



Village Management Services, Inc.

# VillageBREEZE

FEBRUARY 2019

A Joint Publication of the Laguna Woods Village Corporations



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# Laguna Woods Village Welcomes New CEO

The Village Management Services Board of Directors has selected Jeffrey Parker as the new CEO at Laguna Woods Village. Parker has been City Manager for the City of Tustin since 2011. Prior to that he was City Manager for the City of Claremont, and previously served in the same role for the Cities of Walnut and Patterson.

“Mr. Parker has solid and consistent experience in the wide variety of services we provide to our Residents,” said Dan Kenney, First Vice-Chair of the Village Management Services Board of Directors. “The best legacy our former CEO left is the exceptional team of senior management he assembled during his tenure. It was essential that we find a leader to complement their expertise, while providing the leadership and vision needed to

continue to expand and improve services to our Residents,” added Kenney.

Mr. Parker holds a Master of Public Administration from California State University, Long Beach, and a bachelor's from the University of California, Santa Barbara.



Jeffrey Parker, CEO,  
Village Management Services

**His first day in the Village is Monday, February 4.**



From left to right: Juanita Skillman, President, United Laguna Woods Mutual Board; Rosmarie diLorenzo, President, Third Laguna Hills Mutual Board; Jeff Parker, CEO, Village Management Services; Beth Perak, President, Golden Rain Foundation Board; and Carrie Weldon, Director, Department of Human Resource Services, Village Management Services Inc.



# How GRF Reserve Funds and Operating Budget Differ

By Joan Milliman, Secretary

At the January 2 GRF Board Meeting, Treasurer Diane Phelps presented a cogent explanation of how GRF funds and mutual funds are related to assessments. As we all know, our assessments initially are paid to Laguna Woods Village. After being received by accounting, funds are distributed to the respective mutual and GRF accounts so that each corporation is accounting for its own revenues and expenses. GRF assessment money goes into its reserves and operating accounts.

GRF is responsible for certain common areas, including administrative buildings, recreational facilities, service equipment and amenities in the Village. The GRF reserve funds have accumulated over the past 55 years and must be spent on capital items and improvements. These funds deal with equipment expenditures (e.g., service vehicles) and maintenance of and improvements to all GRF facilities, such as clubhouses, golf courses and gatehouses. The GRF operating budget addresses the day-to-day operations of the Village and is set and funded each year. Operating costs include salaries, insurance and utilities, as well as services provided by GRF through the Department of Recreation Services, the Department of Information Services, Transportation Maintenance and the Department of Security Services.

One of the comments heard in the Village is that the money GRF spends remodeling the Performing Arts Center or the pickleball courts should be spent on hiring more landscapers and painters to improve our services and remodel our manors. By law, this cannot

happen, because the two GRF funds mentioned above cannot be used interchangeably, nor can they be used to repair manors or pay landscapers to clean up around our flowerbeds. These latter costs must be borne by the housing mutuals (Third, United and Mutual 50), which have accounted for such in their respective budgets. Housing mutuals are separate entities from GRF and have their particular responsibilities for each of their own common areas.

More information regarding this topic will be shared in forthcoming board meetings. The GRF board meets the first Tuesday of each month at 9:30 a.m. in the Community Center Board Room. The meetings are broadcast live on Village Television, replayed several times and always available on the Laguna Woods Village YouTube channel.

## Two Facilities Eliminate Guest Fees

Guests are no longer required to pay fees to use Village fitness centers and swimming pools. After two summertime no-fees trials, Staff found that the number of guests who used the facilities remained constant. The fitness centers experienced usual crowding at specific times of day, guests or no, and swimming pool guards were better able to do their jobs by not being distracted by having to take money from guests.





## Judith Troutman Joins GRF Board

Judith Troutman, an eight-year resident of Laguna Woods Village, has been elected to the GRF Board to complete the term of former Director Jim Juhan. Judith has served as a Director on the Third Mutual and GRF boards for the past six years and is Secretary for the Village Disaster Preparedness Task Force. Troutman says her commitment to the community and its Residents is strong. As a GRF Director, it is important to maintain our facilities and amenities as a safe, usable and playful environment necessary for both our aging seniors and youthful newcomers, she says.



## Enhanced Community Center Security Takes Effect

Effective Monday, February 4, enhanced security takes effect at the Community Center. On the first floor, Residents visiting Manor Alterations or Resident Services must first register at the kiosk in the main lobby. Access to the Department of Recreation Services, Social Services, Disaster Preparedness and the meeting rooms on the first floor will remain open. Village Residents and visitors with business or meetings on the second floor, or Compliance and Village Television, must first check in at the Concierge Desk in the main lobby. On the third floor, access to the PC Workshop, PC Classroom, Mac Learning Center, Mac Club and Table Tennis Room remains open. For more information, contact Becky Jackson, Public Relations Specialist at [becky.jackson@vmsinc.org](mailto:becky.jackson@vmsinc.org) or [949-597-4678](tel:949-597-4678).

