January 2018





A Joint Publication of the Laguna Woods Village Corporations

In This Edition...

This month in GRF, Get the scoop on Pickleball. Find out how the Village is prepared for wildfires, an update on the Security bike patrol, and more on pages 2-8

Third is "ready to go" when it comes to tackling tough issues like landscape and dry rot. Also in this edition, weekend plumbing gets an upgrade. See pages 9-15.

United takes you straight to the source of information for all things governance. Plus, what happens in the death of a member? And more, pages 16-21.

The Towers rang in the New Year with music, food, fun and friends. Also new at the Towers are two directors on the Board! See pages 21-23

Happy New Year!



The crowd went wild for Grammy nominees
Papa Do Run Run at the Performing Arts Center
on New Year's Eve.

Photos by Mark Rabinowitch.



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The Scoop on Pickleball

By GRF Secretary Joan Milliman

In today's senior housing market, Pickleball courts are considered a basic amenity on par with tennis courts, swimming pools and golf courses. GRF recognized the need and began discussing increasing Pickleball courts in 2009. To meet the needs of Village residents who play Pickleball, in 2011 the existing four paddle tennis courts were converted to shared use.



In the Village, the Pickleball Club has grown 500 percent since 2012, and it is anticipated to continue to grow, especially as the average age of Village residents decreases. The current Paddle/Pickle courts are in severe disrepair with cracks on the courts. Due to the increase in Pickle and Paddle members the existing four courts are nowhere near enough for the popular sports.

On August 10, 2016, a Geotechnical Report was prepared by LGC Geotechnical that provided preliminary geotechnical recommendations for the proposed sports courts located on Parcel 3 near Gate 16 and Clubhouse 7. A conceptual Site and Grading Plan was prepared by ITF & Associates, and an Order of Magnitude Cost Analysis was performed for a 12-court, fully developed project with amenities on the Parcel 3 site.

In 2012, the GRF staff report indicated that the current court location would not meet the needs for the sport, and outlined the reasons why the courts needed to be relocated. Click here to read the report in full. In 2014, \$600,000 was appropriated in the Capital Plan to construct new courts and in early 2017, the GRF Board identified the construction of additional Pickleball Courts as the top priority of 17 projects. GRF and Staff thoroughly researched several options, including resurfacing the existing courts and installing new courts in Gate 16.

In March 2017, the GRF Board (read the chronology here) directed staff to return to GRF M&C within 90 days for review of design development drawings and 180 days with final bid documents. Some of the items that had been removed have been restored, and an additional \$250,000 has been appropriated. Hoping to get the new courts started by the end of November 2017, a contract for \$498,955 was awarded for construction of six courts inside Gate 16. A series of reports, thorough analysis of the site, and engineered design drawings costing approximately \$100,000 increased the total project above the \$500,000 cap requiring Corporate Members' vote. As a result, both the United



and Third Mutual Boards adopted resolutions calling for a Corporate Members' vote. In good faith, the GRF Board first expressed its desire to cooperate, rescinded the contract, and made arrangements to set the Corporate Members' meeting (read the full Staff Report here).

Staff was directed to consider all options including a phased development of the site, which could include Paddle tennis courts.

The Corporate Members' meeting is scheduled for January 30, 2018, at 9:30 a.m. in the Board room.

"All-Hazards" Approach Incorporated Into New Emergency Operations Plan



Due to the recent wildfires occurring across California, many residents have questioned what kind of a fire plan is in place in the Village. Fires and other hazards are addressed in the updated Emergency Operations Plan (Plan). During the past year, the Plan was completely overhauled to align with industry-standard protocols and to address the specific threats Laguna Woods

Village could face. In developing this plan, Security personnel collaborated with Orange County Emergency Management, the O.C. Sheriff's Department, the O.C. Fire Authority, the City of Laguna Woods, the Red Cross, Southern California Edison, and the El Toro Water District. This new Plan conforms to the National Incident Management System (NIMS) and the Incident Command System (ICS). This is the same plan that received the "Excellence in Disaster Preparedness" award from the American Red Cross.

The Plan uses an All-Hazards approach and has identified the top four threats to Laguna Woods Village as fires, earthquakes, flood/storm, and energy shortages. This All-Hazards approach involves taking the necessary steps to prepare for, respond to, and recover from hazards of all types. It is based upon the assumption that certain core functions, such as warning, evacuation and sheltering, will be needed in most disasters and will likely be the responsibility of Village staff and volunteers, at least in the first hours. It also creates a baseline capability that can mitigate an anticipated risk while being flexible to deal with the unexpected.

As it pertains to the risk of fires, Laguna Woods Village recognizes that both the Orange County Fire Authority and the Sheriff's Department will be the lead agencies and will activate what is commonly referred to as a Unified Command system. However, the Laguna Woods Village Emergency Operations Plan outlines a number of responsibilities that will be conducted by members of staff or volunteers to support and assist Village residents. In the event First Responders are delayed, VMS staff and Disaster Preparedness Task Force volunteers will be called upon to perform a variety of



duties including notification, direction on evacuation/sheltering in place, and transportation services. The Village Emergency Operations Center will be activated along with converting Clubhouses into Care & Reception Centers, providing basic first aid, and sending out timely updates and directions to residents.

