



OPEN MEETING

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

Wednesday, April 28, 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 three options:

1. Join by Zoom by clicking this link: <https://zoom.us/j/91797258413>
2. Via email to meeting@vmsinc.org any time before the meeting is scheduled to begin or during the meeting. Please use the name of the committee in the subject line of the email. Name and unit number must be included.
3. By calling (949) 268-2020 beginning one half hour before the meeting begins and throughout the remainder of the meeting. You must provide your name and unit number.

NOTICE and AGENDA

This Meeting May Be Recorded

1. Call to Order
2. Acknowledgement of Media
3. Approval of Agenda
4. Approval of Meeting Report for February 24, 2021
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. Solar Production Report

Reports:

9. Revisions to Non-Emergency Maintenance Chargeable Services List
10. 205-A Reimbursement Request for Heater Repair

Items for Discussion and Consideration:

11. Paint Program Schedule with MS Project
12. EV Charging Station Locations for SCE Charge Ready 2 Program (Chris Naylor)
13. Project Log Review & Project Log Improvements
14. Rain Leak Response by Roofers (Guy West)

Items for Future Agendas:

- Clogged Gutter/Downspout Solutions
- Develop a responsibility matrix for residential unit components
- Drainage Improvements to prevent foundation issues

Concluding Business:

15. Committee Member Comments
16. Date of Next Meeting – June 23, 2021
17. Adjournment



OPEN MEETING

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

**Wednesday, February 24, 2021 - 9:30 a.m.
Virtual On-line Meeting**

MEMBERS PRESENT: Carl Randazzo – Chair, Brian Gilmore, Diane Casey, Reza Bastani, Brian Gilmore

MEMBERS ABSENT: None

ADVISORS PRESENT: Ken Deppe

OTHERS PRESENT: Manuel Armendariz

STAFF PRESENT: Ernesto Munoz – Staff Officer, Laurie Chavarria, Robbi Doncost, Chris Naylor, Chris Laugenour

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. Approval of the Meeting Report – December 18, 2020

The meeting report was approved as written.

5. Chairman's Remarks

Chair Randazzo welcomed everyone to the M&C Committee meeting and remarked on the agenda items to be discussed during today's meeting as well as the schedule for the upcoming vaccinations.

Chair Randazzo closed his remarks by reminding everyone second vaccination shots will

be given out this week. 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.

6. Member Comments - (Items Not on Agenda)

- There were no member comments.

7. Department Head Update

Staff Officer Ernesto Munoz introduced the Manor Alterations Manager and the Senior Management Analyst who will be addressing items on today's agenda. Mr. Munoz updated the Committee on the files and software that were lost due to the Malware attack but are slowly being recreated and repurchased; the maintenance programs that are subject to postponement through May but that will move forward without delay starting in June; and stated that the new Damage Restoration Manager will start this week.

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.

8. Maintenance Expenditures and Variance Explanations

9. Program's Report

10. Solar Production Report

11. Copper Pipe Supply Line Leak Report

Reports:

12. Additional Staffing Request for Manor Alterations

Chair Randazzo questioned why this agenda item was added to the M&C Committee agenda. Staff Officer Ernesto Munoz responded and introduced Manor Alterations Manager Robbi Doncost.

Chair Randazzo stated that this agenda item should be tabled. He asked for a motion to table this agenda item until the Architectural Control and Standards Committee had a chance to review the report first.

Director Bastani made a motion to table this agenda item until it was reviewed and endorsed by the Architectural Control and Standards Committee. No objections were received. This item has been tabled until further notice.

Items for Discussion and Consideration:

13. Electric Vehicle Report

Staff Officer Ernesto Munoz provided an update on the SCE Charge Ready 2 program that provides rebates for new installations of electric vehicle charging stations. The Senior Management Analyst summarized the electric vehicle and golf cart report which shows the percentage of electric vehicles in United Mutual and the cul-de-sac they are located in.

Discussion ensued regarding the reimbursement allowed by SCE's new program; level II chargers; voltage for fast level III chargers; the cost per charging port; maintenance costs; and other associated costs with the charge ready 2 program; possible locations for the EV charging stations; and the operations and maintenance costs that will apply after installation.

By consensus, staff was directed to email a map of the laundry rooms that may qualify for the program for the Committee to review in person and determine the best locations for EV charging stations.

14. Ramp Request at Laundry Room 74

Staff Officer Ernesto Munoz summarized the report and answered questions from the Committee.

Discussion ensued regarding cost for engineering; ADA specifications; height of the stairs leading to the laundry room; use of a contractor for this work as a design build project; and an expenditure cap to control the project cost.

By consensus, staff was directed to move forward with the ramp installation using a single contract to provide design and construction services as long as the total cost does not exceed \$10,000.

If the bids received for this work exceed \$10,000 staff will bring this back to the Committee for further direction.

15. Project Log & Possible Improvements

Chair Randazzo asked for a recap of the virtual meeting that was held in January to discuss project log improvements. Staff Officer Ernesto Munoz summarized the information already provided regarding each program or project in the log and asked for any additional information that the Committee would like to see included.

16. Update on Paint Program Schedule with MS Project (oral discussion)

Staff Officer Ernesto Munoz discussed the paint program schedule and that staff is working on the anticipated 2021 schedule using the MS Project software, as directed.

Discussion ensued regarding schedules for the other 14 years of the paint program cycle.

Staff will present the 2021 schedule when it is ready.

17. Review of Laundry Room Maintenance Protocol and PM Program (oral discussion)

Staff Officer Ernesto Munoz and Maintenance Services Manager Ian Barnette summarized the appliance removal protocol and the preventive maintenance program that services all 175 laundry rooms. The General Services Director, Chris Laugenor provided information on the cleaning protocols and the cleaning schedule for the laundry room and the machines themselves.

Discussion ensued regarding the repairs found during the PM checkup; the majority of repeat service calls not related to repairs; the reduction of machines in low use areas; how unbalanced machines could be related to unlevel equipment; residents who hand wash laundry and only use dryers; how estimates are projected with no counters on the dryers; the janitorial cleaning schedule for COVID; repairs that should be reported by janitorial staff when found and the use of propane dryers instead of electric dryers.

Staff was asked to analyze the dryer usage in laundry room 226 to determine if another dryer is warranted.