## Easy Rider Tests Willow Tree Center as a Fixed Stop

Transportation Services announced that effective January 14, the Willow Tree Center/ Aldi stop will become a fixed stop on all west routes on a trial basis. This additional stop, a result of Resident feedback, will be evaluated by Transportation for 60 days to determine if it will become permanent. The west route currently stops at City Hall, the Stater Bros. shopping center, the DMV, Moulton Plaza and more. Click [here](#) for a list of Easy Rider stops and [here](#) for east and west neighborhood routes. The Easy Rider fixed-route system runs Monday through Friday, 9 a.m. to 5 p.m. For more information, call Transportation Services at [949-597-4659](tel:949-597-4659).





# Take a Third Board Committee or Task Force Position Under Advisement

By Jon Pearlstone, Director

If you have a passion for seeing Third Mutual succeed in making Laguna Woods Village the best retirement community in the world, have experience and skills in areas that can help our board make the best decisions possible for our Residents and like to work with colleagues to solve problems, we want you!

Apply to become an adviser to one of Third Mutual's committees or task forces. Serving as an adviser is one of the best ways to dive into the challenges that face the Third Mutual Community, and it is a good way to test whether you would like to become a Director on the Third Board when election time rolls around.

Third Mutual is always looking for Residents to serve as committee advisers. The following task forces and committees include advisers:

- **Energy Task Force**
- **Landscape Committee**
- **Maintenance and Construction Committee**
- **Parking and Golf Cart Task Force**
- **Finance Committee**
- **Water Conservation Committee**

Board committee members and task force advisers must:

- **Attend committee** or task force meetings
- **Contribute their knowledge** and skills to the work of the committee or task force
- **Be available to participate** in special research or studies, as determined by committee or task force charter
- **Allow Third Mutual to publish your name** as an

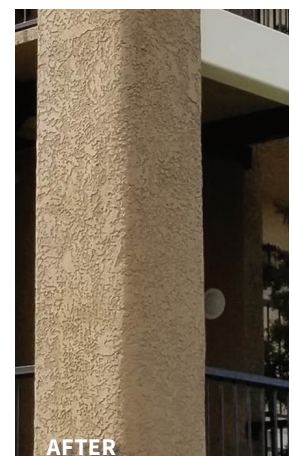
adviser to a committee or task force

- **The term is 12 months**, but the board may approve additional terms, if you wish to extend your service.

