



SPECIAL OPEN SESSION

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

**Monday April 8, 2024 - 9:30 a.m.
Laguna Woods Village Community Center
Board Room/Virtual Meeting
24351 El Toro Road, Laguna Woods, California**

Laguna Woods Village owners/residents are welcome to participate in all open meetings in-person and virtually. To submit comments or questions virtually for meetings, please use one of the following options:

1. Join the meeting via Zoom by clicking this link: <https://us06web.zoom.us/j/92081839160> or by calling 1-669-900-6833, Webinar ID: 92081839160.
2. Via email to meeting@vmsinc.org any time before the meeting is scheduled to begin or during the meeting. Please use the name of the meeting in the subject line of the email. Name and unit number must be included.

NOTICE OF MEETING AND AGENDA

This Meeting May Be Recorded

The purpose of this meeting is to review the budget for the United Laguna Woods Mutual in accordance with *Civil Code §4930* and was hereby noticed in accordance with *Civil Code §4920*

1. Call meeting to order / Establish Quorum – President Alison Bok
2. State Purpose of Meeting
3. Approval of Agenda
4. Chair Remarks
5. Open Forum (Three Minutes per Speaker)
6. Review of the 2024 Service Levels:
 - a. General Services – Robert Carroll
 - b. Landscape Services – Kurt Wiemann
 - c. Maintenance & Construction Services – Manuel Gomez
7. Director Comments
8. Adjournment

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

						ASSESSMENT		
DESCRIPTION	2020 ACTUALS	2021 ACTUALS	2022 ACTUALS	2023 BUDGET	2024 BUDGET	INCREASE/(DECREASE) \$	%	
OPERATING FUND - MAINTENANCE & CONSTRUCTION								
1	PLUMBING SERVICE	\$1,678,492	\$1,421,163	\$1,691,127	\$1,576,070	\$1,631,373	\$55,303	4%
2	DAMAGE RESTORATION	0	1,193,726	1,390,025	885,805	905,000	19,195	2%
3	CARPENTRY SERVICE	472,259	511,314	570,476	638,911	657,845	18,934	3%
4	INTERIOR PREVENTIVE MAINTENANCE	264,354	258,391	332,939	374,517	341,440	(33,077)	(9%)
5	ELECTRICAL SERVICE	314,055	380,555	393,672	373,787	341,905	(31,882)	(9%)
6	APPLIANCE REPAIRS	263,734	243,776	278,782	319,633	321,990	2,357	1%
7	PEST CONTROL	79,544	196,579	159,053	257,655	270,541	12,886	5%
8	COUNTERTOP/FLOOR/TILE REPAIRS	104,693	100,534	112,909	149,440	154,355	4,915	3%
9	FIRE PROTECTION	11,603	26,652	10,110	34,394	37,348	2,954	9%
10	ENERGY PROGRAM	18,020	19,060	27,242	35,000	36,000	1,000	3%
11	MISCELLANEOUS REPAIRS BY OUTSIDE SERVICES	21,389	21,031	13,222	20,000	20,000	0	0%
12	GUTTER CLEANING	30,596	(30,596)	0	0	0	0	0%
TOTAL		\$3,258,738	\$4,342,183	\$4,979,556	\$4,665,212	\$4,717,797	\$52,585	1%
Line 2 includes damage restoration cleanup costs moved from contingency in 2021.								
Line 12 was moved to General Services in 2020.								
OPERATING FUND - GENERAL SERVICES								
13	CONCRETE SERVICE	\$372,289	\$396,868	\$341,500	\$406,550	\$421,764	\$15,214	4%
14	JANITORIAL SERVICE	437,293	369,411	369,344	397,860	524,467	126,607	32%
15	GUTTER CLEANING	146,092	152,886	129,493	158,152	169,679	11,527	7%
16	WELDING	63,817	105,816	94,606	112,840	126,053	13,213	12%
17	TRAFFIC CONTROL	8,778	14,467	13,484	15,576	15,863	287	2%
TOTAL		\$1,028,269	\$1,039,449	\$948,426	\$1,090,978	\$1,257,826	\$166,848	15%
OPERATING FUND - LANDSCAPE SERVICES								
18	GROUNDS MAINTENANCE	\$2,585,229	\$2,533,730	\$2,585,909	\$2,816,943	\$3,064,085	\$247,142	9%
	Shrub-Bed Maintenance	1,785,822	1,449,424	1,449,424	1,919,307	2,156,202	236,895	12%
	Turf Maintenance	563,101	735,829	735,829	642,660	609,759	(32,901)	(5%)
	Miscellaneous Tasks	216,386	322,457	322,457	248,037	289,240	41,202	17%
	Slope Maintenance	19,920	26,020	26,020	6,939	8,885	1,946	28%
19	IRRIGATION	784,777	728,291	798,217	809,937	808,269	(1,668)	(0%)
20	PEST CONTROL	229,312	275,162	282,425	315,267	318,843	3,576	1%
21	LANDSCAPE ADMINISTRATION	121,344	224,189	240,721	253,034	352,686	99,652	39%
22	SMALL EQUIPMENT REPAIR	190,463	215,076	215,897	192,214	212,462	20,248	11%
23	NURSERY & COMPOSTING	211,268	179,886	168,001	192,001	176,055	(15,946)	(8%)
24	TREE MAINTENANCE	5,504	5,974	2,095	0	0	0	0%
TOTAL		\$4,127,897	\$4,156,996	\$4,306,366	\$4,579,396	\$4,932,400	\$353,004	8%

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DESCRIPTION	2020 ACTUALS	2021 ACTUALS	2022 ACTUALS	2023 BUDGET	2024 BUDGET	INCREASE/(DECREASE) \$	%	
RESERVE FUND - MAINTENANCE & CONSTRUCTION								
25	BUILDING STRUCTURES	\$1,235,622	\$979,064	\$1,051,258	\$1,314,877	\$1,634,468	\$319,591	24%
26	CDS SIGNAGE	29,078	0	0	0	0	0	0%
27	ELECTRICAL SYSTEMS	319,500	418,938	628,037	509,495	524,435	14,940	3%
28	EXTERIOR WALKWAY LIGHTING	7,671	30,711	46,046	75,550	64,760	(10,790)	(14%)
29	FOUNDATIONS	0	18,910	49,387	43,436	43,436	0	0%
30	GUTTER REPLACEMENT	83,051	68,558	52,874	113,127	116,486	3,359	3%
31	PAINT - EXTERIOR	1,224,288	1,635,609	1,466,877	1,734,242	1,749,510	15,268	1%
32	PLUMBING REPLACEMENT	0	276,882	344,352	337,826	345,510	7,684	2%
33	PRIOR TO PAINT	776,863	701,954	731,374	996,471	1,033,447	36,976	4%
34	PAVING	368,865	510,630	379,026	398,371	394,207	(4,164)	(1%)
35	ROOFS	927,506	841,632	1,013,167	1,041,301	1,318,468	277,167	27%
36	WALLS	24,600	27,928	30,944	35,000	35,000	0	0%
37	WASTE LINE REMEDIATION	1,349,975	2,502,222	2,153,854	2,300,000	2,300,000	0	0%
38	WATER LINE - COPPER PIPE REMEDIATION	169,746	62,049	71,652	100,000	100,000	0	0%
39	WINDOW/SLIDING SCREEN DOOR	71,372	108,699	94,609	140,157	151,910	11,753	8%
APPLIANCE AND FIXTURES:								
40	COOKTOPS	55,479	58,719	89,574	69,963	69,996	33	0%
41	DISHWASHERS	52,993	66,351	93,120	96,362	97,499	1,137	1%
42	FIXTURES - BASINS/FAUCETS/SINKS/TOILETS	133,986	155,000	185,741	224,611	238,752	14,141	6%
43	GARBAGE DISPOSALS	74,176	115,475	113,801	118,247	125,123	6,876	6%
44	HOODS	10,264	18,470	20,790	39,542	39,610	68	0%
45	KITCHEN/BATH COUNTERS, FLOORS, MISC.	550,095	878,164	1,039,632	1,467,906	1,561,145	93,239	6%
46	OVENS	98,684	116,546	135,988	133,646	137,036	3,390	3%
47	RANGES	4,474	8,907	8,896	12,345	12,389	44	0%
48	REFRIGERATORS	97,109	158,863	171,606	222,137	222,337	200	0%
49	WATER HEATERS & PERMITS	282,448	479,830	526,556	749,363	759,990	10,627	1%
50	DRYERS - LAUNDRY	1,152	9,151	8,831	38,113	38,163	50	0%
51	WASHING MACHINES - LAUNDRY	64,094	42,691	44,215	91,082	91,112	30	0%
TOTAL APPLIANCE AND FIXTURES		\$1,424,955	\$2,108,168	\$2,438,752	\$3,263,317	\$3,393,152	\$129,835	4%
TOTAL		\$8,019,480	\$10,291,951	\$10,552,208	\$12,403,170	\$13,204,789	\$801,619	6%

Line 25 includes major damage restoration construction costs moved from contingency in 2021.

Line 32 was moved from operations in 2021.

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DESCRIPTION	2020 ACTUALS	2021 ACTUALS	2022 ACTUALS	2023 BUDGET	2024 BUDGET	INCREASE/(DECREASE) \$	%
RESERVE FUND - GENERAL SERVICES							
52 PRIOR TO PAINT - WELDING	\$0	\$8,350	\$8,119	\$9,558	\$10,933	\$1,375	14%
53 PAVING	21,379	61,713	52,252	48,377	55,590	7,213	15%
54 WALLS	0	0	0	15,400	15,400	0	0%
TOTAL	\$21,379	\$70,063	\$60,371	\$73,335	\$81,923	\$8,588	12%
RESERVE FUND - LANDSCAPE SERVICES							
55 SLOPE RENOVATION	\$257,365	\$160,582	\$100,652	\$98,898	\$109,792	\$10,894	11%
56 IMPROVEMENT & RESTORATION	0	273,458	167,701	177,744	195,857	18,113	3%
57 TREE MAINTENANCE	877,273	764,125	857,213	898,360	1,065,281	166,921	19%
TOTAL	\$1,134,638	\$1,198,165	\$1,125,565	\$1,175,002	\$1,370,930	\$195,928	16%
CONTINGENCY FUND - MAINTENANCE & CONSTRUCTION							
58 MOISTURE INTRUSION - RAIN LEAKS	\$264,914	\$0	\$1,853	\$0	\$0	\$0	0%
59 MOISTURE INTRUSION - PLUMBING LEAKS	797,699	0	0	0	0	0	0%
60 MOISTURE INTRUSION - PLUMBING STOPPAGES	257,338	0	0	0	0	0	0%
61 MOISTURE INTRUSION - MISCELLANEOUS	185,784	0	0	0	0	0	0%
62 DAMAGE RESTORATION SERVICES	25,645	0	0	0	0	0	0%
TOTAL	\$1,531,381	\$0	\$1,853	\$0	\$0	\$0	0%
Lines 58-62: funding for damage restoration cleanup was moved to operations and damage restoration construction was moved to reserves in 2021.							
PROPERTY TAXES FUND - NON WORK CENTER							
63 PROPERTY TAXES	\$11,899,352	\$12,323,498	\$12,323,498	\$12,649,183	\$13,427,890	\$778,707	6%
TOTAL	\$11,899,352	\$12,323,498	\$12,323,498	\$12,649,183	\$13,427,890	\$778,707	6%

Line 63 - Expenditures were moved from operations beginning 2022. Expenses are billed directly to each manor and vary by manor. 2019 - 2021 Actuals are added above to provide history.

**UNITED LAGUNA WOODS MUTUAL
2024 OPERATING FUND EXPENDITURES
MAINTENANCE & CONSTRUCTION**

General Maintenance includes the inspection, maintenance and repair of buildings including, but not limited to, manor interiors, building exteriors, carports, laundries, balconies, railings, stairs, and concrete and asphalt surfaces. Services are provided as planned programs as well as in response to service requests.

1) Plumbing Service

\$1,631,373

Routine and emergency services include but are not limited to the following:

- Sink stoppages
- Basin stoppages
- Tub stoppages
- Main line stoppages
- Basin stoppages
- In-wall leaks
- Faucet leaks
- Toilet Leaks
- Water heater leaks
- Sink Leaks
- Faucet repair
- Toilet repairs
- Shower valve repair

(A) Plumbing Repairs

Main service categories include leak investigation, clearing of stoppages, remedial work related to plumbing leaks, and component repairs (faucets, toilets, garbage disposals, etc.). Beginning in 2014, plumbing technicians began to perform drywall and stucco cuts to expedite repairs. The technicians are certified to handle the removal and abatement of drywall. This allows for a single visit by one division to a manor for the cutout and repair process. Service levels for this category are based on historical averages of hours, materials, and outside services.

2) Damage Restoration

\$905,000

(A) Plumbing Leaks

This line item funds restoration (dry down, environmental testing, abatement & misc. repairs) of units due to plumbing leaks from the under-slab, in-wall, supply line, drain line, toilet base, loose plumbing connections, tub/shower fixtures, angle stops, under fixture pipes, dishwashers, water heaters, garbage disposals, faucets, and toilet tanks, that may cause damage to Mutual property and will need repairs. If replacements are needed, those items will be funded from the Replacement/Reserve fund.

