



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

**Tuesday, November 13, 2018**

The Regular Meeting of the Board of Directors of United Laguna Woods Mutual, a California Non-Profit Mutual Benefit Corporation, was held on Tuesday, November 13, 2018, at 9:30 a.m. at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Juanita Skillman, Janey Dorrell, Don Tibbetts, Maggie Blackwell, Gary Morrison, Cash Achrekar, Manuel Armendariz, Reza Bastani, Pat English, Carl Randazzo, and Andre Torng

Directors Absent: None

Staff Present: Siobhan Foster, Christine Spahr, Eileen Paulin, Kurt Wiemann and Cheryl Silva

Others Present: VMS: Dick Rader, Mary Stone, Anthony Liberatore  
Jeff Beaumont, Esq. of Beaumont Tashjian

**1. Call Meeting to Order/Establish Quorum**

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

**2. Pledge of Allegiance**

Director English led the Pledge of Allegiance.

**3. Acknowledge Media**

A representative of the Laguna Woods Globe was present for the meeting, and the Village Television Camera Crew, by way of remote cameras, was acknowledged as present.

**4. Approval of Agenda**

Director Randazzo removed 13a to the closed agenda. The motion was seconded by Director Margolis. The motion passed without objection.

Director Achrekar made a motion, seconded by Director Blackwell, to approve the agenda as amended. The motion passed without objection.

**5. Approval of Minutes**

5a. September 11, 2018 – Regular Open Session

5b. September 26, 2018 – Special Open Meeting (Resolutions on 30-day

review)

5c. September 28, 2018 – Special Open Meeting (Counting of the Ballots)

Director Armendariz requested correction to 2019 reserve plan page 39 of 63. Director Randazzo asked that excused absences should be shown in the minutes. Director Achrekar made a motion, seconded by Director Blackwell, to approve the minutes as amended and it passed by a vote of 9-0-2 (Director Tornig, Margolis abstain)

**6. Report of the Chair**

President Skillman read the resignation of Director Dorrell from the United Board. She announced that the United Board is taking application for the vacancy on the VMS Board and United Board of Directors. Nominations due on November 26<sup>th</sup> and there will be a special election on November 29<sup>th</sup>.

**7. Open Forum**

Members made comments regarding the benefits of the Laguna Woods Foundation, permission to park her caregiver vehicle in her Golf Cart spot, use of non-toxic chemicals, i.e. Round-up, in the Community and thanked Janey Dorrell for her service.

**8. Responses to Open Forum Speakers**

Several Directors responded to Member comments. Director Blackwell commented that the 100 test is in progress regarding the use of Round-up in the Community. The test will end on December 13<sup>th</sup>.

**9. Update from VMS - Director Rader**

Director Rader gave an update from the VMS Board meetings. He gave an update from the VMS Board Meetings in October and updated the Board on the progress of the VMS goals. He highlighted the Department updates presented by Ernesto Munoz and Brian Gruner last month.

**10. CEO Report**

Siobhan Foster, CEO, reported on the following subjects:

- Veterans Celebration was held on Sunday, November 11<sup>th</sup>.
- Concrete pouring at Pickleball Courts scheduled for Saturday, November 17<sup>th</sup>.
- Pool 5 is closed for maintenance and Pool 6 is closed for the winter month.
- Thanksgiving feast will be offered on Thursday, November 22<sup>nd</sup> from 1:00 p.m. to 3:00 p.m. in Clubhouses 2 and 5. For more information contact 949-597-4286 (Clubhouse 2) or 949-597-4382 (Clubhouse 5).
- Thanksgiving holiday hours November 22<sup>nd</sup> and 23<sup>rd</sup>: Community Center, Recreation Office, PC Learning Center and the MAC Learning Center will be closed on Thursday and Friday. Table Tennis room and Community Fitness Center will be closed on Thursday and have reduced hours (8 a.m. to 2 p.m.) on Friday. Resident Services administrative office will be closed, but the Call Center will be open on Friday and Saturday (8 a.m. to 5 p.m.). Plan-a-Ride will be the only bus service in operation on Thursday.
- Highlights of recent changes: Manor Alternation moved to the Spruce Room on the 1<sup>st</sup> floor of the Community Center, Social Services office have been expanded to provide them with more workspace and the New Passive Park is now open at the site of the old shuffleboard courts next to Clubhouse 2.

Siobhan Foster answered questions from the Board.

## **11. Consent Calendar**

### **11a. Architectural Control and Standards Committee Recommendations:**

(1) Approval Recommendation – 311-B (Cordoba, 1A4) – Atrium Enclosure and Retrofit Windows

#### **RESOLUTION 01-18-110** **VARIANCE REQUEST**

**WHEREAS**, Ms. Shumen Fine of 311-B Avenida Castilla, a Cordoba style unit, requests Board approval of a variance to enclose the atrium and retrofit existing windows; and

**WHEREAS**, a Neighborhood Awareness Notice was sent to Owners of affected units on October 1, 2018, notifying them that an application to make an alteration to a neighboring Unit had been made and that comments or objections could be made in writing to the Architectural Controls and Standards Committee or in person at the Architectural Controls and Standards Committee Meeting on October 18, 2018.

**NOW THEREFORE BE IT RESOLVED**, on November 13, 2018, the Board of Directors hereby approves the requests with the condition that the proposed alterations are constructed in accordance with the Conditions of Approval as included in the official Board Decision Notice;

**RESOLVED FURTHER**, all costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Shareholder at 311-B and all future Shareholders at 311-B.

