



OPEN MEETING

REGULAR OPEN MEETING OF THE UNITED LAGUNA WOODS MUTUAL MAINTENANCE AND CONSTRUCTION COMMITTEE

Wednesday, February 24, 2021 - 9:30 AM

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 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 of the 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.

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 for December 18, 2020
5. Chair's Remarks
6. Member Comments - (*Items Not on the Agenda*)
7. Department Head 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.

8. Expenditure Report & Variance Explanations
9. Program's Reports
10. Solar Production Report
11. Copper Pipe Supply Line Leak Report (to be provided under separate cover)

Reports:

12. Additional Staffing Request for Manor Alterations

Items for Discussion and Consideration:

13. Electric Vehicle Report
14. Ramp Request at Laundry Room 74
15. Project Log & Possible Improvements
16. Update on Paint Program Schedule with MS Project (oral discussion)
17. Review of Laundry Room Maintenance Protocol and PM Program (oral discussion)

Items for Future Agendas:

- Revisions to Non-Emergency Chargeable Services List (April)
- Clogged Gutter/Downspout Solutions
- Strategic locations of electric vehicle charging stations in the Village
- Copper pipe supply line leak report (February, June & December)
- Develop a responsibility matrix for residential unit components
- Drainage Improvements to prevent foundation issues



Concluding Business:

18. Committee Member Comments
19. Date of Next Meeting – April, 28, 2021
20. Adjournment

Carl Randazzo, Chair
Ernesto Munoz, Staff Officer
Telephone: (949) 268-2281



OPEN MEETING

REPORT OF REGULAR MEETING OF THE UNITED LAGUNA WOODS MUTUAL MAINTENANCE AND CONSTRUCTION COMMITTEE

**Friday, December 18, 2020 - 9:30 a.m.
Virtual On-line Meeting**

MEMBERS PRESENT: Carl Randazzo – Chair, Brian Gilmore, Elsie Addington, Reza Bastani

MEMBERS ABSENT: None

ADVISORS PRESENT: Walter Ridley, Ken Deppe

OTHERS PRESENT: Juanita Skillman, Sue Margolis, Manuel Armendariz, Egon Garthoffner

STAFF PRESENT: Ernesto Munoz – Staff Officer, Laurie Chavarria, Guy West, Erik Schneekluth

1. Call to Order

Chair Randazzo called the meeting to order at 9:31 a.m.

2. Acknowledgement of Media

Chair Randazzo noted that this meeting was broadcasting on Granicus and is being recorded.

3. Approval of the Agenda

The agenda was approved as written.

4. Chairman's Remarks

Chair Randazzo welcomed everyone to the M&C Committee meeting. He gave an overview of the last meeting and went over the protocols for PPE when repair work is taking place inside manors. Residents are not obligated to allow repairs inside their manor for non-essential repairs if they are uncomfortable during the pandemic. This does not apply to emergency repairs.

Chair Randazzo closed his remarks by reminded everyone that COVID-19 cases are

increasing. He reminded everyone to follow the safety protocols and wash your hands, do not touch your face, wear a mask in public, stay safe and try not to be a statistic.

5. Member Comments - (Items Not on Agenda)

- There were no member comments.

6. Department Head Update

Staff Officer Ernesto Munoz updated the Committee on the file recovery process due to the Malware attack; the projects/programs that were not able to be completed this year; and on improvements to the Manor Alterations Division.

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.

The consent calendar was approved without objection.

7. Copper Pipe Supply Line Leak Report

8. Maintenance Expenditures and Variance Explanations

Staff Officer Ernesto Munoz answered various questions from the Committee.

9. Solar Production Report

Oral Discussion:

10. Project Log Review

Staff Officer Ernesto Munoz provided updates for each item of the project log and answered questions from the Committee.

Discussion ensued regarding sub-categories on the expenditure report that are shown on the project log; cost of new gutter installations; expected number of buildings to be completed on the wasteline remediation program and water heater replacements.

11. Work Deferred by Residents

This item was discussed during the Project Log Review.

12. Gutter Installations & Gutter Guards

Staff Officer Ernesto Munoz summarized the work staff has been able to complete with the approved funding for new gutter installations and answered questions by the Committee.

Discussion ensued regarding gutters on Seville style buildings; pine needles clogging gutters; tree trimming; gutter cleaning by General Services; gutter guards; possible fire hazards due to pine needles; identifying trees within a 20-foot proximity of residential buildings to determine if trimming or removal is necessary; and replanting another variety of tree, if pine trees are eliminated.

Director Gilmore will discuss additional tree trimming with Director Tornig so he can bring this up during the Landscape Committee meeting and Staff Officer Ernesto Munoz will send an email to the Landscape Department Director regarding the issues with pine trees near residential buildings.

Items for Future Agendas:

- Clogged Gutter/Downspout Solutions
- Project Log Improvements (February)
- Copper Pipe Supply Line Leak Report (February, April, August & December)
- Strategic Locations of Electric Vehicle Charging Stations in the Village
- Develop a Responsibility Matrix for Residential Unit Components
- Drainage Improvements to Prevent Foundation Issues

Concluding Business:

13. Committee Member Comments

- Director Gilmore commented that the M&C, Architectural & Landscape Committees can work together for program efficiencies and cost reductions.
- Advisor Deppe and Director Armendariz commented on EV charging stations.

14. Date of Next Meeting: February 24, 2021

15. Recess:

The meeting was recessed at 11:11 a.m.

DRAFT
(electronically signed with approval)

Carl Randazzo, Chair

**UNITED LAGUNA WOODS MUTUAL
FUND EXPENDITURES REPORT
AS OF DECEMBER 31, 2020**

DESCRIPTION	CURRENT MONTH		YEAR-TO-DATE		2020		VARIANCE	
	ACTUAL	BUDGET	ACTUAL	BUDGET	BUDGET	EXPENDED	\$	%
REPLACEMENTS								
BUILDING STRUCTURES	\$30,005	\$56,000	\$933,137	\$670,009	\$670,009	139%	(\$263,128)	(39%)
CDS SIGNAGE	0	4,174	29,078	50,000	50,000	58%	20,922	42%
ELECTRICAL SYSTEMS	62,798	38,305	319,500	459,495	459,495	70%	139,995	30%
EXTERIOR WALKWAY LIGHTING	1,850	6,288	7,671	75,121	75,121	10%	67,450	90%
FOUNDATIONS	0	3,653	0	43,836	43,836	0%	43,836	100%
GUTTER REPLACEMENT	83,199	8,237	117,882	98,289	98,289	120%	(19,592)	(20%)
PAINT - EXTERIOR	169,019	157,825	1,224,288	1,876,061	1,876,061	65%	651,773	35%
PRIOR TO PAINT	120,544	84,380	776,863	1,003,518	1,003,518	77%	226,655	23%
PAVING	139,073	33,056	368,865	396,628	396,628	93%	27,763	7%
ROOF REPLACEMENTS	33,643	77,589	927,506	930,804	930,804	100%	3,298	0%
WALL REPLACEMENT	0	13,750	24,600	165,000	165,000	15%	140,400	85%
WASTE LINE REMEDIATION	610,678	191,674	1,349,975	2,300,000	2,300,000	59%	950,025	41%
WATER LINE - COPPER PIPE REMEDIATION	80	16,674	169,746	200,000	200,000	85%	30,254	15%
WINDOW/SLIDING SCREEN DOOR	18,941	10,008	71,372	119,518	119,518	60%	48,146	40%
SUB-TOTAL	\$1,269,830	\$701,613	\$6,326,872	\$8,394,668	\$8,394,668	75%	\$2,067,796	25%
APPLIANCE AND FIXTURE REPLACEMENTS								
COOKTOPS	\$11,530	\$5,942	\$55,479	\$71,112	\$71,112	78%	\$15,633	22%
DISHWASHERS	7,349	7,168	52,993	85,523	85,523	62%	32,530	38%
BASINS/SINKS/TOILETS	21,832	19,997	133,986	238,679	238,679	56%	104,694	44%
GARBAGE DISPOSALS	11,321	9,682	74,176	115,440	115,440	64%	41,264	36%
HOODS	1,892	2,994	10,264	35,681	35,681	29%	25,417	71%
COUNTER TOPS/FLOORS/SHOWER ENCLOSURES	65,684	116,452	541,120	1,392,191	1,392,191	39%	851,072	61%
OVENS	15,144	9,279	98,684	111,112	111,112	89%	12,428	11%
RANGES	611	1,048	4,474	12,469	12,469	36%	7,994	64%
REFRIGERATORS	12,399	19,024	97,109	227,754	227,754	43%	130,645	57%
WATER HEATERS & PERMITS	24,083	62,908	282,448	751,503	751,503	38%	469,054	62%
DRYERS	1,029	2,981	1,152	35,735	35,735	3%	34,583	97%
WASHING MACHINES	17,763	7,582	64,094	90,773	90,773	71%	26,678	29%
SUB-TOTAL	\$190,637	\$265,057	\$1,415,979	\$3,167,972	\$3,167,972	45%	\$1,751,992	55%
TOTAL RESERVE FUND	\$1,460,467	\$966,670	\$7,742,851	\$11,562,640	\$11,562,640	67%	\$3,819,789	33%

