meeting.

16. GRF Committee Highlights

- a. Report of the GRF Finance Committee – Director Tuning. The Committee met on October 18, 2023; next meeting December 20, 2023, at 1:30 p.m. in the Board Room

and as a virtual meeting.

- b. Report of the Community Activities Committee – Director Blackwell. The Committee met on November 9, 2023; next meeting December 14, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
- c. Report of the GRF Landscape Committee – Director Quam. The Committee met on November 8, 2023; next meeting February 14, 2024, at 1:30 p.m. in the Board Room and as a virtual meeting.
- d. Report of the GRF Maintenance & Construction Committee – Director Bok. The committee met on October 11, 2023; next meeting December 13, 2023, at 9:30 a.m. in the Board Room and as a virtual meeting.
 - (1) Clubhouse (Facilities) Ad Hoc Committee – Director Bok. The Ad Hoc Committee met March 15, 2023; next meeting TBA.
 - (2) Space Planning Ad Hoc Committee – Director TBD. Next meeting November 22, 2023, at 9:30 a.m. in the Board Room.
- e. Report of the Media and Communications Committee – Director Quam. The Committee met on September 18, 2023; next meeting November 20, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
- f. Report of the Mobility and Vehicles Committee – Director Bok. The Committee met on November 6, 2023; next meeting February 7, 2024, at 1:30 p.m. in the Board Room and as a virtual meeting.
- g. Report of the Security and Community Access Committee – Director Blackwell. The Committee met on October 25 2023; next meeting December 27, 2023, at 1:30 p.m. in the Board Room and as a virtual meeting.
 - (1) Laguna Woods Village Traffic Hearings – Director Blackwell. The Traffic Hearings were held on October 18, 2023; next hearings on November 15, 2023, at 9:00 a.m. in the Board Room.
 - (2) Report of the Disaster Preparedness Task Force – Director Liberatore. The Task Force met on September 26, 2023; next meeting November 28, 2023, at 9:30 a.m. in the Board Room and as a virtual meeting.
- h. Report of the Information Technology Advisory Committee – Director Quam. The Committee met on October 27, 2023; next meeting TBA.

17. Future Agenda Items

- *Adopt the United 2024 Collections and Lien Enforcement Policy*

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

The meeting recessed at 0:00 p.m. into the Closed Session.

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

Approval of Agenda

Approval of the Following Meeting Minutes;

(a) September 12, 2023 – Regular Closed Meeting

(b) September 28, 2023 – Special Closed Meeting

Discuss and Consider Member Disciplinary Matters

Discuss Personnel Matters

Discuss and Consider Contractual Matters

Discuss and Consider Legal and Litigation Matter

19. Adjourn

The meeting was adjourned at 12:32 p.m.

DocuSigned by:

Maggie Blackwell

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Maggie Blackwell, Secretary of the Board
United Laguna Woods Mutual

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OPEN SESSION

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

**Tuesday, November 28, 2023, at 2:00 p.m.
24351 El Toro Road, Laguna Woods, California
WILLOW ROOM/VIRTUAL MEETING**

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

Directors Present: Alison Bok, Sue Quam, Pearl Lee, Mickie Choi Hoe (left at 12:10 p.m.), Maggie Blackwell, Anthony Liberatore, Tom Tuning, Nancy Carlson, Ellen Leonard

Directors Absent: Vidya Kale, Georgiana Willis

Staff Present: Siobhan Foster, Carlos Rojas, Paul Nguyen

Others Present: None

1. Call Meeting to Order / Establish Quorum –President Bok

President Bok called the meeting to order at 12:00 p.m. and established that a quorum was present.

2. Approval of the Agenda

President Bok called for an approval of the agenda.

Hearing no changes or objections, the agenda was approved by consent.

3. Chair Report

President Bok discussed the following:

- Committee Assignments
- Guest Speaker from J.P. Morgan
- Town Hall
 - B of A for December
 - Earthquake Insurance for January
 - TBD for February
 - Disaster Preparedness for March
- Landscape Tour
- VMS Representative Meeting on Monday, December 4, 2023
- United Assessment

4. Discuss and Consider Items for the United Board Regular Meeting (open and closed sessions) on December 12, 2023

Director Tuning made a motion to approve the open agenda. Director Choi Hoe seconded.

Hearing no changes or objections, the motion to approve the open agenda was approved by unanimous consent.


Director Blackwell made a motion to approve the closed agenda. Director Tuning seconded.

Hearing no changes or objections, the motion to approve the closed agenda was approved by unanimous consent.

5. Director Comments - None

6. Adjournment

President Bok adjourned the meeting at 1:03 p.m.

DocuSigned by:

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Maggie Blackwell, Secretary of the
United Mutual Laguna Woods



SPECIAL OPEN MEETING

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

**Monday, December 4, 2023- 2:00 p.m.
Board Room/Virtual Meeting
24351 El Toro Road, Laguna Woods, California**

Directors Present: Alison Bok, Sue Quam, Pearl Lee (entered meeting at 2:17 p.m.),
Anthony Liberatore, Maggie Blackwell, Thomas Tuning, Mickie
Choi Hoe, Nancy Carlson, Ellen Leonard,

Directors Absent: Georgiana Willis, Vidya Kale

Staff Present: Paul Nguyen

Candidates Present: Richard Rader, Cynthia Rupert

Others Present: GRF – None
VMS – Diane Phelps

1. Call Meeting to Order / Establish Quorum

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

2. State Purpose of Meeting – President Bok

President Bok stated the purpose of the meeting.

3. Approval of the Agenda

Director Choi Hoe made a motion to approve the agenda. Director Tuning seconded.

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

4. Introduction of United Candidates

President Bok introduced the United VMS Candidates:

- Kathryn Bravata
- Richard Rader
- Cynthia Rupert

5. Candidate Opening Statements

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

6. Candidate Interviews

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

7. Candidate Closing Statements

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

8. Entertain a Motion to commence Balloting

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

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

9. Entertain a Motion to Cease Balloting

Director Tuning made a motion to cease balloting. Director Quam seconded.

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

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

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

- Kathryn Bravata – 1 vote
- Richard Rader – 3 votes
- Cynthia Rupert – 5 votes

Cynthia Rupert was elected to a 3-year term ending in December 2026

11. Member Comments - None

12. Director Comments

- Multiple Directors thanked the candidates and congratulated Cynthia Rupert
- Director Liberatore discussed containing cost.
- Director Blackwell commented on audits and the cost

13. Adjournment

The meeting was adjourned at 3:22 p.m.

DocuSigned by:

Maggie Blackwell

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Maggie Blackwell, Secretary of the Board
United Laguna Woods Mutual

Sublease Review Confirmation Checklist

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

The undersigned Board members affirm that they have reviewed select sublease applications for the period ending November 30, 2023.

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

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

UNITED LAGUNA WOODS MUTUAL

Signature

Anthony M. Liberatore

Print Name

Anthony M. Liberatore

Title

Director

Date

12/05/2023

UNITED LAGUNA WOODS MUTUAL

Signature

MA Blackwell

Print Name

Margaret Blackwell

Title

United Secretary

Date

Dec 4, 2023

Membership Trust Transfer Review Confirmation Checklist

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

The undersigned Board members affirm that they have reviewed select membership trust transfer applications for the period ending November 30, 2023.

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

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

UNITED LAGUNA WOODS MUTUAL

Signature

Anthony M. Liberatori

Print Name Anthony M. Liberatori

Title

DIRECTOR

Date

12/05/2023

UNITED LAGUNA WOODS MUTUAL

Signature

MA Blackwell

Print Name

MA Blackwell

Title

United Secretary

Date

Dec 4, 2023



RESOLUTION 01-23-XX

United Laguna Woods Mutual Committee Appointments

RESOLVED, December 12, 2023, that the following persons are hereby appointed to serve the Corporation in the following capacities:

Architectural Controls and Standards Committee

Anthony Liberatore (Chair)
Sue Quam
Ellen Leonard
Maggie Blackwell, Alternate

Finance Committee

Mickie Choi Hoe (Chair)
Thomas Tuning
Alison Bok
Anthony Liberatore, Alternate
Non-Voting Advisors: Robert Tucker, Eric Carlson, Ken Benson

Governing Documents Review Committee

Maggie Blackwell (Chair)
Vidya Kale
Nancy Carlson
Tom Tuning, Alternate
Non-Voting Advisors: Dick Rader, Juanita Skillman, Mary Stone

Landscape Committee

Sue Quam (Chair)
Anthony Liberatore
Georgiana Willis
Vidya Kale, Alternate
Non-Voting Advisors: Ann Beltran, Mary Sinclair

Landscape Tree Ad Hoc

Sue Quam, (Chair)
Georgiana Willis
Non-Voting Advisors: Cheryl Nielsen, Mary Sinclair, Ken Benson,
Jack Salvador, Carl Randazzo, Robert Reyes

Maintenance and Construction Committee

Alison Bok (Chair)
Pearl Lee
Mickie Choi Hoe, Alternate
Ellen Leonard

Members Hearing Committee

Pearl Lee (Chair)
Maggie Blackwell
Nancy Carlson
Vidya Kale, Alternate
Alison Bok, Alternate
Georgiana Willis, Alternate

New Resident Orientation

Alison Bok (Chair)
Pearl Lee
Anthony Liberatore

Resident Advisory Committee

Anthony Liberatore (Chair)
Pearl Lee, **Alternate**
Ellen Leonard

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 01-23-65, adopted November 14, 2023, 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 01-23-XX

Golden Rain Foundation Committee Appointments

RESOLVED, December 12, 2023, 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 Community Activities Committee

Sue Quam
Ellen Leonard

GRF Finance

Thomas Tuning
Mickie Choi Hoe

GRF Landscape Committee

Sue Quam
Anthony Liberatore

GRF Maintenance & Construction

Alison Bok
Pearl Lee
Mickie Choi Hoe, Alternate

Clubhouses & Facilities Renovation Ad Hoc Committee

Anthony Liberatore
Alison Bok

GRF Media and Communications Committee

Maggie Blackwell
Georgiana Willis

GRF Mobility and Vehicles Committee

Alison Bok
Nancy Carlson

GRF Security and Community Access

Maggie Blackwell
Nancy Carlson

Disaster Preparedness Task Force

Anthony Liberatore
Georgiana Willis

Laguna Woods Village Traffic Hearings

Vidya Kale
Maggie Blackwell

Purchasing Ad Hoc Committee

~~Thomas Tuning~~
~~Alison Bok~~

Information Technology Advisory Committee

Sue Quam
Tom Tuning

Broadband Ad Hoc Committee

Alison Bok (non-voting)
Sue Quam
Tom Tuning

Website Ad Hoc Committee

Anthony Liberatore
Mickie Choi Hoe

Finance Advisory Group

~~Tom Tuning~~

Space Planning Ad Hoc Committee

Alison Bok
Tom Tuning
Nancy Carlson

RESOLVED FURTHER, that Resolution 01-23-66, adopted November 7, 2023, 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.

ENDORSEMENT (to Board)

2024 Collections and Lien Enforcement Policy

The 2023 Collection and Lien Enforcement Policy was provided to legal for review which resulted in no changes. At the September 26, 2023 meeting of the United Finance Committee, a motion was made by Director Asgari to accept and approve the 2024 Collections and Lien Enforcement Policy as presented. Director Alison Bok seconded. The motion passed unanimously.

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YEAR 2024 COLLECTION AND LIEN ENFORCEMENT POLICY AND PROCEDURES FOR ASSESSMENT DELINQUENCIES

PURPOSE STATEMENT

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

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

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

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

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

BASIC POLICIES AND PROCEDURES

Delinquency reports are made available monthly by United’s managing agent to the Board of United, identifying the delinquent Shareholder, the delinquent amount and the length of time the assessments have been in arrears. Additionally, to ensure the prompt payment of monthly assessments United employs the following collection and lien enforcement procedures. The

policies and practices outlined herein shall remain in effect until such time as they may be changed, modified, or amended by a duly adopted resolution of United's Board of Directors.

Pursuant to United's Governing Documents, as well as the California Civil Code, the following are United's collection and lien enforcement policies and procedures for assessment delinquencies. Also following, pursuant to Paragraphs 3, 16 and 22, are United's collection policies and procedures for the collection of fines, fees, and chargeable services charged against Shareholders pursuant to the Governing Documents and current law:

1. Assessments; Assessments Due Date. "Carrying Charges" as defined by United's Occupancy Agreement, also referred to as "assessments" in United's Bylaws, are referred to throughout this Policy Statement as "assessments." Assessments are due and payable to United, in advance, in equal monthly installments, on the first (1st) day of each month. **It is each Shareholder's responsibility to pay assessments in full each month regardless of whether a billing statement is received.** Special assessments shall be due and payable on the due date specified by the Board of Directors in the notice imposing the special assessment. In no event shall a special assessment be due and payable earlier than thirty (30) days after the special assessment is duly imposed. If a special assessment is payable in installment payments and an installment payment of that special assessment is delinquent for more than 30 days, all remaining installments will be accelerated and the entire unpaid balance of the special assessment shall become immediately due and payable. The remaining balance shall be subject to late charges and interest as provided herein. Note that the obligation to pay assessments shall not be relieved or modified by the temporary closure and/or modified availability of common area facilities and amenities, absent a moratorium or mandate from state officials, or as otherwise determined at the discretion of the Board of Directors.

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

books and records of United unless otherwise required by law. However, it is the Shareholder's responsibility to be aware of the assessment payment due dates and to advise United of any changes in the Shareholder's mailing address.

3. Late Charges; Interest. Assessments not received by the sixteenth (16th) day of the month will incur a late fee in the amount of Fifty Dollars (\$50.00), which amount is consistent with statutory authority. Further, both state law and United's governing documents provide for interest on the delinquent assessment, late charges and collection fees and costs. Accordingly, interest may be imposed thirty (30) days after the assessment is due, at an annual percentage rate not to exceed Twelve Percent (12%), consistent with Civil Code Section 5650. Such interest may be imposed and collected per the foregoing sentence regardless of whether the Shareholder's delinquent account is referred to United's collection agent for collections. Non-assessment fines, fees and chargeable services are also subject to late charges and interest.

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

5. Recordation of a Lien Against a Delinquent Shareholder's Leasehold Interest. If a Shareholder does not pay the amounts set forth in the pre-lien letter and does not request IDR or ADR within thirty (30) days of the date of the pre-lien letter, or, otherwise, requests to validate the debt in which case the collection process will be placed on hold in order to validate the debt, the delinquent account will be turned over to United's collection agent for collections. The Board shall decide, by majority vote in an open meeting, whether to authorize United's collection agent to record a lien for the amount of any delinquent assessments, late charges, interest, and collection fees and costs, including attorneys' fees against the Shareholder's leasehold interest. If United authorizes United's collection agent to record a lien against the Shareholder's leasehold interest, the Shareholder will incur additional fees and costs for preparing and recording the lien. The lien may be enforced in any manner permitted by law.

including without limitation, judicial or non-judicial foreclosure (Civil Code Section 5700).

6. Enforcement of a Lien. United's collection agent may be authorized to enforce the lien thirty (30) days after recordation of the lien, in any manner permitted by law, which may include recording a Notice of Default. United may foreclose the lien by judicial or non-judicial foreclosure when either (a) the delinquent assessment amount totals One Thousand Eight Hundred Dollars (\$1,800.00) or more, excluding accelerated assessments, late charges, interest, and collection fees and costs or (b) the assessments are delinquent for more than twelve (12) months. **YOU COULD LOSE YOUR LEASEHOLD INTEREST AT UNITED IF A FORECLOSURE ACTION IS COMPLETED.** A non-judicial foreclosure sale by United to collect upon a debt for delinquent assessments is subject to a statutory right of redemption. The redemption period within which your leasehold interest may be redeemed ends ninety (90) days after United's foreclosure sale, per California Civil Code Section 5715(b). The Shareholder will incur significant additional fees and costs if a Notice of Default is recorded and a foreclosure action is commenced against the Shareholder's leasehold interest. The decision to foreclose on a lien must be made by a majority of the Board of Directors in an Executive Session meeting and the Board of Directors must record their votes in the minutes of the next open meeting of the Board. The Board must maintain the confidentiality of the delinquent Shareholder(s) by identifying the matter in the minutes by only the parcel number of the property in which the Shareholder has a leasehold interest. Prior to initiating any foreclosure sale on a recorded lien, United shall offer delinquent Shareholders the option of participating in IDR, ADR, or both IDR and ADR as requested by the Shareholder.

