



OPEN MEETING

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

Thursday, June 20, 2024 – 1:30 P.M.
Board Room/Virtual Meeting
Laguna Woods Village Community Center

AGENDA NOTICE

1. Call to Order Maggie Blackwell
2. Approval of Agenda Maggie Blackwell
3. Approval of Reports: Maggie Blackwell
 - a. May 16, 2024
4. Chair's Remarks Maggie Blackwell
5. Member Comments - *At this time Only United Members may address the Committee regarding items not on the agenda and within the jurisdiction of this Committee. The Committee reserves the right to limit the total amount of time allotted for Member Comments to thirty-minutes. Each individual has no longer than three-minutes. A Member may speak only once during the Member Comments. Speakers may not give their time to other people, no audio or video recording by attendees and no rude or threatening comments.*

Laguna Woods Village owner/residents are welcome to participate in committee meetings and submit comments or questions regarding virtual committee meetings using one of two options:

- a. 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 committee in the subject line of the email. Name and manor number must be included.
- b. Join the Committee meeting via Zoom at: <https://us06web.zoom.us/j/99710468599> or by dialing 669-900-6833 / Access Code: 997 1046 8599

Items for Discussion and Consideration

6. Passive Home Business Policy Jeff Spies
7. Membership Election & Voting Policy Francis Gomez
8. Operating Rules Guidebook Francis Gomez

Concluding Business:

9. Committee Member Comments

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

a. None

11. Adjournment

***A quorum of the United Board, or more, may be present at the meeting.**

Maggie Blackwell, Chair
Francis Gomez, Staff Officer
(949) 268-4207



OPEN MEETING

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

Thursday, May 16, 2024 – 1:30 p.m.
BOARD ROOM/VIRTUAL MEETING
Laguna Woods Village Community Center
24351 El Toro Road, Laguna Woods, CA 92637

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

MEMBER ABSENT: Anthony Liberatore

ADVISORS PRESENT: Dick Rader and Juanita Skillman

ADVISORS ABSENT: None

STAFF PRESENT: Francis Gomez and Ruby Rojas

1. CALL TO ORDER

Maggie Blackwell, Chair, called the meeting to order at 1:32 p.m.

2. APPROVAL OF THE AGENDA

The Committee reviewed the agenda.

By unanimous consent, the agenda was approved as presented.

3. APPROVAL OF REPORTS

The Committee reviewed the report for April 18, 2024.

Without objection, the report for April 18, 2024 was approved as presented.

4. CHAIR'S REMARKS

Chair Blackwell discussed the election restrictions included in the United Laguna Woods Mutual Bylaws. The Chair requested the matter be forwarded to legal counsel for further review. The Committee agreed to consider the matter as a future agenda item.

5. MEMBER COMMENTS

Members made comments regarding the election restrictions in the Bylaws to avoid future ambiguity.

ITEMS FOR DISCUSSION

6. Revised Committee Charter

Ms. Francis Gomez, Operations Manager, presented the Revised Committee Charter for the Committee to consider and review. The Committee discussed the matter.

Director Carlson made a motion to approve the revised Committee Charter as presented. Director Kale seconded the motion.

By unanimous consent, the motion passed.

Director Carlson amended original motion to correct a Scribner error. Director Kale seconded the motion.

By unanimous consent, the motion passed.

Concluding Business

7. Committee Member Comments

Director Carlson stressed the importance to adhere and address future agenda items. Advisor Radar suggested the review and consideration of GRF Electric Vehicle and Golf Cart Fees, as well as parking regulations. Chair Blackwell relayed the Finance Committee is the appropriate avenue to consider an updated fee structure and the Traffic Rules are currently on membership review 28-day period.

8. Future Agenda Items

- a. Operating Rules Guidebook
- b. Election Policy/Term-Limit Rules

9. Date of Next Meeting

The next meeting is scheduled for Thursday, June 20, 2024 at 1:30 p.m. in the Board Room.

10. Adjournment

With no further business, Chair Blackwell adjourned the meeting at 2:13 p.m.