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

### **11b. Landscape Committee Recommendations:**

(1) Tree Removal – Approval (2) and Denial (3)

- Approve appeal for removal of one Brazilian Pepper (2001-A) at Member's expense
- Approve removal of three Queen Palms (301-D)
- Deny appeal for removal of one Shamel Ash tree (26-D)
- Deny unscheduled trimming of Brush Cherry hedgerow (851-O)
- Deny removal of one Brazilian Pepper (89-F)

#### **RESOLUTION 01-18-111** **TREE REMOVAL – APPROVAL (2) AND DENIAL (2)**

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

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

**WHEREAS**, on October 11, 2018, the Landscape Committee recommended to deny the appeal for the removal of one Shamel Ash tree located at 26-D due to no visible damage to the manor or infrastructure; to deny the request for the unscheduled trimming of a Brush Cherry hedgerow located at 851-O due to blocking a view; to deny the request for the removal of one Brazilian Pepper located at 89-F due to allergies to the flowers and bees; to approve the appeal for the removal of one Brazilian Pepper located at 2001-A at Members' expense due to the impact of berries on the manor, pets and neighbors; and to approve the request for the removal of three Queen Palms located at 301-D due to growing too close the manor with a high likelihood of causing damage and requiring repetitive off-schedule trimming;

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, the Board of Directors denied the appeal for the removal of one Shamel Ash tree; denied the request for the unscheduled trimming of a Brush Cherry hedgerow; denied the request for the removal of one Brazilian Pepper because they did not comply with the tree removal guidelines and approved the appeal for the removal of one Brazilian Pepper and the request for the removal of three Queen Palms

**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 Consent Calendar as presented. The motion was seconded by Director Randazzo and the motion passed by unanimous consent.

## **12. Unfinished Business**

**12a. Entertain a Motion to Adopt a Resolution for Revisions to Architectural Standard 17: Patio Gates and Courtyards (SEPTEMBER initial notification- 30-day Member review to comply with Civil Code §4360 has been satisfied)**

Director Blackwell read the following resolution:

**RESOLUTON 01-18-112**  
**REVISE UNITED ALTERATION STANDARD 17: PATIO GATES AND COURTYARD  
DOORS**

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

**WHEREAS**, the Architectural Controls and Standards Committee recognizes the need to revise Alteration Standard 17: Patio Gates and Courtyard Doors.

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, that the Board of Directors of this Corporation hereby adopts the revisions to Alteration Standard 17: Patio Gates and Courtyard Doors, attached as part of the official minutes of this meeting;

**RESOLVED FURTHER**, that Resolution 01-07-62, adopted June 2007, 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.

Director Dorrell made a motion to adopt a resolution for revisions to United Architectural Standard 17: Patio Gates and Courtyards. The motion was seconded by Director Achrekar.

Discussion ensued among the Directors.

President Skillman called for the vote and the motion passed by unanimous consent.

**12b. Entertain a Motion to Adopt a Resolution for Revisions to the United Architectural Standard 18: Gutters and Downspouts (SEPTEMBER initial notification- 30-day Member review to comply with Civil Code §4360 has been satisfied)**

Director Blackwell read the following resolution:

**RESOLUTION 01-18-113**  
**REVISE UNITED ALTERATION STANDARD 18: GUTTERS AND DOWNSPOUTS**

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

**WHEREAS**, the Architectural Controls and Standards Committee recognizes the need to revise Alteration Standard 18: Gutters and Downspouts.

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, that the

Board of Directors of this Corporation hereby adopts the revisions to Alteration Standard 18: Gutters and Downspouts, attached as part of the official minutes of this meeting;

**RESOLVED FURTHER**, that Resolution 01-10-224, adopted October, 2010, is hereby superseded and cancelled; and

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

Director Blackwell made a motion to adopt a resolution to revise the United Architectural Standard 18: Gutters and Downspouts for 30-day review. The motion was seconded by Director Dorrell.

Discussion ensued among the Directors.

President Skillman called for the vote and the motion passed by a unanimous consent.

**12c. Entertain a Motion to Adopt a Resolution for Revisions to United Architectural Standard 43: Bathroom Splits (SEPTEMBER initial notification- 30-day Member review to comply with Civil Code §4360 has been satisfied)**

Director Blackwell read the following resolution:

**RESOLUTION 01-18-114**  
**REVISE ALTERATION STANDARD 43: BATHROOM SPLITS**

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

**WHEREAS**, the Architectural Controls and Standards Committee recognizes the need to revise Alteration Standard 43: Bathroom Splits.

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, that the Board of Directors of this Corporation hereby adopts revisions to Alteration Standard 43: Bathroom Splits, attached as part of the official minutes of this meeting;

**RESOLVED FURTHER**, that Resolution 01-18-26, adopted February 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 this resolution as written.

Director Blackwell made a motion to adopt a resolution for revisions to United Architectural Standard 43: Bathroom Splits for 30-day review. The motion was seconded by Director Dorrell.

President Skillman called for the vote and the motion passed by unanimous consent.

**12d. Entertain a Motion to Adopt a Resolution for Revised Interior Flooring Policy (SEPTEMBER initial notification- 30-day Member review to comply with Civil Code §4360 has been satisfied)**

Director Blackwell read the following resolution:

**RESOLUTION 01-18-115**  
**INTERIOR FLOORING POLICY**

**WHEREAS**, the installation of replacement flooring in units situated on a building level directly over another units living space has generated nuisance complaints to the Mutual related to noise transmitted to the lower neighboring units when members have replaced original flooring types with alternate flooring materials;

**WHEREAS**, the United Laguna Woods Mutual Occupancy Agreement requires that "a Member shall not obstruct or interfere with the rights of other members or annoy them by unreasonable noise...;" and legal counsel has previously opined that the Mutual has the authority to establish rational rules to regulate unreasonable noise;