In addition to maintaining a strong working relationship with First Responders, the Landscaping Division confers with the Orange County Fire Authority to ensure the Village is in compliance with all fire codes and is maintaining a fire-safe community. Preventing overgrowth, trimming back dead brush, and being watchful for potential fire hazards is an ongoing priority for the Division. There are extensive open space areas that border the Village along the western boundary. These areas are owned and maintained by Orange County Parks and the City of Irvine.

Residents who observe a potential fire hazard of any type are strongly encouraged to report it to the Security Division at 949-580-1400. Anyone interested in learning more about the Emergency Operations Plan can <u>click here</u> or attend a monthly Disaster Preparedness Task Force meeting the fourth Tuesday of every month at 9:30 a.m. in the Community Center Pine Room.

Medical Professionals Wanted

Are you an active or retired medical professional living in the Village? If so, the Disaster Preparedness Task Force (DPTF) is developing a database of skilled medical professionals who would be willing to volunteer their expertise in the event of a large-scale emergency impacting the Village. Over the past year, the Village has made emergency preparedness an ongoing priority by updating the Emergency Operations Plan,



recruiting Good Neighbor Building/Block Captains, and providing First Aid and CPR training to all staff and residents who express interest. During a disaster, we know that First Responders may be delayed or unavailable during the first few hours or possibly even days. For this reason, it is imperative that we have a plan in place to care for our community until help arrives.

Did you know that each Clubhouse has a well-stocked First Aid cabinet and if a major incident occurs, the clubhouses can be converted into Care & Reception Centers? Many residents have already expressed interest in lending a hand, but only a few with the medical background needed to provide basic first aid to a community of this size. If you are a current or retired health care professional or possess other first aid certifications and would be willing to volunteer your expertise, we invite you to be part of the team. If a large-scale emergency were to occur, you may be called and asked to respond to one of the clubhouses or other locations within the Village to assist with or provide first



aid to residents. If you are interested in joining or would like additional information, please contact Debbie Ballesteros at 949-268-2356 or email Chief Moy at chief@vmsinc.org.

Bike Patrol Is on a Roll

It has been about eight months since the Traffic Division first deployed the bike patrol team into the community. You may have seen them riding through your neighborhood, initiating casual contacts with residents, or even citing a few illegally parked vehicles. One of the key benefits of a bike program is increased citizen contact and the ability to interact with residents in a friendly, nonthreatening manner. If applied appropriately, the bike patrol



program can be similar to the old "beat cop" officer who walked the streets, knew the residents by name and built trust through open communication and community awareness. On a bike, officers are more approachable and can hear firsthand the concerns a resident might have toward safety and security in the Village.

Officer Brandon Smith, a 6-year veteran of Laguna Woods Security, said he enjoys riding through the community and contacting so many friendly and appreciative residents. Whether on the pathways, horse trail, or main roadways, he often receives friendly waves from those he passes by. A few months ago, Brandon was riding through the community and came across an elderly woman who was struggling to remove a heavy package from her vehicle. Brandon was quick to lend a hand and carry the package and a few other bags of groceries into her manor. It's the little things that make a difference and certainly showing compassion and a helpful demeanor to our residents is a top priority of the Security Department.

In addition to the increased contacts, bikes allow officers to maneuver through the various trails and pathways that patrol vehicles cannot access. In the Village, Bike officers move between buildings and cul-de-sacs quickly and quietly to enforce various rules and code violations. The stealth of a bicycle is often cited as a superior advantage to see, hear and even smell what is happening in the immediate vicinity.

The current bike team is made up of five officers who serve in an ancillary role to their primary patrol duties. The bikes are usually out in the community for 2-3 hours, a few times a week as staffing allows. If you have any questions about this team, please contact Chief Tim Moy at chief@vmsinc.org.



The Cats Get the Rats at Garden Center 2

Four feral cats soon will take up residence at Garden Center 2. They will be housed in the utility closet behind Barn 2 until they have been "rehomed." The rehoming process takes approximately two to three weeks to acclimate the felines to their new surroundings. During this time, the cats will have access to the outdoors via a large dog crate placed by the door. The cats will be able to go outside and get a feel for their new surroundings without being able to freely roam. Eventually, the dog crate will be removed and the cats will be able to wander the Garden Center to hunt rats and mice. There will be food, water, and beds in the utility closet so the cats will have a safe haven to return to. They have been spayed or neutered, and are current on their shots.

These cats are not socialized, but they are from the same litter, so they will get along with each other. These cats have not been in a home setting and have not been someone's pet. If you see them, please do not attempt to pet or feed them. They are working cats, here to do the important job of mitigating the rats and mice at Garden Center 2.

Important note for Garden Center 2 lessees: if you have any rat or mouse traps, please remove them as soon as possible so the cats will not encounter an active trap.

GRF Wrap Up

The Golden Rain Foundation Board of Directors held its Regular Monthly Meeting Tuesday, January 2, 2018.