Items for Future Agendas:

- Revisions to Non-Emergency Maintenance Chargeable Services
- Paint Program Schedule with MS Project
- Solutions for Clogged Gutters/Downspouts
- ~~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:

18. Committee Member Comments

There were no Committee Member Comments

19. Date of Next Meeting: April 28, 2021

20. Recess: The meeting was recessed at 11:21 a.m.

Carl Randazzo

Carl Randazzo, Chair

United Solar Production Report

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 =														

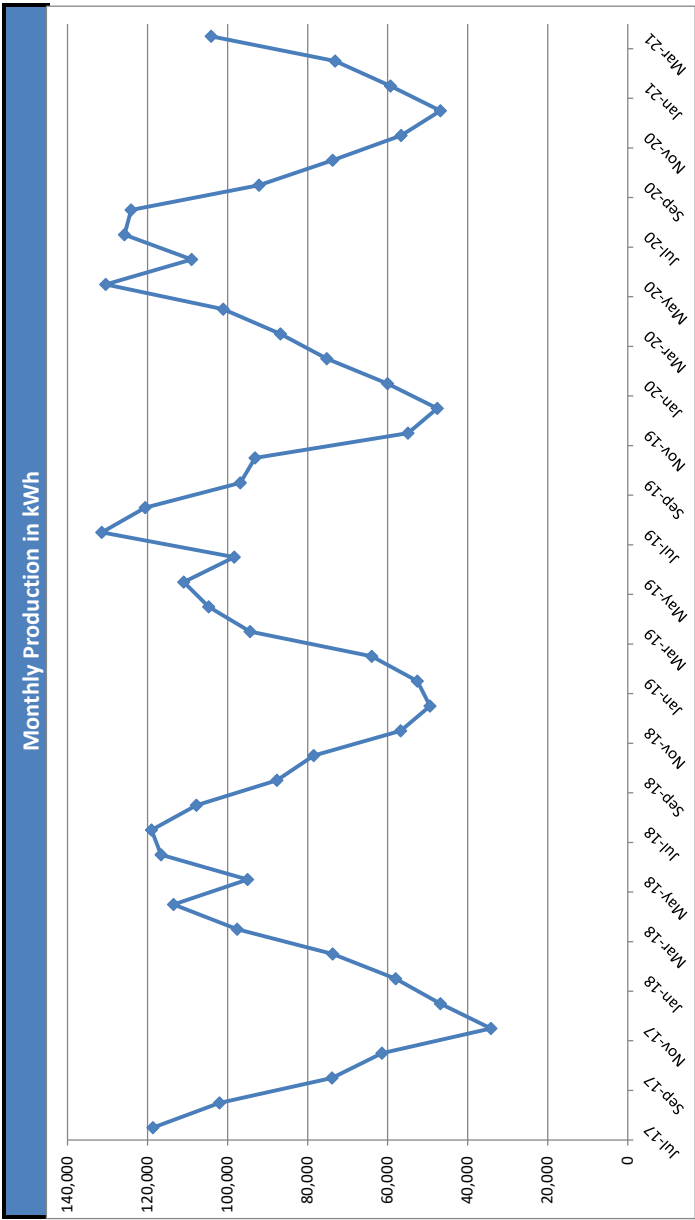
2018 Production		Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Total
United Mutual Project		6,133	7,970	10,824	12,639	10,582	13,338	12,808	11,466	9,306	8,418	6,101	5,229	114,814
23		6,097	7,957	10,509	12,139	10,650	13,769	13,130	11,695	9,831	8,591	6,143	5,165	115,676
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													
	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
23	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	8,202	11,768										26,725
23		6,474	8,151	11,797										26,422
50		8,263	10,246	14,475										32,984
52		6,748	8,411	12,135										27,294
88		7,821	9,645	13,742										31,208
90		8,092	9,861	13,838										31,791
91		7,215	8,836	12,417										28,468
92		7,897	9,770	13,945										31,612
Total Production of kWh =		59,265	73,122	104,117										236,504

Lifetime Production in kWh	3,877,921
2020 Repair Costs	\$0
Recent Panel Cleanings	
4/27/2019, 9/20/2019, 7/16/2020	





STAFF REPORT

DATE: April 28, 2021
FOR: Maintenance and Construction Committee
SUBJECT: Revised Non-Emergency Maintenance Chargeable Services List & Resolution

RECOMMENDATION

Review and approve the revised list of non-emergency maintenance chargeable services and the updated Resolution 01-21-XX (Attachments 1 and 2).

BACKGROUND

The Mutual performs repair services as provided under the General Conditions of the Occupancy Agreement. However, since 2004, the Mutual has provided non-emergency maintenance chargeable services as an added benefit to the Shareholders.

On March 10, 2020 the Board adopted Resolution 01-20-22 which, for the first time, allowed maintenance to be performed on certain alterations.

In January 2021, staff discovered that some non-emergency chargeable services were provided to members that weren't on the approved list. In order to provide an all-encompassing list of services, additional non-emergency maintenance chargeable services have been added for appliances, electrical, carpentry, plumbing and painting, as referenced on the attached list.

DISCUSSION

The Mutual has historically planned for various levels of work as non-emergency maintenance chargeable services. These chargeable service repairs are typically items of work for which the Mutual is not responsible; such repairs have been included in the annual budgeted service levels as a courtesy to members. Chargeable services are provided at no cost to the Mutual.

Labor is prorated to the tenth of an hour and applied at the current billing rate for the relevant department; materials are passed through at cost; and a flat rate \$10.00 service charge is applied.

The addition of other non-emergency chargeable services may alter the staffing level required to accommodate the increase in requested work. Careful consideration must be given to staffing levels if the number of non-emergency maintenance chargeable services is increased, so these hours, and potentially new positions, may be reflected in subsequent budget proposals.

The estimated number of staff hours to complete the additional chargeable services is unknown at this time, and will depend on direction provided by the Board relative to new services.

FINANCIAL ANALYSIS

None.