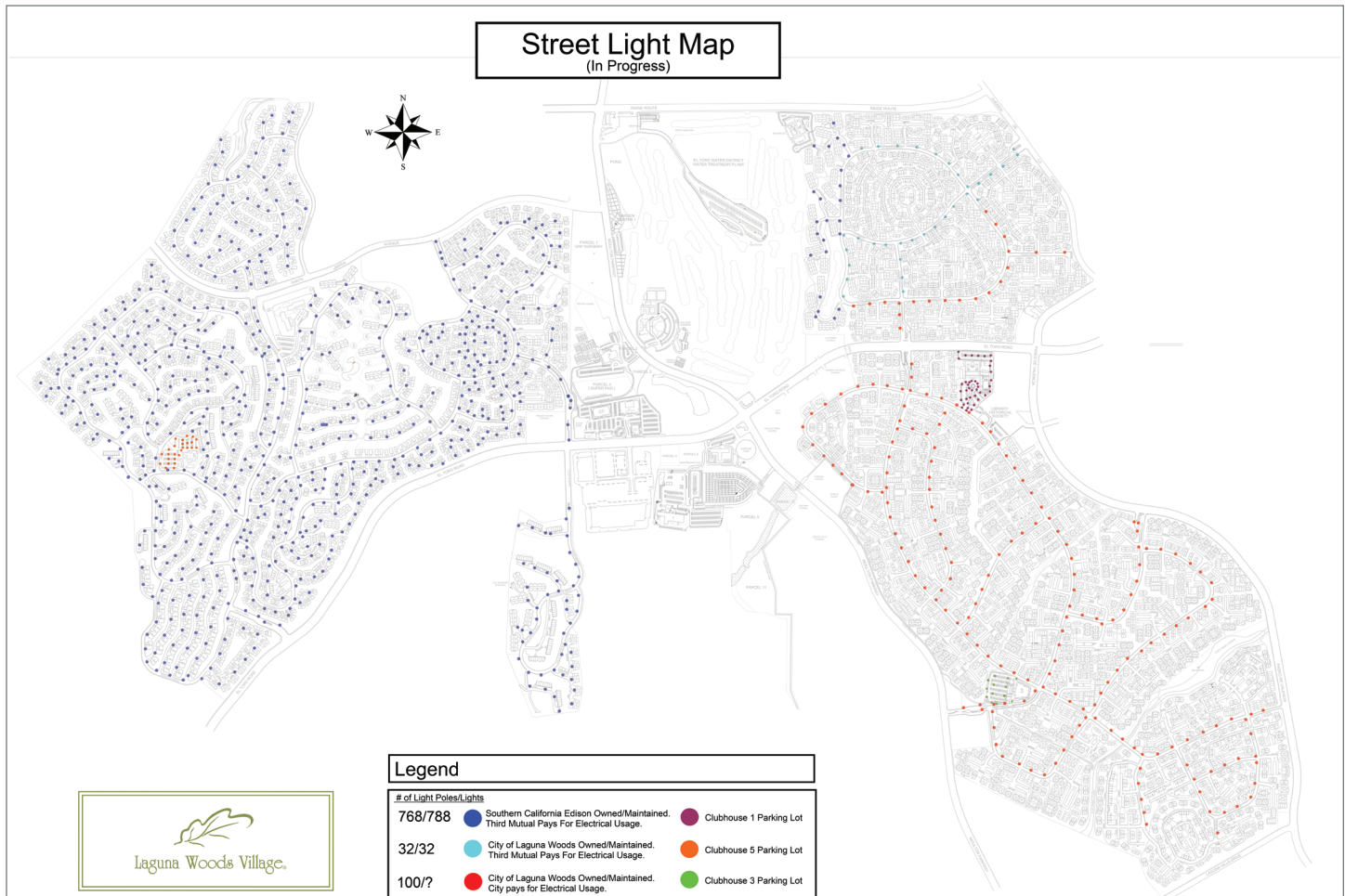
If you have passion and knowledge that you're willing to share, please contact the chairperson of the committee or task force that interests you.

## Dry-Rot Repair Program Underway

Dry-rot repairs have started on four of the 15 buildings identified as part of a 2018 investigation report provided by a Third Mutual consultant. The four buildings under construction are 2297, 2299, 2337 and 2339. Staff is assessing additional buildings for the 2019 program and will schedule repair work accordingly.



# The Future Is Bright in Third Mutual



The streetlight standards located within Third Mutual are identified by a blue dot in the attached map shown here.

Third Mutual, with the assistance of Maintenance and Construction and consultant Siemens Industry Inc., has completed the acquisition process of streetlight infrastructure from Southern California Edison (SCE) to the mutual. Staff will soon begin converting the existing, inefficient, high-power sodium fixtures to LED technology. Completion of the acquisition translates to improved customer service for Third Residents, enhanced safety and a cleaner, reduced-energy footprint. It also means greater long-term savings to the mutual—an approximate annual savings of \$103,985 per year (previously estimated at \$83,000 per year).

Effective immediately, Third is no longer liable for the infrastructure “service charge” or lease cost for the usage of the infrastructure from SCE. The mutual has contracted directly with Siemens for the next three years for maintenance and operations. Service requests (lights out, on/off issues, daytime illumination, broken/damaged fixtures, downed poles) will be completed by the company within three days of the request. Streetlight maintenance requests received by Resident Services will now be reported to Siemens through a digital portal, which will allow staff to monitor Siemens’ performance and contract compliance.



# New Caregiver Policy Set to Go Into Effect for Third Mutual

After careful consideration, Third Mutual is set to approve a revised caregiver policy to help Laguna Woods Village Residents in need of additional home care or assistance. All Residents of Third Mutual who obtain a private caregiver must complete and submit a private caregiver policy application to Resident Services. Listed below are four key amendments to the policy.

## 1 Removal of the physician certification requirement.

Residents no longer need to obtain a physician's certificate in order to have a private caregiver.

## 2 Family caregiver revision. Family members caring for a Resident family member, and who are not living in the unit more than 60 days, are exempt from the private caregiver policy requirements. A family member who remains in the unit for more than 60 days as a private caregiver must comply with the private caregiver policy and be registered with the California Department of Social Services (CDSS) Home Care Bureau.

## 3 Home Care Organization exemption. HCOs are exempt because they already have performed background checks on their employed caregivers. HCO caregivers are required to be registered with the CDSS. Caregiver agencies will be issued a business pass to the HCO to provide to their caregivers.