The Board adopted the following resolutions after a 30-day notification requirement was satisfied:

Golf Fees

The Resolution to amend the Golf Fee policy was approved. Resident fees have increased on the 27-hole course from \$11 to \$16 for 18 holes and from \$6 to \$8 for nine holes. The Par 3 course fees have increased from \$8 to \$10 for 18 holes and from \$4 to \$6 for nine holes. For a complete list of golf fees, click here.

Members First Policy

The Resolution was passed to provide, maintain and manage operations for members due to the limited occupancy and use of some of the facilities. Under the policy, RV Lot spaces, Equestrian Facility stalls, Garden Center plots, and other limited amenities such as individual member equipment lockers at Clubhouse 4 and the Village Greens, will be offered first to members in United; owner/residents in Third before any other category of resident.



Recreation Policy and Operating Rules

The amended Policy was adopted to improve the understanding that the Recreation and Special Events Department is responsible for booking room reservations, selling tickets, conducting classes, and the setup and take down of rental rooms. This ensures the safety of members and their guests as well as improving compliance with protocols. The policy includes rules for the use of the Archery Room, Card/Game Room, Performing Arts Center, Drop-in Lounge, lockers, the bar and all clubhouses.

Also, the exception rate will apply for reservations made by a resident, for all main lounges when more than 50 percent of the guests are non-members. Flyers will not be permitted to be distributed for these events by individuals. <u>Click here</u> to view the policy.

Construction Contractor Work Pass Policy

A policy was passed that applies to contractors, hired by residents, to perform alterations inside manors. Contractors are required to obtain a Gate Access Permit and pay a refundable deposit to the Mutual, contingent on compliance with Standard Mutual Consent and Variance conditions of approval. This policy will work toward addressing complaints received from neighbors when contractors are not complying with rules such as no smoking, no parking in resident spaces, and no dumping construction materials in Village trash bins. If you see violations call 268-CALL to report.

What's Next

The following resolutions were tabled by GRF to satisfy Civil Code requirement, and will be considered for final approval at the February 6, 2018, GRF Board Meeting.



Digital Cable Services Fee Structure and Tier System

A new service is being presented offering a Digital Pay Tier System which includes three rental choices for set top boxes and a standard one-time installation fee (click here to view fees; see page 146 for staff report). This will expand recording and viewing capabilities with Whole-Home DVR equipment.

Anti-Discrimination Policy

In order to improve manor access for residents who are visually or physically impaired, the Golden Rain Foundation has adopted a policy allowing alterations to improve conditions and access to those manors. This policy would include alterations to pathways from common areas to the residence. The



policy also includes compliance with federal and state laws in respect to discrimination or harassment based on race, color, religion, sex, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, familial status, source of income, disability or genetic information. Compliance with these laws creates an inclusive community and respect for neighbors.

What's on the Table?

Are you a governance junkie? If so, it is getting easier to obtain information. Your Boards each meet once a month. Subject to Civil Code Section 4360 "Approval of Rule Change by Board," when Boards make rules that are new or changes to policy, the Resolution and Policy (if applicable) must be introduced at a Board meeting and be made available for review for 30 days. After at least 30 days, the item is scheduled at a Board meeting for final action. These introductions of new policy are available at www.lagunawoodsvillage.com under Governance, Agendas; at each board meeting as part of the agenda packet; or located in a binder at the concierge desk in the Community Center. We invite you to learn more about your Community.

GRF Projects: January 2018

For details on these projects and other upcoming capital projects, click here to see the <u>GRF Project Log</u>.

History Center: HVAC and Roofing replacement

Lawn Bowling: Greens replacement.

Clubhouse 2: Pool 2 filter and spa heater replacement.

Clubhouse 7: Bridge Room carpet replacement commencing January 29, 2018.

Main Lounge woods floor repair/refinishing commencing late January, 2018.

Clubhouse 4: Replacement of Pool 4 waterline tile, re-plastering the pool, replacement of the pool filter, and replacement of the pool water heater.

Clubhouse 6: Replacement of Pool 6 waterline tile, re-plastering the pool, and replacement of the pool filter.









Hot Flashes

By Third Secretary Burt Baum

Ready to Go— We hope you had a pleasant holiday and didn't get sick eating too much of Aunt Agatha's apple pie. At our last meeting on December 19, the Third Board took several actions, outlined below, and after a short hiatus between Christmas and New Years, we are prepared to move on.

Golf Carts—all you golf cart owners out there, including United residents, please be aware that the Board passed a revised policy that will affect you. All golf carts now must be registered and have decals, moreover, they must have an RFID sticker to activate the



arms at the gates if they travel outside the community. There also will be a series of color coded decals required to identify the type of golf cart (gas, electric, etc.) you have. Third and United directors will meet with staff to set up procedures for instituting these new rules, so just hang in there for now.

Leasing—the Board passed the revised policy officially rescinding the requirement that lessors (landlords) submit background and credit checks on lessees (renters). Also the fee for renewing the leasing application (required annually) has been lowered to \$110.

Other Activities—Board members just don't attend Board meetings, but tackle problems and come up with solutions and policies by working on various committees. Described briefly below are two reports from our Landscaping and Maintenance and Construction (M&C) Committees that appear in greater detail in this issue:

It's Not Easy Being Green (Landscaping)—We know that some residents are unhappy about their landscape, but the Landscape Division is working hard to improve matters and the number of complaints is going down. Read Director Caine's write up on the latest developments.

