



**REGULAR MEETING
UNITED LAGUNA WOODS MUTUAL LANDSCAPE COMMITTEE**

Thursday, February 11, 2021 – 9:30 a.m.

VIRTUAL MEETING

**Laguna Woods Village
24351 El Toro Road, Laguna Woods, CA**

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 two options:

1. Via email to meeting@vmsinc.org any time before the meeting is scheduled to begin or during the meeting. Please use the name United Landscape Committee in the subject line of the email. Name and unit number must be included.

2. 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.

AGENDA

1. Call to Order
2. Acknowledgment of Media
3. Approval of the Agenda
4. Approval of Meeting Report for December 10, 2020
5. Chair Remarks
6. Department Head Update
 - Landscape Staffing Update
 - Landscape Manual Update:
Link to United Landscape Manual on the Village website:
<https://www.lagunawoodsvillage.com/documents/view/United-Landscape-Maintenance-Manual-Updated-June-2020.pdf?v=1597776227>
 - Major landscape issues from residents
 - FAQs
 - Landscape website communication

Consent:

None

Reports

7. Project Log
8. KPI Report: Resident Requests Report (Tickets)
9. KPI Report: Shrub Bed Maintenance Cycles
10. Performance Improvements:
 - a. Mulching Mowers versus Bagging Mowers
 - b. Increasing Service Levels
11. El Toro Water District Bill (For Informational Purposes Only)

Items for Discussion and Consideration

12. Landscape Request: 329-D (Zhao) – Potted Plants in Garden
13. Tree Removal Request: 533-G Via Estrada (Kim) – One Hollywood Juniper tree
14. Tree Removal Request: 2030-A Avenida Castilla (Grant) - One Weeping Fig tree

Future Agenda Items

15. Updates Made to United Landscape Manual
16. Landscape Equipment Review
17. Accident Report (if available)
18. Cul-de-sac Landscape Activity Quality Review (Committee)
19. Water Usage Report

Concluding Business:

20. Member Comments (Items Not on the Agenda)
21. Response to Member Comments
22. Committee Member Comments
23. Date of Next Meeting – Thursday, March 11, 2021 at 9:30 a.m.
24. Adjournment

Andre Torng, Chair
Kurt Wiemann, Staff Officer
Eve Morton, Landscape Coordinator
Telephone: 949-268-2565



OPEN MEETING

**REGULAR MEETING OF THE UNITED LAGUNA WOODS MUTUAL
LANDSCAPE COMMITTEE
VIRTUAL MEETING**

**Thursday, December 10, 2020 – 9:30 A.M.
Laguna Woods Village Community Center Board Room
24351 El Toro Road**

REPORT

COMMITTEE MEMBERS PRESENT: Chair – Andre Torng, Anthony Liberatore, Brian Gilmore, Neda Ardani

COMMITTEE MEMBERS ABSENT:

OTHERS PRESENT:

ADVISORS PRESENT: Theresa Frost, Mike Peters, Annie Zipkin, Stephanie Sugar

STAFF PRESENT: Kurt Wiemann, Eve Morton

1. Call to Order

Called to order at 9:35 a.m.

2. Acknowledgment of Media

No media were present.

3. Approval of the Agenda

Director Gilmore made a motion to approve the agenda with the additional item. The committee was in unanimous support.

4. Approval of the Meeting Report for October 8, 2020

Director Ardani made a motion to approve the report. Director Gilmore seconded. The committee was in unanimous support.

5. Chair's Remarks

Chair Torng shared his goals for the community and for the committee.

1. Improve communication in landscape policies and procedures;
2. Improve key performance indices such as workload, efficiencies, and effectiveness;

3. Improve quality program with help from Neighborhood Landscape Watchers
4. Maximize returns on landscape expenses

Director Liberatore said any residents reporting on Landscaping need to have some training because they will not know what staff has been asked to do. Chair Torng stated that's the purpose of Goal #1; communicate on landscape policies and procedure. Director Torng will help residents communication on what staff has to do.

6. Department Head Update

Mr. Wiemann stated that pesticides for rodents has been outlawed in California because rats are eating poison and then an owl eats them and then they also get poisoned. We are investigating other options. We are looking at a gel birth control for rats which makes them sterile for 30 days. It is difficult to determine the effectiveness. We are testing at the stables, clubhouses, and garden centers. We are trying to break the breeding cycle of the rats. We need to work on people keeping fruit trees pruned as they are a food source for the rats.

When the Village was created, some Canary island pines were planted closely together. We were directed to put together numbers and costs to see how many trees we could remove. We will bring those costs to a future meeting.

M&C said most of the issues they have with pipes go away once the pipes are lined and then the problem is gone. M&C will contact Landscape with any roots in pipes issues.

Landscape two-week schedules are on the website. We are working up to a 3- and 4-week schedules. Schedules are a target but there is a lot of variability due to many factors.

Advisor Zipkin asked if Mr. Wiemann has looked at trapping rats and he said yes but it is very labor intensive. There is not enough staff to do it that way.

Advisor Zipkin asked if he has tried vinegar as a weed killer. He stated that a test was done and it is smelly. Also, cucuya grass is aggressive and it burns down and then recovers within a week.

Director Torng asked if Mr. Wiemann knows what other communities are doing about rodents. Mr. Wiemann reported that there is an agronomic expert on board and we also ask suppliers when different types of pesticides become available.

Chair Torng would like all information regarding landscape on the website. And, to put a disclaimer on schedules to let Members know that schedules can vary within a few days. The goal is to have residents have less questions because they can see information on the website.

Mr. Wiemann requested that Members call Resident Services with any landscape issues so items can be tracked so requests or issues may be addressed and also so any ongoing problems may be tracked.

Consent:

None

Reports

7. Project Log

Mr. Wiemann reviewed the project log with the committee and answered some questions.

He stated that three contracts renewals, one for landscape maintenance, one for tree maintenance, and one for slope maintenance, will be going to the United Board for approval. He promised to send the reports to Director Torng as soon as a date was known and the reports and contracts were complete.

A report showing ticket response times will be provided at to the committee at a future meeting.

The data collection for cycle completion is time consuming and labor intensive, so it is compiled quarterly, Mr. Wiemann will provide year-end data at the next meeting.

A graph or chart showing the most frequent landscape requests will be provided to the committee in the future.

8. Landscape Ticket Response Report (FUTURE)

9. Landscape Cycle Completion Data Report (FUTURE)

Items for Discussion and Consideration

Mr. Wiemann explained that the yellow stake program has been discontinued due to lack of documentation and abuse. The concept is still alive, with residents asked to fill out a Landscape Request Form with any non-standard requests.

10. Tree Removal Request: 100-G Via Estrada (Holden) - One Atlas Cedar

Director Liberatore made a motion to accept staff's recommendation and deny the request to remove the tree. Director Ardani seconded. The committee was in unanimous support.

11. Tree Removal Request: 312-A Avenida Seville Via Alhambra (Leu) - One Canary Island Pine tree

Director Gilmore made a motion to accept staff's recommendation and approve the request to remove the tree. Director Ardani seconded. The committee was in unanimous support.

12. Tree Removal Request: 360-A Avenida Castilla (Strousse) - One Weeping Fig

Director Liberatore made a motion to accept staff's recommendation and approve the request to remove the tree. Director Gilmore seconded. The committee was in unanimous support.

13. Off-Schedule Trimming Request: 821-N Via Alhambra (Appell) - Two Canary Island Pines

Chair Torng made a motion to trim both trees off-schedule since staff recommended trimming one of the trees and the cost to trim the second tree at the same time is nominal. Advisor Zipkin seconded. The committee was in unanimous support.

14. Discuss Alternatives and Cost of a Fence Around the Monkey Puzzle Trees

Mr. Wiemann stated that some residents are concerned about the large cones which fall from the Monkey Puzzle trees. There is a sign there now with a warning of falling pinecones. Mr. Wiemann reported that no one has been hurt to his knowledge in the fifty years the trees have been there.

The committee decided unanimously to leave the signage and to not put a fence around the trees.

15. Review United Mutual Landscape Committee Charter

Mr. Wiemann stated that any changes made to the Charter must be approved by Counsel and then brought back to a future meeting for approval.

Director Gilmore made a motion to create a sub-committee, headed up by Director Gilmore, to review the Charter and bring it to a future meeting for approval. Director Torng also wants to join this sub-committee to review whether the Landscape Committee should "oversee" or "monitor" the Landscape performance, and bring the agreement to a future meeting for approval. Director Ardani seconded. Director Liberatore was opposed. The motion passed.

Future Agenda Items

16. Review United Landscape Manual

17. Landscape Staffing Levels, Efficiency, Effectiveness Levels

Added:

- Landscape Staff shortage, progress report
- Cul-de-Sac Landscape activity quality review
- Contract project progress update, quality check, payment report
- Review project Must/Need/Wish list, long range plans
- Review performance improvement recommendations
- Quality Check help from Neighborhood Landscape Watcher program
- Water usage monitor and improvement
- Landscape Equipment requirement review

Concluding Business:

18. Member Comments (Items Not on the Agenda)

Dick Rader (270-D) *"Have we considered offering part time jobs to college students to help with landscape worker shortage? They can work low risk jobs that don't require much training."*

Eric and Chris Kodama (234-A) *"Good morning! My husband and I live at 234 Calle Aragon Unit A. Black mold was removed from the master bedroom closet and windows two years ago. My unit's pipes have recently been relined, but the unit's humidity remains high, often over 60% without running a dehumidifier. My husband and I would like to request water wise landscaping as a possible remedy for the excess moisture still around our unit, especially on the east side. Thank you for your consideration."*

19. Response to Member Comments

Mr. Wiemann responded to Mr. Rader and let him know that the gardeners do need quite a bit of training and it is not a low-risk job. Also, there are no part-time landscaping positions and our contract with the Union requires that all the landscapers to be Union.

Mr. Wiemann asked his irrigation specialist go out and look at 234-A. The specialist indicated that there was no indication of over-watering at this unit. Mr. Wiemann has contacted the Moisture Intrusion Department to investigate the problem. Regarding the water-wise landscaping request, the entire building would need to be done, not just the one unit.

20. Committee Member Comments

Director Gilmore made a PowerPoint presentation with some landscaping concerns (PowerPoint presentation attached).

Mr. Wiemann reported that he will look at the locations in the PowerPoint presentation and get them taken care of.

Mr. Wiemann stated that he is working on the mowers slowing down and doing better work. In the past, they have always been told it is just about quantity and getting as much done as possible, so the Supervisors and Foremen are working on training the mower operators to slow down a bit in order to do a better job.

The horse trails were trimmed, mulched, and graded last week.

Advisor Frost said she recognized there needs to be a shift in quantity to quality. How can we help move that forward?

Director Gilmore asked how to help with reporting problems. Mr. Wiemann stated that all problems or requests need to be called into Resident Services so a ticket is created and each request may be addressed and tracked.

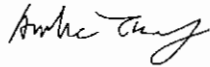
Advisor Zipkin asked how often Mr. Wiemann gets out to look at the community. Mr. Wiemann stated that he gets out as often as possible but he has two managers with 40-50 years of landscape management that monitor the work on a day-to-day basis.

Mr. Wiemann will provide the committee year-end data for the February meeting.

Chair Torng said he may want to move to monthly meetings. Discussion ensued. This topic will be added to a future agenda.

21. Date of Next Meeting – Thursday, February 11, 2021 at 9:30 a.m.

22. Adjournment at 11:45 a.m.



Andre Torng, Chair

United Mutual Landscape Project Log February 11, 2021 2020 Reserve Fund Projects								
Project	Description	Status	Contractor	Estimated Completion	Completion	Budget	YTD*	Balance
Landscape Revitalization/Turf Reduction Project	Elimination of inefficient maintenance and high water use turf areas; replacing with water efficient landscapes. Continue separating mixed stations.	Aeration of turf completed. Project awarded to Land Care Logic for Gates 1 & 5. Project completed 12/30. Performing contractual maintenance period.	Andre Landscaping (aeration), Land Care Logic	2020	100%	\$351,543	\$171,536	\$180,007
Slope Renovation/Maintenance	Annual cutting back and removal of vegetation on slopes. Maintenance thereafter.	Slope work began in United on March 1, 2020. Annual project complete 12/30	Misison Landscape	2020	100%	\$85,228	\$85,220	\$8
Tree Maintenance	This annual program includes the scheduled trimming of all Mutual trees; unscheduled pruning and service requests; dead tree removal and replacement.	In 2020, the in-house crew trimmed 535 trees, removed 94 trees and planted 32 new trees. Contracted tree crews trimmed 3,250 trees, removed 48 trees and planted 30 new trees.	West Coast Arborist, In-house Tree Crew	December 2020 Annual	100%	\$864,752	\$864,752	\$0

*Completion based upon invoices recieved to-date. YTD Tree Total is estimated due to In-house Tree Labor expenses.