Prepared By: Laurie Chavarria, Executive Assistant

Reviewed By: Ernesto Munoz, Maintenance & Construction Director

ATTACHMENT(S)

Attachment 1 – Proposed Non-Emergency Maintenance Chargeable Services
Attachment 2 – Revised Resolution 01-21-XX

Attachment 1 – Proposed Non-Emergency Maintenance Chargeable Services



Non-Emergency Maintenance Chargeable Services

The Board of Directors of the United Laguna Woods Mutual passed **Resolution 01-21-XX** on **June 8, 2021**, to approve the following updated schedule of non-emergency maintenance chargeable services. This program has been implemented for the convenience of the Shareholders of United Mutual.

Trade	Description of Service	*Limitations	*Cost
Appliance	Install Alteration Dishwasher (Plug-in Only, No Modifications)	Resident Supplied	\$195.00
	Install Alteration Stove Top (Hard Wired, No Modifications)	Resident Supplied	\$160.00
	Install Alteration Oven (Hard Wired, No Modifications)	Resident Supplied	\$230.00
	Install Alteration Wall Mounted Microwave (No Modifications)	Resident Supplied	\$160.00
	Install or Replace Ice Maker Tubing for Refrigerator	Resident Supplied	\$75.00
	Replace or Clean Alteration Range Hood Filter	Resident Supplied	\$55.00
	Remove/Replace Alteration Appliances Moved for Repairs	N/A	\$150.00
	Replace Alteration Stove Top Burner Pans	Resident Supplied	\$30-45.00
	Repair Upgraded or Alteration GE Appliances - excludes non-GE brands (ex. pump in dishwasher, fan motor for fridge, door gaskets, etc.)	Mutual Supplied	Varies
Electrical	Replace Alteration Ceiling Light (like for like)	Resident Supplied	\$170.00
	Replace Alteration Ceiling Fan (like for like)	Resident Supplied	\$235.00
	Replace Alteration Switch (Dimmer okay, No Relocation)	Resident Supplied	\$80.00
	Replace Alteration Outlets (GFCI okay, No Relocation)	Resident Supplied	\$80.00
	Replace Alteration Light Sockets/Ballasts	Resident Supplied	\$160.00
	Replace Light bulbs (Fixtures and/or Appliances)	Mutual Supplied	\$30-80.00
Carpentry	Replace Alteration Entry Door Dead Bolt Lock (excludes keyless systems)	Resident Supplied	\$55.00
	Install or Replace Entry Door Peep Holes, Mail Slots and Entry Door Screens (applicable to alteration doors only)	Resident Supplied	\$69.00
	Replace Broken or Cracked Alteration Windows (like for like replacement, excludes any windows requiring high reach equipment such as aerial lifts)	Resident Supplied	\$1,200.00
	Repair Small Interior Drywall Holes (does not include painting)	Mutual Supplied	\$70.00
	Install New or Replace Existing Alteration Towel Bars or Grab Bars (installed in drywall only, not in fiberglass or tile)	Resident Supplied	\$40.00
	Replace or Install Alteration Door Stops/Bumpers	Resident Supplied	\$69.00
	Size Interior Doors for New Alteration Flooring	Mutual Supplied	\$69.00
	Repair Alteration Sliding Glass Doors/Screens	Resident Supplied	\$69.00
	Repair Alteration Sliding Windows/Screens	Resident Supplied	\$69.00
	Repair/Replace Alteration Entry Screen Doors	Resident Supplied	\$69.00
	Repair Alteration Sliding Closet/Wardrobe Door	Resident Supplied	\$69.00
	Repair/Replace Alteration Chopping Board/Bread Board	Resident Supplied	\$69.00
	Repair/Replace Alteration Baseboards and Mouldings	Resident Supplied	\$69.00
	Repair/Replace Alteration Drawer Guides	Resident Supplied	\$69.00
	Install Alteration Entry Door w/ Lock (Requires an approved Mutual Consent)	Resident Supplied	\$450.00
	Repair Alteration Carport Condensation Panels	Resident Supplied	\$96.00
	Removal Alteration Carport Condensation Panels (includes painting)	Resident Supplied	\$458.00
	Replace Interior Doors	Resident Supplied	\$150.00

**Attachment 1 – Proposed Non-Emergency Maintenance Chargeable Services
(continued)**

Plumbing	Repair Alteration Garbage Disposal	Resident Supplied	\$55.00
	Replace an Alteration Garbage Disposal	Resident Supplied	\$90.00
	Repair/Replace Alteration Shower Head	Resident Supplied	\$90.00
	Repair/Replace Valve for Ice Maker Line (as long as there is no active leak)	Resident Supplied	\$90.00
	Repair/Replace Alteration Faucet (cartridge style)	Resident Supplied	\$90.00
	Repair/Replace Alteration Sink/Basin Spray Heads, Drain Traps, Basin Stoppers, Pull-Rods, Hoses, Supply Lines (as long as there is no active leak)	Resident Supplied	\$80-160.00
	Repair/Replace Alteration Kitchen Sink & Bathroom Basin (like for like)	Resident Supplied	\$160.00
	Repair/Replace Alteration Fitting/Flange/Valves (as long as there is no active leak)	Resident Supplied	\$90.00
	Repair/Replace Alteration Toilets (as long as there is no active leak)	Resident Supplied	\$90.00
	Repair/Replace Toilet Seat	Resident Supplied	\$70.00
	Replace Alteration Shower Mixing Valve	Resident Supplied	\$90.00
	Replace Alteration Water Heater (as long as there is no active leak)	Resident Supplied	\$230.00
	Water Shut-off/on – Resident Request for Alteration Repair/Replace	N/A	\$25-35.00
	Camera Sewer Line for Alteration Permit	N/A	\$45-65.00
Painting	Interior Touch-up Painting (partial wall)	Resident Supplied	\$80.00
	Interior Touch-up Painting (full wall)	Resident Supplied	\$130.00
	Exterior Entry Door (full paint – off program. Requires Board approved variance.)	Resident Supplied	\$120-250.00
*LIMITATIONS	Estimated cost includes a \$10 service charge, labor and materials (as noted above). Most parts are to be provided by the Resident.		
	All Mutual supplied parts will be standard brand only.		
	All Mutual supplied parts will be limited to parts in stock.		
	All Mutual provided parts and labor carry a 30-day warranty, unless specified otherwise.		
	Resident Supplied = Resident to supply the replacement or repair parts at the time of service.		
	Failure to be present at the time of service will result in a \$50.00 Missed Maintenance Appointment Fee.		
	Where applicable, a \$25 permit fee for the City of Laguna woods will be charged.		