Dry Rot (M&C)-As you know, this is a problem that affects many of our manors and we have been vigorously attacking it for several years. To get a better idea of how this fungus is affecting our



mutual and how to best combat it, we have hired an experienced engineering group to examine in depth a select variety of manors and to help us develop an overall, longer range, plan. Please read Director Moldow's article for more details.

OOPS Department–Due to a misinterpretation of policy, staff has been charging a \$100 replacement fee if you lost your ID card from July to December, 2017. If you are a Third member and this happened to you, please bring proof of payment to Resident Services and complete a request for a \$75 reimbursement no later than February 28, 2018. Questions? Contact Resident Services 949-597-4600 or residentservices@vmsinc.org. We are sorry for any inconvenience.

A Greener Today, and a Greener Tomorrow

By Third Director Susan Caine

You probably have noted improvements in our landscape. Grass is being mowed on a regular schedule, and much of the brush has been cleared, but we realize that problems remain. Under the direction of Bruce Hartley, General Services Director, the staff is making extraordinary efforts to make our landscape first class.

Along those lines, Bruce has appointed Larry Hernandez to fill the Landscape Manager vacancy. This is a position of great importance, since it reports directly to Mr. Hartley regarding field operations. Larry was selected based on his outstanding performance as an area supervisor in the Village. He has been a Landscape Supervisor for over 10 years, is known to many residents for his outstanding commitment to customer service and is well-respected by Villagers and crews alike.

One of the most difficult issues staff is working on is the long wait times residents are experiencing for service. Landscape problems reported to Resident Services often do not reach landscape staff and this is often due to the way these requests are tracked in the system. To solve this, methods are being developed to improve the process, and Resident Service staff is being



Landscape Manager Larry Hernandez

fully trained to deal with landscape concerns. Moreover the performance of the Landscape Division is being closely monitored by the Third Landscape Committee as to the time required to resolve resident problems and the degree of customer satisfaction obtained.

You may have also noticed that composting was suspended briefly due to a lengthy re-permitting process, but now the operation is back up and running. The Village grinds and composts all of the plant materials generated from our grounds maintenance: trees, grass clippings, shrubs trimmings,





weeds, etc. providing our community with clean mulch. Not only are we responsible stewards of our planet by saving water and using clean mulch, we are saving the community money.

The Landscape Division is staffing up and working smart. We are beginning to see much needed change and expect more to come. Mr. Hartley promises "more": more customer service, greater efficiencies from our landscape

crews, more use of technology and more communication to our residents on landscape issues and work planned. Please continue to be patient as we improve our landscaping and let us know how we are doing in your neighborhood.

Contractor Passes and Conformance Deposit

In January, the Alterations Department will begin collecting a refundable \$250 Conformance Deposit with all applications for alterations. The deposit is intended to assist Staff in enforcing Village Rules and Policies, such as parking, use of dumpsters and work hours. Any fines issued for violations of Village Rules and Policies by the contractors will be deducted from the deposit. When the alteration is complete, the balance of the deposit will be refunded to the Member.



Along with the deposit, staff will be enforcing the new Contractor Pass. in an effort to control contractor traffic and parking in the Village. Annual passes will no longer be issued to contractors, instead, contractors will be issued passes when they apply for Mutual Consents for alterations. The passes will be good only for the Manor or Unit for which they are issued and will be voided once the alteration work is complete. All contractors and their workers will be required to display the pass on the dashboard of their vehicle. The Contractor Pass applies only to construction contractors and will be available at the Alteration window in Resident Services. Vendors such as carpet cleaners and housekeepers can still be called in to Community Access.

These new policies will be a win-win for both contractors and the residents. With the Alterations desk providing a "one-stop shop" it will be easier for contractors to obtain the necessary permits and authorization to work within the Village, while Conformance Deposit and limited gate passes will ensure greater compliance with Village Rules and Policies by contractors and their crews.



Better Service for your Weekend Plumbing Issues

Good news for Third residents – Staff has made big changes to weekend plumbing procedures!

On weekends and holidays, all plumbing calls are now issued a work ticket. Staff will be addressing all requests during the weekend, including non-emergency ones as time allows. Weekend and holiday VMS plumbing staff will check with Security Dispatch for any non-emergency work orders that can be handled when no emergency calls are present. The goal is to reduce wait time for non-emergency service by using weekend and holiday plumbers.

Lack of hot water is now treated as an emergency, so you will no longer be kept shivering.

Welcome Aboard, Director Bruninghaus!!

Roy Bruninghaus has been elected to be Third's newest Board Member, filling the seat vacated by Annette Soule, GRF Director. Director Bruninghaus has experience in the private sector as a Vice President of Operations for Bruninghaus Associates, and Account Manager and Project Executive at IBM Global Services. His public experience includes several positions with the State of North Carolina Department of Health and Human Services. Roy also taught English and coached soccer, baseball and sailing. He holds a Bachelors of Arts in English



President Rosemarie diLorenzo welcomes
Director Roy Bruninghaus

Literature and a Masters Degree in Educational Administration and Supervision.

