



VillageBREEZE

A Joint Publication of the Laguna Woods Village Corporations

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True Willie and "Reba" at the Performing Arts Center. Photos by Mark Rabinowitch.



The Real Scoop on GRF's Reserve Balances

By GRF Treasurer Diane Phelps

There is an internet article circulating around the Village that makes inaccurate statements about GRF's reserve balances, reserve spending and undeveloped land. As the Treasurer of GRF, I would like to address the inaccuracies on this article. Let's tackle these statements one at a time.

First, have our reserve balances gone from \$28 million to \$9 million since Brad Hudson began managing our Village in January of 2016?

Below are GRF reserve fund balances for the last seven years. I assure you that these figures are audited, and I can personally attest that they are accurate.

Date	Reserve Fund Balance	Note
12/31/2011	\$ 21,847,797	
12/31/2012	\$ 21,365,311	
12/31/2013	\$ 31,176,634	\$10 million
12/31/2014	\$ 23,307,822	
12/31/2015	\$ 28,742,323	
12/31/2016	\$ 22,089,785	
12/31/2017	\$ 23,118,000	Preliminary

As you can see the balances vary year to year, which is the nature of a reserve fund to handle

fluctuating expenditures, and the balances are currently \$23 million. The 2013 ending balance was much higher because it included \$10 million that was borrowed by the GRF board at the time to fund a Recreation Master Plan. That project was canceled the following year by a new board and the loan was paid back.

The article is accurate that our reserve level when Mr. Hudson arrived was \$28 million (12/31/2015), however the reserve spending in 2016 that brought the balance down to \$22 million was approved prior to Mr. Hudson's arrival, when GRF set the 2016 budget in the fall of 2015.

I can't stress strongly enough that the GRF board sets the GRF budgets and has sole authority to appropriate reserve funds. Mr. Hudson does not have such authority, nor does any other VMS staff member. If you are concerned that the reserve balances are too low, please address your concerns directly to the GRF board, because we are the policy makers. The best way to contact one of us on the board is to attend a committee or Board meeting, or write to the GRF Board at the Laguna Woods Village Community Center, 24351 El Toro Road, Laguna Woods CA 92637.

Mr. Hudson is responsible for overseeing the GRF Operating Budget and is responsible for bringing the cost of operations in, at or below budget each year.

Second question: Is GRF spending money on expensive and nonessential projects initiated by Mr. Hudson with contracts going to his “friends”?

Below are the reserve expenditures for the last seven years.

Date	Fund Expenditures (Non-operating, Without Loan Payments)	Note
12/31/2011	\$8,782,435	
12/31/2012	\$6,053,868	
12/31/2013	\$6,528,328	
12/31/2014	\$4,991,027	
12/31/2015	\$3,484,160	
12/31/2016	\$11,717,330	\$7 million for Clubhouse 2
12/31/2017	\$ 6,245,189	Preliminary

As you can see, our reserve expenditures also vary year to year. They were unusually low in 2014 and 2015, after the cancellation of the Recreation Master Plan and a period of re-establishing priorities. And they were high in 2016, when \$7 million was appropriated for one project, the major remodel of Clubhouse 2. In a community with structures as old as ours, I would anticipate more reserve spending in the years to come, not less, as we address deferred maintenance and work to update our existing amenities.

As to whether GRF expenditures are expensive and nonessential, I’d say expensive, for sure. We live in one of the top 12 most expensive areas of the country according to cbsnews.com and

forbes.com. As to whether or not our expenditures are nonessential, it is critical that we update and upgrade our amenities and infrastructures to keep us safe, competitive with the surrounding retirement communities, and give residents the quality amenities they are paying for when they buy into our Village and pay monthly assessments.

And as to whether it is Mr. Hudson’s “friends” who are getting contracts to do work in the Village, there are Board policies and procedures set in place to assure that something like that doesn’t happen. A request for proposal is sent to at least three qualified contractors (but typically more) for every project over \$25,000, and the GRF Board is involved with the selection of the vendor or contractor.

Lastly, do we have undeveloped properties that Brad Hudson can rezone to decrease their value in order to attract potential developers and, once sold, Brad Hudson and the developers can profit from?

Mr. Hudson does not have the authority either to rezone or sell GRF-owned property, so this allegation is baseless. GRF has some land that is not developed, such as the parcel in Gate 16 by Clubhouse 7, and, like all other GRF-owned undeveloped land, it is already zoned as open space for recreational use, not commercial use.