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

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

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

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

10. Payment Under Protest. A Shareholder may but is not obligated to, pay under protest any disputed charge or sum levied by United, including but not limited to, **Agenda Item # 12a**

an assessment, fine, penalty, late fee, collection cost, or monetary penalty imposed as a disciplinary measure, and by so doing, specifically reserve the right to contest the disputed charge or sum in court or otherwise.

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

12. Right to Request Internal Dispute Resolution ("IDR"). Pursuant to Civil Code Section 5670, prior to recording a lien, United offers to Shareholders, and if so requested by a Shareholder, participation in internal dispute resolution ("IDR") pursuant to United's "meet and confer" program.

13. Right to Request Alternative Dispute Resolution ("ADR"). A Shareholder has the right to request alternative dispute resolution with a neutral third party pursuant to Civil Code Section 5925 *et seq.* before United may initiate foreclosure against the Shareholder's leasehold interest, except that binding arbitration shall not be available if United intends to initiate a judicial foreclosure.

14. Right to Request Debt Validation. Under the Fair Debt Collection Practices Act ("FDCPA"), a Shareholder may request that United and/or its collection agent send the Shareholder proof that the debt sought to be recovered is valid, that the Shareholder lawfully owes the debt, and that United and/or its collection agent has the right to collect the debt.

15. Payment Plan Requests. Any Shareholder who is unable to pay assessments will be entitled to make a written request for a payment plan to United, or United's collection agent, as applicable, to be considered by the Board of Directors. A Shareholder may also request to meet with the Board in executive session to discuss a payment plan if the payment plan request is mailed within fifteen (15) days of the postmark date of the pre-lien letter. The Board will consider payment plan requests on a case-by-case basis and is under no obligation to grant payment plan requests. Payment plans shall not interfere with United's ability to record a lien on a Shareholder's separate interest to secure payment for the Shareholder's delinquent assessments. If the Board authorizes a payment plan, it may incorporate payment of ongoing assessments that accrue during the payment plan period in addition to a \$50 one-time setup fee. If a payment plan is approved by the Board, additional late charges from the Shareholder will not accrue while the Shareholder remains current under the terms of the payment plan. If the Shareholder breaches an approved payment plan, United may resume its collection action from the time the payment plan was approved.

16. Termination of Shareholder's Rights under Occupancy Agreement. Nothing herein limits or otherwise affects United's right to proceed in any lawful manner to collect any delinquent sums owed to United (such as duly levied and imposed assessments, fines, fees and chargeable services, and any associated late charges and interest), or to pursue any other discipline set forth in United's governing documents, including but not limited to a termination of the Shareholder's rights under the Occupancy Agreement pursuant to Article 14 therein and pursuant to the procedures set

forth in Article IV, Section 3 of the Bylaws and pursuing an unlawful detainer action or other proceeding which may apply to the eviction of tenants.

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

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

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

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

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

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

When the Board is to meet in executive session to consider or impose a monetary charge as a means of reimbursing United for costs incurred by it in the repair of damage to common area and facilities caused by a member or the member's guest or tenant, the Board shall notify the member in writing, by either personal delivery or individual delivery pursuant to Section 4040, at least 10 days prior to the meeting. (Civil Code

Section 5855(a).) The notice shall contain, at a minimum, the date, time, and place of the meeting, the nature of the alleged violation for which a member may be disciplined or the nature of the damage to the common area and facilities for which a monetary charge may be imposed, and a statement that the member has a right to attend and may address the board at the meeting.

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

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

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

**BOARD OF DIRECTORS
UNITED LAGUNA WOODS MUTUAL**



NOTICE ASSESSMENTS AND FORECLOSURE

This notice outlines some of the rights and responsibilities of the shareholders (as holders of leasehold interests in a Unit located within United Laguna Woods Mutual, a stock cooperative), as shareholders with an entitlement to the exclusive right to occupy a unit, which is property in a common interest development (as defined by California Civil Code), and the corporation that manages them. Please refer to the sections of the Civil Code indicated for further information. A portion of the information in this notice applies only to liens recorded on or after January 1, 2003. You may wish to consult a lawyer if you dispute an assessment.

For purposes of this notice, “association” shall refer to “United Laguna Woods Mutual”, also referred to as “United” or the “Association”.

Any and all references to “shareholders” in this notice refer to holders of membership certificates issued by United, who are also holders of leasehold interests in a Unit, (or “Members”, as such term is defined in the Bylaws of United Laguna Woods Mutual).

Any and all references to a “Unit” in this notice shall refer to a dwelling unit owned by United.

Any and all references to “property” and “shareholder’s separate interest” in this notice refer to a leasehold interest and the right to exclusively occupy a Unit pursuant to an Occupancy Agreement and a membership certificate.

Any and all references to a “membership certificate” or “stock certificate” refer to a certificate for membership issued by United, which conveys to the holder a leasehold interest in and the right to exclusively occupy a Unit and membership in United.

ASSESSMENTS AND FORECLOSURE

Assessments become delinquent 15 days after they are due, unless the governing documents provide for a longer time. The failure to pay Association (United) assessments may result in the loss of a shareholder's property (leasehold interest in a Unit as evidenced by a stock certificate) through foreclosure. Foreclosure may occur either as a result of a court action, known as judicial foreclosure or without court action, often referred to as nonjudicial foreclosure. If a shareholder defaults under his or her Occupancy Agreement by failing to pay assessments when due, United also has the right, but not the obligation, to terminate the shareholder's stock certificate, which may result in the eviction of the occupants of the Unit.

For liens recorded on and after January 1, 2006, the Association (United) may not use judicial or nonjudicial foreclosure to enforce the lien if the amount of the delinquent assessments or dues, exclusive of any accelerated assessments, late charges, fees, attorney's fees, interest, and costs of collection, is less than One Thousand Eight Hundred Dollars (\$1,800). For delinquent assessments or carrying charges in excess of One Thousand Eight Hundred Dollars (\$1,800) or more than 12 months delinquent, the Association (United) may use judicial or nonjudicial foreclosure subject to the conditions set forth in Article 3 (commencing with Section 5700) of Chapter 8 of Part 5 of Division 4 of the Civil Code. When using judicial or nonjudicial foreclosure, the Association (United) records a lien against the shareholder's separate interest. The shareholder's separate interest (a leasehold interest in a Unit as evidenced by a stock certificate) may be sold to satisfy the lien if the amounts secured by the lien are not paid. (Sections 5700 through 5720 of the Civil Code, inclusive) If a shareholder defaults under his or her Occupancy Agreement by failing to pay assessments when due, United also has the right but not the obligation to terminate the shareholder's stock certificate pursuant to the procedures set forth in the governing documents, including without limitation, the Bylaws and Occupancy Agreement, which may result in the eviction of the occupants of the Unit by an unlawful detainer action or other proceedings which may apply to the eviction of tenants.

In a judicial or nonjudicial foreclosure, the Association (United) may recover assessments, reasonable costs of collection, reasonable attorney's fees, late charges, and interest. The Association (United) may not use nonjudicial foreclosure to collect fines or penalties, except for costs to repair common areas damaged by a shareholder or a shareholder's guests, if the governing documents provide for this. (Section 5725 of the Civil Code)

The Association (United) must comply with the requirements of Article 2 (commencing with Section 5650) of Chapter 8 of Part 5 of Division 4 of the Civil Code when collecting delinquent assessments. If the Association (United) fails to follow these requirements, it may not record a lien against the shareholder's property until it has satisfied those requirements. Any additional costs that result from satisfying the requirements are the responsibility of the Association (United). (Section 5675 of the Civil Code)

At least 30 days prior to recording a lien on a shareholder's separate interest (the leasehold interest in a Unit as evidenced by a stock certificate), the Association (United) must provide the shareholder with certain documents by certified mail, including a description of its collection and lien enforcement procedures and the method of calculating the amount. It must also provide an itemized statement of the charges owed by the shareholder. A shareholder has a right to review the Association's (United's) records to verify the debt. (Section 5660 of the Civil Code)

If a lien is recorded against a shareholder's separate interest (the leasehold interest in a Unit as evidenced by a stock certificate) in error, the person who recorded the lien is required to record a lien release within 21 days, and to provide a shareholder with certain documents in this regard. (Section 5685 of the Civil Code)

The collection practices of the Association (United) may be governed by state and federal laws regarding fair debt collection. Penalties can be imposed for debt collection practices that violate these laws.

PAYMENTS

When a shareholder makes a payment, he or she may request a receipt, and the Association (United) is required to provide it. On the receipt, the Association (United) must indicate the date of payment and the person who received it. The Association (United) must inform shareholders of a mailing address for overnight payments. (Section 5655 of the Civil Code)

A shareholder may, but is not obligated to, pay under protest any disputed charge or sum levied by the Association (United), including, but not limited to, a monthly carrying charge, assessment, fine, penalty, late fee, collection cost, or monetary penalty imposed as a disciplinary measure, and by so doing, specifically reserve the right to contest the disputed charge or sum in court or otherwise.

A shareholder may dispute an assessment debt by submitting a written request for dispute resolution to the Association (United) as set forth in Article 2 (commencing with Section 5900) of Chapter 10 of Part 5 of Division 4 of the Civil

Code. In addition, an Association (United) may not initiate a foreclosure without participating in alternative dispute resolution with a neutral third party as set forth in Article 3 (commencing with Section 5925) of Chapter 10 of Part 5 of Division 4 of the Civil Code, if so requested by the shareholder. Binding arbitration shall not be available if the Association (United) intends to initiate a judicial foreclosure.

A shareholder is not liable for charges, interest, and costs of collection, if it is established that the assessment was paid properly on time. (Section 5685 of the Civil Code)

MEETINGS AND PAYMENT PLANS

A shareholder of a separate interest (the leasehold interest in a Unit as evidenced by a stock certificate) that is not a timeshare may request the Association (United) to consider a payment plan to satisfy a delinquent assessment. The Association (United) must inform shareholders of the standards for payment plans, if any exist. (Section 5665 of the Civil Code)

The Board of Directors must meet with a shareholder who makes a proper written request for a meeting to discuss a payment plan when the shareholder has received a notice of a delinquent assessment. These payment plans must conform with the payment plan standards of the Association (United), if they exist. (Section 5665 of the Civil Code)

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RESOLUTION 01-23-XX

2024 Collection and Lien Enforcement Policy

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

WHEREAS, legal counsel has reviewed the existing Collection and Lien Enforcement Policy and determined that the policy complies with Civil Code requirements and reflects current practices for collection of Mutual delinquencies.

NOW THEREFORE BE IT RESOLVED, December 12, 2023, that the Board of Directors hereby adopts the 2024 United Laguna Woods Mutual Collection and Lien Enforcement Policy as attached to the official minutes of this meeting; and

RESOLVED FURTHER, the policy statement is provided pursuant to the requirements of California Civil Code section 5310(a)(7) and will be distributed to members in November 2023 as part of the Annual Policy Statement.

RESOLVED FURTHER, that Resolution 01-22-72 adopted November 8, 2023 is hereby superseded and canceled on the effective date of January 1, 2024.

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

NOVEMBER Initial Notification: 28-day notification for member review and comments to comply with Civil Code §4360 has been satisfied.

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ENDORSEMENT (to Board)

Revision to Architectural Standard No. 6 – Air Conditioning Units/Heat Pumps

Baltazar Mejia, Maintenance & Construction Assistant Director, presented the staff report and answered questions from the committee.

A motion was made and carried unanimously to recommend that the Board of Directors approve the revisions to Architectural Standard No. 6 – Air Conditioning Units/Heat Pumps.

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STAFF REPORT

DATE: December 12, 2023
FOR: Board of Directors
SUBJECT: Revision to Standard 6: Air Conditioning Units/Heat Pumps

RECOMMENDATION

Approve a resolution to revise the Architectural Standard 6: Air Conditioning Units/Heat Pumps.

BACKGROUND

The (ACSC) initiated a review of the current Standard 6: Air Conditioning Units/Heat Pumps (Attachment 1). Standard 6 was last revised in June 2018, via Resolution 01-18-58 (Attachment 2).

DISCUSSION

Staff is presenting the proposed revised Standard and accompanying resolution for consideration by the full board. The proposed changes to the standard are shown in the redlined version (Attachment 3). A final draft of the proposed standard is included as Attachment 4. The proposed standard is intended to reflect the current Building Codes, Municipal Codes, or mutual policies to allow for the removal of the wall mounted sleeve and replacement with a wall mounted mini-split condenser

On November 16, 2023 the ACSC reviewed and voted unanimously to recommend that the Board of Directors approve the revisions to Standard 6.

FINANCIAL ANALYSIS

There is no financial impact to the mutual. The removal and repair of the wall mounted wall sleeve will be the responsibility of the requesting mutual member. The cost to repair any damage to the mutual property resulting from the removal and replacement of the wall sleeve with a wall mounted mini-split will also be the responsibility of the member.

Prepared By: Baltazar Mejia, Maintenance & Construction Assistant Director

Reviewed By: Alan Grimshaw, Manor Alterations Manager
Gavin Fogg, Manor Alterations Supervisor

ATTACHMENT(S)

Attachment 1 – Current Standard 6: Air Conditioning Units/Heat Pumps
Attachment 2 – Current Resolution 01-18-58
Attachment 3 – Redlined Revised Standard 6: Air Conditioning Units/Heat Pumps
Attachment 4 – Final Draft Standard 6: Air Conditioning Units/Heat Pumps
Attachment 5 – Proposed Resolution 01-23-XX

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STANDARD 6: AIR CONDITIONING UNITS/HEAT PUMPS

REVISED AUGUST 1999, RESOLUTION U-99-59

REVISED MARCH 2001, RESOLUTION U-01-14

REVISED DECEMBER 2003, RESOLUTION 01-03-168

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

REVISED SEPTEMBER 2013, RESOLUTION 01-13-171

REVISED MAY 2014, RESOLUTION 01-14-57

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

GENERAL REQUIREMENTS REVISED JUNE 2018, RESOLUTION 01-18-57

REVISED JUNE 2018, RESOLUTION 01-18-58

1.0 GENERAL REQUIREMENTS

SEE STANDARD SECTION 1: GENERAL REQUIREMENTS

2.0 APPLICATIONS - THROUGH THE WALL A/C-H/P UNITS

- 2.1** Units must be installed in knock-out panel areas, under windows, or as determined by the Alterations Division.
- 2.2** Units must not be located more than 12" off the floor as measured from the bottom of the unit, unless otherwise approved by the Alterations Division due to site conditions.
- 2.3** No unit may project directly into a walkway area or into a breezeway.
- 2.4** Window mounted units are prohibited.
- 2.5** Sleeves must be painted to match the color of the wall.
- 2.6** Above grade installation of heat pumps require condensation drain line connection to an approved discharge location. Mutual Member assumes all responsibilities for any damage that may occur from condensate lines.
- 2.7** In the absence of an approved alternate heat source, removal of the A/C-H/P unit and sleeve is prohibited.
- 2.8** Removal of sleeves in stucco walls require that the patch must be made in accordance with standard construction practices to maintain the water proof integrity of the wall. The texture and color must match the existing wall.
- 2.9** Removal of sleeves in walls with wood siding must be made in accordance with standard construction practices to maintain the water proof integrity of the wall. The entire section of wood siding under a window, from trim to trim must be replaced and the texture and color must match the existing wood siding.