Welcome, Director Bruninghaus!

Dry Rot

By Third Director Bert Moldow

Southern California is a mecca for dry rot due to its climate. For years our staff has been doing battle with dry rot during the preparation to paint our buildings. We instructed staff to hire a consultant to ascertain just how seriously dry rot is affecting our buildings. In a preliminary report, the consultants indicate that based upon their discussions with the PTP crew and visual observations, there are no emergency situations present. They are now ready to inspect the exterior walls of 20 buildings, and scope the inside of them if needed. These buildings are representative of approximately 50 percent of the building types in Third Mutual. This scoping will be nondestructive and not require removal of



stucco. This work will begin on January 3, and manor residents will be given notice well before entry into their unit, should it be necessary.

We expect to receive a final report from the consultant by mid-March and the report will include a scope of work needed for us to go for bids to repair of any identified dry rot problems.



Dry Rot Remediation: Before and After

Our Board has already taken steps to combat dry rot by no longer allowing exposure of any new wood surfaces on buildings, by offering to remove wood trellises at no cost to members where dry rot is present, and by removing corbels.

Did You Know?

By Third President Rosemarie diLorenzo

The Business Plan (budget) for Third Mutual is available online for review. Commonly referred to as the Greenbook, it comprises the 2018 Business Plan for Third, including its operating budget and reserves. It also includes the GRF business plan (owners in Third pay dues to GRF, which is responsible for the community-wide facilities and has its own operating budget and reserves). The GRF assessment is charged to each of the Mutuals based on the number of dwelling units.



- Want to peruse a hard copy of the Greenbook? You can purchase a bound copy from the Copy Center for \$10 or an unbound copy for \$8, or you can view it free at the Village Library.
- Curious where the mutuals and GRF are spending money as the year progresses? The Quarterly Financials for Third are available online! Click here for Third, and here for GRF (tip: scroll to the bottom).

What's Next

On the Table: The Board is accepting comments on the following rule changes, to be considered for adoption at their January 16, 2018, Board Meeting:

- General Requirements for all Alteration Standards
- Amendments to Alteration Standard: Section 4 Air Conditioning Units/Heat Pumps



- Amendments to Alteration Standard Section 6 Block Walls
- Amendments to the Policy for Care and Maintenance of Patios,
 Balconies, Breezeways and Walkways in Three-Story Buildings.



View the December 2017 Third Board Meeting Agenda Packet here for more information.

Attics: The Third Architectural Controls Committee has finalized its recommendations for a revision to the Common Area Policy regarding attics. The proposed change to the policy will clarify attics as Common Area. The item was discussed at a Special Meeting of the Third Architectural Control and Standards Committee on December 7, 2017. The issue will be heard at the Third Laguna Hills Mutual Board on January 16, 2018, at 9:30 a.m. in the Board Room.

Bed Bugs: Third is discussing a policy and procedure to handle bed bugs.

Rodents: Third is discussing a policy and procedure to handle rodents.



Garden Villa Association News

By Lynn Jarrett, President of the Garden Villa Association

More than two years ago, the Garden Villa Association (GVA) implemented a Building Captain Workshop with several modules to help new Captains learn how to perform their duties. Regional Representatives Marti Mangan and Sharon Molineri, who oversee 10 Captains each, assist me with the very popular training. Captains are taken through different modules which help guide them through a variety of required tasks. Some of these include the following: Duties of a Building Captain, Laundry Room Rules, How to Report Problems to Resident Services, Recycling, Welcome Letters to New Residents, BBQ Rules, Rec Room Guidelines, Third's Plant Guidelines, Building Directories, Resident Contact Lists and much more. In the upcoming workshop in February, we've added a module to teach more about how budgets work within Third Mutual so Captains can better understand and help educate how renovations and maintenance of lobbies, mailrooms and Rec



Rooms are budgeted and how monies are spent. Recently a plan was initiated to invite all three-story building residents to attend the workshop so that they can learn the value and duties of a Captain and generate interest in potentially becoming a Captain. Attendees receive both hard copy and electronic documents with information in their own environments. The more information a Captain or resident is armed with, the easier the job and quality of life for all. The next GVA meeting will be on Thursday, March 8, at 10 a.m. in Clubhouse 5.

Third Projects: January 2018



Paint Program

Buildings 5533 through 5543

Prior to Paint Program

Cul-de-sac 214

Elevator Improvement Project

Building 2294

Flat Roof Maintenance Work

Buildings 2193, 2196, 2200, 2206, 2222, 2229, 2234, 2240, 2241, 2250, 2251, 2257, 2259, 2262, 2264, 2266, 2267, 2275, 2283, 2284, 2286, 2287, 2288, 2290, 2293, 2296, 2300, 2303, 2304, 2317, 2318, 2321, 2322, 2336, 2337, 2338, 2340, 2369, 2370, 969, 2109, 2113, 2115, 2120, 2126, 2127, 2133, 2135, 2166, 2173, 2177, 2182, 2372, 2384,