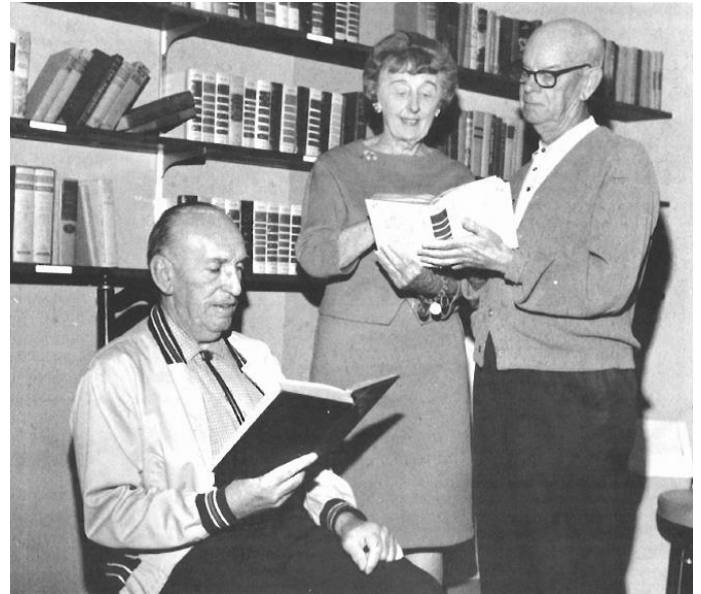
Thank You to the Village Women Who Made History

March is Women's History Month, a time to reflect on the contributions of women to society. Third Mutual has benefited immensely from the contributions of women throughout its history, from the trailblazing women who served the community during the birth of the Village, to the many female Board directors and volunteers who have served over the years on GRF, Third, United and Mutual 50.

The Laguna Woods History Center has provided many examples of stellar women throughout the Village's existence in its book, *Laguna Woods Village at 50 Years*, including:



Elsie Parker (above, center), Secretary of the first Golden Rain Foundation Board of Directors. She joined the then nine-member GRF Board of Directors at their first Annual Meeting on January 18, 1966, at Clubhouse 2. Ms. Parker was a member of Mutual 3, which is part of United Mutual today.



Catherine Wright (above, center), the creator of the Village Library and its first Director. Prior to 1966, the Village had no library, and the nearest one was in Laguna Beach. Ms. Wright, president of the Panhellenic Club, proposed the idea of a library to the GRF Board. On May 9, 1966, the Reading Room was opened with a circulation of about 50 donated books. Today, the Village Library offers over 30,000 multi-media items to our residents, including the latest best-sellers, hundreds of paperbacks, and a large selection of magazines and periodicals. Many of the books are available in large print.



Did you know? Until the opening of Saddleback Memorial Hospital in 1971, the community had its own Medical Center. **Margaret Nelson, R.N.** (left), served as the Community's first Director of Nursing Services. The medical center provided

prescription drugs, in-home nurse calls and ambulance services for a monthly fee of about \$34.



It's hard to imagine the Village without our fabulous fitness classes! **Diane Edwards** (above, front center) was the first exercise instructor in the community. Hired in 1972, she initiated an exercise program with access to only "one upright bike, a mirror and stall bars." The success of the exercise program was immediate, and Ms. Edwards eventually led several popular weekly

classes and aquatic fitness classes (still popular today!)



Two politically-involved women stood on opposite sides of the campaign for cityhood: **Betty Hohwiesner** (above, left), who led the campaign for city hood, and **Helen Einsweiler** (above, right), who led the campaign against incorporation. After a heated campaign including public debates, on March 2, 1999, the votes were tallied and Laguna Woods became Orange County's 32nd City

Finally, the Laguna Woods History Center has recognized many women through the Honoree of the Month program. [Click here](#) to browse the list of honorees, going back to 1976.

Another Perspective on See Something, Say Something

By Security Chief Tim Moy

In 2010, the Department of Homeland Security launched the "See Something, Say Something" campaign to raise public awareness of terrorism indicators as well as the importance of reporting suspicious activity to local law enforcement. In a day where mass shootings and acts of senseless hate are all too common, it simply makes sense to encourage the public to report any unusual or suspicious behavior.

It's OK to be wrong or to err on the side of caution; let the authorities make the call.

The See Something, Say Something and the Neighborhood Watch programs are two initiatives designed to keep communities safe. In the Village, the See Something, Say Something philosophy extends to anything that appears unusual or out of place to residents. As a private senior community, there are strict rules involving residency and conduct. With a 24/7 security operation in place, residents should not only feel safe in their manors, they

should also have confidence that the rules and regulations of the community are being upheld. When blatant violations are occurring and a resident is aware of it, the appropriate response should be to report it immediately. That doesn't mean every trivial violation should be reported, as it is important to live together in harmony, at least to the best of our abilities. However, we all know of habitual or deliberate acts that should be reported without delay. A few of the more common violations are as follows:

- Illegal occupants
- Parking violations
- Trespassing
- Contractor violations
- Illegal dumping
- Miscellaneous nuisance issues
- Habitual clutter
- Unauthorized alterations

In addition to the above community violations,



there are other more serious matters where a resident can contribute to the safety and well-being of a neighbor. In a senior community, there may come a time when you or a neighbor can no longer live independently due to a



physical or mental impairment. In these situations, the See Something Say Something philosophy takes on a completely different role. It doesn't involve reporting unusual behavior connected to terrorism, a criminal act, suspicious behavior, or even a community rule violation, but out of compassion and support to a Village resident. It is in these cases that the concern and watchful eye of a neighbor will not lead to enforcement action by Security but to the caring involvement of our Social Services Division. Social workers will reach out to the resident and provide resources and support based upon the uniqueness of the situation.