- 2.10** Upon the installation of a central heating and air system, the A/C-H/P units and sleeves shall be removed.

3.0 APPLICATIONS - CENTRAL and DUCTLESS UNITS

- 3.1** The location of condensers must be approved by the Alterations Division. Prior to permit issuance, consideration will be given to any effected or adjoining units. Mutual Member is required to submit signed Neighbor Awareness forms as deemed needed by the Alterations Division.
- 3.2** The size of condensers must not exceed 48" high, 37" wide or 36" deep.
- 3.3** Only one outdoor condensing unit per manor is permitted.
- 3.4** All landscape and irrigation revisions to accommodate the location of a condenser must be made by the Mutual at the Mutual Member's expense. Member shall submit a Landscape Request Form with a copy of the site and floor plan with complete dimensions.
- 3.5** Condensation drain lines must be routed to an approved location.
- 3.6** Roof mounted condensers are prohibited.
- 3.7** Condensers must be installed at ground level and mounted on an approved concrete or plastic pad and must be located within 24" of the building wall and maintain a 36" clearance from bedroom windows, other equipment, utility boxes, vents, and walkways.
- 3.8** All exterior wiring, condensate, and coolant lines must be encased in a single square sheet metal or vinyl chase painted to match the color of the wall.
- 3.9** The metal chaseway must be of the two-piece type. Chaseways must be made rodent proof by using wiremesh at the bottom of the chaseways.
- 3.10** The length of the run(s) must be kept to a minimum and be as unobtrusive as possible.
- 3.11** Cutting of a cornice molding to accommodate a chase-way shall be performed by removing the affected section of molding, cutting the metal flashing at both ends, applying sealant under the metal flashing, bending the metal flashing to be flush with the wall and fastening the metal flashing in place using screws. Sealant shall be applied as needed and the cut ends of the cornice molding shall be sealed.
- 3.12** Watertight seals must be provided around all penetrations.
- 3.13** Cutting or altering roof trusses for the installation of air handlers in attic spaces are strictly prohibited.
- 3.14** When air handlers are installed in water heater closets, sufficient space must be provided above and around the water heater for repair and replacement of the water heater.
- 3.15** Electrical conduit and box must be painted to match the color of the wall.

RESOLUTION 01-18-58

Revise Alteration Standard 6 – Air Conditioning Units/Heat Pumps

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

WHEREAS, the Architectural Controls and Standards Committee recognize the need to revise Alteration 6: Air Conditioning Units/Heat Pumps.

NOW THEREFORE BE IT RESOLVED, June 12, 2018, that the Board of Directors of this Corporation hereby adopts the following Alteration Standard 6: Air Conditioning Units/Heat Pumps;

RESOLVED FURTHER, that Resolution 01-14-57, adopted May 13, 2014 is hereby superseded and cancelled; and

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

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STANDARD 6: AIR CONDITIONING UNITS/HEAT PUMPS

REVISED AUGUST 1999, RESOLUTION U-99-59

REVISED MARCH 2001, RESOLUTION U-01-14

REVISED DECEMBER 2003, RESOLUTION 01-03-168

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

REVISED SEPTEMBER 2013, RESOLUTION 01-13-171

REVISED MAY 2014, RESOLUTION 01-14-57

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

GENERAL REQUIREMENTS REVISED JUNE 2018, RESOLUTION 01-18-57

REVISED JUNE 2018, RESOLUTION 01-18-58

REVISED [DATE], RESOLUTION 01-23-XX

1.0 GENERAL REQUIREMENTS

SEE STANDARD ~~SECTION~~ 1: GENERAL REQUIREMENTS

2.0 APPLICATIONS – THROUGH THE WALL A/C-H/P UNITS

2.1 Units must be installed in knock-out panel areas, under windows, or as determined by the Alterations office, with due consideration given to the effect on adjoining manors ~~Division~~.

2.2 No condensing unit may be located in or project into any walkway, breezeway, or interior court of a multi-unit building. Units must not be located more than 12" off the floor as measured from the bottom of the unit, unless otherwise approved by the Alterations Division due to site conditions.

~~2.3 No unit may project directly into a walkway area or into a breezeway.~~

2.4.2.3 Window mounted units are prohibited.

2.4 Condensing units must not be located more than 12" above grade, unless otherwise approved by the Alterations office due to site conditions.

2.5 Sleeves must be painted to match the color of the wall.

2.6 Above grade installation of heat pumps require condensation drain line connection to an approved discharge location. Mutual Member assumes all responsibilities for any damage that may occur from condensation tion ~~te~~ lines.

2.7 In the absence of an approved alternate heat source, removal of the through-the-wall A/C/-Heat pump and wall condensing /P-units ~~and sleeve~~ is prohibited.

2.8 Removal of sleeves in stucco walls:

a. Removal of sleeves in stucco walls of one and two story buildings shall be

Agenda Item #13b

evaluated on a case-by-case basis. A variance may be required.

b. When permitted, removal of sleeves in stucco walls require that the patch must be made in accordance with standard construction practices to maintain the water proof integrity of the wall. The texture and color must match the existing wall. On balconies, the spacing between the wrought iron and exterior of the building will be required to meet Code regulations. Lead samples may be requested by the Alterations Division.

c. Removal of sleeves in walls with wood siding must be made in accordance with standard construction practices to maintain the water proof integrity of the wall. The entire section of wood siding under a window, from trim to trim, must be replaced and the texture and color must match the existing wood siding.

3.0 CENTRAL AND DUCTLESS UNITS

3.1 Only one condensing unit per manor is permitted.

3.2 Roof-mounted self-contained package units are prohibited.

3.3 Outdoor condensing units must be sized to be the most compact unit appropriate for the manor.

3.4 Roof mounted condensers are prohibited.

3.5 The location of outdoor condensing units must be approved by the Alterations office and must be less than 71db. Prior to issuance of a Mutual consent, consideration will be given to any affected or adjoining manors. Manor Alterations will distribute Neighbor Awareness notices as deemed necessary for signed approval by affected neighboring member(s).

3.6 All landscape and irrigation revisions required to accommodate the location of an outdoor condensing unit must be performed by the Mutual at the Mutual Member's expense.

3.7 Ground level outdoor condensing units must be located within 24" of the building wall and mounted on a manufactured non-metallic and/or concrete pad and maintain sufficient clearance from windows, other equipment, utility boxes, vents and walkways to meet current California Building Code (CBC) requirements.

3.8 All exterior wiring, condensate, and coolant lines must be encased in a single, square or rectangular sheet metal two-piece chaseway painted to match the color of the wall to which it is attached. Roof mounted chases or ducts are prohibited.

3.9 The chaseway must be made rodent proof by installing wire mesh at the bottom of the chaseway. The use of steel wool is not allowed; but, pest control expanding foam may be installed in addition to the wire mesh as long as it is properly trimmed to remove visible overflow.

3.10 Watertight seals must be provided around all penetrations.

3.11 Each installation on a building's elevation that faces another building or heavily traveled common area will be limited to one run and the length must be kept to a minimum and as unobtrusive as possible.

3.12 Each installation on a building's elevation that does not face another building or heavily traveled common area will be limited to three runs, Agenda Item # 13b

be kept to a minimum and be as unobtrusive as possible.

3.13 Cutting of a cornice molding to accommodate a chaseway shall be performed by removing the affected section of molding, cutting the metal flashing at both ends, applying sealant under the metal flashing, bending the metal flashing to be flush with the wall and fastening the metal flashing in place using screws. Sealant shall be applied as needed and the cut ends of the cornice molding shall be sealed.

3.14 Cutting or altering of roof trusses for the installation of air handlers in attic spaces is prohibited.

3.15 When air handlers are installed in water heater closets, sufficient space must be provided above and around the water heater for repair and replacement of the water heater.

3.16 Electrical conduit and box must be painted to match the color of the wall.

~~**2.8** ————— require that the patch must be made in accordance with standard construction practices to maintain the water proof integrity of the wall. The texture and color must match the existing wall.~~

~~**2.9** — Removal of sleeves in walls with wood siding must be made in accordance with standard construction practices to maintain the water proof integrity of the wall. The entire section of wood siding under a window, from trim to trim must be replaced and the texture and color must match the existing wood siding.~~

~~2.10~~ Upon the installation of a central heating and air system, the A/C H/P units and sleeves shall be removed.

~~3.0~~ **APPLICATIONS – CENTRAL and DUCTLESS UNITS**

~~3.1~~ The location of condensers must be approved by the Alterations Division. Prior to permit issuance, consideration will be given to any effected or adjoining units. Mutual Member is required to submit signed Neighbor Awareness forms as deemed needed by the Alterations Division.

~~3.2~~ The size of condensers must not exceed 48" high, 37" wide or 36" deep.

~~3.3~~ Only one outdoor condensing unit per manor is permitted.

~~3.4~~ All landscape and irrigation revisions to accommodate the location of a condenser must be made by the Mutual at the Mutual Member's expense. Member shall submit a Landscape Request Form with a copy of the site and floor plan with complete dimensions.

~~3.5~~ Condensation drain lines must be routed to an approved location.

~~3.6~~ Roof mounted condensers are prohibited.

~~3.7~~ Condensers must be installed at ground level and mounted on an approved concrete or plastic pad and must be located within 24" of the building wall and maintain a 36" clearance from bedroom windows, other equipment, utility boxes, vents, and walkways.

~~3.8~~ All exterior wiring, condensate, and coolant lines must be encased in a single square sheet metal or vinyl chase painted to match the color of the wall.

~~3.9~~ The metal chaseway must be of the two-piece type. Chaseways must be made rodent proof by using wiremesh at the bottom of the chaseways.

~~3.10~~ The length of the run(s) must be kept to a minimum and be as unobtrusive as possible.

~~3.11~~ Cutting of a cornice molding to accommodate a chase way shall be performed by removing the affected section of molding, cutting the metal flashing at both ends, applying sealant under the metal flashing, bending the metal flashing to be flush with the wall and fastening the metal flashing in place using screws. Sealant shall be applied as needed and the cut ends of the cornice molding shall be sealed.

~~3.12~~ Watertight seals must be provided around all penetrations.

~~3.13~~ Cutting or altering roof trusses for the installation of air handlers in attic spaces are strictly prohibited.

~~3.14~~ When air handlers are installed in water heater closets, sufficient space must be provided above and around the water heater for repair and replacement of the water heater.

~~3.15~~3.17 Electrical conduit and box must be painted to match the color of the wall.



STANDARD 6: AIR CONDITIONING UNITS/HEAT PUMPS

REVISED AUGUST 1999, RESOLUTION U-99-59

REVISED MARCH 2001, RESOLUTION U-01-14

REVISED DECEMBER 2003, RESOLUTION 01-03-168

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

REVISED SEPTEMBER 2013, RESOLUTION 01-13-171

REVISED MAY 2014, RESOLUTION 01-14-57

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

GENERAL REQUIREMENTS REVISED JUNE 2018, RESOLUTION 01-18-57

REVISED JUNE 2018, RESOLUTION 01-18-58

REVISED [DATE], RESOLUTION 01-23-XX

1.0 GENERAL REQUIREMENTS

SEE STANDARD 1: GENERAL REQUIREMENTS

2.0 THROUGH THE WALL A/C-H/P UNITS

- 2.1** Units must be installed in knock-out panel areas, under windows, or as determined by the Alterations office, with due consideration given to the effect on adjoining manors.
- 2.2** No condensing unit may be located in or project into any walkway, breezeway, or interior court of a multi-unit building.
- 2.3** Window mounted units are prohibited.
- 2.4** Condensing units must not be located more than 12" above grade, unless otherwise approved by the Alterations office due to site conditions.
- 2.5** Sleeves must be painted to match the color of the wall.
- 2.6** Above grade installation of heat pumps require condensation drain line connection to an approved discharge location. Mutual Member assumes all responsibilities for any damage that may occur from condensation.
- 2.7** In the absence of an approved alternate heat source, removal of the through-the-wall AC/Heat pump and wall condensing units is prohibited.
- 2.8** Removal of sleeves in stucco walls:
 - a. Removal of sleeves in stucco walls of one and two story buildings shall be evaluated on a case-by-case basis. A variance may be required.
 - b. When permitted, removal of sleeves in stucco walls require that the patch must be made in accordance with standard construction practices to

maintain the water proof integrity of the wall. The texture and color must match the existing wall. On balconies, the spacing between the wrought iron and exterior of the building will be required to meet Code regulations. Lead samples may be requested by the Alterations Division.

- c. Removal of sleeves in walls with wood siding must be made in accordance with standard construction practices to maintain the water proof integrity of the wall. The entire section of wood siding under a window, from trim to trim, must be replaced and the texture and color must match the existing wood siding.

3.0 CENTRAL AND DUCTLESS UNITS

- 3.1** Only one condensing unit per manor is permitted.
- 3.2** Roof-mounted self-contained package units are prohibited.
- 3.3** Outdoor condensing units must be sized to be the most compact unit appropriate for the manor.
- 3.4** Roof mounted condensers are prohibited.
- 3.5** The location of outdoor condensing units must be approved by the Alterations office and must be less than 71db. Prior to issuance of a Mutual consent, consideration will be given to any affected or adjoining manors. Manor Alterations will distribute Neighbor Awareness notices as deemed necessary for signed approval by affected neighboring member(s).
- 3.6** All landscape and irrigation revisions required to accommodate the location of an outdoor condensing unit must be performed by the Mutual at the Mutual Member's expense.
- 3.7** Ground level outdoor condensing units must be located within 24" of the building wall and mounted on a manufactured non-metallic and/or concrete pad and maintain sufficient clearance from windows, other equipment, utility boxes, vents and walkways to meet current California Building Code (CBC) requirements.
- 3.8** All exterior wiring, condensate, and coolant lines must be encased in a single, square or rectangular sheet metal two-piece chaseway painted to match the color of the wall to which it is attached. Roof mounted chases or ducts are prohibited.
- 3.9** The chaseway must be made rodent proof by installing wire mesh at the bottom of the chaseway. The use of steel wool is not allowed; but, pest control expanding foam may be installed in addition to the wire mesh as long as it is properly trimmed to remove visible overflow.
- 3.10** Watertight seals must be provided around all penetrations.
- 3.11** Each installation on a building's elevation that faces another building or heavily traveled common area will be limited to one run and the length must be kept to a minimum and as unobtrusive as possible.
- 3.12** Each installation on a building's elevation that does not face another building or heavily traveled common area will be limited to three runs, and the lengths must be kept to a minimum and be as unobtrusive as possible. Agenda Item # 13b

- 3.13** Cutting of a cornice molding to accommodate a chaseway shall be performed by removing the affected section of molding, cutting the metal flashing at both ends, applying sealant under the metal flashing, bending the metal flashing to be flush with the wall and fastening the metal flashing in place using screws. Sealant shall be applied as needed and the cut ends of the cornice molding shall be sealed.
- 3.14** Cutting or altering of roof trusses for the installation of air handlers in attic spaces is prohibited.
- 3.15** When air handlers are installed in water heater closets, sufficient space must be provided above and around the water heater for repair and replacement of the water heater.
- 3.16** Electrical conduit and box must be painted to match the color of the wall.