**WHEREAS**, on May 13, 2014, the Board of Directors adopted Resolution 01-14-58 which prohibited any future installation of hard surface flooring in second floor units in areas other than the kitchen and bathrooms of units;

**WHEREAS**, Resolution 01-14-58 defined hard surface flooring as any flooring other than original flooring types of carpet, vinyl or linoleum; and,

**WHEREAS**, due to the advances in soundproofing underlayment technology and the continued popularity and value of installing hardwood style and laminate floors;

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, the Board of Directors hereby adopts the Interior Flooring Policy, attached to the official minutes of this meeting, to further define and regulate permitted flooring types;

**RESOLVED FURTHER**, the Mutual shall permit the installation of alternate flooring materials other than the original flooring types, provided the materials meet the sound transmission specifications in the attached policy;

**RESOLVED FURTHER**, the installation of flooring types other than carpet with padding in any area of the unit with living space, of a separate residence below it, shall meet the requirements of the policy;

**RESOLVED FURTHER**, living space shall be defined as any area within a unit that is not a bathroom or kitchen;

**RESOLVED FURTHER**, that Resolution 01-14-58, 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 the purpose of this resolution.

Director Blackwell made a motion to adopt a resolution to revise Interior Flooring Policy for 30-day review. The motion was seconded by Director Dorrell.

President Skillman called for the vote and the motion passed by unanimous consent.

**12e. Entertain a Motion to Adopt a Resolution Banning Residents from Entering Dumpsters(SEPTMBER initial notification- 30-day Member review to comply with Civil Code §4360 has been satisfied)**

Director Blackwell read the following resolution:

**RESOLUTION 01-18-116**  
**UNAUTHORIZED REMOVAL OF REFUSE AND RECYCLABLE MATERIALS  
FROM MUTUAL PROVIDED CONTAINERS**

**WHEREAS,** the Governing Documents Review Committee has recognized a need to establish a rule prohibiting the unauthorized removal of refuse and recyclable materials from United provided authorized containers;

**WHEREAS,** the Mutual has determined that unauthorized access to materials placed in refuse and recycle bins provided authorized by the Mutual is unsafe and may result in increased liability for the Mutual;

**WHEREAS,** removing material from refuse and recycle bins provided authorized by the Mutual is illegal under California law;

**NOW THEREFORE BE IT RESOLVED,** November 13, 2018, that the Board of Directors of this Corporation hereby introduces a rule prohibiting the unauthorized removal of refuse and recyclable materials from Mutual provided containers in Common Area for use by residents; 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 introduce a resolution banning residents from entering dumpsters for 30-day review. The motion was seconded by Director Dorrell.

Discussion ensued among the Directors.

Director Torng requested to change to wording "provided" to "authorized" in the first, second and third paragraphs the motion passed without objection.

President Skillman called for the vote and the motion passed by unanimous consent.

**13. New Business**

This agenda item was moved to closed session



**13a.** Entertain a Motion to Approved a Resolution for United and GRF Committee Assignments

**13b.** Entertain a Motion to Introduce a Resolution for Revisions to Architectural Standard 19: Modesty Paneling; Balcony (**NOVEMBER initial notification-must postpone 30-days for Member review to comply with Civil Code §4360**)

Director Blackwell read the following resolution:

**RESOLUTION 01-18-XX**  
**REVISE ALTERATION STANDARD 19: BALCONY MODESTY PANELING**

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

**WHEREAS**, the Architectural Controls and Standards Committee recognizes the need to revise Alteration Standard 19: Balcony Modesty Paneling.

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, that the Board of Directors of this Corporation hereby introduces the revisions to Alteration Standard 19: Balcony Modesty Paneling, attached as part of the official minutes of this meeting;

**RESOLVED FURTHER**, that Resolution 01-09-287, adopted December 2009, 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.

Director Blackwell made a motion to introduce a resolution for revisions to United Architectural Standard 19: Modesty Paneling; Balcony for 30-day review. The motion was seconded by Director Dorrell.

Discussion ensued among the Directors.

President Skillman called for the vote and the motion passed by a vote of 8-2-1 (Director Bastani and Torng opposed, Director Addington abstained).

**13c.** Entertain a Motion to Introduce a Resolution for Revisions to Architectural Standard 20: Patio Covers; Aluminum (**NOVEMBER initial notification-must postpone 30-days for Member review to comply with Civil Code §4360**)

Director Blackwell read the following resolution:

**RESOLUTION 01-18-XX**  
**REVISE ALTERATION STANDARD 20: BALCONY AND PATIO COVERS;  
ALUMINUM AND VINYL**

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

**WHEREAS**, the Architectural Controls and Standards Committee recognizes the need to create Alteration Standard 20: Balcony and Patio Covers: Aluminum and Vinyl

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, that the Board of Directors of this Corporation hereby introduces revisions to Alteration Standard 20: Balcony and Patio Covers: Aluminum and Vinyl, attached as part of the official minutes of this meeting;

**RESOLVED FURTHER**, that Resolution 01-15-02, adopted January 2015, 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.

Director Blackwell made a motion to introduce a resolution for revisions to United Architectural Standard 20: Patio Covers; Aluminum for 30-day review. The motion was seconded by Director Dorrell.

Discussion ensued among the Directors.

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

**13d. Entertain a Motion to Introduce a Resolution for a New Architectural Standard 44: Fences; Vinyl (NOVEMBER initial notification-must postpone 30-days for Member review to comply with Civil Code §4360)**

Director Blackwell read the following resolution:

**RESOLUTION 01-18-XX**  
**REVISE ALTERATION STANDARD 44: FENCES; VINYL**

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

**WHEREAS**, due to the restriction of wood products, the Architectural Controls and Standards Committee recognizes the need to create a Standard for vinyl fences.