The concept of See Something Say Something makes sense in a variety of circumstances. If it's a violation of law or criminal activity, it's law enforcement; if it's a violation of a community rule or suspicious activity, it's Security; if it's a concern over the welfare of a resident, it's Social Services.

It has been said that it takes a community to protect a community. True! This is your community, please do your part to support the high standards of Laguna Woods Village. Anonymous calls can be reported to Security at 949-580-1400, or Compliance at 949-268-CALL.

Register Now for the 2018 Laguna Woods Village Games



Photo by Mark Rabinowitch

Let the games begin! The annual Village Games return with 23 events scheduled throughout the community. This year, events include a 5K run, archery, badminton, basketball, bicycling, billiards, bocce ball, equestrian, golf (18 hole, 9 hole, par 3), horseshoes, lawn bowling, paddle

tennis, petanque, pickleball, poker, shuffleboard, softball, swimming, table tennis, target shooting, tennis and volleyball.

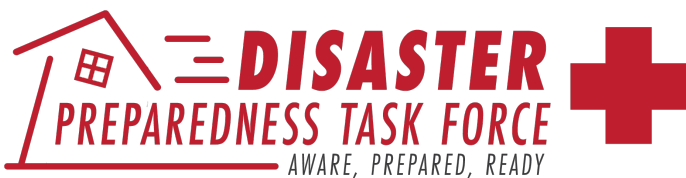
Registrants must have a valid resident ID card. Waivers are required for all events. Register through the Fitness Centers during regular business hours.

Register now for early bird pricing! Registration through March 25 is \$10, March 26 through March 28 - \$15. Registration closes March 28 at noon. Some events have additional fees, which are paid by the participant at the venue. There are no refunds.

The Opening Ceremony takes place Sunday, April 8 at Clubhouse 2 at 9 a.m. Registered participants and their families are welcome!

For more information, contact 949-597-4273.

Medical Professionals Wanted



Are you an active or retired medical professional living in the Village? If so, the Disaster Preparedness Task Force (DPTF) is in the process of developing a database of skilled medical professionals who would be willing to volunteer their expertise in the event of a large-scale emergency affecting 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 Captains, and providing First Aid and CPR training to residents. 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 and Reception Centers? We have many residents who are ready to lend 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 would love to have you on our 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 our residents. If you are interested in joining this team or would like additional information, please contact Debbie Ballesteros at 949-268-2356 or email Chief Moy at chief@vmsinc.org.

All About the Digital Age

A yearlong program by GRF is underway to remove analog television stations from the Broadband channel lineup to free up bandwidth for exciting improvements to the cable system.

Beginning April 9, WGN Superstation (channel 50); History Channel (channel 60); Travel Channel (channel 63); BBC America (channel 69); AMC (channel 71); A&E (channel 72); Discovery Channel (channel 74); and National Geographic (channel 78) are no longer available on an Analog (Tube) TV.

If you already lease a set-top-box, DVR or DTA,

no action is required. If you have an analog television, you can contact Resident Services at 949-837-2670 to lease a digital device for \$7.25 a month to continue viewing these channels. You can also consider purchasing a digital television—which is affordable and boasts amazing picture quality. Make sure the set you purchase has a tuner and an RF connector to connect a coaxial cable; otherwise, you will need to lease a set top box for your new TV.

To dispose of an old tube TV, call Resident Services at 949-597-4600 to schedule an in-home bulky item pickup. Waste Management will haul it away for free!

GRF Projects: February 2018

For details on these projects and other upcoming capital projects, click here to see the [GRF Project Log](#).

History Center: HVAC and Roofing replacement

Clubhouse 7: Bridge Room carpet replacement commencing January 29, 2018. Main Lounge woods floor repair/refinishing commencing late January, 2018. Kitchen improvements including cabinets, counter tops,

appliances, accessibility, flooring, lighting and paint.

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.

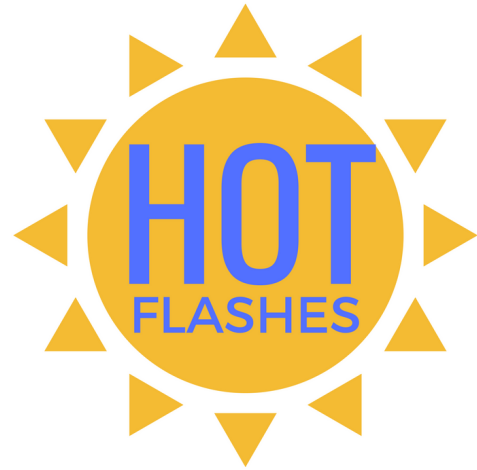


Hot Flashes

By Third Secretary Burt Baum

Drumroll Department– At our last Board Meeting no one came up to speak during the Members Comments period. We think this was a first and it made us feel as if we had reached nirvana--everyone in Third Mutual was now completely satisfied. This feeling lasted until we had a chance to read our mail and the Letters to the Editor in The Globe. Unfortunately, these letters and the emails sent to us often contain a lot of misinformation. In fact the editor puts a disclaimer at the bottom of the letters section in the newspaper stating that she or he does not verify the facts and figures. So if you really want to find out what is going on in the community, read the Breeze and/or visit our website. We endeavor to be transparent and tell it as it is, and if we make an error we try to correct it as soon as possible. Furthermore, take what you read from various sources on the internet and hear from your neighbors with a large chunk of sodium chloride. (End of today's sermon.)

