



OPEN SESSION

OPEN MEETING OF UNITED LAGUNA WOODS MUTUAL ARCHITECTURAL CONTROL AND STANDARDS COMMITTEE

**Thursday, November 18, 2021 – 9:30AM-11:30AM
HYBRID IN-PERSON/VIRTUAL MEETING**

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

1. Join the Zoom meeting at <https://us06web.zoom.us/j/91432172027>
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 committee in the subject line of the email. Name and unit number must be included.
3. By calling (949) 268-2020 beginning one half hour before the meeting begins and throughout the remainder of the meeting. You must provide your name and unit number.

NOTICE and AGENDA

This Meeting May Be Recorded

1. Call to Order
2. Acknowledgement of Media
3. Approval of Agenda
4. Approval of Meeting Report – October 21, 2021
5. Chair's Remarks
6. Member Comments - (*Items Not on the Agenda*)
7. Division Manager Update

Consent:

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

Status of Mutual Consents:

8. Monthly Mutual Consent Report (Attachment 1) **PDF Page 7**

Items for Discussion:

9. News Bulletin Topics – CVP Preparation
10. Water Heater Enclosures – Update
11. ACM: Legal Involvement Progress & Dual Mutual Involvement – Update from Chairman

Items for Future Discussion:

12. News Bulletin Topics

Concluding Business:

13. Committee Member Comments
14. Date of Next Meeting – Thursday, December 16, 2021 at 9:30AM
15. Adjournment

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OPEN MEETING

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

Thursday, September 16 2021 - 9:30 AM-11:30AM
Laguna Woods Village Community Center (Hybrid Virtual Meeting)
24351 El Toro Road, Laguna Woods, CA 92637

REPORT

COMMITTEE MEMBERS PRESENT: Reza Bastani, Pearl Lee, Anthony Liberatore, Andre Torng

COMMITTEE MEMBERS ABSENT: Neda Ardani

ADVISORS PRESENT: Dick Rader

STAFF PRESENT: Robbi Doncost, Lauryn Varnum, Gavin Fogg

1. Call to Order

Acting Chair Pres. Liberatore called the meeting to order at 9:34am.

2. Acknowledgement of Media

Zoom platform via Granicus.

3. Approval of Agenda

Agenda was approved via consensus.

4. Approval of Meeting Report for September 16, 2021

The committee approved the agenda as presented by consensus.

5. Chair's Remarks

Chair Liberatore agreed to act as Chair for the meeting as the recommendations have not yet been approved by the United Board, although the previous committee has been termed out.

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

None.

7. Manor Alterations Division Manager Update

Staff Officer Doncost thanked Chair Liberatore and Director Bastani for their time and updated the current staffing situation within Manor Alterations. Mr. Doncost stated the current standing, with a senior staff member leaving, and three new staff members being brought on, the large number of



variances to be reviewed, and a backlog of inquiries. Moving forward, Mr. Doncost asked for clear direction from the United ACSC regarding where the focus of MA should fall. Director Torng stated that in order for the ACSC to provide clear direction, MA must present a cohesive proposal including financial ramifications. Mr. Doncost clarified that the backlog is solved through adequate staffing and that a proposal would not be applicable.

Director Lee asked if the Manor Alterations was open for members to visit and what the anticipated training time of the new staff would be. Mr. Doncost confirmed that MA was open for appointments, and that the staff would likely be fully trained within 3-4 months. Advisor Rader inquired if there was a way to more effectively communicate the timing/processes required for variances and CAUA's. Director Torng inquired when the staff would be fully trained, and if Manor Alterations relied on interactive training only or SOP's. Mr. Doncost confirmed that the new staff would likely be fully trained by early 2022, and that both oversight and SOP's are utilized for training.

Consent:

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

Status of Mutual Consents

8. Monthly Mutual Consent Report

Mr. Doncost presented the status of the Mutual Consents and updated the current technological updates planned for Manor Alterations. This includes an increase in automation, an online portal for Mutual Consents, and integration of new software. Discussion ensued between Director Torng and Mr. Doncost regarding the quantities of Mutual Consents processed per month. Mr. Doncost reminded the committee that inquiries are created before a complete application is submitted and the unreleased Mutual Consents may be in active stages of revision, so there will always be a lag between the tickets generated v released.