Damage Restoration staff coordinate repairs and restoration with in-house staff and outside contractors to minimize the inconvenience to members.

(B) Plumbing Stoppages

This line item funds restoration (dry down, environmental testing, abatement & misc. repairs) of units due to plumbing stoppages from main lines, internal lines, toilets, sink/basins, single fixture and multi-fixture stoppages that may cause damage to Mutual property and will need repairs. If replacements are needed, those items will be funded from the Replacement/Reserve fund.

Damage Restoration staff coordinate repairs and restoration with in-house staff and outside contractors to minimize the inconvenience to members.

(C) Miscellaneous

This line item funds restoration (dry down, environmental testing, abatement & misc. repairs) of units with miscellaneous moisture intrusion from tub/shower enclosures, cracked tile, missing grout, humidity, irrigation, loose sink/countertop connections, alteration washing machines, foundations, window condensation, and mold, that may cause damage to Mutual property and will need repairs. If replacements are needed, those items will be funded from the Replacement/Reserve fund.

Damage Restoration staff coordinate repairs and restoration with in-house staff and outside contractors to minimize the inconvenience to members.

(D) Rain Leaks

This line item funds restoration (dry down, environmental testing, abatement & misc. repairs) of units due to roof leaks, deteriorated roof membranes, roof flashing/connections, windows, stucco walls atrium back-ups, gutter systems, rain flooding, and common area skylights, that may cause damage to Mutual property and will need repairs. If replacements are needed, those items will be funded from the Replacement/Reserve fund.

Damage Restoration staff coordinate repairs and restoration with in-house staff and outside contractors to minimize the inconvenience to members.

(E) Damage Restoration Services

This line item funds the emergency repairs due to damage from structure fires and vehicle accidents.

If replacements are needed, those items will be funded from the Replacement/Reserve fund.

Funding levels for this category are based on historical averages.

Part of this expenditure is reimbursed to the Mutual through hearings that review the circumstances of the moisture intrusion event in order to determine if the member should be held responsible for costs associated with the restoration.

3) Carpentry Service

\$657,845

Carpentry and carpentry-related service work is provided on the Mutual's buildings, carports, and laundries, such as:

- Interior/exterior entry door repair
- Repair/replace entry locks
- Re-key locks
- Support scaffolding
- Window repair
- Building cracks and stucco repair
- Door/window re-screening
- Weather stripping
- In-wall animal removal
- Insect screen install/repair
- Mailbox door and lock repair
- Wardrobe closet door repair
- Board-up windows/shore up sites
- Sliding glass door repairs
- Carport repair
- Patio gate repair
- Drywall/texture repair
- Acoustic ceiling repair
- Carport cabinet repair
- Cabinet repair/modification for appliances
- Baseboard repair/replacement
- Bath accessory repair/replacement
- Skylight repair
- Medicine cabinet repair
- Patio door lock repair

The budget for this item is essential to maintain the expected service level and to complete all necessary maintenance concerns requested by residents for the services described above, in a timely manner. Included is non-paint related scaffolding work, where staff who are properly trained in setup of scaffolding and operating man-lift equipment perform that work on an as-needed basis for work functions such as prior-to-paint dry rot repairs, decking installation, and other miscellaneous needs.

4) Interior Preventive Maintenance

\$341,440

(A) Manor Preventive Maintenance Program

The Interior Preventive Maintenance crew moves through the Mutual's manors on an approximate 3-year schedule. The following general items are addressed:

- Inventory appliances and note any alterations to update database
- Change exhaust fan filters
- Caulk sinks, basins, tub/shower enclosures, and tub/shower tile
- Lubricate and adjust window and sliding glass door rollers
- Remove, clean, lubricate, and reinstall bathroom exhaust fan
- Remove dust from the coils behind and beneath refrigerators
- Tighten and adjust closet door rollers
- Perform leak testing on toilets using blue tablets
- Inspect sink, toilet, and basin risers for leaks
- Inspect and test all valves and supply lines for signs of deterioration
- Report any service needs

(B) Laundry Preventive Maintenance Program

Implemented in 2011, this proactive program includes activities such as cleaning behind and under laundry equipment, replacing the dryer vent tubes and addressing or reporting other maintenance requirements on a semi-annual basis for each of the Mutual's 175 laundry rooms.

5) Electrical Service

\$341,905

This item includes maintenance, repair and replacement of all lighting and electrical systems and fixtures, including:

- Doorbells / Thermostats
- Light fixtures / Heaters / Fans
- Electrical service panels
- Street/ Carport / Walkway lighting
- Interior bulb / Ballast replacement
- Electrical outlets
- Low voltage lighting systems
- Walkway lighting installations
- Underground wiring
- Relamping of exterior fixtures

This item also includes funding for load calculations on electrical service panels by a certified electrical engineer prior to any additional walkway light installations, as required to comply with permit requirements by the City of Laguna Woods. City permit fees are also included in this item. The service level for this category is based on historical averages of hours and materials.

6) Appliance Repairs

\$321,990

This item includes repairs to the Mutual's manor and laundry room appliances. In each category, both historical averages of labor, materials and outside services as well as recent trends in service requirements are used as a budgetary basis.

(A) Oven Repair

Door gaskets, thermostats, control panels, and heating elements are examples of oven components that require repair or replacement. These parts are repaired or replaced as required for proper operation. Many service calls are for calibration of the thermostat.

(B) Dishwasher Repair

Heating elements, pumps, baskets, and door seals are examples of dishwasher components that require repair or replacement. These parts are repaired or replaced as required for proper operation.

(C) Refrigerator Repair

Door seals, shelving, thermostats, and compressors are examples of refrigerator components that require repair or replacement. These parts are repaired or replaced as required for proper operation.

(D) Range/Cook Top Repair

Heating elements and electrical connections are examples of range/cook top components that require repair or replacement. These parts are repaired or replaced as required for proper operation.

(E) Laundry Washer/Dryer Repair

Washers: Repairs to washing machines often result from the high volume of usage experienced by the units. Frequent washing machine service calls include reports of water not draining, washtubs not spinning, and non-operation of the machine. Repairs or replacements are undertaken as required for proper operation.

Dryers: Repairs to dryers often result from the high volume of usage experienced by the units. Heating elements, thermostats, and control switches are typical dryer components that require repair or replacement. These parts are repaired or replaced as required for proper operation.

7) Pest Control

\$270,541

A licensed pest control contractor provides the Mutual with pest control services for termite eradication and bee removal services.

The budget is typically developed based on historical trends and the existence of termites as identified by the Mutual's pest control contractor. A staff inspector and a representative of the contractor conduct inspections in response to all reported evidence of live termites and upon request at the time a manor is resold. Based on the results of those inspections, a list of buildings requiring fumigation is compiled. Whenever possible, localized treatments of the infested areas will be performed for dry wood termites to minimize the fumigation requirements. Subterranean termites are also treated at the localized point of infestation.

The buildings listed for fumigation typically are scheduled for the following fiscal year and worked into the budget. Fumigation costs are based on a pre-determined contract value per building type.

The projected costs are budgeted in four categories, Local Pest Control Treatments; Fumigation - Tenting; Fumigation - Landscaping (for plant removal); and Fumigation - Lodging. Although not required by the Davis-Stirling Act, Mutual policy provides lodging for two nights while the whole structure fumigation is in process.

The lodging budget is based on the number of units contained in each of the buildings to be fumigated and the contracted rate in place with a local hotel.

The budget for whole structure tenting is based on a weighted average of each building type with costs applied to those buildings based on a pre-determined contract value per building type.

This approach is used to determine budgetary estimates for the Business Plan, as the full list of actual buildings that will require treatment are often not known until after the preparation of a given year's Business Plan.

8) Countertop/Floor/Tile Repairs

\$154,355

This item includes minor repairs to kitchen and bathroom countertops, kitchen and bathroom vinyl floors, bath shower and tub wall surround tiles, and shower floor tiles.

In 2013, due to increasing need for replacement of bathtub and shower wall tile surrounds, major tile repairs and replacements were moved to the Replacement Fund, resulting in the tile-related scope of this item including only re-grouting of tiled shower walls and floors and minor tile repairs (i.e. those that do not involve complete replacement of tub/shower surrounds or shower floors).

Labor and materials for the in-house repair of shower and tub glass enclosures is based on historical averages.

Outside contractors perform repairs to chipped bathtubs and as-needed glazing of bathtubs and shower wall tiles which are needed for color matching when new tiles do not match the color of existing tiles.

9) Fire Protection

\$37,348

(A) Smoke Detector Service

Beginning in 2021, the majority of the budget for smoke detector repairs/replacements was moved from the Security Department to the M&C Department.

(B) Fire Extinguisher Service

This service, provided through an outside contractor, covers the required annual inspection, maintenance, repair and replacement of the 1,024 fire extinguishers located throughout the Mutual. Specifics of the service include (1) annual inspection; (2) tear down and rebuilding when required; (3) hydrostatic testing when required; (4) proper tagging of extinguishers to indicate date of service and certification; (5) replacement of irreparable or missing extinguishers and extinguishers that must be replaced in accordance with Fire Authority regulations, and (6) repair of extinguisher cabinets.

(C) Chimney Cleaning

This contingency budget includes chimney cleanings and removal of ashes from ash pits at the contract pricing for that service.

10) Energy Program

\$36,000

This item provides Operation & Maintenance (O&M) to the Mutual's photovoltaic systems as described below:

- Remote monitoring and diagnostics
- Monthly kilowatt production reports
- Monitor overall system performance and production
- Product warranty administration
- Inverter inspections and preventative maintenance
- Thermal imaging and thermal reporting
- Communication system inspection
- IV curve trace testing
- Array, balance of systems inspection
- Module and solar site visual inspection 2x per year
- Report shading of PV panels
- Preventative maintenance service reports
- PV panel cleaning 2x per year
- Annual system performance report summary
- Power quality analysis and reporting
- Warranty management & service logs of maintenance

11) Miscellaneous Repairs by Outside Services

\$20,000

This funding is used to address items that are typically repaired by outside contractors. This item also includes funding for other repairs that do not fit into one of the categories below.

As these items are emergent in nature, budgets are based on historical averages, trends and on planned program scopes of work.

(A) Glass / Broken Window

This item includes the replacement of broken glass, glazing strips, handles and locks on windows and sliding glass doors. When frames and tracks become worn, damaged or separate from the glass, replacement of the window in its entirety with a retrofit or new construction type window is required. Replacements are performed out of the Window

Replacement line item of the Reserve Expenditures - Replacement Fund section of the Business Plan.

(B) Sliding Glass Door Track

This item covers the bottom track of the sliding glass doors. Generally, there are two reasons for replacing these tracks. Through normal use, the weight of the dual-pane glass door wears down the door rollers and wears down the guiding fin. Over time the door will no longer stay in the track. Deterioration of the track due to moisture also necessitates its replacement. Placement of a plastic plate between the track and the stucco serves to mitigate potential deterioration of the new track.

(C) Weather Stripping Replacement

Replacement of weather stripping through outside services is limited to the occasions when the particular type of weather stripping requires glass removal or other special circumstances.

(D) Phone Line Repairs

This item covers repairs associated with the Mutual's responsibility for providing a working telephone line to each manor.

(E) Lead Paint Testing

In 2010, new EPA regulations went into effect requiring special procedures and handling when performing Renovation, Repair and Painting (RRP) of building components where lead based paint is present. The presence of lead paint must be determined before proceeding with work that qualifies under the regulations. Determination of the presence of lead paint must be performed a Certified Lead Inspector/Risk Assessor. This budget is included to pay for the costs of lead testing performed by a Certified Lead Inspector/Risk Assessor on projects that will be completed by an outside service.

12) Gutter Cleaning

\$0

Gutter cleaning moved from Maintenance & Construction to General Services in 2020.

**UNITED LAGUNA WOODS MUTUAL
2024 OPERATING FUND EXPENDITURES
GENERAL SERVICES**

This section covers the inspection, maintenance and repair of breezeways and common areas for multi-story buildings, carports, laundry rooms, concrete, rain gutters, railing and stairs, and traffic control striping and signage. Primarily, these maintenance items are in response to resident service requests, although many items are planned program work.

13) Concrete Service

\$421,764

Services provided include the repair or replacement of all concrete slabs, walkways and driveways. Concrete repairs include crack filling and grinding-down of walkways that have created a tripping hazard. Replacement of concrete occurs when lifting exceeds the two-inch grinding capability.

14) Janitorial Service

\$524,467

Services provided in this category include scheduled janitorial services for breezeways and common areas of multi-story buildings, free-standing laundry buildings, miscellaneous janitorial services in Mutual common areas, and carport cleanings based on the following established service levels:

United Mutual	Frequency
Laundry Rooms	Every 3 weeks
Laundry Restrooms	1x week
Stairways/Breezeways (Casa Blanca, Catalina, Majorca) 2 story	Every 3 weeks
Miscellaneous Tickets	Weekly
Programs	
Carport Cleaning	3x year
Breezeway Lifters (United)	1x year

15) Gutter Cleaning

\$169,679

This item provides for the cleaning of building and carport rain gutters to ensure their proper function and drainage.