Attachment 2 – Revised Resolution 01-21-XX

**Resolution 01-21-XX,
Non-Emergency Maintenance Chargeable Services**

WHEREAS, the Board established a “Chargeable Maintenance Services Policy” by way of Resolution 01-04-28; and

WHEREAS, the Board amended the policy on June 12, 2007 to remove single fixture stoppages as a chargeable service; and

WHEREAS, the Board amended the policy further by way of Resolution 01-17-104 to establish a charge of \$50.00 for a Missed Maintenance Appointment to be charged to resides who are a no-show during their scheduled appointment time frame or do not cancel/reschedule 24 hours prior to their scheduled appointment; and

WHEREAS, the Board added additional services by way of Resolution 01-20-22 to include non-emergency maintenance chargeable services to authorized member alterations; and

WHEREAS, in order to provide a complete list of non-emergency maintenance chargeable services, the list has been revised again to account for services that have been provided to members for many years, that weren’t previously on the chargeable services list; and

WHEREAS, additional non-emergency maintenance chargeable services have been included for appliances, electrical, carpentry, plumbing and painting, as referenced on the attached, approved list.

NOW THEREFORE BE IT RESOLVED, June 8, 2021, that the Board of Directors hereby approves the attached new policy and list of non-emergency maintenance chargeable services; and

RESOLVED FURTHER, that the service charge for all Maintenance chargeable services shall remain \$10; and

RESOLVED FURTHER, the \$25 permit processing fee for work that requires a City of Laguna Woods building permit if VMS pulls the permit shall remain in effect; and

RESOLVED FURTHER, the \$50 service charge for when the Mutual Member (or representative) is not home for a scheduled appointment and fails to cancel in advance shall remain in effect; and

RESOLVED FURTHER, that Resolution 01-20-22 adopted on April 10, 2020 is hereby superseded and cancelled; and

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



STAFF REPORT

DATE: April 28, 2021
FOR: Maintenance and Construction Committee
SUBJECT: 205-A Reimbursement for Heater Repair

RECOMMENDATION

Deny the request from Ms. Harriet Himmelstein, owner occupant of 205-A Avenida Majorca, to reimburse her for the repair cost to her alteration heating and air conditioning system also known as a Packaged Terminal Air Conditioner (PTAC) unit.

BACKGROUND

On February 3, 2021 the Mutual's contractor replaced the outdated pushmatic sub-panel with a new electrical sub-panel at unit 205-A. The City inspector visited the site, and signed off that the work was completed in compliance with current codes and standards.

On February 4, 2021 the Mutual's contractor informed staff that Ms. Himmelstein's circuit breaker for the heater unit trips and disconnects after the PTAC runs for a few minutes. Staff and the contractor met with the owner of 205-A and determined that the alteration PTAC unit has been installed with too small of a wire running from the PTAC unit to the electrical sub-panel, so it overloads and does not hold the breaker. The Mutual's contractor explained the reason that the older pushmatic breaker didn't trip and disconnect was that those breakers are obsolete and they were known to take more electrical load than they should, which makes them dangerous.

The vendor that installed the alteration PTAC unit did not use the proper wire size when it was installed and now that the new sub panel is operating as designed, the issue has become visible.

DISCUSSION

Staff explained to Ms. Himmelstein that the alteration wiring would be her responsibility according to the Mutual's alteration policy. The Mutual's contractor worked with the resident and her son to describe the issue and provide solutions.

The Mutual's contractor verbally provided a quote to replace her old PTAC unit (our records indicate it was installed in 1998, unless it upgraded it again without notifying Manor Alterations). Ms. Himmelstein said that she has a good relationship with the original installer and would contact them to correct the work.

After the work by the outside vendor was completed, Ms. Himmelstein reported other unrelated issues, i.e., breakers tripping when the thermostat and the dishwasher are operating at same time. On February 22, 2021 staff met with Ms. Himmelstein to perform another inspection on the new electrical panel and address her concerns. It was determined that the panel was fully

operational and concluded the thermostat and dishwasher were on separate circuits and could not be the cause of the breaker tripping when running both simultaneously. This is the same determination as the previous inspections performed by the Mutual's in-house electricians. Staff spent a fair amount of time with Ms. Himmelstein to explain their observations, as well as how the system is designed to work.

To summarize, staff has inspected the panel multiple times and, on all accounts, determined that the panel was installed per code and is functioning as designed.

On February 25, 2021, Director Cash Achrekar submitted the attached invoice to staff on behalf of Ms. Himmelstein and requested that the Mutual issue a reimbursement in the amount of \$450.00. This request is not in accordance with Mutual policy and has subsequently been brought forward for the Committee's review and recommendation to the Board.