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, that the Board of Directors of this Corporation hereby introduces Alteration Standard 44: Fences; Vinyl, attached as part of the official minutes of this meeting;

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

Director Blackwell made a motion to introduce a resolution for revisions to United Architectural Standard 44: Fences; Vinyl for 30-day review. The motion was seconded by Director Dorrell.

Discussion ensued among the Directors.

President Skillman called for the vote and the motion passed by a vote of 9-0-2 (Director Bastani and Torng abstained).

**13e. Entertain a Motion to Introduce a Resolution for Revisions to Architectural Standard 24: Skylights (NOVEMBER initial notification-must postpone 30-days for Member review to comply with Civil Code §4360)**

Director Blackwell read the following resolution:

**RESOLUTION 01-18-XX**  
**REVISE ALTERATION STANDARD 24: SKYLIGHT INSTALLATIONS**

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

**WHEREAS**, the Architectural Controls and Standards Committee recognizes the need to amend Alteration Standard 24: Skylight Installations.

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, that the Board of Directors of this Corporation hereby introduces revisions to Alteration Standard 24: Skylight Installations attached as part of the official minutes of this meeting;

**RESOLVED FURTHER**, that Resolution 01-03-40, adopted February 2003, 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.

Director Blackwell made a motion to introduce a resolution for revisions to United Architectural Standard 24: Skylights. The motion was seconded by Director Dorrell.

Discussion ensued among the Directors.

President Skillman called for the vote and the motion passed by a vote of 8-1-2 (Director Torng opposed, Directors Bastani and Achrekar).

**13f. Entertain a Motion to Introduce a Resolution to Revise the Exterior Paint Color Palette (NOVEMBER initial notification-must postpone 30-days for Member review to comply with Civil Code §4360)**

Director Blackwell read the following resolution:

**RESOLUTION 01-18-XX**  
**REVISED EXTERIOR PAINT COLOR PALETTE**

**WHEREAS**, by way of Resolution 01-15-158, the Board of Directors approved the Exterior Paint Color Palette, consisting of seven color groups for single story buildings, five color groups for Seville style buildings, three color groups for multiple story buildings, three color options for entry doors, and color groups for laundry buildings and carports for use on the Mutual's structures during execution of the Mutual's Exterior Paint Program;

**WHEREAS**, the color groupings are sorted for availability for use on single story buildings, Seville style buildings and multiple story buildings, as well as laundry buildings and carports;

**WHEREAS**, the color "Spiced Berry" was a color option for entry doors under the previous exterior paint color palette; and

**WHEREAS**, the Architectural Controls and Standards Committee has reviewed numerous variance requests to retain the color "Spiced Berry" as an entry door color.

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, that the board of Directors of the Corporation hereby introduces a Revised Exterior Paint Color Palette to include the existing seven color groups for single story buildings, five color groups for Seville style buildings, three color groups for multiple story buildings, two color groups for laundry buildings and carports, and addition of a fourth color option (Spiced Berry) for original residential entry doors as attached to the official minutes of this meeting;

**RESOLVED FURTHER**, to maintain the operational and logistical efficiencies of the current program, the Revised Exterior Paint Color Palette will become effective with structures in the first cul-de-sac to be painted on the Mutual's 2019 Exterior Paint Program scope and all remaining structures on the 2019 Exterior Paint Program scope and subsequent annual paint program scopes;

**RESOLVED FURTHER**, that all requests for door color changes outside of the Paint Program will remain a variance request, subject to approval by the Board;

**RESOLVED FURTHER**, that Resolution 01-15-158 adopted November 10, 2015 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 introduce a resolution to revise the exterior paint color palette. The motion was seconded by Director Dorrell.

Discussion ensued among the Directors.

President Skillman called for the vote and the motion passed by a vote of 9-1-1 (Director Bastani opposed, Director Torng Abstained).

**13g. Entertain a Motion to Introduce a Resolution to Update the Vehicle, Traffic and Parking Rules (NOVEMBER initial notification-must postpone 30-days for Member review to comply with Civil Code §4360)**

Director Blackwell read the following resolution:

**RESOLUTION 01-18-XX**

**VEHICLE, TRAFFIC, AND PARKING RULES AND REGULATIONS**

**WHEREAS**, the Traffic Rules and Regulations are intended to mirror the California Vehicle Code and to adhere to the Davis-Stirling Act; and

**WHEREAS**, the Governing Documents Review Committee recognizes the need to amend a portion of the Traffic Rules and Regulations in regards to commercial vehicles; and

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, that the Board of Directors of this Corporation hereby introduces the revised Vehicle, Traffic, and Parking Rules and Regulations, as attached to the official minutes of this meeting; and

**RESOLVED FURTHER**, that Resolution 01-17-58 adopted May 9, 2017 is hereby superseded and cancelled; and

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

Director Blackwell made a motion to introduce a resolution to update the vehicle, traffic and parking rules for 30-day review. The motion was seconded by Director Randazzo.

Discussion ensued among the Directors.

Director Blackwell requested clarification of the Commercial and Pickup Truck definitions in Attachment 1.

President Skillman called for the vote and the motion failed by a vote of 1-10-0 (Director Skillman approved).

Director Armendariz made a motion to send this item back to the Committee for clarification. Director Morrison seconded the motion.

Discussion ensued among the Directors.