Items for Discussion

9. Revised Alteration Fee Schedule

Mr. Doncost summarized the Staff Report, acknowledging that the current permit fees do not cover the costs of Manor Alterations staffing, nor had they been updated since 2017. Discussion ensued regarding the shared value increase for the community with alterations v the cost for processing documents v the costs saved by eliminating the maintenance of newly altered items. Mr. Doncost explained that while the fees paid to the HOA are partially applied to the Manor Alterations budget, the fees are drastically below covering the staff fully, and are not reflective of the staff hours necessary to process. The purpose of the Staff Report was to highlight the imbalance in costs, and it was the discretion of the ACSC to vote for a change.



Director Bastani called for motion to approve the Revised Alteration Fee Schedule. The motion was rejected and would not carry to the United Board.

10. Water Heater Standard Revision

Mr. Doncost explained that within prior ACSC meetings, it was requested the Manor Alterations provide alternatives for water heater enclosures. This report served as an informative summary, and an opportunity for the ACSC to elect what direction they feel Manor Alterations should continue in. Director Bastani inquired as to the material details, the slab beneath, and the overall cost of updating these enclosures.

Mr. Doncost confirmed that at this time, there is no final approved design, and that Manor Alterations needs direction on the engagement of a drafting service, or consultant to create architectural drawings. Director Torng expressed hesitation at additional costs being spent, and inquired why Manor Alterations could not complete the work. Mr. Doncost confirmed that the staff does not have the adequate training to create architectural drawings, and President Liberatore clarified that Manor Alterations seems to be looking for direction on how to proceed. Director Bastani and Director Torng tasked Mr. Doncost to provide the proposed costs for revised drawings, which would be reviewed and approved by the committee before proceeding.

11. ACM Comparison Report: Legal Involvement Progress & Dual Mutual Involvement

Mr. Doncost stated that the United ACSC has classified the current asbestos processes as an overreach, and the request was made to clarify the roles and responsibilities of each involved organization. After hosting a meeting with AQMD, IHS, the City of Laguna Woods, and VMS, it was determined that the recommended path forward would be to have a joint meeting between the Third and United Mutual legal counsel.

Director Bastani stated that the ACSC is not sure of how to proceed, and requested that Manor Alterations should provide a recommendation and direction. Mr. Doncost clarified that at this time, it would be ideal to proceed with engaging legal counsel, as Manor Alteration's current processes cannot be altered without ACSC & Board Approval.

President Liberatore and Advisor Rader discussed the potential legal liability, and that the costs incurred by engaging legal counsel might far outweigh the potential fines from potential legal exposure. Director Lee provided personal experience with asbestos remediation during a renovation, and inquired as to what potential changes were proposed. Mr. Doncost stated that currently, due to prior resolutions and approved processed, Manor Alterations provides a measure of involvement for asbestos testing and remediation. Mr. Doncost then discussed the different potential ramifications of each process change, stating that they would proceed at the direction of the ACSC and Board.

Director Bastani pledged to connect with United's legal counsel and to connect with Third's ACSC Chair in order to facilitate a joint effort.

Items for Future Discussion:



12. News Bulletin Topics

Concluding Business:

13. Committee Member Comments

Director Bastani inquired why the Mutual Consent for 729-D was rejected. Mr. Doncost clarified that relative to 729-D, an extension was granted, and Manor Alterations was awaiting the contractor's information and updated drawings.

Director Lee stated that the attention to finances was appreciated, but the ultimate focus should be on providing the best service possible to residents. Perhaps the fees and other details need to be adjusted in order to provide that level of service.

Director Torng questioned further the Fee Schedule, stating need to have a more comprehensive proposal for the fees, inclusive of staff costs, reduction in maintenance costs, and overall benefit of the fee increases.

President Liberatore thanked the committee for their participation and encouraged the mindset of problems to be framed as opportunities for success.

