



Village BREEZE

A Joint Publication of the Laguna Woods Village Corporations

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United Members vote yes on the Bylaws, a new committee explores looks at architectural standards, become a Block Captain, "Legally Speaking," and more on [pages 13-19](#).

At the Towers, read about the beautifully upgraded dining rooms and more on [pages 19-21](#)

Meet the Candidates

In the Board Room or live on Village Television:

Third	Aug. 22	10:00 a.m.
United	Aug. 29	10:00 a.m.
GRF	Nov. 1	10:00 a.m.

More information and replay dates/times at www.lagunawoodsvillage.com



American Legion Post 257 at the Village 4th of July Celebration. Photo by Mark Rabionwitch

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Attention Village Clubs: Webpage Training is Coming

Phase 1 of the new www.lagunawoodsvillage.com will be live soon. The forthcoming website features a stunning new design that is simple to search and navigate. In order to make these enhancements, the website has been developed on a new content management system (CMS). Because of this, clubs will have the opportunity to provide a link to their social media page or externally hosted website. If your club does not already have its own social media page or website, no worries! To help clubs



with this transition, GRF will be offering classes on website building, at no cost, the first week in September (dates to be announced soon). A video tutorial will be produced especially for Village clubs that can't make the classes and for future reference.

If your club has a webpage hosted at www.lagunawoodsvillage.com, your administrator will be able to maintain the Site until Dec. 31, 2017. During that time, it will be the club's responsibility to save and/or transfer any text, images, or other media to its new website. Questions? Email heather.rasmussen@vmsinc.org.

Performing Arts Center Renovation and Upgrade

by Village Breeze Volunteer Ellen Van Houten

An all-encompassing beautiful, yet practical and eminently workable renovation of Laguna Woods Village's Performing Arts Center (formerly CH 3) is in the beginning stages of planning, and it is going to be exciting.



Judith Troutman, GRF Second VP and Chair of the ad hoc committee for the Performing Arts Center renovation (represented by GRF, all three mutuals and appropriate staff members), explains that the committee's goal is to make the PAC a functional state-of-the-art facility. She predicts that Village residents will be very proud of the new PAC, and

enjoy using all its new amenities.

During the renovation, the PAC will continue to function, with section closures as needed. The renovation will address four general areas of improvement:

- Safety – Code, Accessibility and Fire Compliance
- Immediate Building Structural – Upgrades to HVAC and audio and visual
- Program Augmentation – Upgrades to theatre, lighting, sound, acoustics, equipment, meeting rooms, exterior and lobby
- User Group Needs



Photo by Mark Rabinowitch

The Committee is currently reaching out to clubs and groups that frequently use the various facilities in the PAC. The purpose is to obtain input as to when and how the PAC is used and what should be changed or added to meet needs. The Committee has met with 24 groups, including, but not limited to, The Old Pros, Theatre Guild, Art and Film groups, Sunshine Lutey, the Village Symphony and the Community Concerts group. Information gathered from these meetings will be used to guide

the Performing Arts Center's renovation process.

Village residents will be kept apprised of the project's progression through articles in the Breeze and Town Hall meetings.

Mobility and Vehicles Report

Village Transportation is pleased to announce that beginning Sunday, September 3, bus services on Sundays and holidays will be via our Plan-A-Ride program. This is a demand response program where residents schedule their trip with the Transportation Department the day before the trip. The day of the trip, VMS staff picks you up and takes you to your destination and back home at the time specified. The Sunday Plan-A-Ride will run from 8 a.m. to 6 p.m. The Easy Rider bus program (8 daily fixed routes) will not operate on Sundays and Holidays after



September 3, 2017. This new service will better accommodate the residents attending religious activities or other Sunday destinations along the regular routes without all the wait time. The Sunday Plan-A-Ride Reservation Hotline is 949-268-2590. Reservations may be made at any time before your requested trip, but no later than midnight the day before. When reserving a ride, please make sure to provide all the information requested on the call instructions so we can schedule your trip and contact you to confirm your reservation.

Aw, Rats!



Rats are prevalent in Orange County, and with the favorable environmental conditions due to the winter rains, they are increasing in number. Rats require three basic things to prosper: food, water, and harborage. If you see evidence that rats have taken up residence in your area, there are several steps that you can take to minimize or eliminate the problem. Primarily, residents should report the activity to Resident Services and immediately eliminate any obvious food sources like pet food, bird seed, or dropped fruit from fruit trees. Also, any outdoor furniture, boxes, cabinets, etc. should be checked frequently.