**UNITED LAGUNA WOODS MUTUAL
FUND EXPENDITURES REPORT
AS OF DECEMBER 31, 2020**

DESCRIPTION	CURRENT MONTH		YEAR-TO-DATE		2020		VARIANCE	
	ACTUAL	BUDGET	ACTUAL	BUDGET	BUDGET	EXPENDED	\$	%
OPERATING EXPENDITURES - MAINTENANCE & CONSTRUCTION								
1 PLUMBING SERVICE	\$247,651	\$116,349	\$1,667,227	\$1,382,295	\$1,382,295	121%	(\$284,932)	(21%)
2 CARPENTRY SERVICE	44,636	41,608	472,259	494,100	494,100	96%	21,841	4%
3 ELECTRICAL SERVICE	35,285	34,507	314,055	409,634	409,634	77%	95,579	23%
4 APPLIANCE REPAIRS	23,570	25,991	248,695	308,507	308,507	81%	59,812	19%
5 INTERIOR PREVENTIVE MAINTENANCE	32,253	29,184	264,354	346,454	346,454	76%	82,100	24%
6 PEST CONTROL	34,189	18,850	78,304	225,980	225,980	35%	147,676	65%
7 COUNTERTOP/FLOOR/TILE REPAIRS	9,053	10,833	104,693	128,480	128,480	81%	23,788	19%
8 ENERGY PROGRAM	2,902	2,087	18,000	25,000	25,000	72%	7,000	28%
9 MISC. REPAIRS BY OUTSIDE SERVICE	195	2,087	21,389	25,000	25,000	86%	3,611	14%
10 FIRE PROTECTION	9,344	1,062	11,603	12,700	12,700	91%	1,097	9%
TOTAL	\$439,078	\$282,558	\$3,200,579	\$3,358,150	\$3,358,150	95%	\$157,571	5%

**UNITED LAGUNA HILLS MUTUAL
MAINTENANCE PROGRAMS
OPERATING FUND VARIANCE EXPLANATIONS
As of December 31, 2020**

1	PLUMBING SERVICE Unfavorable variance:	-	(\$284,932)	YTD	(\$131,302)	December	The YTD variance is caused by large scale emergency work by outside contractors which staff is not equipped to complete. The most common situations usually include descaling of pipes or trenching more than 3 feet below the surface.
2	CARPENTRY SERVICE	-	under 10% variance	YTD	(\$3,028)	December	This category is within normal budget constraints.
3	ELECTRICAL SERVICE Favorable variance:	-	\$95,579	YTD	(\$778)	December	Staff received less calls for service this month than we anticipated during the budgeting process. In 2019 we typically resolved approximately sixteen calls per day while, we are averaging about twelve per day in 2020. There was also a considerable savings generated for this line item, due to the staff furloughs from March-August.
4	APPLIANCE REPAIRS Favorable variance:	-	\$59,812	YTD	\$2,421	December	Staff received less calls for non-critical services, likely due to concerns from COVID-19. While we are under budget in each of the sub-categories, our largest savings is due to less washing machine repairs and cabinet modifications for appliance replacements.
5	INTERIOR PREVENTATIVE MAINTENANCE Favorable variance:	-	\$82,100	YTD	\$3,069	December	Historically, the budget for this program work has closely matched actual expenditures. However, due to the invasive nature of this program work and due to staff furloughs, which has resulted in a favorable variance.
6	PEST CONTROL Favorable variance:	-	\$147,676	YTD	(\$15,339)	December	Although this expenditure item encompasses both the localized treatment of pests and fumigation by whole structure tenting, the bulk of this line item is allocated to fumigation. The Board directed staff to only proceed with planned fumigations if the residents in each building were willing to comply with the program. Due to concerns from COVID-19, many residents asked for treatment to be postponed, which has resulted in a favorable variance.
7	COUNTERTOP/FLOOR/TILE REPAIRS Favorable variance:	-	\$23,788	YTD	\$1,780	December	The favorable YTD variance is due to the reduced number of residents willing to schedule appointments due to concerns from COVID-19.
8	ENERGY PROGRAM Favorable variance:	-	\$7,000	YTD	(\$815)	December	This budget is related to the operation and maintenance of the Mutual's solar panels. Standard maintenance was performed, however, no additional repairs were necessary in 2020.
9	MISC. REPAIRS BY OUTSIDE SERVICE	-	\$3,611	YTD	\$1,892	December	This category is within normal budget constraints.
10	FIRE PROTECTION	-	under 10% variance	YTD	(\$8,282)	December	This category is within normal budget constraints.

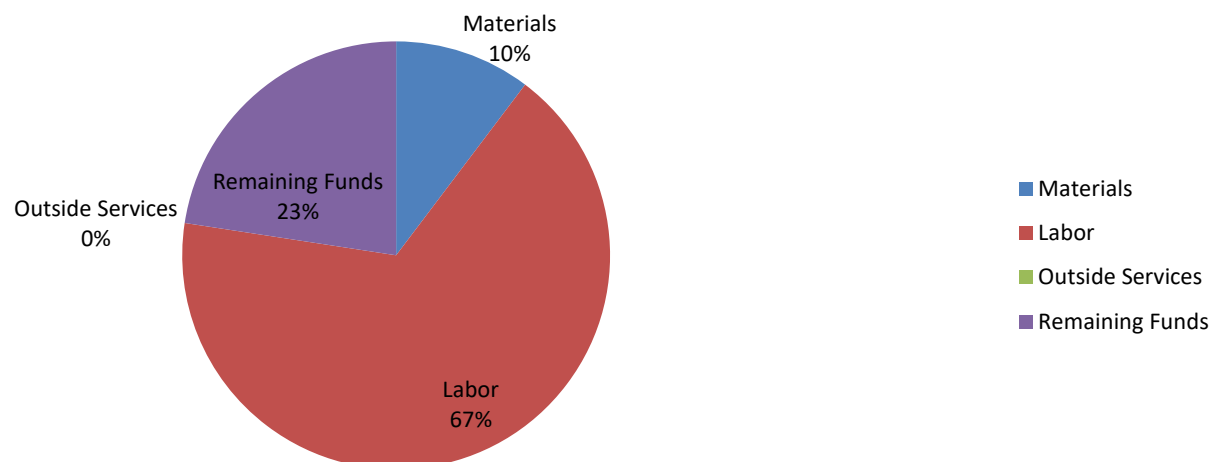
United Laguna Woods Mutual
 2020 Prior to Paint (PTP) Report
 Through December 31, 2020

The prior to paint program prepares building surfaces for painting and includes repair and mitigation of Dry Rot, Decking and Welding repairs performed every 10 years in conjunction with the Exterior Paint Program. Starting in 2021 the program will begin a 15-year cycle per the Board's approval.

Prior-To-Paint	2020 Expected	Completed YTD
Buildings (Dry Rot)	114	79
Carport Structures	71	53
Laundry Buildings	14	12
Buildings (Decking)	87	87

Expenses	Amount YTD
Materials	\$ 103,387
Labor	\$ 673,476
Outside Services	-
Remaining Funds	\$ 226,655
Total Budget	\$ 1,003,518

Amount YTD - Expenses vs. Remaining Funds



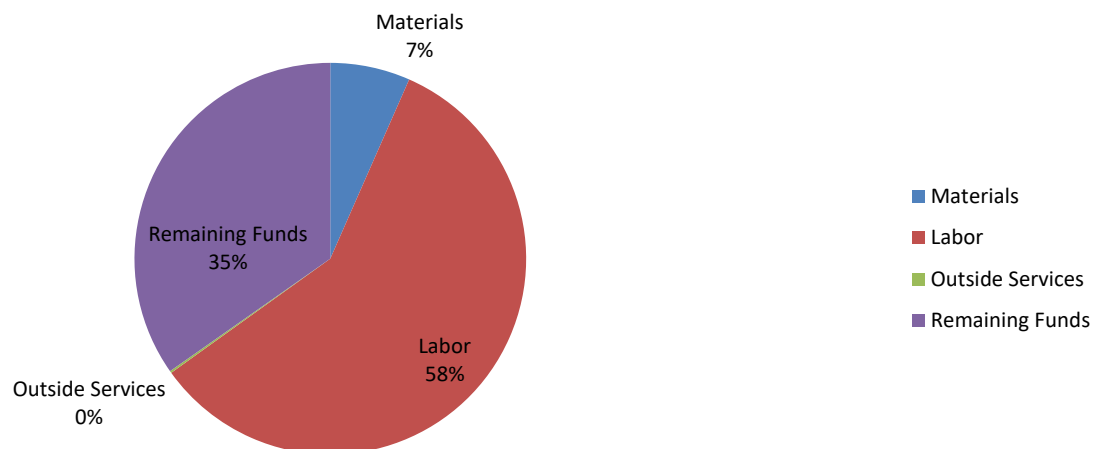
United Laguna Woods Mutual
 2020 Paint Program
 Through December 31, 2020

The Mutual is currently using a 10-year full cycle exterior paint program. All exterior components of each building are to be painted every 10 years. The painted components include the body (stucco/siding) as well as the following list in regards to the trim: fascia boards; beams; overhangs; doors; closed soffits; structural and ornamental metal surfaces. Decks are top coated and damaged building address signs are replaced. Lead abatement activities are also performed in conjunction with this program. Starting in 2021 this program will begin a 15-year cycle per the Board's approval.