Fixing Alterations– Our Alterations staff continues to run barefoot through the Alteration Standards to make them simpler and easier to understand. At the February Board meeting, one standard (Bathroom Splits) was passed; four older ones were reintroduced; and two were



introduced for the first time. The overall objective of all this work is to speed up the whole approval procedure so that Staff will be able to issue more mutual consents directly, eliminating the need for the owner to go through the more complex task of getting a variance, which requires both committee and Board approval.

Manors and Money– The resale numbers for January were down, eliciting cries of gloom and doom. Well, the numbers for February are in and the housing market in Third has not collapsed—quite the contrary. The total dollar sales volume and the average resale price of a manor were higher than the figures for each of the previous three years, so, property values continue to rise. People still want to live here.

Stay Out of “Hot Water ”by Taking Care of Your Water Heater

Water heaters are a modern convenience most of us can't live without. Don't take this awesome appliance for granted—neglecting to maintain or replace your water heater can leave you with bigger problems than just cold showers.

Water heaters should be replaced, based on the tank's warranty, which is typically ten years. However, in most cases the unit will function without problems for several years beyond. It is at your discretion when to replace the water heater. If the water heater is within the manufacturer's warranty, the resident will not be responsible for damages caused by a leaking water heater; however, be aware that if any damage occurs after the warranty expires, you will be held responsible for all costs associated with damage restoration. This also includes any damage beyond your home and in your neighbor's homes.

•Permits required from the City and Manor Alterations: A permit is required by the City of Laguna Woods for all water heater replacements. If you choose to use VMS Staff to perform the replacement, Staff will secure the permit and include the cost of the permit in the chargeable service. The City's current fee for a water heater replacement permit is approximately \$85.

•Approved devices for inside water heaters: California Building Code requires that drain lines from the water heater be plumbed to the exterior, **within six inches of the ground**. If this

is not possible or feasible on your water heater, an alternate device is required to be installed. If you have the water heater replacement done by an independent contractor, your contractor will be responsible to install the water heater and any required devices to meet code requirements. Your contractor will also be responsible for securing a permit with the City for the work.

•Fees related to replacement: Costs for installation of a water heater by Staff vary depending on the location of the water heater. You may request that Staff replace a water heater by contacting Resident Services at 949-597-4600, residentservices@vmsinc.org, or in person at the Community Center. Staff will perform a pre-inspection of the manor and give the resident an estimate of timeline and the cost based on findings. Once the resident gives approval, Staff will schedule the installation. Typically the pre-inspection is scheduled within a week of the request, and the installation occurs two weeks after the pre-inspection.

For detailed information, [click here](#) for a handy flyer detailing water heater replacement guidelines at Laguna Woods Village.



LeakSmart Leak Detection Device

Moratorium on Yellow Stake Program in Third



Photo by Mark Rabinowitch

Third Mutual has placed a 120-day hold on the “yellow stake program,” which allows residents to plant and maintain plantings in certain areas adjacent to manors. The Board has concerns that the program

created excessive water usage along with non-compliant plants and miscellaneous items. This period will give the Landscape Committee time to review and update, at open meetings, the Landscape Manual, which has not been changed since 2011. Existing yellow stakes can stay in place. The moratorium is for the issuance of new stakes only and in Third Mutual only.

Garden Villa Breezeway Pilot Project Begins March 19

By Third Director Suzy Caine

The Garden Villa Breezeway Pilot Project, which entails the replacement of the green carpeting in the breezeways (common areas) of the first floors of three Garden Villa Buildings with appropriately designed, light-weight, concrete, will begin at building 2384 on March 19. This pilot project will test the viability of the approach and enable us to proceed in the most cost-effective manner as we move on to the other Garden Villas.



The pilot program is as follows. Each Building will be under construction for about 50 days:



- Building 2384: March 19 through May 15
- Building 2385: April 17 through June 12
- Building 2386: May 16 through July 12

Building residents have been notified of the project, important dates, and what to expect.

The project requires first floor breezeway residents to move personal plants and furniture before the start date. Those who are unable to do this will have help available on a Saturday before the project starts. Walkways will be wide, allowing safe passage for people, walkers, wheelchairs and pets. The Third Board appreciates the cooperation of the pilot building residents as we carry out this effort, and look forward to the results.