President Skillman called for the vote and the motion passed by unanimous consent

**13h. Entertain a Motion to Introduce a Resolution for Revisions to the Land Use Alteration Policy (NOVEMBER initial notification-must postpone 30-days for Member review to comply with Civil Code §4360**

Director Blackwell read the following resolution:

**RESOLUTION 01-18-XX**

**LAND USE ALTERATION POLICY**

ADOPTED APRIL 2002, RESOLUTION U-02-46  
REVISED NOVEMBER 2002, RESOLUTION U-02-155 REVISED  
APRIL 2004, RESOLUTION 01-04-54  
REVISED MAY 2007, RESOLUTION 01-07-45  
REVISED MAY 2008, RESOLUTION 01-08-73  
REVISED JUNE 2017, RESOLUTION 01-17-94 REVISED  
DECEMBER 2018, RESOLUTION 01-18-XX

**WHEREAS**, the Board of Directors of United Laguna Woods Mutual ("Board") established policies and procedures for the construction of any alterations, additions and expansions;

**WHEREAS**, the Board, through Resolutions U-02-46, U-02-155, 01-04-54, 01-07-45, 01-08-73 and 01-17-94 (collectively referred to as the "Land Use Policy") adopted and implemented the Land Use Alteration Policy, some of which allowed members, in limited circumstances, to make exclusive use of certain portions of the common area to expand the footprint of their unit;

**WHEREAS**, members have expressed concern over the Land Use Policy and, in general, the Board's policy to allow members to use common area for their exclusive use by making alterations to units that expand the structure beyond the original footprint;

**WHEREAS**, the original footprint shall be defined as the unit, original patios, courtyards and atriums as shown on the original floorplans;

**WHEREAS**, members have been permitted to construct alterations on previously approved ~~or~~ and grandfathered expansions of the original footprint; and

**WHEREAS**, the Board has consulted with staff, legal counsel and having previously terminated the Land Use Policy that allowed members to make exclusive use of common area through such alterations.

**NOW THEREFORE BE IT RESOLVED**, November 13, 2018, that the

Board hereby introduces the Revised Land Use Policy; and

**RESOLVED FURTHER**, that the Board of Directors shall not approve any alterations expanding the original footprint of units, but that all such alterations currently in place, which have already been approved under the Land Use Policy, are grandfathered; and

**RESOLVED FURTHER**, that no further alteration may be approved or constructed on any previously approved or grandfathered alteration that encroaches upon common area, other than like for like, that augments, enlarges, or changes the construction, purpose, or use of the previously approved ~~or~~ and grandfathered alteration;

**RESOLVED FURTHER**, that no new improvement, room extension, or room addition may be constructed on any previously approved ~~or~~ and grandfathered expanded footprint area;

**RESOLVED FURTHER**, that the determination of whether a proposed alteration is like- for-like shall be made by Staff, in consultation with the Committee, and subject to appeal to the Board, whose decision shall be final and made in the Board's sole and absolute discretion;

**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 Dorrell made a motion to introduce a resolution for revisions to the land use alteration policy. The motion was seconded by Director Randazzo.

Discussion ensued among the Directors.

Director Armendariz made an amendment to the motion to revise the word "or" to the word "and" in the 5<sup>th</sup> paragraph of the resolution. Director Morrison seconded the motion.

President Skillman called for the vote of the amendment and motion passed by a vote of 10-1-0 (Director Bastani opposed).

President Skillman called for the vote of the original resolution motion and the motion passed by a vote of 7-2-1 (Director Randazzo absent, Director Bastani and Margolis opposed, Director Tornig abstained)

#### **14. Committee Reports**

**14a.** Report of the Finance Committee / Financial Report – Director Morrison presented the Treasurer's Report and reviewed the resale and leasing reports. Next meeting will be November 27, 2018, 2:00 p.m. in the Sycamore Room

**14b.** Report of the Architectural Control and Standards Committee – Director Dorrell gave a report from the last Architectural Control and Standards Committee meeting. Next meeting will be December 20, 2018, 9:30 a.m. in the Sycamore Room.

**14c.** Report of the Communications Committee – Director Blackwell gave a report from the Communications Committee meeting. The next meeting TBA.

**14d.** Report of Executive Hearings Committee - Director Skillman gave a report from the last Executive Hearings Committee. Next meeting will be November 20, 2018, 9:00 a.m. in the Willow Room.

**14e.** Report of the Governing Documents Review Committee - Director Skillman reported from the last Governing Documents Review Committee meeting. The Committee is looking at the Caregiver Policy and Traffic Rules. Next meeting will be Monday, November 26, 2018, 1:30 p.m. in the Sycamore Room.

**14f.** Report of the Landscape Committee - Director Blackwell gave a report from the last Landscape Committee meeting and discussed tree removal policies. The trial period for the organic pesticides will be up and a full report will be given at the next meeting. The next meeting will be on December 13, 2018, 9:00 a.m. in the Board Room.

**14g.** Report of the Maintenance & Construction Committee - Director Randazzo reported on the last Maintenance & Construction Committee meeting. He updated the Board on the Waste-line Remediation program, exterior paint program, shepherds crooks installation, and Fire Avert devices. Next meeting will be December 14, 2018, 9:00 a.m. in the Board Room.

- Village Energy Task Force Charter – Director Randazzo gave a report from the last Village Energy Task Force. There are two members from each Board on the Task Force. The new chairman is Bert Moldow and the vice chair is Carl Randazzo. Presentations were given by Ice Energy and Energy Coalition on the possible use of alternative energy. Next meeting will be January 2, 2019 at 9:30 a.m. in the Willow Room.

**14h.** Report of the Resident Advisory Committee – Director Achrekar gave a report from the last Resident Advisory Committee meeting. Next meeting will be November 15, 2018, 4:00 p.m. in the Sycamore Room

## **15. GRF Committee Highlights**

**15a.** Report of the Finance Committee—Director Morrison shared highlights from the last GRF Finance Committee meeting and reported on the budget meetings. Next meeting will be December 19, 2018, 1:30 p.m. in the Board Room.

**15b.** Report of the Community Activities Committee—Director Dorrell shared highlights from the last GRF Community Activities Committee meeting. Next meeting will be January 10, 2019, 1:30 p.m. in the Board Room.