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RESOLUTION 01-23-XX
STANDARD 6:
AIR CONDITIONING UNITS/HEAT PUMPS

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

WHEREAS, the Architectural Control and Standards Committee recognizes the need to revise Standard 6: Air Conditioning Units/Heat Pumps;

NOW THEREFORE BE IT RESOLVED, January 09, 2024, that the Board of Directors of this Corporation hereby adopts Standard 6: Air Conditioning Units/Heat Pumps as attached to the official meeting minutes; and

RESOLVED FURTHER, that Resolution 01-18-58 adopted June 12, 2018, is hereby superseded in its entirety and no longer in effect; and

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

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

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FINANCE COMMITTEE MEETING REPORT OF THE REGULAR OPEN SESSION

Tuesday, November 28, 2023 – 1:30 p.m.
Hybrid Meeting

DIRECTORS PRESENT: Mickie Choi Hoe – Chair, Alison Bok, Thomas Tuning
DIRECTORS ABSENT: None
ADVISORS PRESENT: Ken Benson, Eric Carlson
STAFF PRESENT: Steve Hormuth, Jose Campos, Erika Hernandez
OTHERS PRESENT: United – Maggie Blackwell, Sue Quam, Nancy Carlson,
Ellen Leonard

Call to Order

Director Mickie Choi Hoe, Treasurer, chaired the meeting and called it to order at 1:32 p.m.

Acknowledgment of Media

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

Approval of Agenda

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

Approval of the Regular Meeting Report of October 31, 2023

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

Chair Remarks

Director Choi Hoe thanked the Board and staff for their presentation on financials during the November 14, 2023 Board meeting.

Member Comments (Items Not on the Agenda)

None.

Department Head Update

Steve Hormuth, Director of Financial Services, shared that the annual Mutual budgets combined had increased by 25% beginning 2016 to 2023 and provided information on where to find the Business Plans in the Laguna Woods Village website.

Review Preliminary Financial Statements dated October 31, 2023

The committee reviewed financial statements for October 31, 2023 and questions were addressed and noted by staff.

Financial Statement and Budget Training

Steve Hormuth provided a brief presentation on the GAAP method used to present financial statements and explained the information displayed on each Financial Statements that is reviewed during each committee meeting.

Future Agenda Items

None.

Committee Member Comments

None.

Date of Next Meeting

Tuesday, January 30, 2024 at 1:30 p.m.

Recess to Closed Session

The meeting recessed to closed session at 2:50 p.m.

DRAFT

Mickie Choi Hoe, Chair



Treasurer's Report for December 12, 2023 Board Meeting

SLIDE 1 – Through the reporting period of **October 31, 2023**, total revenue for United was \$42,916K compared to expenses of \$43,605K, resulting in net expense of (\$689K).

SLIDE 2 – In Finance, we keep a close eye on the operating portion of our financial results. The Operating Fund (without Depreciation) shows an operating surplus of \$146K through the reporting period. This chart shows how much of our revenue went into operations, with \$19,765K coming in from assessments and \$1,242K coming from non-assessment revenue. This is compared to operating expenditures of \$20,861K (without Depreciation).

SLIDE 3 – This next chart takes the full income statement and compares those results to budget. We can see that United ended the period better than budget by \$797K when combining both operating and reserve savings.

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

Employee Compensation \$1,507K; Favorable variance resulted primarily in the Landscape and M&C departments due to open positions. Impacted areas include grounds maintenance, irrigation, tree maintenance, manor alterations, plumbing, and interior components. Recruitment is in progress to fill in current open positions. Grounds maintenance contracted shrub-bed maintenance to outside vendors for the pruning/weeding cycle as they continue to fill open positions.

Investment Income \$444K; Favorable variance resulted from higher rates of return received on treasury bill and CD investments than anticipated at the time of budget preparation.

Outside Services (\$1,050K); Unfavorable variance primarily in the Landscape and M&C departments. Landscape contracted shrub-bed maintenance to outside vendors for the pruning/weeding cycle as they continue to fill open positions. In M&C, there have been more moisture intrusion events caused by rain than anticipated at the time of budget preparation. The variance was furthered by the timing of the waste line remediation program compared to its budget spread.

Materials and Supplies (\$150K); Unfavorable variance resulted from more materials being used within the mutual specifically from more appliance and fixture replacements than anticipated at the time of budget. Affected areas include water heaters, ovens, cooktops, and dishwashers. Offsetting these expenses, there have been less materials used than anticipated for kitchen and bath countertops due to staff shortages. In addition, paint exterior had a favorable materials variance due to higher than anticipated dry-rot repairs necessary to take place before sections can be painted, causing the program to fall slightly behind schedule.



Treasurer's Report for December 12, 2023 Board Meeting

SLIDE 5 – On this pie chart, we show non-assessment revenues earned to date of \$1,812K. Revenue is organized by category, starting with our largest revenue generating category: Investment Income, followed by Fees and Charges, Laundry, Lease Processing Fee, Resale Processing Fee, and so forth.

SLIDE 6 – On this pie chart, we see the expenses to date of \$43,606K, showing that our largest categories of expense are for Employee Compensation and Property Tax followed by Outside Services, Utilities, Insurance, Materials and Supplies, and so forth. In the upper right corner, we show a breakout of the utility category.

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

SLIDE 8 – Our fund balances are shown here. The Contingency Fund balance on October 31, 2023 was \$1,177K. Contributions collected totaled \$63K with no expenditures to date. The Reserve Fund balance on October 31, 2023 was \$15,820K. Contributions and investment revenue collected totaled \$10,448K while expenditures were \$11,338K.

SLIDE 9 – We compare this to historical fund balances for the past five years on this chart, which have averaged \$18.9 Million.

SLIDE 10 – We have a slide here to show resale history from 2021 - 2023. Through October 31, 2023, United resales totaled 284, which is 84 resales lower than the prior year for the same time period. The average YTD resale price for a United Mutual manor was \$356K, which is \$3K less than the prior year for the same time period.

Financial Report

Preliminary as of October 31, 2023



INCOME STATEMENT (in Thousands)	ACTUAL
Assessment Revenue	\$41,104
Non-assessment Revenue	\$1,812
Total Revenue	\$42,916
Total Expense	\$43,605
Net Revenue/(Expense)	(\$689)

Financial Report

Preliminary as of October 31, 2023



OPERATING ONLY INCOME STATEMENT ¹ (in Thousands)	ACTUAL
Assessment Revenue	\$19,765
Non-assessment Revenue	\$1,242
Total Revenue	\$21,007
Total Expense ¹	\$20,861
Operating Surplus	\$146

1) Excludes depreciation

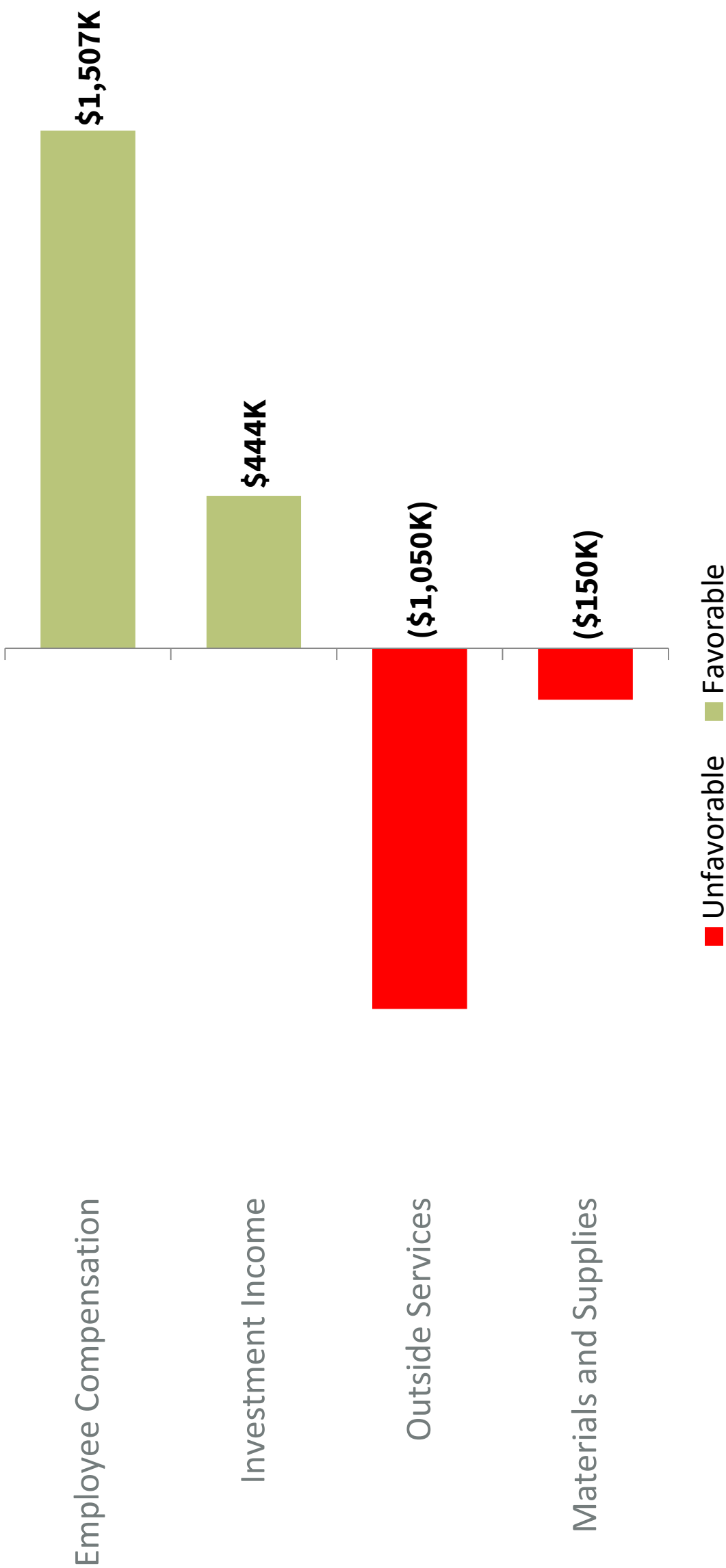
Financial Report

Preliminary as of October 31, 2023

INCOME STATEMENT (in Thousands)	ACTUAL	BUDGET	VARIANCE B/(W)
Assessment Revenue	\$41,104	\$40,247	\$857
Non-assessment Revenue	\$1,812	\$1,611	\$201
Total Revenue	\$42,916	\$41,858	\$1,058
Total Expense	\$43,605	\$43,344	\$261
Net Revenue/(Expense)	(\$689)	(\$1,486)	\$797