FINANCIAL ANALYSIS

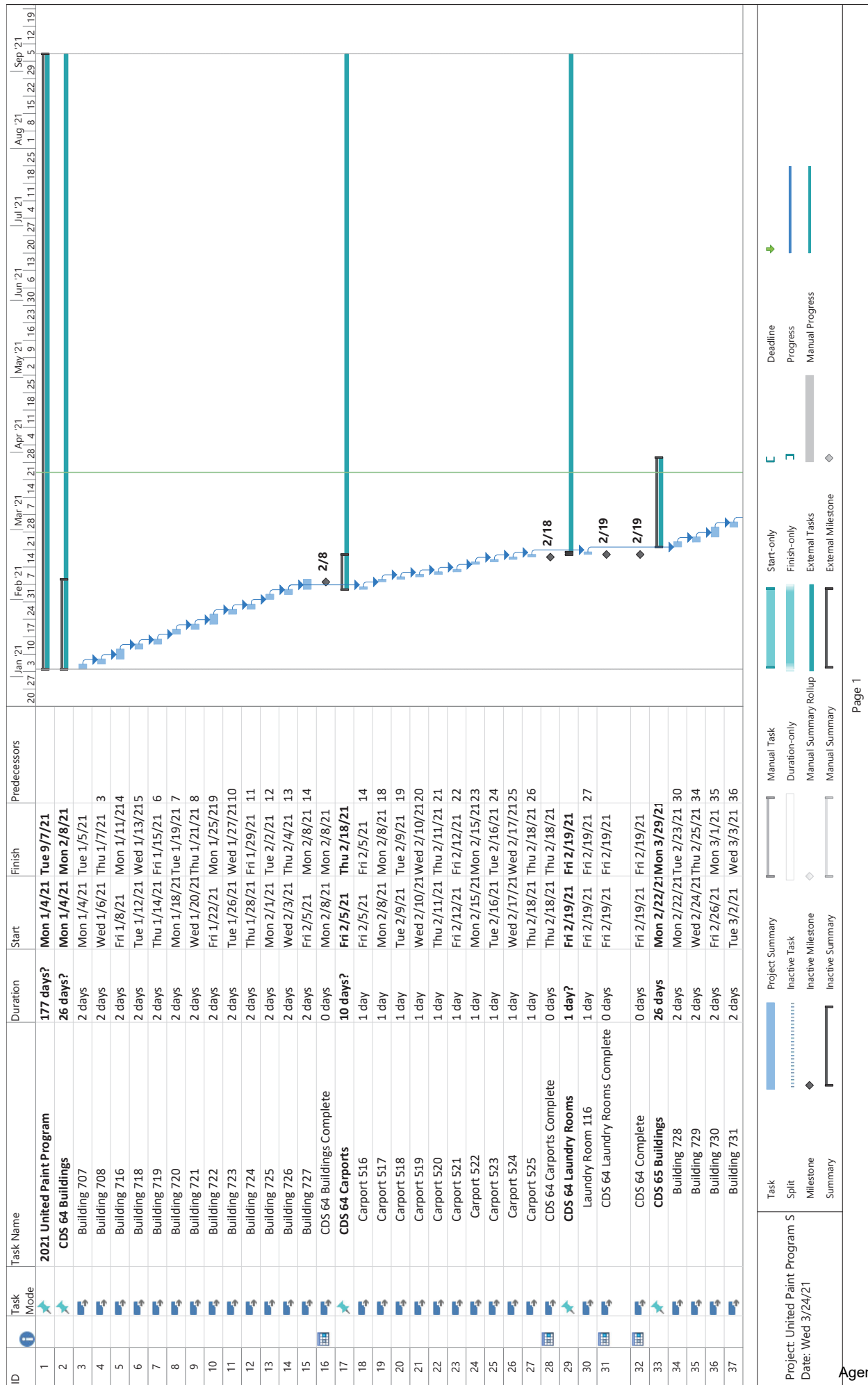
None.

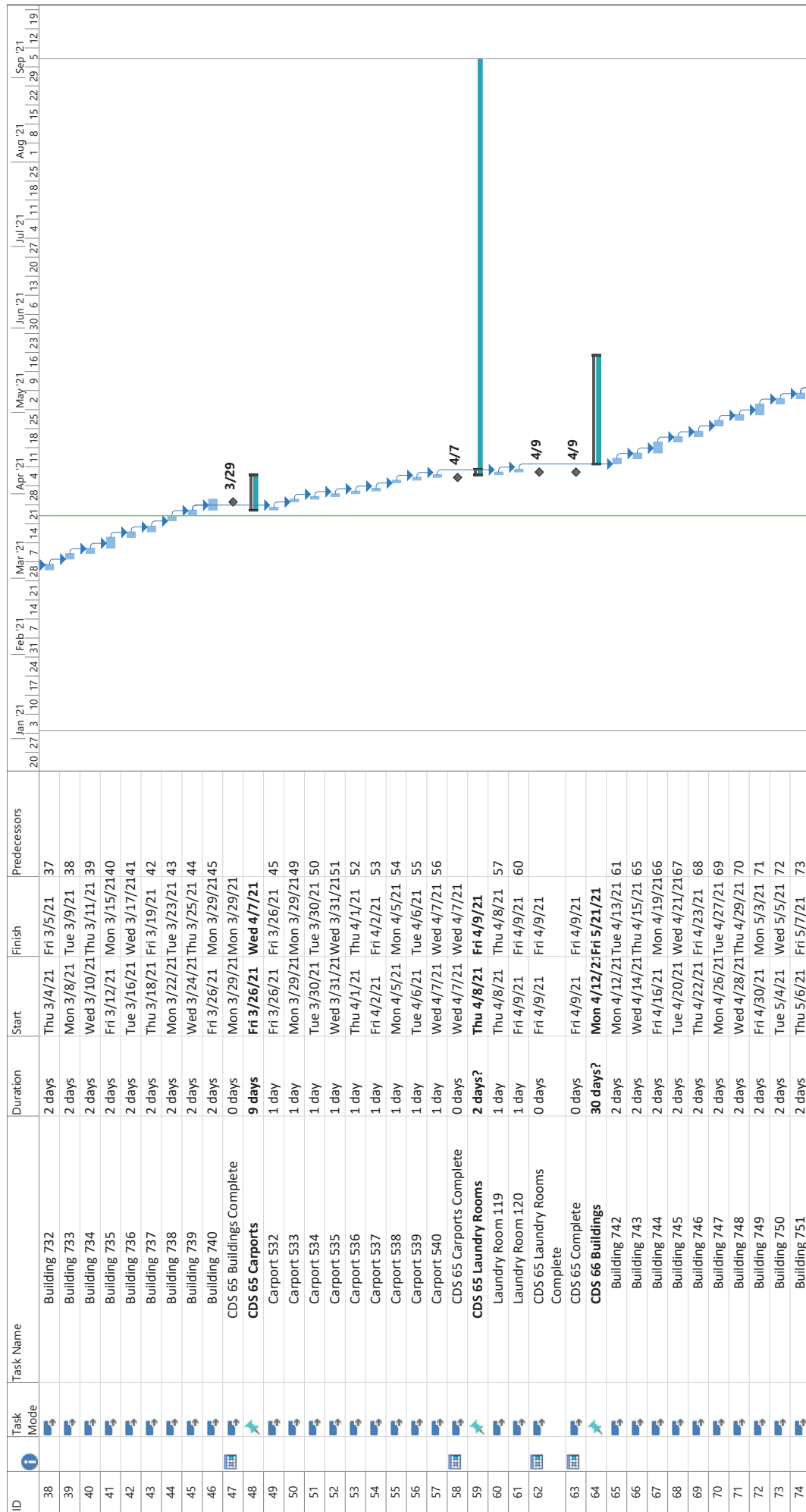
Prepared By: Laurie Chavarria, Executive Assistant