VMS staff will respond to the work order and scout the area looking for signs of activity that will dictate where bait stations should be placed. Rats are usually wary of new items placed in their environment, and it may take a few days for them to become comfortable enough to begin feeding on the bait. Depending on the population, the situation should be under control within several weeks to a few months. During that time, the bait stations are monitored regularly to ensure that feeding is continuing and the bait is replenished.

VMS staff will also inspect the surrounding area for food or water and eliminate the source. This may involve removing and replacing plantings that will offer less harborage. Building structures are inspected for any openings that would allow the rats to gain entry. Any openings found are sealed. As a proactive measure, the repair work that is completed prior to painting of the buildings includes steps to ensure that the building is sealed properly to prevent any future invasion.

Attention all Candidates

By GRF Director Joan Milliman

This year candidates will have two new opportunities for exposure to the Village. The first is a chance to have their very own **video** on which they can make a three-minute statement of why they want to

run for their board and their qualifications. Following that statement, they will have up to two minutes to answer the question, “How are you prepared to support the work of your Mutual Board?” Each candidate’s video will be under five minutes and will be shown as part of their Mutual’s group, several times during elections.

The second thing that is being introduced to help the Village learn more about the candidates is a **flyer** for each set of Mutual candidates. These flyers will contain pictures and names of those running for the respective boards and will also tell where more information on each candidate can be found. The flyers will be available at several clubhouses. Watch for them after August 16.



Mark Your Calendar for Labor Day Weekend Events Thursday August 31: Free Outdoor Concert with the *Outta Sites*

The *Outta Sites* take the Clubhouse 2 stage on Thursday, August 31. The *Outta Sites* are an exciting rock and roll band inspired by the early Sixties “British Invasion,” “West Texas Rock and Roll” and the instrumental virtuosity of the “Ventures/Secret Agent Style.”

The concert will take place on the patio and lawn area. The band will start at 6 p.m. The Martinez food stand opens at 5 p.m., while supplies last. You are welcome to pack a picnic. Limited tables and chairs will be available on the patio, first come first served. Be sure to bring lawn chairs and blankets for seating on the lawn.

There is no charge to enjoy the concert. Guests are welcome but must be accompanied by a resident. The event is sponsored in part by Oasis Haven Hospice. For more information please call 597-4286.

September 4: Free Movie Night Featuring *Up in the Air*

Don't miss *Up in the Air* at the Performing Arts Center! Showtime is 7:30 p.m. Tickets are no charge and include complementary popcorn. Please, no outside food.

An idea from a young, new co-worker (Anna Kendrick) would put an end to the constant travel of corporate downsizer Ryan Bingham (George Clooney), so he takes her on a tour to demonstrate the importance of face-to-face meetings with those they must fire. While mentoring his colleague, he arranges hookups with another frequent-flier (Vera Farmiga), and his developing feelings for the woman prompt him to see others in a new light.

R · 2009 · Drama film/Romance · 1h 49m

September 5: Steak Dinner

No need to throw a steak on the BBQ this Labor Day weekend, just head over to the steak dinner at Clubhouse 2 at 5:30 p.m. The monthly steak dinner features steak, salad, sides and dessert. BYOB, glasses are provided. Cost is only \$16.



Hot Flashes

By Third Secretary Burt Baum

The Third Board and staff have been busy as bees (don't worry they just buzz—they don't sting) at making resident life more comfortable and instituting continuous improvement in operations. Here are some highlights:

- Have a golf cart, but can't find a parking spot? Third has just set up a Task Force, chaired by Director Annette Soule, to find solutions and make sure you are operating safely.
- Can't park your car? Our Red Curb Program, designed to eliminate unnecessary red curbs, hit a temporary glitch but is being resumed with the goal of creating about 400 to 700 new parking spaces.
- Bumpy rides? Our paving Program is underway. Notice how Sosiega is now satin smooth?
- Some manors looking tired? New roof installations, painting of manor exteriors and fumigation treatments are proceeding as scheduled throughout the mutual.
- Can't find addresses on manors? Two programs are being carried out to improve things. One involves painting of manor numbers on curbs at the entrances to the Cul-de-sacs and the



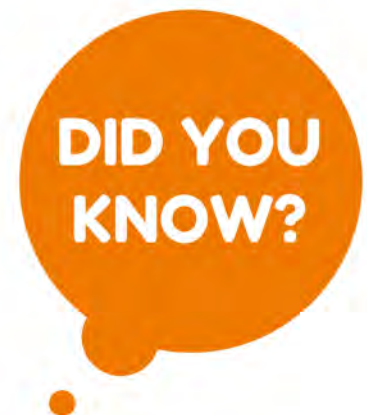
second is a pilot program on the LH 21 buildings using large reflective signs with larger numbers.