2386, 2390, 2391, 2395, 2396, 2398, 2400, 2404, 3000, 3002, 3014, 3019, 3033, 3036, 3039, 3043, 3051, 3065, 3076, 3080, 3096, 3103, 3121, 3142, 3150, 3154, 3155, 3172, 3180, 3193, 3194, 3208, 3221, 3223, 3239, 3242, 3253, 3274, 3290, 3316, 3318, 3321, 3333, 3334, 3352, 3373, 3385, 3386, 3388, 3394, 3418, 3422, 3444, 3448, 3460, 3475, 3477, 3511, 3518, 3522, 5010, 5030, 5037, 5050, 5092, 5125, 5127, 5153, 5155, 5252, 5289, 5335, 5344, 5347, 5350, 5351, 5352, 5360, 5396, 5405, 5432, 5439, 5452, 5496, 5521, 5522, 5525, 5530, 5548, 5550, 5551, 5552, 5554, 5557, 5558, 5559, 5560, 5561, 5562, 5564, 5565, 5575, 5582, 5584, and 5594.

Weeding and Pruning

Buildings 2256-2272, 3126-3135, 3224-3231 and 5298-5317

Weed Spraying

Buildings 2286-2359, 3176-3191, and 3224-3231

Tree Maintenance

Buildings 2091-2100 and 2209-2218

For the comprehensive Third Capital Project Log, <u>click here</u>

If you would like more information, contact Resident Services at 949-597-4600 or residentservices@vmsinc.org.





Notes of the United Board Meeting Tuesday, December 12, 2017

By United Secretary Maggie Blackwell

Director of Resident Services, Chris Spahr, reviewed the top three call types received: plumbing, landscape and pest control. There are <u>32 employees</u> covering the call center and the reception desk. As a result, response time is decreasing, with the goal to have 90 percent of calls answered in 20

seconds or less. Improvements in customer service are continually being made, calls are directed quicker and answered more effectively than ever before. In 2017, 120,000 calls to the service center plus 100,000 for gate clearance were received. Between September and November 9, 650 work order tickets were entered into the system.

The United Board held an election for a new term of office on the VMS board. The incumbent, Dick Rader, was reappointed to a full term ending in 2020.

CEO Brad Hudson updated the Board on the weekend plumbing crew that will be able to diagnose problems quickly, get work started faster, and address emergency as well as non-emergency requests during down time.



VMS Director Dick Rader

ESL (English As a Second Language) classes will soon be available through the Saddleback Emeritus program. Staff is investigating a translation device for use in Resident Services. (see Source of Information below).

A new calendar of club meetings has been introduced on the website. The calendar content is loaded by Clubs.

Board Actions: United purchased earthquake insurance which will cover all United property and facilities. Members are advised to carry Home Owners Association insurance and earthquake insurance to cover furniture, belongings, alterations in the unit, and, if desired, items stored inside carport storage cabinets.

United passed a one-year pilot program of a \$250 refundable deposit required during alteration



improvements. The deposit is to deter the occurrence of damage to mutual property by contractors, costs incurred when United must remove and dispose of construction debris and waste materials illegally dumped in Village trash bins, or contractors not following requirements for hours and procedures. Such actions have been on the increase and are costly to United.

United increased the yearly financial requirements for new members from \$36,000 to \$40,000. United must do its utmost to be sure new members will be able to afford living in the Community in the coming years. Unfortunately, United cannot afford to subsidize members. It is a tragedy for both United and members when the fees become unaffordable, members need more skilled nursing help, face a lien, or move out.

Future items include review of:

- A waiver for United to install United appliances when alteration countertops exist
- Handyman program discussion.

Executive Hearings Committee

By United Board President and Executive Committee Chair Juanita Skillman

The major offense is unapproved occupancy, which is an increasing problem. For example, various persons, who are underage or homeless, sometimes under the "co-occupant" policy, take up residency. These types of individuals have more recently caused distress among neighbors due to pan-handling, loud noise, raucous or threatening behavior, and additional misbehaving guests. Such behavior degrades the peace and quality of life in United. Some members suffer abuse from their own children or other co-occupants. United was developed as a private, age restricted community to provide safe housing for Senior Members. We don't want to be forced to install security cameras, barred windows, or increase assessments to increase the security force. Please help us enforce the United occupancy rules and report behaviors which destroy our peace and security. It can be painful, frightening, or debilitating to be a neighbor to such a resident. Make the call to Security at 949-580-1400 or Compliance at 949-268-CALL to report nuisances early on.

United Landscape

Breaking news: Larry Hernandez, a 10-year well-respected, high-quality employee, has been chosen as Landscape Manager, reporting directly to Director Bruce Hartley. Because of Larry's years of experience in the Village and familiarity with the groundskeepers and procedures, this will be an easy and effective transition. Kudos to two other high performers in United, Mike Swingholm and Bob Merget both Supervisors on the Landscape team. We look forward to a bright future for United



Landscaping. Have you noticed the improvement of our turf areas? That is because the grass is being clipped more frequently and the amount of thatch reduced. This gives a better appearance than longer grass.