The budget includes funding for an outside service to clean the gutters of multi-story buildings and single-story homes and carports once during the fourth quarter of the

year. In addition, staff will perform urgent rain gutter cleanings to prevent structural damage.

The leaf/debris removal program was implemented to remove built-up debris, mostly leaves and pine needles, from the roofs and patio covers prior to the winter season. This preventive measure serves to reduce the potential for water backups on roofs during the rainy season.

The scope of the leaf/debris removal program also includes buildings with sloped roofs that are subject to leaf/debris accumulation. The leaf/debris removal program is coordinated with the gutter cleaning program to increase the efficiency of this work.

16) Welding

\$126,053

Welding services include the repair/replacement of railings, gates, fences, and steel step rails. Budgeting is based on historical averages and trends for hours and materials, and includes lead testing and abatement, required due to EPA lead handling regulations.

In 2013, the Board chose to include Stair Tread Replacements in this line item, to address the increase of stair tread deterioration within the Mutual. This work is completed in response to service ticket requests placed by residents or staff.

17) Traffic Control

\$15,863

This item addresses the installation and maintenance of devices required to facilitate traffic safety and circulation throughout the Community. This includes parking lot and street striping, replacement of directional and vehicular control signage, and curb painting.

**UNITED LAGUNA WOODS MUTUAL
2024 OPERATING FUND EXPENDITURES
LANDSCAPE SERVICES**

18) Grounds Maintenance

\$3,064,085

Grounds Maintenance work center crews perform the routine maintenance tasks. The total cost of these Grounds Maintenance tasks is broken out below. It includes shrub bed maintenance, turf maintenance, miscellaneous tasks, and slope maintenance.

Shrub-Bed Maintenance

\$2,156,202

Components required for shrub-bed maintenance consist of all pruning, cleaning, weeding, mulching, re-planting, and edging of the planters around buildings. The shrub-bed maintenance cycle varies seasonally and is performed on 75 shrub-bed acres in United.

The 2024 Shrub-Bed Maintenance Budget has increased by \$236,895, 12% over the 2023 Budget due to the following factors:

- Annual increase in wage rates, reduction of turnover
- Increase in agronomic costs (fertilizer, herbicides, etc.) due to inflation
- Reallocation of hours from turf maintenance

Turf Maintenance

\$609,759

The turf maintenance responsibilities consist of 138 acres in United Mutual. The mowing cycle schedules are adjusted seasonally throughout the year to respond to growing conditions. The 2024 Turf Maintenance Budget has decreased by (\$32,901), (5%) less than the 2023 Budget due Reallocation of hours to turf maintenance

Miscellaneous Tasks

\$289,240

The Grounds Maintenance work center also perform various miscellaneous tasks, including general cleanup, storm response and monitoring, storm preparation, employee training, ticket response crews, preparation of areas for paint crew access, and preparation of exterior for building fumigation.

The 2024 Miscellaneous Tasks Budget has increased by \$41,202 or 17% more than the 2023 Budget due to the department focus on improving core services, including training and annual increase in wage rates.

Slope Maintenance

\$8,884

Components required for slope maintenance are similar to shrub-bed maintenance; pruning, cleaning, weeding, edging, re-planting, and renovation. The maintenance cycle is performed on all slopes, of which there are 24 acres in United Mutual.

Starting in 2020, all large slope maintenance is performed by contract. Smaller slope maintenance adjacent to housing units will continue to be performed by staff in conjunction with shrub-bed maintenance.

The 2024 Slope Maintenance budget has increased by \$1,946, or 28% from the 2023 Operating Budget due to reallocation of hours.

19) Irrigation

\$808,269

This is a support work center, providing irrigation support to other landscape maintenance sections. The irrigation work center oversees 4,154 watering zones throughout United Mutual controlled by 163 irrigation controllers. These controllers are managed by a central irrigation computer through the use of radio and telephone communication transmission technologies. The system is weather sensitized and adjusts watering schedules based on daily fluctuations in plant evapotranspiration (ET) rates. The irrigation crew also maintains and cleans landscape drains throughout the community on a regular basis.

The 2024 Irrigation Maintenance budget has decreased by (\$1,668) or (<1%) over the 2023 Budget due to reduction of one FTE, offset by increase in wage rates.

20) Pest Control

\$318,843

Pest Control is a support work center, providing pest control support to other landscape maintenance sections. Pest Control uses various methods to control a variety of landscape pests that include weeds, insects including wasps and bees (in landscaping), and rodents and other vertebrates.

The 2024 Pest Control budget has increased by \$3,576, or 1% over the 2023 Budget due to the annual increase in wage rates, offset by turnover/unbudgeted for one position.

21) Landscape Administration

\$352,686

Landscape Administration support is provided to the United Board and Landscape Committee at regularly scheduled meetings. Additionally, the administrative staff provides customer service, maintains databases, and prepares work efficiency reports and annual operating budgets. Supervision of daily operations in in this budget item. Other tasks not directly related to the daily operation of individual work centers are included in this budget.

The 2024 Administration budget has increased by \$99,652, or 39% over the 2023 Budget due to the reallocation of hours and annual increase in wage rates.

22) Small Equipment Repair

\$212,462

The Small Equipment Repair work center supports other work centers by providing mower and small equipment maintenance, repair, and delivery. Supplies and materials used by other work centers to maintain lawns, slopes, and shrub beds are ordered and received through this department.

The 2024 Small Equipment Repair Budget has increased by \$20,248, or 11% from the 2023 Budget due to increase in materials costs and annual increase in wage rates.

23) Nursery and Composting

\$176,055

The Nursery and Composting work center provide support for other work centers by growing and providing shrubs and trees for use throughout the community for new and replanting tasks. By growing all the plants used by the work centers on site, the cost of new and replacement plant materials is greatly reduced.

The work center also supports other work centers by recycling tree and shrub cuttings, using a tub grinder, into the mulch used throughout the community. By recycling the green waste produced within the Community, disposal costs are greatly reduced as well as eliminating the expense of purchasing mulch.

The 2024 Nursery and Composting budget has decreased by (\$15,946), or (8%) over the 2023 Budget due to turnover/unbudgeted for one position.

24) Tree Maintenance

\$0

Tree Maintenance is included in Reserves.

**UNITED LAGUNA WOODS MUTUAL
2024 RESERVE FUND EXPENDITURES
MAINTENANCE & CONSTRUCTION**

This section covers the inspection, maintenance and repair of structures including, but not limited to, manor interiors, building exteriors, carports, and laundry rooms. These maintenance items are in response to resident service requests, and planned program work.

25) Building Structures

\$1,634,468

(A) Building Structures (Projects)

This reserve component is designed to address building structures that are exhibiting deterioration and funding will be utilized on a contingency basis. It is assumed that full replacement of this component would never be required. The unit cost is a contingency estimate for a typical building structure repair.

(B) Building Structures (Maint Ops/Carpentry)

This reserve component is designed to address building structures that are exhibiting deterioration and to eradicate dry rot through a systematic and proactive approach utilizing an aggressive inspection process designed to address all buildings in United Mutual to include both architectural and structural components through outside services and in-house staff.

This includes but is not limited to balcony replacements, trellis structure replacements, beam replacements, walkway replacements, bridge replacements, interior doors, exterior doors, corbel end removals, cannon and peeler post removals/replacements, stucco, drywall systems, lead and asbestos testing and abatement cost, associated engineering cost and City building permit application and inspection fees.

Replacements are qualified and generated on both a reactive and a proactive basis (Non-Program and Program).

(C) Building Rehab/Dry Rot (General Maintenance)

Dry rot is reported by residents, contractors and staff working in the Community. Additionally, staff top coats elevated deck surfaces on a mid-cycle program. When the crews review the existing condition of deck surfaces, in some cases dry rot is found, necessitating repairs. The dry rot crew completes the work as part of the overall Building Rehab/Dry Rot line item.

(D) Smoke Alarm Installation (Maintenance Services)

Smoke detectors are to be replaced every 10 years. The smoke alarms are due for replacement starting in 2024. They will be replaced during the PM program which runs on a 3-year cycle.

(E) Damage Restoration Services

This reserve component is for reconstruction of manors/buildings resulting from rain leaks, plumbing leaks, plumbing stoppages, and other moisture intrusion events. During the 2021 Business Planning Meeting, the Board asked that all costs related to the reconstruction or replacement of mutual owned components, be moved from the Contingency Fund to the Replacement/Reserve Fund. It should be noted that restoration costs exceeding \$25K will be submitted to the Mutual's insurance carrier.

(F) Balcony Inspections

Senate Bill 326 states that a statistically significant sample of all of the mutual's exterior elevated elements are to be inspected once every 9 years, and that the inspection report is to be incorporated into the reserve study. The report includes detailed information of each inspected element's condition, expected future performance and the remaining useful life, and repair/ replacement recommendations. VMS will be contracting with a licensed structural engineer or architect to inspect (216 buildings) of exterior elevated elements for which the association has maintenance or repair responsibility.

The first inspection shall be completed by January 1, 2025, and then every nine years thereafter in coordination with the reserve study inspection pursuant to Section 5550.

A report will be generated from the inspections and shall include detailed information on the condition of each inspected element; expected future performance; remaining useful life; and any repair/replacement recommendations.

Funding for all building structure expenditures is based on the historical replacement quantities, anticipated useful life, and current estimated cost of materials and labor adjusted for inflation, as well as prior year actuals.

As part of the 2024 building structure repairs, staff will proactively assess buildings for drainage issues that could lead to building settlement. Staff will identify areas that are displaying drainage issues and implement the necessary modifications.

On programs such as decking topcoat and prior-to-paint, staff no longer allows the "patch and paint" practices, which has resulted in a reduction in dry rot repairs. Staff now replaces compromised wooden sections with properly primed and painted materials, resulting in a higher life expectancy.

26) CDS Signage

\$0

The cul-de-sac signage project was completed in 2020.

27) Electrical Systems

\$524,435

(A) Electrical Panel Maintenance

This reserve component is a contingency to address emergency panel repairs or replacements due to failure.

(B) Pushmatic Panel Upgrades

This reserve item funds the upgrade of electrical systems in the manors (replacement of obsolete Pushmatic electrical panel's and conductors).

The City of Laguna Woods no longer allows the installation of new 110-volt receptacle outlets in panels without arc-fault protection, citing the 2013 California Electrical Code 210.12. Knowing that critical repairs could no longer take place when needed, the Board took a proactive approach to replace the 2750 Pushmatic electrical panels over a phased period of time.

(C) Alternate Heat Source Installation

United Mutual is responsible for providing a heat source in the bedroom and living/dining room areas of its manors.

At the time of original construction, the provided heat source was in-ceiling radiant heat systems. If an original in-ceiling radiant heat system fails or requires replacement as the result of some maintenance activity, the Mutual must provide a replacement heat source. The Mutual replaces failed heat systems with an appropriate and cost effective type unit for the room being heated. Typically that is a wall heater in the bedrooms and a through the wall heat pump in the living/dining rooms. The type of unit used is contingent on several factors, the most important being the BTU's required to heat the area being heated.

This is contingency funding that will replace up to 3 heat pumps and 3 wall heaters per year.

28) Exterior Walkway Lighting

\$64,760

This budget funds as-needed consultant services for exterior lighting projects, as well as the maintenance or upgrade to the Mutual's walkway lighting system, including the addition of new lights. Funding assumes a contingency for the installation of 18 new walkway light fixtures per year.

(A) Exterior Lighting

This budget funds as-needed consultant services for exterior lighting projects, and the maintenance and upgrade of the Mutual's existing walkway lighting system.

(B) Additional Walkway Lights

Additional lighting requests submitted by members is reviewed by staff, and installation is scheduled if the criteria approved by the Board is met.

(C) History

The United Board replaced the existing pagoda lights with LED bulbs within the entire community in 2015.

29) Foundations

\$43,436

This reserve component is designed to address building foundations that are exhibiting deterioration. It is assumed that full replacement of this component would never be required.

This program assumes that approximately 7 buildings would require repair every year.

Staff will proactively assess buildings for drainage issues that could lead to undermining of building foundations which may cause differential settlement and other damage. Staff will identify areas with drainage deficiencies and implement corrective action if contingency funding from this program is available.

30) Gutter Replacement

\$116,486

(A) Gutter Repairs

The existing gutter systems are constructed of galvanized metal pieces joined together in ten-foot-long sections or less. Typically, original gutter systems corrode at the joints and fail, which result in leaks. The funding for this work is reactive and based on resident requests. Work is performed by in-house staff.

(B) Gutter Replacement

This reserve item is designed to address the replacement of the original rain gutters, and downspout systems on all of the Mutual's buildings that are no longer repairable. Work is performed by in-house staff or outside contractors.