- Worried about Dry Rot? We are clearing it up when we find it as part of our Prior to Paint program and also continuing larger scale projects aimed at replacing affected beams in the LH 21 and GVA Three-Story buildings (see Garden Villa news).
- Concerned about property values? As of June, sales volume is up 19 percent and resale price has increased 15 percent, compared to same period last year. Looks like people want to live here.
- Think laundry room operations are wasteful? We are looking into buying new, more efficient, coin operated dryers and installing smaller water tanks to save on energy and cut down on Third's electric bill

Did You Know?

By Third President Rosemarie diLorenzo Dickens

- Have a complaint or concern, but afraid to speak up? Call 949-268-CALL to report a compliance issue. Keep in mind that all calls are confidential. It is not necessary to leave your name or manor number. Contact us if you suspect elder abuse and/or spousal abuse, short-term rentals, un-licensed care providers, unauthorized visitors, contractors who fail to follow community rules, unauthorized dumping or non-resident use of laundry room or amenities. DO YOUR PART TO KEEP OUR COMMUNITY SAFE.
- Besides the obvious benefit of improved soil moisture, the rainfall this winter flushed out much of the salts that have accumulated during the years of drought resulting in improved health and vigorous growth of all plant material. This has dramatically increased the workload. Staff has been working on Saturdays pulling weeds, removing spent flowers, and doing trimming and edging to get back on schedule. Fortunately, we anticipate the growth rate to slow significantly by mid to late September as the weather cools, which will give staff the opportunity to completely catch up and begin a thorough detail of the landscape.



Remodeling Your Manor? Let Your Neighbor Know

By Third Director Annette Sabol Soule

When service people or contractors are scheduled to do work in your manor, please visit your neighbors and advise them of the specific time(s) and date(s) work is scheduled. Let them also know

that the contractors will be temporarily parking close by to drop off materials, e.g., carpet, padding. After about ten to 30 minutes, the contractors should re-park their vehicles on the street in order to give preference to residents. Remind your contractor of the requirements that all used materials



must be dumped off-site, trash must never be left behind or placed in Village dumpsters, and that hazardous materials must be disposed of in the proper manner.

Respect your neighbors by embracing your role in managing your contractor. Please make sure your contractor is aware of all Laguna Woods Village rules and agrees to comply, especially with parking on the street. A little cooperation saves considerable

time and cost, and also promotes good feelings among neighbors. If you are approved for a Standard Manor Alteration, VMS staff will be sending/posting a Neighborhood Courtesy Notice, but please still do your part as a neighbor by knocking on doors to make others aware of pending improvements to your manor.

REMEMBER: Contractor fines are the responsibility of the member.

Plug-In Electric Vehicles and Golf Cart Policy

In 2015, the Third Board adopted an Electrical Vehicle Charging Policy for Plug-In Electric (PEV) Vehicles that utilize 120 Volt Outlets in the Common Areas . Subsequent amendments established a PEV charging fee of \$240 per year and allowed for prorating of the fee.

In 2017, Board Members and staff met to review the policy and identified areas of improvement. These changes would: set fines for those who use Mutual common area electricity to charge vehicles without purchasing a PEV Decal; and establish penalty fees for residents who abuse Section 7.14 of the policy, “Extension Cords and Battery Chargers” (namely, that unattended extension cords may not be used in Third for any purpose and that all golf cart battery chargers must be elevated a minimum of six inches from the floor).

Plug-In Electric Vehicles



And Golf Cart Policy

The proposed fines for those using Mutual common area electricity are:

- First Offense: \$240
- Second Offense: \$480
- Each Subsequent Offense: \$480

The proposed fines for unattended extension cords and battery charger violations are:

- First Offense: \$50
- Second Offense: \$100
- Each Subsequent Offense: \$150

These rules and fines have been established to protect Third property and the safety of its residents. The fines for Extension Cord and Battery Charger misuse are new, therefore Security has been doing an education campaign and will issue courtesy notices to violators for the first 45 days after approval.

The Board has already approved the changes, pending the 30-day statutory comment period for rule changes. Final approval will be on September 19, 2017.