Reviewed By: Ernesto Munoz, Maintenance & Construction Director

ATTACHMENT(S)

Attachment 1 – Invoice for Alteration Heat Pump Repair at 205-A





Project: United Paint Program S
Date: Wed 3/24/21

Task

Split

Milestone

Summary

Project Summary

Inactive Task

Inactive Milestone

Inactive Summary

Manual Task

Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

External Milestone

Deadline

Progress

Manual Progress

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors
75		Building 752	2 days	Mon 5/10/21	Tue 5/11/21	74
76		Building 753	2 days	Wed 5/12/21	Thu 5/13/21	75
77		Building 754	2 days	Fri 5/14/21	Mon 5/17/21	76
78		Building 755	2 days	Tue 5/18/21	Wed 5/19/21	77
79		Building 756	2 days	Thu 5/20/21	Fri 5/21/21	78
80		CDS 66 Buildings Complete	0 days	Fri 5/21/21	Fri 5/21/21	
81		CDS 66 Carpports	7 days?	Mon 5/10/21	Tue 5/18/21	
82		Carpport 541	1 day	Mon 5/10/21	Mon 5/10/21	74
83		Carpport 542	1 day	Tue 5/11/21	Tue 5/11/21	82
84		Carpport 543	1 day	Wed 5/12/21	Wed 5/12/21	83
85		Carpport 544	1 day	Thu 5/13/21	Thu 5/13/21	84
86		Carpport 545	1 day	Fri 5/14/21	Fri 5/14/21	85
87		Carpport 546	1 day	Mon 5/17/21	Mon 5/17/21	86
88		Carpport 547	1 day	Tue 5/18/21	Tue 5/18/21	87
89		CDS 66 Carpports Complete	0 days	Tue 5/18/21	Tue 5/18/21	
90		CDS 66 Laundry Rooms	1 day?	Wed 5/19/21	Wed 5/19/21	
91		Laundry Room 121	1 day	Wed 5/19/21	Wed 5/19/21	88
92		Laundry Room 122	1 day	Thu 5/20/21	Thu 5/20/21	91
93		CDS 66 Laundry Rooms Complete	0 days	Thu 5/20/21	Thu 5/20/21	
94		CDS 66 Complete	0 days	Thu 5/20/21	Thu 5/20/21	
95		CDS 67 Buildings	14 days?	Mon 5/24/21	Thu 6/10/21	
96		Building 709	2 days	Mon 5/24/21	Tue 5/25/21	92
97		Building 710	2 days	Wed 5/26/21	Thu 5/27/21	96
98		Building 711	2 days	Fri 5/28/21	Mon 5/31/21	97
99		Building 712	2 days	Tue 6/1/21	Wed 6/2/21	98
100		Building 713	2 days	Thu 6/3/21	Fri 6/4/21	99
101		Building 714	2 days	Mon 6/7/21	Tue 6/8/21	100
102		Building 715	2 days	Wed 6/9/21	Thu 6/10/21	101
103		CDS 67 Buildings Complete	0 days	Thu 6/10/21	Thu 6/10/21	
104		CDS 67 Carpports	6 days?	Fri 6/11/21	Fri 6/18/21	
105		Carpport 526	1 day	Fri 6/11/21	Fri 6/11/21	102
106		Carpport 527	1 day	Mon 6/14/21	Mon 6/14/21	105
107		Carpport 528	1 day	Tue 6/15/21	Tue 6/15/21	106
108		Carpport 529	1 day	Wed 6/16/21	Wed 6/16/21	107
109		Carpport 530	1 day	Thu 6/17/21	Thu 6/17/21	108
110		Carpport 531	1 day	Fri 6/18/21	Fri 6/18/21	109