United Mutual Landscape Project Log February 11, 2021 2021 Reserve Fund Projects								
Project	Work Unit	Description	Status	Estimated Completion	Completion	Budget	YTD*	Balance
Improvement and Restoration	Staff	Elimination of highest water using turf areas; replacing with water efficient landscapes.	Staff to Propose Locations for Committee Review	TBD	0.00%	\$ 317,140.31	0	\$317,140.31
Turf Reduction	TBD, Staff	Areas to eliminate inefficient maintenance and high water useage; replace with easier to maintain/water efficient landscape.	TBD	TBD	0.00%	\$ 69,207.64	0	\$69,207.64
Slope Renovation/Maintenance	Misison Landscape	Annual cutting back and removal of vegetation on slopes. Maintenance thereafter.	Work to begin in February.	Annual	0.00%	\$ 99,518.00	0	\$99,518.00
Tree Maintenance	West Coast Arborists, Staff	This annual program includes the scheduled trimming of all Mutual trees; unscheduled pruning and service requests; dead tree removal and replacement.	Work to begin in February with West Coast Arborists.	Annual	0.00%	\$ 934,069.60	0	\$934,069.60

*Completion based upon invoices recieved to-date. YTD Tree Total is estimated due to In-house Tree Labor expenses.



STAFF REPORT

DATE: February 11, 2020

FOR: Landscape Committee

SUBJECT: KPI Report; Resident Request Report

RECOMMENDATION

Receive and File Report

BACKGROUND

The Landscape Department responds to numerous resident service requests and concerns annually which cover a variety of issues. These service requests and concerns are documented in the database that is maintained by Village Management Services. Resident service requests and concerns are colloquially referred to as “tickets” and will be referred to as such for the remainder of this report.

DISCUSSION

The number of tickets assigned to landscaping had risen steadily since the landscape staffing reduction in 2016. Prior to that time, the average annual number of tickets for United Mutual had been 8,944. With the staffing cuts in 2016, the service levels were decreased from five cycles annually to four cycles annually. The sudden decrease in service levels had increased the number of tickets exponentially, to a high of 13,347 in 2017 for United Mutuals (Exhibit 1).

In 2018, partially in response to the rising number of tickets in landscaping, Village Management Services made changes to the management of the Landscaping Department, which in turn set out to improve services and resident satisfaction. Through many changes in personnel, crew make up, material and equipment usage, and a full reorganization in 2020, staff has significantly increased the quality of service provided to residents and subsequently reduced the number of tickets to below the pre-2016 levels (Exhibit 2). Landscape accounts for an average of 6% of calls to Resident Services.

As mentioned above, the tickets are comprised of numerous issues; a ticket is created whenever a resident calls Resident Services. Some of the tickets are merely a question regarding scheduling or methodology and require no action other than a return phone call. Of the 8,844 tickets created for landscaping in United in 2020, only 5,020 were related to grounds maintenance activities (Exhibit 3). Some of the balance of the tickets

were for issues such as irrigation (Exhibit 4), trees (Exhibit 5), and pest control (Exhibit 6); all of which indicate a downward trend in the number of tickets for the Landscape Department.

Following an informational campaign in late 2019 and early 2020 in an effort to facilitate efficient scheduling of the landscape crews, residents were encouraged to call Resident Services to request clipping and leaf pick-ups. The trends for those tickets have increased (Exhibit 7). These are service requests and are not considered complaints.

From an operational stand point, landscape management focuses on “key” tickets (Exhibit 8). These are the issues that can be directly addressed through managing staff levels in certain areas and focusing on tasks such as chemical weed control and mulch application.

Issues that are shrub and weed related are often tied to service level (cycle) timing. Many of these tickets are often resolved with a phone call informing the resident that the grounds crew would be servicing their area in the coming weeks. With the assistance of the Landscape Committee, staff is of the opinion that educating the residents on the service levels could significantly reduce the number of tickets generated for this type of issue. Staff will be conducting further analyses on these tickets in the future to determine the relevance of timing of these tickets in regards to how close they were to the trim schedule.

Additionally, in the Second Quarter 2019, the landscape department created two two-man ticket response crews, one for each Mutual. Tickets are triaged and assigned to these ticket crews or other landscape staff by the Landscape Coordinator. These crews are dispatched daily to respond to tickets for grounds maintenance requests which can be resolved by the two-man ticket crew, usually in under 30 minutes.

Larger requests are scheduled for full crews when they are in the area of the request. This methodology has significantly reduced the response times (Exhibit 9) and has generated numerous compliments from residents which is indicative of greater resident satisfaction.

Overall, the number of tickets has decreased and related resident satisfaction of the services provided by the Landscape Department has increased significantly over the past few years. With the full reorganization occurring late in the Third Quarter 2020, the benefits have yet to be fully realized statistically. Quarterly reports will be provided to the committee on this subject.

FINANCIAL ANALYSIS:

None

Prepared By: Kurt Wiemann, Director of Landscape Services
Reviewed By: Eve Morton, Landscape Coordinator