14. Date of Next Meeting – Thursday 18, 2021 9:30 AM

15. Adjournment – 11:40 PM

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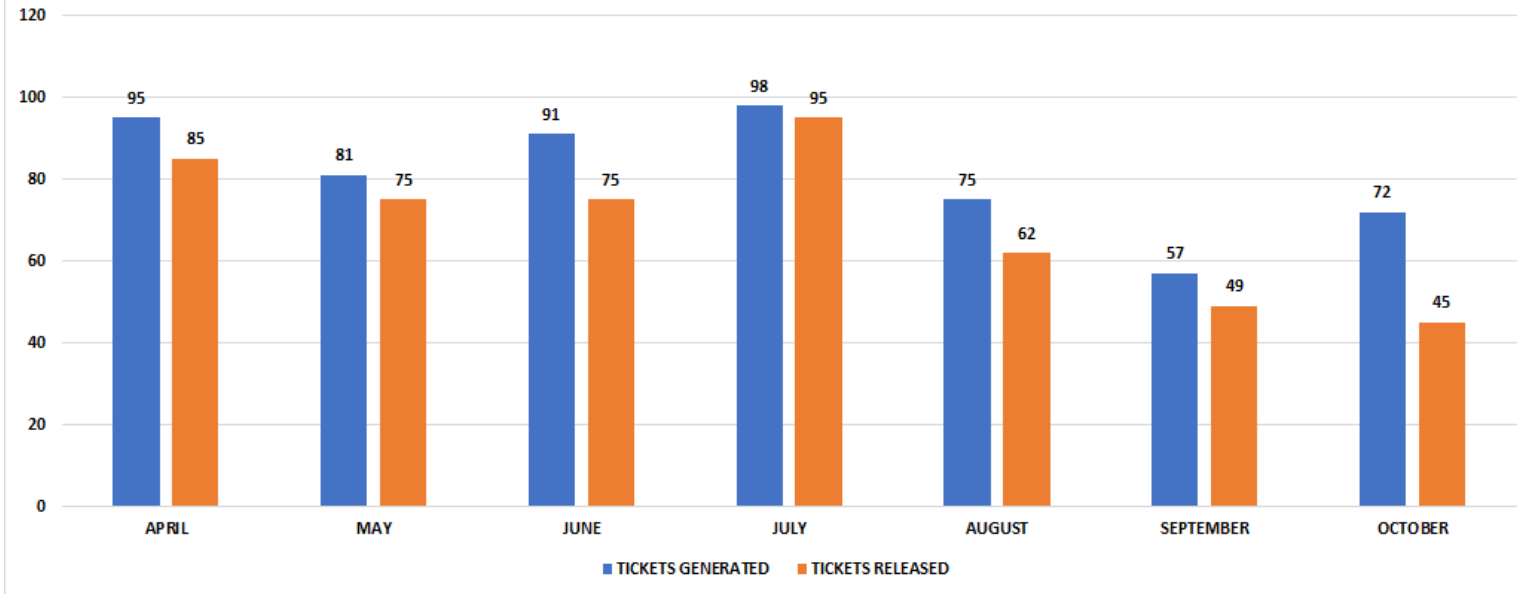
Anthony Liberatore, Acting Chair

Robbi Doncost, Staff Officer

Telephone: (949) 268-2281



**UNITED
MONTHLY MUTUAL CONSENT REPORT**



Average Numbers:

Phone in-take: received per day / responded to per day =

60 – 70 Received per day / 50 – 65 Responded per day

E-mail in-take: received per day / responded to per day =

50 – 60 Emails per day / 30 - 45 Responded per day

Counter Appointments: total for October /average per day =

52 In-Person Appointments in October / 3 - 5 Appointments per day

***73 Total Appts. scheduled, 21 Appts. canceled after follow-up phone call to answer questions**

Permit Release Timeline:

Class I Permits = 15 - 20 Business Days

Class II Permits = 15 - 20 Business Days

Class III Permits = 15 - 90 Business Days

**Plan Checks are performed within 5 - 7 days, delays are caused by staff training gap within the in-take division*

Permitless Alterations:

July = 9

August = 19

September = 9

October = 8

Current Cumulative Total of all Approved Permitless Alterations = 106