(C) New Gutter System Installation

Beginning in 2020, the Board requested that \$50,000 be added to subsequent budgets for new gutter installations annually in conjunction with the Exterior Paint Program, in order to address drainage issues and to prevent foundation erosion. Work is performed by outside contractors.

31) Paint – Exterior

\$1,749,510

After the 2021 Business Planning Meeting, the Mutual elected to change the exterior paint program from a 10-year to a 15-year paint cycle for the 15,741,601 square feet of exterior building surfaces. All exterior components of each building are now to be painted every 15 years. The building components painted include the body, (stucco and/or siding) and the trim (fascia boards, beams, overhangs, doors, closed soffits and structural and ornamental metal surfaces).

Deck topcoat resurfacing, replacement of reflective address building numbers, lead testing and Lead RRP (Renovation, Repair and Painting) activities are performed in conjunction with the exterior paint program.

Funding also includes interior and exterior touch-up painting which was moved from Operating to Reserves in 2019.

Planned expenditures are based on the square footage for the number of buildings planned for 2024 with a 15-year exterior paint cycle in place.

32) Plumbing Replacement

\$345,510

This reserve component will address routine and emergency plumbing component replacements.

During the 2021 Business Planning Meeting, the Mutual elected to move plumbing replacements and major plumbing repair work performed by in-house staff and outside contractors from the Operating Fund to the Replacement/Reserve Fund.

Services will include but are not limited to the following:

- Valve Replacements
- Hose Bib Replacements
- In-wall leaks
- Underground Leaks
- Under slab Leaks
- Shower mix-it valve replacements
- Tub Spout Replacements
- Building service valve replacements

Underground leaks are addressed through outside services due to CAL-OSHA shoring requirements and asbestos cement pipe (Transite) repair and abatement issues.

33) Prior to Paint

\$1,033,447

The reserve component for prior to paint repairs will prepare building surfaces for painting and includes repair and mitigation of dry rot, balcony and breezeway decking repairs performed every 15 years in conjunction with the exterior paint program.

(A) Top Coat Resurfacing

The reserve component for is designed to provide a waterproof topcoat sealant to the elevated balcony and breezeway deck surfaces and inspections/repairs of the deck structures every 7.5 years, which is mid-way between the 15-year exterior paint cycle.

Planned expenditures are based on the square footage of the number of buildings planned for that fiscal year.

Funding also includes costs related to asbestos and lead testing with the abatement of dry rotted components.

34) Paving

\$394,207

(A) Parkway Concrete

Each year staff inspects the Mutual sidewalks to receive paving work for potential tripping hazards, and areas are identified for replacement. This helps to eliminate the long waiting periods for concrete repairs that are addressed by the General Services Department.

Staff also identifies all damaged drainage gutters in the area and includes their replacement cost in this budget item. This program works in conjunction with the current paving program.

(B) Asphalt Repairs

As part of the Mutual's asphalt repaving program, each year all asphalt pavement in the community is inspected and rated for wear. When the pavement rating justifies replacement, the work is budgeted for the upcoming year. For the purpose of reserve planning, an estimated life of 25 years is used.

(C) Seal Coat

The application of a seal coat over asphalt is necessary to extend the useful life of pavement. Asphalt receives a seal coat 5 years after paving and also on a continuous 7-year cycle thereafter. This type of preventive maintenance is considered the most efficient and cost-effective method of extending the serviceable life of asphalt paving.

Funding is provided to identify and replace roof systems which have reached their serviceable life prior to failure. Three roof systems are maintained and replaced in the Mutual within this budget item; Built-up roofs (BUR), Composition Shingle Roofs; and Tile Roofs.

(A) Preventive and Emergency roof repairs

For the Preventive Roof Repairs, the budget is based on the square footage of roofing installed 10 years before the current year. Emergency Roof Repairs are generated through service calls to the Resident Services Desk or as requested by other Departments. Each service request is qualified by staff and the contracted roofing company is directed to make the necessary repairs. Items addressed include water intrusion problems; severe weather damage to Mutual roofs; water tests; repair of damaged roof tiles/shingles and flashings; skylight leaks; standing water reports; roof repairs related to the prior to paint program; and miscellaneous requests by residents. In 2019, this line item was moved from operating to reserves.

(B) Roofs - Built-Up (BUR)

All roofs 15 years of age and older are visually inspected and a query of all reported rain leaks for the subject buildings is generated. After this information has been documented, the roofs are ranked and the roofs with the worst overall performance are slated for replacement. Therefore, not all roofs are replaced upon expiration of their anticipated 16-year serviceable life. To eliminate spikes in future year expenditures staff has leveled out the roofing replacement square footage through 2028. Starting in 2009 all BUR roofs are re-roofed with PVC Cool Roofs. The new PVC roofs have a serviceable life of 25 years.

(C) Roofs - Composition Shingle

The Composition Shingle Replacement Program was designed to replace roof systems that have reached their serviceable life prior to failure. The composition shingle roof replacements were deferred in 2023, and will resume in 2024.

(D) Roofs - Tile

Beginning with the 2004 Business Plan, the board elected to initiate the Capistrano Tile Replacement program to address premature failure of Capistrano tile roofs that were originally constructed with plywood sheathing. Inspections of buildings constructed with plywood confirmed that the organic felt underlayment had significantly deteriorated and was causing a significant number of leaks into the manors.

The Capistrano Tile Roof program was completed over a 12 year period and completed 278 buildings and has an estimated life of 40 years. Capistrano Tile roofs are not due for replacement until 2044.

36) Walls

\$35,000

Funding is provided to upgrade the security and aesthetics of the Mutual's perimeter walls by replacing existing barbed wire with shepherd's crook. Funding includes wall and security fencing replacement and vegetation removal.

In 2017, Conditional Use Permit-1135 was approved by the City of Laguna Woods for the installation of Shepherd's Crook.

In 2020 staff was directed by the Board to reduce the barbed wire replacement to 300 linear feet per year.

37) Waste Line Remediation

\$2,300,000

In 2006, the Board established a reserve line item for Waste Lines. The program provides for the evaluation of waste lines and the implementation of an epoxy-lining program to extend the life of the existing waste pipes and reduce the leaks and back-ups associated with an aging waste system.

This program uses a combination of a reactive and proactive approach for the repair of waste lines. Reactively staff addresses backups as they arise and proactively all waste pipes in the surrounding units are epoxy lined.

This program will fully epoxy-line all waste pipes (interior and exterior pipes) in the Mutual.

The "As Built" plan for the pipes in the community is not accurate and as such a true completion horizon is difficult to estimate. However, during the implementation of the program information is being gathered on the different building types to help estimate a project completion date. While this data collection is on-going staff recommends a funding level of \$2,300,000 until 2035, once enough data has been collected the project completion date can be adjusted to a more accurate timeline.

38) Water Line – Copper Pipe Remediation

\$100,000

This budget item funds the epoxy lining of failed copper water supply lines in the Mutual. Buildings are selected as candidates for epoxy-lining based on a leak criteria and the frequency of leaks in a given building. Staff tracks leaks associated with the copper lines, and criteria-based calculations are made to identify the candidate building.

The program is reactive as well as proactive. When a manor meets the epoxy-lining criteria, the entire building where the manor is located is epoxy-lined.

39) Windows/Sliding Screen Door

\$151,910

Resolution 01-01-09 "Approval to adopt a window replacement policy" (Feb 13, 2001) sets forth the following regarding the Mutual's Window Replacement Policy: "Windows will not be replaced at the expense of United Laguna Woods Mutual for any reason other than structural or mechanical malfunction and/or failure of the windows. Residents are free to replace windows at their own expense, following established procedures."

This reserve component funds the replacement of windows and sliding screen doors in need of replacement due to structural or mechanical malfunction. Residents are also free to replace windows at their own expense, following established procedures.

40) Cooktops

\$69,996

With the exception of rings, pans, and burners, it is often more cost effective to replace an older unit than it is to repair it. Following current direction from the Board, cooktops 20 years and older will be replaced at the request of the Mutual member. Although actual replacements are made on a reactive basis, the reserves plan is based on replacement at the end of the 20 year estimated life for each appliance.

Funding is also included for disbursements to residents who furnish their own cooktops.

41) Dishwashers

\$97,499

Dishwashers are typically replaced due to rusting of the metal tubs and doors. New units are made using fiberglass tubs and have a longer serviceable life. Following current direction from the board, a dishwasher 12 years and older will be replaced at the request of the Mutual member.

Funding is also included for disbursements to residents who furnish their own dishwashers.

42) Fixtures – Basins/Faucets/Sinks/Toilets

\$238,752

(A) Bathroom Basins

Bathroom basins are replaced for several reasons, most commonly due to rusting and normal wear and tear. The old basins are cast iron, whereas the new basins are porcelain. Costs for standard basins are an average based on type (over counter/under counter) with varying prices for types and colors. Although actual replacements are made on a reactive basis, planned expenditures are based on the anticipated 30-year useful life, current estimated cost of materials and labor plus inflation.

(B) Toilets

Toilets are replaced for many reasons, such as cracks in the bowl and/or tank, and various non-functioning components. The Mutual standard replacement includes 14" round and 18" elongated toilets which vary in cost. Although actual replacements are made on a reactive basis, planned expenditures are based on the anticipated 30-year useful life, current estimated cost of materials and labor plus inflation.

(C) Kitchen Sinks

Kitchen sinks are replaced due to normal wear and tear resultant from everyday use and due to chipping and flaking of the enamel finish (often due to corrosion). Approved standard kitchen sinks are now stainless steel (single or double). All vary in costs based on size and color. Although actual replacements are made on a reactive basis, planned expenditures are based on the anticipated 30-year useful life, current estimated cost of materials and labor plus inflation.

(D) Faucets

Faucets are replaced due to normal wear and tear. Although actual replacements are made on a reactive basis, planned expenditures are based on the anticipated 30-year useful life, current estimated cost of materials and labor plus inflation.

43) Garbage Disposals

\$125,123

Garbage disposals are typically replaced due to age and wear. The serviceable life of a garbage disposal is currently 12 years. The plumbing division follows a reactive replacement policy, replacing the units only upon non-reparability. Although actual replacements are made on a reactive basis, planned expenditures are based on the anticipated 12-year useful life, current estimated cost of materials and labor plus inflation.

Garbage disposals are also changed when a countertop is replaced along with the sink and faucet as a proactive measure to prevent leaks.

44) Hoods

\$39,610

Hoods are comprised of an exhaust fan and light fixture and work in conjunction with the ranges/cooktops. This reserve component funds the replacement of hoods which are generally replaced in conjunction with the cooktop for functionality reasons (some are connected to the control panel for the range) and occasionally to standardize the appearance (so that the cooktop and hood match).

Although actual replacements are made on a reactive basis, planned expenditures are based on the anticipated 20-year useful life, current estimated cost of materials and labor plus inflation.

Funding is also included for disbursements to residents who furnish their own hoods.

45) Kitchen/Bath Counters, Floors, Misc.

\$1,561,145

This reserve component funds the replacement of kitchen and bath countertops, shower pans, bathtub and shower surround tile, vinyl flooring, shower and tub enclosures, and mirrors.

These components are reviewed and qualified for replacement in response to resident requests and during resale inspections. Replacements are made on a reactive basis and reserves are based on replacement at the end of the estimated life.

This budget also includes provision for abatement of lead and asbestos containing materials associated with vinyl and tile replacement.

(A) Kitchen Counters

Countertops are replaced due to worn laminate surfaces, swelling of wood substructure, and laminate separation from wood substructure. Countertops in manors are reviewed and qualified for replacement in response to resident requests and during resale inspections. The scope of work includes the replacement of countertop, the garbage disposal, and the sink along with the faucet. Although actual replacements are made on a reactive basis, planned expenditures are based on the anticipated 30-year useful life, current estimated cost of materials and labor plus inflation.

(B) Bath Counters

Countertops are replaced due to worn laminate surfaces, swelling of wood substructure, and laminate separation from wood substructure. Countertops in manors are reviewed and qualified for replacement in response to resident requests and during resale inspections. The scope of work includes the replacement countertop, the basin, along with the faucet. Although actual replacements are made on a reactive basis, planned expenditures are based on the anticipated 20-year useful life, current estimated cost of materials and labor plus inflation.

(C) Laundry Counters

Countertops are replaced due to worn laminate surfaces, swelling of wood substructure, and laminate separation from wood substructure. Countertops are currently replaced as-needed. The number of countertops range from 1 to 4 per laundry room. The replacements of the countertop include the sink and faucet.

(D) Kitchen Floors

Vinyl floors are replaced due to normal wear and tear, non-repairable curling, discoloration from the subsurface, or areas on the floor that are worn through the surface. Floors in manors are reviewed and qualified for replacement in response to

resident requests and during resale inspections. The scope of work includes, disconnect and relocate appliances, abatement of the existing flooring materials, asbestos clearance, and installation of the new vinyl flooring along with cove base and the re-installation of the appliance. Although actual replacements are made on a reactive basis, the reserves plan is based on replacement at the end of the 25-year estimated life. This program assumes that only 50% of the planned units would require replacement annually.