## 4 Managing access to the Community. Private caregivers will be issued a photo ID card that is required be worn in plain sight while in the Village. Prior to the expiration, a letter can be sent to the Resident and/or the private caregiver notifying them that their ID needs to be renewed. Private caregivers will be issued private caregiver gate passes and/or overnight parking passes if needed.

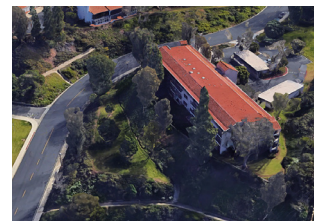
For questions regarding details of the revised private caregiver policy, please contact Resident Services at **949-597-4600**.

## Testing Safe, Viable Weed-Control Products

By Lynn Jarrett, Director

Since Third Board recently directed VMS Landscape Services to stop using Roundup, VMS Staff has been hard at work to find alternate solutions for safe and effective weed control. When looking for the just the right landscaping area to test viable alternatives for weed control, VMS Staff first placed the Gate 14 area in Third Mutual high on the list. After further analysis, Staff determined that a two-acre piece of property was more appropriate for a turf reduction application that could help save on Third's \$2.5 million annual water bill.

The selected area for testing and evaluating viable alternatives is next to Building 3486, a three-story structure in Third Mutual on Bahia Blanca West. This site is visible only from the second and third floors of Building 3486. Temporary fencing is being placed around the area, which already has limited access and no foot traffic. After this testing is completed in approximately 45 to 60 days, Staff will present the findings to the housing mutuals and to GRF along with costs for each tested alternative. The Third Board looks forward to reviewing the results of this test and determining a course of action effective in weed control and controlling landscape costs while minimizing assessment impacts.





## GARDEN VILLA NEWS

# Improvements to the Garden Villas

By Stuart Hack, President of the Garden Villa Association

### Laundry rooms

By the end of February, new industrial dryers will be installed in all of the laundry rooms, along with a stand for the dryers and the existing washers. The installation will be accomplished in three steps:

- 1 One-hour professional cleaning of each laundry room
- 2 Dryers installed in each building in one day; Residents will be notified of the installation date
- 3 Touchup painting of the laundry rooms

### Trash chutes

The trash chutes have been replaced in almost every Garden Villa building with new chute doors that close hydraulically.

### Three-story buildings monthly assessments

One of the functions of the Garden Villa Association is to provide input on the use of the additional monthly assessments paid by manor owners in three-story buildings. LH21 Residents pay extra for storage rooms, elevators and laundry rooms. Garden Villa buildings have recreation rooms, laundry rooms, mail rooms, elevators and entrance foyers. Our goal is to facilitate the most effective use of the monthly assessments as well as help focus VMS resources for the maintenance of all three-story buildings.

Third Mutual prepares annual budgets for needed expenditures, maintains accounts for the receipt of these monthly assessments and allocates appropriate amounts to reserves for future maintenance costs. This is a well-thought-out process.

Below is how some of the assessment money was used in 2018 for Garden Villa recreation rooms:

- Six kitchen renovations
- Three recreation room carpeting replacements
- Three billiard table conversions and covers
- Three recreation rooms received card table chair replacements (24 chairs in each room, 72 chairs total)
- Three kitchens repainted
- Four recreation rooms repainted
- Nine heat pumps replaced
- Thirteen water heaters replaced

To appropriately budget for equipment, flooring and ceiling replacement, etc., each element covered by the monthly assessment is assigned a “life”; the replacement cost occurs at the end of that life. Reserve funds are maintained to fund earlier replacements, if needed, and pay for unexpected repairs and maintenance.

In 2018, at the request of Third Mutual, the Garden Villas Association identified an accumulation of repairs needed that exceeded the reserves. Third Mutual offered to make the repairs and be paid from future assessments collected, which is why the assessment to Garden Villa manor owners increased slightly for 2019.

There are many Residents who dig into concerns like those described above and volunteer their time and abilities to make our lives pleasant here in Laguna Woods Village. I thank each one of them and hope you do, too.



# 5 Goals for United Mutual in 2019

By Juanita Skillman, President

## 1. Commit to team unification

Each of us commits to the following behavior as outlined in the Board of Directors Handbook, recently updated for the boards of directors for GRF, Third, United and VMS.

“Directors have a duty of loyalty to act in the best interests of the association. This means when Directors walk into the board room, they must remove their ‘homeowner hat’ and put on their ‘Director hat.’ Directors must put the interests of the association before their personal interests and the interests of their friends and neighbors, their families and any other group or entity in which they are involved or have a financial interest. In short, Directors must disclose potential conflicts of interest and comply with the Conflicts of Interest Policy adopted by their association.