Director Profile: Jules Zalon

By Third Adviser Carol St. Hilaire

Third Director Jules Zalon has lived in Laguna Woods since 2015. The joy of his life is his wife of 51 years and their three children and six grandchildren. During his career as a litigator, he created a novel legal procedure that enabled entertainers and sports teams to prevent the sale of bootleg merchandise outside their concerts and games. This immediately quadrupled the sales of legitimate shirts and other souvenirs inside the venues. Not surprisingly, he became very popular, running around the country with Billy Joel, Willie Nelson, Van Halen, Michael Jackson, Rush, The Who, The Dave Matthews Band, U2, Dennis Rodman, the Los Angeles Raiders and other personalities. He even got an injunction on behalf of the Three Stooges and the Pope.



Director Zalon is passionate about the environment, music, theater and politics. He is involved in several Clubs in Laguna Woods, including the cycling club, Old Pros, Theatre Guild and the Democratic Club.

Serving on the Third Board for just a few months, Director Zalon is interested in how the CC&R's

interface with the Board's ability to grant variances for manor expansion. He can often be seen on his hands and knees watching water meters to see if there are leaks in any of our buildings while listening to KUSC on his iPhone. He is impressed with the caliber of the Board members who perform their job willingly and joyfully, and that has heightened his delight in living in this unique community.

Looking Ahead in Landscaping

By Third Director Susan Caine



Cul-de-sac 8. Photo by Susan Caine

The Landscape Committee, under the Direction of James Tung and Department Head Kurt Rahn, has devised a plan to update the landscaping in Third Mutual by using a new approach to our environment. Some plants that have been used in the past will be replaced by new, drought-tolerant and fire-ember-resistant plants. This modernization will convert areas of our community into a beautiful, colorful California scape.

The strategy is to piggyback on the painting schedule for 2018. During the painting process, plant damage occurs; therefore, it is efficient and cost effective to follow the completion of painting with landscape work. Gates 5 and 6 are slated for update first. This section has recycled water and an irrigation system that has been upgraded. This refreshed garden area will be much like United Cul-de-sac 8, across from the Performing Arts Center.



Cul-de-sac 8. Photo by Susan Caine

In other Landscape Committee news, several slopes identified by the Orange County Fire Authority have been totally cleared, most to the bare ground, in a concerted effort to prevent the spread of future wildfires. This effort, focused on the western end of our community, has taken many weeks to complete and much hard work by our crews. Keep in mind, Laguna Woods Village has over 34,000 trees, and 800 irrigated acres to manage. This is a huge scope of work, and may have temporarily delayed landscape work in other areas.

Algarrobo Neighbors and Friends Host Third Board Members

By Third Director Susan Caine

The Algarrobo Neighbors and Friends Club (ANFC) is one of many such groups within our gates, and perhaps the oldest and most active. All are welcome; however, it is very likely that there is a similar group in your gate area. Check it out! It is a great opportunity to join with your immediate neighbors.

On July 22, an open house was hosted by ANFC, with Third Director and President of the ANFC, Steve Parsons, presiding. Attendees partook of a delicious breakfast and coffee followed by presentations by guest speaker Mayor Shari Horne. Mayor Horne talked about new businesses coming to Laguna Woods, including a Dollar Store, an Aldi's organic grocery store and a drive-thru Starbucks on the corner of El Toro and Moulton. She also discussed serious concerns about elder abuse, which is a passion of hers, and she is networked (throughout California) with agencies and groups specializing in issues surrounding the protection of vulnerable citizens. The Mayor works closely with the Village's Social Services Division. Laguna Woods residents who have concerns may contact the Village's Compliance hotline at 949-268-CALL, Social Services Department, Security, or the Mayor's Office.

Director Parsons introduced Board members who were present, including Director Bert Moldow who spoke on common area issues. Director Suzy Caine discussed the new Third Mutual caretaker policy. She advised that Social Services can assist with document preparation—please make an appointment if help is needed.

Director Frankel, a retired engineer, discussed dry rot. Dry rot is a pervasive problem which Third Mutual has been addressing for years through various projects and programs. Prior to painting, all buildings are reviewed for dry rot issues and remedial work is performed. John Frankel is one of our experts on this important subject.

Director Annette Sabol Soule, a retired U.S. Judge Advocate General Official with much experience in the art of governance, explained the new drone policy, where only Village staff or individuals commissioned by Security are allowed to fly drones in Village space. If you are a member of Third Mutual and you are not going to the ANFC meetings, you are missing out! The club meets the fourth Saturday of each month at 9 a.m. at Clubhouse 6. If your neighborhood doesn't have a group, consider starting one. The whole community benefits when neighbors work together.