(E) Bath Floors

Vinyl floors are replaced due to normal wear and tear, non-repairable curling, discoloration from the subsurface, or areas on the floor that are worn through the surface. Floors in manors are reviewed and qualified for replacement in response to resident requests and during resale inspections. The scope of work includes removal of the toilet(s), abatement of the existing flooring material, asbestos clearance, and installation of new vinyl flooring along with cove base and re-installation of the toilet(s). Although actual replacements are made on a reactive basis, the reserves plan is based on replacement at the end of the 25-year estimated life.

(F) Bath Mirrors

Bathroom mirrors are reviewed and qualified for replacement in response to resident requests and during resale inspections. The primary reason mirrors are replaced is de-silvering around the mirrors edges and/or when the mirror detaches from the wall or breaks. Although actual replacements are made on a reactive basis, the reserves plan is based on replacement at the end of the 30-year estimated life.

(G) Bath Shower/Tub Enclosures

Shower and tub enclosures in manors are reviewed and qualified for replacement in response to resident requests and during resale inspections. Tub enclosures are replaced for several reasons. The glass shatters from tension on the frame or from closing the door too hard. The frames of these enclosures rust, develop hard water deposits, and develop scaling. These factors may compromise the integrity of the enclosure, causing leaks to form in the corners. The life of these enclosures varies dependent upon resident care and cleaning methods and is estimated at 25 years.

(H) Bath Tile Replacements

Bathtub and shower surround tiles are replaced due to settlement cracking, loose wall tiles and moisture damage behind the tiles.

This budget also includes provision for abatement of lead and asbestos containing materials associated with tile replacement, as the glazing on the shower tiles has been found to contain lead and the backing board on the shower walls has been found to contain asbestos. Each of those materials must be removed following appropriate abatement practices.

46) Ovens

\$137,036

The ovens within the Mutual include both standard ovens and self-cleaning ovens. Following current direction from the board, an oven 20 years and older will be replaced at the request of the Mutual member. Although actual replacements are made on a reactive basis, the reserves plan is based on replacement at the end of the estimated life for each appliance.

Funding is also included for disbursements to residents who furnish their own ovens.

47) Ranges

\$12,389

With the exception of rings, pans, and burners, it is often more cost effective to replace an older unit than it is to repair. Following current direction from the board, ranges 20 years and older will be replaced at the request of the Mutual member.

Although actual replacements are made on a reactive basis, planned expenditures are based on the anticipated 20-year useful life, current estimated cost of materials and labor plus inflation.

Funding is also included for disbursements to residents who furnish their own ranges.

48) Refrigerators

\$222,337

Refrigerators are replaced upon age (if requested) or inability to repair. Following current direction from the board, a refrigerator 20 years and older will be replaced at the request of the Mutual member. Although actual replacements are made on a reactive basis, planned expenditures are based on the anticipated 20-year useful life, current estimated cost of materials and labor plus inflation.

Funding is also included for disbursements to residents who furnish their own refrigerators.

49) Water Heaters & Permits

\$759,990

(A) Residential Water Heaters

Reserves for water heaters are based on an estimated life of 10 years. The Mutual currently replaces water heaters on a proactive basis, replacing units during their tenth year in service.

Planned expenditures are based on the anticipated useful life and current estimated cost of materials and labor plus inflation.

(B) Laundry Water Heaters

There are 175 20-gallon, high efficiency water heaters in the Mutual's laundry rooms and were last replaced in 2016. The Mutual currently replaces water heaters on a proactive basis, replacing units during their tenth year in service, which will start in 2026.

There is a small budget as a contingency for failures. The manufacturer's warranty doesn't cover labor and miscellaneous parts.

50) Dryers - Laundry

\$38,163

Funding in this component is used to replace laundry room dryers upon failure or non-reparability. These industrially-used units suffer wear and tear primarily to the heating elements, thermostats and control panels.

51) Washing Machines - Laundry

\$91,112

Funding in this component is used to replace washing machines in laundry rooms upon failure or non-reparability, on a reactive basis. Washers are currently replaced with a front-loading machine.

**UNITED LAGUNA WOODS MUTUAL
2024 RESERVE FUND EXPENDITURES
GENERAL SERVICES**

This section covers the inspection, maintenance and repair of metal work (prior to paint), paving and concrete, and repair to common and perimeter walls. Primarily, these maintenance items are in response to resident service requests, although many items are planned program work.

52) Prior to Paint – Welding	\$10,933
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Beginning in 2021, the Mutual began a 15-year full exterior paint program. This budget item includes a contingency for metal work performed by General Services Welders, including railing, stairway, and balcony railing metal work on the buildings scheduled for the 2023 exterior paint program.

53) Paving	\$55,590
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Funding provided in this section is used to fund general asphalt repair work, excavation related to mainline repair, and crack filling work that is completed in conjunction with Maintenance and Construction's planned slurry seal program.

54) Walls	\$15,400
------------------	-----------------

This is a contingency for both perimeter and common wall replacements.

Funding is provided in this item to address common area walls, as well as the Mutual's perimeter walls that are damaged by tree roots, deterioration, and other causes. A contingency amount is included to address the repair or replacement of damaged common walls.

**UNITED LAGUNA WOODS MUTUAL
2024 RESERVE FUND EXPENDITURES
LANDSCAPE SERVICES**

55) Slope Renovation

\$109,792

Landscape renovation and modernization programs are to address specific areas of concern, as determined by collaboration between staff and the Landscape Committee. These projects are funded through the Replacement Fund. Each program requires varying levels of time and materials, depending upon the site(s) and project(s) selected to be completed each year.

For 2024, the Staff recommends \$82,759 for Slope Maintenance and \$27,033 for Turf Reduction Irrigation Retrofit.

The 2024 Landscape Renovation Budget has increased by \$10,894, or 11% from the 2023 Budget due to a annual wage increases and inflation.

56) Improvement and Restoration

\$195,857

The landscape in the Community is aging and in much of it is passed its useful life. The Improvement and Restoration work center replaces aging and dead plantings as well as re-landscaping areas that are difficult to maintain and irrigate.

The 2024 Improvement and Restoration Budget has increased by \$18,113 or 3%, due to annual increase in wage rates offset by downgrading of two FTE.

57) Tree Maintenance

\$1,065,281

The Tree Maintenance work center, supplemented by contractors, perform routine tree trimming on approximately 38,000 trees within the Community. The service level is a five-year rotating cycle based upon the specific trimming needs of each tree species. All pruning is performed in accordance with International Society of Arboriculture pruning techniques. The tree inventory is maintained using the Arbor Pro program. Starting in 2020, Staff is supplemented by outside services to complete the scheduled maintenance cycle.

The 2024 Tree Maintenance budget has increased by \$166,921, or 19% from the 2023 budget. This increase is due to an anticipated increase in tree trimming outsource costs and annual wage rate increases.

**UNITED LAGUNA WOODS MUTUAL
2024 CONTINGENCY FUND EXPENDITURES
MAINTENANCE & CONSTRUCTION**

In 2021, funding for line items 58 through 62 of the Contingency Fund were moved to the Operating and Reserve Funds.

**UNITED LAGUNA WOODS MUTUAL
2024 PROPERTY TAX FUND EXPENDITURES
NON-WORK CENTER**

63) Property Taxes

\$13,427,890

The Property Taxes Fund is used for property taxes, which are generally based on the most recent purchase price of the individual manor. Taxes are assessed by the County of Orange, based on the County's calculation of assessed value for each manor. Expenses are billed directly to each manor and vary by manor. The fund was established in 2021 and is not required by Civil Code and is not included in the reserve plan calculations.

Department Review

April 8, 2024

Department Review Purpose

The purpose of today's meeting is to provide a 2024 baseline of what services are budgeted in each department. All future budget meetings will include a comparison to 2024 budgets.

Department Review Overview

Each Department Head will present services included in the programs report, including:

- Programs, by Fund
- An explanation of what services are provided
- 2025 Budget considerations
- Answers to questions posed by those in attendance

Budgeting in Laguna Woods Village

- Budgets directly impact monthly assessments
- Budgeting is an interactive, transparent process that begins in March and concludes with Business Plan adoption in September
- The Business Planning process includes plans for Operating, Reserve, and Restricted funds.

Budget Development Process

- March 2024:
 - Departments present current year service levels to Boards during workshop meetings and budget considerations for 2025
- March/April 2024
 - Department heads review staffing levels with executive management to determine:
 - Vacant positions that can be eliminated
 - Reasonable 2025 staffing levels based on:
 - Efficiencies and process adjustments
 - Inherent turnover in current job market

Budget Development Process

- April/May 2024:
 - Capital requirements determined
 - Department heads develop preliminary operating budgets
- May/June 2024:
 - Executive management reviews budgets and may recommend changes
 - Landscape, General Services, and Maintenance & Construction review for United and Third
 - Version 1 of GRF operating department review
 - Version 1 of capital review

Budget Development Process

- July 2024:
 - Version 2 of the 2025 Business Plan is presented at special open board meetings
- August 2024:
 - Version 3 of the 2025 Business Plan will be presented at the televised special board meeting
- September 2024:
 - Adoption of the 2025 Business Plan
- November 2024:
 - Personalized assessment letters are mailed to each manor



Village Management Services, Inc.

DESCRIPTION	GRF Board	United Board	Third Board
Review of Existing (2024) Service Levels			
Department Workshops	Wed Mar 13 9:30 A.M.		
Landscape, Maintenance, and General Services Review		Mon Mar 25 9:30 A.M.	Wed Mar 27 1:30 P.M.
Internal Review			
Reserves / Capital	April / May		
Version 1			
Capital Review	Wed May 15 1:30 P.M.		
Operating Department Review	Wed May 29 1:30 P.M.		
Maintenance & General Services Review		Thu May 23 1:30 P.M.	Thu May 23 9:30 A.M.
Landscape Review		Mon Jun 3 9:30 A.M.	Mon Jun 3 1:30 P.M.
Capital Or Operating Review (if necessary)	Mon Jun 17 1:30 P.M.		
Version 2			
Business Plan Preparation	Deadline for Changes June 24, 2024 Issue Agendas Wednesday July 3, 2024		
Business Plan Review	Wed Jul 10 1:30 P.M.	Wed Jul 17 1:30 P.M.	Mon Jul 15 9:30 am
Version 3			
Business Plan Preparation	Deadline for Changes July 24, 2024 Issue Agendas Thursday August 1, 2024		
Business Plan Review (Televised)	Mon Aug 5 9:30 A.M.	Mon Aug 12 1:30 P.M.	Mon Aug 19 1:30 P.M.
Proposed Final			
Business Plan Adoption	Tue Sept 3 9:30 A.M.	Tue Sept 10 9:30 A.M.	Tue Sept 17 9:30 A.M.

Department Budget Review General Services

April 8, 2024

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

DESCRIPTION		2020	2021	2022	2023	2024	ASSESSMENT	
		ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
							\$	%
OPERATING FUND - GENERAL SERVICES								
13	CONCRETE SERVICE	\$372,289	\$396,868	\$341,500	\$406,550	\$421,764	\$15,214	4%
14	JANITORIAL SERVICE	437,293	369,411	369,344	397,860	524,467	126,607	32%
15	GUTTER CLEANING	146,092	152,886	129,493	158,152	169,679	11,527	7%
16	WELDING	63,817	105,816	94,606	112,840	126,053	13,213	12%
17	TRAFFIC CONTROL	8,778	14,467	13,484	15,576	15,863	287	2%
TOTAL		\$1,028,269	\$1,039,449	\$948,426	\$1,090,978	\$1,257,826	\$166,848	15%

Janitorial Service - \$524,467

Based on the following established service levels:

Description	Quantity	Frequency/Year
Laundry rooms	176	17
Laundry room restrooms	13	52
Multistory bldg. breezeways	376	17

- Miscellaneous tickets: As needed
- Programs include: Carports three times/year, lifter elevators once/year.