Exhibit 1

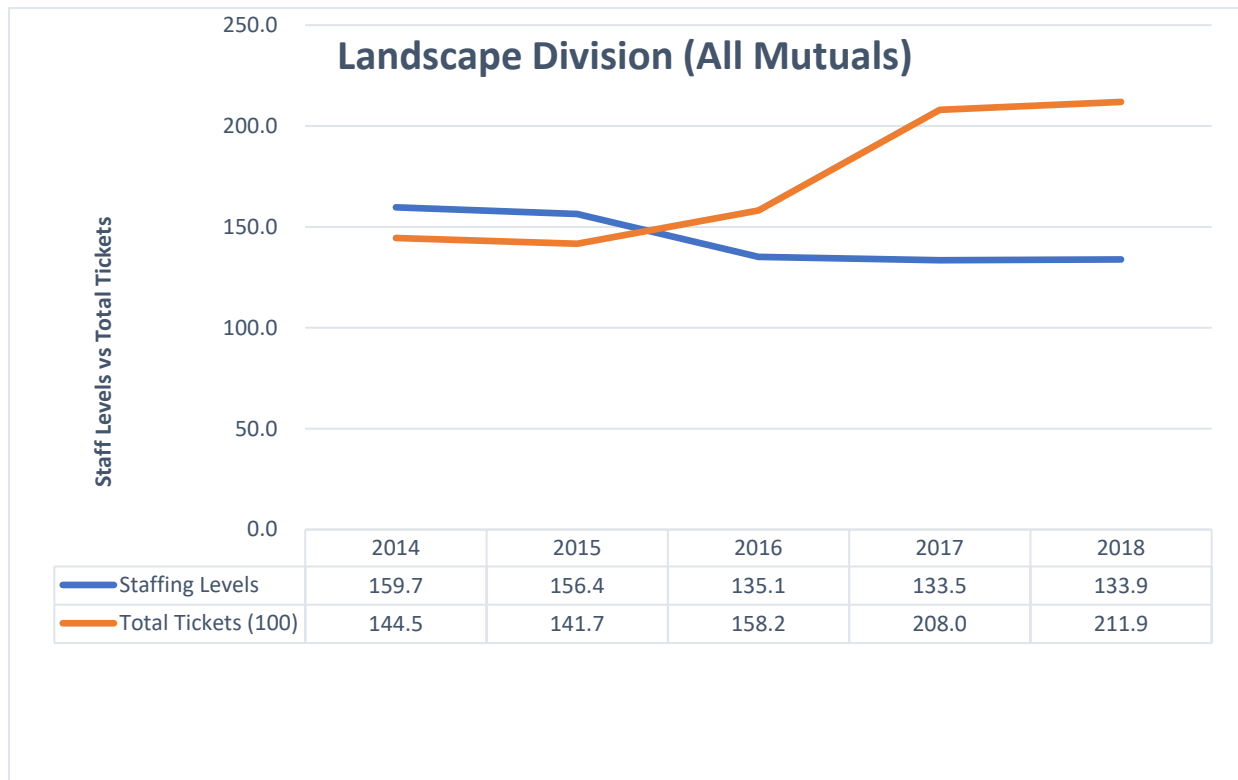


Exhibit 2

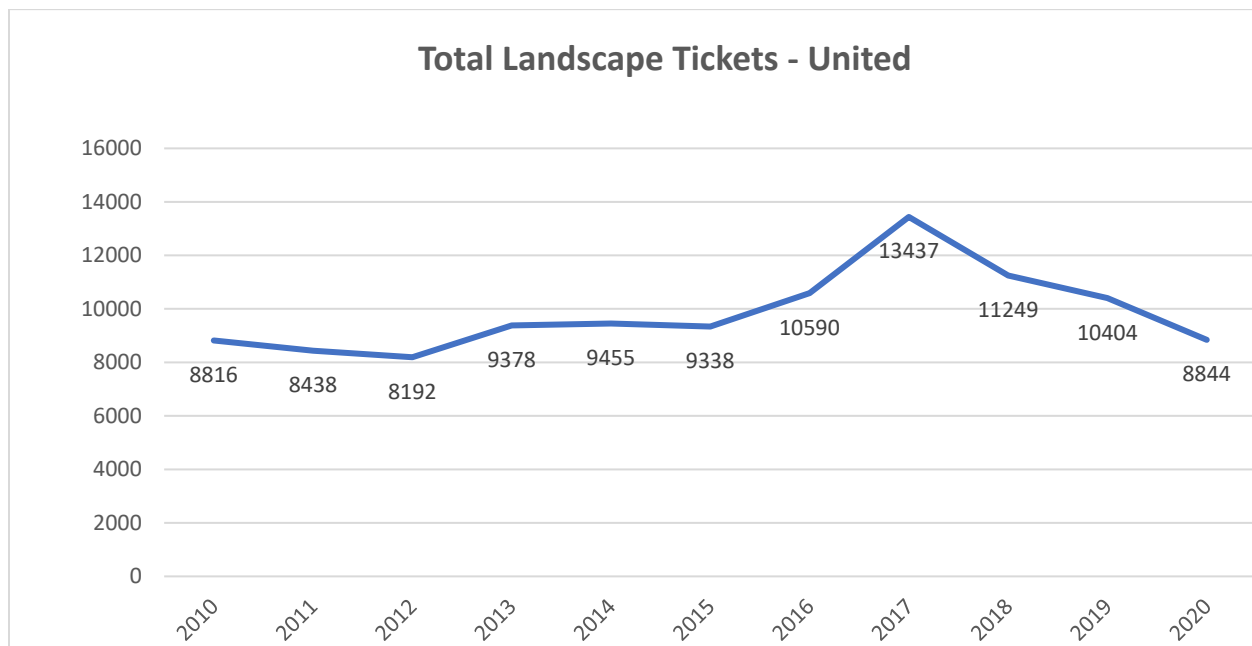


Exhibit 3

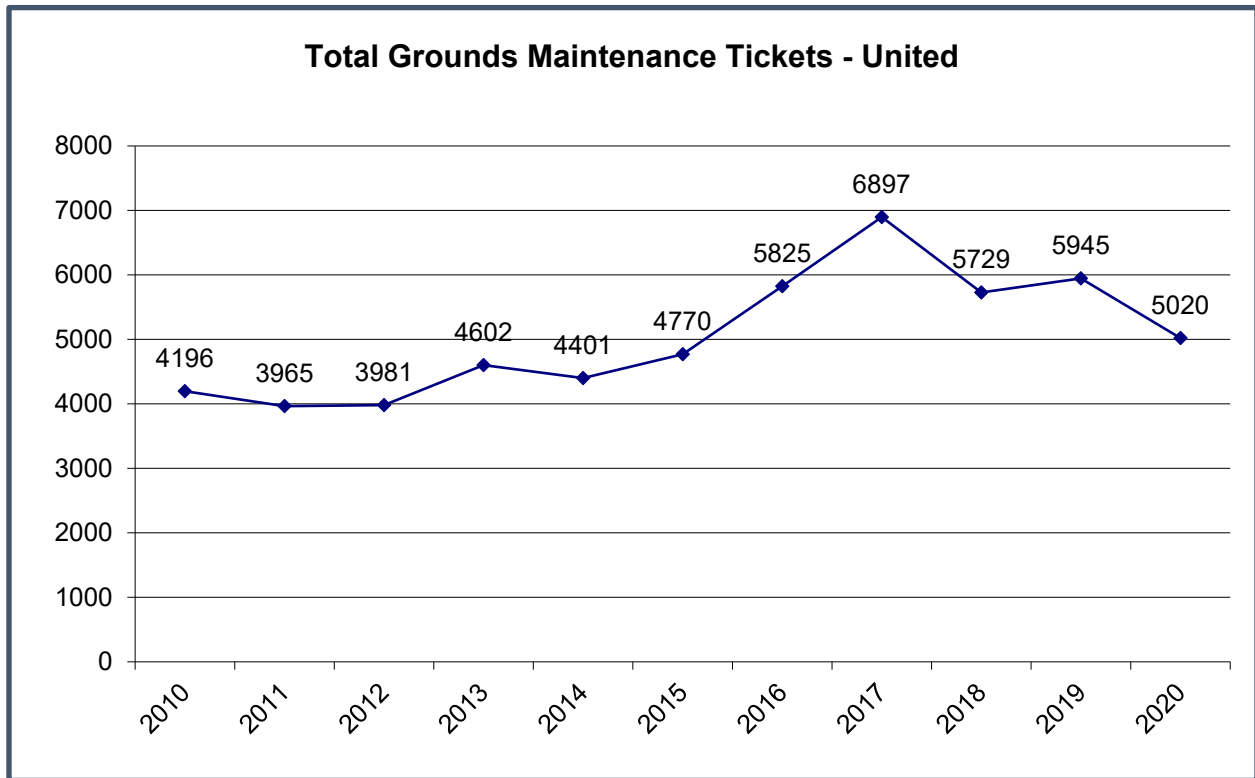


Exhibit 4

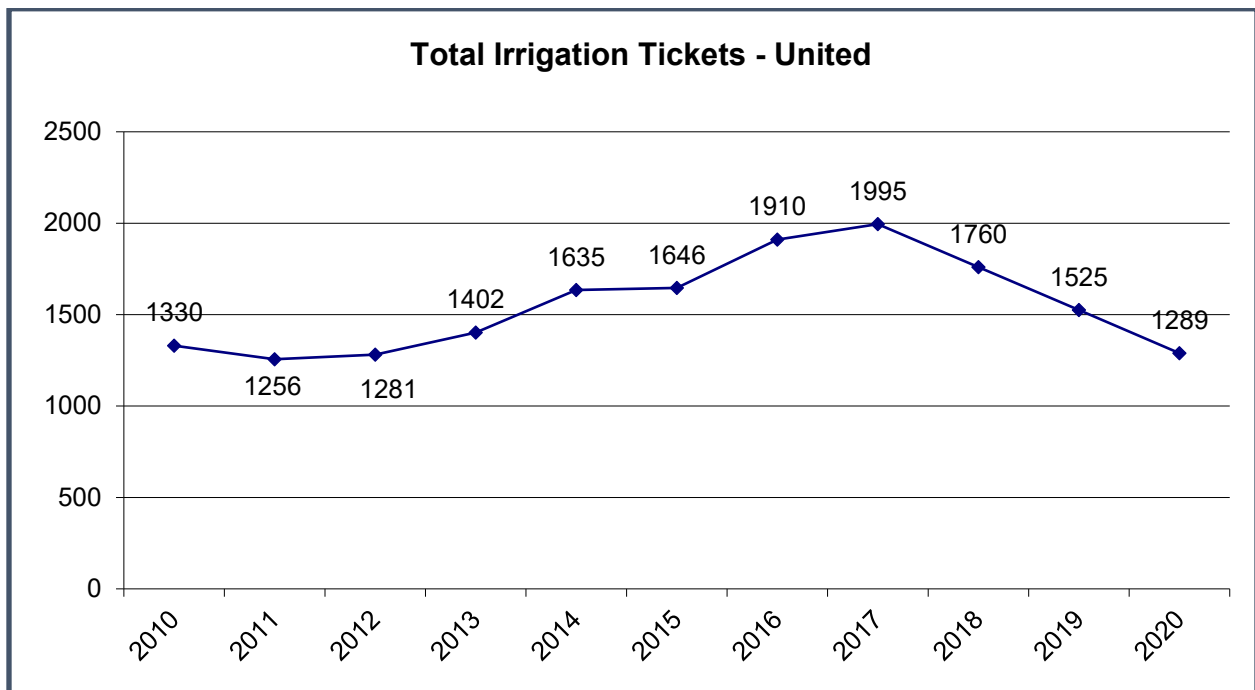


Exhibit 5

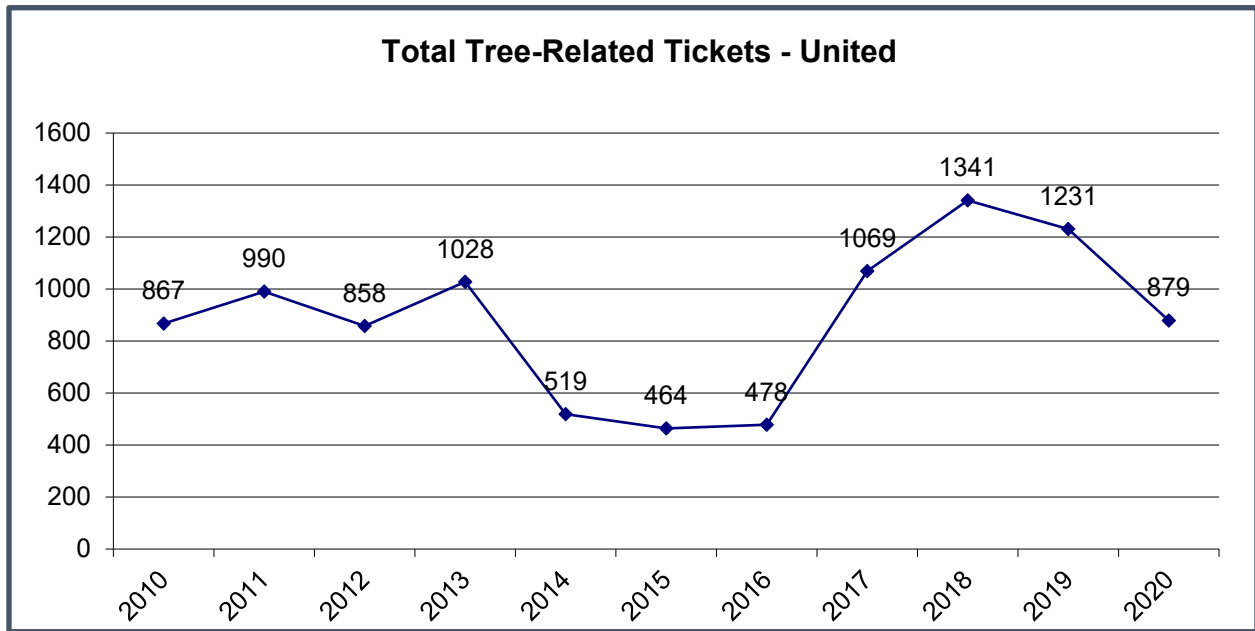


Exhibit 6

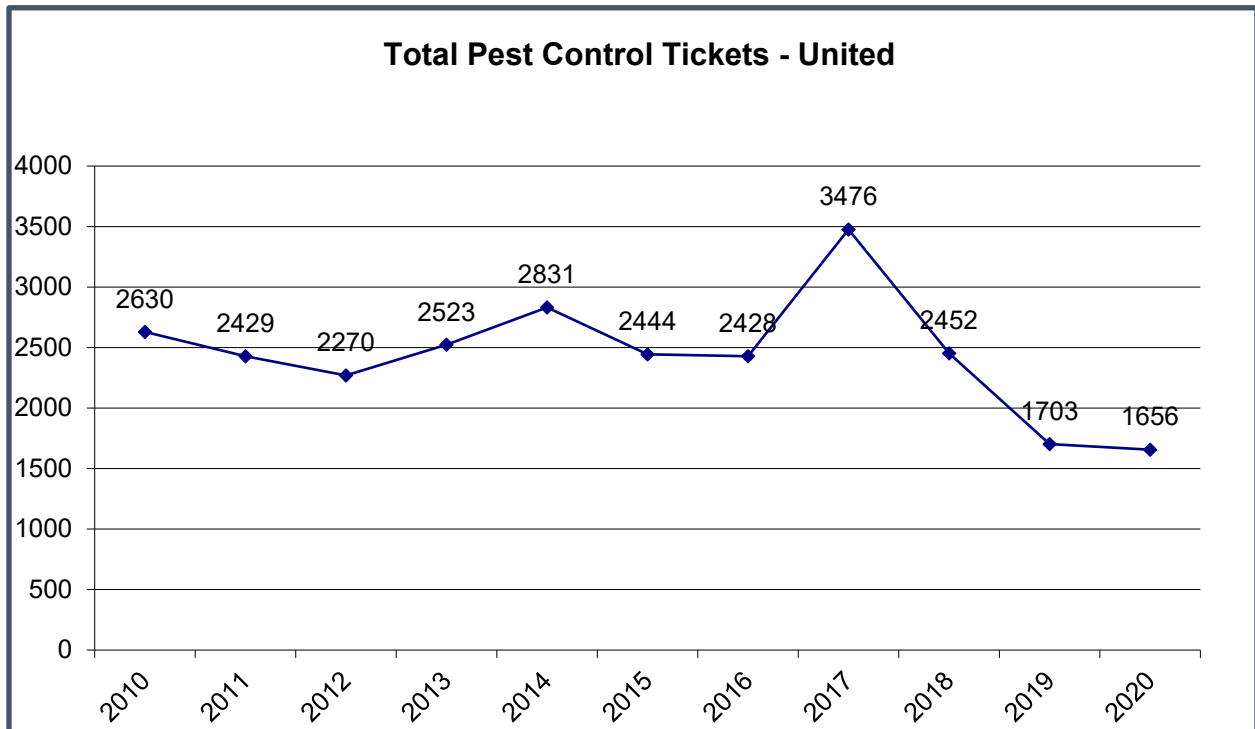


Exhibit 7

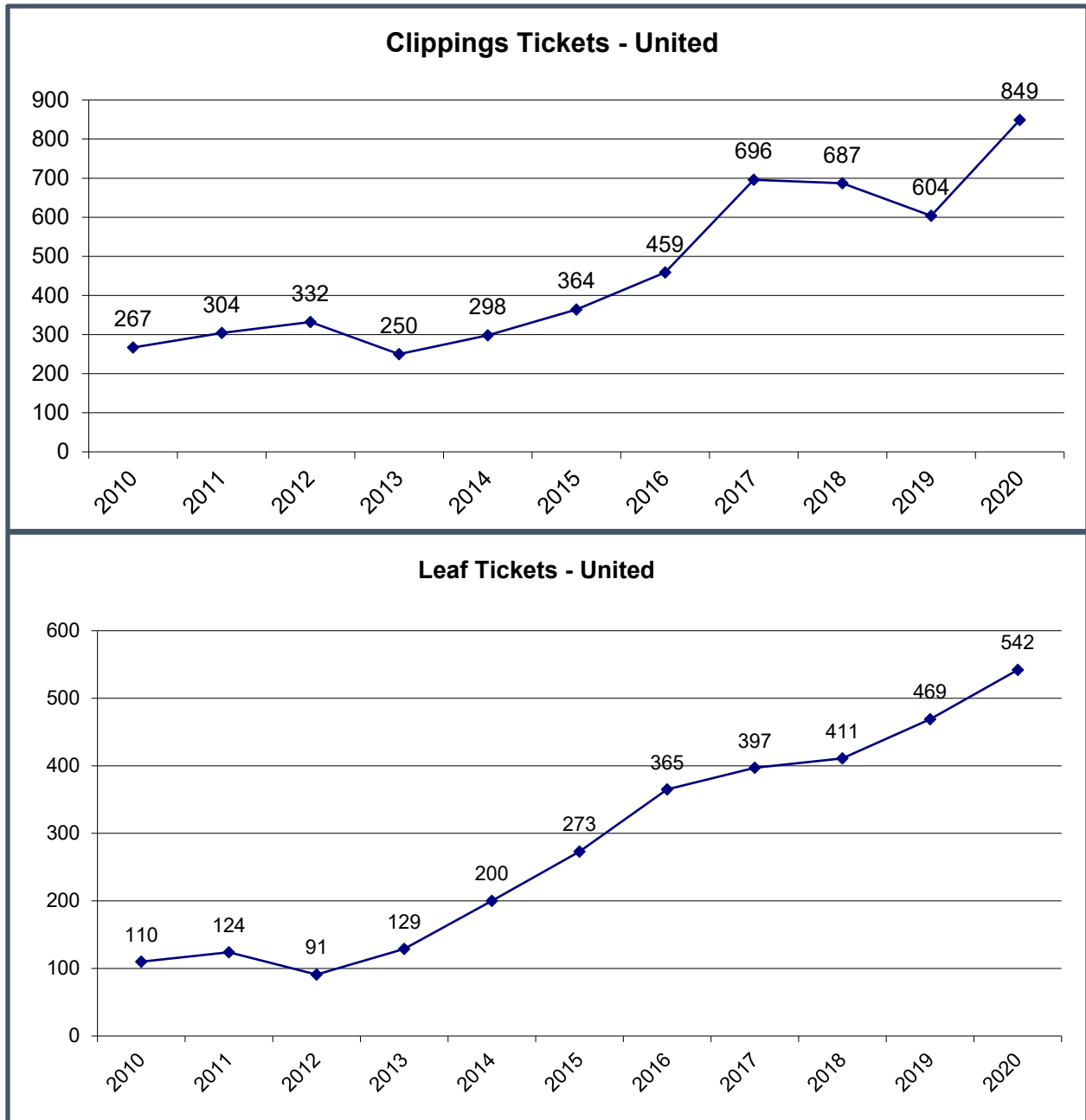


Exhibit 8

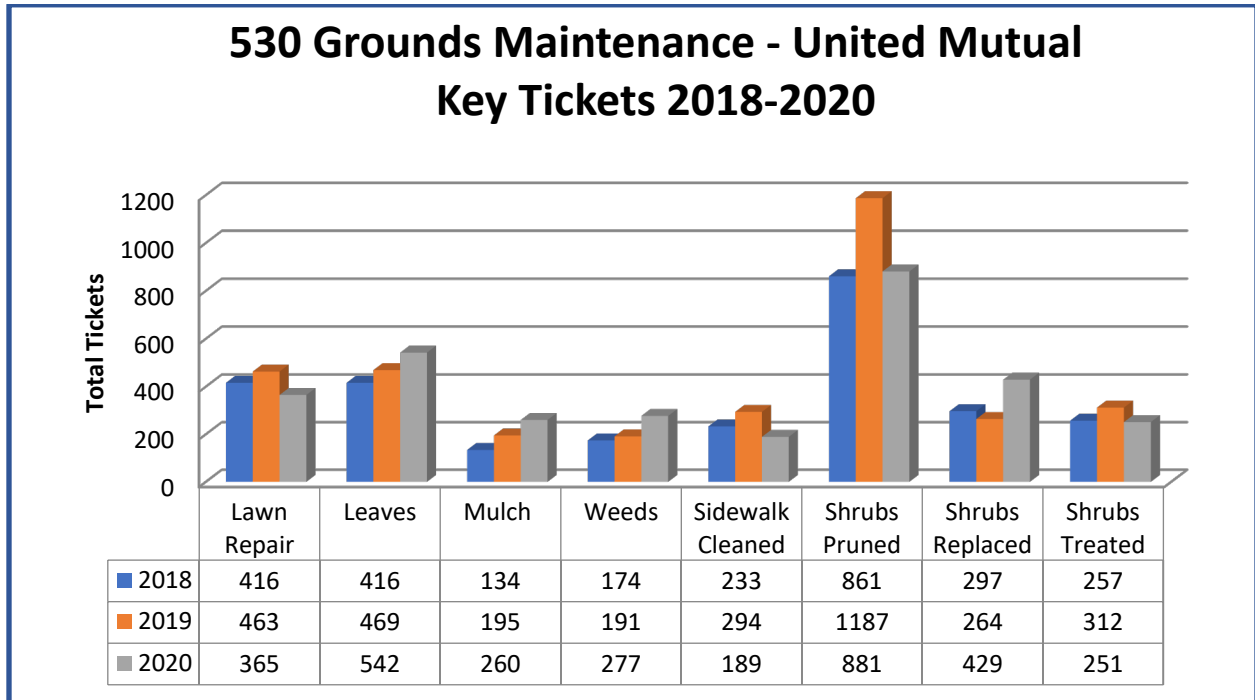
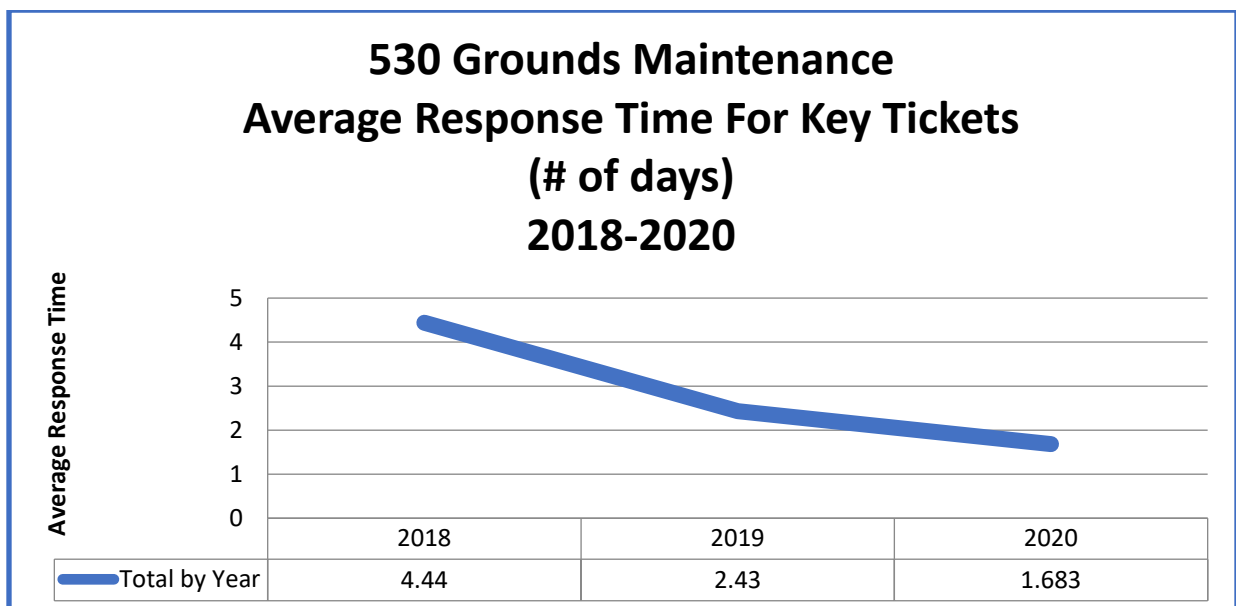


Exhibit 9





STAFF REPORT

DATE: February 11, 2020

FOR: Landscape Committee

SUBJECT: KPI Report; Shrub Bed Maintenance Cycles

RECOMMENDATION

Receive and File Report

BACKGROUND

For fiscal year 2020, the Landscape Department had a budget for United Mutual of \$1,937,283 for shrub bed maintenance. This work consists of all of the components required for shrub-bed maintenance; 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 Mutual.

DISCUSSION

Within the budget mention above, the man-hour allocation is sufficient to perform four complete cycles; a cycle is considered complete when every building has received shrub bed maintenance services. There are many issues that can interrupt or delay the completion of a cycle; weather, staff shortages, equipment issues, and off schedule requests. For 2020, staff has successfully endeavored to reduce the effect these issues have on the effectiveness of the department and is near to completing four cycles (Exhibit 1).

United Mutual is divided into four sections, with Section One containing a portion of Third Mutual. The sections are divided by geographical boundaries, acreage, and logistics (Attachment 1). Each section is assigned a separate crew, which varies in size from eight to ten staff, with a foreman in the lead position. The exception is Section One, which is contracted.