Paint	2020 Expected	Completed YTD
Buildings (Dry Rot)	114	45
Carport Structures	71	27
Laundry Buildings	14	7

Expenses	Amount YTD
Materials	\$ 123,816
Labor	\$ 1,097,325
Outside Services	\$ 3,148
Remaining Funds	\$ 651,772
Total Budget	\$ 1,876,061

Amount YTD - Expenses vs. Remaing Funds



ROOF REPLACEMENTS

This program is dedicated to replacing and maintaining Mutual roofs. Built-up roofs are inspected 15 years after installation. Roofs determined to have reached the end of their serviceable life are scheduled to be replaced with a new PVC cool roof system. The 2020 budget for Roof Replacements totals \$792,752 for work on 7 structures.

	Bldgs Planned		Bldgs Complete		Retention Due		Annual Budget		Actual To Date	
	Sq. Ft Planned	-	Sq. Ft. Complete	-	Replacement Cost	Plywood & Other Costs	Total Costs			
Comp Shingle	0	\$	0	\$	-	-	\$	-	\$	-
Capistrano Tile	0	\$	0	\$	-	-	\$	-	\$	-
BUR-PVC Cool Roof	7	\$	0	\$	-	-	\$	792,752	\$	819,050
Totals	7	\$	7	\$	-	-	\$	792,752	\$	819,050
Comp Shingle	-	\$	-	\$	-	-	\$	-	\$	-
Capistrano Tile	-	\$	-	\$	-	-	\$	-	\$	-
BUR-PVC Cool Roof	70,091	\$	70,451	\$	493,441	325,610	\$	325,610	\$	819,050
Totals	70,091	\$	70,451	\$	493,441	325,610	\$	325,610	\$	819,050

(1) APPLIANCE & FIXTURE REPLACEMENTS

ITEM	Annual Budgeted Units	YTD Actuals Complete	Pending Requests
APPLIANCES:			
Refrigerators	317	79	18
Ranges (Cooktops)	134	69	17
Hoods	132	18	6
Dishwashers	291	83	19
Washers - Laundries	45	23	20
Dryers - Laundries	54	-	1
Ovens	172	50	9
FIXTURES:			
Water Heaters - Manors	632	307	108
Water Heaters - Laundries	7	2	-
Garbage Disposals	410	282	4
Sinks	163	71	3
Basins	247	62	1
Toilets	36	87	2
Faucets	1126	252	9

(2) COUNTERTOP & FLOOR REPLACEMENTS

ITEM	Annual Budgeted Units	YTD Actuals Complete	Pending Requests
COUNTERTOPS:			
Kitchen-Replaced by Mutual	192	92	4
Kitchen-Reimbursed by Mutual*	66	23	-
Bath-Replaced by Mutual	293	93	6
Bath-Reimbursed by Mutual*	100	18	-
FLOORS:			
Kitchen-Replaced by Mutual	77	20	5
Kitchen-Reimbursed by Mutual*	36	17	-
Bath-Replaced by Mutual	120	27	10
Bath-Reimbursed by Mutual*	39	10	-

United Solar Powerplant Generation

2017 Production		Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Total
United Mutual Project								12,912	11,266	8,066	6,655	3,790	5,055	47,744
23								12,437	10,889	7,971	6,679	3,793	5,054	46,823
24								16,209	14,200	10,276	8,626	4,593	5,771	59,675
50								14,359	12,308	8,822	7,333	3,984	5,258	52,064
52								14,957	12,701	9,181	7,669	4,330	6,301	55,139
88								15,993	13,819	10,035	8,359	4,643	6,467	59,316
90								14,611	12,319	8,959	7,428	4,256	6,123	53,696
91								17,149	14,486	10,562	8,670	4,799	6,771	62,437
92								118,627	101,988	73,872	61,419	34,188	46,800	436,894
Total Production of kWh =														

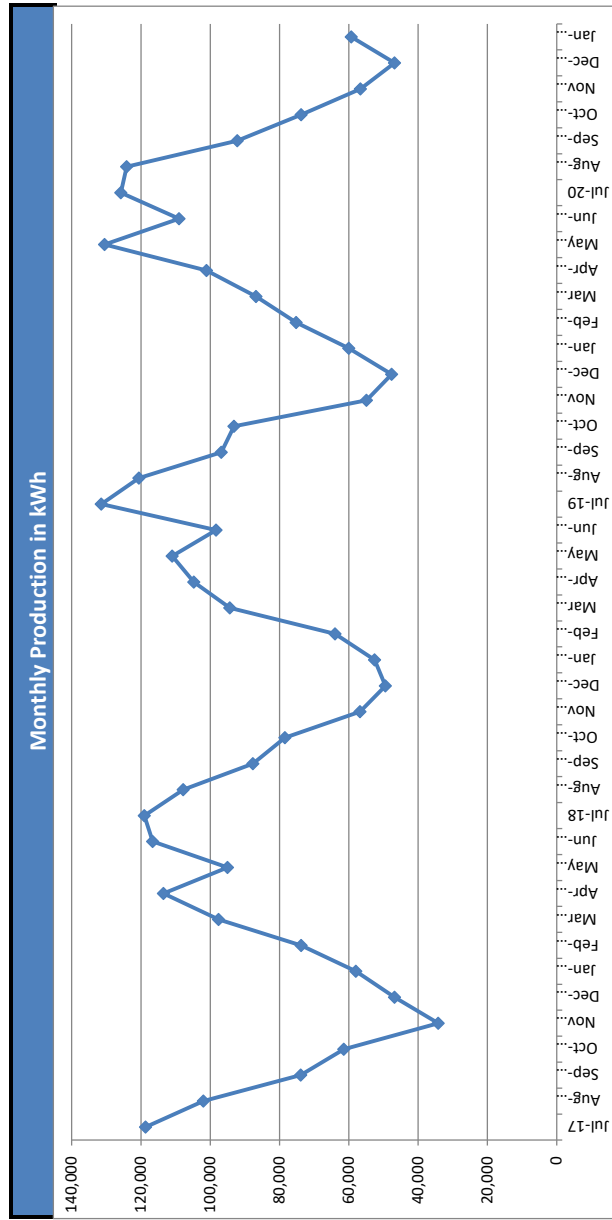
2018 Production		Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total
United Mutual Project		6,133	7,970	10,824	12,639	10,582	13,338	12,808	11,466	9,306	8,418	6,101	5,229	114,814
23		6,097	7,957	10,509	12,139	10,650	13,769	13,130	11,695	9,831	8,591	6,143	5,165	115,676
24		7,561	9,808	13,595	15,689	13,076	16,443	16,540	14,795	12,026	11,245	7,445	6,091	144,314
50		6,835	8,847	11,669	13,633	11,379	14,238	14,280	12,785	10,398	9,544	6,586	5,708	125,902
52		8,007	10,247	12,945	14,728	12,065	16,594	16,019	14,617	11,883	10,379	7,601	6,702	141,787
88		7,996	9,699	12,869	15,056	12,157	9,338	15,033	13,787	11,200	10,344	7,797	7,010	132,286
90		7,231	9,173	11,752	13,726	11,960	15,700	14,822	13,548	10,951	9,414	7,136	6,432	131,845
91		8,125	10,027	13,430	15,890	13,127	17,190	16,369	15,066	12,066	10,510	7,924	7,091	146,815
92														
Total Production of kWh =		57,985	73,728	97,593	113,500	94,996	116,610	119,001	107,759	87,661	78,445	56,733	49,428	1,053,439

2019 Production														
United Mutual Project														
	23	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Total
		5,623	6,887	10,504	11,168	12,475	11,298	14,903	13,541	10,756	10,360	6,140	5,283	118,938
	24	5,596	6,536	9,547	10,379	11,250	10,493	13,895	13,742	11,011	10,443	6,071	5,111	114,074
	50	6,795	8,740	13,088	14,470	15,113	13,896	18,227	16,117	13,260	12,918	7,920	6,483	147,027
	52	6,105	7,385	10,651	12,542	13,358	12,034	15,679	13,782	11,355	10,730	6,597	5,444	125,662
	88	6,935	8,640	13,034	14,131	14,905	13,249	17,640	16,103	12,918	12,667	7,454	6,426	144,102
	90	7,288	8,702	12,811	14,008	14,661	13,148	17,488	16,059	12,776	12,388	7,347	6,462	143,138
	91	6,841	8,159	11,981	13,263	13,967	10,641	15,718	14,853	11,738	11,214	6,394	5,958	130,727
	92	7,402	8,931	12,736	14,773	15,223	13,566	17,865	16,370	12,979	12,415	6,997	6,450	145,707
Total Production of kWh =		52,585	63,980	94,352	104,734	110,952	98,325	131,415	120,567	96,793	93,135	54,920	47,617	1,069,375