Pardon Our Dust: 2017 Beam Replacement Program Begins in Third Mutual

Third Mutual has authorized the replacement of exposed stairwell beams with steel beams at 10 LH-21 Buildings (3336, 3363, 3364, 3365, 3371, 3486, 3500, 3501, 4025 and 4026). The new steel beams will prevent the recurrence of dry rot in the stairwells and reduce ongoing maintenance. The

improvements will ensure the structural integrity and longevity of the Mutual's infrastructure. Additionally, the exposed breezeway beams at Garden Villa Building 5372 will be replaced with new, flashed wood beams.

Beam replacement is considered major construction and will create debris, dust and noise at the worksite. Construction crews will work from 8 a.m. to 5 p.m. and will sweep walkways and organize the construction areas at the end of each workday. The construction process takes approximately two months per building. For your safety, please be aware of construction zones and stay clear of cordoned-off areas.

The initial phase of construction will begin early August 2017, at buildings 5372, 3336, 3371, 4025 and 4026. Letters have been sent to the residents of these buildings to inform them of the work.



Residents Services is Here for You

We are fortunate to live in a community with transparent, accessible Directors and management who strive to listen to resident concerns and address them in a timely manner. However, while it is tempting to go "right to the top," it is important that residents first contact Resident Services with their service requests, landscaping comments and general complaints. Our Resident Services staff will log, schedule and track your request, ensuring follow-through and efficient service for the Village overall. If you are unsatisfied with your Resident Services experience, then call a Board Member or the CEO for assistance. Resident Services can be reached at 949-597-4600 or email: residentservices@vmsinc.org. After-hours emergency requests should be directed to Security at 949-580-1400.

Maintenance Work in and Around the Garden Villas in August includes...

- Prior to Paint crews will be at 3241, 3242, 3243 and 3244
- Garden Villa Lobby Renovations are taking place at 2388, 2384, 2391 and 5372
- Garden Villa Mail Room Renovations in process at 2403, 2387, 5500, 2393, 2370, 2389 and 5511

- Garden Villa Breezeway Beam Replacement is underway at 5372
- LH 21 Breezeway Beam Replacements are underway at 4025, 4026, 3336 and 3371
- **Heat Pumps** are scheduled to be installed in Rec Rooms on the following dates: 2355 on 8/14; 2370 on 8/15; 2381 on 8/16; 3499 on 8/17; 4009 on 8/18.
- **Water Heaters** are slated to install in Rec Rooms on the following dates: 2394 on 8/21; 2405 on 8/22; 4007 on 8/23

Please pardon our dust as Third continues to “Better the Community.”



United Mutual President's Report

By United President Juanita Skillman

In United, we are proud of our community, we value our neighbors, and do not want to see it turn into a rental community where anyone, any age, can live. We know that we have the most affordable real estate in Orange County, which is why so many investors want to buy and rent our manors. To that end, and to protect our investments, I am so happy that the amended and restated Bylaws passed with over a 70 percent “yes” vote!

Rental rules: As a stockholder-occupied community, United Mutual does not allow short-term rentals (under 90 days) or the renting of a room or any individual part of a manor. Sub-leases are for the entire manor including the carport. It is a violation of the rules to advertise the rental of a room, or even the short term rental of a manor, on Airbnb, Vacation Rental by Owner (VRBO), Craig's List or any other website. Advertising a room rental in print media, such as the Globe or Orange County Register, is also forbidden. The VMS Security Department monitors these sites, and Members found to be in violation are brought before the Member Disciplinary Committee and can be fined up to \$500 per instance. Subsequent offenses can see the fine doubled and even result in Certificate/Membership Termination.

Co-occupant: The Co-occupant Agreement that is initialed by the Member clearly states that no money is to change hands and Landlord/Tenant relationships are prohibited.

Established rules are to protect our residents. Please help us keep our neighborhoods something to be proud of. If you see violations, any unusual activity, or individuals who don't belong in the area,

please call Security immediately at 580-1400 or the Compliance Hotline at 268-CALL (you can remain anonymous).

United Bylaws

Your United Board is happy to announce that residents voted in favor of the Proposed Amended and Restated Bylaws. Votes were counted August 2, 2017. The number of ballots turned in was 2,467, which is 39.4 percent of our residents, a really good turnout. Drum roll please... Five ballots were blank, 636 were marked “no” and a whopping 1,826 residents said YES! We appreciate so many members taking part in the vote to clarify and bring the United Bylaws up to date with current law. Please keep your Bylaws version handy. A new printing will be made available fairly soon and will include a table of contents.