**15c.** Report of the Landscape Committee—Director Blackwell shared highlights from the last GRF Landscape Committee and announced that the Committee Charter was approved. Next meeting will be December 19, 2018, 2:30 p.m. in the Sycamore Room.



**15d.** Report of the Maintenance & Construction Committee—Director Randazzo shared highlights from the last GRF Maintenance & Construction Committee meeting. Next meeting will be December 12, 2018, 1:30 p.m. in the Board Room.

**15d.** Report of the Media and Communication Committee—Director Blackwell shared highlights from the last GRF Media and Communication Committee meeting. Next meeting will be November 19, 2018, 1:30 p.m. in the Board Room.

- Thrive Project Task Force – Next meeting November 21, 2018, 9:30 a.m. in the Cypress Room

**15e.** Report of the Mobility and Vehicles Committee—Director Addington shared highlights from the last GRF Mobility and Vehicles Committee meeting. Next meeting will be December 5, 2018, 1:30 p.m. in the Board Room.

**15f.** Report of the Security and Community Access Committee—next meeting will be Monday, December 17, 2018, 1:30 a.m. in the Board Room.

- Laguna Woods Village Traffic Hearings – Director Achrekar reported from the last Traffic Hearings. Next meeting November 21, 2018, 9:00 a.m. in the Board Room and 1:00 p.m. in the Pine Room

**15g.** Disaster Preparedness Task Force—Director Achrekar reported from the last Disaster Preparedness Task Force meeting. He discussed the fire avert program, the Great California Shake-Out emergency drill in October, and volunteers are needed for the Good Neighbor Program. Next meeting will be November 27, 2018, 9:30 a.m. in the Cypress Room.

## **16. Future Agenda Items**

**16a.** Resolution to Update the Golf Cart Plug-In Fee

## **17. Director's Comments**

- Director Tornø commented he would like to allow Board Members and residents to ask more questions.
- Director Achrekar asked that the VMS presentation be available in hard copy to residents.
- Director Armendariz commented on two large projects coming up; air conditioning for the Community Center and the Performing Arts Center. He is hoping that the new air conditioning units will be using zoning. Asked about the status of the leak detection devices.
- Director Randazzo thanked the Board for moving through the agenda efficiently.
- Director Blackwell asked that Members send in their questions and the Board will respond.
- Several Directors thanked Siobhan Foster and her staff for all their hard work during the transition time without a CEO.
- Several Directors thanked Director Dorrell for her service on the Board.
- Director Dorrell thanked the Staff and the Board Members.
- President Skillman commented that applications for the VMS and Board vacancies

November 13, 2018

are due on November 26<sup>th</sup> and there will be a special meeting on November 29<sup>th</sup>.

**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.*

The meeting recessed at 1:03 p.m. into the Executive Session.

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

*Approval of Agenda*

*Approval of the Following Meeting Minutes;*

*(a) September 11, 2018 – Regular Executive Session*

*Write-Offs from Assessment Balances against Members*

*Discuss Disciplinary Cases*

*Discuss and Consider Contractual Matters*

*Discuss and Consider Litigation Matters*

**19. Adjourn**

The meeting was adjourned at 4:30 p.m.



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Maggie Blackwell, Secretary of the Board  
United Laguna Woods Mutual



## **STANDARD 17: PATIO GATES & COURTYARD DOORS**

MAY 1996, RESOLUTION U-96-62

REVISED JUNE 2007, RESOLUTION 01-07-62

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

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

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

REVISED NOVEMBER 13, 2018, RESOLUTION 01-18-112

### **1.0 GENERAL REQUIREMENTS**

**SEE STANDARD SECTION 1: GENERAL REQUIREMENTS**

### **2.0 APPLICATIONS**

- 2.1** Only single panel gates, with a minimum of two hinges, are permitted.
- 2.2** No wood gates or courtyard doors are permitted. Gates and courtyard doors will be constructed of vinyl or wrought iron only.
- 2.3** Metal patio gates and metal courtyard doors shall be painted black.
- 2.4** Vinyl gates will be white in color or match the trim color of the building.
- 2.5** Gates may be installed that open into patio areas; gates are not permitted to hinder access to entryways or access to common areas.
- 2.6** No new gates that open onto common area or create a new pathway are permitted.
- 2.7** Gates that face, are adjacent, or within 25 feet shall match. Contact the Alterations Division if these conditions are not present.
- 2.8** Gates and courtyard doors shall be no higher than the wall in which they are part of; decorative arc or radius finished tops are acceptable



## **STANDARD 18: GUTTERS & DOWNSPOUTS**

OCTOBER 2010, RESOLUTION 01-10-224

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

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

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

REVISED NOVEMBER 13, 2018, RESOLUTION 01-18-113

### **1.0 GENERAL REQUIREMENTS**

**SEE STANDARD SECTION 1: GENERAL REQUIREMENTS**

### **2.0 APPLICATIONS**

- 2.1** All gutters and downspouts will be of the same style and color to match existing gutters on the building.
- 2.2** Gutters must be a minimum 5" wide, measured at the top.
- 2.3** Alteration aluminum gutters and downspouts are not allowed to be connected to original steel gutters and downspouts. If the alteration gutter system must be connected to an original steel gutter system, the Member is responsible for replacing the original steel gutter system with new aluminum that matches the original style and color.
- 2.4** Gutters are to be made of aluminum with a minimum gauge of .027. Vinyl coated aluminum is permitted. Copper or steel gutters and downspouts are not permitted.
- 2.5** Gutters are required to slope one inch for every 20 feet toward the downspout.
- 2.6** Gutters in excess of 35 feet in length are to be sloped down both directions from the middle and have a downspout installed at each end.