Maggie Blackwell

Maggie Blackwell (May 29, 2024 22:19 PDT)

Maggie Blackwell, Chair



STAFF REPORT

DATE: June 20, 2024
FOR: United Governing Documents Review Committee
SUBJECT: United Mutual Policy Regulating Passive Home Businesses

RECOMMENDATION

Staff recommends that the Governing Documents Review Committee approve administrative revisions to the Mutual's Policy Regulating Passive Home Businesses.

BACKGROUND

United's governing documents state that members shall use their units as a private dwelling and for no other purpose. However, in order to accommodate the evolving needs of its members, United Mutual established a policy to allow members to conduct select, administrative type businesses in their units. The purpose of the policy was to put in place reasonable standards that allow certain businesses to operate in a member's unit without negatively affecting neighbors and/or the community.

DISCUSSION

United Mutual's Policy Regulating Home Occupations was established on September 11, 2001 by way of Resolution U-01-82 (ATT 1). The same policy was also adopted by Third Laguna Hills Mutual and Mutual Fifty in 2001 in order to make it a universal policy and application. Since the policy has not been revised since its inception, it is necessary to update the current policy by removing any reference to Laguna Woods Mutual No. Fifty, clarifying the Mutual's intent of establishing such policy, and to make other scrivener administrative updates by making language consistent throughout the policy (ATTs 2 and 3).

It should be noted that the proposed revisions are administrative in nature and do not reflect any change in policy that requires the 28-day comment period.

This revised policy was brought forth to the Third Mutual Board of Directors to review and adopt at its June 18, 2024 meeting.

FINANCIAL ANALYSIS

It is not anticipated that the passive home business policy revisions will have any financial impact.

Prepared By: Patty Kurzet, Membership Services Coordinator

Reviewed By: Jeff Spies, Community Services Manager

ATTACHMENT(S)

ATT 1 – Current Policy Regulating Home Occupations
ATT 2 – Policy Regulating Passive Home Businesses – redline
ATT 3 – Policy Regulating Passive Home Businesses - clean
ATT 4 – Resolution 01-24-XX

POLICY REGULATING HOME OCCUPATIONS

It is the current policy of the three housing corporations, that Members may use the dwelling unit for no other purpose than as a dwelling unit. The following rules and regulations were adopted by United Laguna Hills Mutual Resolution No. 82 – September 11, 2001; Third Laguna Hills Mutual Resolution No. 38 – August 21, 2001; Laguna Woods Mutual 50 Resolution No. 24 (a) – September 20, 2001.

The intent of the restriction is to preclude the use of the dwelling unit in any manner that creates a nuisance, has an adverse effect on the Mutual's insurance rates or has a negative impact on surrounding properties. Nuisance or negative impact can result from increased vehicular traffic, increased pedestrian traffic, noise, parking congestion, and other conditions that affect the other residents or properties in the surrounding area.

Further, it is the Mutual's intent to prescribe a reasonable standard which permit the conduct of certain businesses which do not have an adverse affect on the community.

Limitations of Dwelling Use

1. The business shall not change the principal character of the dwelling as a residence;
2. The business shall not employ, either paid or unpaid, persons who are not bona fide residents of the dwelling;
3. The business shall be conducted only within the dwelling structure interior, and shall not operate in, or be conducted upon any common area, or limited use common area, including a garage, patio, balcony or carport;
4. The business shall not display any signage or other evidence of a business inside or on the exterior of the premises;
5. The business operator shall not utilize the dwelling address in any advertisement, on any business stationery, or business cards;
6. The business shall not occupy more than one room within the dwelling, or 25% of the gross floor area, whichever is less;
7. The business shall not produce, store, maintain on the site, or use in its operation any hazardous material (other than typical household cleaning materials in small quantities) which can affect the Mutual's insurance rates;
8. No tools, materials or any equipment used in the business may generate smoke, noise, dust, odors or vibration which are atypical of residential property use;
9. A business which uses telephone, computer or mail marketing may not ship, send or otherwise distribute, or receive delivery of business-related goods or merchandise at the dwelling;
10. Persons conducting home occupations are subject to the regulatory codes and ordinances of the jurisdiction(s) in which the dwelling is located.

Violations of this policy can result in suspension of the use of Mutual facilities, suspension of voting privileges, and a monetary penalty of up to \$500.