Architectural Control and Standards Committee

By Committee Chair Janey Dorrell

United is fortunate to have committee members and advisors with incredible backgrounds serving on the Architecture Control and Standards Committee (ACSC). The Committee consists of resident advisors: Reza Bastani, retired electrical engineer; Kay Anderson, working design and construction project manager; Michael Mehrain, working structural engineer consultant; and Board members: Don Tibbets, United Chair for the Maintenance and Construction Committee; Jack Bassler, retired Architect; and Janey Dorrell, with lots of energy and organizational skills, as Chair.



The ACSC has the responsibility to recommend new or revised architectural standards. Additionally, they review and recommend approval or denial of all requests for nonstandard modifications and alterations, “variances,” requested by Members. Final recommendations are forwarded to the United Mutual Board for approval. The criteria to be considered by the Committee are:

- Compliance with existing standards
- Aesthetic effect
- Cost impact on the Mutual
- Conformity with Local and State Building Codes
- Compliance with applicable law

- Value impact

Remember alteration procedures, requirements, and permits may differ between a Third condo and a United co-op. California laws require a handyman to have a license for any job over \$500.

Begin your alteration planning with a visit or call to the Manor Alterations Division window in Resident Services at the Community Center. Staff will outline the procedures and forms you need. You can also obtain a copy of previous alterations to your Manor at this window. Do your homework, so you don't get caught with illegal alterations passed on to you, an unsuspecting buyer, who must suffer the consequences.

Legally Speaking

By Jeffrey A. Beaumont, Esq., Legal Counsel for United Laguna Woods Mutual

United Laguna Woods Mutual received four applications for four Board vacancies. According to Civil Code Section 5100, the Board is required to hold an election. "Notwithstanding any other law or provision of the governing documents, elections regarding assessments legally requiring a vote, as well as elections, removal of directors, or amendments to the governing documents ... shall be held by secret ballot in accordance with the procedures set forth in this article." Based on the foregoing, even though there may be candidates less than, or equal to, the number of vacancies on the Board, a secret ballot election is required for all Board elections. Note: This pertains to Third Board Elections as well.



Maintenance and Construction Report

By M&C Committee Chair Don Tibbetts

Pipe Progress: Because United has older waste line plumbing, we are spending \$1.5 Million annually to install a seamless liner within the existing pipes. By July 11, 2017, work on nine buildings was completed. If an existing pipe could not be re-lined, new waste lines were installed.

Ramping Up: From time to time, residents put in requests for United to replace steps with ramps in order to make access more convenient and to comply with ADA requirements. These are costly, unbudgeted improvements. Our Maintenance and Construction Department is looking into modifying certain slopes that could address further accommodation needs of residents.

Number Crunching: Because this is budget time, the Committee along with the Board, is taking a close look at all of United's maintenance projects. Along with general maintenance, larger projects include roofing, painting, dry rot, cul-de-sac paving and the fumigation program, are all being analyzed for efficiency. During the budget process, residents are invited to give input.

United Fines?

By United Secretary Maggie Blackwell

Ever been stood up? We are sorry if it has happened to you. We hope you were treated with courtesy for the inconvenience.

On the other hand, some residents "stand up/ditch/or no show" on scheduled appointments with VMS Staff. What should the employee do? Go to the next job early and unexpected, or hang around accomplishing nothing on the chance you might return?

A period of time is blocked out for work requested by residents. For major work, a letter is sent out weeks before, specifying every day of activity for your unit/building with contact phone numbers. Please read and mark every date and time. Read the whole letter and call to ask questions.

Smart phones are being given to employees in the field, so they can make immediate contact with supervisors. Scheduling can be adjusted more easily and contact with residents will allow scheduling windows to be more precise.

Use your phone to reschedule as soon as you realize the appointed time is inconvenient. Be sure Resident Services has your current phone number to contact you.

For most services, the resident must be at home. Absence from the unit at the scheduled time may result in a "no show" fine. For best results, remember two words: "plan" and "phone."