“Directors should passionately and constructively debate issues in the board room. Directors should feel free to disagree and debate the pros and cons of issues prior to making tough decisions. However, once a decision is made, Directors have the responsibility to speak with one voice. That means Directors should not attempt to undermine the action of the board. If a Director does not agree with the ultimate decision of the board, the Director should say nothing about the decision. If a Director cannot keep quiet, the Director should resign from the board prior to speaking out against the board action. Directors should not contribute to unrest by breaching their duty of loyalty to the association.”

## 2. Improve all Resident communications

The United board wants to reach as many Residents as possible by their preferred mode of

communication. We will use as many touchpoints as possible to share information. The debut of the Resident portal as part of the Laguna Woods Village website will allow for two-way communication and provide a simple way for Residents to provide input.

## 3. Improve customer relations tracking

Resident Services' kiosk system provides a picture of how many Residents visit the department. Combined with phone statistics, the amount of service requests, questions asked and assistance provided is almost overwhelming. We seek an improved system to measure, analyze and track all requests.

## 4. Plan long-term for infrastructure maintenance

Deferred maintenance on some structures more than 50 years old has taken its toll on our infrastructure. We have made good progress in addressing issues that include dry rot and aging water lines; however, the goal is to plan for continued improvements and long-term maintenance.

## 5. Optimize Staff interaction

A loop of continuous meetings often means that board members and Staff have less time to serve Residents and upgrade service. Board members and Staff will seek to clearly define the best way to communicate and optimize collaboration between board members and Staff.

We all benefit if the collaborative process is better defined. There are 43 board members among the Village's four boards. Can you imagine feeling as if you report to that many people at once? At the same time, board members must be clear and specific in the information they want from the Staff.



# United Mutual Finance Report

By Gary Morrison, Treasurer

The United Finance Committee met January 29. The preliminary statement prior to audit includes for December 12, 2018:

- Total revenue year to date \$40,971,000
- Total expenses year to date \$43,134,000
- Excess expenses over revenue -\$2,163,000
- United was worse than budget by \$1,204,000

Savings were realized in the following categories:

## Employee compensation

Savings due to delayed progress of certain reserve programs, outsourcing of water heaters, delayed dry-rot and structure repairs and a mix of smaller buildings being painted, requiring fewer materials and hours.

## Materials and supplies

More cost-effective product selected for water heater replacements in the first part of the year; however, the board has decided to revert to using 10-year warranty water heaters.

## Outside services

The timing of projects, including the dry-rot repair program, began in August and the landscape revitalization project began in November, later than the budget projected.

## Interest income

In addition to savings United has higher reserve balances than anticipated, yielding more interest income.

## Total assessment revenue

\$39,477,000

## Total nonassessment revenue: \$1,494,097

- 25% fees and charges for services to Residents
- 23% interest income
- 22% miscellaneous fees
- 16% laundry income
- 14% resale and leasing fees



## Total expenses: \$43,134,370

- 32% employee compensation and related
- 25% property and sales tax
- 18% outside services
- 10% utilities and telephone
- 7% material and supplies
- 3% insurance
- 3% net allocations to mutuals
- 2% other

## Balance Sheet as of December 31, 2018

Current month end: \$78,256,096

Prior year, December 12/31/2017: \$80,101,294

Balance sheet decrease to date: \$1,845,198

## Delinquency report as of January 21, 2019

Current month count, 18: \$105,494

Prior month count, 17: \$99,553 (up \$5,941)

- 1 lien to be recorded
- 2 files submitted to legal counsel
- 5 files with collection agent
- 3 files with NCB
- 1 lender foreclosure
- 3 maintaining balance below \$1,800

## Chargeable services delinquency report as of January 21, 2019

Current month count, 20: \$106,486

Prior month count, 20: \$107,490 (up \$1,004)

[United Mutual Finance Report continued on page 11](#)

United Mutual Finance Report continued from page 10

### Monthly resale report as of December 2018

Number of resales this year to date: 345  
Number of resales last year to date: 481  
Down 136 sales, a 28.3% year-to-date decrease

Sales volume as of December 2018: \$ 95,388,540  
Sales volume as of December 2017: \$122,803,216  
Down \$27,414,676, a 22.3% year-to-date decrease  
Average resale price this year to date: \$274,454  
Average resale price last year to date: \$255,039  
Up \$19,415, a 7.6% year-to-date increase)

### Monthly leasing report

Same as previous month, 9%

Additional information will be included in the Treasurer's report at the next United Board of Director's Meeting to be held February 12, at 9:30 a.m. in the board room in the Community Center. All Residents are welcome to attend.