APPLICATION FOR PERMIT TO CONDUCT A PASSIVE BUSINESS IN A MANOR	MUTUAL <input type="checkbox"/> UNITED <input type="checkbox"/> THIRD FIFTY
NAME OF RESIDENT	MANOR ADDRESS
DESCRIBE NATURE OF BUSINESS (SALES, COUNSELING, CONSULTING, ETC.)	
DESCRIBE WHERE AND HOW SERVICES WILL BE PROVIDED (IN CUSTOMER'S HOME, OUTSIDE OFFICE, ETC.)	
ACKNOWLEDGMENT BY APPLICANT	
<p>I am applying for this permit in order to conduct a business in or from my Laguna Woods Village manor. I understand that the governing rules of my Mutual homeowners association prohibit the conduct of any business, commercial undertaking or other professional activity that can cause a nuisance to other residents or to the community at large.</p> <p>I attest that the persons to whom I provide service will not visit my manor for purposes related to the business activity, and that all contacts with my clients shall be away from my manor. Further, I attest that the business will not cause an increase in vehicular traffic, either from deliveries, shipping or otherwise; that the business will not cause an increase in pedestrian traffic; and that my manor address will not appear on my business stationery or business cards, or in any advertising that I may use to solicit business.</p> <p>I have read the Mutual <u>Policy Regulating Home Occupations</u> on the reverse side of this Application form and agree to comply with all the restrictions and conditions therein.</p>	
SIGNATURE OF APPLICANT	DATE

ACTION BY MUTUAL BOARD OF DIRECTORS	
APPLICATION DENIED	APPLICATION APPROVED
The Board of Directors of this Mutual Corporation has reviewed the Application to Conduct a Passive Business. Based on the information provided, the application is denied.	The Board of Directors of this Mutual Corporation has reviewed the Application to Conduct a Passive Business. Based on assurances provided by the applicant herein, the Board of Directors gives approval to this application
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
DATE	DATE

PASSIVE BUSINESS IN A MANOR (REV 04-06)

Resolution U-01-82

Policy Regulating Passive Home Occupations

WHEREAS, in order to preclude activities which can be characterized as public nuisances, the United Mutual governing documents strictly prohibit the conduct of any business from, or within a manor; and

WHEREAS, the Board has been requested to determine if strict administration of the existing restriction is possible and enforceable;

NOW THEREFORE BE IT RESOLVED, that on September 11, 2001, the board of directors of this corporation:

1. Adopts the attached Policy Regulating Home Occupations which states the limited conditions under which a passive business may be conducted within a residential unit;
2. Directs the Managing Agent to continue to seek compliance with the Mutual's Policy;
3. Confirms that non-compliance with this policy shall be cause for imposing monetary penalties under the category of nuisances;
4. Shall seek to amend the Mutual's governing documents in order to reflect the proposed policy at the earliest possible time;
5. Directs the Managing Agent to work with the City of Laguna Woods to develop an ordinance which is in substantial agreement with the Mutual's policy; and

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

POLICY REGULATING ~~PASSIVE HOME~~ ~~OCCUPATIONS~~BUSINESSES

~~It is the current policy. The governing documents of the three housing corporations, Third Laguna Hills Mutual and United Laguna Woods Mutual state that Members may members shall use the their units as a private dwelling unit, and for no other purpose than as a dwelling unit. The following rules and regulations were. However, both mutuals recognize the need to establish restricted conditions under which a passive business may be conducted within a residential unit, and this policy regulating passive home businesses was adopted by United Laguna Hills Woods Mutual via Resolution No. U-01-82 on September 11, 2001; and by Third Laguna Hills Mutual via Resolution No. M3-01-38 on August 21, 2001; Laguna Woods Mutual 50 Resolution No. 24 (a) September 20, 2001.~~

The intent of the ~~restriction~~restrictions is to preclude the use of the dwelling unit in any manner that creates a nuisance, has an adverse effect on the ~~Mutual's~~mutual's insurance rates or has a negative impact on surrounding properties. ~~Nuisance~~A nuisance or negative impact can result from increased vehicular traffic, ~~increased~~ pedestrian traffic, noise, ~~and~~ parking congestion, ~~and as well as~~ other conditions that affect ~~the~~ other residents or properties in the surrounding area.