Project: United Paint Program S
Date: Wed 3/24/21

Task

Split

Milestone

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Project Summary

Inactive Task

Inactive Milestone

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Duration-only

Manual Summary Rollup

Manual Summary

Start-only

Finish-only

External Tasks

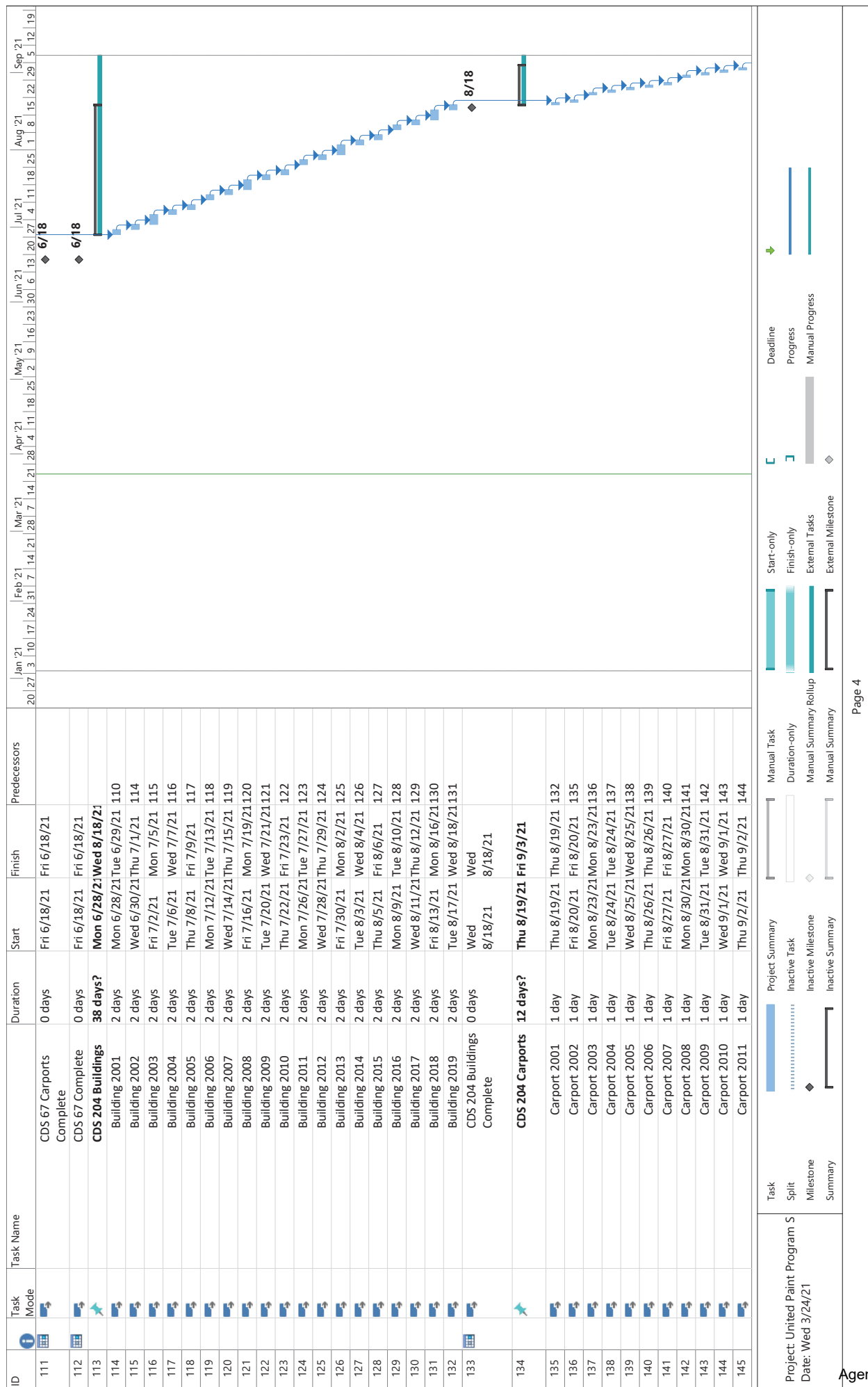
External Milestone

Deadline

Progress

Manual Progress

Page 3



United Mutual Project Log (April 2021)

#	Type	Name	Description	Status	Estimated Completion/On-going Program	Budget
1	920 Projects	Senate Bill 326 Load Bearing Component Inspections	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.	A contract recommendation will be presented at a future M&C Committee meeting.	2021	Budget: \$50,000 Exp: \$0 Balance: \$50,000
2	920 Projects	Building Structures	This program is dedicated to replacing and repairing building structural components that are not performing as designed.	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. Rain gutters will be installed at 786-A to address drainage issues and the work is scheduled to be completed in May.	Annual Program - December 2021	Budget: \$134,880 Exp: \$15,542 Balance: \$119,338
3	920 Projects	Pushmatic Electrical Panel Replacement	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	The estimated number of units scheduled for 2021: 275 The number of units completed in 2021: 66 The number of units completed in 2020: 199 The number of units completed to date: 1,195 The number of units left to complete: 1,555 Work has resumed in units where the Shareholder has authorized the contractor to enter. The current 5 year contract for the pushmatic panel installations is scheduled to expire in 2021. Staff advertised an RFP to continue this program for the next 5 years and will present a contract recommendation at a future M&C Committee meeting.	Annual Program - December 2021	Budget: \$425,000 Exp: \$91,459 Balance: \$333,542
4	904 Maint Svc	Walkway Lighting Program	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.	Open requests for additional lighting: 2 Approved requests for 2021: 4 Completed installations for 2021: 2 Staff is reviewing requests for additional lighting.	Annual Program - December 2021	Budget: \$75,391 Exp: \$4,100 Balance: \$73,889

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> <p>Building 2184 requires foundation repairs and structural repair plans have been submitted to the City. Staff is preparing an RFP for construction and the work is scheduled to begin in late April.</p>	Annual Program - December 2021	<p>Budget: \$43,836 Exp: \$0 Balance: \$43,836</p>
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 5 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	<p>Budget: \$102,215 Exp: \$52,206 Balance: \$50,009</p>
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 has moved into CDS 66 which consists of 15 buildings, 7 carports, and 3 laundry room then will move on to CDS 67.</p>	Annual Program - December 2021	<p>Budget: \$2,018,293 Exp: \$157,120 Balance: \$1,861,173</p>
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 204 which consists of 19 buildings, 12 carports and 2 laundries.</p> <p>The buildings in cul-de-sacs 64, 65, 66 and 67 have been completed as part of the new 15-year paint program cycle.</p>	Annual Program - December 2021	<p>Budget: \$1,081,894 Exp: \$81,373 Balance: \$1,000,521</p>

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.</p> <p>Prior to applying topcoat, crews conduct an inspection of the deck structure to locate any dry rot or potential safety hazards.</p>	<p>The buildings scheduled for resurfacing in 2021 are located in the following cul-de-sacs: 22, 23, 34, 36, 37, 38, 39 and 52.</p>	Annual Program - December 2021	<p>Budget: \$68,179 Exp: \$4,746 Balance: \$63,433</p>
10	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 is scheduled to commence in July after the parkway concrete work at cul de sacs 13, 40, 56 and 82.</p>	Annual Program - October 2021	<p>Budget: \$290,113 Exp: \$0 Balance: \$290,113</p>
11	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 is scheduled to commence in June and will include concrete replacement at cul de sac 13, 40 and 56. Work will also be completed in cul de sac 43 to replace a deteriorated concrete drainage swale.</p>	Annual Program - August 2021	<p>Budget: \$150,000 Exp: \$0 Balance: \$150,000</p>
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 is scheduled to begin and be completed during the month of August in the following cul de sacs: 5, 8, 9, 11, 27, 38, 48, 52, 55, 61, 63, 71, 93, and 206.</p>	Annual Program - September 2021	<p>Budget: \$43,483 Exp: \$0 Balance: \$43,483</p>
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 commenced on April 2, and is scheduled for completion in November.</p>	Annual Program - November 2021	<p>Budget: \$831,232 Exp: \$0 Balance: \$831,232</p>
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. Preventive roof maintenance was completed in March on roofs that were replaced 5 and 10 years ago.</p>	Annual Program - December 2021	<p>Budget: \$150,213 Exp: \$31,429 Balance: \$56,371</p>
15	920 Projects	Shepherd's Crook Installation	<p>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.</p> <p>Estimated Project Completion: Year 2031</p>	<p>The installation of a minimum 300 linear feet of Shepherd's Crook fencing is planned for 2021.</p> <p>An RFP was advertised in February and staff is preparing a contract recommendation report at the April 28, 2021, M&C Committee meeting.</p> <p>There is 21,000 liner feet of Barbed wire fence scheduled to be replaced with Shepherd's Crook in United Mutual. To date a total of 3,266 linear feet of Shepherd's Crook has been installed.</p>	Annual Program - December 2021	<p>Budget: \$35,000 Exp: \$0 Balance: \$35,000</p> <p>Cumulative Expenditures 2012 through 2020: \$305,805</p>