## United Landscape Committee Report

By Maggie Blackwell, Chair

A petition signed by 976 members was brought to the United Landscape Committee urging United to stop using the herbicide Roundup. On July 19, the Landscape Committee approved a 100-day test of alternative herbicides.

Landscape Services tested alternative herbicides in specific areas and compared the results with those of nearby Roundup-treated areas. Applications of two alternative products yielded similar results to Roundup but needed multiple applications to achieve necessary efficacy.

The downside of using these alternative products: high costs for increased labor hours and the products themselves; alternative product costs ran three to 10 times higher than Roundup and needed additives to be effective. The effect of the multiple applications on the program is still being reviewed.

At its January 8 regular open meeting, Landscape Services Staff delivered the herbicide report. The United board introduced consideration of eliminating the use of Roundup and approving an additional estimated \$400,000 from the contingency fund for weed management for 2019. United must include funding in the 2020 budget to restore the contingency

fund plus the increased cost for alternative products. If the products tested were implemented, costs to the members would need to be assessed. Assessments for 2019 are set, so there could be no increase this year (United would have to use the contingency fund).

However, in 2020, members could pay a monthly increase for the products plus a monthly increase to repay 2019 contingency funds. The high expense is possible but clearly unsatisfactory. More effective products are in development, and the top priority is to find more effective alternative herbicides.

At the meeting's end, the board put the issue on the February 2019 agenda, sent it back to the Landscape Committee for further developments and alerted Finance Committee. Roundup use continues in the form of wand spraying in limited areas, four cycles a year. See the Laguna Woods Village website for schedules.

Some members want a Roundup ban; others do not. Of 482 cities in California, about 24 have Roundup restrictions. Should we ban it now, wait or decide not to ban? What's your opinion? Drop a note at the Community Center or contact a United Director before the February meeting. We care.



# GRF Maintenance and Construction Committee

By Carl Randazzo, Director

GRF Maintenance and Construction (M&C) Committee includes two Directors each from United and Third boards and three Directors from the GRF board. One GRF Director is the committee chair. On December 13, 2018, the GRF M&C Committee met for the first time after board elections. United Directors on this committee usually are the committee chairs of United's M&C and Architectural committees. Director Carl Randazzo chairs United M&C, and Director Cash Achrekar chairs the United Architectural Standards Committee, recently appointed after the departure of previous chair Janey Dorrell. Director Randazzo attended the December 13 meeting. Director Achrekar was unable to attend, and Director Gary Morrison filled in.

Meeting discussion topics included recently completed projects as well as those close to

completion. Members viewed the work to date on the lawn bowling area, the pickleball area, the green area adjacent to Clubhouse 2 (passive park) and the potential alterations to the Video Club area at Clubhouse 2.

During the closed session the bidder list was reviewed for anticipated contracts for work on the following items:

- Replace HVAC units in Clubhouse 6
- Civil work to prepare Gates 1, 2, 3, 4, 7, 8, 9 and 14 for new gate arms
- Replacing chemical storage facilities near all the pools with new code-compliant units

The M&C Committee approved the recommended bidders to do the work, and these recommendations will be presented to the boards for final approval.

## Meet Director Sue Margolis

By Elsie Addington, Director



Sue Margolis is a new member of the United Board of Directors. When she worked as project leader for NASA on its automatic landing program for the Boeing 737, she learned the true value of top-rate quality standards.

While working for various technology companies, Director Margolis also experienced first-hand the necessity of a leader in the industry being committed to customer service, bringing in projects on time, under budget, with a high rate of return on investment.

Sixteen years ago, after her Peace Corps service in Samoa came to an end, Director Margolis found she was no longer able to tolerate the weather in Oregon and moved to Laguna Woods Village.

Director Margolis is a very active gardener and a leader in the Garden Center Club.

She spearheaded the farmers' market and a 1,050-pound donation of squash to a local food bank. She enjoys making pottery and glass art, and appreciates Chinese brush painting. She tries to go to the fitness center every day and takes advantage of Saddleback Emeritus classes.

Director Margolis believes in working in an open, friendly environment with an atmosphere of mutual respect. She supports the tenets of a quality management system, believing them vital in creating an efficient, competent management structure for Laguna Woods Village. She looks forward to applying her principles during her board tenure.

## Meet Director Anthony Liberatore

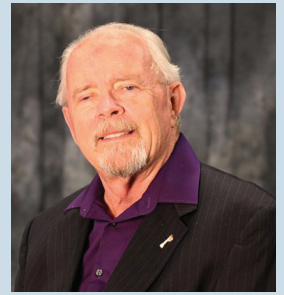
By Elsie Addington, Director

Anthony Liberatore may be the newest member of the United Mutual Board of Directors, but he is definitely not new to serving Laguna Woods Village. Director Liberatore's friendly, smiling face has been a fixture in the Community Center for many years.