2020 Production													
United Mutual Project													
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Total
23	6,737	8,474	9,766	11,333	14,425	12,271	14,593	14,063	10,474	8,447	6,167	5,193	121,943
24	6,478	8,368	9,862	11,487	14,755	12,683	14,966	14,210	10,628	8,497	6,151	5,078	123,163
50	8,205	10,486	11,948	13,977	17,887	15,131	14,721	16,761	12,682	9,995	8,300	6,626	146,719
52	6,832	8,631	10,114	11,149	15,238	12,888	15,431	14,887	10,906	8,482	6,917	5,550	127,025
88	8,070	10,150	11,582	13,453	17,084	13,164	15,635	15,927	11,784	9,560	7,186	5,914	139,509
90	8,143	10,012	11,224	13,289	17,075	14,303	16,978	16,433	12,220	9,877	7,481	6,274	143,309
91	7,517	9,209	10,587	12,496	16,157	13,630	15,906	15,074	11,206	9,053	6,865	5,795	133,495
92	8,041	9,849	11,695	13,892	17,844	14,905	17,546	16,754	12,251	9,819	7,562	6,388	146,546
Total Production of kWh =													
	60,023	75,179	86,778	101,076	130,465	108,975	125,776	124,109	92,151	73,730	56,629	46,818	1,081,709

2021 Production		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total
United Mutual Project		6,755												6,755
23		6,474												6,474
24		8,263												8,263
50		6,748												6,748
52		7,821												7,821
88		8,092												8,092
90		7,215												7,215
91		7,897												7,897
92														
Total Production of kWh =		59,265												59,265

Lifetime Production in kWh	3,700,682
2020 Repair Costs	\$0
Recent Panel Cleanings	
4/27/2019, 9/20/2019, 7/16/2020	





STAFF REPORT

DATE: February 24, 2021
FOR: Maintenance and Construction Committee
SUBJECT: Additional Staffing Request for Manor Alterations

RECOMMENDATION

Authorize the following full-time permanent positions be added to the Manor Alterations (MA) Division:

1. Intake (front counter) staff – Two (2) Operations Specialists
2. Telephone & Email response staff – Two (2) Operations Specialists
3. Resales – One (1) Resales Inspector, and One (1) Operations Specialist
4. Float Inspector (1)

BACKGROUND

The recommended positions will add seven (7) staff members to the Manor Alterations Division. A financial analysis (Attachment 1) is provided which describes the fiscal impact of the added staff, and the proposed adjustment of increased fees and fines to the Fee Schedule in order to offset a portion of the cost. An Organization Chart (Attachment 2) is included to graphically depict the added positions within the division. A revised fee schedule (Attachment 3), shows the modifications to the fees for certain items noted in the Financial Analysis section.

Circumstances relating to the pandemic, computer malware issues, and high demands from both resales and mutual consent (MC) permit applications have placed significant stress on the Manor Alterations division operations resulting in long wait times, delays in responding to emails and phone calls, long processing of mutual consents, and resale inspection processing. The following is a more descriptive example of the causes:

Changes Driven by COVID 19:

- The COVID-19 pandemic required a drastic change in the standard operational procedures of how applications, payments, and inquiries were managed. In an effort to continue service to members, the public counter was closed and all submittals were then made, and continue to be made, by digital submission. This caused a large dynamic shift in the interaction with the members, contractors, and realtors as follows:
 - Member phone calls increased exponentially, creating an unprecedented backlog of calls, resulting in significant delays in responding to phone messages; which in turn created additional phone calls in the queue. The Manor Alterations Division

simply does not have adequate staffing to address the new volume of calls and questions resulting from the new pandemic-operational requirements. This shift to a new digital model will have a permanent impact on the Division's operations which requires additional staffing to address the resulting service deficiency. On average, it requires three or more conversations to explain to members and contractors how to complete an application and explain how the permit process works. This is due to the complex rules and regulations which must be administered by staff on behalf of the two mutual's, which directly affect the architectural, restoration, asbestos regulations, and escrow requirements for the resale of Manors.

- Website changes are still needed. Mutual Consent permit submittals require additional processing time as multiple submissions have to be made due to the difficulties the members face when obtaining information from the website. The members are required to download floor plans, certificates of insurance, and mutual consent forms. This information may be difficult to find on the website, and presents a challenge to walk members/contractors through it step-by-step via the phone, requiring significant man-hours to handle each mutual consent permit in a timely manner.

Changes Driven by Malware:

- **Website and Application Procedural Revisions:**

- A prior report requested revisions to the website content and simplification of the location of links for ease of member access to information. These revisions have been delayed due to the malware problem.
- Application documents, check lists, asbestos hand-out material, insurance certificate changes, and mutual consent modifications were marked up to better assist in the completion of applications. Many electronic versions of these files were lost due to the malware attack, prompting staff to re-create many forms and documents.
- Standard details need further revisions. The United Mutual ACSC agreed to review cost estimates to revise the standard details to facilitate faster review time and expedient counter permit issuance. This revision has also been delayed due to the malware attack.
- Classification of the permit process was suggested and well received by VMS and the ACSC committees.
 - This new process of classifying the applications into three (3) classes is tied to the standard drawing revision concept. The MC's would be placed into three distinct classifications of either I, II, or III.
 - Their classification is dependent on the complexity of the scope of work. The restructuring of the Division's "intake" group would allow Classification I permits to be issued over the counter without the burden to inspectors' further review, thereby streamlining the process.

- **Asbestos Containing Materials or “ACM” Management Burden:**

- Asbestos is known to exist in many buildings in the Village and due to the nature and extent of the requested alterations, has become a prominent part of the mutual consent approval process, especially when demolition is involved. ACM is commonly found in the Village in materials such as stucco, drywall tape, drywall joint compound, floor tile, and mastic. The presence of this highly regulated material requires MA to manage the receipt of separate demolition documents to prove the completion of demolition work in accordance with SCAQMD, Cal OSHA, and local City guidelines. This procedure is in place to protect the mutual, members, contractors and VMS employees. This requires additional work and submission from the members of:
 - Issuance of a separate demolition permit
 - Initial ACM testing
 - Air Clearance Testing at work completion
 - Regulated removal and manifest processing
- The completion of an additional demolition permit adds more time and confusion to the member/contractor. The distinction between the two MC permits and scope of work causes frustration among applicants.
- Management of ACM testing and disposal requirements has caused an additional burden to the mutual consent process and staff manpower allocation.

DISCUSSION

The challenges faced by staff as noted in the above conditions have caused increased telephone and mutual consent wait times even with the revisions to mutual consent classifications. The asbestos regulations are governed by SCAQMD and Cal OSHA. VMS staff does not add or subtract from these stringent requirements. Staff simply ensures they be met to protect the mutual, staff, and residents. The future website revisions will not dramatically reduce the wait times associated with meeting asbestos requirements. Additional staffing and restructuring of the Manor Alterations Division is required to improve service in this area overall.

The long wait times are not the result of a single event, but have taken place over an extended period of time. Clearly there is not just one modification, but changes on many levels, that are needed to decrease wait times in areas of telephone inquiry, mutual consent review, and process communications. The addition of staff, reclassification of certain MC permits (for over the counter issuance), and website revisions will all contribute to diminish the current service deficiencies, and once achieved, will allow a smooth, efficient application process, which results in a better service experience for the members.

The following is a breakdown of the staffing changes and recommendations:

- **Intake Personnel:**

- Promoted Geovany Cortez to a Sr. Operations Specialist (completed).
- Request four (4) additional staff members for “Intake” processing and to supplement handling telephone and email responses.

- Request one (1) Float Inspector, (works between both mutual's)
- **Resales Personnel:**
 - Add one (1) new Resales Inspector, and one (1) Operations Specialist.
- **Variance Inspector:**
 - Allow this previously approved and budgeted position to be filled.

A complete organizational chart for the Manor Alterations Division has been assembled and provided with this report. The suggested new positions are not considered to be a "short-term" solution but will be needed for a permanent "long-term" solution to meeting the demand for member services.

- **Inclusion of Resale Inspections:**
 - Resale inspections and real estate agents' demands have further burdened the division with expedited requests for closings as unauthorized work continues to occur. Realtors and escrow companies demands have grown exponentially. A Virtual meeting with local realtors was held last month in an effort to exchange information to improve communication and provide mutual consent permits in a timely manner.

MA suggested that realtors request a Resale Inspection as soon as possible to give staff more time to complete the report and allow the owner to make required corrections so there is no delay in processing a final inspection release document for escrow. The outcome of this request is not yet known. Adding the new resales inspector and operations specialist positions is a critical component to faster inspection and processing of documents to escrow.