16	904 Maint Svc	Epoxy Wasteline Remediation	<p>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.</p> <p>Estimated Project Completion: Year 2035.</p>	<p>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.</p> <p>Total number of buildings completed for March: 6 Buildings estimated for completion in April: 5</p>	Annual Program - December 2021	<p>Budget: \$2,300,000 Exp: \$134,756.77 Balance: \$2,165,243.23</p> <p>Cumulative Expenditures 2008 through 2020: \$9,386,876</p>
17	920 Projects	Water Lines - Copper Pipe Remediation	<p>This program started in 2008 as a pilot program, and staff was directed to epoxy line buildings on an as- needed basis.</p> <p>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.</p>	Buildings 658, 2215, and 10 are scheduled for the 2021 epoxy lining program. Staff is coordinating with the vendor to prepare a work schedule tentatively starting in June.	Annual Program - December 2021	<p>Budget: \$200,000 Exp: \$0 Balance: \$200,000</p>
18	910 Bldg. Maint	Pest Control for Termites	<p>This program is dedicated to eradicating dry wood termites from inaccessible areas by tenting buildings for fumigation.</p> <p>The budget also includes funding for local termite treatments and hotel accommodations during tenting.</p>	<p>Local termite treatments and the removal of bees/wasps are performed as-needed throughout the year.</p> <p>The whole structure fumigation program commences in May and is typically completed in November. Currently there are 21 buildings and 1 carport on the 2021 schedule.</p>	Annual Program - December 2021	<p>Budget: \$200,000 Exp: \$18,070 Balance: \$181,930</p>

Agenda Item #13 – Oral Discussion

United Board Action Item List for M&C - Project Log Improvements

Virtual Meeting – January 15, 2021 at 11:00am

Attendees: Carl Randazzo, Sue Margolis, Jeff Parker, Siobhan Foster, Ernesto Munoz and Laurie Chavarria

1. Ensure that the Maintenance efforts that are being conducted are logged in correctly with data that can be used via a spreadsheet for future review and historical documentation for that manor. **This is done through the VMS Stellar software application.** This information should be placed in a data base that easily retrievable by Manor so that when the manor is called up, all the work associated with that manor, all the alterations to that manor and all the appliances, water heaters and other components that still are the responsibility of the Mutual, can be viewed in one location. **This is currently being done and the information is easily accessible by Resident Services and other staff, when they receive calls related to the specific manor.**
2. All projects that are set to be conducted in a certain year should be logged in a database and everything associated with that project should be available in one location. Minimum items to be tracked are as follows: Expected and actual start and stop dates; allocated budget and actual costs associated with that project along with invoices paid and ones that are to be paid; potential and actual change orders associated with the project; material and components that are to be purchased with an associated PO number and those items that have actually been purchased and delivered - and to where the delivery was made. The entry should also provide information regarding the progress of the project schedule. Just usual project management stuff in one location. **All these items are tracked across various software platforms. Project management information, i.e., project contracting, materials and components associated with the project, scheduling (start and stop dates), communication with contractors, contract change orders, progress payments, actual costs etc. resides in files and spreadsheets with the person assigned the project/program, and ultimately the information is archived in VMS' servers. Financial information, i.e., invoicing, budget information, purchase orders, PO numbers, all procurement, warehousing, expenditures, etc. is tracked with financial software applications administered by the Finance and Information Services Departments. Delivery of materials is tracked depending on how it is received. If received in the field for a specific project in progress by an outside contractor, it is tracked by the Division overseeing the project/program to ensure the contract specifications are met. If the materials are delivered to the warehouse for future use by in-house staff, they are tracked by the warehouse for inventory purposes. Delivery manifests are reviewed and edited if necessary, then sent to Purchasing. The union staff that needs the materials for installations or repairs, pulls them from the warehouse. When the repair is completed, the materials along with any labor hours are charged to the appropriate**

corporation. All associated costs are tracked and distributed accordingly. Also, lessons learned and feedback needs to be added and tracked. Lessons learned are discussed by the team implementing and closing the project/program, and documented by the individual managing/coordinating the project/program. These are also discussed as appropriate by the managers with the team for dissemination and future action. If the issue is department-wide it is discussed by the department head with the managers, and action plans are developed, and if needed, policies are created to assure uniformity.

3. A means to track the work done by a certain employee and the number of call backs that have been assigned to that employee. This is done through our software which tracks service orders and response times. All work done is documented and recorded on the software for tracking. Associated with that is the total number of call backs by manor, associated with a certain task and manor. Big brother needs to be watching to ensure that work is done as assigned with periodic inspections by the supervisors to ensure that the work has been done in a timely manner and done correctly. I do not believe that we do enough supervisor oversight. Consultants and Auditor services may be retained to perform a deep dive into the processes and procedures, including level of supervision and oversight provided to develop recommendations that can be implemented to provide "big brother" with assurances, and enhancements. This whole intervention needs to be tracked via a spreadsheet that is part of a database that is easily retrievable. There is information available at various levels, departments and software platforms, and there is not one spreadsheet that pulls information from all these sources. I suppose it is possible to create a piece of software to do this. However, consultant services and or staffing, and funding, would be required. In the absence of a "master program" that pulls information from all these sources, there is a significant level of effort required to continuously provide this information. While the information can be accessed and provided, the level of effort cannot be provided without a reduction of level of service in other areas across all corporations. Additional staffing should be considered to provide the required information on an ongoing basis without affecting service levels. Staff already provides a large amount of specific information through various means, including, but not limited to: Monthly Project Logs that tracks activity on ongoing projects/programs; regular financial reporting which tracks all financial activity through the various financial reporting information; informational items provide by the Marketing Department; TV6 informational programing on VMS activity; information and reporting provided through numerous committees on a regular basis with detailed reports. Also, Department Heads are always available to answer specific question by Board Members at any time. This will also be used to confirm that the worker and supervisor are doing the job for which they are paid - and in a timely manner.