While the service itself varies seasonally, the intention is to provide service to each building four times annually, although due to seasonal variance it doesn't occur exactly quarterly (Exhibit 2). The bulk of the heavy trimming is performed in the cooler months (first and fourth quarter), while mowing takes precedence in the warmer months (second and third quarter). In the mowing season, since all of the crews are mowing two days a week, shrub bed maintenance is limited to weeding and minor pruning.

In reviewing the graph provided (Exhibit 2), it is important to note that prior to the reorganization, the staff in Section Two performed the mowing tasks in Section One which reduced the labor hours available for shrub bed maintenance, causing them to fall behind in that task. With the reorganization, three staff members were added to Section 1 to perform non-shrub related landscaping activities such as turf weeds, turf edges, non-shrub related service requests, and other related tasks. These three staff members also perform mowing duties with the assistance of several staff from Section Two. In 2021, we expect the performance in Section Two to be more consistent with the other sections.

In 2020, staff made significant improvements in cycle completion over previous years (Exhibit 3). As mentioned above, due to a lack of available staff in the marketplace, Section One was contracted for the first time this year. This is also the first time that the Mutual contracted out any shrub bed maintenance services. The contract was not in place until March. Due to several other factors that have since been rectified, cycle completion for that section was behind the other sections. These issues, unfamiliarity with the Village logistically, herbicide application complications, COVID19 staffing shortages, and reporting issues, have all been addressed and staff expects Section One to be on par with the other sections for 2021.

The department underwent a reorganization in August 2020, and became fully staffed in January of 2021. Combined with the changes made over the past two years, staff expects to execute the full four budgeted cycles in 2021.

FINANCIAL ANALYSIS:

None

Prepared By: Kurt Wiemann, Director of Landscape Services
Reviewed By: Eve Morton, Landscape Coordinator