The rainfall for October through December was about two and a half inches in 2016. In the same time frame in 2017, a total of five inches were received. We hope for moderate rain somewhere between drought and deluge this year, but just in case, please resume your water conservation practices. California reservoirs may be full, but water is still a big expense in United's budget. Most residential plants only need watering twice a week. United's automatic watering system comes on at night, for a minute or two, repeated when the



Report broken sprinklers or over watering to Resident Services

computer deems necessary. Please report overuse of water by neighbors or the water system to Resident Services. Employees are dedicated to monitoring our usage.

Source of Information

By United Steve Leonard

The Village has increasing numbers of residents who favor another language. To accommodate residents, the Laguna Woods Village Website www.lagunawoodsvillage.com has implemented Google Translator. Go to Website home page, scroll down to the bottom left corner, click "Select Language," click your choice of language and read the website in your chosen language.

And check this out! Resident Services Staff will soon test a Google Translation pair of headsets. This device will allow Staff to communicate with non-English speaking residents on the spot. Technology to the rescue!

Granicus and Board Meetings – Meetings are streamed live or replayed on the website. Go to www.lagunawoodsvillage.com/residents and scroll to Granicus and click. Find the Board you want, and



then click on the meeting date. The video will be on the left, the agenda on right. Click on the agenda item and the video will play from that spot. No need to watch two hours to get to the part that interests you!



Architectural Controls and Standards Committee

By Janey Dorrell, Committee Chair and Kurt Wiemann, Permits, Inspections and Restoration Manager 949-268-2316

The United Laguna Woods Architectural Controls and Standards Committee (ACSC) and the Alterations Division Staff were very busy in 2017. As you may know, the Occupancy Agreement and Bylaws allow for alterations within the Units of United Laguna Woods Mutual. Even with <u>fairly new policies in place</u> restricting common area use, Members have been busy upgrading and renovating their homes. The Alterations Division processed and issued almost 1,100 Mutual Consents for alterations. In addition to Mutual Consents, the ACSC and Staff reviewed 75 Variance Requests. Variance Requests are requests for alterations that are not consistent with standard policy and require more review. As of this writing, well over 700 of the alterations are still active.

Attics and crawl spaces in United are part of the common area, not for personal use by residents. However, with approval and permits from Manor Alterations and the City, an air conditioning unit or like appliance may be considered. Staff is ready to assist you in obtaining permits and final approval before you purchase anything or begin construction.

Appointments!

Phone the Manor Alterations Division at 949-597-4616 to make an appointment with an inspector to discuss an alteration or improvement you would like to make in your unit. Residents will be scheduled for a sit down to eliminate waiting in line.

New Appliance?

If you wish to replace your United appliance – dishwasher, stove top, refrigerator, etc. visit Resident Services to get the required permit(s) BEFORE installation and arrange for the return of the old Mutual owned appliance. It is a violation to leave old appliances in the carport or at the dumpster.



NEWS!

Waivers – if you have an altered/replaced counter top, Staff will now connect and/or install a United appliance appurtenant if you sign a waiver releasing United/Staff from any damage that might occur. Otherwise, Staff will deliver the replacement item, but you will need to hire someone else to do the installation.



Legally Speaking: What Happens in the Event of the Death of a Member?

By United Legal Counsel Jeffery Beaumont, Esq.

Only persons at least 55 years of age and who meet the financial requirements and other eligibility requirements (as may be established from time to time by the United Board of Directors) are eligible for Membership in United.

Upon the death of a Member, assuming there is no surviving Member, any heir, successor trustee, legatee or distributed applicants must either: (a) seek and obtain approval for Membership in United within three months after the Member's death; or (b) sell the Membership to a



qualified purchaser pursuant to the procedures set forth in the Bylaws. (Bylaws, Article III, § 6.)

Successor trustees, legatees, distributees or other heirs shall not be permitted to obtain Membership or occupy the dwelling Unit until the individual meets the age, financial and other eligibility requirements for Membership, and which has been approved, in writing, by United. Additionally, if such person obtains Membership, the individual must assume all obligations of Membership and ensure that all amounts due to United are paid within three months of the Member's death.

If Membership is not desired, or if the requirements are not satisfied, United has the option to purchase the Membership from the deceased Member's estate for a period of 30 days from the date of written notice of the Member's death.

If United waives, or fails to exercise its option to purchase within the 30-day period, the successor trustee, heir, legatee or distributee may sell the Membership to any qualified individual who has been approved by United, as set forth in the Bylaws.

Committee Meeting Schedule

Architectural Standards: Chair Janey Dorrell January 17, 9:30 a.m. Sycamore

Finance: Chair Gary Morrison January 30 at 2 p.m. Sycamore

Governing Documents: Chair Juanita Skillman January 22 at 2 p.m. Sycamore

Landscape: Chair Maggie Blackwell February 8 at 9 a.m. Board room

Maintenance & Construction: Chair Don Tibbetts February 28 at 9 a.m. Board room

Member Hearings: Chair Juanita Skillman January 25 at 9 a.m. Willow (closed)

New Resident Orientation - February 2 at 9 a.m. Elm

Resident Advisory: Chair Don Tibbetts January 18 at 3 p.m. Sycamore

What's Next

The following resolutions were postponed by United to satisfy Civil Code requirement, and will be considered for final approval at the February 13, 2018, Board Meeting.