Financial Report

Preliminary as of October 31, 2023

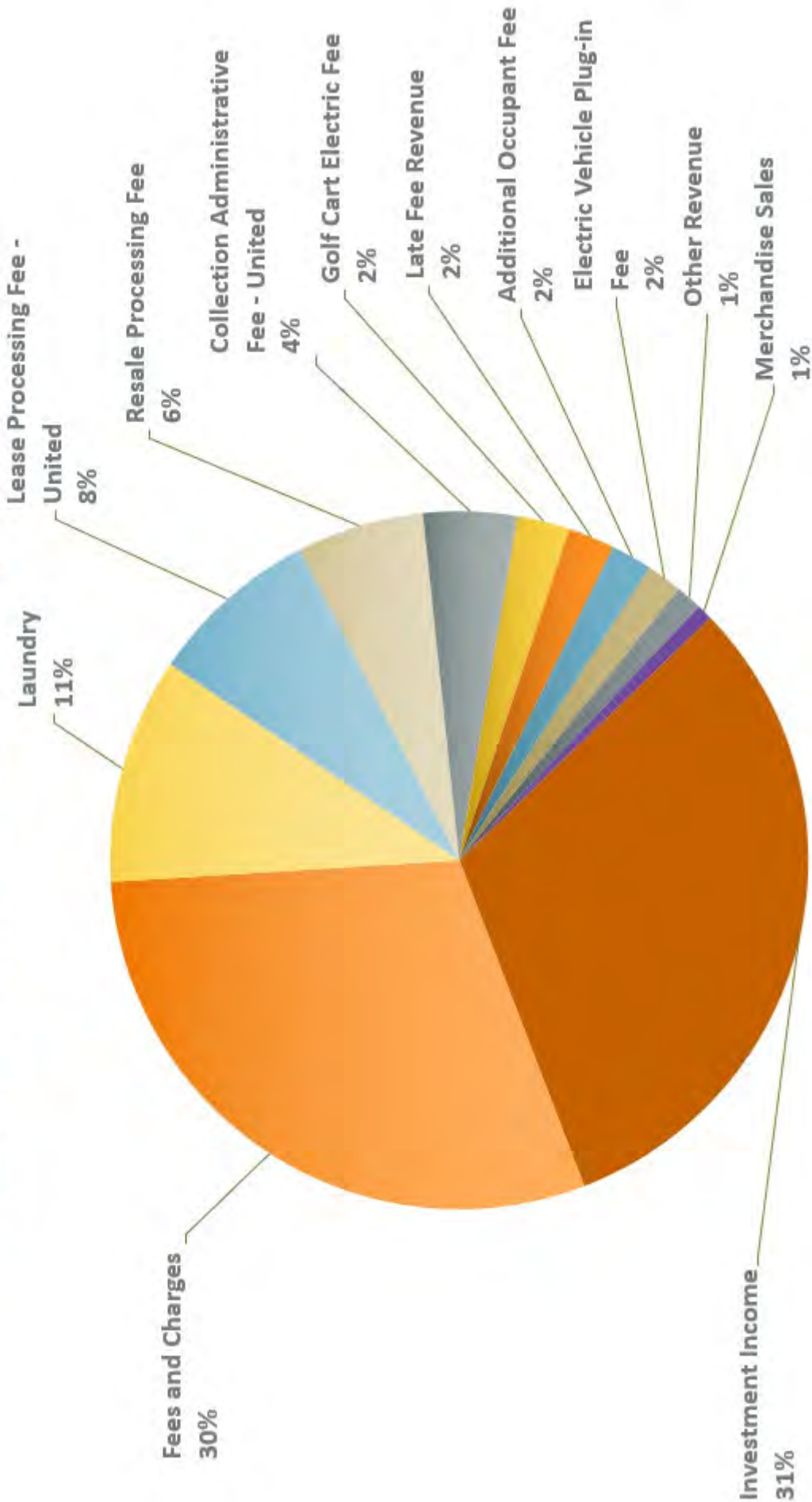




Financial Report

Preliminary as of October 31, 2023

Total Non Assessment Revenues \$1,811,874



Financial Report

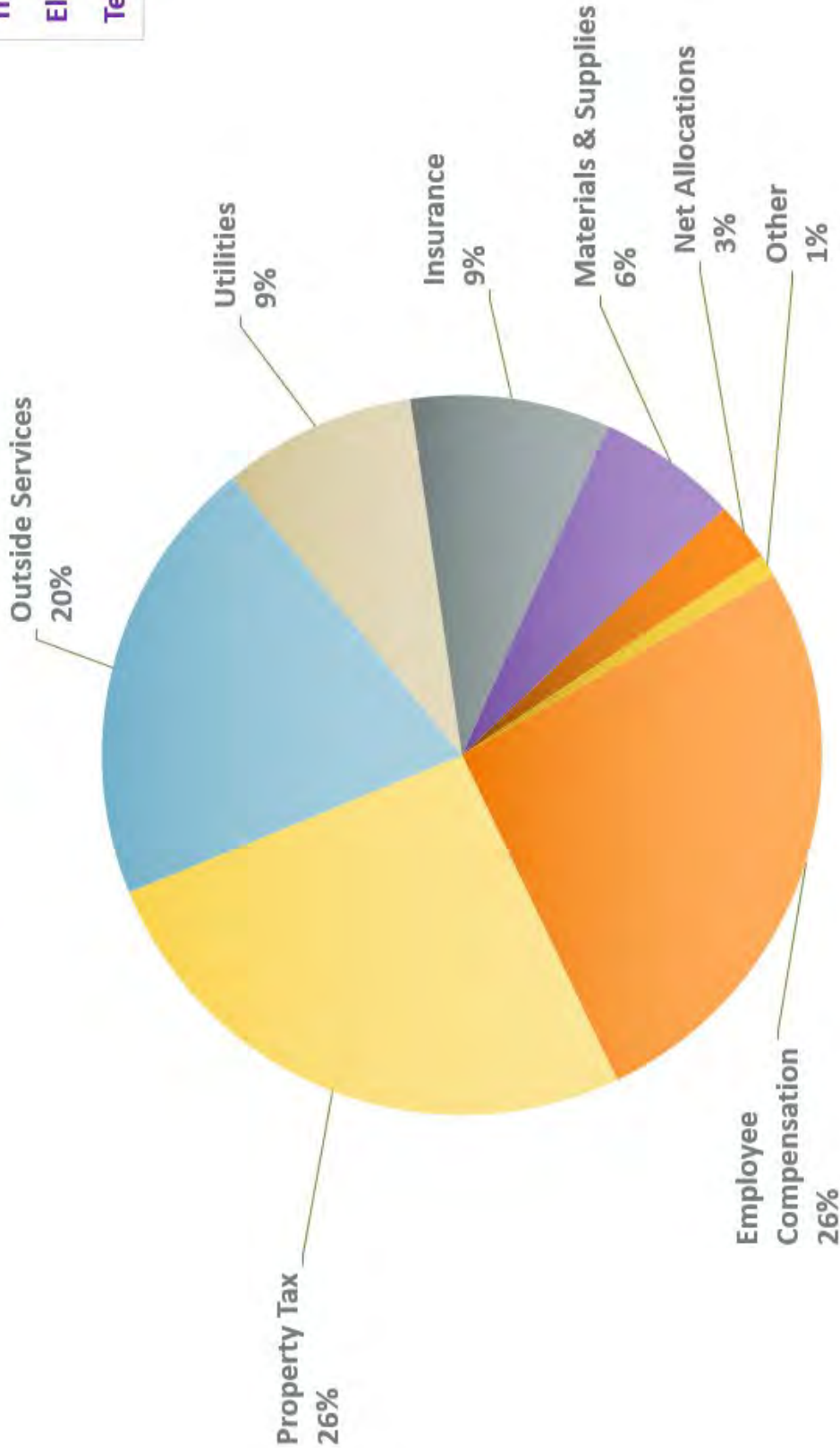
Preliminary as of October 31, 2023



UNITED LAGUNA WOODS
— M U T U A L —

Sewer	\$1,315,578
Water	\$1,611,519
Trash	\$668,915
Electricity	\$188,809
Telephone	\$1,309

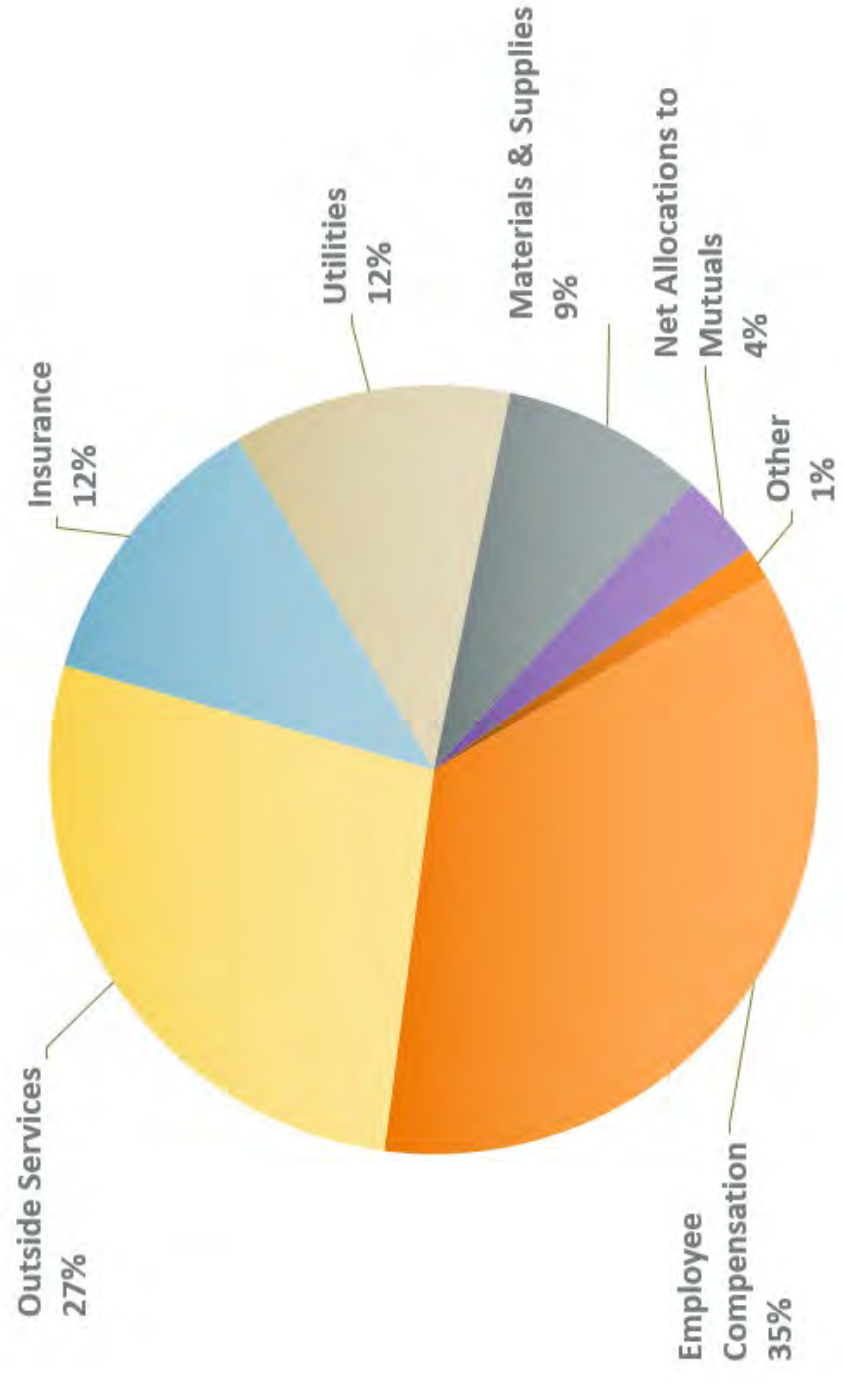
Total Expenses \$43,605,626



Financial Report

Preliminary as of October 31, 2023

Total Expenses Excluding Property Tax \$32,327,798



Financial Report

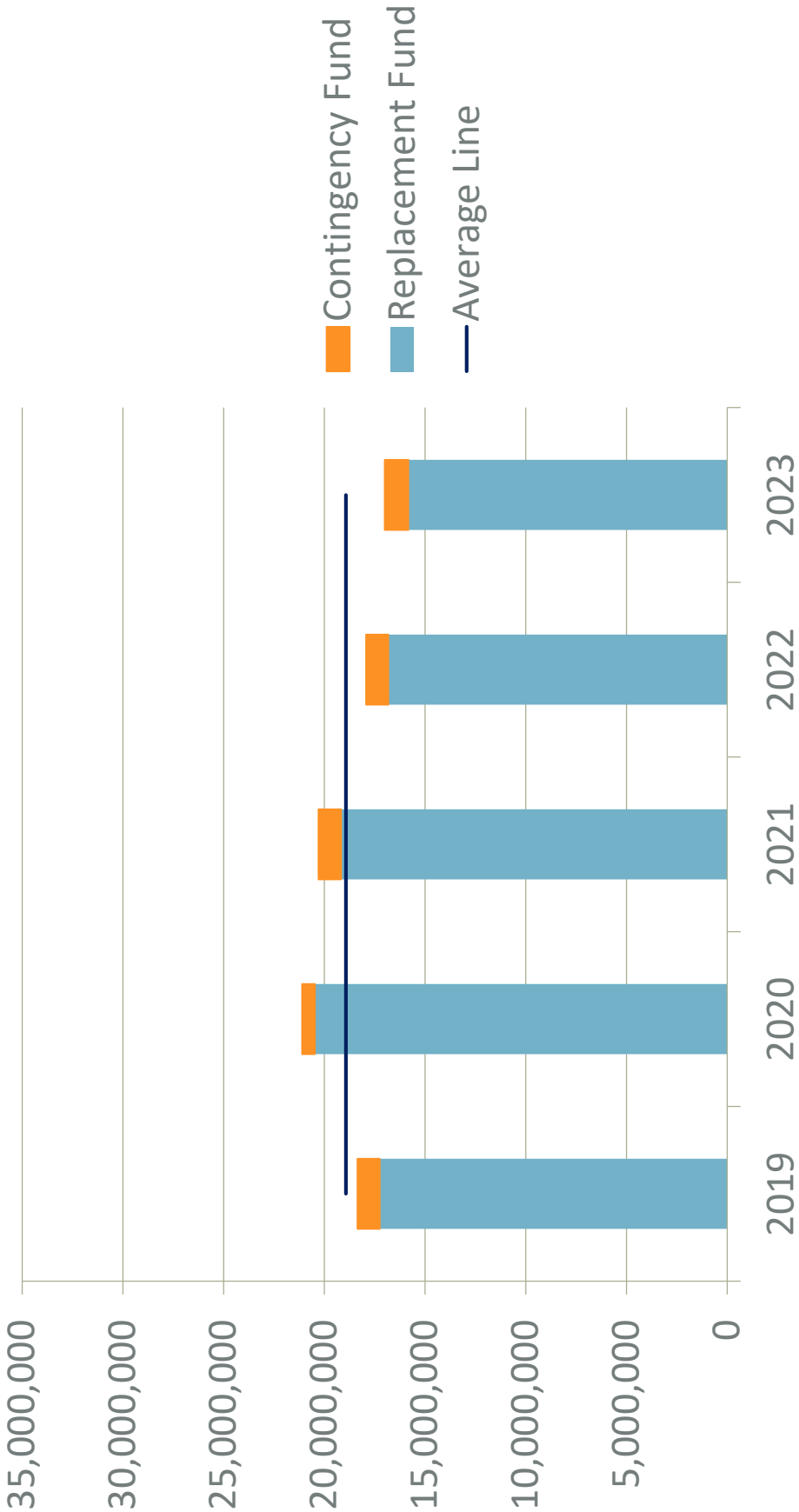
Preliminary as of October 31, 2023

NON-OPERATING FUND BALANCES (in Thousands)	CONTINGENCY	RESERVE
Beginning Balances: 1/1/23	\$1,114	\$16,710
Contributions & Interest	63	10,448
Expenditures	0	11,338
Current Balances: 10/31/23	\$1,177	\$15,820

Financial Report

Preliminary as of October 31, 2023

FUND BALANCES – United Mutual

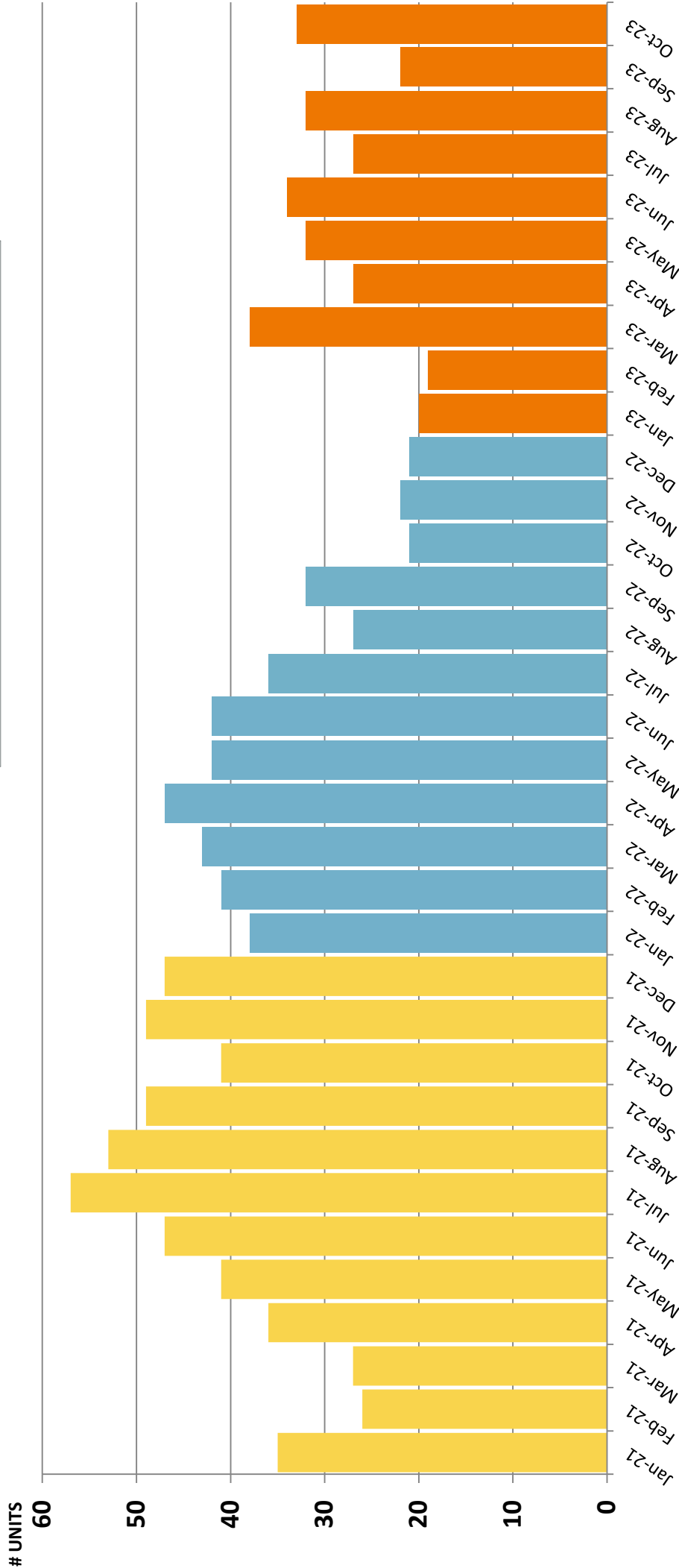


Financial Report

Preliminary as of October 31, 2023

RESALE HISTORY – United Mutual

	NO. OF RESALES	AVG. RESALE PRICE
YTD 2021	412	\$277,917
YTD 2022	368	\$358,980
YTD 2023	284	\$355,833



Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

United

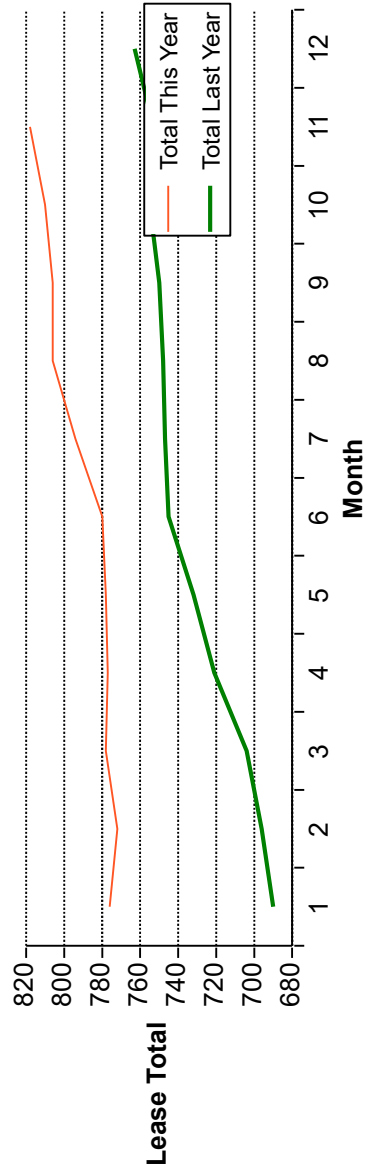
November, 2023

MONTH	NO. OF RESALES		TOTAL SALES VOLUME IN \$\$		AVG RESALE PRICE	
	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR	THIS YEAR	LAST YEAR
January	20	38	\$5,864,000	\$11,905,094	\$293,200	\$313,292
February	19	40	\$6,223,400	\$11,864,401	\$327,547	\$296,610
March	38	43	\$12,609,900	\$13,513,900	\$331,839	\$314,277
April	27	47	\$9,637,487	\$16,880,200	\$356,944	\$359,153
May	32	42	\$11,772,700	\$16,042,396	\$367,897	\$381,962
June	34	42	\$11,988,900	\$14,862,850	\$352,615	\$353,877
July	27	36	\$10,599,799	\$14,458,900	\$392,585	\$401,636
August	32	27	\$12,026,800	\$10,572,700	\$375,838	\$391,581
September	22	32	\$7,918,186	\$12,218,000	\$359,918	\$381,813
October	33	21	\$13,198,400	\$8,307,500	\$399,952	\$395,595
November	29	22	\$10,479,388	\$6,985,000	\$361,358	\$317,500
December		* 21		* \$7,617,888		* \$362,757
TOTAL	313.00	390.00	\$112,318,960	\$137,610,941		
ALL TOTAL	313.00	411.00	\$112,318,960	\$145,228,829		
MON AVG	28.00	35.00	\$10,210,815	\$12,510,086	\$356,336	\$355,209
% CHANGE - YTD	-19.7%		-18.4%		0.3%	