ATTACHMENT 1: Section Location Map

Exhibit 1

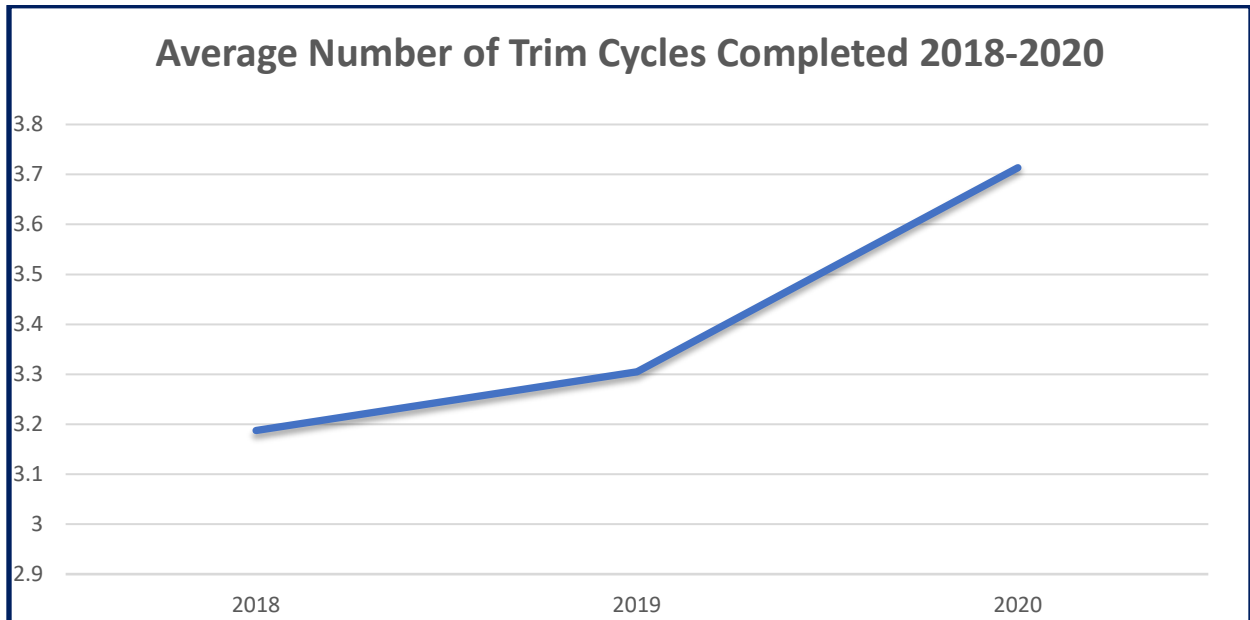


Exhibit 2

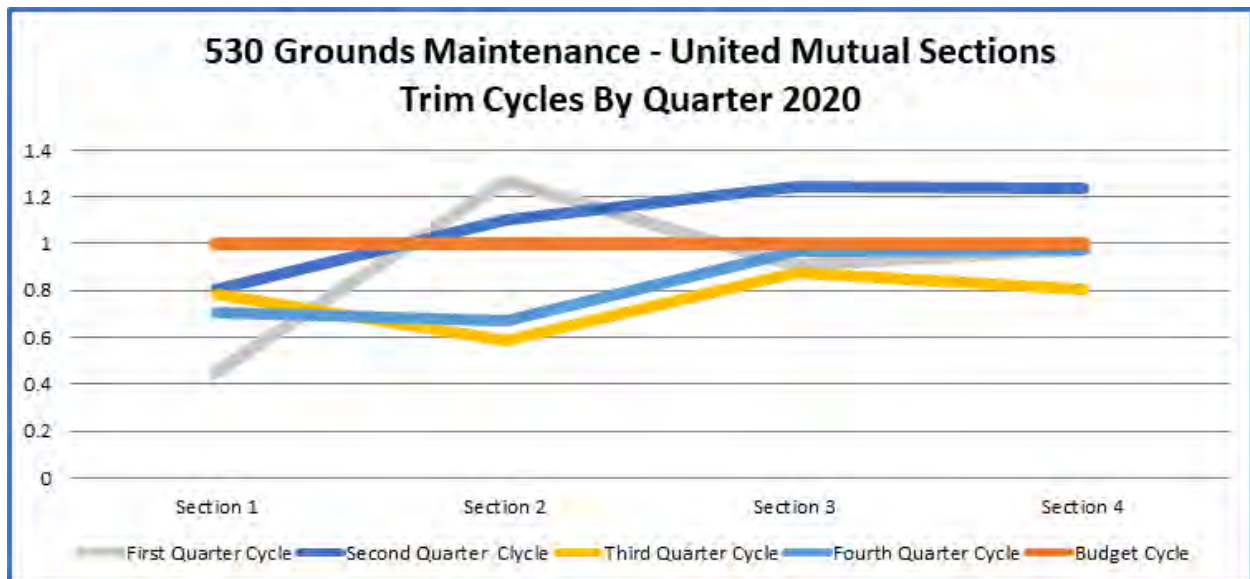
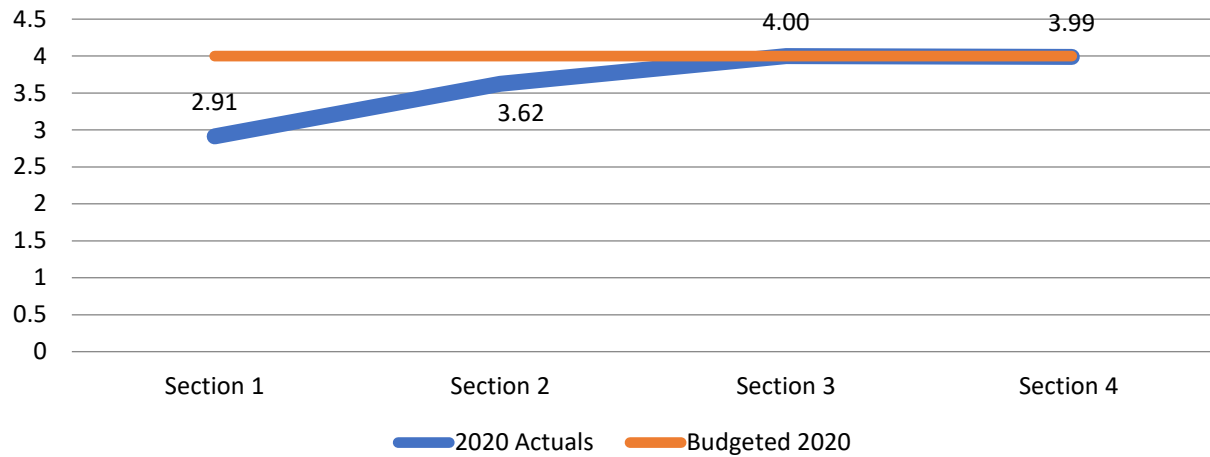
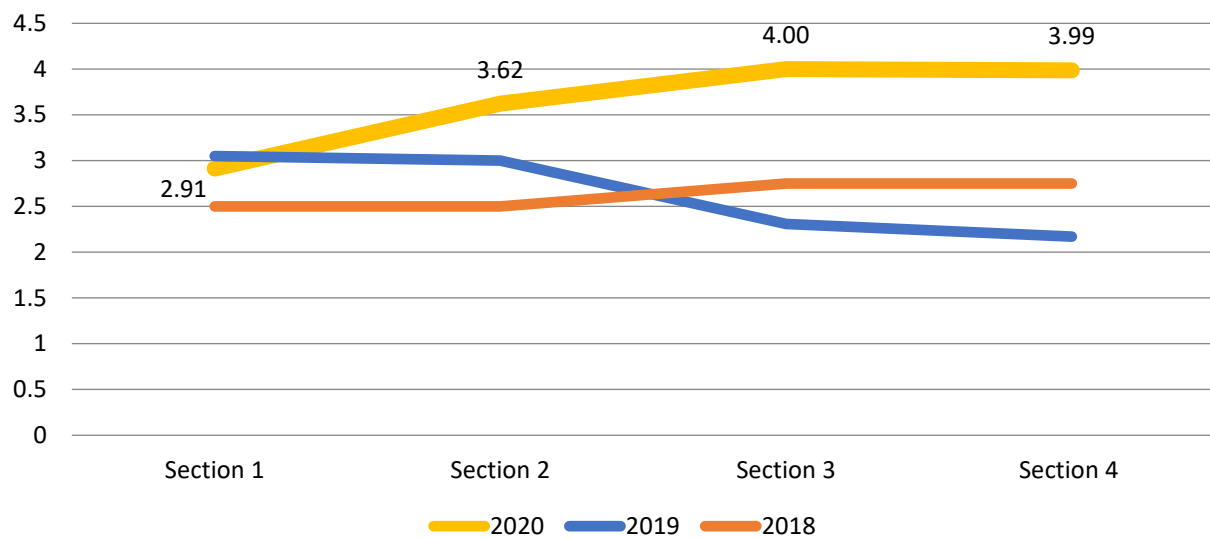


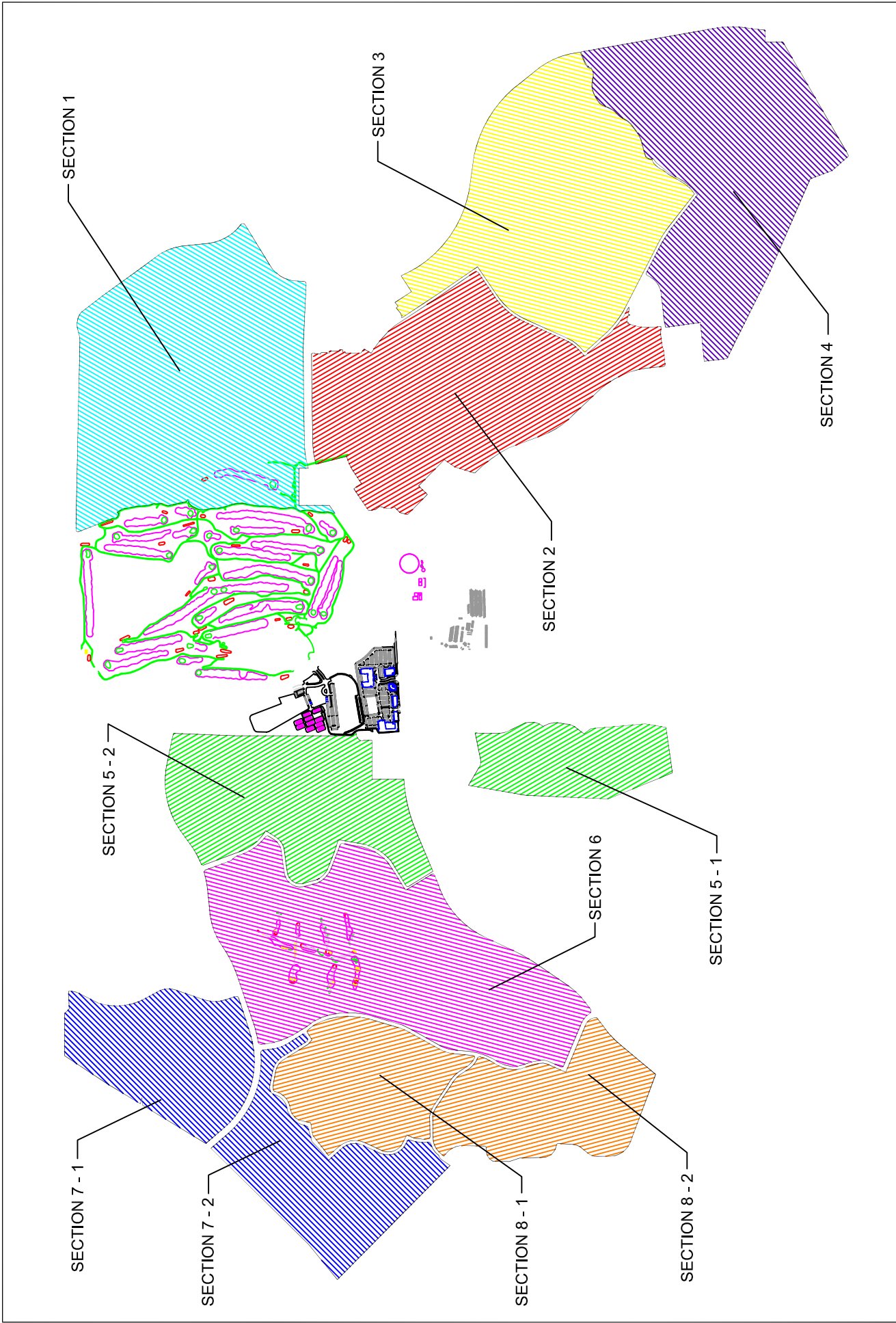
Exhibit 3

530 Grounds Maintenance - United Mutual 2020 Number of Trim Cycles by Section



530 Grounds Maintenance - United Mutual 2018-2020 Number of Trim Cycles by Section





<p>Laguna Woods Village© - Laguna Woods Projects Department 24351 El Toro Road, Laguna Woods, California 92653 P.O. Box 2220, Laguna Woods, California 92654</p>		<p><u>MAINTENANCE CREW AREA ASSIGNMENTS</u> AREA MAP</p>
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STAFF REPORT

DATE: February 11, 2020

FOR: Landscape Committee

SUBJECT: Performance Improvements: Mulching Mowers Versus Bagging Mowers

RECOMMENDATION

- Direct staff to finalize additional staffing and equipment needs.
- Direct staff to coordinate with Third Mutual Landscape Committee.

BACKGROUND

For fiscal year 2020, the Landscape Department had a budget for United Mutual of \$651,586 for turf maintenance. This work consists of all of the components required for turf maintenance; mowing cycle, blowing, edging (hard edges), turf repair, turf weeding, and fertilizer. The mowing cycle varies seasonally and is performed on 138 acres of turf. All of regular turf maintenance is performed by staff. Special projects, such as aeration, are contracted.

DISCUSSION

Turf maintenance service varies seasonally; mowing occurs weekly in the warmer months and decreases to every two weeks in the fall and early spring, and every three weeks in winter. Even with the seasonal variance, the man-hour cost allocation for the task of mowing is 63% of the total cost of turf maintenance (Exhibit 1).

During seasons of heavy turf growth or leaf and needle drop, mulching mowers reach their limitations; there is a limit to how much material they can process. After that limit is reached, they tend to leave some debris behind. These situations have led to a number of concerns from both residents and Board members

Over two decades ago, in an effort to decrease costs associated with turf management, the decision was made to cease using mowers which collect the grass clippings (bagging mowers) and procure mowers that cut the grass finer and would allow for leaving the clippings in place (mulching mowers). The Landscape Department currently has 44 mowers in inventory, 12 of which have bagging capabilities (including four that are currently out of service due to safety concerns). The ages of these mowers vary from 22 years old to recent purchases last year. Seven of the older models are scheduled for replacement this year.

For many years, staff has performed turf maintenance with mulching mowers. Mulching mowers are common in commercial landscape maintenance as they are efficient and require less manpower to use. Bagging mowers are typically used in residential settings and golf greens. The Village is considered a commercial operation, due to its size.

Mulching mowers have many redeeming qualities that make them effective for use in large scale turf maintenance operations. Mulching mowers have a unique blade that has two cutting surfaces, one that cuts and lifts the grass up inside the mower and the other cuts it again, into tiny pieces which are then dropped into the turf to decompose (Exhibit 2).

Mulching the grass clippings and leaving them on the lawn provides additional benefits to the health of the grass. Mulching grass clippings provides more nutrients for the soil. As the clippings break down, they will release nitrogen, potassium, and phosphorus. These are essential nutrients that turf needs to stay healthy. By using mulching mowers, the Landscape Department needs to fertilize the turf less frequently which saves thousands of dollars on fertilizer and manpower as no staff is needed to pick up and haul off the volumes of cut grass.

Staff is currently maintaining 318 acres of turf throughout the Village, and it has been determined that it would require eight additional staff members to handle, load, and process the clippings created weekly by the mowing crews if bagging mowers are used (Attachment 1). As all of the mowers are used throughout the Village, switching to bagging mowers would have to be a universal switch, involving all three corporations.

Bagging mowers would also add additional labor hours due to needing to stop and dump the bags, as well as the occasional need to clear the chutes and additional maintenance needs for the mowers themselves. The bagging mowers have additional moving parts that the mulching mowers don't have. These costs are difficult to predict, however, if the Committee desires to move forward with switching to bagging mowers, staff will endeavor to calculate these costs.

Due to the number of concerns and inquiries into the use bagging mowers, staff developed a cost analyses of using the different types of mowers used to maintain the turf (Attachment 1). The addition of eight full-time employees (FTEs) to the United landscape management budget, would increase the staff costs by an estimated \$417,293 for the first year.

As mentioned above, the Landscape Department maintains an inventory of 44 mowers, 32 of which are mulching mowers. These mowers are used throughout the community and cannot be retrofitted to bag the clippings. The current mower inventory is replaced on a six-year rotation. To effectively switch processes to bagging, it would be most effective to replace all of the mowers in the first year and have capital savings for the following five years.