- **Classification of Mutual Consents**

CLASSIFICATION I – Elementary: This level involves a type of alteration permit issuance that can be made over the counter (OTC) with a request to Manor Alterations. Staff will provide a minor database program search for any extenuating circumstances. Permits in this classification will only require a final inspection for close-out with no city permit required. A completed application for the mutual consent; certification of liability insurance (COLI); and permit fee are all that is required. The following are MC permits allowed in this classification:

1. Solar tubes, Carport cabinets, existing A/C replacements, existing relocated water heater replacements, minor flooring alterations.
2. Wall hangers and gates.

Standard Plans Needed: Revisions to existing standard details would be of assistance for permit issuance. Many of these current standard details are not legible and the information contained therein should be changed due to erroneous or incomplete information. Revise standard details are needed to update readability, and ease of constructability.

CLASSIFICATION II – Medium Complexity: This level involves a type of alteration permit issuance that would be accepted OTC and will require an Alterations Inspector for plan review and approval. Some mutual consents will also require a demolition permit. A city permit is likely required if any minor structural and mechanical modifications (plumbing, electrical, mechanical) are needed. Permits in this classification will only require a final inspection for close-out and the members submittal of the signed-off city permit. No variance requests are accepted under Classification II. The following are MC permits grouped in this classification:

1. Kitchen renovation, bathroom renovation, HVAC unit modifications, partition wall modifications.
2. Patio covers, window replacements, ceiling lighting, mechanical alterations of electrical, HVAC ducting, plumbing (waste and/or water line revisions).
3. Doorway extensions.

CLASSIFICATION III: This level involves a type of alteration permit issuance that must be reviewed in depth by an Alterations Inspector. Applications in this classification will require a demolition permit; asbestos monitoring, reporting, and clearances; improvement permit; city permit; and a final inspection for close-out. There may be a need for a variance approval and land covenant processing. The following are permits grouped in this classification:

1. Atrium enclosure, breakfast room addition.
2. Modifications to exclusive use common area.
3. Structural modification of any nature.
4. Solar roof panels.
5. Garage encroachment build-out.

The above revisions are intended to yield the following results:

Classification I Processing Time: 6 Working Days

Solar tubes, A/C or Heater replacement (like for like only).

Classification II Processing Time 14 Working Days

Bathroom splits, Garage door replacements, Kitchen and Bathroom Remodels.

Classification III Processing Time: 21 Working Days (not including Mutual Consent processing)

Variances of any kind (suspended for 6 months), full manor renovations, balcony modifications, existing common area modifications, and new common area modifications.

- **Moratorium on New Variance Applications**

The current work load necessitates a reduction variance request processing in an attempt to get past the backlog of previously received requests, and to allow education and training of new staff. A typical variance for a patio enclosure, or structural modification

requires, on average, 17 hours to produce. The process involves site visits, extensive document review, comments and communications with design professionals, Committee & Board level reporting, and project tracking. The Board will decide in March if a six - month moratorium on accepting any new variance requests will be approved.

FINANCIAL ANALYSIS

The seven requested positions are unbudgeted for the 2021 fiscal year. Revenue from the proposed fee increases will partially offset the operating costs.

Prepared By: Robbi Doncost, Manor Alterations Manager

Reviewed By: Gavin Fogg, Manor Alterations Supervisor
Ernesto Munoz, P.E., Maintenance & Construction Director
Jeff Parker, CEO

ATTACHMENT(S)

Attachment 1 – Financial Analysis
Attachment 2 – Organizational Chart
Attachment 3 – Revised Fee Schedule

Attachment 1 – Financial Analysis

925 ADDED STAFF FINANCIAL ANALYSIS					
DIVISION 925		January 15, 2020			
See Organizational Chart for listing of new positions and new staff added.					
STAFF ADDITIONS		Economical Impact			
<u>Counter Staff Added</u>		<u>Rate/Hr.</u>	<u>Yearly Pay</u>		
0	promotion-Sr. Op Specialist	2.2	\$ 4,576	1) Previously Appv'd position	
1	1 Counter Operational Specialist	19	\$ 39,520		
2	2 Counter Operational Specialist	19	\$ 39,520		
<u>Phone Staff Added</u>					
3	3 Phone Operational Specialist	19	\$ 39,520		
4	4 Phone Operational Specialist	19	\$ 39,520		
<u>Resales Staff Added</u>					
5	5 Inspector Float	28.85	\$ 60,000		
6	6 Operational Specialist	19	\$ 39,520		
<u>Inspectors Staff Added</u>					
7	7 Float Inspector (3rd & United)	28.85	\$ 60,000		
			Total Salary Increase Per Org Chart	\$ (322,176)	
<u>Economical Resource Alternatives</u>					
<u>Mutual Consents</u>		<u>Current Fees</u>	<u>MC Proposed Fee Increase</u>		
MC Permit Fees Collected 2020		\$ 110,500	\$ 120,000.00	2) MC Permit Fees Calculated See Exhibit "A"	
<u>Resale Inspection & Report Fees</u>		<u>Current Fees</u>	<u>Proposed Fee Increase</u>		
Third Resale Inspections		\$ 37,375	\$ 45,000.00	3) Resale Inspection & Report Fees Calculated See	
United Resale Inspections		\$ 48,750	\$ 45,000.00	Exhibit "A" for Fees	
		\$ 86,125	\$ 90,000		
		<u>Proposed Fee Increase</u>			
		<u>Current Fees</u>			
<u>Variances</u>		24	24	4) Resale Inspection & Report Fees See Exhibit "A"	
		<u>VARs/YEAR</u>	<u>VARs Actual</u>	<u>Additional Fee Generated</u>	
Variance Fee \$150/VAR.		\$ 3,600	\$ 7,944	\$ 4,344	5) 24 Variances per year average.
<u>Added Fines</u>					
MA Issued IN110 Stop Notice		Fine of \$500 X 17 events	\$ 8,500	6) 1.42 per month	
MA Issued N of Correction 9378		Fine of \$250 X 43 events	\$ 10,740	7) 3.58 per month	
			Added Proceeds for Various Cost Revisions	\$ 323,584	
			Total Financial Impact	\$ 1,408 per year	
NOTES:		Added Income			
1) This rate is noted as the increase from prior position to new position rate increase as previously approved.					
2) MC Permit Fees see Exhibit "A" for Current & Proposed Fees					
3) Resale Fees see Exhibit "A" for Current & Proposed Fees					
4) Resale Inspection & Report Fees See Exhibit "A"					
5) Increase of Variance fee proposed to cover acutual cost to owner					
6) MA Stop Notice Fee- Many are issued for illegal work or ACM P-5 Cleanup					
7) Correction Notice Issuance for work not conforming to Standards and Policy					
The current variance fee of \$150 doesn't come close to covering the site visits, staff reporting, and preparation					

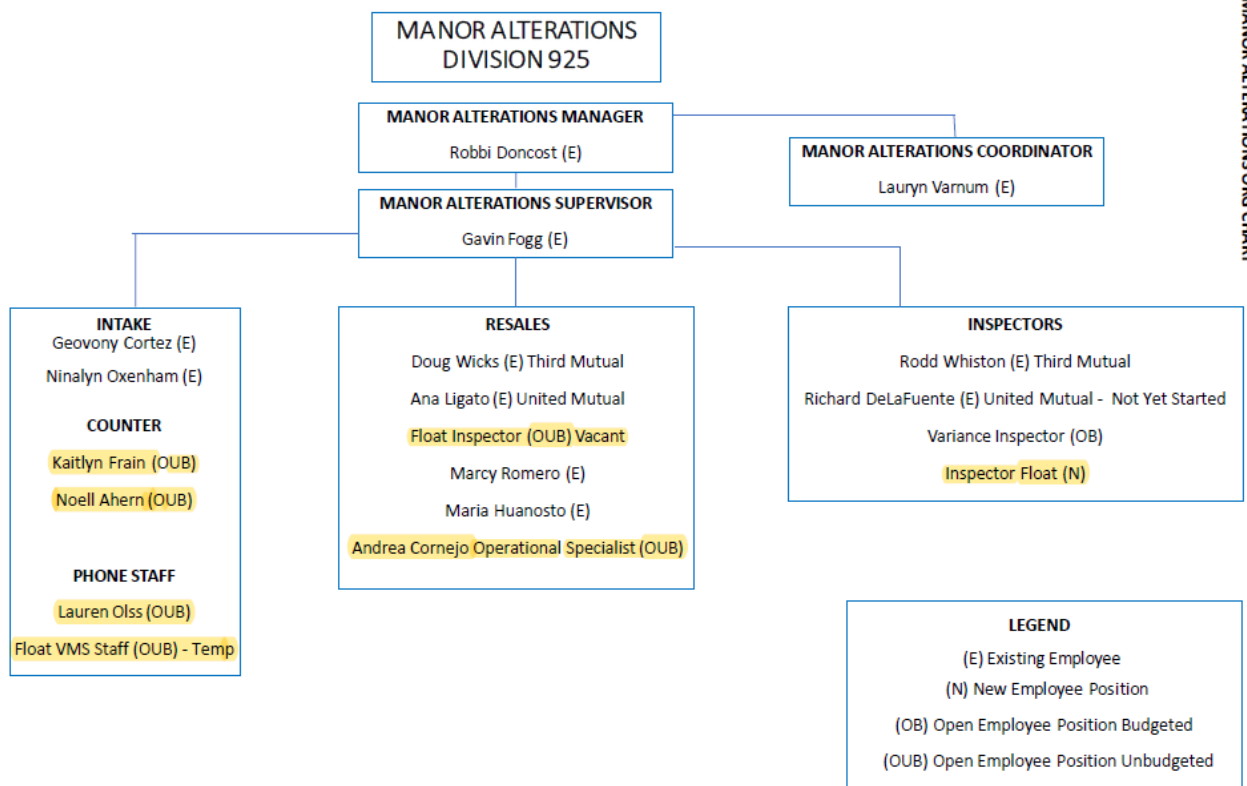
Attachment 1 – Financial Analysis (continued)