Concrete Service - \$421,764

- Repair/replacement of concrete slabs, walkways, driveways
- Repairs include crack-filling and grinding of walkways that have lifted one-half-inch or more
- Replacement occurs when lifting exceeds two-inch grinding capability, water pooling exceeds one-half-inch without draining or cracks/damage create inadequate load-bearing capacity

Concrete Service (cont'd)

Description	Tickets
Concrete repair/replacement	224
Masonry work	59
Storm drains cleared	7
Concrete grinding completed	86
Paving miscellaneous service	11

Gutter Cleaning - \$169,679

- Ensures proper function and drainage
- Reduces potential for structural water damage
- Includes cleaning of gutters on single, multistory buildings
- Majority of work completed during fourth quarter
- Schedule developed for 2024

Gutter Cleaning (cont'd)

Description	Units
Single story	421
Multistory	338
Sloped roofs	595
Patio covers	2,134

Welding - \$126,053

- Install/repair railings, gates, fences and other items
- Includes work completed as requested by staff, residents through Resident Services
- Includes contingency amount for lead testing and abatement, required by EPA
- WC 936 receives approximately 90 welding tickets per year for United

Traffic Control - \$15,863

- Installation/maintenance of devices required to facilitate traffic safety, circulation, including:
 - Replacement of directional and vehicular control signage
 - Parking lot and street striping
 - Red curb painting (approximately 5,000 lineal feet per year throughout community)

Description	Tickets
Signage repaired or replaced	20
Traffic control work completed	7

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

DESCRIPTION		2020	2021	2022	2023	2024	ASSESSMENT	
		ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
							\$	%
RESERVE FUND - GENERAL SERVICES								
52	PRIOR TO PAINT - WELDING	\$0	\$8,350	\$8,119	\$9,558	\$10,933	\$1,375	14%
53	PAVING	21,379	61,713	52,252	48,377	55,590	7,213	15%
54	WALLS	0	0	0	15,400	15,400	0	0%
TOTAL		\$21,379	\$70,063	\$60,371	\$73,335	\$81,923	\$8,588	12%

Prior to Paint, Welding - \$10,993

- Third has a 15-year full exterior paint program
- Includes balcony railing, stairway and other welding repairs on buildings scheduled for 2024 program
- WC 936 will need to address metal issues in about 15% of buildings

Paving/Concrete - \$55,590

- General asphalt repair work
- Excavation related to mainline repair
- Crack-filling work completed in conjunction with Maintenance and Construction Department's planned slurry seal program

Walls - \$15,400

- Contingency amount included to address repair or replacement of damaged walls throughout community
- Addresses common-area and perimeter walls
- Approximately two to five incidents per year community-wide



Questions

Department Budget Review Landscaping – United Mutual

April 8, 2024

Service Levels

All-corporations landscape services, including, but not limited to:

- Administration (WC 500)
- Improvements & Restoration (WC 510)
- Nursery & Composting (WC 511)
- Grounds Maintenance (WC 530):
 - Shrub-bed, slope and turf maintenance; miscellaneous tasks (general and storm cleanup, tickets) and Garden Villas
- Irrigation (WC 540)
- Small Equipment Repair (WC 550)
- Pest Control (WC 560)
- Tree Maintenance (WC 570)

Operating Fund

UNITED LAGUNA WOODS MUTUAL 2024 PLAN Programs Report

DESCRIPTION		2020	2021	2022	2023	2024	ASSESSMENT	
		ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
							\$	%
OPERATING FUND - LANDSCAPE SERVICES								
18	GROUNDS MAINTENANCE	\$2,585,229	\$2,533,730	\$2,585,909	\$2,816,943	\$3,064,085	\$247,142	9%
19	IRRIGATION	784,777	728,291	798,217	809,937	808,269	(1,668)	(0%)
20	PEST CONTROL	229,312	275,162	282,425	315,267	318,843	3,576	1%
21	LANDSCAPE ADMINISTRATION	121,344	224,189	240,721	253,034	352,686	99,652	39%
22	SMALL EQUIPMENT REPAIR	190,463	215,076	215,897	192,214	212,462	20,248	11%
23	NURSERY & COMPOSTING	211,268	179,886	168,001	192,001	176,055	(15,946)	(8%)
24	TREE MAINTENANCE	5,504	5,974	2,095	0	0	0	0%
TOTAL		\$4,127,897	\$4,156,996	\$4,306,366	\$4,579,396	\$4,932,400	\$353,004	8%

Landscape Administration (WC 500)

- Supports mutual boards and committees at regularly scheduled meetings
- Provides customer service, maintains databases, prepares work efficiency reports and annual operating budgets
- Includes all administrative management, supervisory positions
- 2024 administration budget increased \$99,652, or 39%, from 2023 budget due to reapportionment of costs and annual increase in wage rates

Nursery and Composting (WC 511)

- 2024 budget decreased by (\$15,946), or (8%), from 2023 budget due to turnover/unbudgeted for one position
- Nursery grows shrubs/groundcover for new planting, replanting throughout community to greatly reduce replacement plant costs
- Average plant costs for nursery is \$4.54 per plant, \$5 less than average for commercial nurseries
- Using a 600 hp tub grinder, composting WC recycles cuttings into mulch used throughout community
- Green waste processing, disposal, mulch costs are reduced by \$1,270,395 annually

Grounds Maintenance (WC 530)

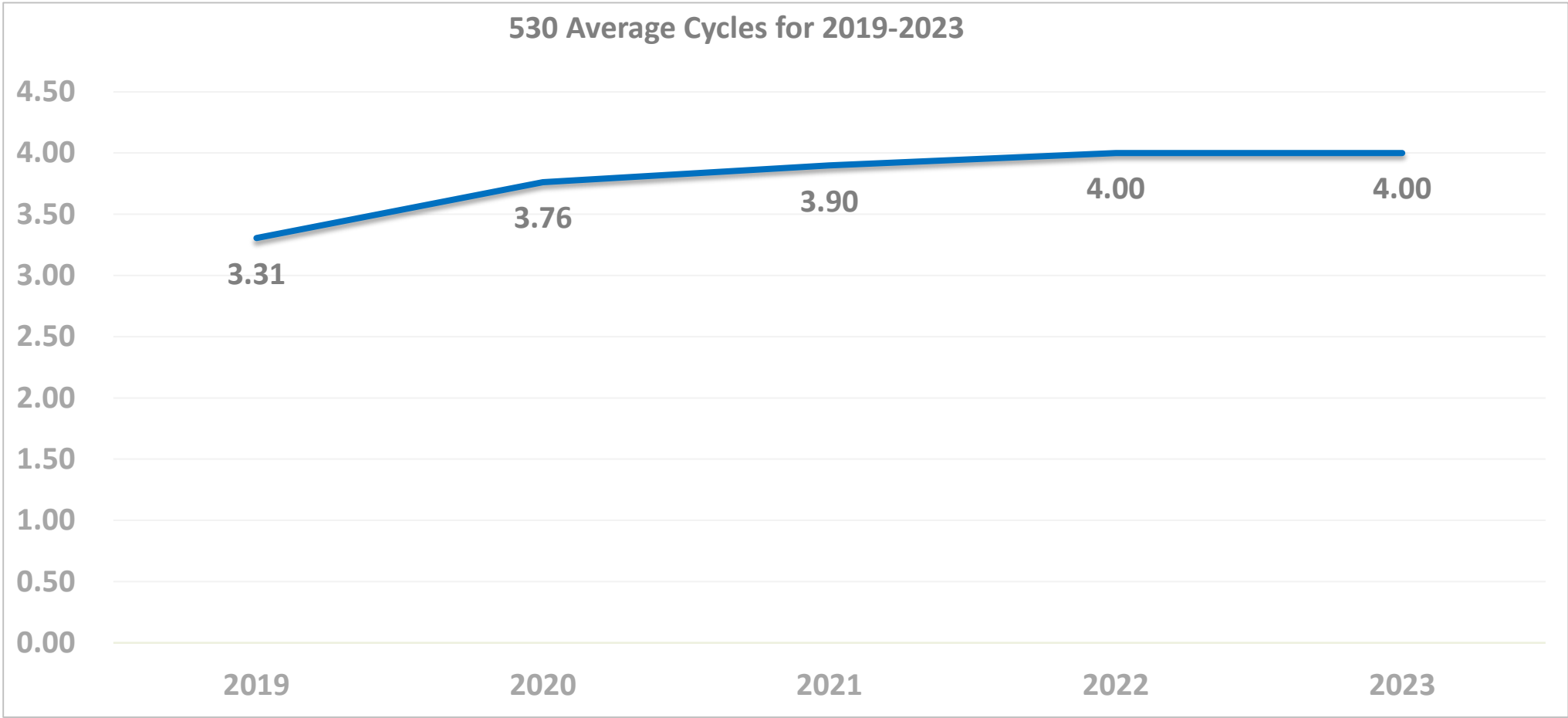
- Shrub-bed maintenance consists of four cycles of pruning, weeding, cleanup and edging planters around buildings
- “Cycle” defined as providing shrub bed maintenance to every building; vary in length due to seasonal variability
- Mulching performed once a year; slopes are maintained twice a year
- Replanting is performed in cooler months to reduce water usage for plant establishment

Grounds Maintenance (WC 530)

- 2024 shrub-bed maintenance cycle budgeted at four cycles, varying seasonally
- 2024 shrub-bed maintenance budget increased \$236,895, or 12%, from 2023 budget due to:
 - Annual increase in wage rates, reduction of turnover
 - Increase in agronomic costs (fertilizer, herbicides, etc.) due to inflation
 - Reallocation of hours from turf maintenance

Grounds Maintenance

Average Trim Cycles



Grounds Maintenance (530)

- Turf maintenance consists of 138 acres in United Mutual
- Turf maintenance includes mowing, edging of hard surfaces, turf repair and overseeding
- Mowing cycle adjusted seasonally throughout year to respond to varying growing conditions, ranging from weekly in summer to monthly in winter, averaging 28 mow cycles annually
- 2024 turf maintenance budget decreased by (\$32,901), or (5%), from 2023 budget due to reallocation of hours to shrub-bed maintenance

Miscellaneous Tasks

- General cleanup
- Storm preparation, storm damage cleanup and repair
- Employee training
- Prepare exterior landscaping for paint crew access
- Prepare exterior of buildings for fumigation
- 2024 miscellaneous tasks budget increased by \$41,202, or 17%, from 2023 budget due to department focus on improving core services, including training, and annual increase in wage rates

Grounds Maintenance - Slope

- Pruning, raking, weeding, edging, replanting, renovation
- Maintenance cycle performed on 23.5 acres of slopes in United
- Starting in 2020, all large slope maintenance is performed by contract; smaller slope maintenance adjacent to housing units will continue to be performed by staff in conjunction with shrub-bed maintenance
- 2024 slope maintenance budget increased by \$1,946, or 28%, from 2023 operating budget due to reallocation of hours

Irrigation (WC 540)

- Provide irrigation support to other landscape maintenance sections
- Oversee 4,154 watering zones throughout United Mutual via 163 irrigation controllers managed by a central irrigation computer through cellular communication technologies; weather-sensitized system automatically adjusts watering schedules
- Proactively maintain, clean landscaping drains in community
- 2024 irrigation maintenance budget decreased (\$1,668), or (<1%), from 2023 budget due to reduction of one FTE, offset by increase in wage rates

Small Equipment Repair (WC 550)

- Support other crews by providing mower, small equipment maintenance, repair and delivery
- Order and receive supplies and materials used by crews to maintain turf, slopes and shrub beds
- 2024 small equipment repair budget increased by \$20,248, or 11%, from 2023 budget due to increase in materials costs and annual increase in wage rates

Pest Control (WC 560)

- Provide pest control support to other landscape maintenance sections
- Use various methods to control various pests, including weeds, insects (including wasps, bees in landscaping), rodents and other vertebrates
- 2024 pest control budget increased by \$3,576, or 1%, from 2023 budget due to the annual increase in wage rates, offset by turnover/unbudgeted for one position

Reserve Funds

UNITED LAGUNA WOODS MUTUAL 2024 PLAN Programs Report

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		ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
							\$	%
RESERVE FUND - LANDSCAPE SERVICES								
55	SLOPE RENOVATION	\$257,365	\$160,582	\$100,652	\$98,898	\$109,792	\$10,894	11%
56	IMPROVEMENT & RESTORATION	0	273,458	167,701	177,744	195,857	18,113	3%
57	TREE MAINTENANCE	877,273	764,125	857,213	898,360	1,065,281	166,921	19%
TOTAL		\$1,134,638	\$1,198,165	\$1,125,565	\$1,175,002	\$1,370,930	\$195,928	16%

Landscape Renovation (WC 530)

- Modernization/Renovation programs included in budget designed to address specific areas of concern as determined by staff and landscaping committee
- Projects, including slopes, turf renovation and irrigation retrofitting, are funded through replacement fund; each program varies
- 2024 landscape modernization budget increased \$10,894, or 11%, from 2023 budget due to an annual wage increase and inflation

Improvement and Restoration (WC 510)

- Community landscape is aging, much past useful life; work center, started in 2021, replaces aging and dead plants, relandscapes turf areas difficult/dangerous to maintain and irrigate
- Some work previously performed by outside services
- 2024 budget increased \$18,113, or 3%, from 2023 budget due to an annual increase in wage rates offset by downgrading of two FTE

Tree Maintenance (WC 570)

- Perform routine tree trimming on approximately 18,300 trees, supplemented by contractors
- Service level on a six-year rotating cycle based on specific trimming needs of each tree species
- Maintain inventory via Stellar and contractor provided software
- Supplement staff with outside contractor
- Contracted work completes scheduled maintenance cycles
- Staff focuses on service requests, building clearance trims and small removals

2025 Budget Considerations

- Service levels increases; maintenance cycles and slope maintenance frequency
- Automatic irrigation master valves
- Legislation requiring elimination of non-functional turf



Village Management Services, Inc.