Director Liberatore easily could be considered a Renaissance man. His extensive education in philosophy and theology would seem to indicate a career in contemplation and scholarly pursuits, but instead he went on to a career in ship loading and maritime hauling. Throughout his tenure with different firms, he worked closely with unions

and management to foster terminal operating systems and vessel planning solutions. Since moving to Laguna Woods Village about six years ago, Director Liberatore has turned his expertise and energies

to service to the Village. He was a Director on the United Board for two years, where he chaired the ad-hoc committees on water conservation and walkway lighting, then completed a three-year term on the VMS Board. He is president of the Robert's Rules Club. It is safe to say that with all this experience behind him, Director Liberatore will bring back to the United Board an accurate and viable interpretation of the intricacies of inter- and intra-board cooperation and effectiveness.



## Robert's Rules

By Anthony Liberatore, Director

Below are some common parliamentary law fundamentals to remember:

- 1** The organization is paramount; its interests and convenience supersede those of individuals.
- 2** All members are equal.
- 3** Only one proposition at a time before the members; only one person speaks at any time.
- 4** Full discussion before a vote; discussion may be suspended only by a two-thirds vote of voting members.
- 5** Debate propositions rather than persons.
- 6** Proposition may yield to privilege (e.g., recess, adjournment, orders of the day, matters affecting the convenience of the assembly or that of an individual).
- 7** To protect the assembly's time, a question once decided, as a general rule, may not be presented again at the same meeting in the same form under similar circumstances unless a reconsideration is ordered.
- 8** Usually the majority decides. Silence gives consent and has the same effect as assent to the will of the prevailing side.
- 9** A two-thirds vote is necessary for extraordinary questions; e.g., motions to amend a by-law or to change or repeal (without notice) a motion previously adopted, or limit a member's parliamentary rights to introduce and discuss questions and vote.
- 10** Seconding a motion signals a desire for debate, denial and/or archiving—not agreement.
- 11** Always get permission from the chair to take the floor.



# Recycling 101

By Elsie Addington, Director

In my neighborhood (and I'll bet in yours, too) the topic of recycling is raging! We all know recycling is a good idea; in fact, it is a necessary idea. Landfills are overflowing with trash, and much of what we recycle is non-biodegradable, meaning archaeologists 1,000 years from now may well puzzle over our bleach bottles.

## About Those Bins

Waste Management (WM), who kindly removes our trash and recycling, is a for-profit company. Therefore, when we mistakenly place the wrong stuff in the wrong bins, it complicates the company's procedures, requiring extra manpower and, in some cases, forcing it to toss our recycling out with the trash.

For example, recently I discovered two bags of doggie poop, a sack of kitchen garbage and a dead crow in our recycling bin. Dog feces, food waste and deceased birds definitely are not recyclable.

Unfortunately, but understandably, WM can fine our Village up to four times the cost of the pickup

for the polluted recycle dumpsters. The contents, if unsuitable, can end up in the landfills. All of us, and the earth itself, foot that bill.

## Village Recycling Takeaways

- **BLUE** bins are for **RECYCLING**
- **GREEN** bins are for **OTHER TRASH**

Recycling can sometimes be confusing. If you visit the website below, it has some excellent information; however, there is one important exception allowed in the Village. You can use plastic bags for recyclables. It is an exception that is possible because the WM facility where our trash is taken has machinery that can handle the bags without jamming.

Click [here](#) for more recycling information or call Resident Services at **949-597-4600**.

## Handyman Services Program, Chargeable Services Program

The United Laguna Woods Mutual Handyman Services Program is a convenient and potentially cost-effective way for United Mutual Residents to tackle repair issues not covered by the mutual. Enrolling in this \$200-per-year program, which offers nearly 35 handyman

services, is easy. United Mutual Residents can visit or call Resident Services, or print the [service agreement](#) at the Laguna Woods Village website and fill it out and return it with

payment. Village Management Services Staff, who have thorough knowledge of the Village and what is covered under the program, can help determine if a maintenance request is covered by the mutual or the Handyman Services Program. Enrolled Residents are entitled to three service calls per month, up to two hours per service call. Service is offered Monday through Friday, 7:30 a.m. to 4 p.m., excluding Village holidays. Click [here](#) for details of items covered and a description of services. Click [here](#) for a list of FAQs. Call Resident Services at **949-597-4600** or email [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org) to ask about the Handyman Services Program.