Further, it is the ~~Mutual's~~mutual's intent to prescribe a reasonable standard ~~which permit the conduct of that~~allows certain businesses ~~which do not have an adverse affect onto~~operate without negatively affecting neighbors and/or the community.

Limitations of Dwelling Use

- ~~II.1.~~ The business shall not change the principal character of the dwelling as a residence;.
- ~~III.2.~~ The business shall not employ, ~~either persons~~, paid or unpaid, ~~persons~~ who are not bona fide residents of the dwelling;.
- ~~IV.3.~~ The business shall be conducted only within the dwelling structure interior, and shall not operate in, or be conducted upon any common area, or limited use common area, including a garage, patio, balcony or carport;.
- ~~V.4.~~ The business shall not display any signage or other evidence of a business inside or on the exterior of the premises;.
- ~~VI.5.~~ The business operator shall not ~~utilize~~use the dwelling address in any advertisement, ~~or~~ on any business stationery, or business cards;.
- ~~VII.6.~~ The business shall not occupy more than one room within the dwelling, or 25% of the gross floor area, whichever is less;.
- ~~VIII.7.~~ The business shall not produce, store, maintain on the site, or use in its operation any hazardous material (other than typical household cleaning materials in small quantities) ~~which that~~ can affect the ~~Mutual's~~mutual's insurance rates;.
- ~~IX.8.~~ No tools, materials or any equipment used in the business may generate smoke, noise, dust, odors or vibration ~~which that~~ are atypical of residential property use;.
- ~~X.9.~~ A business ~~which that~~ uses telephone, computer or mail marketing may not ship, send or otherwise distribute, or receive delivery of business-related goods or merchandise, at the dwelling;.
- ~~XI.10.~~ Persons conducting home ~~occupations~~businesses are subject to the regulatory codes and ordinances of the jurisdiction(s) in which the dwelling is located.

Violations of this policy can result in suspension of the use of ~~Mutual~~GRF facilities, ~~suspension of~~ and voting privileges, and a monetary penalty of up to \$500.

APPLICATION FOR PERMIT TO CONDUCT A PASSIVE BUSINESS IN A MANOR	MUTUAL <input type="checkbox"/> UNITED <input type="checkbox"/> THIRD <input type="checkbox"/> FIFTY <input type="checkbox"/>
NAME OF RESIDENT <u>NAME</u>	MANOR ADDRESS
DESCRIBE NATURE OF BUSINESS (SALES, COUNSELING, CONSULTING, <u>ADMINISTRATIVE</u> , ETC.)	
DESCRIBE WHERE AND HOW SERVICES WILL BE PROVIDED (IN CUSTOMER'S HOME, <u>OUTSIDE HOME</u> OFFICE, ETC.)	
<u>APPLICANT ACKNOWLEDGMENT BY APPLICANT</u>	
<p>I am applying for this permit in order to conduct a business in or from my Laguna Woods Village manor. I understand that the governing rules of my Mutual homeowners <u>mutual homeowners'</u> association prohibit the conduct of any business, commercial undertaking or other professional activity that can cause a nuisance to other residents or to the community at large.</p> <p>I attest that the persons to whom I provide service will not visit my manor for purposes related to the business activity, and that all contacts with my clients shall be away from my manor. Further, I attest that the business will not cause an increase in vehicular <u>and/or pedestrian</u> traffic, either from deliveries <u>of product for resale</u>, shipping or otherwise; that the business will not cause an increase in pedestrian traffic <u>excessive noise, parking congestion and other conditions that affect other residents or surrounding areas</u>; and that my manor address will not appear on my business stationery or business cards, or in any advertising that I may use to solicit business.</p> <p>I have read the <u>Mutual Policy Regulating Home Occupations</u> mutual policy regulating passive home businesses on the reverse side of this <u>Application</u> application form and agree to comply with all the restrictions and conditions therein.</p>	
<u>APPLICANT SIGNATURE</u> OF APPLICANT	DATE

