



**SPECIAL OPEN MEETING**

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

**Friday, June 17, 2022, at 2:00 p.m.  
Laguna Woods Village Community Center 24351 El Toro  
Road, Laguna Woods, California  
Board Room/Virtual Meeting**

<https://us06web.zoom.us/j/95563492734>

Dial By Phone: +1 669-900-6833

Webinar ID: 955 6349 2734

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

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- 1. Call Meeting to Order / Establish Quorum – President Liberatore**
- 2. Approval of the Agenda**
- 3. Discuss Strategic Planning**
- 4. Member Comments**
- 5. Director Comments**
- 6. Adjournment**

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## **Recommendation of Strategic plans/Goals by United Mutual Directors**

### **Communication: ( suggested by Torng, Ardani, Asgari ,Lee, Liberatore)**

1. Starting Town hall
2. open Forum on the website so residents can write their concern
3. Trained Staff in resident services for giving right information to resident
4. Published the master plan so that all residents can follow the board discussion
5. Publish how master plan drives our budget
6. Communication between different department
7. Communication between Board and VMS
8. Communication for community meeting
9. Establish healthy positive attitude among board members

### **Water: ( Suggested by Cassy, Asgari )**

10. Turf reduction
11. Water usage program in TV, Globe, ads,....
12. Water wise plants
13. Water reclamation
14. Use untreated water for plants ( May follow what Third mutual has)

### **Landscaping: ( Suggested by Cassy , Ross, Asgari, Blackwell)**

- 1) No reduction on the total number of trees in LWV ( One-for-one plan)
- 2) use more colorful plant from drought tolerant plants ( like Succulent family), create beauty with less water
- 3) Replace old shrub
- 4) Consider hiring outside landscaping company
- 5) Maintain trees -trim trees
- 6) Have a designed landscape for each entrance to LWV ( in front of each gate)
- 7)

### **Control the rising HOA: ( Suggested by Ardani, Cash, Ross, Torng)**

- 1) Plan to avoid increasing HOA
- 2) Managing budget process
- 3) Quality improves to avoid repeated request
- 4) Involve more vendors to create competition for lower bid
- 5) Lower insurance

### **Resident Satisfaction : ( Asgari, Torng, Blackwell)**

- 1) Work request reduction by quality check

- 2) Implement best practices
- 3) Staff training-self motivation staff, certification training
- 4) Create loan by Contingency fund
- 5) Maintain service levels
- 6) Establish an online appliance for alteration

#### **Security and safety of residents ( Ross, Cassy)**

- 1) Background check for new owners and new renters and new occupant going forward
- 2) Update governing document for refusal of felonies under twenty years similar to Third Mutual

#### **Infrastructures ( Ardani, Ross)**

- 1) Following Reserve study to keep infrastructure in proper and good shape
- 2) Use alternative cost effective for different element of buildings, like use sealing pipes instead of replacing pipes

#### **VMS Agreement ( Bastani)**

- 1) Plan to include Revising VMS Agreement To make VMS accountable
- 2) If revising becomes impossible, Board should consider to give operation of the village to a reputable & qualified Property Management company who are liable and accountability