The costs for mowers are a capital expense and are allocated across the Mutuals based on acreage.

FINANCIAL ANALYSIS:

See Attachment 1.

Prepared By: Kurt Wiemann, Director of Landscape Services
Reviewed By: Eve Morton, Landscape Coordinator

Attachment 1: Cost Estimate Report; Mulch vs. Bag

Exhibit 1

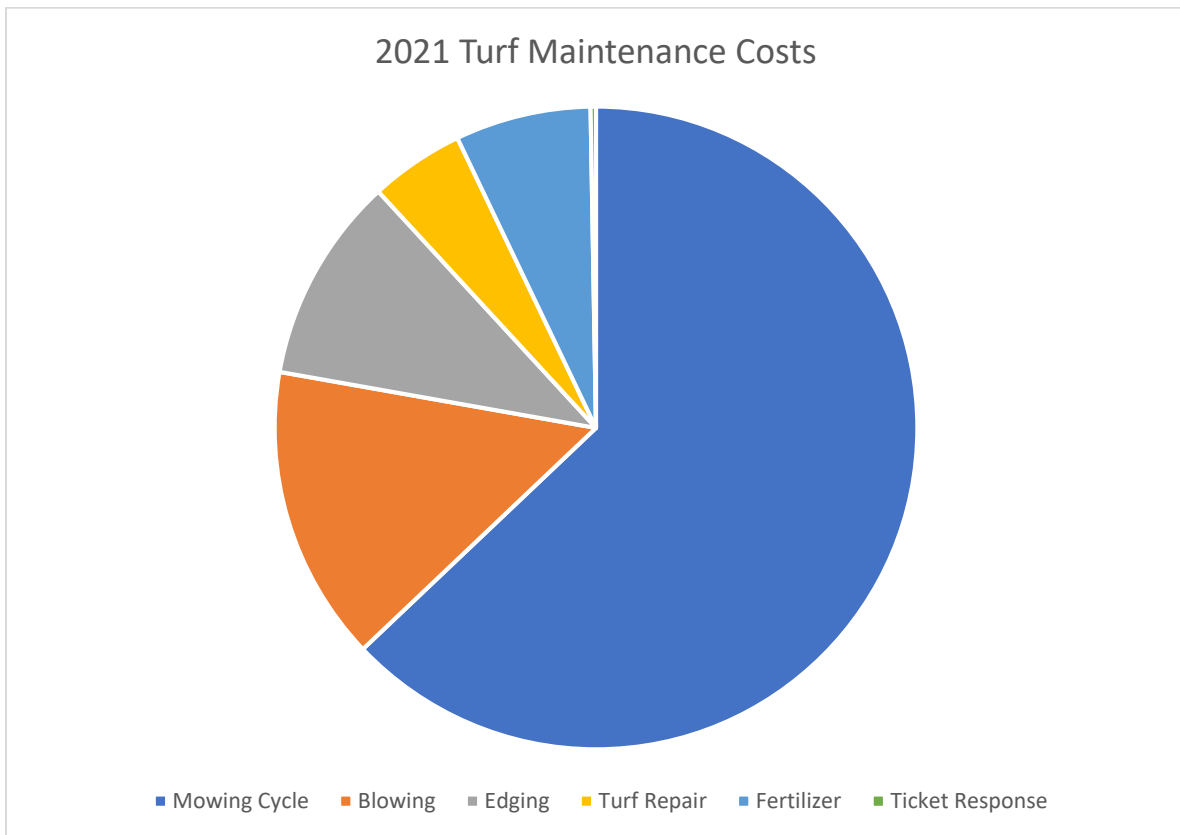
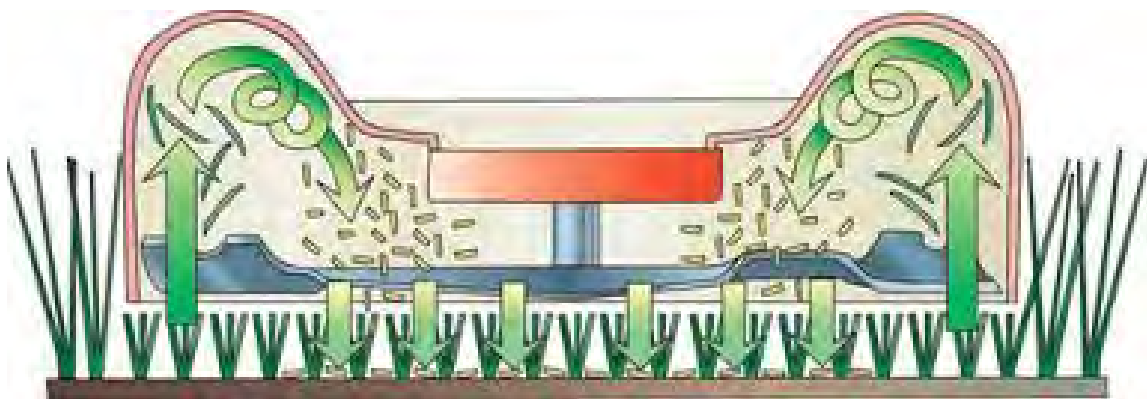


Exhibit 2



**LANDSCAPE COST ESTIMATE REPORT
LAWN MOWERS MULCHED VS BAGGED
CAPITAL EXPENSE OVER 5 YEARS**

Equipment	Count	2021 Cost per Mower	Equipment Cost Per Year					Cost over 5 Years
			2022	2023	2024	2025	2026	
New Mowers								
60" Mower with Bagging System	2	\$ 16,670	\$ 33,340	\$ -	\$ -	\$ -	\$ 16,670	\$ 50,010
48" Mower with Bagging System	28	\$ 13,900	\$ 389,200	\$ -	\$ -	\$ -	\$ 69,500	\$ 458,700
Total Equipment Cost:		\$ 30,570	\$ 422,540	\$ -	\$ -	\$ -	\$ 86,170	\$ 508,710
Annual Mower Replacement Allocation			\$ (66,950)	\$ (68,959)	\$ (71,027)	\$ (88,158)	\$ (120,353)	\$ (415,447)
Additional Capital:			\$ 355,590	\$ (68,959)	\$ (71,027)	\$ (88,158)	\$ (34,183)	\$ 93,263
Additional Staff Costs (see staff breakdown)	8		\$ 585,535	\$ 605,920	\$ 626,230	\$ 647,231	\$ 668,947	\$ 3,133,863
Total Additional Cost (All Mutuals)			\$ 941,125	\$ 536,962	\$ 555,202	\$ 559,073	\$ 634,764	\$ 3,227,126
Cost Allocation by Total Turf Acres:								
GRF	2.65%		\$ 24,967	\$ 14,245	\$ 14,729	\$ 14,831	\$ 16,839	\$ 85,612
Third	53.01%		\$ 498,866	\$ 284,629	\$ 294,298	\$ 296,350	\$ 336,472	\$ 1,710,615
United	44.34%		\$ 417,293	\$ 238,088	\$ 246,175	\$ 247,891	\$ 281,453	\$ 1,430,900
Total:	100.00%							\$ 3,227,126

Mower Inventory	Count
48" Mulching Deck Mowers	24
60" Mulching Deck Mowers	2
48" Stand Up Mulching Deck Mowers	4
36" Stand Up Mulching Deck Mowers	2
Walker Mowers (bagging)	7
Exmark Navigator Mowers (bagging)	5
Total:	44



STAFF REPORT

DATE: February 11, 2020

FOR: Landscape Committee

SUBJECT: Performance Improvements: Increase Service Levels to Five Cycles

RECOMMENDATION

- Direct staff to finalize additional staffing and equipment costs.
- Direct staff to coordinate with Third Mutual Landscape Committee.

BACKGROUND

For fiscal year 2020, the Landscape Department had a budget for United Mutual of \$1,937,283 for shrub bed maintenance. The work is performed in four cycles annually; the shrub bed maintenance cycle varies seasonally and is performed on 75 shrub bed acres in United Mutual.

DISCUSSION

The current shrub bed maintenance service schedule is set at three-month intervals although it varies seasonally; servicing each building occurs with more frequency in the cooler months and less frequent in the warmer months due to turf maintenance requirements.

Within the budget mention above, the man-hour allocation is sufficient to perform four complete cycles; a cycle is considered complete when every building in that section has received shrub bed maintenance services. The industry standard for commercial landscape maintenance frequency for shrub bed service is monthly.

United Mutual is divided into four sections; Section One contains a portion of Third Mutual and the costs are apportioned by acreage. The sections are divided by geographical boundaries, acreage, and logistics (Attachment 1). Each section is assigned a separate crew, which varies in size from eight to ten staff, with a foreman in the lead position. The exception is Section One, which is contracted; it was the biggest crew with 11 men assigned to it.

Each year the Landscape Department receives numerous service requests (tickets); in 2020, 8,844 tickets were received, of those 56 percent were for grounds maintenance. Many of these tickets were due to what is perceived by residents as inadequate maintenance; weeds growing too tall, shrubs overgrown, or soft edges not appearing

maintained. Many of these concerns are rooted in the fact that maintenance crews only visit each building every three months, with the gap slightly longer in mowing season.

The Landscape Department has been directed to provide a cost analysis on the costs associated with increasing the landscaping service levels. Changing the current four trimming cycles to five annual cycles would decrease the time between visits to an average of every two months. This would have a definitively positive effect on the appearance of the landscaping by keeping the landscape looking trimmed and neater for a longer duration than the current schedule.

Common industry practice in southern California for commercial maintenance is typically monthly service for shrub beds. The current four-cycle schedule was implemented in 2016 during severe staffing cut backs; by reducing staff by 23 full-time employees (FTEs), the service levels were decreased from five cycles annually to four cycles annually. This was done as a cost saving measure.

The current analysis reveals it would require an additional two or three FTEs per crew (depending on acreage) to increase by one cycle, to five annually. Increasing frequency by one cycle would incur an additional \$476,731 in labor costs annually to United Mutual. These costs reflect the addition of a total of 23 FTEs to the landscape staffing levels (Attachment 2). There would also be a slight increase in costs associated with added equipment and uniforms for the additional staff.

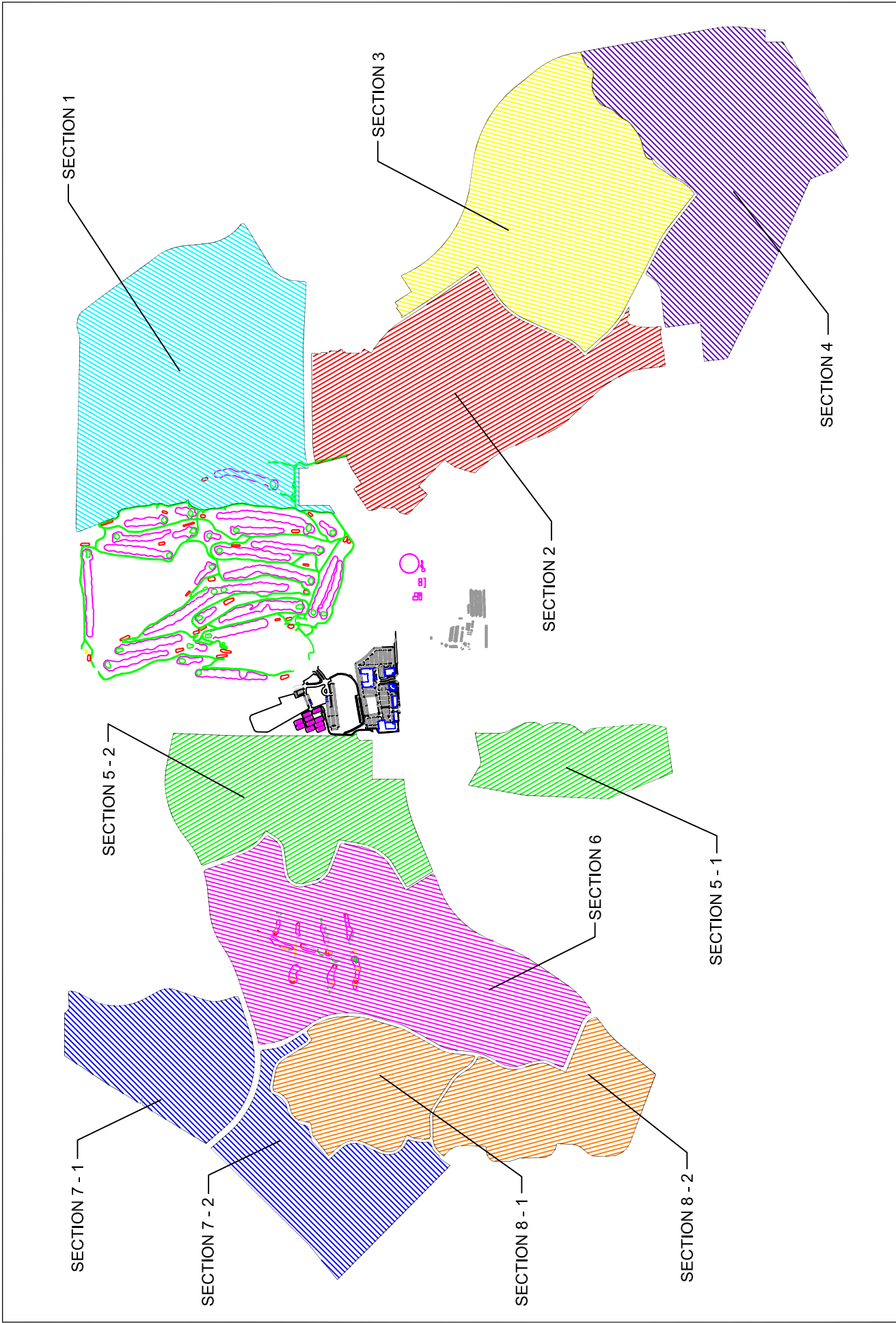
It is the opinion of staff that increasing the service levels by increasing the frequency of maintenance activities will result in higher resident satisfaction and significantly reduce the number of service requests and complaints.