ACTION BY MUTUAL BOARD OF DIRECTORS	
APPLICATION DENIED	APPLICATION APPROVED
The Board <u>board</u> of Directors <u>directors</u> of this Mutual Corporation <u>mutual corporation</u> has reviewed the Application <u>application</u> to Conduct <u>conduct</u> a Passive Business <u>passive business</u> . Based on the information provided, the <u>board of directors denies this</u> application is denied .	The Board <u>board</u> of Directors <u>directors</u> of this Mutual Corporation <u>mutual corporation</u> has reviewed the Application <u>application</u> to Conduct <u>conduct</u> a Passive Business <u>passive business</u> . Based on assurances provided by the applicant herein, the Board <u>board</u> of Directors <u>gives approval to</u> directors <u>approves</u> this application.
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
DATE	DATE



POLICY REGULATING PASSIVE HOME BUSINESSES

The governing documents of Third Laguna Hills Mutual and United Laguna Woods Mutual state that members shall use their units as a private dwelling, and for no other purpose. However, both mutuals recognize the need to establish restricted conditions under which a passive business may be conducted within a residential unit, and this policy regulating passive home businesses was adopted by United Laguna Woods Mutual via Resolution U-01-82 on September 11, 2001, and by Third Laguna Hills Mutual via Resolution M3-01-38 on August 21, 2001.

The intent of the restrictions is to preclude the use of the dwelling unit in any manner that creates a nuisance, has an adverse effect on the mutual's insurance rates, or has a negative impact on surrounding properties. A nuisance or negative impact can result from increased vehicular traffic, pedestrian traffic, noise and parking congestion, as well as other conditions that affect other residents or properties in the surrounding area.

Further, it is the mutual's intent to prescribe a reasonable standard that allows certain businesses to operate without negatively affecting neighbors and/or the community.

Limitations of Dwelling Use

1. The business shall not change the principal character of the dwelling as a residence.
2. The business shall not employ persons, paid or unpaid, who are not bona fide residents of the dwelling.
3. The business shall be conducted only within the dwelling structure interior and shall not operate in, or be conducted upon any common area or limited-use common area, including a garage, patio, balcony or carport.
4. The business shall not display any signage or other evidence of a business inside or on the exterior of the premises.
5. The business operator shall not use the dwelling address in any advertisement or on any business stationery or business cards.
6. The business shall not occupy more than one room within the dwelling, or 25% of the gross floor area, whichever is less.
7. The business shall not produce, store, maintain on the site or use in its operation any hazardous material (other than typical household cleaning materials in small quantities) that can affect the mutual's insurance rates.
8. No tools, materials or any equipment used in the business may generate smoke, noise, dust, odors or vibration that are atypical of residential property use.
9. A business that uses telephone, computer or mail marketing may not ship, send or otherwise distribute, or receive delivery of business-related goods or merchandise, at the dwelling.
10. Persons conducting home businesses are subject to the regulatory codes and ordinances of the jurisdiction(s) in which the dwelling is located.

Violations of this policy can result in suspension of the use of GRF facilities and voting privileges, and a monetary penalty of up to \$500.

Updated 6-20-2024

APPLICATION FOR PERMIT TO CONDUCT A PASSIVE BUSINESS IN A MANOR		MUTUAL <input type="checkbox"/> UNITED <input type="checkbox"/> THIRD
RESIDENT NAME		MANOR ADDRESS
DESCRIBE NATURE OF BUSINESS (SALES, COUNSELING, CONSULTING, ADMINISTRATIVE, ETC.)		
DESCRIBE WHERE AND HOW SERVICES WILL BE PROVIDED (IN CUSTOMER'S HOME, HOME OFFICE, ETC.)		
APPLICANT ACKNOWLEDGMENT		
<p>I am applying for this permit to conduct a business in or from my Laguna Woods Village manor. I understand that the governing rules of my mutual homeowners' association prohibit the conduct of any business, commercial undertaking or other professional activity that can cause a nuisance to other residents or to the community at large.</p> <p>I attest that the business will not cause an increase in vehicular and/or pedestrian traffic, either from deliveries of product for resale, shipping or otherwise; that the business will not cause excessive noise, parking congestion and other conditions that affect other residents or surrounding areas; and that my manor address will not appear on my business stationery or business cards, or in any advertising that I may use to solicit business.</p> <p>I have read the mutual policy regulating passive home businesses on the reverse side of this application form and agree to comply with all the restrictions and conditions therein.</p>		
APPLICANT SIGNATURE		DATE