- 2.7** Gutters attached to the Mutual owned fascia are required to be attached using ring shank spikes or wood screws. Smooth, striated and spiral spikes are prohibited.
- 2.8** Hidden hangers and spikes are required to be spaced at a minimum of 30 inch.
- 2.9** All penetrations must be properly sealed. Exposed wood must be properly primed and painted to match the existing paint of the building.
- 2.10** Applications to roofs where hangers penetrate or may harm the roofing in any way will not be allowed. Attachments to buildings with PVC roofs are required to be approved by the Alteration Division prior to installation. Member shall be responsible for all damages to roofs.
- 2.11** Downspouts are required to be 3" x 4" and are to be located in areas free from obstacles such as electric meters, hose bibs and sidewalks; and in the most inconspicuous location as possible.
- 2.12** The ends of downspouts must drain into a proper drainage system such as a drywell, onto pavement or a splash block that routes the water at least three feet downhill from the foundation of the building and onto properly graded soil. Downspouts are prohibited from draining directly onto a roadway and/or into the storm drain system.



## **STANDARD 43: BATHROOM SPLITS**

FEBRUARY 2018, RESOLUTION 01-18-26

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

REVISED NOVEMBER 13, 2018, RESOLUTION 01-18-114

### **1.0 GENERAL REQUIREMENTS**

**SEE STANDARD SECTION 1: GENERAL REQUIREMENTS**

### **2.0 APPLICATIONS**

- 2.1** Bathroom splits are prohibited in Units with two bathrooms.
- 2.2** Units with two bathrooms may reconfigure walls and doors within the same foot print only.
- 2.3** Units with one full bathroom may split bathroom into two bathrooms as follows:
  - a. The original footprint may be extended up to three feet, in one direction.
  - b. The extension of a bathroom footprint may not involve a load bearing wall or supporting columns.
  - c. The extension of a bathroom footprint may not reduce an adjacent hallway to less than 36" or as required by code.
- 2.4** Prior to connecting into any plumbing work, the waste line is to be inspected by the Mutual at the Member(s) expense.
- 2.5** Detailed architectural or engineered plans, including plumbing and electrical plans for all work involved in bathroom split alterations, shall be submitted to the Alterations Division for approval. These plans shall be of sufficient detail to permit adequate review of the proposed alteration. As-built plans shall be submitted if any changes are made to the approved plans.
- 2.6** Sewer line connections will consist of a minimum 2" waste line tied into a minimum 2" waste line. All existing cast iron waste line connections shall be replaced with cast iron. All exposed underground cast iron shall be replaced.
- 2.7** All water supply lines shall be of Type M copper; minimum 1/2" diameter.



- 2.8 All pressure lines shall be securely strapped to prevent movement or knocking.
- 2.9 All piping in bathrooms with adjacent units shall be insulated for sound reduction, including penetrations thorough framing.
- 2.10 The Member assumes all responsibility for any damage that may occur due to construction.

### **3.0 ADDITIONAL REQUIREMENTS FOR INSTALLATIONS**

- 3.1 Alterations involving common walls shall be fire rated per current California Building Code.
- 3.2 All exhaust fans must be installed per the Exhaust Fan/Vent Installation Standard.
- 3.3 All penetrations through walls shall be properly sealed to prevent water intrusion.
- 3.4 The waterproof integrity of the roof, including the selection and use of appropriate flashing and sealers, must be maintained.
- 3.5 Roof tie-ins for vents on PVC Cool Roofs must be made by an approved roofing contractor. A Roofing Contractor Verification Form will be required prior to the issuance of a permit.
- 3.6 Cutting or altering roof trusses for the installation of vents in attic spaces are strictly prohibited.

### **4.0 OBLIGATIONS**

- 4.1 Member is responsible for damages to roof or other structures caused by any alteration.
- 4.2 The Mutual Member is responsible for, and will bear all costs associated with clean-up or repair of Mutual owned or controlled property made necessary by or resulting from the alteration.

ATTACHMENT 2



**INTERIOR FLOORING POLICY**

**1.0 APPLICATIONS**

**1.1 FIIC AND MUTUAL STANDARDS:** All interior flooring and underlayment installations (including but not limited to new, different or replacement flooring) which are installed in a room within a second floor unit that is located above a living space area of a separate residence must at all times meet a minimum of an Impact Insulation Class (IIC) rating of 60 as defined in the American Society for Testing and Materials (ASTM) E 1007 standard, and the utilization of same by the occupants of the unit must not cause any violation of Article 5 of the Occupancy Agreement.

**1.2 INSTALLATION TESTING:** All installations, *when tested in place*, shall meet Field Impact Insulation Class (FIIC) rating of 50. Testing on interior flooring shall only be required pursuant to the procedures described in the Interior Flooring Grievance Procedure. Floor coverings such as area rugs, may not be included to obtain the required minimum of FIIC 50 rating, unless these coverings are a permanent part of the interior flooring. Replacement or removal of these other floor coverings must provide the required minimum of a 50 FIIC rating. Living space shall be defined as any area within a unit that is not a bathroom or kitchen.

**1.3 SHAREHOLDER RESPONSIBILITIES.** The Shareholder(s) of a Unit (including the Unit Shareholder(s) on the date of the installation and all successor Shareholders) where interior flooring subject to paragraph 1.2 has been installed shall be responsible for ensuring that the utilization of said flooring at all times meets a 50 FIIC rating, and for ensuring that said flooring does not cause any violation of Article 5 of the Occupancy Agreement.