% Change calculated (ThisYear - LastYear)/LastYear

* Amount is excluded from percent calculation

Monthly Active Leasing Report 2023 Period 11 (Mutual 1)



Year	Month	1 to 3 Month	4 to 6 Month	7 to 12 Month	12+ Month	Total This Year	Total Last Year	% Leased Last Year	% Leased This Year	% Change	Total Renewals	Total Expirations
2023	January	22	38	73	643	776	690	12.3	10.9	1.4	58	17
2023	February	22	37	77	636	772	696	12.2	11.0	1.2	44	21
2023	March	23	37	91	627	778	704	12.3	11.1	1.2	57	27
2023	April	20	36	105	616	777	721	12.3	11.4	0.9	45	43
2023	May	18	31	126	603	778	732	12.3	11.6	0.7	47	22
2023	June	24	29	136	591	780	745	12.3	11.8	0.5	42	23
2023	July	31	28	158	577	794	747	12.6	11.8	0.8	66	17
2023	August	32	25	176	573	806	748	12.7	11.8	0.9	50	23
2023	September	20	30	191	565	806	750	12.7	11.9	0.8	59	24
2023	October	14	28	208	560	810	755	12.8	11.9	0.9	55	24
2023	November	18	25	226	549	818	753	12.9	11.9	1.0	38	24
2023	December					763						



OPEN MEETING

**REPORT OF THE REGULAR OPEN MEETING OF THE
UNITED LAGUNA HILLS MUTUAL
ARCHITECTURAL CONTROL AND STANDARDS COMMITTEE***

**Thursday, November 16, 2023 – 9:30 a.m.
Laguna Woods Village Board Room/Virtual Meeting
24351 El Toro Road, Laguna Woods, California**

REPORT

MEMBERS PRESENT: Anthony Liberatore – Chair, Ellen Leonard, Sue Quam

STAFF PRESENT: Bart Mejia – Maintenance & Construction, Ian Barnette – Maintenance & Construction Assistant Director, Alan Grimshaw – Manor Alterations Manager, Gavin Fogg – Manor Alterations Supervisor, David Rudge – Manor Alterations Inspector II, Josh Monroy – Manor Alterations Coordinator

1. Call Meeting to Order

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

2. Acknowledgement of Media

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

3. Approval of the Agenda

Hearing no objection, the agenda was approved by consent.

4. Approval of the Meeting Report for August 17, 2023

Hearing no objection, the meeting report was approved by consent.

5. Chair's Remarks

Chair Liberatore reminded residents to stay informed and involved by attending/viewing the ACSC meetings. Chair Liberatore also welcomed the new committee members, Ellen Leonard and Sue Quam.

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

None.

7. Division Manager Update

Mr. Mejia introduced Alan Grimshaw the new Manor Alterations Manager. Mr. Grimshaw provided background on his education and experience.

8. Consent

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

Hearing no objection, the Monthly Mutual Consent Calendar was approved unanimously.

a. Mr. Mejia discussed the number of mutual consents issued and completed over a five-month period.

9. Variance Requests

None.

10. Items for Discussion and Consideration

a. Revision to Architectural Standard 6: Air Conditioning Units/Heat Pumps

A motion was made to recommend the United Board approve the standard. Hearing no objection, the motion was approved by unanimous consent.

b. Revision to Architectural Standard 18: Gutters & Downspouts

A motion was made to recommend the United Board approve the standard. Hearing no objection, the motion was approved by unanimous consent.

11. Items for Future Agendas

- a. Revised Resale Inspection Fee
- b. Revision to Architectural Standard 20: Patio and Balcony Covers; Aluminum

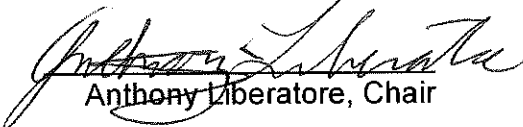
12. Committee Member Comments

- Director Quam suggested considering modern materials when reviewing Standard 20.
- Director Leonard commented on the trend contained in the mutual consent report, an increase in renovations vs. resales.

13. Date of Next Meeting: December 21, 2023 at 9:30 a.m.

14. Adjournment

The meeting was adjourned at 10:13 a.m.



Anthony Liberatore, Chair

Anthony Liberatore, Chair
Baltazar Mejia, Staff Officer
Telephone: 949-597-4616

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OPEN MEETING

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

Thursday, November 16, 2023 – 1:30 p.m.
BOARD ROOM/VIRTUAL MEETING
Laguna Woods Village Community Center
24351 El Toro Road, Laguna Woods, CA 92637

MEMBERS PRESENT: Maggie Blackwell – Chair, Nancy Carlson and Vidya Kale

MEMBER ABSENT: None

ADVISORS PRESENT: Dick Rader, Juanita Skillman and Mary Stone

ADVISORS ABSENT: None

STAFF PRESENT: Francis Gomez and Ruby Rojas

OTHERS PRESENT: Ellen Leonard

CALL TO ORDER

Maggie Blackwell, Chair, called the meeting to order at 1:42 p.m.

APPROVAL OF THE AGENDA

Director Carlson made a motion to add the Resale Package as a future agenda item to educate members on the units acquired in escrow. Director Kale seconded the motion.

By unanimous consent, the motion passed.

APPROVAL OF REPORTS

Chair Blackwell made a motion to approve the report for October 19, 2023. Director Carlson seconded the motion.

By unanimous consent, the motion passed.

CHAIR'S REMARKS

Chair Blackwell commented on the importance of the Committee.

MEMBER COMMENTS

Members made comments regarding the Occupancy Agreement, Traffic Rules and GRF accommodation requests in the Board Room. The Committee advised the members to attend the appropriate open meetings/sessions and submit correspondence if they deem necessary.

ITEMS FOR DISCUSSION**Member Comments Section for Committees**

Chair Blackwell distributed samples of agendas for the Committee to review in respect to uniformity and consistency. The Committee discussed and edited the templates for both Committee and Board meetings.

The Committee implement the following changes to both Committee and Board agenda templates, respectively:

1. For Committee and Board agendas, standardize the Open Forum section of the agendas to read as follows:
Open Forum - At this time *Only United Members* may address the Committee regarding items not on the agenda and *within the jurisdiction of this Committee*. The Committee reserves the right to limit the total amount of time allotted for Member Comments to thirty-minutes. Each individual has no longer than three-minutes. A Member may speak only once during the Member Comments. Speakers may not give their time to other people, no audio or video recording by attendees and no rude or threatening comments.
2. For Committee and Board agendas, standardize the Future Agenda Items section of the agendas to read as follows:
Future Agenda Items – All matters listed under Future Agenda Items are items for a future Committee meeting. No action will be taken by the Committee on these agenda items at this meeting.
3. For Committee agendas, standardize the Member Comments section of the Committee to be agenda item number 5 for all Committee meetings.
4. For Board agendas, remove Acknowledge Media section.
5. For Board agendas, add language 'The meeting may be recorded.' following the Civil Code statement to read as follows:

NOTICE OF MEETING AND AGENDA

The purpose of this meeting is to conduct the regular Board Meeting in accordance with *Civil Code §4930* and was hereby noticed in accordance with *Civil Code §4920*. **This meeting may be recorded.**

Director Carlson made a motion to update and implement the statements above for all Committee and Board templates. Director Kale seconded the motion.

By unanimous consent, the motion passed.

Advisor Skillman left the meeting at 2:32 p.m.

Committee Member Comments

The Committee members made comments regarding educating community members of resources available to them and simplifying the Governing Documents for member viewing and access. Chair Blackwell advised that she will present the matter to the Media and Communications Committee.

Future Agenda Items

Without objection the Committee elected to add Resale Package as a discussion item for a future agenda.

Date of Next Meeting

The next meeting is scheduled for Thursday, December 21, 2023 at 1:30 p.m. in the Board Room.

Adjournment

With no further business, Chair Blackwell adjourned the meeting at 3:12 p.m.

DRAFT-COPY

Maggie Blackwell, Chair

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OPEN MEETING

**SPECIAL OPEN MEETING OF THE UNITED LAGUNA WOODS
MUTUAL
LANDSCAPE COMMITTEE**

**Thursday, November 30, 2023 – 10:30 a.m.
Bus Tour
Laguna Woods Village Community Center Board Room
24351 El Toro Road**

REPORT

COMMITTEE MEMBERS PRESENT: Chair- Sue Quam, Anthony Liberatore

COMMITTEE MEMBERS ABSENT: Georgiana Willis

OTHERS PRESENT: Allison Bok, Mickie Choi Hoe, Nancy Carlson,

ADVISORS PRESENT: Mary Sinclair

STAFF PRESENT: Kurt Wiemann, Megan Feliz, Robert Merget

1. Call to Order

Director Quam called the meeting to order at 10:40 a.m.

2. Approval of the Agenda

Director Quam motioned to approve the agenda. Director Liberatore seconded. The agenda was approved unanimously.

3. Remarks of the Chair.

Director Quam thanked everyone for coming.

Items for Discussion and Consideration

4. Bus Tour

Stops were made at the mower shop, mulch yard, 598-F Via Majorca Alteration Request, 60-Q Calle Cadiz Bench Request, 385-C Avenida Castilla Tree Removal, and Nursery.

Concluding Business

11. Committee Member Comments.

12. Date of Next Meeting – December 11, 2023 at 9:30 a.m.

13. Adjourned at 1:00 p.m.


Sue Quam (Dec 5, 2023 10:41 PST)

Sue Quam, Chair



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

**Wednesday, October 25, 2023 - 9:30 a.m.
24351 El Toro Road, Laguna Woods, CA 92637
Board Room and Virtual with Zoom**

REPORT

MEMBERS PRESENT: Alison Bok – Chair, Pearl Lee, Mickie Choi Hoe (in for Vidya Kale)

MEMBERS ABSENT: Vidya Kale

OTHERS PRESENT: Ken Deppe, former advisor

STAFF PRESENT: Ian Barnette – Maintenance & Construction Assistant Director, Bart Mejia - Maintenance & Construction Assistant Director, Guy West – Projects Division Manager, Laurie Chavarria - Senior Management Analyst, Sandra Spencer – Administrative Assistant

1. Call to Order

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

2. Acknowledgement of Media

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

3. Approval of Agenda

Hearing no objection, the agenda was unanimously approved as written.

4. Approval of Meeting Report from August 23, 2023

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

5. Chair's Remarks

Director Bok introduced herself as the new Chair of the committee, Director Mickie Choi Hoe and prior advisor to the committee, Ken Deppe.

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

- A member commented (via Director Choi) about the need for a ramp to from their manor to an access road.
- A member commented about a roofing concern at their manor.

Staff responded to the member comments and will follow up individually, as appropriate.

7. Department Head Update

Mr. Barnette updated the committee on the status of the following items:

- 673-B Downspout Drain
- Laundry 154

Discussion ensued regarding the upkeep of laundry rooms and the possibility of establishing an annual inspection to address potential repairs or improvements. Staff will refer the comments regarding upkeep to General Services for a response and will report back on this item at a future committee meeting.

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

8. Project Log

A motion was made and passed unanimously to approve the consent calendar.

Items for Discussion and Consideration:

9. 933-B Alteration Patio Cover Nuisance Water Complaint

Mr. Mejia presented a staff report and answered questions from the committee. Discussion ensued regarding the history of the complaint and potential options to resolve the issue. Director Lee made a motion to end discussion and move to closed session. The motion was unanimously approved and the item was added to the closed session agenda.

10. Epoxy Sewer & Water Line Remediation Programs Updates

Mr. Barnette provided an overview of the epoxy sewer and water line programs via PowerPoint presentation and answered questions from the committee regarding the history of the programs, budget and estimated completion date. Two committee members raised questions concerning their individual buildings and staff will follow up as appropriate.

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

- Explore Cost Sharing Incentives to Upgrade Pipes and/or Install Dedicated Water Shut-off Valves in Walls During Remodeling

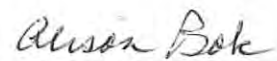
Concluding Business:

11. Committee Member Comments

- Director Lee commented that the meeting was productive.
- Chair Bok commented that the date of the next meeting will most likely be changed due to the holidays.

12. Date of Next Meeting: Wednesday, December 27, 2023 at 9:30 a.m.

13. Recess – The meeting was recessed at 10:25 a.m.



Alison Bok, Chair

Alison Bok, Chair
Ian Barnette, Staff Officer
Telephone: 949-268-2380

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

Wednesday, October 18, 2023 – 1:30 p.m.
Hybrid Meeting

DIRECTORS PRESENT: James Hopkins – Chair, Bunny Carpenter (Substitute), Andy Ginocchio, Mickie Choi Hoe, Thomas Tuning, Sue Stephens

DIRECTORS ABSENT: Juanita Skillman, Martin Roza, Mark Laws, Brad Rinehart (excused), Margaret Bennett

ADVISORS PRESENT: None.

STAFF PRESENT: Steve Hormuth, Jose Campos, Alison Giglio, Erika Hernandez

OTHERS PRESENT: GRF – Reza Karimi, Egon Garthoffner
Third – S.K. Park

Call to Order

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

Acknowledgement of Media

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

Approval of Meeting Agenda

A motion was made to approve the agenda as presented; the agenda was amended to add the following item:

- Add Agenda Item # 9.5 – Proposed Defunding at Year End

A motion was made to approve the amended agenda; hearing no objection, the amended agenda was approved by consent.

Approval of the Regular Meeting Report of August 16, 2023

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

Chair Remarks

Director Hopkins provided an update of the current GRF Investment Portfolio.

Member Comments (Items Not on the Agenda)

A member representing the Camera Club requested the use of equipment on an earlier date and would like to know if their request had been approved by staff. Steve Hormuth responded and shared that he will direct the question to the Recreation and Special Events Director.

Department Head Update

Steve Hormuth, Director of Financial Services, provided updates regarding the Annual Budget Report and Annual Policy distribution and mentioned that the GRF Finance Advisory Group has begun to meet to discuss and review fee recommendations as shared by staff.

Review Preliminary Financial Statements dated September 30, 2023

The committee reviewed the financial statements dated September 30, 2023. Questions were addressed and noted by staff.