ACTION BY MUTUAL BOARD OF DIRECTORS	
APPLICATION DENIED	APPLICATION APPROVED
The board of directors of this mutual corporation has reviewed the application to conduct a passive business. Based on the information provided, the board of directors denies this application.	The board of directors of this mutual corporation has reviewed the application to conduct a passive business. Based on assurances provided by the applicant herein, the board of directors approves this application.
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
SIGNATURE	SIGNATURE
DATE	DATE



RESOLUTION 01-24-xx

Revised Policy Regulating Passive Home Businesses

WHEREAS, United Mutual's governing documents state that members shall use their units as a private dwelling, and for no other purpose; and

WHEREAS, United Mutual recognized the need to establish restricted conditions under which a passive business may be conducted, and on September 11, 2001, the Board adopted its Policy Regulating Home Occupations; and

WHEREAS, it is necessary to update the current policy by removing any reference to Laguna Woods Mutual No. Fifty, make clarifying statements that the Mutual's intent of the policy is to prescribe a reasonable standard that allows certain businesses to operate in a member's unit without negatively affecting the neighbors and/or the community, and to make other scrivener administrative updates by making language consistent throughout the policy;

NOW THEREFORE BE IT RESOLVED, July 9, 2024, that the Board of Directors of this corporation hereby adopts the revised Policy Regulating Passive Home Businesses as attached to the official meeting minutes of this corporation; and

RESOLVED FURTHER, that any violations of said policy can result in suspension of the use of GRF facilities and voting privileges, and a monetary penalty of up to \$500; and

RESOLVED FURTHER, that Resolution U-01-82 adopted September 11, 2001 is hereby superseded and cancelled; and

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



STAFF REPORT

DATE: June 20, 2024
FOR: Governing Documents Review Committee
SUBJECT: Membership Election & Voting Policy; Term Limits

RECOMMENDATION

Receive and file.

BACKGROUND

On June 13, 2006, the Board established Membership Elections Standard Operating Procedures to align with changes in California Civil Code. Since the adoption, the Membership Elections Standard Procedures has been revised and renamed to the Membership Election & Voting Policy on five occasions to comport with Civil Code requirements at the time (Resolutions 01-06-49, 01-13-90, 01-15-33, 01-20-26 and 01-22-40).

The policy outlines the following: nomination process including qualifications and term limits; eligibility to vote; notice requirements; candidate equal access to corporation media; appointment of inspectors of election; duties of inspectors of election; secret ballot return instructions; election mailing materials; removal of Directors by the Membership; and voting requirements to amend Governing Documents and grant of exclusive use of common area.

The current policy states the following regarding term limits:

“Term Limits. A Director who resigns or is removed, or a Director who will have served two successive full terms, or five to six consecutive years, may not again be a Director until the expiration of twelve (12) months after ceasing a director.”

DISCUSSION

The term limitations clause is part of the current approved policy and remains active. The term limits set forth in the Membership Election & Voting Policy have been reviewed by Legal Counsel and are valid and legal. The California Civil Code was amended by the legislature to allow term limits that can be done via the Bylaws or rules.

FINANCIAL

None.

Prepared By: Francis Gomez, Operations Manager
Reviewed By: Blessilda Wright, Compliance Supervisor



STAFF REPORT

DATE: June 20, 2024
FOR: Governing Documents Review Committee
SUBJECT: Operating Rules Guidebook

RECOMMENDATION

Receive and file.

BACKGROUND

The Operating Rules Guidebook contains a collection of most referred rules and regulations adopted by the Board. The guidebook is located on the Laguna Woods Village website. In 2020, the Committee reviewed and updated the Operating Rules Guidebook.

DISCUSSION

The Committee directed staff to review and update the guidebook as the Board approves and rescinded policies.

FINANCIAL ANALYSIS

None.

Prepared By: Francis Gomez, Operations Manager

Reviewed By: Blessilda Wright, Compliance Supervisor

Attachment(s)

Attachment 1: Sample of Operating Rules Guidebook



A CALIFORNIA NON-PROFIT
MUTUAL BENEFIT CORPORATION

Operating Rules

Operating Rules Overview

Content Disclaimer

This document is a reconstruction of the originally recorded instruments from which they represent and is provided for reference only. While every effort has been made to accurately reflect the content, absolute accuracy cannot be guaranteed. For the list of resolution please see the [Resolution Index](#) on the Laguna Woods Village website.