# THE TOWERS

*at Laguna Woods Village*

## Meet Mutual Fifty's New General Manager

On Monday, January 7, Kristen Orr became the new General Manager for The Towers at Laguna Woods Village (Laguna Woods Mutual No. Fifty). Orr, who has worked at The Towers for the past five years in roles of increasing responsibility, including as an Activities Assistant, Activities Coordinator and Assistant General Manager, says she is excited to be working in her new role and is eager to share her wealth of knowledge about The Towers.



## GOOD OF THE HOOD

### Greater CodeRED Enrollment Could Have Made a Difference

CodeRED works by transmitting brief, urgent messages to the Village community as quickly as possible via a phone call, text message or email. The system requires you to opt in by providing current contact information. To date, many Residents have sent in their CodeRED forms. However, we urge those who have not yet enrolled to complete their form and return it to the Community Center in one of several ways:



1. Drop it off in person at the Community Center concierge desk.
2. Mail it to the attention of the Communications Department, at 24351 El Toro Road, Laguna Woods, CA 92637.
3. Visit [lagunawoodsvillage.com](http://lagunawoodsvillage.com) and click on the CodeRED tab on the top of the home page. It will take you to a form that can be filled in **online** (scroll down, fill in all the fields, then click the blue Submit button).



### DwellingLive Simplifies Guest Gate Pass Registration Online

Resident Services receives a high volume of calls requesting gate passes for guests. Instead of registering by phone, consider registering your guests on the DwellingLive portal on the Village website. It's fast and easy to register guests online and print passes 24 hours a day, seven days a week using a computer, tablet or smartphone. Go to [lagunawoodsvillage.com](http://lagunawoodsvillage.com), click on the purple Guest Passes link at the upper right-hand side of the page and click on the **DwellingLive** link under Gate Clearance. Residents who have an email address on file should have received an email with login instructions. If you do not know what email address you have on file, please contact Resident Services at **949-597-4600** or [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org). For a video tutorial on using online guest registration, click [here](#).



# IN YOUR NEIGHBORHOOD

To find out what's going on in and around your neighborhood click on the project logs below.

## GRF PROJECT LOG

[CLICK HERE TO DOWNLOAD](#)

## UNITED MUTUAL PROJECT LOG

[CLICK HERE TO DOWNLOAD](#)

## THIRD MUTUAL PROJECT LOG

[CLICK HERE TO DOWNLOAD](#)

## GRF FACILITIES SWEEPING SCHEDULE

### 1ST FRIDAY OF THE MONTH

4 to 5:30 a.m. Clubhouse 1  
5:30 to a.m. Clubhouse 2

### 2ND FRIDAY OF THE MONTH

4 to 5:30 a.m. Clubhouse 3  
5:30 to 6 a.m. Clubhouse 4

### 3RD FRIDAY OF THE MONTH

4 to 6 a.m. Clubhouse 7  
6 to 7 a.m. Clubhouse 5  
7 to 8 a.m. Clubhouse 6

### 4TH FRIDAY OF THE MONTH

4 to 7 a.m. Maintenance Center  
Garden Centers  
Equestrian Center Lot

### 5TH FRIDAY OF THE MONTH (WHEN APPLIES)

4 to 7 a.m. RV Lots  
Golf Maintenance

## STREET SWEEPING SCHEDULE

### MONDAY TO FRIDAY

7:30 a.m. to 3:30 p.m.  
Cul-de-sacs

### MONDAY

7:30 to 11:30 a.m.  
Gates 1, 2, 3 – Calle Aragon to Via Estrada North

11:30 a.m. to 3:30 p.m.  
Gates 1, 2, 3 – Calle Aragon to Via Estrada South

### TUESDAY

7:30 to 11:30 a.m.  
Gates 5, 6 - All streets in this area

11:30 a.m. to 3:30 p.m.  
Gates 11, 14 – All streets in this area

### WEDNESDAY

7:30 to 11:30 a.m.  
Gates 7, 8 – Calle Sonora/Alta Vista (East Area)

11:30 a.m. to 3:30 p.m.  
Gates 7, 8, 9 – Calle Sonora/Alta Vista (West Area)

### THURSDAY

7:30 to 11:30 a.m.  
Gate 10 – East of Ave. Sosiega & North of Monte Hermoso

11:30 a.m. to 3:30 p.m.  
Gate 9 – South of Monte Hermoso

### FRIDAY

GRF Facilities. Please see GRF Facilities Sweeping Schedule.

Every other week  
Gate 9 – Towers Parking Lot  
Gate 11 – Check area and re-sweep if needed

\*All times are approximate and subject to change