EXHIBIT "A"				
MUTUAL CONSENT CURRENT FEES				
Mutual Consent Current fee based on Average of records searched in 2020				
MCs processed '2020	325	records for the AV yr.		
MC Fee Av 2020	\$ 340	for PA01 & PA02 Mutual Consent		
MC FEES COLLECTED 2020	\$ 110,500			
MUTUAL CONSENT PROPOSED FEE INCREASE				
United \$100 Fee Increase X 600 AV MC's/yr	\$ 60,000	Fee Increase only		
Third \$100 Fee Increase X 600 AV MC's/yr.	\$ 60,000	Fee Increase only		
MC PROPOSED FEE INCREASE	\$ 120,000	Proposed Fee Increase		
RESALE INSPECTION & REPORT FEES CURRENT & PROPOSED				
	Current Fees 2020			
Third Report Cost Current : \$115	\$ 37,375	325 resales inspections		
United Report Cost Current: \$150	\$ 48,750	325 resales inspections		
	\$ 86,125	Current Fees		
	Fee Increase			
Resale Inspections in 20211				
United \$100 Fee Increase X 450 Insp't	\$ 45,000.00	Fee Increase only		
Third \$100 Fee Increase X 450 Insp't	\$ 45,000.00	Fee Increase only		
	\$ 90,000	Proposed Fee Increase		
Projected an increase in Resale Inspections due to staff and no malware problems				
VARIANCE FEES ACTUAL				
	Per 2021 Bill Rates Schedule			
	\$ 38.94			
		Hrs.	Total	
Inspection Site Visit & Gen. Data	\$ 38.94	1.5	\$ 58.41	
Manor Research Tickets/MC's/Violations	\$ 38.94	2.5	\$ 97.35	
Operations Specialist Report	\$ 38.94	1.5	\$ 58.41	
Operations Specialist Filing & Transmittal	\$ 38.94	1.5	\$ 58.41	
Misc. Reissue & Resale Coord. O.S.	\$ 38.94	1.5	\$ 58.41	
		8.50	\$ 330.99	
		Hrs	per report	
			Actual Cost	
	Actual Fee 24 X @330.99 =			\$ 7,943.76

Attachment 1 – Financial Analysis (continued)

EXHIBIT "B"					
VARIANCE ASSEMBLY & REPORT PROCESSING FEE ALLOCATION					
	Per 2021 Bill Rates Schedule				
		\$ 38.94	Hrs.	Total	
Rev of Variance Initial Req. & Discssions	\$	38.94	0.5	\$ 19.47	
Initial Stellar & Policy Review	\$	38.94	1	\$ 38.94	
Site Visit & Doc Assembly	\$	38.94	4	\$ 155.76	
Report Assembly	\$	38.94	7	\$ 272.58	
Added Plan Coordination/MC	\$	38.94	2	\$ 77.88	
Supervisor Review & Comments	\$	38.94	1.5	\$ 58.41	
Manager Review & Edits	\$	38.94	1	\$ 38.94	
			17	\$ 661.98	
			Hrs	Per Variance	
				Actual Cost	

Attachment 2 - Organizational Chart



DATE - 1.25.21

Attachment 3 – Revised Fee Schedule

Rev. January 25, 2021 : Alteration Fee Schedule Proposed



Laguna Woods Village®

Alteration Fee Schedule

Mutual Consent for alteration(s) fee schedule

For items not listed, please call the Alterations Department at 949-597-4616

alterations@vmsinc.org

Visit www.lagunawoodsvillage.com for Mutual Standards and Standard Plans

All items require HOA Mutual Consent for manor alterations; city permit required as shown.

All construction, with a value of \$500 or greater, is subject to a refundable \$250 conformance deposit.

Unauthorized Alteration Fee	\$500
-----------------------------	-------

\$500 Alteration Processing Fee	
Alteration Type	City Permit Required
Acoustic ceiling removal	Yes
Awnings (standard, less than 54")	No
Awnings (powered)	Yes
Air conditioner, central (replacement)	Yes*
Bath tub replacement	Yes
Block walls (less than 4 feet high)	No
Block walls (more than 4 feet high)	Yes
Planter wall	No
Dishwasher	Yes
Doors revisions (exterior)	No
Electrical	Yes
Exhaust fan	Yes
Fences and gates	No
Floor coverings (exterior)	No
Flooring (vinyl)	Yes
Gutters and downspouts	Yes
Metal drop shades	No
Modesty panels (balcony)	No
Patio slab revision	No
Patio wall revision	No
Plumbing (Minor)	No
Soft water system	Yes
Soft water system (connected to water heater)	Yes
Storage cabinets (carport)	No
Shades (roll-up)	No

* Replacement A/C and Heat Pumps will not require City permit so long as the Amperage remains the same as current installed unit.

* Resale Expedition Fee is \$1200 to provide 1st Inspection, issue report, and process a single Mutual Consent over the counter for like-for-like water heater, A/C unit switch-out, or Class I Mutual Consent issuance for a 45 Calendar Day expedite.

Stop Work Fee Schedule	
Violation of Unauthorized Work	Fee
1st Violation by Contractor	\$500
2nd Violation by Contractor	\$1200**

*Each subsequent violation doubles prior Violation Fee

**Notice of Asbestos Release is \$1500 + Clean Up and Testing Fees

Variance Processing Fee	\$331
-------------------------	-------

Inspection Fees Based on Value	
Alteration Type	City Permit Required
Air conditioner (through the wall)	Yes
Bathroom addition (split)	Yes
Central heating & air (new)	Yes
Covers (atrium, balcony, patio)	Yes
Replace or New	Yes
Doors (new)	Yes
Enclosures atrium/balcony/patio	Yes
French doors (new)	Yes
Garden room/solarium	Yes
Heat pumps (through the wall)	Yes
Man doors (new)	Yes
Plumbing (new or relocation)	Yes
Room addition	Yes
Shower to shower	Yes
Skylights	Yes
Sliding glass doors (new)	Yes
Sliding glass door (retrofit)	Yes
Solatubes	Yes
Solar panels	Yes
Tub to shower	Yes
Wall revisions	Yes
Washer and dryer	Yes
Water heater (relocation)	Yes
Windows (new construction)	Yes
Windows (retrofit)	Yes

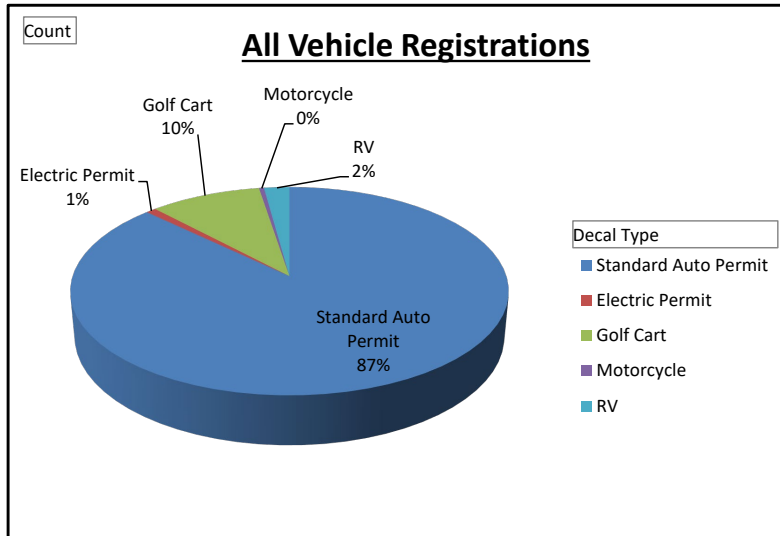
Inspection Fee Schedule			
Valuation	Current Fee	Proposed Fee	% of Increase
Less than \$750	\$50	\$70	40%
\$750 to \$2,000	\$77	\$108	40%
\$2,001 to \$4,000	\$168	\$235	40%
\$4,001 to \$6,000	\$280	\$392	40%
\$6,001 to \$8,000	\$392	\$549	40%
\$8,001 to \$10,000	\$504	\$706	40%
Above \$10,000	\$700	\$980	40%