A Quick Look at the Budget

By United Treasurer Pat English

Our preliminary review of the GRF, United, and Third budgets show approximately a \$5,000,000 increase in expenses for the Community. Detailed discussions in budget meetings showed that these expenses include hiring 18 new people. Out of the 18 new personnel, the majority are for the Maintenance Department and a few for Resident Services, both of which we desperately needed. Hiring new people represents approximately a \$2,000,000 increase in salaries and wages and another

\$1,000,000 in payroll benefits such as FICA. The other \$2,000,000 is for outside services where specialized contractors are needed. It is vital that both United and Third get the infrastructure work done as soon as possible, and with the extra personnel and outside contractors the work will get done. Although this may end up as a small increase in assessments, it is my opinion that it will be money well spent protecting our investment and increasing property values.

United Director Profile Janey Dorrell

By Village Breeze Volunteer Carol St. Hilaire

“Live, Love, Laugh and don’t forget your Lipstick.” That’s how United Director, Janey Dorrell, lives her life. She calls herself a “California Girl,” having grown up around the corner from the original In-and-Out Hamburger stand in Baldwin Park. She was active in high school sports and Girl Scouts, where she achieved the highest honor, “The Curved Bar.”

After graduating high school and starting her family, she settled in Huntington Beach. She participated in the establishment of the Huntington Beach Youth Employment Service and, along with the West Orange County Youth Employment Service, she helped over 8,000 kids find part time jobs. She was appointed to the Huntington Beach Recreation and Parks Commission and has been the president of many clubs and organizations. She



received the Key to The City from the Huntington Beach City Council. Janey was a business owner of Silver Lake Resort and a Realtor and Owner of a Century 21 office. She has held Real Estate Licenses in both California and Nevada. She lived for over four years in Saudi Arabia, working for Saudi Aramco when the Gulf War broke out. She joined The Desert Dogs and barbecued for our Troops. She especially enjoyed working with Saudi men, exchanging information and humor about cultures and traditions. Janey is always finding fun things to do and has become the “Hug Lady.” She has lots of energy to give to our community as a United Director, Event Chair for the Rock’n’Rollers as well as playing tennis and pickle ball.

Preparedness for Disaster Committee Report

By Ad Hoc Committee Chair Andre Torng

We need more people to sign up to be a Neighborhood building/block captain. A captain is responsible for about 16 buildings, so 400 captains are needed in United. In a disaster, the captain checks each unit to see if someone is injured or needs help, and check for utility outage or damage.

There are occasional meetings to train captains, explain processes and make preparations. Captains are encouraged to meet each resident in their section, and know who will need quick attention if the power fails.

Captains will know where the supplies and resources are and will call up the line to supervisors who will guide them during a disaster. Even if we never have a disaster, every resident will feel more secure knowing there is a captain, AKA “hero” standing ready to help. To volunteer, please contact Andre Torng 949-331-3801 or andretorng@aol.com. Our neighbors will sleep better.



Landscape Update

By Landscape Committee Chair Maggie Blackwell



Those residents with a green thumb have asked if they can work on United common landscape areas, including mowing and cutting. Unfortunately, VMS Staff exclusively is responsible for care of standard planting, lawn and tree areas. For insurance, safety, and quality control, residents may not work on common landscaping.

If you wish to care for the planting bed closest to your unit, call and meet with Landscape Supervisor, Mike Swingholm, and upon his approval, get yellow stakes from the service center in the Community Center to designate your area of care. Residents are not to perform, or hire anyone to do landscape work in common areas. Good news, you may hire an outside gardener to care for your patio, atrium or yellow-staked area.

Currently our landscape crews are a little behind schedule but working hard to catch up. CEO Brad Hudson has announced that more landscapers will be hired to fill empty positions, and the practice of diverting members of the landscaping crew to clean carports and do other maintenance duties will stop.

In addition, small teams are being developed to move quickly through areas to address weeds, suckers, spent blooms and minor detailing, which will take care of a large percentage of resident concerns, while the main workforce will continue on schedule.

The next United Landscape meeting is Wednesday, October 11 at 1:30 p.m. in the Cypress Room of the Community Center. Please join us!

Remember That...

By United Secretary Maggie Blackwell

- Every donation to the Foundation helps a Villager in need.
- Dwelling Live is Gate Access for guests. Get it, update it and use it.
- Patience is often a virtue.
- The most common traffic violations are: speeding and running stop signs – Slow Down.
- United Board meetings and interviews are on Village Television and YouTube.
- Board and committee meetings are on the website calendar, and you can read the full agenda packets prior to attending a meeting.
- Being a neighborhood block or building captain is an important job, so consider volunteering.