Resolution Index

The Resolution Index is a list of every resolution passed by the Board of Directors. The Resolution Index includes, but not limited to, the following types of resolutions: rules and regulations; rulings on architectural variance requests; approval of budgets, supplemental appropriations and/or special projects; approval on policies and procedures; and approval of lien for members. Unlike the Resolution Index, this document is a list of rules and regulations that are only applicable to residents of Laguna Woods Village.

Member Disciplinary Process / Enforcement Process

The United Laguna Woods Mutual (United) Board of Directors established a member-discipline process for the purposes of holding disciplinary hearings in a timely manner and ensuring progressive discipline. The Board of Directors is obligated to evaluate and impose if appropriate, member-discipline under its Bylaws and California Civil Code.

Each member of United is obligated to comply with the rules, terms, and conditions as set forth in the governing documents. Following is the disciplinary process adopted by the Board of Directors when violations occur:

- Upon notice of alleged violation, staff investigates and files an Incident Report (IR) and/or Notice of Violation (NOV).
- By way of the initial investigation, should staff identify objective evidence of a violation by a member or their guests, staff will send a disciplinary notice to the offending party describing the allegation(s) and the disciplinary action that may ensue if not corrected.
- Staff will monitor the situation and if compliance with the request is not evident, an additional IR and/or NOV is filed, and a disciplinary notice is sent to the offending party advising that a disciplinary hearing may be scheduled with the Board of Directors to determine if member-discipline is merited. If the alleged violation has been resolved, no further action is required.

- If a disciplinary hearing is merited, staff will proceed with noticing the member for a hearing. Disciplinary hearings are noticed based on Bylaws, Section 2, Discipline.
- During a member disciplinary hearing the member has the right to meet before the Board of Directors in executive session. If the Board finds the member to be in violation with the governing documents, the Board may impose a fine based on the Monetary Fee Schedule, suspend member privileges, and/or consider legal action.

Violations include but are not limited to: abandoned/inoperable vehicles, unauthorized alterations, animal nuisance, breezeway clutter, carport clutter, common area clutter, interior clutter, patio clutter, illegal occupancy, nuisance, non-payment (assessments, chargeable service, disciplinary penalty, traffic citation), etc.

Compliance Division Information / Complaint Form

The member disciplinary process is coordinated by the Compliance Division. A complaint may be registered by calling the Security Department at 949-580-1400 or the Compliance Division at 949-268-CALL or via email at compliance@vmsinc.org.

United Laguna Woods Mutual
Operating Rules Guidebook
Page 4 of 4

Category	Description	Rules & Resolutions
Alteration Standards	<p>Policies and Procedures have been established for any alterations, modifications, and improvements to a member's property and exclusive use common areas. A 'Member Guidelines for Alterations' has been created to assist members in the process.</p> <p>Visit the Alterations Counter at the Laguna Woods Community Center where you will be given the required forms and information to start the Mutual Consent Alterations process.</p>	Member Guidelines for Alterations Alteration Standards Alteration Fee Schedule Alteration Mutual Consent Application Unauthorized Alteration Fee General Requirements Approved Work Hours
Animal Nuisance/ Pet Restrictions	<p>The Pet Restrictions Policy defines the rules and regulations regarding pets. The policy requires, but not limited to the following: excessive barking; a substantial leash not to exceed six (6) feet in length; pet waste must be disposed of in trash containers; a maximum combination of three (3) cats and dogs, no more than two (2) of which can be dogs; etc.</p> <p>Additionally, the City of Laguna Woods has adopted additional restrictions on pets.</p>	Pet Restrictions (01-21-76, Approved November 9, 2021) City of Laguna Woods Municipal Code
Clutter	<p>The Clutter Policy addresses the safety and prevention of damage issues related to items placed in Common Area and Exclusive Use Common Areas. The areas included, but not limited to: the balcony; breezeway; carport; patio; interior; and common areas.</p>	Clutter Policy (01-18-104, Approved September 26, 2018)