Additional Occupancy Fee

Steve Hormuth presented a staff report requesting approval to change the GRF Additional Occupant Fee to equal 50% of the GRF per manor per month basic assessment resulting in a monthly fee of \$114.00 (rounded to the nearest dollar). A motion was made and moved by Director Andy Ginocchio to approve staff's recommendation. Director Mickie Choi Hoe seconded. Discussion ensued. The motion passed unanimously and will be presented at the next Board meeting.

Proposed Defunding at Year End

Jose Campos, Assistant Director of Financial Services, presented a staff report recommending to defund capital projects as follows: one reserve expenditure from the Equipment fund, one from the Facilities Fund, and reducing funding on one from the Equipment Fund by December 31, 2023. The capitals items will be closed out at year end. A motion was made and moved by Director Thomas Tuning to accept staff's recommendation as presented. Director Micki Choi Hoe seconded. Discussion ensued. Hearing no objects, the motion passed unanimously and will be presented at the next Board meeting.

Endorsement from Standing Committees

Community Activities Committee – Donation of Fans for Equestrian Center. Alison Giglio, Recreation and Special Events Director, presented a staff report to approve acceptance of a donation made by The Saddle Club consisting of 18 NewAir outdoor high-velocity fans and approval of an unbudgeted operating expense in the amount of \$6,715 for the installation of the fans. A motion was made and moved by Director Bunny Carpenter to accept the donation and approve the unbudgeted operating expense as presented by staff. Director Thomas Tuning seconded. Discussion ensued. The motion passed by a 5-1 vote (Director Sue Stephens opposed) and will be presented at the next Board meeting.

Future Agenda Items

Recreation Room Rental Fees

RV Fees

Traffic Fees

Committee Member Comments

None.

Date of Next Meeting

Wednesday, December 20, 2023 at 1:30 p.m.

Recess to Closed Session

The meeting recessed to closed session at 2:56 p.m.



James Hopkins, Chair

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OPEN MEETING

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

Thursday, November 9, 2023 – 1:30 p.m.
Board Room/Virtual Meeting

MEMBERS PRESENT: Yvonne Horton, Chair, Maggie Blackwell, Cush Bhada, Mark Laws, Mickie Choi Hoe, Andy Ginocchio, Dennis Boudreau, Ajit Gidwani

MEMBERS ABSENT: Peter Sanborn

OTHERS PRESENT: Bunny Carpenter, Elsie Addington, Juanita Skillman, Joan Milliman, S. K. Park, Georgiana Willis

STAFF PRESENT: Alison Giglio, Jennifer Murphy, Tom McCray, Samantha Kurland, Jackie Chioni, Guy West, Manuel Gomez

Call to Order

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

Acknowledgement of Media

There was no press present.

Approval of Agenda

Chair Horton made a motion to approve the agenda with the addition of Clubhouse 1 Renovation Phasing Options under Reports. Director Bhada seconded.

Motion passed unanimously.

Approval of Committee Report for October 12, 2023

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

Motion passed unanimously.

Chair's Remarks

Chair Horton did not have remarks for this meeting.

Report of the Recreation and Special Events Director

Ms. Giglio reported the following Recreation Department highlights: Clubhouse 1 hosted the annual Halloween Golf Cart Parade which was a success with approximately 26 spirited carts participating; the Drop-in Lounge is serving around 750 cups of coffee per week; OC Vector Control has been contacted to address the Clubhouse 1 mosquito concerns through treatment and mitigation efforts and will be closely monitored as Orange County has an increase of mosquitos versus previous years; staff has requested all doors to be properly sealed if necessary to prevent mosquitos from entering inside, but mosquito repellant is still recommended; the annual pool maintenance rotation has begun with the Pool 4 closure and is expected to reopen on December 13; Pool 1 will close next followed by Pool 5 and lastly Pool 2; all pool maintenance is expected to be completed by Memorial Day weekend; Clubhouse 4 hosted the Arts and Crafts Bonanza last weekend showcasing beautiful and unique creations with an estimated 1,590 people in attendance throughout the weekend; Clubhouse 5 hosted Oktoberfest on Monday, October 23 with 170 in attendance; the Village Bazaar was hosted on Saturday, October 28 with 60 vendors and approximately 600 in attendance; additional lighting was installed on the Pool 5 deck as an additional safety measure for our patrons and lifeguards; two employees have been hired at the Fitness Center to replace those who have left; the Equestrian Center hosted the Harvest Hoedown on October 14 with approximately 260 in attendance; the Library greeted 2,660 visitors with volunteers working 801 hours; 35 new residents have signed up for Library catalogue access in October; a 20% increase in DVD checkouts was noted; of the daily visitors, 30% check out catalogued items and 70% visit the Library to use honor system paperbacks, do puzzles and use the reading area; under direction of CAC and GRF, Recreation staff has been evaluating cost recovery for fee-based and free events and activities since the second quarter of this year and will continue until year end with a final review to include recommended improvements to be more efficient with budgeted resources.

Ms. Giglio reported that the GRF Board approved the following: the donation of fans from the Saddle Club which will be installed after the first of the new year; the donation of driving range nets to Laguna Hills High School; Golf Pro Shop promotional sales via email; Recreation and Special Events Operating Rules which are on 28-day hold. GRF Board voted against the recommendation to remove the Clubhouse 1 Drop-In Lounge tv and staff was directed to create a set schedule of non-competitive and non-controversial programming.

Ms. Murphy reported the following: the Equestrian Center will be hosting a clinic on November 11 and 12, 9 a.m. to 2 p.m.; the Veterans Day program will be hosted at Clubhouse 2, 11 a.m. to noon; the Performing Arts Center will host the free Monday movie, *Living*, on November 20 at 2 p.m.; Clubhouse 1 will host the Holiday Tree Lighting on Saturday, December 2, 6 to 7:30 p.m.; the annual Thanksgiving buffet will be hosted at both Clubhouse 2 and Clubhouse 5; the annual Christmas buffet will be hosted at Clubhouse 5 on December 25 at 1 p.m. and tickets will go on sale Thursday, November 30

at the Clubhouse 5 office; Clubhouse 5 will host a New Year's Eve dinner/dance at 6:30 p.m. with tickets going on sale December 6; the Performing Arts Center will host a New Year's Eve show at 7:30 p.m. with tickets on sale now; ABBAFAB will be featured at the Performing Arts Center concert on February 17.

Mr. McCray reported the following: the driving range is reopened; Golf demo days will begin again per GRF board approval; a black Friday sale will be hosted the day after Thanksgiving; the golf course is in very good shape due to cooler weather; professional tree trimming is being planned for 2024 in the Garden Center and volunteers are assisting with this project; Garden Center compliance issues are consistently being addressed.

Member Comments (Items Not on the Agenda)

Members were called to speak on the following: Pool 1 incident regarding resident verbalizing rude comments to a young lifeguard and requested Breeze articles to inform community of proper behavior expected.

Ms. Giglio stated staff will conduct a community outreach.

CONSENT

Director Blackwell made a motion to approve the consent calendar. No second.

Discussion ensued.

Motion passed 5-1. Director Laws opposed.

REPORTS

Pool 5 Extended Hours Update – Ms. Giglio reported Pool 5 utilization based upon sign-in sheets showing usage comparable to 6 a.m. versus 6 p.m.

Member emails were read regarding the following: in favor of Pool 5 extended hours; Pool 5 lap swim.

Discussion ensued.

Clubhouse 1 Renovation Phasing Options – Mr. West presented the phasing options.

Discussion ensued.

Staff was directed to place copies of the presentation in the Community Activities Committee member boxes for further review.

ITEMS FOR DISCUSSION AND CONSIDERATION

Resident Request for Golf Card Parking Spaces at the 19 Restaurant – Ms. Giglio stated the staff report.

Discussion ensued.

Members were called to speak on the following: ADA parking identification is the issue to be addressed; community message to state multiple golf carts may fit in one regular car space.

Director Laws made a motion to not add golf cart parking at the 19 Restaurant. Director Ginocchio seconded.

Motion passed 4-1-1. Director Blackwell opposed and Director Bhada recused.

Resident Request for Basketball Hoop Addition at Clubhouse 1 – Ms. Giglio stated the staff report.

Director Blackwell made a motion to deny the request of addition of a basketball hoop at Clubhouse 1. Director Laws seconded.

Discussion ensued.

Motion passed 5-1. Director Bhada recused.

ITEMS FOR FUTURE AGENDAS

Reservation System Review – Staff was directed to place this item under Items for Future Agendas.

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

CONCLUDING BUSINESS

Committee Member Comments

Director Choi Hoe announced the Korean American Association is hosting a free Arirang festival on November 16 at the Performing Arts Center at 3 p.m.

Date of Next Meeting

The next regular meeting of the GRF Community Activities Committee will be held both in the board room and virtually via the Zoom platform at 1:30 p.m. on Thursday, December 14, 2023.

Adjournment

There being no further business, the Chair adjourned the meeting at 2:50 p.m.

Yvonne Horton

Yvonne Horton, Chair

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OPEN MEETING

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

**WEDNESDAY, November 8, 2023 – 1:30 P.M.
BOARD ROOM / VIRTUAL MEETING
Laguna Woods Village Community Center
24351 El Toro Road**

REPORT

COMMITTEE MEMBERS PRESENT: Chair – Juanita Skillman, Ira Lewis, S.K. Park, Sue Quam, Maggie Blackwell (Alternate)

COMMITTEE MEMBERS ABSENT: Glenn Miller, Anthony Liberatore, Yvonne Horton

OTHERS PRESENT:

ADVISORS PRESENT: Catherine Brians

STAFF PRESENT: Robert Merget, Megan Feliz

1. Call Meeting to Order

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

2. Acknowledgment of Media

No formal press was present.

3. Approval of the Agenda

Director Park made the motion to approve the agenda. Director Lewis seconded the motion. The agenda was approved without objections.

4. Approval of the Meeting Report for August 22, 2023

Director Park made the motion to approve the agenda. Director Quam seconded the motion. The report was approved without objections.

5. Committee Chair Remarks

Chair Skillman acknowledged Robert Merget retiring at the end of the year and thanked him for all he has done. Chair Skillman acknowledged the two landscaping employees who earned the Employee Excellence Award and thanked them for their hard work.

6. Department Head Update

Mr. Merget discussed Aliso Creek schedule for clean-up and Willow Trees that will be removed. He discussed the Aliso Creek asphalt replacement schedule.

Items for Discussion and Consideration**7. 4005-1G Tree Removal**

Discussion commenced among the committee. Director Lewis made the motion to approve the tree removal. Director Park seconded the motion. The request was approved without objections.

8. Monkey Puzzle Tree Trimming Proposal

Discussion commenced among the committee. Director Quam made the motion to approve the tree removal. Director Lewis seconded the motion. The proposal was approved without objections.

9. Member Comments (Items Not on the Agenda)

Three members voiced a complaint about the removed benches around Aliso Creek. Director Lewis made a motion that this item was M&C department and to send it to their committee. Director Blackwell agreed and seconded the motion. Aliso Creek benches will be directed to GRF M&C Committee meeting. No objections were made. One-member commented asking status of stop on Aliso Creek Bridge.

10. Response to Members Comments

Members of the Committee responded to the member comment.

Concluding Business:**11. Committee Member Comments**

Several comments were made.

12. Date of Next Meeting – Wednesday, February 14, 2023 at 1:30 p.m.**13. Adjourned at 2:10 p.m.**

Juanita Skillman, Chair



OPEN MEETING

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

**Wednesday, October 11, 2023 – 9:30 a.m.
24351 El Toro Road, Laguna Woods, CA 92637
Board Room and Virtual with Zoom**

REPORT

MEMBERS PRESENT: Reza Karimi - Chair, Gan Mukhopadhyay – Co-Chair, Jim Cook, Ralph Engdahl, Sue Stephens

OTHERS PRESENT: **GRF:** Egon Garthoffner, Bunny Carpenter
UNITED: Alison Bok
Advisors: Carl Randazzo, Bill Walsh

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

1. Call to Order

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

2. Acknowledgement of Media

Chair Karimi noted that no media was present.

3. Approval of the Agenda

The committee agreed to pull Items 8, 9, and 10 from the consent calendar to be discussed during Item 7. The agenda was approved with these changes.

4. Approval of Meeting Report from August 9, 2023

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

5. Chair's Remarks

Chair Karimi extended a welcome to all newly elected members to each of the Boards and expressed appreciation for the work staff and the committee have completed.

6. Member Comments

No member comments.

7. Department Head Update

Mr. West opened the discussion of Items 8, 9, and 10.

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.

All items were pulled for discussion.

8. Project Log

Mr. West answered questions regarding the Clubhouse 1 projects, the golf driving range, and Building E.

9. ChargePoint Summary

Mr. Mejia answered questions regarding the charging rates and cost of electricity.

10. Clubhouse Preventative Maintenance Inspection Report

Mr. Barnette answered questions regarding the level of detail included in the report. The committee directed staff to include more information about the status of work orders in the report.

Items for Discussion and Consideration:

11. Shepherd's Crook

Mr. West provided an update via PowerPoint to show photos of the work completed.

12. Repair Shop Electrical

Mr. West provided an update via PowerPoint to give an overview of the project as well as photos of the current work site and plan drawings.

13. Welding Shop

Mr. West provided an update via PowerPoint to give an overview of the project as well as photos of the current work site and plan drawings. Mr. West responded to questions

from the committee regarding power demand to the welding shop and fire safety.

14. Equestrian Center Arena Lighting

Mr. West gave a verbal update. Staff will consult with an engineer to have a design created for this project.

15. Golf Driving Range

Mr. West provided an update via PowerPoint to show the progress of the ongoing turf growth on the golf driving range.

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

- EMS Status Update
- MelRok Energy Management System
- Separate Metering for Community Center Vehicle Charging Stations

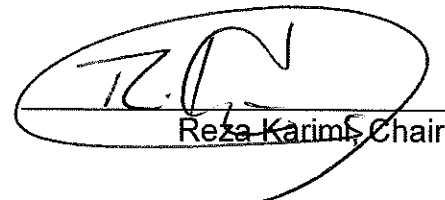
Concluding Business:

16. Committee Member Comments

No committee member comments were made.

17. Date of Next Meeting: Wednesday, December 13, 2023 at 9:30 a.m.

18. Recess – The meeting was recessed at 11:01 a.m.



Reza Karimi, Chair

Reza Karimi, Chair
Gan Mukhopadhyay, Co-Chair
Guy West, Staff Officer
Telephone: 949-597-4625

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OPEN MEETING

REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION MEDIA AND COMMUNICATIONS COMMITTEE

**Monday, September 18, 2023 – 1:30 p.m.
Board Room / Virtual Hybrid Meeting**

REPORT

Members Present: Chair Joan Milliman; Directors Margaret Bennett, Maggie Blackwell, James Cook, Cris Prince, Sue Quam, Juanita Skillman (alternate for Elsie Addington); Advisors Catherine Brians, Tom Nash, Carmen Pacella, Lucy Parker

Members Absent: Director Elsie Addington (excused); Advisor Theresa Frost (excused)

Others Present: GRF – Bunny Carpenter, Egon Garthoffner, Martin Roza
Third – S.K. Park
VMS – Debbie Allen

Staff Present: Robert Carroll, Catherine Laster, Susan Logan-McCracken, Paul Ortiz, Joana Rocha, Ellyce Rothrock

1. Call to Order

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

2. Acknowledgement of Media

None present.

3. Approval of Agenda

Approved by unanimous consent.

4. Approval of Report for July 17, 2023

Approved by unanimous consent.

5. Chair's Remarks

Chair Milliman announced that the September/October Village Breeze is out. She welcomed Robert Carroll, General Services Director, who then introduced himself.

6. Member Comments

There were no member comments.