THE TOWERS *at Laguna Woods Village*

Towers Dining Rooms Celebrate Grand Reopening

By Towers President Ryna Rothberg

After three weeks of intensive work by painters, carpenters, electricians and carpet installers, the dining rooms at The Towers reopened on Monday, August 14, 2017, to the raves of residents. Marking the only complete refurbishment in the over 40+ years of The Towers' existence, this event was eagerly anticipated by staff as well as residents.

When Sodexo Senior Living was hired as the food service provider in the fall of 2016, the company was



assigned the dual tasks of revamping the menu and enhancing the dining experience. The latter undertaking was contracted with S2S, Inc. of Las Vegas. The firm has been in business over 20 years and owner, Scott Smith, has a four-year relationship with Sodexo, for which he has designed eight communities. Working jointly with Sodexo and Mutual No. 50, Mr. Smith developed two unique plans which reflect the differences between the rooms.

To define the formality of the Crystal Dining Room, Mr. Smith chose a deep burgundy with platinum



Towers President Ryna Rothberg cuts the ribbon at the California Dining Room.

accent for an abstract design in the carpeting. These colors are reflected in the imported, Belgium interwoven fabric on the chairs. The dining chairs and tables are expandable and are finished in a rich medium brown tone. This milieu is reflected in the treatment of the large, two-story windows, covered in soft-rolled Roman sheers in off-white linen-like fabric, embossed in a beautiful embroidered lattice pattern. This pattern is repeated in the new room dividers at the hostess stand and along the galleria. A large, unique art piece and Cornavin leather mirror decorate the walls, which have been painted in *white winged dove* with an eggshell finish. The

arches are painted in *ice formation* (a soft gray tone in a flat finish) for contrast. The classic crystal chandeliers (for which this room is named) are enhanced by the addition of smoke-colored teardrops mixed in among the existing clear drops.

For the casual ambiance of the California Dining Room, Mr. Smith selected a nature theme, which is born out in the gold, green, platinum and cream colors with garden and floral accents. Instead of dark wood in the Crystal Room, the tables and chairs are finished in warm honey color. The woven fabric selected for the chairs has a paisley floral pattern. The casual tone is further carried out in the multi-colored, striated pattern of the carpet. The new contemporary lighting fixtures, an open frame structure finished in antique bronze, have dimmable LED bulbs. Operable ribbon in a champagne color paired with full drapery side panels of a praline color, line the wall of windows in this dining room. Walls are painted in *dew white* with an eggshell finish. Original floral art pieces depicting California flowers and ornate carved mirrors adorn the walls.



Painted in the same colors as the California Dining Room, the reception area has also undergone a complete makeover. Reminiscent of a living room now, this space has a new sofa, end tables with lamps, and a pair of lounge chairs and side tables. The window treatment consists of a valance in the same praline color and soft-rolled Roman shades in the ribbon sheer as seen in the dining room. To

complete this space, California-inspired art graces the wall behind the new hostess stand.

What seemed so daunting at the beginning has produced a fabulous result thanks to the efforts of Scott Smith, our talented designer, his artistic sense and his attention to detail. Residents, staff and visitors alike will enjoy this new environment for years to come.

Grand Opening photos by Towers Administrative Coordinator Alba Andronic

Upcoming Events at the Towers

Sunday, August 20, 11:30 a.m.	Towers' Monthly Brunch (Reservation only)
Sunday, August 20, 1 p.m.	Potential Buyers and Realtors' Reception
Wednesday, August 23, 5 p.m.	August Birthday Dinner
Thursday, August 24, 7 p.m.	Residents' Forum
Sunday, August 27, 10:30 a.m.	Excursion to Art-a-Fair and Tivoli Too
Monday, September 4, 4:30 p.m.	Labor Day BBQ
Tuesday, September 12, 1 p.m.	Towers' Annual Volunteer Tea



FOR MORE INFORMATION ABOUT THE TOWERS, CALL 949-597-4278
OR VISIT WWW.TOWERSATLAGUNAWOODSVILLAGE.COM

About Us

This newsletter is put together by all of the housing Mutuals and GRF. If you have comments about this newsletter, please contact JoAnn diLorenzo, GRF Secretary, at joanndilorenzo914@gmail.com, Burt Baum, Third Secretary at bsqrd54@gmail.com, Maggie Blackwell, United Secretary at maggiebewell@comline.com, or Katy Howe, General Manager at the Towers at katy.howe@associa.us.

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Or, go to lagunawoodsvillage.com and click on "Contact Us" on the left side of the page.