Questions

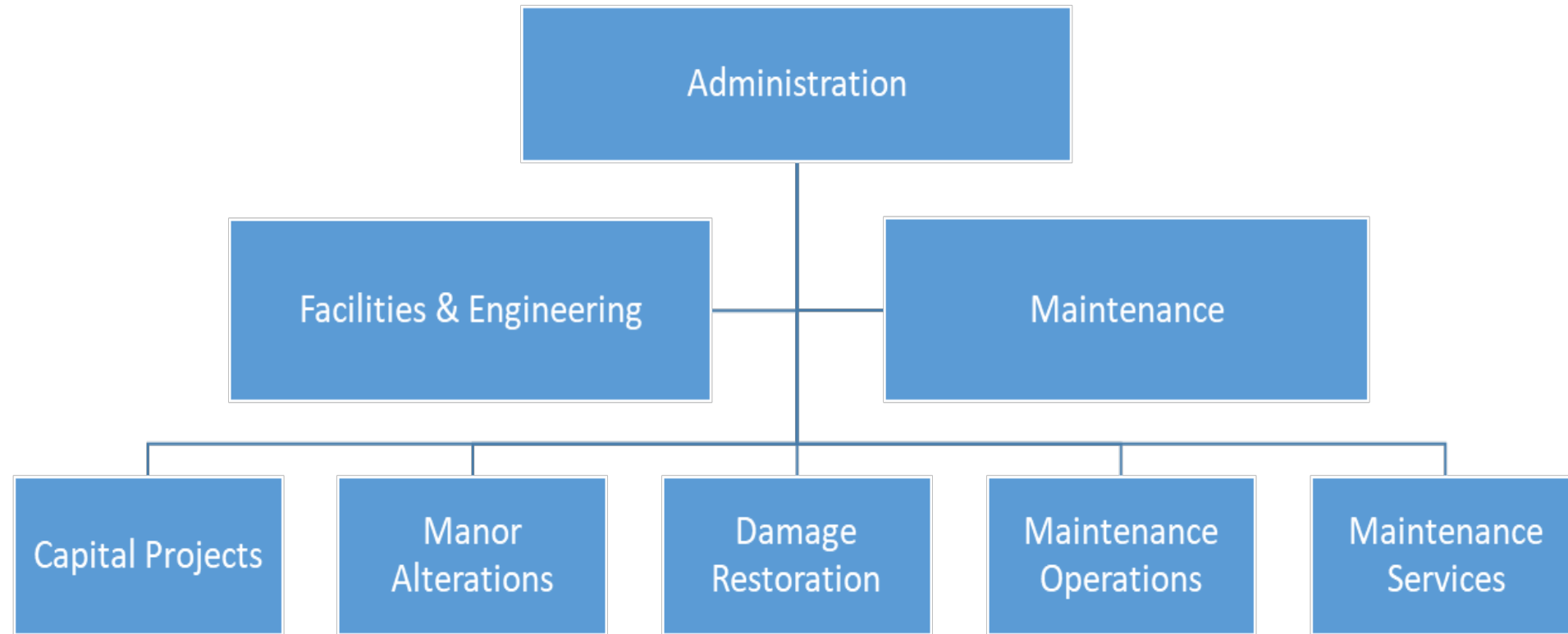
Department Budget Review

Maintenance & Construction

United Mutual

April 8, 2024

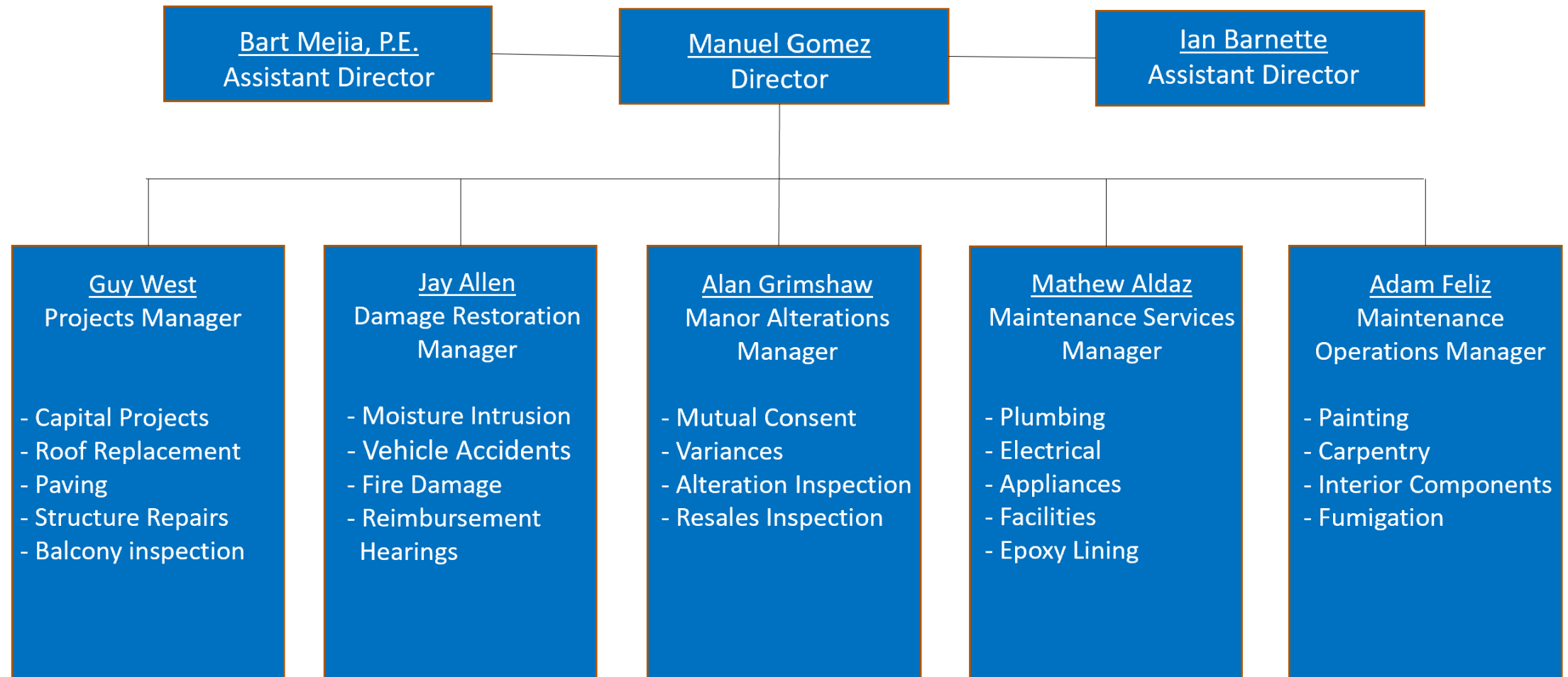
M&C Department Divisions



179 FT staff positions (169 funded)
\$39.9M annual budget (\$34.9M net cost)

Five standing committees
Three ad hoc/subcommittees

M&C Department Division Responsibilities



Maintenance and Construction - Staffing

Division	2022	2023	2024
Administration	7	7	7
Projects	7	7	7
Damage Restoration	10	10	10
Manor Alterations	16	16	16
Maintenance Services	50.8	50.8	50.8
Maintenance Operations	88.3	88.3	88.3
Total FTE Approved	179.1	179.1	179.1
Total FTE Funded	179.1	172.6	169.1

Service Area - Projects

- Implement capital improvement projects
- Prepare plans, specifications, project cost estimates
- Develop, monitor project schedules
- Provide project management, contract administration, administrative support for mutual programs/maintenance projects, GRF capital plan:
 - Roof repair, replacement
 - Asphalt paving, seal coating, parkway concrete
 - Pushmatic electric panel replacement program
 - Shepherd's crook installation
 - Building foundation inspection, repair
 - Structure repair, dry rot repair

Service Area - Damage Restoration

- Provide supervision, administrative support for damage restoration events
- Manage dry down, abatement, environmental services and restoration of mutual property due to moisture intrusion events (plumbing leaks, stoppages, roof leaks, failed alterations)
- Evaluate damage costs to mutual property related to fires, vehicular accidents
- Process chargeable damage costs, coordinate with VMS risk manager on insurance claims
- Coordinated and processed 3,725 service events in 2023; 1,849 in United
- Prepare Members Hearing Committee reimbursement reports for damages and mutual incurred expenses sustained from shareholder alterations, negligence, vehicle accidents; presented 177 cases in 2023 for United

Service Area - Manor Alterations

- Provide supervision, administrative support for alteration mutual consents, variance requests, resale inspections:
 - Process mutual consent applications, variance applications
 - Process application fees
 - Assist residents, contractors, real estate agents with rules/regulations related to alterations, mutual architectural standards and resale inspection process
 - Conduct vacant manor inspections, interior/exterior resale inspections
 - Issue correction notices when alterations in disrepair
 - Prepare resale correction reports for required maintenance, water heater replacements, alterations
- Provide administrative support to Architectural Control and Standards Committee
- Processed 1,635 mutual consents and variances in 2023; 687 for United
- Conducted 757 resale inspections in 2023; 371 for United

Service Area - Maintenance Services

- Provide management, supervision, administrative support for mutual replacement programs, facility maintenance service requests:
 - Waste line remediation (epoxy lining)
 - Copper pipe/supply line remediation (epoxy lining)
 - Preventive maintenance program – three-year cycle
 - Water heater replacement program (residential, common areas)
 - Fire extinguisher testing, repair
 - Walkway lighting requests
 - Plumbing services
 - Electrical and appliance repair, replacement
- Closed 31,258 service order tickets in 2023; 21,900 for United

Service Area - Maintenance Operations

- Provide management, supervision, administrative support for mutual property maintenance service requests, annual maintenance programs:
 - Exterior dry rot inspection, repair
 - Building fumigation
 - Prior to paint, exterior paint programs
 - Top coat program (balcony, breezeway resurfacing)
 - Interior, exterior carpentry service requests
 - Interior component repairs (shower/tub enclosures, flooring, countertops)
 - Mirrors, glass, screen replacement
- Closed 17,919 work order tickets in 2023; 10,978 for United

UNITED LAGUNA WOODS MUTUAL 2024 PLAN Programs Report

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	ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
PLUMBING SERVICE	\$1,678,492	\$1,421,163	\$1,691,127	\$1,576,070	\$1,631,373	\$55,303	4%
DAMAGE RESTORATION	0	1,193,726	1,390,025	885,805	905,000	19,195	2%
CARPENTRY SERVICE	472,259	511,314	570,476	638,911	657,845	18,934	3%
INTERIOR PREVENTIVE MAINTENANCE	264,354	258,391	332,939	374,517	341,440	(33,077)	(9%)
ELECTRICAL SERVICE	314,055	380,555	393,672	373,787	341,905	(31,882)	(9%)
APPLIANCE REPAIRS	263,734	243,776	278,782	319,633	321,990	2,357	1%
PEST CONTROL	79,544	196,579	159,053	257,655	270,541	12,886	5%
COUNTERTOP/FLOOR/TILE REPAIRS	104,693	100,534	112,909	149,440	154,355	4,915	3%
FIRE PROTECTION	11,603	26,652	10,110	34,394	37,348	2,954	9%
ENERGY PROGRAM	18,020	19,060	27,242	35,000	36,000	1,000	3%
MISCELLANEOUS REPAIRS BY OUTSIDE SERVICES	21,389	21,031	13,222	20,000	20,000	0	0%
GUTTER CLEANING	30,596	(30,596)	0	0	0	0	0%
TOTAL	\$3,258,738	\$4,342,183	\$4,979,556	\$4,665,212	\$4,717,797	\$52,585	1%

Line 2 includes damage restoration cleanup costs moved from contingency in 2021.

Line 12 was moved to General Services in 2020.