Thank You to the Women of Third

In honor of Women's History Month, Third Mutual would like to recognize and thank the women who have served on the Board of Directors. Third Mutual has benefited greatly from the leadership and contributions of women throughout its history. Thank you to the women currently serving on the Third Mutual Board (left to right):



- President Rosemarie di Lorenzo Dickins
- Susan Caine
- Bunny Carpenter

...and to those who have served in the past. The following are female directors who have served on the Third Board in the last ten years:

- Kathleen Bryant (2001-2002)
- Cynthia Conners (2007-2009)
- Pat Feeney (2010-2014)
- Phyllis Fish (1999-2002, 2004-2006)
- Kathryn Freshley (2008-2011, 2011-2017)
- Katherine McDaniel (2008-2009)
- Carol Moore (2006-2009, 2009-2012)
- Isabel Muennichow (1998-2001, 2002-2005, 2006-2009, 2010-2013)
- Beth Perak (2013-2015, 2015-2018)
- Mary Robertson (2009-2010)
- Lucy Shimon (2009-2012)
- Carol Skydell (2008-2011)
- Annette Sabol Soule (2016-2017)
- Wei-Ming Tao (2013-2016)
- Judith Troutman (2012-2015)
- Rae Tso (2010-2013)
- Denise Welch (2002-2005, 2010-2013)



The Board will consider the following resolutions at its March 20 Board Meeting.

Water Heater Replacement During Resale:

Third will consider introducing a policy directing the Alterations Department to perform interior inspections during the resale process to verify the age of water heaters. If approved, the new policy will go into effect January, 2019.

Care and Maintenance of Patios, Balconies, Breezeways and Walkways in Garden-Villa Style Three-Story Buildings: This policy will

apply to Garden Villa buildings whose Breezeways have been renovated.

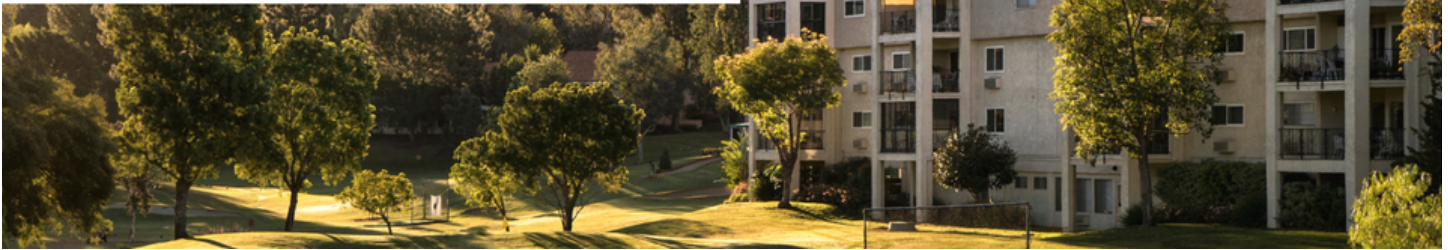
Interior Pest Control Policy: The policy would enable Staff to efficiently and effectively administer pest eradication measures, should the need arise, including multi-unit building infestation. It would also effectively set an expectation level for residents' responsibilities for pest control issues within their manors.

Suspension of Yellow Stake Program: the Board has revisited the "yellow stake" program given information provided to the Board regarding over watering of landscaping in such

“yellow stake” areas resulting in excessive utility charges to Third Mutual , as well as the apparent widespread abuse of the program by residents. Therefore, the Board has determined that such considerations necessitate a more thorough investigation into the merits of the program and if it should be continued on an on-going- basis.

Revised Alterations Standards: The Board will consider revising Alterations Standards for the following: Doors, Exterior (Swing); Exterior Floor Coverings; Fences, Wrought Iron; Gates; and Patio Slabs.

Garden Villa NEWS



Garden Villa News

By Garden Villa Association President Lynn Jarrett

We may say that 2018 is the year of the Garden Villa Association, and thanks to Third Board and the efforts of VMS Maintenance, we're making strides in upgrading some of the 81 older three-story buildings, to a level that has been needed for years. Up until recently, budgets didn't allow for so much renovation work in one year. A large portion of the work this year includes the renovation of ten lobbies, ten

mailrooms, ten elevators and some laundry rooms. The Board is also carrying out projects on dry rot, pipe repair and replacement, Rec. Room maintenance, gutter cleaning, trash chute cleaning and repair, and has instituted pilot programs for lighting, signage and Breezeway AstroTurf replacement. These efforts are all in addition to the regular ongoing annual maintenance programs and required extensive planning at the Board level. The end result has been fewer resident complaints at the GVA level, to Resident Services and to the Board.

Third Projects: January 2018

Paint Program

Cul-de-sac 225

Prior to Paint Program

Cul-de-sac 220 and 218

Roof Replacement

Buildings 2331 and 2332

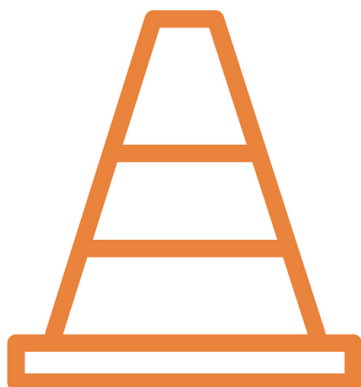
Elevator Improvement Program

Building 2355

Carport Cleaning Program

Carports 2001-2405

IN YOUR



NEIGHBORHOOD

Waste Line Remediation Program

Buildings 5295, 5296, 5297, 5298, 5299, 5300, 5301, 5302, 5303 and 5304

Weeding and Pruning

Buildings 2082-2127, 3419-3497, and 4010-4026

Weed Spraying

Buildings 2211-2286, 3136-3166

and 5520-5539

Tree Maintenance

Buildings 5001-5013 and 5331-5346

For the comprehensive Third Capital Project Log, [click here](#)

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



UNITED LAGUNA WOODS
MUTUAL

I Have Been Issued a Building Permit; What's Next?