MA Issuance of IN110 Stop Notice Fee : \$500

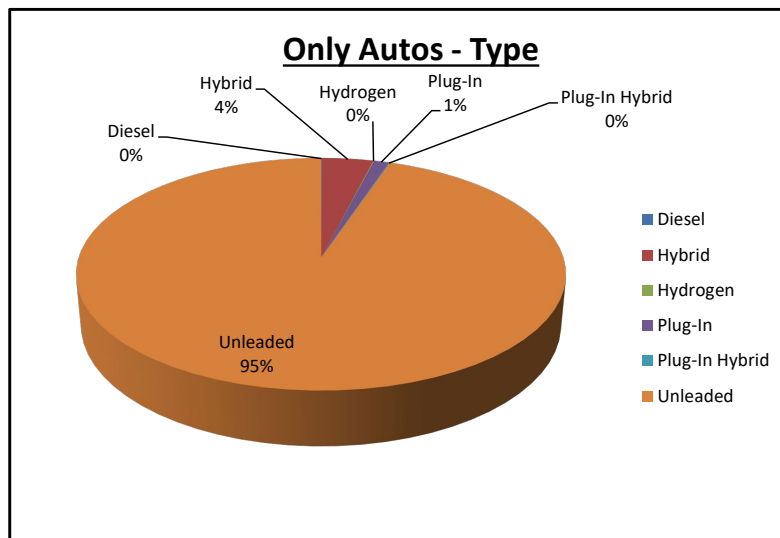
MA Issuance of Notice of Correction Fee : \$250

United Mutual
Electric Vehicle and Golf Cart Report as of 2.9.2021

All Registrations	
Decal Type	Count
Standard Auto Permit	7,726
Electric Permit	77
Golf Cart	839
Motorcycle	37
RV	191
Grand Total	8,870



Only Autos		
Fuel Type	Count	%
Diesel	5	0.06%
Hybrid	313	3.90%
Hydrogen	5	0.06%
Plug-In	91	1.13%
Plug-In Hybrid	6	0.07%
Unleaded	7611	94.77%
Grand Total	8031	



Top Electric Vehicle & Golf Cart Locations			
Cul-De-Sac	EV Permits	Golf EV Permit	Total
206	1	30	31
209	2	25	27
205	1	24	25
13	3	19	22
63	1	21	22
12	2	19	21
30	1	20	21
207		20	20
10	1	17	18
9	3	14	17
41	2	15	17
46	1	16	17
3	1	15	16
36	1	15	16
40	4	12	16
27	3	12	15
37	2	13	15
1		14	14
8	4	10	14
14	1	13	14
28		14	14
45	1	13	14
95		14	14
204	3	11	14
35	1	12	13
15	1	11	12
23	2	10	12
59	2	10	12
94		12	12
210		12	12
16		11	11
29	1	10	11
4	1	9	10
32	1	9	10
48	2	8	10
58		10	10
85		10	10
5	2	7	9
17		9	9
21	1	8	9
44		9	9
54		9	9
65		9	9
11	1	7	8
24	2	6	8
47	2	6	8
50	1	7	8
51		8	8
52		8	8
71	1	7	8
80	2	6	8
2	2	5	7
7		7	7
18		7	7
22	1	6	7
42		7	7
43	1	6	7
60		7	7



STAFF REPORT

DATE: February 24, 2021

FOR: Maintenance and Construction Committee

SUBJECT: Ramp Request at Laundry Room 74

RECOMMENDATION

Review and provide direction.

BACKGROUND

On November 4, 2020, a resident fell down the steps while leaving Laundry Room 74. A petition to replace the steps with a ramp was circulated and sent to the United Board President on December 2, 2020 (Attachment 1). The petition contained signatures from residents in three different manors who utilize this laundry room.

A general liability claim was filed with the Mutual's insurance company, which is still under review.

DISCUSSION

Staff reviewed the site and determined that a ramp could be constructed in place of the current steps. See attachment 2 for pictures of existing condition at Laundry Room 74.

1. The existing steps are all different heights. Step 1 is 7", Step 2 is 6-3/4" and Step 3 is 5-1/2". Also Step 1 has a 1/2" lip at the joint with the sidewalk.
2. The total rise from the sidewalk to the patio area slab is 19-1/4".
3. There is enough room to add a 20 to 22-foot ramp parallel to L74 building. This would create a ramp slope of 7.3% to 8.0%.
4. The steps will need to be rebuilt and reconstructed with the new ramp construction.
5. A plan for contractors to bid on will need to be prepared by a civil engineer.

If the direction from the Committee is to move forward with the design, an engineer will be hired to provide construction drawings and a cost estimate.

FINANCIAL ANALYSIS

Unknown at this time.

Prepared By: Erik Schneekluth, Project Manager
Laurie Chavarria, Executive Assistant

Reviewed By: Ernesto Munoz, P.E., Maintenance and Construction Director

ATTACHMENT(S)

Attachment 1 – Petition for Ramp Request
Attachment 2 – Pictures of Steps at Laundry Room 74

Attachment 1 – Petition for Ramp Request

December 01, 2020

To: United Mutual Board of Directors

From: [REDACTED]
[REDACTED]
Laguna Woods, CA 92637
[REDACTED]

Attention: Sue Margolis/President

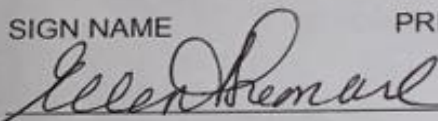
Dear Ms Margolis:

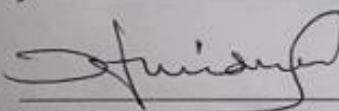
On 11/4/20 my husband, [REDACTED] fell down the stairs at laundry room 74. In addition to abrasions and open wounds, [REDACTED] suffered a muscle tear in his hamstring. His injuries required two hospital stays to date and 4 weeks of painful, intense therapy. This injury could have been avoided with safe ingress and egress to the laundry room.

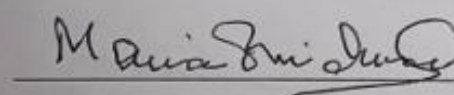
In a senior community health and safety is key and we feel that United Mutual and Village Management Services staff have been negligent in providing safe access to laundry room 74.

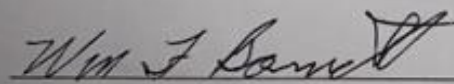
Thank you for your attention to this matter.

I sign below to endorse the construction of a ramp at laundry room 74 to allow safe access.

SIGN NAME	PRINT NAME	ADDRESS
	Ellen Leonard	422G

	Harold Midence	421-B
---	----------------	-------

	MARINT. Midence	421-B
---	-----------------	-------

	William F Basnett	422-F
---	-------------------	-------

Attachment 2 – Pictures of Steps at Laundry Room 74



Attachment 2 – Pictures of Steps at Laundry Room 74 (continued)



United Mutual Project Log (January 2021)						
#	Type	Name	Description	Status	Estimated Completion/On-going Program	Budget
1	920 Projects	Building Structures	<p>This program is dedicated to replacing and repairing building structural components that are not performing as designed.</p> <p>This program is funded to conduct an assessment for inspection and testing of exterior elevated elements, defined as the load-bearing components and associated waterproofing systems in all buildings and facilities within the community.</p>	<p>As building structural issues are reported and inspection requests are received, staff schedules an engineer to field inspect and if required, provide a recommendation for repairs. In addition, roofing repairs are performed after prior-to-paint crews replace fascia due to dry rot. As part of this budget, staff will proactively inspect buildings for drainage issues and provide repairs as needed.</p> <p>806-B Ceiling repair is in progress and scheduled to be completed in January.</p>	Annual Program - December 2021	Budget: \$134,880 Exp: \$0 Balance: \$134,880
2	920 Projects	Senate Bill 326 Load Bearing Component Inspections	<p>This program is funded to conduct an assessment for inspection and testing of exterior elevated elements, defined as the load-bearing components and associated waterproofing systems in all buildings and facilities within the community.</p>	<p>Staff is reviewing the consultant proposals and will be scheduling interviews before a final selection is made. Staff will present a contract recommendation at a future M&C Committee meeting.</p>	2021	Budget: \$50,000 Exp: \$0 Balance: \$50,000
3	920 Projects	Pushmatic Electrical Panel Replacement	<p>This program is funded to replace 2,750 Pushmatic electric panels over a 10 year period. The Pushmatic panels are unreliable and no longer supported. The Board entered into a five year contract with Coastal Current Electric Corp. to install 1,375 Pushmatic electric panels. This contract expires in May 2021; at which time a new five year contract will be required to complete the remaining 1,375 electric panels. Estimated Project Completion: Year 2026</p>	<p>The estimated number of units scheduled for 2021: 275 The number of units completed in 2020: 199 The number of units completed in 2021: 21 The number of units completed to date: 1,150 The number of units left to complete: 1,600</p> <p>Work has resumed in units where the Shareholder has authorized the contractor to enter.</p>	Annual Program - December 2021	Budget: \$425,000 Exp: \$0 Balance: \$425,000
4	904 Maint Svc	Walkway Lighting Program	<p>This program is dedicated to improving walkway lighting through additional fixture installation, or the upgrade of existing lighting. Alternatives to the existing pagoda style fixtures are evaluated as needed. Requests for additional lighting are received from residents on an ongoing basis. Those requests are vetted and additional lighting is installed if it meets the program requirements.</p>	<p>Open requests for additional lighting: 3 Approved requests for 2021: 2 Completed installations for 2021: 0</p> <p>This program has resumed and staff is reviewing requests for additional lighting.</p>	Annual Program - December 2021	Budget: \$75,391 Exp: \$0 Balance: \$75,391