**RESOLUTION 01-18-115****INTERIOR FLOORING GRIEVANCE PROCEDURE**

1. **APPLICABILITY.** This Interior Flooring Grievance Procedure ("Procedure") shall govern Grievances by any Shareholder or resident of a first floor unit where the interior flooring in the unit immediately above is in violation of Article 5 of the Occupancy Agreement and/or United Laguna Woods Mutual Interior Flooring Policy.

2. **WRITTEN GRIEVANCES.** Any Shareholder or resident of a first floor unit who alleges that the existence of and/or utilization of the interior flooring in the unit immediately above it is in violation of Article 5 of the Occupancy Agreement and/or United Laguna Woods Mutual Interior Flooring Policy, must submit a written Grievance to the Mutual on a form provided by the Mutual ("Flooring Complaint Form"). The form is available from the Compliance Division. Upon receipt of said Grievance, the Mutual will forward a packet to the complaining unit Shareholder(s), the Shareholder(s) of the Unit against which the Grievance has been lodged, and the residents of same (if different from the Shareholders). Said packet, referred to as the "Meet and Confer Packet," will include the Grievance, these Procedures, and a written demand that all affected parties meet and confer in person in a good faith effort to resolve the Grievance.

3. **MEET AND CONFER PROCESS.** Upon receipt of the Meet and Confer Packet, all affected parties shall meet and confer in person in a good faith effort to resolve the Grievance between them. Unless extenuating circumstances exist, the parties shall be required to meet within 21 calendar days of the initial notification. If the offending party fails or refuses to meet, the offending parties will be scheduled for a disciplinary hearing. If the affected parties resolve the Grievance, they shall notify the Mutual in writing of the terms and conditions of the resolution. If the affected parties are unable to resolve the Grievance between themselves, then the complaining Shareholder or resident must notify the Mutual in writing on a form provided by the Mutual ("Notice of Failure To Resolve Flooring Grievance"). The form is available from the Compliance Division.

4. **INVESTIGATION OF GRIEVANCES.** Upon the Mutual's receipt of the Notice of Failure To Resolve Flooring Grievance from the complaining Shareholder or resident, the Mutual shall: a) forward a copy of said Notice to the Shareholders and residents of the Unit which is the subject of the Grievance, and b) select, retain and advance the costs for an acoustical testing and engineering expert, who shall perform FIIC testing on interior flooring located in bedroom(s), the living room, and hallway(s), whichever is the subject of the Grievance. Testing shall not necessarily be required on interior flooring located in the kitchen or



bathroom(s). The Mutual's payment of the costs for the expert shall be subject to its right to obtain reimbursement of such costs by imposition and levy of a reimbursement assessment upon the appropriate unit and unit Shareholders pursuant to the Governing Documents and these Procedures.

**5. FIIC TESTING.** All FIIC testing which is conducted under these Procedures shall be performed by an expert selected by the Mutual in its sole discretion. The expert shall be experienced in the field of acoustical testing and engineering. Said expert shall promptly forward to the Mutual a written report which shall include all test results as well as the findings, opinions and recommendations. The Mutual shall forward copies of the report to the complaining unit Shareholders and residents, and to the Shareholders and residents of the unit wherein the interior flooring at issue is located.

**6. SHAREHOLDER AND RESIDENT COOPERATION.** All unit Shareholders and residents involved shall fully cooperate with the Mutual, its agents and experts in connection with FIIC testing. Said cooperation shall include allowing the Mutual, its agents and experts to enter, inspect, photograph, and test all Units which are identified in the Grievance. If entry into a unit is required, such entry shall be done at reasonable times, upon reasonable prior notice, and with as little inconvenience to the unit Shareholders and residents as possible. The unit Shareholders and residents shall cooperate and allow entry within 15 days of notification by the Mutual of the FIIC testing. The Board shall impose and levy a reimbursement assessment against the appropriate unit Shareholders and their respective units to reimburse the Mutual for all costs, expenses and attorney's fees which the Mutual incurs in connection with the Grievance or the enforcement of these Procedures. Failure to cooperate with any or all of the aspects of these procedures may result in disciplinary action by the Board.

**7. BOARD HEARINGS AND ORDERS.**

1. As soon as reasonable after the Mutual receives the expert's test results and report, a hearing shall be held before the Board of Directors. At the hearing, the Board shall consider all relevant matters, including whether there has been any violation of Article 5 of the Occupancy Agreement and/or United Laguna Woods Mutual Interior Flooring Policy.
2. After the hearing has concluded, the Board of Directors shall determine such actions, remedies, fines, penalties, suspensions, reimbursement assessments, and other orders that the Board in its discretion deems appropriate to be taken, including, but not limited to:
  - a) Imposing and levying a reimbursement assessment against either the Shareholder of the unit where the interior flooring at issue is located or the Shareholder of the unit which originated the Grievance (even if the Grievance was made by a non-Shareholder resident in the Unit) to reimburse the Mutual for all costs, expenses and attorney's fees that the



- Mutual has incurred in connection with the Grievance or its enforcement of these Procedure, including the costs of FIIC testing, expert consultations, and expert reports;
- b) Directing the Shareholder(s) and/or resident(s) of the unit where the interior flooring at issue is located to take remedial action to correct the situation that resulted in the Grievance, submit documents verifying that such remedial action has been completed, and/or allow an expert selected by the Mutual and paid for in advance by said Shareholders to perform follow-up FIIC testing to verify the effectiveness of the remedial action; and
  - c) Making such other and further orders as it deems appropriate, including imposing monetary penalties and fines, imposing and levying reimbursement assessments, suspending the right to use any facilities owned, operated or managed by the Mutual, suspending the right to vote in Mutual elections, recommending to the Golden Rain Foundation (GRF) that it take disciplinary action against the Shareholder(s) and/or resident(s) with respect to the Shareholder(s) and/or resident(s) use of GRF provided facilities and amenities, and/or setting additional hearings.