By United First Vice President Janey Dorrell

If you plan on performing any alterations to your Unit, remember no work (including demolition) shall commence until all proper City permits and a Mutual Consent for Alterations has been obtained. Once you obtain your permits and you decide to make changes to your original plan, consult with the Alterations Division before starting work on those changes.

Once you have received a building permit from the City of Laguna Woods and have completed all the requirements for your Mutual Consent,

you may begin work. Remember to ensure that your permit and Mutual Consent

are prominently displayed in a front window where it can be seen easily for the duration of the work. It is your responsibility as a resident of United to ensure that rules, regulations and policies are followed by anyone you allow into the Community.

Keep in mind, on weekdays, work is permitted only between 8 a.m. and 5 p.m.; quiet work, such as painting or clean up, may start at 7 a.m. Work



is permitted on Saturdays, but only between 9 a.m. and 3 p.m. No work is permitted on Sundays or VMS holidays.

Many Units within the Mutual contain asbestos and lead in the original construction material, which means that most alterations contain hazardous materials and will require a demolition permit from the City. A licensed asbestos abatement contractor is required by law to complete the demolition and supply all regulated material documentation to the City of Laguna Woods.

Once your alteration is complete and you have provided Staff with a copy of your signed inspection card from the City of Laguna Woods, Staff will inspect the alteration for consistency with the approved plans, Mutual Standards, Conditions and Policy. When everything is in order, the Conformance Deposit is adjusted, if necessary, and the balance is returned to the member.

If you have any questions regarding alterations, call the Alterations Division at 949-597-4616.

Maintenance and Construction Committee Report

By United Second Vice President Don Tibbetts

- The Maintenance and Construction Committee recently recommended removal of all the barbed wire on the United boundary walls and the installation of wrought iron shepherd hooks, which will be much more durable and effective at keeping out unwanted intruders. The City of Laguna Woods has approved this project.
- “Cool Top” roofing is being installed on flat roofed buildings as they are scheduled for roof replacement. The Cool Top roof is constructed of durable white acrylic which reflects the sunlight and keeps the building cooler inside.
- During United’s Prior to Paint Program, dry rot removal is more thorough than in years past. Affected wood is proactively replaced or rebuilt with new, dry rot resistant materials.

- There are 17 projects in progress to address infrastructure needs for the betterment of United. Ernesto Munoz, supporting staff, and workers are doing an impressive job. Please excuse our dust. [Click here](#) to view the United Capital Project Log for details on the infrastructure projects.



Wrought Iron Shepherd Hook Fencing on a United Perimeter Wall

Have You Checked Out United Online?

By United Secretary Maggie Blackwell

Brain work: Visit the Laguna Woods Village website at www.lagunawoodsvillage.com. At a recent meeting, some residents were unaware of United information and asked where they could find it. One of the most concise pages is located in the resale package, available on the website: [Click here](#), or click these in turn: Governing Boards, United Mutual, Documents, Sales and Leasing, Resale Package. Scroll to page 27 of 48. This one-page checklist tells much in a nutshell: age restrictions, guest information, occupancy, leasing, clutter, taxes, moving and excess furniture removal. Every Member signs this form in escrow.

Another educational excursion can be taken through the United Laguna Woods Mutual Occupancy agreement. Scroll along and learn volumes.

While you're on the website, peruse the [United Operating Rules](#), full of information and regulations on numerous topics. Maintenance, Alterations, and Improvements sections may be useful to you; also included are the Codes of Conduct for Members and Directors in Board Meetings.

A sidestep (Residents/Landscape & Maintenance, scroll down to Landscape) will get you to the [Landscape Maintenance Manual](#), which has guidelines for resident planting, stepping stones, fruit trees; also the placement and maintenance of decorative items, pots, plants in breezeways, patios and balconies. Some of this information is also in the Operating Rules. There you will find applications and request forms. Call the Landscape Division for guidance. The Landscape Maintenance Almanac explains landscape procedures and the interdependence of departments.

Architectural Standards and Controls

By United First Vice President Janey Dorrell

Thinking of improving your unit? Alterations requests can be long and specific. By using only a fully licensed contractor and following all procedures, the Member will be protected from thousands of dollars in penalties and reconstruction costs.

Remember, step one is to go to the Alterations window. Read these selected paragraphs from a very long form (available at Resident Services, Window 7):

“No improvement shall be installed, constructed, modified or altered within the United Laguna Woods Mutual unless an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved in writing by, the VMS Manor Alterations Division, or in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee. In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member agrees to comply with the Mutual's Governing Documents and any specific terms or conditions

imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval. All improvements must be installed in accordance with the California State Building Code and the published Mutual Architectural Alterations Standards.