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

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						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
PLUMBING SERVICE	\$1,678,492	\$1,421,163	\$1,691,127	\$1,576,070	\$1,631,373	\$55,303	4%

- Plumbing services work center completed 16,793 work order tickets in 2023; 11,625 in United:
 - Leak investigations, repairs
 - Clearing stoppages
 - Component repairs
 - Remedial in-wall work
 - Drywall, stucco cuts

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

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	ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
2 DAMAGE RESTORATION	0	1,193,726	1,390,025	885,805	905,000	19,195	2%

- Damage restoration work center processed 3,725 service events in 2023; 1,849 in United:
 - Abatement
 - Dry-down service
 - Environmental testing
 - Electrical use reimbursements

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

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	ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
CARPENTRY SERVICE	472,259	511,314	570,476	638,911	657,845	18,934	3%

- Carpentry work centers completed 9,108 work order tickets in 2023; 5,320 in United:

- Carport structure, cabinet repair
- Door, window repair
- Stucco repair
- Entry locks repair, re-key
- Acoustic ceiling, drywall/texture repair
- Insect screen installation, repair
- Skylight repair
- Cabinet modifications, repair

**UNITED LAGUNA WOODS MUTUAL
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						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
INTERIOR PREVENTIVE MAINTENANCE	264,354	258,391	332,939	374,517	341,440	(33,077)	(9%)

Manor PM: 3-year cycle

- Manor appliance inventory
- Exhaust fan filter replacement
- Leak test sinks, toilets, basin risers
- Test valves, supply lines
- Clean refrigerator coils
- Report necessary maintenance

Laundry Rooms PM: Semi-annual cycle

- 183 mutual laundry rooms
- Clean behind/under laundry equipment
- Replace dryer vent tube

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

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	ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
ELECTRICAL SERVICE	314,055	380,555	393,672	373,787	341,905	(31,882)	(9%)

- Electrical work center completed 8,576 work order tickets in 2023; 6,394 in United:
 - Interior and exterior electrical repairs
 - Lighting repairs
 - Electric panel repairs
 - Interior bulb, ballast replacements
 - Thermostat repairs
 - Doorbell repairs

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

DESCRIPTION	2020	2021	2022	2023	2024	ASSESSMENT	
	ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
APPLIANCE REPAIRS	263,734	243,776	278,782	319,633	321,990	2,357	1%

- Appliance work center completed 5,198 work order tickets in 2023; 3,678 in United:
 - Oven repairs
 - Dishwasher repairs
 - Refrigerator repairs
 - Range, cooktop repairs
 - Common area laundry room washer (655), dryer (515) repairs

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

DESCRIPTION	2020	2021	2022	2023	2024	ASSESSMENT	
	ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
PEST CONTROL	79,544	196,579	159,053	257,655	270,541	12,886	5%

- Termite inspection service requests
- Local termite treatments
- Whole-structure fumigation program
- Lodging for fumigation program
- 33 structure fumigations planned for 2024

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

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	ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
3 COUNTERTOP/FLOOR/TILE REPAIRS	104,693	100,534	112,909	149,440	154,355	4,915	3%

- Interior Components work center completed 1,555 work order tickets in 2023; 1,451 in United:
 - Kitchen, bathroom countertop repair
 - Kitchen, bathroom vinyl flooring repair
 - Re-grouting
 - Tub and shower wall tile re-glazing

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

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						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
FIRE PROTECTION	11,603	26,652	10,110	34,394	37,348	2,954	9%

- Fire extinguisher service
- Smoke detector repair
- Chimney cleaning

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

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						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
ENERGY PROGRAM	18,020	19,060	27,242	35,000	36,000	1,000	3%

- Contractor solar panel cleaning
- Solar panel repair
- Equipment repairs

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

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	ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
						\$	%
OPERATING FUND - MAINTENANCE & CONSTRUCTION							
MISCELLANEOUS REPAIRS BY OUTSIDE SERVICES	21,389	21,031	13,222	20,000	20,000	0	0%

- Contract services
- Broken Windows
- Sliding glass door tracks

UNITED LAGUNA WOODS MUTUAL 2024 PLAN Programs Report

DESCRIPTION		2020	2021	2022	2023	2024	ASSESSMENT	
		ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
							\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION								
25	BUILDING STRUCTURES	\$1,235,622	\$979,064	\$1,051,258	\$1,314,877	\$1,634,468	\$319,591	24%
26	CDS SIGNAGE	29,078	0	0	0	0	0	0%
27	ELECTRICAL SYSTEMS	319,500	418,938	628,037	509,495	524,435	14,940	3%
28	EXTERIOR WALKWAY LIGHTING	7,671	30,711	46,046	75,550	64,760	(10,790)	(14%)
29	FOUNDATIONS	0	18,910	49,387	43,436	43,436	0	0%
30	GUTTER REPLACEMENT	83,051	68,558	52,874	113,127	116,486	3,359	3%
31	PAINT - EXTERIOR	1,224,288	1,635,609	1,466,877	1,734,242	1,749,510	15,268	1%
32	PLUMBING REPLACEMENT	0	276,882	344,352	337,826	345,510	7,684	2%
33	PRIOR TO PAINT	776,863	701,954	731,374	996,471	1,033,447	36,976	4%
34	PAVING	368,865	510,630	379,026	398,371	394,207	(4,164)	(1%)
35	ROOFS	927,506	841,632	1,013,167	1,041,301	1,318,468	277,167	27%
36	WALLS	24,600	27,928	30,944	35,000	35,000	0	0%
37	WASTE LINE REMEDIATION	1,349,975	2,502,222	2,153,854	2,300,000	2,300,000	0	0%
38	WATER LINE - COPPER PIPE REMEDIATION	169,746	62,049	71,652	100,000	100,000	0	0%
39	WINDOW/SLIDING SCREEN DOOR	71,372	108,699	94,609	140,157	151,910	11,753	8%

UNITED LAGUNA WOODS MUTUAL

2024 PLAN

Programs Report

DESCRIPTION	2020	2021	2022	2023	2024	ASSESSMENT	
	ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
						\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION							
APPLIANCE AND FIXTURES:							
COOKTOPS	55,479	58,719	89,574	69,963	69,996	33	0%
DISHWASHERS	52,993	66,351	93,120	96,362	97,499	1,137	1%
FIXTURES - BASINS/FAUCETS/SINKS/TOILETS	133,986	155,000	185,741	224,611	238,752	14,141	6%
GARBAGE DISPOSALS	74,176	115,475	113,801	118,247	125,123	6,876	6%
HOODS	10,264	18,470	20,790	39,542	39,610	68	0%
KITCHEN/BATH COUNTERS, FLOORS, MISC.	550,095	878,164	1,039,632	1,467,906	1,561,145	93,239	6%
OVENS	98,684	116,546	135,988	133,646	137,036	3,390	3%
RANGES	4,474	8,907	8,896	12,345	12,389	44	0%
REFRIGERATORS	97,109	158,863	171,606	222,137	222,337	200	0%
WATER HEATERS & PERMITS	282,448	479,830	526,556	749,363	759,990	10,627	1%
DRYERS - LAUNDRY	1,152	9,151	8,831	38,113	38,163	50	0%
WASHING MACHINES - LAUNDRY	64,094	42,691	44,215	91,082	91,112	30	0%
TOTAL APPLIANCE AND FIXTURES	\$1,424,955	\$2,108,168	\$2,438,752	\$3,263,317	\$3,393,152	\$129,835	4%
TOTAL	\$8,019,480	\$10,291,951	\$10,552,208	\$12,403,170	\$13,204,789	\$801,619	6%

Line 25 includes major damage restoration construction costs moved from contingency in 2021.

Line 32 was moved from operations in 2021.

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

						ASSESSMENT	
DESCRIPTION	2020	2021	2022	2023	2024	INCREASE/(DECREASE)	
	ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION							
25	BUILDING STRUCTURES	\$1,235,622	\$979,064	\$1,051,258	\$1,314,877	\$1,634,468	\$319,591 24%

- Dry-rot remediation
- Balcony, bridge, walkway replacement
- Trellis, beam structure replacement
- Asbestos/lead abatement, testing
- Damage restoration build back
- Balcony inspections (SB326)
- Smoke alarm replacement (10-year)

UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report

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							\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION								
27	ELECTRICAL SYSTEMS	319,500	418,938	628,037	509,495	524,435	14,940	3%
28	EXTERIOR WALKWAY LIGHTING	7,671	30,711	46,046	75,550	64,760	(10,790)	(14%)

- Electric panel replacements upon failure
- Alternate heat source replacement
- Pushmatic panel upgrades
- 1,850 Pushmatic panels replaced through 2023
- 225 Pushmatic panels planned in 2024
- 875 Pushmatic panels remain for replacement
- New building exterior lighting
- Additional walkway lights

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Programs Report**

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							\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION								
29	FOUNDATIONS	0	18,910	49,387	43,436	43,436	0	0%
30	GUTTER REPLACEMENT	83,051	68,558	52,874	113,127	116,486	3,359	3%

- Building foundation repair
- Repair, replace existing rain gutters, downspouts
- Patio block wall repair
- New gutter installations for drainage issues

**UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report**

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	ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
						\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION							
32 PLUMBING REPLACEMENT	0	276,882	344,352	337,826	345,510	7,684	2%

- Valve, hose bibs
- In-wall leaks
- Underground, under-slab leaks
- Tub/shower spout, mix-it valves

UNITED LAGUNA WOODS MUTUAL
2024 PLAN
Programs Report

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		ACTUALS	ACTUALS	ACTUALS	BUDGET	BUDGET	INCREASE/(DECREASE)	
							\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION								
31	PAINT - EXTERIOR	1,224,288	1,635,609	1,466,877	1,734,242	1,749,510	15,268	1%
33	PRIOR TO PAINT	776,863	701,954	731,374	996,471	1,033,447	36,976	4%

- Dry-rot repair
- Balcony, breezeway, decking structural repairs
- Balcony waterproof topcoat deck sealant, resurfacing
- Asbestos, lead testing, abatement
- Prep exterior surfaces
- 15.7 million SF of exterior surfaces
- Paint stucco, siding, fascia boards, beams, overhangs, doors, closed soffits, and ornamental metal surfaces
- Address signs replaced with large reflective building signs
- Interior/exterior touch-up painting over repairs

Cul-de-sacs 11, 19, 20, 25, 209, 210, 211 are planned for 2024.

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							\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION								
34	PAVING	368,865	510,630	379,026	398,371	394,207	(4,164)	(1%)

- Asphalt repaving
- Pavement seal coat
- Parkway concrete replacement

Cul-de-sacs 29 (757-770), 35 (38-45) and 55 (151-161) planned for 2024.

**UNITED LAGUNA WOODS MUTUAL
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						\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION							
35 ROOFS	927,506	841,632	1,013,167	1,041,301	1,318,468	277,167	27%

- Scheduled PVC cool roof program
- Preventive roof repairs
- Emergency roof repairs
- Flat roof debris removal
- Composite shingle roof replacement

Five buildings planned for composite shingle roofs and 15 buildings for PVC roofs in 2024.

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						\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION							
36 WALLS	24,600	27,928	30,944	35,000	35,000	0	0%

- Vegetation clearing
- Removal/disposal of barbed wire
- Shepherd's crook installation

300 feet along Paseo de Valencia north of Gate 2

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							\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION								
37	WASTE LINE REMEDIATION	1,349,975	2,502,222	2,153,854	2,300,000	2,300,000	0	0%
38	WATER LINE - COPPER PIPE REMEDIATION	169,746	62,049	71,652	100,000	100,000	0	0%

- 70 buildings planned for epoxy lining for interior and exterior waste lines; 560 buildings completed as of 2023
- Two buildings planned for epoxy lining for interior copper water lines; 37 buildings completed as of 2023

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						\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION							
39 WINDOW/SLIDING SCREEN DOOR	71,372	108,699	94,609	140,157	151,910	11,753	8%

- Structural, mechanical failures
- Window replacements
- Sliding screen door replacements

**UNITED LAGUNA WOODS MUTUAL
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							\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION								
APPLIANCE AND FIXTURES:								
40	COOKTOPS	55,479	58,719	89,574	69,963	69,996	33	0%
41	DISHWASHERS	52,993	66,351	93,120	96,362	97,499	1,137	1%
43	GARBAGE DISPOSALS	74,176	115,475	113,801	118,247	125,123	6,876	6%
44	HOODS	10,264	18,470	20,790	39,542	39,610	68	0%
46	OVENS	98,684	116,546	135,988	133,646	137,036	3,390	3%
47	RANGES	4,474	8,907	8,896	12,345	12,389	44	0%
48	REFRIGERATORS	97,109	158,863	171,606	222,137	222,337	200	0%
49	WATER HEATERS & PERMITS	282,448	479,830	526,556	749,363	759,990	10,627	1%
50	DRYERS - LAUNDRY	1,152	9,151	8,831	38,113	38,163	50	0%
51	WASHING MACHINES - LAUNDRY	64,094	42,691	44,215	91,082	91,112	30	0%

- Appliance disbursements
- Replacement of cooktops, dishwashers, disposals, ovens, hoods, ranges, refrigerators
- Water heaters
- Common area laundry dryers, washers

Appliances Inventory as of 2023

Appliance	2020	2021	2022	2023
Cooktops	3,870	3,844	3,721	3,585
Dishwashers	3,281	3,264	3,196	3,085
Garbage Disposals	6,296	6,292	6,289	5,760
Hoods	1,497	1,484	1,445	1,394
Ovens	3,963	3,933	3,832	3,660
Ranges	1,013	1,006	978	956
Refrigerators	4,531	4,501	4,341	3,447
Water Heaters	6,285	6,283	6,282	6,272
Total	30,736	30,607	30,084	28,242

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							\$	%
RESERVE FUND - MAINTENANCE & CONSTRUCTION								
42	FIXTURES - BASINS/FAUCETS/SINKS/TOILETS	133,986	155,000	185,741	224,611	238,752	14,141	6%
45	KITCHEN/BATH COUNTERS, FLOORS, MISC.	550,095	878,164	1,039,632	1,467,906	1,561,145	93,239	6%

- Tub/shower enclosures, shower tile
- Bathroom basins – cast iron to porcelain
- Toilets, kitchen sinks, faucets, disposals

2025 Budget Considerations

- Roof replacements
- Dry-rot funding levels
- Manor Interior Preventive Maintenance/Inventory Program
- Explore contracting for washing machine repair services
- Review and identify opportunities to reduce funding levels for contingency services



Questions