- Entertain a Motion to Introduce a Resolution to Approve Modifications to Financial Qualifications Policy
- Entertain a Motion to Introduce a Resolution establishing an Anti-Discrimination Policy
- Entertain a Motion to Adopt Revisions to the United Mutual's Standard 43: Bathroom Splits

View the December 2017 United Board Meeting Agenda Packet here for more information. If you have a comment, attend a regular United Board meeting the second Tuesday of each month in the Board Room at 9:30 a.m.

United Projects: January 2018

Paint Program

Cul-de-sac 24

Prior-to-Paint Program

Cul-de-sac 40

Wastelining Program

Buildings 35 and 36

Flat Roof Maintenance Work

Buildings 11, 81, 88, 114, 153, 155, 156, 160, 203, 205, 221, 261, 262, 266, 274, 301, 309, 317, 318, 333, 334, 341, 341, 362, 372, 393, 396, 404, 409, 418, 432, 433, 434, 435, 437, 438, 441, 491, 493, 497, 498, 503, 514, 518, 570, 571, 572, 588, 590, 615, 644, 646, 654, 687, 773, 795, 796, 797, 807, 814, 841, 863, 885, 892, 894, 904, 915, 9169, 932, 948, 949, 951, 954, 956, 2001, 2003, 2016, 2044, 2046, 2047, 2048, 2057, 2063, 2073, 2074, 2078, 2080, 2081, 2084, 2094, 2107, 2123, 2160, 2163, 2164, and 2208, and Laundries 129 and 147.

Weeding and Pruning

Buildings 454-466 and 662-675

Weed Spraying

Buildings 440-466 and 571-599



Turf Relandscape Project

Cul-de-sacs 8 and 40

Tree Maintenance

Buildings 2091-2100

Annual Storm Drain Cleaning

Community-wide, including inspections of the flood gates, Aliso Creek and Ridge Route Security Gates will be conducted.

For the comprehensive United Capital Project Log, <u>click here</u>.

If you would like more information, contact Resident Services at 949-597-4600 or residentservices@vmsinc.org.



THE TOWERS at Laguna Woods Village

Towers Residents Welcome in the New Year

By Towers Adviser Saretta Berlin

New Year's Eve this year was especially meaningful for the nearly 100 Towers' residents who celebrated the New Year in the glamorous setting of Lortscher Hall. A company specializing in casino productions was hired to transform the place into a glittering nightclub, featuring a roulette wheel, blackjack and craps tables, and the ever popular bingo. The games were handled by professional dealers and winnings were awarded in the form of raffle tickets for a variety of prizes.



Silver and black decorations and mood lighting contributed to the festive feeling; tables were adorned with sleek black tablecloths. Wine was served, along with *hors d'oeuvres* and later in the evening, coffee and dessert.

The festivities concluded with a countdown to New Year's Eve.

Holidays at the Towers: Something for Everyone

By Towers Adviser Saretta Berlin

The season began early in December with a "Kick-Off-the-Holiday-Season Party" in Lortscher Hall. Residents entered to find tables set with festive cloths and an array of materials needed to create individualized holiday ornaments. The Activities Department had scoured local stores to find blank styrofoam balls and an array of decorative materials, which were affixed in a variety of interesting ways. Residents glued, pinned and joined colorful cotton balls and shiny metallic decorations to create interesting and creative holiday decorations which were then placed on several of the smaller trees that lined the common areas of The Towers.

The fun was complimented by an array of freshly baked cookies and after-dinner coffee drinks.

The towering Christmas tree in the main reception area was adorned with handmade ornaments, many of them made years ago by residents skilled in fine needlework. These are considered Towers' Treasures and are carefully wrapped and stored to be used each year.



The celebration of Chanukah, the Festival of Lights, began with the lighting of the first candle of the menorah on Tuesday evening December 12 and continued throughout the eight days of the holiday. Residents gathered in the Rendezvous Room where Ryan Rothberg kindled the lights and reflected on the meaning of the holiday. Participants shared along with hot beverages fellowship outstanding potato latkes prepared by Monica Gamble, a talented cook who handles catering for The South Coast Quartet Sodexo. On Sunday evening, the holiday was



celebrated with residents lighting their own menorahs at specially prepared individual tables. A youth choir entertained and even more latkes were consumed.

Entertainment over the holidays included a party with the effervescent Tony Rogers, the South Coast Quartet with a special holiday program, and Hitoshi Suzuki in a concert performance of the Nutcracker Suite.

New Directors Named to the Board at the Towers

At the Annual Meeting held on Thursday, December 7, 2017, the membership elected the following Board members to serve on the Board for a three-year term (December 2017 to 2020):



Inesa Nord-Leth



John Dalis

Congratulations new board members!



About Us

This newsletter is put together by all of the housing Mutuals and GRF. If you have comments about this newsletter, please contact Joan Milliman, GRF Secretary, at blindmice_3@yahoo.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.

Village Breeze Editor-in-Chief: GRF Secretary Joan Milliman

If you have problems or concerns about your manor, please contact VMS at the following email addresses:

generalmanager@vmsinc.org residentservices@vmsinc.org info@vmsinc.org

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