During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.”

“During construction, both the Mutual Consent for Unit Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division. The Mutual

Member shall indemnify, defend and hold harmless United and its officers, Directors, Committee Members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from the Mutual Member’s improvements and installation, construction, design and maintenance of same.”



Photo by Mark Rabinowitch

What May be Lurking in the Walls

By United Secretary Maggie Blackwell

All homes in Laguna Woods were constructed in the 1960s and 1970s. During that time, asbestos and lead were used in the building materials. Disturbing these hazardous materials without proper safeguards can be hazardous to your health, workers’ health and the environment.

Any amount of disturbance of these materials requires that the materials be tested and documented for asbestos and lead content. Work performed without providing the required documentation may result in fines, penalties or legal liability to the Member, and violators may also be reported to the California Division of Occupational Safety and Health (CAL-OSHA) and the Air Quality Management District.

There are major legal consequences and fines set forth by city, state and federal regulations, in addition to the legal liability concerning the health effects on the contractors and their workers conducting the work.



Mutual Members and their contractors are required to abide by all applicable federal, state and local laws, ordinances, codes and regulations relating to disturbance, removal, transportation and disposal in the home of asbestos and lead containing materials.

When working with materials containing asbestos and/or lead, your contractor must have required licenses for materials containing

asbestos and/or lead work in compliance with all federal, state and city permits, codes and regulations.

If you are planning on remodeling your home

and are unsure as to what may contain asbestos, be sure to contact the Alterations Division to assure you are complying with all laws and regulations.

Landscape Dilemma

By United Secretary Maggie Blackwell

Many United residents have added a splash of color plant to the landscaping adjacent to their unit. United allows maintenance of plantings adjacent to a resident's home through the [Yellow Stake Program](#). Below are helpful guidelines to ensure compliance with the program.

Keep your plants close: All resident gardening must be directly adjacent to their unit. Often that is the first row of higher sprinklers, a few yards from the unit/patio wall, or to the brick edging. Residents must leave the area adjacent to the walk or street clear of personal plantings so the mower can be used. If plantings have crossed over, or planted over that dirt strip, they are beyond "directly adjacent" and the Compliance Division may be notified. If you are unsure of what the area is considered adjacent to your manor, please contact the Landscape Division at 949-597-4600 for assistance.

Protect your Unit: in common areas, resident tree trimming or planting; resident removal of plants/trees; resident mowing and resident watering are all prohibited. These prohibitions are in place to protect United's landscaping and



adjacent property. Invasive plantings may cross the dirt margin between sprinklers and grass and grow into the turf, making mowing difficult, or bushes may protrude over sidewalks. Please note that if a resident-planted tree were to cause damage to a building, this would require tree removal, and the resident would be billed for the removal and possibly fined for damages caused.

Keep it neat: Decorative items are prohibited in the common area. Potted plants, ladders, mulch bags, and aged decor create clutter and unsightly conditions. Failure to adhere to this rule can result in disciplinary action and fines. Keep your planting area small and tidy, as most do.

No vermin allowed: Rats and rodents find vegetables yummy. Because of their likelihood to attract rodents, vegetables and herbs are forbidden in resident plantings.

United Mutual Now Offers Handyman Services

By United Secretary Maggie Blackwell

Introducing Handyman Services, exclusively for United Mutual residents. Designed to help residents with repair issues that are not covered by the Mutual, residents enrolled in the program are entitled to three service calls per month, not to exceed two hours per service call. The program costs \$200 a year; a potential savings of over \$2,300 when compared to the average cost of an outside contractor for the same services.

A similar handyman program has been an outstanding success At Rossmoor Walnut Creek for many years.

The Handyman Services provides assistance to residents in a variety of situations and covers a wide range of repairs, including:

- Assembling Furniture
- Cabinets
- Closet Doors
- Closets
- Dishwashers
- Drains
- Drapery Rods
- Drawers
- Faucets
- Fluorescent Tubes & Light Bulbs
- Garbage Disposals
- General Electrical
- General Plumbing
- Lamps
- Light Fixtures
- Resident Assistance Equipment
- Sinks (Kitchen and Bath)



- Sliding Glass Doors & Windows
- Sliding Screens
- Television Mounting
- Toilets
- Tubs and Showers
- Vent Fans
- Water Heaters
- Window and Deck Shades
- Change Filters
- Flip Mattresses
- Hang Pictures
- Install Batteries
- Install Vacuum Cleaner Bag
- Move Furniture or Boxes
- Move or Hang Potted Plants
- Small Carpentry Jobs

To sign up, call, email or visit Resident Services to obtain the Service Agreement and application at 949-597-4600, residentservices@vmsinc.org or visit the first floor of the Community Center. Return the completed application with a check made out to United Mutual for \$200 to Resident Services.