Items for Discussion

7. Media and Communications Report – Ellyce Rothrock

Ms. Rothrock held up the latest issue of the Village Breeze and read through highlights from the Media and Communications Activities Report.

8. Website Ad Hoc Committee Report – Ellyce Rothrock

Ms. Rothrock updated the committee on the contract with Urban Insight and stated that Information Services Director Chuck Holland will be in charge of the project, while she and Ms. McCracken will handle the day-to-day updating of the website.

9. Broadband Ad Hoc Committee Report – Paul Ortiz

Mr. Ortiz announced new Broadband Ad Hoc Committee Chair Martin Roza and updated the committee on the contract with The Broadband Group, who reached out to a list of potential providers that the ad hoc committee will review at 3:30 p.m. today.

10. Broadband Services Report – Paul Ortiz

Mr. Ortiz highlighted from the subscriber counts report:

- Village Television's YouTube channel subscriber counts continue to increase
- The use of set-top boxes is trending downward
- Pay services continue to decrease
- The higher speeds in internet subscriptions are increasing, while the lowest speed is decreasing

Mr. Ortiz gave a presentation on skyrocketing re-transmission fees, the programming landscape and expiring contracts.

Mr. Roza commented about the cable programming landscape and asked about the future of streaming costs. Discussion ensued.

Another discussion ensued on educating residents on how they can save money by purchasing the streaming app rather than paying the retail rate contractually offered to the community.

Mr. Ortiz then presented a staff report on adding NewsNet and Sports News Highlights to Village Television's current lineup for the period of November 1, 2023, through November 1, 2026, at no cost to GRF. All associated equipment and transmission costs will be the responsibility of Bridge Media Networks.

Chair Milliman entertained a motion. Juanita Skillman made a motion to recommend the approval of a contract with Bridge Media Networks to add NewsNet and Sports News Highlights to Village Television's current programming lineup for the period of November 1, 2023, through November 1, 2026, at no cost to GRF. All associated equipment and transmission costs will be the responsibility of Bridge Media Networks. Margaret Bennett seconded the motion, which carried unanimously.

Items for Future Agendas

TBD

Concluding Business

Committee Member Comments

Advisor Brians commended Village Television's longevity.

Advisor Parker commended the meeting and discussed the Village Community Fund's publicity guide for Village clubs.

Director Quam commended the staff for all the communications work completed every month.

Director Blackwell stated it was good to hear about the NewsNet channel.

Director Skillman discussed the Disaster Preparedness Task Force and reminded everyone to shelter in place if there is a disaster and not go to the clubhouses.

Director Cook recommended including information about streaming in the "What's Up in the Village" email blast and in the new resident orientation packets.

Mr. Carroll stated he looks forward to working with the committee.

Advisor Pacella thanked the committee for the work that they do.

Ms. McCracken introduced Ms. Rocha, who will assist with meeting coordination.

Date of Next Meeting – Monday, November 20, 2023, at 1:30 p.m.

Adjournment

Chair Milliman adjourned the meeting at 2:36 p.m.

p.p. Joan Milliman / SLM
Joan Milliman, Chair
Media and Communications Committee

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

Monday, November 6, 2023 – 9:30 a.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road, Laguna Woods, CA 92637

MEMBERS PRESENT: Elsie Addington (Chair), Alison Bok, Cush Bhada, Egon Garthoffner, Sue Stephens, Moon Yun

MEMBERS ABSENT: Azar Asgari

OTHERS PRESENT: Juanita Skillman, Bunny Carpenter, Nancy Carlson, Ellen Leonard, Suzanne Model

STAFF PRESENT: Robert Carroll, Francisco Perez, Joana Rocha, Sandra Spencer

1. Call to Order

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

2. Acknowledgment of Media

None present.

3. Approval of the Agenda

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

4. Approval of Meeting Report for

The meeting report for August 2, 2023, was unanimously approved as written.

5. Chair's Remarks

Chair Addington thanked the Directors and Staff

6. Member Comments (Items Not on the Agenda)

- A member requested a comprehensive report of vehicles and their associated information.
- One of our members has inquired about the reason behind having a considerable number of idle vehicles and a significant amount of empty buses running. Also, would like security to use bikes, scooters, or Golf cars.

7. Response to Member Comments

- Director Egon commented that it's an excellent idea to have a vehicle inventory list
- Director Cush commented that having staff create a complex list would take staff time and money.
- Chair Addington commented that all the details are available in the Green book.

8. Director's Report

Staff provided the committee with an overview of the Laguna Woods Village Transportation ridership for the Fixed-Route, Journey, and BOOST transportation programs.

Mr. Carroll provided information on ridership for destination shopping. He also commented on transportation updates, including new meeting schedules and targeted areas to increase awareness.

Staff also provided a map of Laguna Woods Transportation boundaries.

- Chair Addington commented that she did notice the transportation Pop-up booth in clubhouse 1
- Director Bok commented on the ridership numbers
- Director Yun commented on transportation services
- Mr. Carroll praised our transportation service, highlighting its superiority over others
- Director Carpenter confidently stated that transportation is a significant attraction to the village.
- Member Leonard asked questions about the boost program.
- Member Carlson commented on transportation research and other transportation usage.
- Mr. Carroll provided a response to the member's comments and addressed all the questions that were asked.
- Director Egon commented on the overall percentage of users.

Items for Discussion

9. 2024 Vehicle Specification

Director Bok revised the motion to approve specifications, excluding security vehicles and a 9-passenger bus.

Items for Future Agendas:

- To be determined.

Concluding Business:

Committee Member Comments - None

Date of Next Meeting – Wednesday, February 7, 2023, at 1:30 p.m.

Adjournment - The meeting was adjourned at 3:32 p.m.

DRAFT

Elsie Addington, Chair
Robert Carroll, Staff Officer
Telephone: 949-597-4242

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

The Hybrid Model Meeting of the Security and Community Access Committee was held on Wednesday, October 25, 2023 at 1:30 p.m. 24351 El Toro Road, Laguna Woods, California.

MEMBERS PRESENT: Chair: Juanita Skillman, Maggie Blackwell, SK Park, Sue Stephens

MEMBERS ABSENT: Martin Roza, Elsie Addington

OTHERS PRESENT: Bunny Carpenter

STAFF PRESENT: Eric Nuñez, Alycia Magnuson, Carmen Aguilar

1. CALL TO ORDER

Juanita Skillman, Chair, called the meeting to order at 1:33 p.m.

2. ACKNOWLEDGEMENT OF PRESS

Media via Zoom intermittent connection.

3. APPROVAL OF AGENDA

By way of consensus, the Committee approved the agenda without requested changes.

4. APPROVAL OF MEETING REPORT

By way of consensus, the Committee approved the June 28, 2023, meeting report.

5. CHAIRMAN'S REMARKS

Chair Skillman shared expectations of respect and order from audience and members for today's SCAC meeting for all to participate moving.

6. MEMBER COMMENTS (items not on the agenda)

Members made comments about our Zoom connections and link not being posted on the agenda. We were having technical difficulties.

Chair Skillman shared expectations of respect and order from audience and members for today's SCAC meeting for all to participate. She would like to take this moment to acknowledge the two recipients of The Excellence Awards given by Laguna Woods Village to Kyle Belanger and Roger Cowdrey for job performance that demonstrates excellent customer service or exceptional achievement. Kyle Belanger has been with Laguna Woods

Village since 2018 as a Patrol Officer. Promoted to Supervisor I in 2021. Excellent team player, self-initiative, and his flexible and adaptable attitude has been a great fit to the Security Department. Roger Cowdrey has been with Laguna Woods Village for 14 years. His background in law enforcement has allowed us to gain inside knowledge of his expertise and professionalism in customer service and mastery in leadership. Roger continues to be a great resource that our team can rely on.

REPORTS:

6. Disaster Preparedness Task Force Report

Some topics from our Last Disaster Preparedness meeting, September 26, 2023 The Fire suppression blankets are recommended to have on hand.

Athena status- Outside vendors have been contacted about this. Current status waiting on estimates from different vendors.

The California Shake Out happened October 19, 2023, at 10:19 a.m. A windshield survey was in effect after the Great Shake Out; a simulation Radio roll call was in place. There were some glitches noted that will be focused on for the next meeting. All members that are assigned a radio should be part of the roll call and have their radios on hand. On Nov. 17, 2023, the Clubhouse Coordinator for Clubhouse 3 will be hosting a meeting for Shelter in Place in case of natural disaster. Communication about shelter in place and how the Club House Coordinators play a vital role in case of natural disaster. The flyers will be coming out November 3, 2023.

8. SECURITY STATISTICS

Staff Nuñez explained the statistics provided within the agenda packet. Members made comments and asked questions. Note there are only ten spaces on the waiting list due to some prospects being in the middle of purchasing RV. The Pivot table had a glitch and it did not transfer the accurate information to the graph. This has been noted for next meeting. Staff Eric Nuñez mentioned, the Foot Patrol log is currently being monitored by hand, and the numbers do not reflect the accurate amount of time it takes our officers to go around the perimeter. In addition to our officers doing foot patrol, they also do self-initiative monitoring of intrusion or damage to our gates in addition to reporting running water, lights being out, reporting any hazards. We will have the accurate information at the next meeting. The log for violations issued includes gates per phase as requested at the last SCAC meeting. Crime Reports are public information on OC mapping. Noted the gates will also be included per phase requested by board member.

9. NOTEWORTHY INCIDENTS

- On September 8 at 7:45 p.m., a resident's vehicle had stalled in the middle of the street and a call was made for assistance moving her vehicle as to not cause an accident. SPO Portuguese responded, assisted in moving the vehicle to a safe area and remained present until AAA arrived.
- On September 9 at 5:47 p.m., SPO Gluck went "above and beyond" assisting a resident at 4014-1F with her kitchen sink backing up.

- On September 13 at 4:10 p.m., it was brought to our attention that SPO Gluck had helped the resident at 371-C twice in 3 years and “her effective, thorough, professional approach was invaluable.”

On September 23, at 10:21 a.m., it was brought to our attention that Supervisor Belanger assisted a resident at 5148 Miembro with resetting the electric breaker for the residence without a hesitation.

- On October 7 at 12:30 p.m., SPO Andrews assisted in rectifying a “6 to 7 year” ongoing dispute between the neighbors residing in 3109-O and 3109-B.

ITEMS FOR DISCUSSION AND CONSIDERATIONS:

Chair- Juanita Skillman stated that each mutual needs to check their rules and regulations for everyone to be on the same page

- 10. Review of Rules and Regulations for all registered vehicles.
- 11. Status on Traffic Engineer- Waiting on quote
- 12: Gate Entry for non- residents attending Village events

ITEMS FOR FUTURE AGENDA

13. Review Rules and Regulations for all registered vehicles.

CONCLUDING BUSINESS

- 14. Committee Members Comments
- 15. The next meeting will be held TBD, 2023 at 1:30 p.m.
- 16. Adjournment- 4:27 p.m.

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REPORT OF THE REGULAR MEETING OF THE GOLDEN RAIN FOUNDATION DISASTER PREPAREDNESS TASK FORCE

Tuesday, November 28, 2023 at 9:30 AM

HYBRID MEETING

MEMBERS PRESENT: Eric R. Nuñez (Chair), Juanita Skillman, Maggie Blackwell, S.K. Park, Moon Yun

MEMBERS PRESENT ONLINE:

Gan Mukhapadhyay (GRF) Sue Stephens (Mutual 50)

MEMBERS ABSENT: Anthony Liberatore

OTHERS PRESENT: Grace Stencel, Annie McCarry, Doug Gibson

STAFF PRESENT: Carmen Aguilar, Alycia Magnuson, Dan Lurie, Tom Siviglia

THE MEETING WAS CALLED TO ORDER: 9:35 a.m.

ACKNOWLEDGEMENT OF THE PRESS: None present

APPROVAL OF THE AGENDA: By consensus, the agenda was approved.

APPROVAL OF MEETING REPORT: By consensus, the meeting report was approved. Changes were made to the last meeting report July, 25, 2023

CHAIRS REMARKS: Chair Nuñez began his remarks by thanking the board as well as the audience for being present at today's meeting. Chair began with a presentation of Debrief and Report Out on the Great Shake Out on October 19, 2023 at 10:19 a.m. with a response rate of 80%. The goals and objectives were to remind everyone about being prepared in case of an Earthquake. Internal Communications were made by Tom Siviglia conducted an announcement over DPTF radio system regarding a 7.2 Earthquake with an epicenter in the area of Whittier Narrows. Testing of the Code Red Communications System by 10:20:52, there were 14,256 emails were sent out and 8,455 text messages were sent out regarding the Great Shake Out. Our Security Patrol Officer's simulated a complete check of the Village conducting a Windshield Survey per SOP. The goal was to remind residents and all employees of the Great Shake Out and to "Drop, Cover and hold on." Lessons learned and key reminders that everyone who is assigned a radio should have it on and in their possession at all time for roll call and in case of a realistic event for immediate communication.

MEMBER COMMENTS:

- Member mentioned of having innovative ways to communicate more effectively and hosting event where more people can register to volunteer.
- Member thanked the committee for attending Disaster Preparedness and Sheltering in place held at Clubhouse 3 dining room one on November 17, 2023 at 10:00 a.m.
- Member mentioned of clubhouse coordinator living closer to gate 9 and being a clubhouse coordinator at clubhouse one. In event of a disaster the coordinator may never reach the location.
- Member made mention via email Emergency Operations Procedures need to be updated. Also, antennas need to be installed at clubhouses and tested.
- A layer of volunteers should be considered.

OFFICE MANAGER/ADVISOR:

RECRUITMENT / RETENTION / TRAINING: Director Skillman mentioned getting people to volunteer is good however, the retention is difficult one.

GRF BOARD: Director Skillman made mention there should be a focus on active shooter drills in and around the community. Emeritus Program uses Clubhouse 4 facility for instruction of their courses. However, they refuse to participate during Emergency Drills.

UNITED BOARD: Director Blackwell made mention no need for uniforms. A cap and an arm band can do for identifying personnel in case of emergency.

THIRD BOARD: Director Yun made a motion to have drills every year for everyone to participate. Without drills we are open to unimaginable damage along with having a plan B & a place C. He also mentioned more locations are needed in order to relocate during disaster other than just Clubhouses.

TOWERS: Nothing to report.

PET EVACUATION SUBMIT COMMITTEE: Nothing to report.

DISCUSSIONS AND CONSIDERATIONS

Revising Emergency Operation Plan: Director of Security Eric Nuñez made mention of the current Emergency Operation Plan will be revised in order to be up to par with the current needs of the community. The project is approximately 6-months to revise the Emergency Operation Plan. For the completion there is no set date.

Antenna Status: Dan Lurie gave an extensive status report on the Antenna project. It has been determined that the number of hours and staff exceeds what can be done in house. Project manager for the project began the quest to obtain vendors. A total of three outside contractors were given the opportunity to submit their bids. Currently two bids have been received. It's projected the third vendor to submit their bid within 2-3 weeks. Once all bids are received they will be evaluated thoroughly. The budget was set at \$ 11,000 for purchasing of antenna's only, but no budget was given for installation.

ITEMS FOR FUTURE AGENDAS

- Review of Emergency Operation Plan
- Regular Training
- Antenna Update

MEMBER COMMENTS: Multiple members made comments.

- Cul de Sac Meetings to recruitment for volunteer opportunities.
- Garden Villa Building Captains are Disaster Preparedness Captains too.
- No cell reception at Par 3
- Regularly Scheduled drills
- Send an alert twice a year as a reminder to be prepared for an earthquake

NEXT MEETING: January 30, 2024 at 9:30 a.m.

ADJOURNMENT: 11:21 a.m.

SUBMITTED BY:

DRAFT

Chair Nuñez

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