5	920 Projects	Foundations Program	<p>This program is funded to replace foundations showing signs of distress or impending failure. These repairs or replacements are performed on an as-needed basis.</p>	<p>Staff performs field inspections to evaluate building foundations and schedules any needed upgrades as they are identified.</p>	Annual Program - December 2021	Budget: \$43,836 Exp: \$0 Balance: \$43,836
6	910 Bldg. Maint	Gutters - Replacement and Repair	<p>Gutter replacement is performed on original construction building rain gutters and downspout systems that are exhibiting deterioration. The Board authorized installation of new gutters using a "seamless" gutter system in conjunction with the Mutual's exterior painting of the building to address drainage issues and to prevent foundation problems.</p> <p>This program also addresses gutter repairs performed by VMS staff.</p>	<p>Funds have been budgeted for repairs by in-house staff on an as-needed basis throughout the year. There are 27 open tickets in the system for inspection and repair.</p> <p>Buildings on the exterior paint program will be selected for the installation of new seamless gutter systems by an outside vendor, based on drainage issues.</p>	Annual Program - December 2021	Budget: \$102,215 Exp: \$0 Balance: \$102,215
7	910 Bldg. Maint	Exterior Paint Program	<p>Starting in 2021, the Mutual has implemented a 15-year full cycle exterior paint program. All exterior components of each building are to be painted every 15 years. The painted components include the body (stucco/siding) as well as the following list in regards to the trim: fascia boards; beams; overhangs; doors; closed soffits; structural and ornamental metal surfaces. Decks are top coated and damaged building address signs are replaced. Lead abatement activities are also performed in conjunction with this program.</p>	<p>The buildings within cul-de-sacs 64, 65, 66 and 67 will be completed in 2021 as part of the new 15-year paint program cycle.</p> <p>Staff is finalizing work in CDS 64 which consists of 14 buildings, 10 carports, and 1 laundry room then will move on to CDS 65.</p>	Annual Program - December 2021	Budget: \$2,018,293 Exp: \$0 Balance: \$2,108,293
8	910 Bldg. Maint	Prior to Paint Program	<p>The prior to paint program prepares building surfaces for painting and includes repair and mitigation of Dry Rot, Decking and Welding repairs performed every 15 years in conjunction with the Exterior Paint Program.</p>	<p>All buildings within the following cul-de-sacs are scheduled for inspection and repair during the 2021 PTP Program: 64, 65, 66, 67, and 204.</p> <p>Staff is currently working in CDS 67 which consists of 7 buildings and 6 carports. Completion of CDS 67 is scheduled for the beginning of March.</p> <p>The buildings in cul-de-sacs 64, 65 and 66 have been completed as part of the new 15-year paint program cycle.</p>	Annual Program - December 2021	Budget: \$1,081,894 Exp: \$0 Balance: \$1,081,894

9	910 Bldg. Maint	Balcony & Breezeway Resurfacing	<p>This mid-cycle program provides for the waterproof topcoat sealing of balcony and breezeway deck surfaces every 7.5 years. This waterproofing process protects the deck substructure against future dry rot and improves the aesthetics of the deck surface. Prior to applying topcoat, crews conduct an inspection of the deck structure to locate any dry rot or potential safety hazards.</p>	<p>The schedule of buildings for resurfacing in 2021 is under review and will be updated when the locations are confirmed per the new mid-cycle program parameters.</p>	Annual Program - December 2021	Budget: \$68,179 Exp: \$0 Balance: \$68,179
10	920 Projects	Parkway Concrete Program	<p>This program is funded to repair or replace damaged concrete parkways in conjunction with the asphalt paving program. Parkways are inspected for damage and other deficiencies are repaired or replaced accordingly.</p>	<p>This program will commence in June in part of cul de sac 13, then CDS 40 and 56.</p>	Annual Program - August 2021	Budget: \$150,000 Exp: \$0 Balance: \$150,000
11	920 Projects	Asphalt Paving Program	<p>This program is dedicated to preserving the integrity of the street paving. As part of this program, the asphalt paving is inspected and rated for wear annually.</p>	<p>This program will commence in July after the Parkway Concrete work at CDS 13, 40 & 56.</p>	Annual Program - October 2021	Budget: \$290,113 Exp: \$0 Balance: \$290,113
12	920 Projects	Seal Coat Program	<p>This program is funded to extend the life of the asphalt paving by sealing asphalt cracks and applying a bituminous slurry seal to the asphalt surface preventing water intrusion and protecting the asphalt from deterioration.</p>	<p>This program will be worked on during the month of August in the following cul de sacs (CDS): 5, 8, 9, 11, 27, 38, 48, 52, 55, 61, 63, 71, 93, and 206.</p>	Annual Program - September 2021	Budget: \$43,483 Exp: \$0 Balance: \$43,483
13	920 Projects	Roofing Program	<p>This program is dedicated to replacing and maintaining Mutual roofs. Built-up roofs are inspected 15 years after installation. Roofs determined to have reached the end of their serviceable life are scheduled to be replaced with a new PVC cool roof system.</p>	<p>18 buildings totaling 89,669 SF are scheduled for roof replacement with a PVC cool roof system. This program is tentatively scheduled to commence in March and be completed by November.</p>	Annual Program - November 2021	Budget: \$831,232 Exp: \$0 Balance: \$831,232
14	920 Projects	Roofing Emergency Repair & Preventative Maintenance Programs	<p>This program is dedicated to emergency and preventive maintenance roof repairs and is budgeted as a contingency item.</p>	<p>As emergency roof leak requests are received, staff schedules the roofing contractor to investigate roof related issues. If required, the roofing contractor will perform the necessary repairs. Preventative roof maintenance is completed on roofs that were replaced 5-years and 10-years ago.</p>	Annual Program - December 2021	Budget: \$150,213 Exp: \$0 Balance: \$150,213

15	920 Projects	Shepherd's Crook Installation	As a part of the Conditional Use Permit 1135, Laguna Woods Village will remove and replace barbed wire on all perimeter walls with Shepherd's Crook. Estimated Project Completion: Year 2031	For 2021, the installation of approximately 300 linear feet is scheduled to start in June. To date a total of 3,266 linear feet out of 21,000 linear feet of Shepherd's Crook has been installed.	September 2021	Budget: \$35,000 Exp: \$0 Balance: \$35,000 Cumulative Expenditures 2012 through 2019: \$281,205
16	904 Maint Svc	Epoxy Wasteline Remediation	The Wasteline Remediation Program involves the installation of a seamless epoxy-based liner within the existing pipes to mitigate future interior leaks and root intrusion as well as to resolve and prevent future back up problems related to compromised pipes. The program addresses interior as well as exterior waste lines. The program to line waste pipes commenced in 2011 but did not include interior pipes. Starting in 2017, both, interior and exterior lines are receiving an epoxy liner. Estimated Project Completion: Year 2025.	On June 10, 2020 the M&C Committee directed staff to move forward with this project for buildings where the residents have agreed to the remediation work in their units. Total number of buildings in completed for January: 0 Buildings estimated for completion in January: 5	Annual Program - December 2021	Budget: \$2,300,000 Exp: \$0 Balance: \$2,300,000 Cumulative Expenditures 2008 through 2019: \$8,036,901
17	920 Projects	Water Lines - Copper Pipe Remediation	This program started in 2008 as a pilot program, and staff was directed to epoxy line buildings on an as-needed basis. Epoxy lining is intended to extend the life of copper pipe water lines in all buildings which experience a high frequency of copper pipe leaks.	Buildings 658, 2215, and 10 are scheduled for the 2021 epoxy lining program. Staff is coordinating with vendor to prepare a work schedule. All work is pending resident approval to enter their unit.	Annual Program - December 2021	Budget: \$200,000 Exp: \$0 Balance: \$200,000
18	910 Bldg. Maint	Pest Control for Termites	This program is dedicated to eradicating dry wood termites from inaccessible areas by tenting buildings for fumigation. The budget also includes funding for local termite treatments and hotel accommodations during tenting.	Local termite treatments and the removal of bees/wasps are performed as-needed throughout the year. The whole structure fumigation program commences in May and is typically completed in November. Currently there are 174 buildings that require whole structure fumigation. A schedule will be completed based on priority and existing budget limitations.	Annual Program - December 2021	Budget: \$200,000 Exp: \$0 Balance: \$200,000