United Projects: February 2018

Paint Program

Cul-de-sacs 24 and 40

Prior to Paint Program

Cul-de-sacs 47 and 48

Roof Replacement

Buildings 625, 634, 636, 639, 663 and 666

Carport Cleaning Program

Carports 600-756, 774-945, 467-599, 961-969, 38-45, 65-232, 757-773, 1-7, 946-960, 46-64 and 233-466

Waste Line Remediation Program

Buildings 5295, 5296, 5297, 5298, 5299, 5300, 5301, 5302, 5303 and 5304

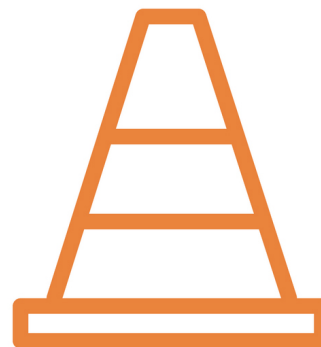
Weeding and Pruning

Buildings 86-97, 319-355 and 2082-2127

Weed Spraying

Buildings 1-28, 210-232, 289-307, 382-390, 467-497, 646-685 and 774-791

IN YOUR



NEIGHBORHOOD

For the comprehensive United Capital Project Log, [click here](#).

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

THE TOWERS *at Laguna Woods Village*

At Your Service...at the Towers

By Village Breeze Volunteer Saretta Berlin

Like most of the people who live there, The Towers has been around for a long time. Built in 1975 of specially-formed cement blocks, the structure is essentially sound and, again like its residents, is extremely well cared for.

A small army of skilled men and women look

after the needs of the 311 units that comprise The Towers. Staff members of this diverse group are experienced, well trained and in most cases have been at their posts for a long time. They work hard to keep the building running well...and looking good.

Housekeeping

Renee Pedroza, who heads the Housekeeping

Department, has been at The Towers for 22 years. Her staff of nine provides weekly cleaning services to all 311 units, including some that may be empty or awaiting new residents. The longest-serving member of this group is thought to be Faye Camerena, who will complete her 29th year at The Towers in 2018.

Housekeeping at the Towers is a very thorough matter. After the first year, residents can request a rigorous annual cleaning. Under Renee's direction, every surface of the unit—including sink drains, and air conditioning and ventilation vents—is subjected to detailed inspection and cleaned. Windows are cleaned without charge three times yearly, and residents can request carpet cleaning if needed at a nominal charge.

The extensive common areas of The Towers—hallways, community rest rooms and other public spaces are cared for by an additional three custodians. Because of the high traffic and almost constant use, these areas receive additional thorough cleaning throughout the year.

Maintenance

Like senior men and women of a "certain age," "The Towers looks great and works well because it has good bones and is well cared for. Ed Presley, head of the Maintenance Department and a Towers' employee for nearly 40 years, points to the provenance of the building as one of the most important reasons for its durability. At the time of its construction, additional standards were put into place concerning fire

safety. Because the building is basically steel and concrete, fire danger is relatively low. More than the usual amount of rebar was used in its construction. In the last 40-plus years in our earthquake-prone area, the building has shown no cracks or stress lines.

Under Ed's direction, each member of the Maintenance Department receives thorough training in all areas of building maintenance. The building's technicians are equipped to handle residential problems with plumbing, electrical, heating and air conditioning and other appliances in the units. They also maintain the catering kitchen and look after laundry equipment on each floor. Residents contact the reception desk to report maintenance problems; depending on the volume of calls, most problems are handled within a few hours, with emergencies receiving immediate attention.

In order to keep the building running so well, redundancy is built into the large mechanical units. "We have two of almost everything," Ed Presley says, citing the cooling towers and chillers that provide air conditioning, and the boilers that provide heat and hot-water-on-demand throughout the building.

The department has a vast array of equipment: hand tools are placed on a large grid in the main room so anything that is not returned can be identified at once. The building has its own wood-working shop, along with an assortment of power tools and equipment including blow torches, welding equipment, sanders, drying fans and dehumidifiers.

The Maintenance Department also oversees all outside contractors. Towers residents who wish to do extensive remodeling must submit their plans and receive approval. In this way, the high standards are maintained throughout the building.

Maintenance personnel are on duty 24 hours a day, 365 days a year, with a full staff available from 8 a.m. to 4 p.m. and a reduced staff on-site to provide round-the-clock response to problems.

Years go by quickly at The Towers and several members of the Maintenance Department have been around for more than 20 years. These include Efrain Alvarez and Mauricio Rios with 21 years of experience each.

Reception Desk

The heart of The Towers is the main floor Reception Desk, which has been manned for more than nine years by Linda McCarthy. It is manned full-time, around the clock, every day, with Linda and eight part-time staff.



Towers' Director Katy Howe (right) received the Innovative Management Award at the Community Association Institute's (CAI) Innovative Management Award Ceremony for the implementation of the Energy Management System upgrade at The Towers.

About Us

This newsletter is compiled by all of the housing Mutuals and GRF. If you have comments about this newsletter, please contact:

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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 contacts:

Resident Services - 949-597-4600

residentservices@vmsinc.org

generalmanager@vmsinc.org

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