FINANCIAL ANALYSIS:

See Attachment 3 and discussion above.

Prepared By: Kurt Wiemann, Director of Landscape Services
Reviewed By: Eve Morton, Landscape Coordinator

Attachment 1: Section Map
Attachment 2: Section Staffing Levels
Attachment 3: Cost Analysis for Increased Frequency of Maintenance



Laguna Woods Village© - Laguna Woods
Projects Department
24351 El Toro Road, Laguna Woods, California 92653
P.O. Box 2220, Laguna Woods, California 92654

MAINTENANCE CREW AREA ASSIGNMENTS
AREA MAP

2021 Landscape Department Increased Service Levels Analysis

Section Gardener Staffing Levels

Section	1*	2	3	4	5	6	7	8	Total
Current	11	9	8	10	8	7	8	6	67
Additional	4	3	3	3	2	2	3	3	23

*Section 1 is currently 8 FTEs converted to contract funds and 3 staff Gardeners

LANDSCAPE DIVISION
530 GROUNDS MAINTENANCE PRUNING CYCLES

Grounds Maintenance	2021 Budgeted Labor Hours with 4 Cycles	Budgeted Labor Hours With 5 Cycles	Additonal Labor Hours for 5 Cycles
530 FTEs:	82.5	105.5	23.0
Total Department Labor Hours:	123,505	161,129	37,624
Total Pruning/Weeding Labor Hours:	65,300	102,924	37,624
Additional Labor Expenses:			\$ 1,075,178
	United Allocation	44.34%	\$ 476,731.30



STAFF REPORT

DATE: February 11, 2021

FOR: Landscape Committee

SUBJECT: Request to Keep Potted Plants in Common Area (Zhao) – 329-D

RECOMMENDATION

- Deny the request to keep potted plants in common area.
- Direct staff to replant the bare areas in the shrub bed adjacent to 329-D.

BACKGROUND

Ms. Zhao became a Member in August 2020. In October 2020, the member was cited by Compliance for clutter, having excessive potted plants and also other items in the common area around her unit (Attachment 1). She has removed some of the items and is requesting to retain the balance left in the common area (Attachment 2).

DISCUSSION

The multiple items which have been placed in the common area include potted plants, shelves, lights etc., and are a violation of the Clutter Policy (Attachment 3). The clutter impedes the landscape staff from maintaining the area, and also interferes with the proper function of the irrigation system.

Staff recommends removal of the items remaining in the common area and replanting the area with new shrub material to match adjacent plantings.

FINANCIAL ANALYSIS:

The cost to replant the area is estimated to be \$250.

Prepared By: Bob Merget, Landscape Manager
Reviewed By: Kurt Wiemann, Director of Landscape Services

ATTACHMENT(S)

Attachment 1: Photographs
Attachment 2: Mutual Landscape Request Form
Attachment 3: Clutter Policy

ATTACHMENT 1





12/30/2020

Laguna Woods Village

MUTUAL LANDSCAPE REQUEST FORM**PLEASE NOTE: THIS FORM IS NOT INTENDED FOR ROUTINE MAINTENANCE REQUESTS**

For all non-routine requests, please fill out this form. Per the policy of your Mutual, if your request falls outside the scope of the managing agent's authority, it will be forwarded to the Mutual's Landscape Committee for review. If you are unsure whether your request falls into this category, first contact Resident Services at 597-4600 in order to make that determination.

PLEASE RETURN COMPLETED REQUEST FORM TO RESIDENT SERVICES.**Resident/Owner Information**

You must be an owner to request non-routine Landscape requests.

329 D

Address

Helen Zhao

Resident's Name

12-28-2020

Today's Date

949-228-6551

Telephone Number

Non-Routine Request

Please checkmark the item that best describes your request. If none apply, please checkmark "Other" and explain.

☐ Tree Removal☒ New Landscape☐ Off-Schedule Trimming

☒ Other (explain): please allow me to put 30 plant pots (blue + white flower porcelain, cost \$2000, very pretty) in my garden, as new resident.

Reason for Request

Please checkmark the item(s) that best explain the reason for your request.

☐ Structural Damage ☐ Sewer Damage ☐ Overgrown ☐ Poor Condition☐ Litter/Debris ☒ Personal Preference☒ Other (explain): please see attached letter.**GUIDELINES:**

- **Structural/Sewer Damage:** Damage to buildings, sidewalks, sewer pipes, or other facilities may justify removal if corrective measures are not practical.
- **Overgrown/Crowded:** Trees or plants that have outgrown the available space may justify removal.
- **Damaged/Declining Health:** Trees or plants that are declining in health will be evaluated for corrective action before removal/replacement is considered.
- **Litter and Debris:** Because all trees shed litter seasonally, generally this is not an adequate reason to justify removal. However, if granted, removal/replacement may be at the resident's expense.
- **Personal Preference:** Because one does not like the appearance or other characteristics of the tree or plant generally does not justify its removal. However, if granted, removal/replacement is usually at the resident's expense.

Description & Location of Request

Please briefly describe the situation and the exact location of the subject of the request (e.g., "roots of pine tree in front of manor XYZ are lifting the sidewalk"). Attach pictures as necessary.

in my Garden, see attached letter.

Signatures of All Neighbors Affected By This Request

Because your request may affect one or more of your neighbors, it is imperative that you obtain their signatures, manor numbers, and whether they are for, undecided, or against this request.

Signature	Manor #	For	Undecided	Against
Helen Zhao	329D			

(Please attach a separate sheet if more signatures are necessary.)

Acknowledgement - Owner

By signing, you are acknowledging this request.

Helen Zhao

Owner's Signature

Helen zhao

Owner's Name

OFFICE USE ONLY

MOVE-IN DATE: _____

DATE: _____ INITIALS: _____

530 _____ 540 _____

570 _____ LAST PRUNED: _____

RELANDSCAPED: _____

NEXT TIME: _____

TREE SPECIES: _____

COMMENTS: _____

TREE VALUE: _____ TREE REMOVAL COST: _____

Dear Mr. Jacob,
Thanks for the quick reply.



1. I have removed the storage chest from my garden
 2. I have removed 12 and 10= 22 red pots from my garden
- And Will only keep ~~30~~ beautiful pots in the garden (blue and white porcelain, cost \$2000),
Please allow me to ~~keep them~~.

My seller did not do anything in the garden,
it looks like a bare land with a lot of weeds.
I hired 2 people , and worked very hard to make it beautiful.
My neighbor said that "you ~~increased the value of the house~~
for the neighborhood.

40

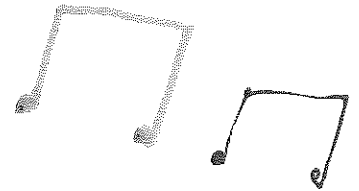
One of my neighbor got ~~50~~ big pots, and I only have ~~30~~ small one now,
Hope I will be treated ~~equally~~ with others, no matter I am Asia or white woman.

Thanks for your understanding and help

Happy New Year !

Helen zhao
329-D
949-228-6551

Helen Zhao





Clutter Policy
Resolution 01-18-104; Adopted September 26, 2018

I. Purpose

The purpose of this policy is to set forth guidelines by United Laguna Woods Mutual (United) for the safety and prevention of damage from items placed by the residents in “Exclusive Use Common Area” and “Common Area.”

Please note that this list is **not** exhaustive and **any** item that is placed within the Mutual property, including but not limited to, the balcony, breezeway, carport, patio, interior and common area is subject to the aforementioned rules and regulations of the Mutual.

II. Definitions

- a. Exclusive Use Common Area – a portion of the common area designated by the declaration for the exclusive use of one or more, but fewer than all, of the owners of the separate interests and which is or will be appurtenant to the separate interest or interests. Unless the declaration otherwise provides, any shutters, awnings, window boxes, doorsteps, stoops, porches, balconies, patios, exterior doors, doorframes, and hardware incident thereto, screens and windows or other fixtures designed to serve a single separate interest, but located outside the boundaries of the separate interest, are exclusive use common area allocated exclusively to that separate interest (i.e. patios, balconies, carport and interior of a Unit). (Civil Code §4145)
- b. Clutter - to fill or litter with things in a disorderly manner; a collection of things lying about in an untidy mass. (cluttered. (n.d.) *Burton's Legal Thesaurus, 4E.* (2007)) In addition, anything positioned within the Mutual property in a manner which is obstructing the free use of the area, creating a health and safety risk to the community, and/or consequently causing property damage within the Mutual. See further details under Conditions.
- c. Common Area - the entire common interest development except the separate interests therein (i.e. walkways, breezeways, and open space). (Civil Code §4095)
- d. Community – Laguna Woods Village.
- e. Golden Rain Foundation (GRF) – the Golden Rain Foundation of Laguna Hills, a California nonprofit mutual benefit corporation.
- f. Governing Documents – all of the following, collectively, the Articles of Incorporation; the Bylaws; Occupancy Agreements; the Rules and Regulations; and any Resolutions or Policies of the Board; all the same may be lawfully amended or modified from time to time.

- g. Interior Clutter – any items that are hazardous or may be of fire or safety danger, and/or potential damage to the inside of the Unit or surrounding Units.
- h. Member – Shareholder(s) entitled to Membership in the Corporation and approved by the Board of Directors. Also known as Shareholder(s).
- i. Resident is defined as any person who has been approved by the Board of Directors for occupancy.
- j. Staff - Employees of Village Management Services, Inc. authorized to act on behalf of United.
- k. United Laguna Woods Mutual (United) - is a non-profit cooperative housing corporation which owns and manages all real property within the original 21 cooperative Mutual's. In a cooperative, Shareholders are members of a corporation which own all real property, including the dwelling units, carports, and laundry facilities within the Mutual's boundaries, and each Shareholder is entitled to occupy a specific dwelling unit under the terms of an Occupancy Agreement. Also known as Corporation. Also known as the Mutual.

III. Conditions Clutter

Common areas are for the use and enjoyment of all residents and it is essential that all residents be aware of the need for the safety and prevention of damage to the buildings by items placed by the residents in or on the common areas of the Mutual's multi-story buildings and where applicable to other residential buildings.

The following rules for residents address the safety and prevention of damage issues. Residents should take whatever corrective action is necessary to manage those items they have placed outside their unit. Residents who disregard these guidelines will be given a citation to correct the problem, possibly followed with disciplinary action.

- 1. All plants must be suitably potted with adequately sized saucers to collect excess water and elevated by substantial castor or sturdy platforms. Care must be used to control the amount of water given to these plants so as not to run over the saucer and collect on the floor surface or fall to a lower level of the building on people, windows, or other objects belonging to neighbors.
- 2. Items, including plants, statues, furniture, etc., may be placed adjacent to a Unit's front door on the floor and shall be limited. Adequate clearance is required to allow for easy walkway access along the area (at least in number and size to allow for a 48-inch clearance as required by law.)
- 3. All plants shall be maintained by the resident in a healthy, well cared for condition, properly watered and pruned. Non-plant items shall be maintained clean and in good repair.

4. Potted plants are not to be placed on railings in common areas. Hanging plants or hanging objects are prohibited in breezeway and walkways.
5. Items that constitute a nuisance to one's neighbors should not be placed in common areas. Examples are intrusive wind chimes, food and water, which will attract birds, insects, and other animals. (City of Laguna Woods Municipal Code Section 5.20.070) Residents are encouraged to resolve amicably differences or disputes involving such items.
6. A resident's balcony and patio area adjoining a unit is Exclusive Use Common Area. This area needs the same care & protection as the walkways and breezeways to prevent dry rot, decay and mold of surfaces. Therefore only a limited number of potted plants on the balconies of multistory buildings are allowed. No more than 15% of the total floor area of a balcony may be used for potted plants.
7. Landscape crews will not care for a resident's personal items placed in common areas unless arranged through the Customer Service Department as a chargeable service.

Any building, by majority decision, may establish additional rules for its own use, providing the rules are not in conflict with the above guidelines. United shall resolve any disputes or misunderstandings relating to Exclusive Use Common Areas and Common Areas.

Governing Documents: "The Member shall not permit or suffer anything to be done or kept in or about the dwelling unit or other premises of the Corporation which will increase the rate of insurance on any building or other property of the Corporation or on the contents thereof or which will obstruct or interfere with the rights of other members of the Corporation or annoy them by unreasonable noises or otherwise nor will it commit or permit any nuisance in or about the dwelling unit or other premises of the Corporation or commit or suffer any immoral or illegal act to be committed thereon." (Occupancy Agreement, Article 5, Use of Premises)

IV. Enforcement

United is authorized to take disciplinary action against a Member(s) whose dwelling may be found in violation of the Governing Documents. When a complaint is lodged regarding the occurrence of a violation, the Board of Directors has a fiduciary duty to investigate and impose, if appropriate, discipline as set forth in the Governing Documents.

The Board has the authority to impose monetary fines, suspend Member(s) privileges, and/or bring forth legal action. The Member(s) are entirely responsible for ensuring that the Governing Documents are followed by anyone they allow into the Community. This includes any Co-occupant, Lessee, Guest, Care Provider, Vendor, invitee or contractor.

A complaint may be registered by calling the Security Department at 949-580-1400 or the Compliance Division by calling 949-268-CALL or email to compliance@vmsinc.org.

Investigating clutter: a Security Inspector patrols the Community and should Staff identify objective evidence of clutter a Notice of Clutter Violation is issued. The Compliance Division will send a follow up notice advising the Member of the rules and requesting compliance.

For interior clutter: Staff will schedule an interior inspection to obtain photographs and determine the severity of the clutter, potential hazard, and damage to the property. Staff works closely with the Social Services Division and outside agencies on interior clutter violations.



STAFF REPORT

DATE: February 11, 2021

FOR: Landscape Committee

SUBJECT: Tree Removal Request: 533-G Via Estrada (Kim) – Hollywood Juniper tree

RECOMMENDATION

Approve the request to remove one Hollywood Juniper tree.

BACKGROUND

Mr. Kim became a member in November 2018, and is requesting the removal of one Hollywood Juniper tree, *Juniperus, chinensis*. The reasons cited by the resident for the removal are structural damage, litter/debris, and overgrowth. Mr. Kim further states the tree impacts the amount of desired sunlight for the unit. There is one additional signature on the Mutual Request Form in favor of the removal (Attachment 1).

The tree was last pruned in July 2019. Future trimming is tentatively scheduled for fiscal year 2024. The height of the tree is approximately 23 feet with a trunk diameter of approximately 32 inches. The tree is approximately five inches from the patio, approximately three feet from patio wall, and approximately three feet from the sidewalk. The tree is growing in a small shrub bed (Attachment 2).

DISCUSSION

At the time of inspection, the tree was found to be in good condition with no trunk damage, a full balanced canopy, and no pests. Typically, with these trees there are almost always signs of spider mites, especially on a tree of this age and size with its thick dense canopy. Spider mites typically develop due to lack of limb and branch movement through prevailing winds.

There are two cracks in the sidewalk, as well as a raise in the patio slab and separation on the patio wall. Given the size of the trunk flare and the proximity to the infrastructure, it is the opinion of staff that the damage is being caused by the root structure. There is not enough available space to perform a root trench or to add root barrier material in an effort to reduce future damage from the root system.

This tree is on a five-year trim cycle; additional trimming is required annually due to maintaining a clearance from the unit's roof line. The trunk will continue to increase in size and cause further damage. A small patio-sized tree will be the replacement tree after the stump has been ground and the area has been re-graded.

FINANCIAL ANALYSIS:

The cost to remove the tree is estimated at \$2,000. The cost to trim the tree is estimated at \$100 and the estimated value of the tree is \$6,080 based on the tree inventory data.

Prepared By: Bob Merget, Landscape Manager

Reviewed By: Kurt Wiemann, Director of Landscape Services

ATTACHMENT(S)

Attachment 1: Mutual Landscape Request Form

Attachment 2: Photographs

**MUTUAL LANDSCAPE REQUEST FORM****PLEASE NOTE: THIS FORM IS NOT INTENDED FOR ROUTINE MAINTENANCE REQUESTS**

For all non-routine requests, please fill out this form. Per the policy of your Mutual, if your request falls outside the scope of the managing agent's authority, it will be forwarded to the Mutual's Landscape Committee for review. If you are unsure whether your request falls into this category, first contact Resident Services at 597-4600 in order to make that determination.

PLEASE RETURN COMPLETED REQUEST FORM TO RESIDENT SERVICES.**Resident/Owner Information**

You must be an owner to request non-routine Landscape requests.

533 Via Estrella Unit G
Address

Dec 28, 2020
Today's Date

KEITH J. KIM
Resident's Name

(917) 647-4455
Telephone Number

Non-Routine Request

Please checkmark the item that best describes your request. If none apply, please checkmark "Other" and explain.

- ☒ Tree Removal
 ☐ New Landscape
 ☐ Off-Schedule Trimming
☐ Other (explain): _____

Reason for Request

Please checkmark the item(s) that best explain the reason for your request.

- ☒ Structural Damage
 ☐ Sewer Damage
 ☒ Overgrown
 ☐ Poor Condition
☒ Litter/Debris
 ☐ Personal Preference

☒ Other (explain): The Overgrown Cypress impacts the amount of desired sunlight for my unit.

GUIDELINES:

- **Structural/Sewer Damage:** Damage to buildings, sidewalks, sewer pipes, or other facilities may justify removal if corrective measures are not practical.
- **Overgrown/Crowded:** Trees or plants that have outgrown the available space may justify removal.
- **Damaged/Declining Health:** Trees or plants that are declining in health will be evaluated for corrective action before removal/replacement is considered.
- **Litter and Debris:** Because all trees shed litter seasonally, generally this is not an adequate reason to justify removal. However, if granted, removal/replacement may be at the resident's expense.
- **Personal Preference:** Because one does not like the appearance or other characteristics of the tree or plant generally does not justify its removal. However, if granted, removal/replacement is usually at the resident's expense.

Manor = 533 G

Description & Location of Request

Please briefly describe the situation and the exact location of the subject of the request (e.g., "roots of pine tree in front of manor XYZ are lifting the sidewalk"). Attach pictures as necessary.

1. The Roots are causing the cement on the unit patio & walkway to crack, bulging. also the wall & foundation.
2. The tree is too large & tall, too close to my unit, it impacts the amount of desired sunlight for my unit.

Signatures of All Neighbors Affected By This Request

Because your request may affect one or more of your neighbors, it is imperative that you obtain their signatures, manor numbers, and whether they are for, undecided, or against this request.

Signature	Manor #	For	Undecided	Against
Denise M. Nae	533 F	✓		

(Please attach a separate sheet if more signatures are necessary.)

Acknowledgement - Owner

By signing, you are acknowledging this request.

Owner's Signature

Owner's Name

OFFICE USE ONLY

MOVE-IN DATE: _____

DATE: _____ INITIALS: _____

530 _____ 540 _____

570 _____ LAST PRUNED: _____

RELANDSCAPED: _____

NEXT TIME: _____

TREE SPECIES: _____

COMMENTS: _____

TREE VALUE: _____ TREE REMOVAL COST: _____

ATTACHMENT 2









STAFF REPORT

DATE: February 11, 2020

FOR: Landscape Committee

SUBJECT: Tree Removal Request: 2030-A Avenida Castilla (Grant) - One Weeping Fig tree

RECOMMENDATION

Approve the request to remove one Weeping Fig tree.

BACKGROUND

Ms. Grant became a member in August 2003, and is requesting the removal of one Weeping Fig tree, *Ficus, benjamina*. The reasons cited by the resident for the removal are structural damage and overgrowth. There is one additional signature on the Mutual Request Form in favor of the removal (Attachment 1).

The tree was last pruned in April 2019. Future trimming is tentatively scheduled for fiscal year 2021. The height of the tree is approximately 15 feet with a trunk diameter of approximately eight inches. The tree is approximately two inches from the unit, six inches from the sidewalk, and is growing in the shrub bed area. (Attachment 2).

DISCUSSION

At the time of inspection, the tree was found to be in poor condition with some trunk damage, white fly activity, an unbalanced canopy and scar tissue due to poor compartmentalization of previous pruning cuts. Typically, after limb removal the tree heals itself through the process referred to as compartmentalization of decay in trees (CODIT) which is the process in which a tree develops growth over the cut to protect itself from the possibility of pest and or decay, this tree is struggling with that process. This could be a result from excessive trimming due to the proximity to the walkway and roof line of the manor. The tree also has multiple limbs at ground level that have developed poorly and could cause limb failure in the future. There is some raising of the sidewalk most likely due to the aggressive root systems in this species of trees.

Even if the tree was in a larger area with no clearance issues it would still be a candidate for removal due to its poor condition.

Given the confined space there would not be a tree replacement; additional shrub material will be planted after the stump is ground and the area has a final grade.

FINANCIAL ANALYSIS:

The cost to remove the tree is estimated at \$490. The cost to trim the tree is estimated at \$100 and the estimated value of the tree is \$1,380 based on the tree inventory data.

Prepared By: Bob Merget, Landscape Manager

Reviewed By: Kurt Wiemann, Director of Landscape Services

ATTACHMENT(S)

Attachment 1: Mutual Landscape Request Form

Attachment 2: Photographs

MUTUAL LANDSCAPE REQUEST FORM**PLEASE NOTE: THIS FORM IS NOT INTENDED FOR ROUTINE MAINTENANCE REQUESTS**

For all non-routine requests, please fill out this form. Per the policy of your Mutual, if your request falls outside the scope of the managing agent's authority, it will be forwarded to the Mutual's Landscape Committee for review. If you are unsure whether your request falls into this category, first contact Resident Services at 597-4600 in order to make that determination.

PLEASE RETURN COMPLETED REQUEST FORM TO RESIDENT SERVICES.**Resident/Owner Information**

You must be an owner to request non-routine Landscape requests.

2030 VIA MARIPOSA E UNIT A
Address

1-7-2021
Today's Date

BARBARA MAE GRANT
Resident's Name

949-275-5535
Telephone Number

Non-Routine Request

Please checkmark the item that best describes your request. If none apply, please checkmark "Other" and explain.

- ☒ Tree Removal
 ☐ New Landscape
 ☐ Off-Schedule Trimming
☐ Other (explain): _____

Reason for Request

Please checkmark the item(s) that best explain the reason for your request.

- ☒ Structural Damage
 ☐ Sewer Damage
 ☒ Overgrown
 ☐ Poor Condition
☐ Litter/Debris
 ☐ Personal Preference
☐ Other (explain): _____

GUIDELINES:

- **Structural/Sewer Damage:** Damage to buildings, sidewalks, sewer pipes, or other facilities may justify removal if corrective measures are not practical.
- **Overgrown/Crowded:** Trees or plants that have outgrown the available space may justify removal.
- **Damaged/Declining Health:** Trees or plants that are declining in health will be evaluated for corrective action before removal/replacement is considered.
- **Litter and Debris:** Because all trees shed litter seasonally, generally this is not an adequate reason to justify removal. However, if granted, removal/replacement may be at the resident's expense.
- **Personal Preference:** Because one does not like the appearance or other characteristics of the tree or plant generally does not justify its removal. However, if granted, removal/replacement is usually at the resident's expense.


Description & Location of Request

Please briefly describe the situation and the exact location of the subject of the request (e.g., "roots of pine tree in front of manor XYZ are lifting the sidewalk"). Attach pictures as necessary.

Ficus tree Along Side Wall Near Entrance
of the MANOR. Shows ROOTS lifting pavement.
tree outgrew space in flower bed.

Signatures of All Neighbors Affected By This Request

Because your request may affect one or more of your neighbors, it is imperative that you obtain their signatures, manor numbers, and whether they are for, undecided, or against this request.

Signature	Manor #	For	Undecided	Against
	2030D	✓		
JOHN P. BUFORD				

(Please attach a separate sheet if more signatures are necessary.)

Acknowledgement - Owner

By signing, you are acknowledging this request.



Owner's Signature

BARBARA MAE GRANT

Owner's Name

OFFICE USE ONLY

MOVE-IN DATE: _____

DATE: _____ INITIALS: _____

530 _____ 540 _____

570 _____ LAST PRUNED: _____

RELANDSCAPED: _____

NEXT TIME: _____

TREE SPECIES: _____

COMMENTS: _____

TREE VALUE: _____ TREE REMOVAL COST: _____

ATTACHMENT 2





